



AlpinTrend

«Erwarten Sie mehr»

# Employee Regulations & Employee Manual

All you need to know

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# WELCOME TO THE TEAM!

Dear employee\*

You have successfully completed the job interview and signed the employment contract? Congratulations and welcome to AlpinTrend! We are happy that you are part of our team.

Alpine chic, casual enjoyment and pure holiday experience await our guests in the AlpinTrend establishments. As staff, you contribute to the feel-good ambience with attention, love for detail and open-heartedness.

**Take the opportunity to be a passionate and cheerful host with genuine warmth, commitment and professionalism.**

In the employee handbook you will find all kinds of interesting and practical information about the AlpinTrend businesses. We live and work as a team, with colleagues and friends. Mutual respect and appreciation promote cooperation - a smile opens doors and hearts. In the coming months, we can expect a lot of work and personal commitment, but also wonderful moments with guests and colleagues.

We wish you a great time in your AlpinTrend company and thank you already today for your valuable cooperation.

## The AlpinTrend Board of Directors (BoD)



**Heinz Tschudi & Luzi Bergamin**

\*For ease of reading, the term "staff" uniformly stands for employees (female & male).

# AlpinTrend

## WHO WE ARE?

AlpinTrend, that is 5 hotels, 6 restaurants, the Rodler Bar, the Pradaschier adventure mountain, and the Kiosk Valbella- in total 14 companies from Maienfeld to Lantsch/Lenz in the canton of Graubünden. We employ up to 270 people from around 15 nations.

Each establishment impresses with its individuality and stands for high-quality cuisine and friendly hospitality. Even though some of the establishments are positioned very differently, they have one thing in common: the philosophy of hospitality according to our credo:

« ERWARTEN SIE MEHR » (EXPECT MORE)

# AlpinTrend

## TEAM RULES

**This is a matter of course for us employees!**

- Every guest is welcomed with a smile and also seen off in the same way.
- Even during busy times, we appear confident and have a smile on our faces.
- The attention is always on our guests. Private conversations in the guest area are ta-bu.
- From the first day of work, we can competently provide information about our F&B offer and activities in the region.
- Wine is always poured for the guest without exception.
- Dogs always get a water bowl.
- Children always receive the AlpinTrend table set and colouring pencils.
- We proactively recommend all AlpinTrend establishments.
- When we receive positive feedback verbally from a guest, we proactively ask them to rate us on TripAdvisor or Google.

**Sustainability - Good to know!**

- In the spirit of sustainability, we only use meat and poultry from species-appropriate production and from Switzerland.
- Food waste is avoided. Instead of large portions, we offer our guests a second helping. The daily menu is also available as a small portion on request.

# AlpinTrend

# OFFICE CONTACTS

## ADRESS

AlpinTrend Hotel & Gastro  
Voa Principala 43  
7078 Lenzerheide

*You will find us directly on the main street in Lenzerheide,  
next to the Hotel Lenzerhorn Spa & Wellness.*

## CONTACTS & APPEARANCES

**Head of Human Resources | Hanno Witte |**

081 384 52 57 | [hanno.witte@alpintrend.ch](mailto:hanno.witte@alpintrend.ch) | Mo-Fr

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**Administration Human Resources | Klaudia Prachar |**

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**Operations Manager | Engin Sar |**

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# AlpinTrend

# COMPANIES CONTACTS

## HOