

Contributing Beyond Education

Social and Environmental Report 2021



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At EHL, we are convinced that sustainability is not a choice, it's a necessity. Making it a priority in our operations is non-negotiable and we believe it is part of our role to prepare tomorrow's hospitality industry leaders.

DR CAROLE ACKERMANN

President of the Board of Trustees
and Board of Directors EHL

Entrepreneur, sports lover,
advocate for women

PROF. MICHEL ROCHAT

Chief Executive Officer, EHL Group
Talent revealer, wine enthusiast, lover and
promoter of local wonders

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Foreword

Dear reader,

Back in December 2019, we made concrete sustainability commitments for our Group within our strategy of *Contributing beyond education*, and more specifically to our four pillars: Integrating Sustainability in Education, Caring for our People, Contributing to Communities and Respecting our Environment. Today, as you will see in this report, we are happy to say that great strides have been made to fulfill these commitments.

Before diving into our CSR achievements, we would like to express our gratitude and tell you how humbled we were to witness the level of engagement of our entire EHL community. To see the numerous projects and initiatives run by different departments and student groups, and this even with a pandemic still strongly impacting our daily lives and activities.

One of the key achievements was of course our new campus in Singapore, which we were fortunate enough to open despite the sanitary restrictions, with freshly renovated and more eco-friendly features. In Passugg, we successfully integrated sustainability throughout the vocational curriculum and in Lausanne, we made sure that sustainability was put at the core of the construction of our new campus. Our new buildings will be low energy consumption facilities and we are compensating the inevitable carbon emissions linked to their construction.

Last year, our institution has engaged with its students and staff like never before. At EHL, we announced 2021 as the *Year of Benevolence* and ran different projects aiming at challenging, developing and listening to the EHL community. For example, we were happy to see an impressive number of bachelor students participate in the Positive Impact Rating (PIR) survey, assessing EHL in areas such as Governance, Public Engagement, Learning Methods and Student Support. This survey provided great insight into the community's perception of our institution, and it will serve as a fertile ground for future initiatives and betterments.

Be it for protecting the environment, supporting local communities, taking care of our EHL Family's well-being, or fostering more diversity, inclusion and belonging within EHL, countless bottom-up initiatives flourished on our three campuses and offices around the world – showing the drive and motivation of many staff members, students, alumni and broader community members.

This year, applying the Global Reporting Initiative (GRI) standards was key for our Group. These standards allow us to take responsibility for our impact, analyze it and tackle the areas in which we can do better while allowing for more transparency and accountability. This is why we also added the impacts of our digital usage to the calculation of our Lausanne campus emissions, as well as established our baseline measures for our campuses in Singapore and Passugg.

As years advance and our data grows, we are proud to share our journey, but we remain humble when reflecting on our achievements. While taking the time to thank every stakeholder and all fellow members of our EHL community for the support and efforts towards creating more positive change, we would like to emphasize on the following:

EHL's voice travels worldwide so it comes with a responsibility. While we take this very seriously, we know that the work will never be completed and that there will always be room for betterment. Betterment that we can only achieve by coming together, showing up with the right intentions every day, and helping each other grow – so let's get better together!

Dr Carole Ackermann

President of the Board of Trustees and Board of Directors EHL

Prof. Michel Rochat

Chief Executive Officer, EHL Group

Contributing Beyond Education

About EHL Group

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 building a sustainable world, EHL Group's purpose is to provide education, services and working 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 by publishing a set of commitments approved by the Board of Directors and the Executive Committee. Our updates are published annually, covering progress made during the previous year.

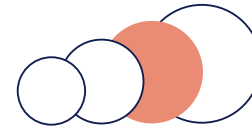
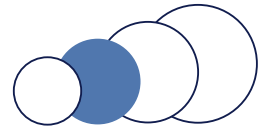
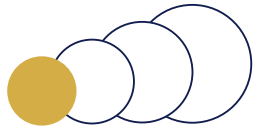
In this third edition of the report, covering calendar year 2021, disclosures from the Global Reporting Initiative (GRI) are referenced, a widely adopted standard for sustainability reporting. The data covered comes from facilities that were fully owned and operated by the company as of December 31, 2021. Additional exceptions or exclusions are noted in the text.

EHL Group's Sustainability Strategy

In 2020, EHL launched a set of new sustainability commitments; measurable goals to guide our strategy and operations.

Based on four main pillars, our 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. Each pillar describes an objective, a tactical action plan for reaching it, and the metrics we will use to measure and monitor progress.



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 campus 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, the EHL Group is dedicated to working with partners and stakeholders to support the communities in which we live and work. Relying on the transmission of key competencies, our community pillar outlines actions at contributing to local and global communities through acts of ongoing kindness and generosity.

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.

Our 2021 Highlights

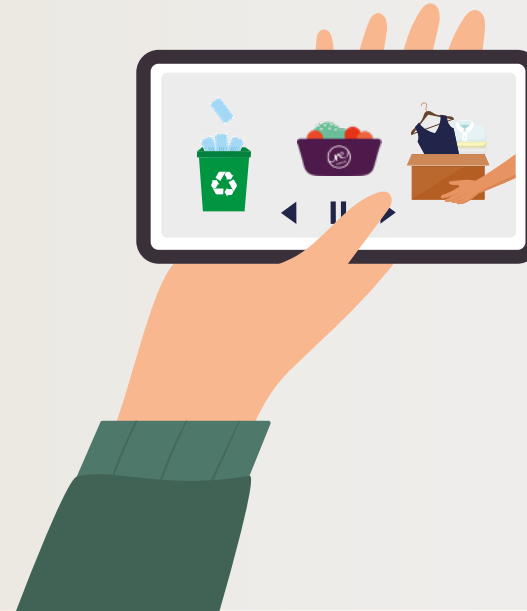
Integrate Sustainability in

Education

2 Students' Sustainability Taskforces in Lausanne and Singapore



2 Youtube episodes on waste management



The Stevies Awards :
Corporate Social Responsibility Program of the Year in Europe



3 new courses on sustainability topics



551 respondents to the Positive Impact Rating Survey



Over 600 attendees at the 2021 Sustainability Week

Our 2021 Highlights

Care for our

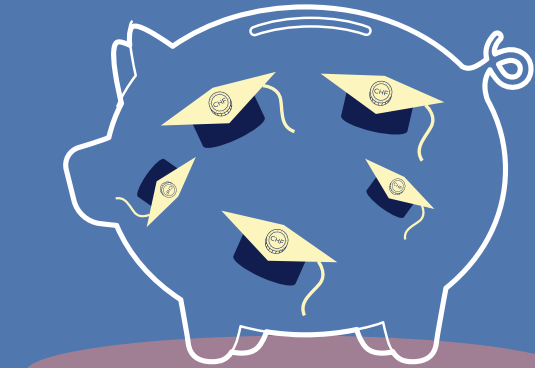
People

First Health and Wellness Week in Lausanne

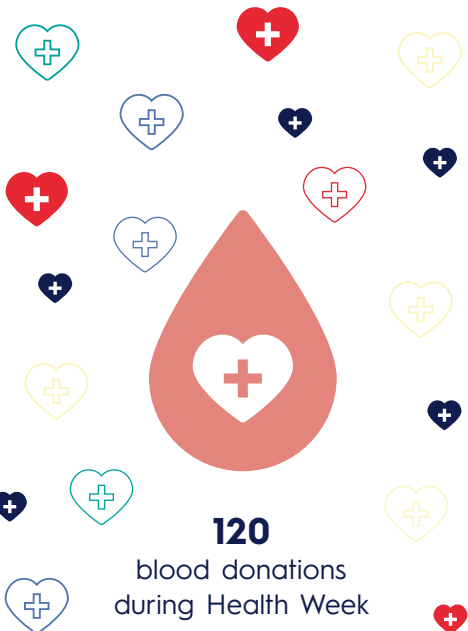


No Meeting Wednesdays in Singapore

Emotional Wellness Week in Singapore



95
scholarships or loans given



120
blood donations
during Health Week

Equal Pay certification



135
participants in trainings
on Benevolence



Our 2021 Highlights

Contribute to

Communities

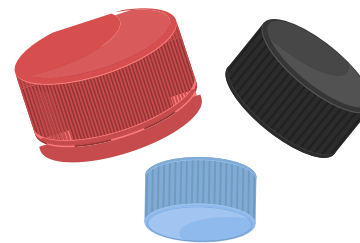
671
hours volunteered on



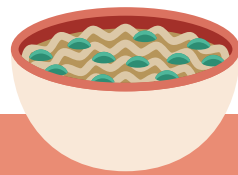
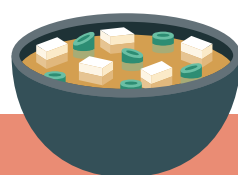
Alaya



2 events with Restaurant de l'Union



19 kg of plastic lids collected
in Passugg for a good cause



90 meals distributed at the Sleep-In association (CH)

Joined
the International Student Campus Network



Uniforms and kitchen equipment
donated to **2** different associations



Our 2021 Highlights

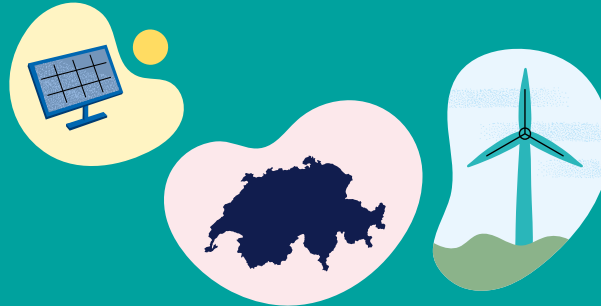
Respect
our

Environment

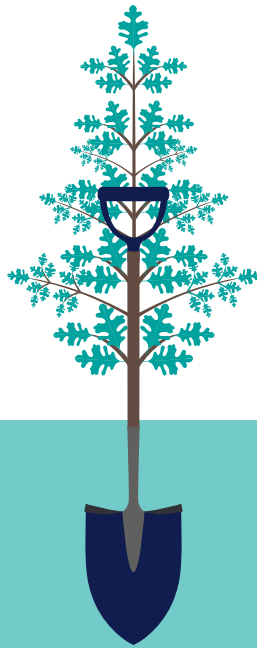


First **KITRO** analysis conducted

Switch to **100%** renewable,
100% local, **100%** Swiss energy, in Lausanne



Vegan
cooking
courses
offered
in Passugg



40
trees planted thanks to 1 CHF
for the Climate



2 new
sustainable,
healthy and
local vending
machines (on
the Lausanne
campus)

4800 tonnes
of CO₂ emissions
offset



6 Less-Meat days at
Food Court



CO₂

First CO₂ analysis launched
in Passugg and Singapore

Integrate
Sustainability
in

Education



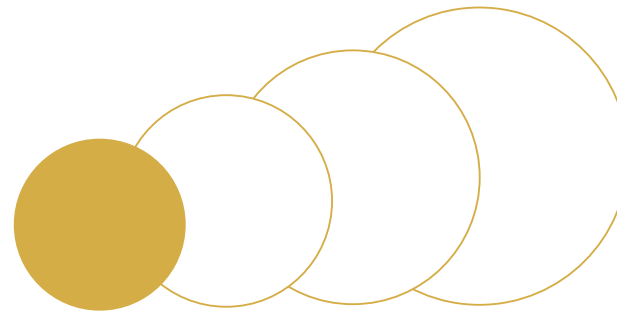
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Along with President Chloé Reboh, our 16 committee members and an ever-growing pool of volunteers, the Student Sustainability Committee acts as the interface between Management and Students. As dedicated advocates, we are raising awareness among students via numerous initiatives, for example the Sustainability week at EHL, the Positive Impact Rating assessment, and the Caritas clothing donation. Follow us and join our efforts!

MAXIE MÜLLER

EHL Student, Vice-President of the Lausanne Student Sustainability Committee 2021, conscious traveler

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	2019	2020	2021 Objective	2021	2022 Objective	 Comments
Number of field trips by our professional & vocational programs	-	7	10	10 ✓	12	Dependent upon COVID-19 sanitary measures.
Number of courses linked to sustainability in our bachelor program	2	2	4	5 ✓	-	New courses: Corporate Sustainability, Business Ethics, Diversity and Inclusion. Objective 2022: transversal integration of sustainability in the curriculum.
Number of post-graduate courses linked to sustainability	0	0	1	0 	1	Delayed until 2022.
Percentage of research led by EHL professors on CSR topics	15%	20%	25%	25% ✓	Maintain	Dedicated research institute to be opened in 2022.
Participants in EHL's Sustainability Week	500	235	300	600 ✓	Maintain	Moved online during the pandemic.
SDG-related events throughout the year	-	4	6	24 ✓	Maintain	Mostly online events.



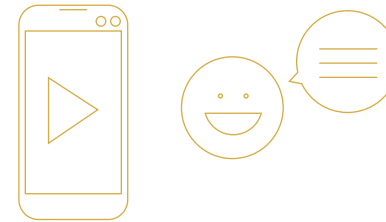
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I take pride and pleasure in teaching our students the principles of sustainable business. I believe it is a key component for a science-based education, and can be a competitive advantage for our students and alumni.

DR. CARLOS MARTIN-RIOS

EHL Faculty, optimistic motivator, researcher of grand challenges and amateur ultra-trail runner

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**POSITIVE
IMPACT
RATING**
FOR BUSINESS SCHOOLS

When students speak up

Joining 50 other business schools, EHL's student-run Sustainability Committee surveyed over 550 students to gauge their views on sustainability initiatives at the university through the Positive Impact Rating assessment. The survey gave students the chance to speak up and suggest new ideas, including ways to reduce food waste and introducing new courses on sustainability for undergraduates. 88% of respondents agreed that sustainability is important in the hospitality curriculum. EHL was rated a 3 out of 5, indicating the school has demonstrated impact across some dimensions but can continue to progress.

A hybrid version for the 3rd edition of the Sustainability Week

EHL hosts a week of events to educate students on sustainability challenges and initiatives, and highlight key achievements throughout the year. In 2021, the Sustainability Week was held virtually and welcomed over 40 speakers and 600 attendees. A special highlight was a plant-based cooking presentation by EHL alumna, Chef Tosca, hosted on Instagram Live.

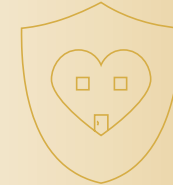




New classes in the Bachelor's program

In 2021, we introduced three new courses on sustainability for undergraduates, all of which provide ECTS credits: Business Ethics, Corporate Sustainability and Diversity and Inclusion.

Proud of two in-house CSR initiatives!



Undergraduate students in their final year complete a hands-on Student Business Project (SBP) addressing a business challenge for external companies. In 2019, EHL established a pro-bono CSR-themed SBP, designed to provide students with practical professional experience in a socially responsible context. In 2021, we had two exceptional CSR projects: Pension Bienvenue – a guesthouse for women in need of safe accommodation – and Alter Start Food – a training program to support migrant food entrepreneurs.

When students lead

The EHL Sustainability Committee is a student-led group that works in partnership with the university's sustainability team to educate and engage students about sustainability on campus. In 2021, the Committee launched two initiatives in Lausanne to reduce clothing waste. The first was an effort to gather unwanted clothing from students, especially those graduating and leaving Switzerland. It successfully collected over 600 items of clothing which were donated to Caritas Vaud, an organization supporting people facing hardship in Switzerland. The second was a vintage and secondhand pop-up shop of which all profits were donated to local charities.



The EHL Spirit is active worldwide

We included sustainability as part of the judging criteria for the EHL Spirit Award honoring a student showing a great contribution to EHL's community and an admirable EHL spirit. In 2021, Alexandra Briol received the award for her tremendous support towards uneducated girls in Cambodia for the French NGO Toutes à l'école. She donated her cash prize of the award to this NGO.



Care
for
our

People



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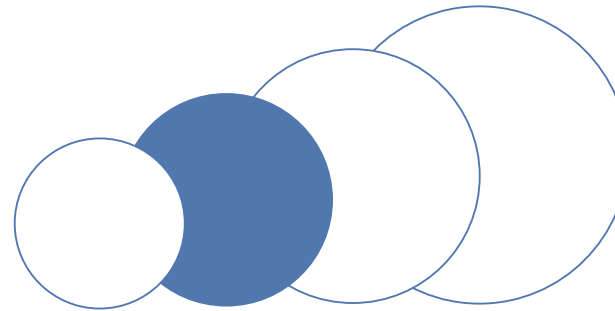
Through my role at EHL, I want to exemplify and pass on my experience and passion to all students.

The moment when they stand in front of you at the graduation ceremony and you get to say that you were part of their journey - that is simply priceless. Beyond my role, I wanted to challenge myself and broaden my horizons. This year, I had the opportunity to join the Talent Academy and I can say the first half-year has already been filled with many beautiful, fun and exciting hours! It is so valuable and stimulating to make contacts outside of one's actual working day, but in the same family!

MANUELA VILLINGER

Internship Supervisor, member of the Talent Academy and equestrian.

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	2019	2020	2021 Objective	2021	2022 Objective	Comments
Participation in Women in Leadership initiative & Speak Up workshops	1000	1268	1500	1912 ✓	Maintain	SHP Workshops are now mandatory for both staff and students.
Percentage of women among students	57%	58%	Maintain	58% ✓	-	
Perception of fairness	82%	86%	-	- ☹️	-	Measure delayed to 2022. More indicators on Diversity & Inclusion are under evaluation.
Percentage of women among staff	43%	44%	Raise	47% ✓	-	
Percentage of women in management positions	47%	43%	Raise	42% ☹️	-	Concrete actions have been implemented, tangible impacts are expected in the mid to long term. The objective is to reach equilibrium in the next 3 years.
Number of scholarships requested	60	152	-	200 ↗	220	The Scholarship Foundation is external to EHL Group and grants scholarships and financial aid to both EHL and non-EHL students. EHL Group works closely with the Scholarship Foundation to promote scholarships and increase student diversity.
Number of scholarships given	26	60	-	95 ↗	105	



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The Pathfinder program demonstrates EHL's investment in its people and its future, internally and externally. Through this fascinating program, we have the opportunity to redefine the future of our organization, and to grow professionally and personally in the process.

BEATRICE VENTURINI

Content Manager, Pathfinder, music enthusiast and festival organizer

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Pathfinders

In 2021, 16 staff members were selected from various departments to be part of a bottom-up initiative. The aim: to reshape the company's future from the inside by finding, developing and co-designing new business ideas, helping the EHL Executive Committee and Board of Governors to define new strategies and rethinking our company culture.

Embedding benevolence into our culture



Following an initiative launched across EHL Group in the beginning of 2021, many students, staff members and alumni joined forces to do good and implement a more considerate and caring work and study environment for all. Among other achievements, an Emotional Wellness Week was organized for the staff in Singapore, and a Service Excellence through Benevolence workshop was launched on all campuses, to foster a better and kinder service culture.



Looking after each other

Launched in 2019 with the Non-Violence Project Foundation, a series of Sexual Harassment Prevention workshops is now made mandatory for all undergraduate students. These workshops educate attendees about the different forms of sexual harassment, while giving them tools to prevent it in their future professional lives, and encouraging them to look after one another.



Extension of the Equal Pay certificate

Since 2020, EHL has steadily worked to ensure that all staff are paid fairly based on work experience, education, job complexity and seniority, regardless of gender. Swiss law mandates that companies or organizations with over 100 employees conduct a gender pay gap audit every four years. Beyond the legal requirement, we additionally decided to have our figures and processes verified by an external auditor. In 2021, we received the Certificate of Equal Payment, guaranteeing that there is no more than a 5% pay discrepancy between men and women.

Women In Leadership

WIL Buddies, an initiative of EHL Group Women in Leadership, was launched in 2021. It is a platform with the objective to connect female staff to support and empower each other. Through mentoring, sharing knowledge and best practices, WIL builds a comfortable environment where women can get together and freely express themselves, find inspiration and gain insight for professional and personal growth. Through a survey, the need for self-development for women was identified and will be addressed in 2022 with empowerment workshops and e-coffee sessions.



COVID-19: safety first

EHL campuses maintained a safe environment for all staff, students and faculty during the pandemic. When not provided by local authorities, testing was made available by EHL and paid for on campus, to ensure the safety of the community: in Singapore, ART self-test kits were made available; in Passugg and Lausanne, tests were made possible directly on campus.

A healthy mind in a healthy body

We hosted our first ever Health & Wellness Week in November 2021 on our Lausanne campus to promote health, well-being and self-care among students and staff. Activities included vision exams, cardiovascular, metabolic, and dental health assessments, massages, blood donation, prevention actions, art therapy workshops and more.



Dress to express

To better reflect gender, cultural and religious diversity at EHL, we updated our Guide for Professional Appearance. The updated guidelines now allow students to wear traditional business clothing, such as saris or Bavarian jackets, to show small tattoos, or wear jewelry representing religious symbols, religious head coverings, and more. The initiative aims at fostering more Diversity, Inclusion and Belonging in our community.



Contribute
to

Communities



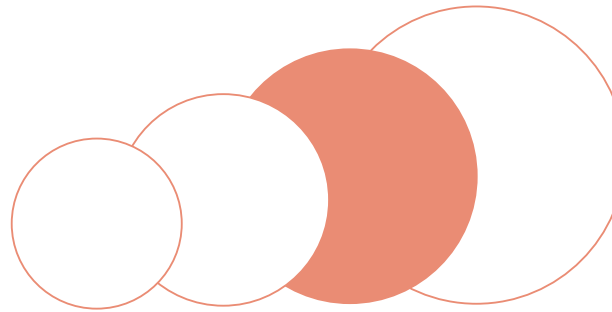
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Having witnessed our first cohort of Bachelor students at the EHL Campus (Singapore), we are proud to mention that we have since gathered a group of passionate students to be onboard with us as part of a CSR taskforce to create more awareness within our local community. Bearing in mind the EHL pillars, we are working towards building a calendar of activities to further enhance the importance of embodying the values of family, respect and benevolence.

SHINN TEO

Regional Recruitment Manager
and hospitality enthusiast

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	2019	2020	2021 Objective	2021	2022 Objective	Comments
<u>Alaya participation</u>						In 2021, Alaya was expanded to our Passugg and Singapore campuses.
> Number of active accounts	195	586	750	818 ✓	1000	
> Participation ratio (on accounts created)	30%	32%	35%	23% ⚙	30%	Uncertainty related to the COVID-19 pandemic deeply affected the way of gathering and living of the community.
> Hours dedicated	260	1091	1500	672 ⚙	1200	Progress towards our 2021 KPIs was lower than anticipated due to social distancing requirements.
<i>Courage Your Way students</i>	4	1	3	1 ⚙	3	We hope these activities will resume fully in 2022.
Number of events during Solidarity Month	10	6	10	6 ⚙	10	
Partnerships with NGOs	3	3	5	4 ⚙	5	A skills-sharing partnership model will be developed in 2022.



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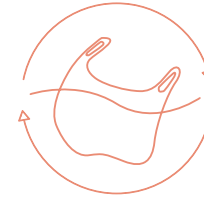
I have been impressed by EHL's efforts to support sustainable initiatives external to EHL.

As team leader of a local environmental association, it feels good to get support and recognition.

DONG HOON (ALBERT) KIM

EHL Student, Team Leader of Bye Bye Plastic Bags Shanghai

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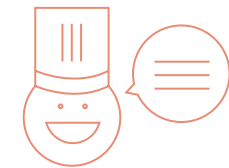
A good case for a good cause



After hosting Melati Wisjen, founder of global NGO Bye Bye Plastic Bags (BBPB), at their Young Hoteliers Summit, the two groups decided to partner to raise money for BBPB's social enterprise, Mountain Mamas. Mountain Mamas employs local women in Bali to create products out of recycled materials. Through an instagram campaign, EHL donated 6,000 CHF to Mountain Mamas for the purchase of an industrial sewing machine.

Job training MasterClass

Hotel and Restaurant L'Union in Epalinges, near our Lausanne campus, is a social enterprise that provides housing and hospitality job training to unemployed individuals. EHL supports the project by teaching MasterClasses – courses on cooking and service – to the restaurant's trainees. Last October, our Executive Chef, Christian Segui, collaborated with L'Union trainees to co-create a menu which served as the restaurant's menu for six weeks in the fall. Earlier in the year, trainees were invited to EHL for a discovery workshop in order to break routine during the restaurant's closure due to COVID.



Joining ISCN

In 2021, EHL became a member of the International Sustainable Campus Network, an international forum supporting institutions of higher education to achieve sustainable operations through the exchange of information, ideas and best practices. As a member, EHL commits to:

- Embed sustainability in governance, operations, learning, research and community engagement;
- Engage students in all aspects of sustainability;
- Partner with the public and private sector to share best practices and benefit our communities;



- Enhance collaboration within the network; and
- Contribute to the international dialogue around sustainability and the Sustainable Development Goals (SDGs).

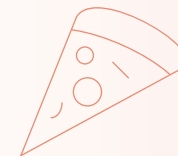


Sharing is caring

On October 16, World Food Day, our students delivered 60 meals prepared by EHL chefs to the Association Sleep-In, a homeless shelter in Lausanne. The initiative was part of the Social Gastronomy Movement's Universal Plate Campaign to serve one million meals globally with locally-sourced, healthy ingredients. The reaction was so positive that our students returned to serve an additional 30 meals on Christmas Eve.

Our ongoing community engagement

We partner with Alaya, an online platform for volunteering and donations, to provide EHL staff and students with opportunities to do community service. In 2021, we collectively volunteered over 665 hours, with activities ranging from a park clean-up in Lausanne to serving meals at a soup kitchen or a sports challenge fundraiser. We also raised nearly 5,000 CHF for social causes and donated 645 items. In 2022, we hope to nearly double our hours volunteered to 1200 and increase our participation rate from 23.3% in 2021 to 30% in 2022.



Food for today AND for tomorrow!



EHL students Chiang Dinh-Khai Nguyen and Samuel Indermühle launched a student project to reduce food waste called LeftLovers, in partnership with Grand Resort Bad Ragaz. The students worked with Bad Ragaz chefs to capture food trimmings and peelings that would have otherwise gone to waste, and convert them into tasty meals. For example, the leftovers from the hotel's buffet were turned into pizza. These meals were served at a pop-up restaurant, LeftLovers, at Bad Ragaz over the summer in 2021.

Respect
our

Environment



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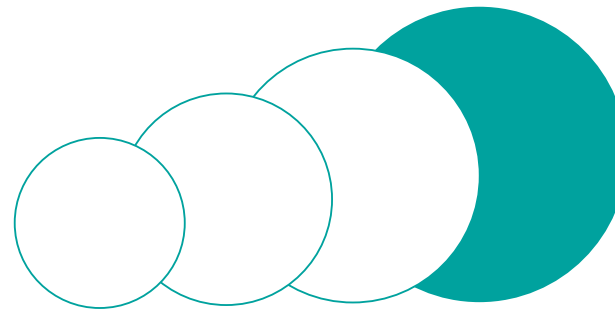
I am convinced that action is needed if we want to preserve our environment and ourselves. A lot of the challenges we experience have something to do with the way we eat. A product's origin and seasonality, knowing the suppliers and the production methods used: those are key elements when it comes to buying and consuming. The analysis we ran with Beelong helped us assess the environmental impact of our purchases.

With more than 4500 products bought every year in large volumes, small changes can have quite a positive impact on our environmental footprint.

PIERRE GORDIEN

F&B purchaser, epicurian and lover of earthy, vibrant products

”



	2019	2020	2021 Objective	2021	2022 Objective	Comments
Carbon footprint (in tonnes CO ₂)	9644	7811	7780	9418	Develop climate plan	-2% compared to 2019 (base year). The emission reduction per capita is 22%. In 2022, EHL will start developing a climate plan for setting reduction targets for the mid- and long-term.
> Food	1566	851	-	1203	-	-30% compared to 2019 (base year).
> Mobility	5239	2618	-	4024	-	-30% compared to 2019 (base year).
> Energy	2114	2636	-	3282	-	+36% compared to 2019 (base year). Expected impacts from actions undertaken in the energy sector should be more visible in the next years, as their full implementation is in due course.
New campus construction carbon offsetting	N/A	29%	58%	58%	80%	Commitment to offset construction emissions by 2024.
Percentage of waste collected and recycled	66%	67%	70%	73%	-	Starting a more precise analysis of waste and circularity in food and beverage outlets.



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I joined EHL because it is the leading hospitality school, and as an Ambassador I am proud to see how sustainability is integrated in my curriculum, both inside and outside the classroom.

MAJ MIGLAR

Student Ambassador and
avid tennis player

”

Analyzing our food impact

We partnered with Beelong, a startup launched by two EHL alumni, to identify how sustainable each of the food ingredients we source is. Beelong analyzed each food based on its origin, seasonality, method of production, impact on climate and resources and how it was used. We received an overall score of 72%. The analysis also found that 50% of our products are produced locally in Switzerland and that 79% of our offering is seasonal, while 98% is homemade! It also ranked the food products we source based on their eco-friendliness.

We have already taken action on these results, replacing ingredients with more sustainable options, changing the source of some ingredients and



even phasing out certain ingredients altogether. For example, when we sought a farmed shrimp option to replace the tiger shrimp we used, we were unable to find one that met our quality and sustainability standards, so we completely eliminated shrimp from our menus! We plan to make these types of adjustments on an ongoing basis.



Moving in the right direction

In 2021, we undertook a study to understand how to reduce our environmental footprint associated with commuting and transport. In partnership with mobility consultancy Mobilidée, we surveyed staff and students at our Lausanne and Passugg campuses to understand transport habits and identify incentives to shift to more sustainable modes of transportation. Implementation will begin in 2022.



Lunch with the AI!

Beginning in September 2021, we began analyzing the contents of our Berceau des Sens' kitchen waste through a partnership with KITRO, an artificial intelligence tool that photographs, identifies and records every discarded food item. The resulting report details the weight and total cost of our monthly kitchen food waste, days of the week when the most waste is produced, top wasted menu items and more. While showing us that most of our current food waste are indeed not usable food trimmings, the results still helped us to find new uses for items that were previously going to waste. For example, some herbs that cannot serve as



toppings anymore - but are still fresh and edible - can be reused in some recipes in our Food Court! Beginning in fall 2022, the use of KITRO will be expanded to assess waste from our food court.

Do our best, remove the rest

We are constantly improving our data monitoring for higher transparency. In 2021, we integrated the digital footprint into our analysis of CO₂ emissions and have achieved the first measure of the CO₂ footprint in Passugg and Singapore for Scopes 1 and 2. We also have committed to offsetting all the emissions from construction of our Lausanne campus by 2024. Of the 5,460 tonnes of CO₂ the construction is projected to produce, we offset 4,700 tonnes in 2021. Via a forest protection project in Switzerland and two electricity-reduction projects in Singapore.

Circularity in action

We partner with CBA, an electronics refurbisher, to take our electronic waste, refurbish it, and donate it to people in need. This partnership allowed us to extend the life of 1,239 electronic devices, including laptops and tablets, saving over 41,000 tonnes of CO₂ equivalent.

Medical face masks used during the COVID-19 pandemic are made of polypropylene, a recyclable form of plastic. We collect these masks outside our reception desk on our Lausanne campus and send them to a recycler in France where they are transformed into a raw material that can be used to manufacture furniture, automobile parts, and other plastic objects.



Gastronomic Veganism

In 2021, our Passugg campus launched short courses on vegan cooking for a public audience, led by our chef and lecturer Thomas Bissegger. Participants learned about the increasing demand for vegan options and the importance of providing such offers, by easily implementing dishes in daily operations.



Buy and snack local

We replaced 2 vending machines on our Lausanne campus with new VAUD+ vending machines, offering healthy, sustainable, local food. All products come from the region and rotate seasonally. One-hundred sixty different snacks are currently on rotation...with more available soon!

Get Involved



“

It's my honor to be a part of the CSR team in Singapore. I sincerely believe that our sustainable future depends on each small action. People usually think there is nothing they can do, but I am so glad that our team and I choose to be part of the change. It's never too late to make a difference!

DIE (RACHEL) HU

EHL Student and
sustainability champion

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CSR Report 2021

Two years into committing to our sustainability objectives, 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.

The key contacts below are a starting point for your journey. What you choose to do next is up to you!

General contact

csr@ehl.ch

EHL Campus Passugg, Switzerland

Hauptstrasse 12, 7062 Passugg

ssth.ehl.edu

csr@ssth.ch

EHL Campus Lausanne, Switzerland

Rte de Cojonex 18, 1000 Lausanne

csr@ehl.ch

- Find the EHL Sustainability Committee and EHL Smile on social media
- Women in Leadership Initiative: wil@ehl.ch

EHL Campus (Singapore)

3 Lady Hill Road / 258672 / Singapore

singapore.ehl.edu

EHL Advisory Services

Rte de Cojonex 18, 1000 Lausanne

advisory@ehl.ch

Cover : Picture of Chef and EHL Alumna Tosca Olivi and Excellence Ambassador Philippe Gobet, during a live cooking session on Instagram for the Sustainability Week.

Global Reporting Initiative

Annex

GRI (Global Reporting Initiative) is the independent international organization that helps businesses and other organizations take responsibility for their impacts, by providing them with the global common language to communicate those impacts. It provides the world's most widely used standards for sustainability reporting – the GRI Standards.

www.globalreporting.org/about-gri/

GRI 102: General Disclosures

Organizational Profile

102-1	Name of the organization	EHL Education Group
102-2	Activities, brands, products, and services	<p>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 www.ehl.edu/en/study. We also provide advisory services around the world via offices in Switzerland, China and India. For full details about our Advisory services, visit: industry.ehl.edu/about-ehl-advisory-services</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 Governors defines the EHL 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	We have campuses in Lausanne and Passugg, Switzerland and Singapore. Our student population comes from over 125 countries. We 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.
102-7	Scale of the organization	<p>In 2021, we employed 744 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.</p> <p>In 2020, our net sales were 136'181 KCHF and total capitalization was 435'446 KCHF with 299'840 KCHF of debt and 135'606 KCHF of equity. Financial information for fiscal year 2020. At the time of publication of this report, figures for the fiscal year 2021 were under review and approval.</p> <p>For more, visit www.ehl.edu/en/study#professional to see the full EHL course catalogue.</p>

102-8	Information on employees and other workers	<p>653 Permanent staff: 304 female / 349 male 91 Temporary staff: 52 female / 39 male 693 Switzerland campuses: 608 permanent / 85 temporary 23 Singapore campus: 19 permanent / 4 temporary 28 Asian advisory offices: 26 permanent / 2 temporary 555 Full time staff: 234 female / 321 male 189 Part time staff: 122 female / 67 male</p> <p>Temporary and seasonal workers and non-employees do not constitute a significant portion of our workers.</p>
102-9	Supply chain	As an institution of higher learning, our locations include virtual and classroom teaching, on-campus housing and dining. As such, our most procured items are food and beverages and IT supplies, including software and hardware.
102-10	Significant changes to the organization and its supply chain	In 2021, we opened our Singapore campus, welcoming our first cohort of students.
102-11	Precautionary Principle or approach	The precautionary principle is integrated in our risk management planning processes.
102-12	External initiatives	EHL endorses the International Sustainable Campus Network (ISCN), United Against Waste, Non-Violence Project Foundation, HES-SO sustainability strategy, Ecole Paul Dubrue, Restaurant L'Union, DocuSign Agreement Cloud, and Equal Pay. EHL is a member of AACSB, NECHE, THE-ICE, HES-SO, HotellerieSuisse, Suisse Tourisme, EUHOFA, AMFORHT, UNWTO-BT, Swiss Food Nutrition Valley, Fondation pour la Promotion du Goût, CVCI and ISCN.

Strategy

102-14	Statement from senior decision-maker	See CEO Foreword.
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Ethics and Integrity

102-16	Values, principles, standards, and norms of behavior	EHL Group is developing a Code of Ethics that will set clear guidelines for day-to-day professional practice, decision making and acceptable behavior in the professional environment. The code will be released in 2022 and will be based on existing values, norms, rules and guidelines. The ethical principles presented in this new Code are expected to be adhered to across the board both internally and by external players with whom EHL maintains business or collaborative relationships. This new Code will define a framework for the interaction of all members of the EHL community internally as well as with external partners. It will be what unites the Group's vision, its mission and core values. Our student population and staff 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 & Wellbeing Hub, spiritual counselors on campus, the Staff Committee, Faculty Council, Mediation Committee, and Student Affairs Department. Additionally, employees have access to advice through our Employee Assistance Program. For more, visit www.ehl.edu/en/about-ehl/ .
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Governance

102-18	Governance structure	Our Board of Governors is responsible for setting the Group's Vision and Strategy and to ensure the strategy is implemented. The EHL Group 2025 strategy has a specific axis dedicated to sustainability. For more, visit www.ehlgroup.com/en/about-ehl/ehl-group-structure-governance .
102-20	Executive-level responsibility for economic, environmental, and social topics	The Director of Strategy and Sustainability is responsible for environmental and social topics at EHL and reports to the CEO. All members of the Executive Committee are responsible for economic topics and, via group objectives, for certain sustainability topics. The Committee 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 and staff, are solicited numerous times throughout the year through town halls, surveys, student committees, and interviews during the preparation of this report. 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.
102-44	Key topics and concerns raised	In 2021, the main topics that required stakeholders' inputs or were directly raised by stakeholders were related to the COVID-19 measures and regulations, the update to the EHL guide for professional appearance, i.e. dress code, sustainability activities on campus related to the food and beverage offering and waste reduction. A 2021 Positive Impact Rating student survey conducted by our Student Sustainability Committee additionally requested an enhancement of sustainability topics in the teaching curriculum.

Reporting Practice

102-45	Entities included in the consolidated financial statements	<p>Fondation de l'Ecole hôtelière de Lausanne, EHL Lausanne E.H.L. Holding SA Lausanne EHL Advisory Services SA Lausanne EHL Real Estate SA Lausanne EHL Next SA Lausanne SSTH - Schweizerische Schule für Touristik und Hotellerie AG Passugg-Araschgen HTM-Immobilien AG Passugg-Araschgen EHL Hospitality Services SA Lausanne EHL Haute Ecole SA Lausanne EHL Academia SA Lausanne Ecole hôtelière de Lausanne PTE Ltd Singapore EHL Campus (Singapore) PTE Ltd Singapore EHL Advisory Services (New Dehli) LLP New Dehli EHL Advisory Services (Beijing) Co., Ltd Beijing EHL Advisory Services (Hong Kong) Ltd Hong Kong TYPST Group PTY Ltd St Armadale</p>
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 .
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.
102-48	Restatements of information	No major restatements were made.

102-49	Changes in reporting	No significant changes.
102-50	Reporting period	January 1, 2021 - December 31, 2021
102-51	Date of most recent report	2020
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	Management Approach	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. Our sound economic fundamentals enabled us to remain resilient during the pandemic, despite revenue fluctuations.
201-2	Financial implications and other risks and opportunities due to climate change	<p>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.</p> <p>Currently, risks and opportunities directly related to climate change are not explicitly listed in EHL Group's Risk Register nor monitored. That said, EHL Group is in the process of optimizing its current risk management approach and we plan to include a consideration of climate change.</p>
201-4	Financial assistance received from government	In 2021, we received 25'000 KCHF in subsidies and 5'807 KCHF in grants from the government. Government is not present in the shareholding structure.

GRI 203: Indirect Economic Impacts

103	Management Approach	The health of the economy more broadly can affect student enrollment. To address this, EHL invests in recruitment and provides scholarships to provide students in need with financial stability. For example, during the pandemic, we set up a COVID fund to support current and accepted students. To achieve this, EHL works closely with the Scholarship Foundation, an external entity which delivers scholarships or financial aid to EHL and non-EHL students.
203-1	Infrastructure investments and services supported	In 2021, we opened our new campus location in Singapore and welcomed our first cohort of students there. No major impacts are expected in the community where the new campus is located. We are also currently expanding our campus in Lausanne. Depending on COVID protocols, the campus will be open to the public and will offer several services, such as restaurants, sports facilities and arts to the local community.

GRI 204: Procurement Practices

103	Management Approach	Procurement practices represent an important pillar of the financial, social and environmental sustainability of our campus operations. Currently, our sustainable procurement actions are focused on our highest volume sites and activities, like our Lausanne campus’s food court or IT sourcing. EHL address procurement practices with a specific document called a «charte des achats.» Our procurement policies follow multiple parameters including sustainability and budget. For example, in 2021, our Lausanne Food Court hired a third-party called Beelong to evaluate its purchases using a tool called Eco-score. The results of this analysis allowed us to identify best practices and select more sustainable purchasing options.
204-1	Proportion of spending on local suppliers	Forty-five percent of the procurement budget for the Food Court of EHL’s Lausanne campus is spent on Swiss products. In this context, all products issued and purchased at a national level are considered local. Given the large variation in the campus population between different campuses, the EHL campus in Lausanne has been considered a significant location of operations.

GRI 302: Energy

103	Management Approach	<p>Energy consumption is a key topic in our effort to reduce our carbon footprint. In Switzerland, 76% of GHG emissions are issued from the energy sector according to a 2021 UNFCCC report. Our target is to go beyond laws and regulations and try to minimize the energy used in our operations. The Real Estate department evaluates and plans specific actions to reduce the energy consumption on campus each year. These actions are either suggested by institutional or external partners or developed internally. For example, in 2021, the Lausanne campus switched to a 100% renewable-based energy mix, called Nativa. New campus buildings in Lausanne are certified with the standard Minergie-P. Other actions are developed in cooperation with the Swiss Energy Agency or external consultants to further reduce the emissions. We measure our energy consumption every year as part of our carbon footprint calculation. This assessment is carried out for the Passugg and Singapore campuses for the first time, using 2021 information. In the future, we also plan to look into greener mobility options.</p>
302-1	Energy consumption within the organization	<p>In 2021, we used:</p> <ul style="list-style-type: none">- 6'462.2 MWh in total fuel from non-renewable sources on our Lausanne campus- 105.3 MWh in total fuel from solar energy on our Lausanne campus- 4'128 MWh of electricity in EHL Group buildings- 6'462 MWh of heating in EHL Group buildings- a total of 11'220 MWh of energy in EHL Group owned and rented buildings <p>In 2021, we also sold 16 MWh from solar production.</p>
302-4	Reduction of energy consumption	<p>Our energy consumption increased in 2021 by 22% (2'435 MWh) compared to 2020 due to the opening of new buildings and an increase in campus population of 8%. The base year for the carbon footprint is 2019. However, for the energy sector, the year 2020 has been used for comparison because of availability of quality data. For EHL owned building, energy statistics are available by building and energy source. For rented buildings, the consumption was estimated using financial data. The availability of more precise estimation of the energy consumption led to the recalculation of emissions from the energy sector for the year 2020.</p>

GRI 303: Water and Effluents

103	Management Approach	<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. In 2021, we also measured our water use at our Passugg and Singapore campuses. To reduce our water use in 2021 we installed low-flow faucets at our Lausanne campus. Dry cleaning services on campus are provided by EGEN Textile Care, a WWF-supported company which implements sustainability best practices like water recycling. Also, all our cleaning products are eco-friendly to reduce the release of chemicals into the water.</p> <p>EHL acknowledges the importance of reducing water consumption particularly in the habitats and ecosystems where water stress is known to be a critical environmental issue. The volume of water used by EHL Group in our locations of operation do not have a major impact on regional water stress.As our campus in Lausanne expands, we will continue to carefully consider our water use.</p>
303-5	Water consumption	<p>In 2021, we used 52'331 liters of water (52 megaliters) on our Lausanne campus.</p>

GRI 305: Emissions

103	Management Approach	<p>We are eager to do our part to accelerate societal decarbonization. We began annually calculating our carbon footprint in 2019 and we regularly evaluate actions to reduce our greenhouse gas emissions. In 2021, we became members of the International Sustainable Campus Network (ISCN) and released a joint statement on climate during the climate change conference COP26 in Edinburgh. www.scienceeurope.org/media/kwklp0o/2021nov08_sci4net0_calltoaction.pdf</p> <p>In 2021, we began calculating the emissions of our Singapore and Passugg campuses, as well as the footprint from our digital activities. We are offsetting the emissions associated with the construction of our Lausanne campus extension. To date, we have offset 16,380 tonnes of CO₂-equivalent, covering approximately 58% of the project's total expected emissions. By 2024, we aim to offset 100%. While the EHL climate journey is at its beginning, we are taking important steps to reduce our footprint and plan for the future.</p>
305-1	Direct (Scope 1) GHG emissions	<p>Scope 1 emissions in 2021: 1'579 t CO₂ eq. Base year emissions (2019): 837 t CO₂ eq.</p>
305-2	Energy indirect (Scope 2) GHG emissions	<p>Scope 2 emissions in 2021: 1'658 tCO₂eq Base year emissions (2019): 1'372 t CO₂ eq.</p>
305-3	Other indirect (Scope 3) GHG emissions	<p>Scope 3 emissions in 2021: 11'641 tCO₂eq Base year emissions (2019): 12'897 t CO₂ eq.</p> <p>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 2021, our digital footprint was added in the calculation. Our previous 2020 data was refined in 2021.</p>
305-4	GHG emissions intensity	<p>Our GHG emissions intensity ration in 2021 was 4.2 t CO₂ per person, 22% lower than 2019.</p> <p>This includes Scope 1, 2 and 3 emissions and emissions related to the contruction of our new campus which are subject to a 4-year carbon offsetting plan. The intensity figure's denominator is our total campus population, including students and staff.</p>
305-5	Reduction of GHG emissions	<p>Our GHG emissions per capita have decreased by 22% since 2019 due to Scope 3 reductions. This is mainly due to the increase of campus population and new habits after the COVID pandemic. The work ongoing on the food and waste sectors enabled some improvement in these areas. In real terms, the reduction is mitigated 2% since 2019. Major expected impacts related to actions undertaken in the energy sector should be more impactful in the coming years.</p>

GRI 306: Effluents and Waste

103	Management Approach	With over 4,000 daily visitors to our Lausanne campus alone, we are conscious of the importance of proactive waste management. All of our campuses separate waste from recyclables and we regularly consider new ways to increase our diversion from landfill. In 2019, we conducted a important plastic phase-out campaign and beginning in 2021, we turned our attention to reducing food waste. We have brought on external consultants and software tools to evaluate the types of food waste created in our cafeterias and kitchens. The subsequent analysis will allow EHL to set relevant reduction objectives. Lausanne's campus already has a food waste digester which generates biogas and a small waste disposal site where recyclable items are collected. In accordance with Swiss law, we capture and dispose of kitchen grease separately. 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.
306-2	Waste by type and disposal method	Total non-hazardous waste: 516 t Total recycling: 51 t Total composting: 316 t Total recovery: 139 t

GRI 308: Supplier Environmental Assessment

103	Management Approach	Procurement is a distributed activity managed by numerous internal departments at EHL. Our policies regarding procurement are enumerated in our charte des achats. Currently, more sustainable procurement practices are carried out for large volume orders, such as food and beverages or IT purchases for the Lausanne campus. The addition of sustainability criteria to our procurement policies is currently under consideration.
308-1	New suppliers that were screened using environmental criteria	Please see GRI 414.
308-2	Negative environmental impacts in the supply chain and actions taken	Please see GRI 204 and GRI 414.

GRI 400: Social Disclosures

GRI 401: Employment

103	Management Approach	EHL Group employs more than 700 people across our locations. As a highly respected educational institution with a reputation for excellence, we prioritize recruiting and retaining the most qualified talent to provide our students with the best education possible. Our staff receives generous paid time off, employee meals, professional development and more. In 2021, we were named Best Workplace in Switzerland by Great Place to Work and "Meilleur Employeur" in French-speaking Switzerland in the education category by Bilan Magazine.
401-1	New employee hires and employee turnover	<p>New employee hires in 2021:</p> <p>Under 25: 20.2% (13.1% female, 7.1% male)</p> <p>25-34: 52.5% (26.8% female, 25.7% male)</p> <p>35-44: 16.4% (7.7% female, 8.7% male)</p> <p>Over 45: 10.9% (4.9% female, 6% male)</p> <p>Data by region is not disclosed due to privacy concerns.</p> <p>The overall turnover rate in 2021 was 12.1%.</p> <p>Turnover by category:</p> <p>Under 25: 14.5% (15.1% female, 12.4% male)</p> <p>25-34: 14.9% (16.5% female, 12.5% male)</p> <p>35-44: 11.1% (11.4% female, 10.7% male)</p> <p>45-54: 9.0% (10.6% female, 8.0% male)</p> <p>Over 55: 10.9% (10.5% female, 11.1% male)</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	EHL allows 116 days of maternity leave, exceeding the legal requirements by two weeks.

GRI 403: Occupational Health and Safety

103	Management Approach	<p>Health and safety are of the utmost importance at EHL. A safe and healthy work environment improves morale and reduces lost work days. Our safety management plan aims to anticipate, recognize, evaluate, control, and prevent workplace hazards and safety risks. The COVID pandemic highlighted the importance of our health and safety planning. In accordance with local regulations, we instituted social distancing and other sanitary measures, such as requiring masking and installing hand sanitizer stations across campuses. See our 2020 report for more on our COVID protocol. To promote health and self-care, we provide an on-campus nursing service and sports facilities. In 2021, we launched Health and Wellness weeks at two of our campuses to educate our population about healthy behaviors. Safety and security is addressed through dedicated safety management plans, specific internal regulations, and an on-site security team.</p>
403-1	Occupational health and safety management system	<p>Health and safety management is addressed through an internal security and safety directive, based on both legal and specific requirements. All staff and students on Lausanne campus are covered by this directive.</p>
403-3	Occupational health services	<p>The security and safety directive addresses specific hazards requiring the evacuation of campus (i.e. fire alarms, lockdown), use of drones and electric vehicles.</p> <ul style="list-style-type: none"> - Security department: manages security-related aspects. - Services & Well-being department: supports staff and students by managing access to sports infrastructures and by offering a series of prevention services. - HR department manages aspects related to health & safety like communication, training to staff, prevention of illnesses and injuries and protection of health. - Strategy & Sustainability department: identifies dangers and analyses risks in collaboration with other specific departments. <p>Some prevention initiatives granted to staff and students are listed below.</p> <ul style="list-style-type: none"> - A mandatory workshop on harassment prevention is ensured by The Non-Violence Project Foundation; - Staff can access 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. - Work-family balance is addressed through a telecommuting-friendly policy up to 4 days a week and access to consulting offered by an external foundation called servicefamille. - Some sports activities and infrastructures are available to EHL staff, more will come with the new Lausanne campus in 2022 - Daily menus at EHL includes healthy, vegan and gluten-free options. <p>Development of a more comprehensive service catalogue for all staff is underway.</p>

403-9	Work-related injuries	<p>The percentage of work-related injuries in 2021 was 0.4%. The trend has remained stable over the last 5 years. All injuries are taken into account. The work week corresponds to 42 hours. The calculation is performed by dividing the number of leave days related to injuries by the average number of staff multiplied by the working days in the year. No workers have been excluded from these calculations.</p> <p>HACCP measures are followed in the kitchens to avoid injury. Trained nursing staff and first aid responders are available onsite during working hours. A risk assessment and plan of safety and security will be completed in time for the new campus sports and fitness facilities.</p>
403-10	Work-related ill health	<p>No fatalities were recorded in 2021 due to work-related ill health. The rate of work-related ill health cases is 3.6%. This trend has been higher since 2020 due to the COVID pandemic. The calculation is performed by dividing the number of sick leave days by the average number of staff multiplied by the working days in a year. No workers have been excluded from these calculations.</p>

GRI 404: Training and Education

103	Management Approach	Lifelong learning and offering continuous learning opportunities is vital for any institution. It helps staff continue developing their skills and knowledge, advance their careers and be well armed to face the ever-growing challenges the group is facing. The hospitality industry is a competitive environment and requires well-trained and up-to-date professionals. Continuous training contributes to a better retention rate as well as to staff feeling valued and nurtured with beneficial impacts on personal growth. A sustainable institution must cultivate a culture of learning. EHL is striving to implement continuous training opportunities. A new training policy has been released in 2021. This policy lists the different types of available training as well as the eligibility and procedure to follow. EHL encourages its staff to take part in training by participating in training fees and/or, depending on the situation, by allocating a number of workdays for the training.
404-2	Programs for upgrading employee skills and transition assistance programs	A new training policy adopted in 2021 lists different types of training we provide our employees: internal training, certifications, mandatory training, and training for executives. These four types of trainings are delivered or paid for by EHL based on eligibility. EHL also grants each staff member three days per year to attend other elective trainings. Trainings are selected with the aim of improving personal skills and professional competencies. In late fall 2021 two trainings on personal efficiency and conflict anticipation and management were offered as internal training, in addition to a mandatory training on harassment provided by the Non-Violence Project Foundation.
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.

GRI 405: Diversity and Equal Opportunity

103	Management Approach	As an organization with a global population, EHL strives to ensure diverse representation and equitable treatment across our population and all levels. In 2021, we received the Equal Pay Certificate, verifying that there is no more than a 5% discrepancy in pay between men and women. We also revised our student dress code to create more freedom for self-expression, regardless of gender identity or religious affiliation. We plan to develop a diversity and inclusion strategy, create a Diversity Office, improve financial accessibility, and more.
405-1	Diversity of governance bodies and employees	In Group leadership, 41% are female and 59% are male. In Group leadership, the average age is 59.2 years (median = 58.7). The Executive Committee is exclusively composed of men. Among educational directors, the average age is 46.6 years (median = 45.9). 47% of overall staff is female and 53% is male. Female and male managers are respectively 42% and 58%. Female and male staff members, excluding managers, are respectively 48% and 52%. The average age of managers is 40.5 years (median = 40.1). For staff members, excluding managers, the average is 38.8 years (median 37.6).
405-2	Ratio of basic salary and remuneration of women to men	In 2021, 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	Management Approach	EHL does not tolerate discrimination, intimidation, bullying or sexual harassment. Our new Code of Ethics, launching in 2022, expands on our anti-discrimination policy. We work to ensure every member of our population feels safe and welcome at EHL and is treated in a fair, inclusive and equitable way. To support this vision, we provide a platform called SpeakUp for our population to discuss sensitive issues privately, we expanded our sexual harassment training in 2021, are working on a new directive focused on psychosocial risks. In addition to these efforts, we established the Benevolence Working Group, a cross-functional group, to identify concrete actions to contribute to enhancing inclusion.
406-1	Incidents of discrimination and corrective actions taken	We do not publicly disclose this information to protect privacy.

GRI 413: Local Communities

103	Management Approach	Giving back to the community is one of the four sustainability pillars of the EHL corporate social responsibility strategy. For EHL, giving back to communities is both an institutional responsibility and the individual duty of its members. It is a major aspect of EHL's core values of respect and family. Partnerships with local non-profit organizations allows EHL to have a positive impact on the local community through donations and volunteering. In 2019, we onboarded a new online philanthropic platform called Alaya to enable students and staff to donate time and money to local non-profits. Additional efforts aiming at broader local community engagement are under consideration.
413-1	Operations with local community engagement, impact assessments, and development programs	Social and environmental impact assessments and community engagement exercises are not currently conducted but may be carried out in the future. EHL does regularly partner with local community development organizations in the Lausanne area, such as Restaurant L'Union or Fondation Mère Sofia. We also provide all staff and students access to a volunteering platform offering opportunities to help social foundations and organizations operating within the community. During the Solidarity Month, we offer employees 8 hours during their working time to participate in volunteering activities.
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 Assessment

103	Management Approach	Procurement is a distributed activity managed by numerous internal departments at EHL. Our policies regarding procurement are enumerated in our charte des achats. Currently, more sustainable procurement practices are carried out for large volume orders, such as food and beverages or IT purchases for the Lausanne campus. The addition of sustainability criteria to our procurement policies is currently under consideration.
414-1	New suppliers that were screened using social criteria	New suppliers are currently not systematically screened against social and environmental criteria. However, an informal screening of suppliers is made to assess environmental impacts. EHL aims to formalize this process.

GRI 418: Customer Privacy

103	Management Approach	Data privacy and security is a topic of growing concern for EHL and organizations globally. 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). Students are informed about the collection and use of their personal data through our privacy policy which explains how we use and share their personal data as well as their rights. EHL takes appropriate measures to ensure the protection of personal data, ensuring that any personal data we hold is not accessed by unauthorized persons. These protocols and procedures are enumerated in internal data security policies and mandatory trainings are provided to relevant personnel. In the event of a data breach, EHL has a procedure to deal with it appropriately and in compliance with legal rules. We do not disclose information related to data breaches.
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.

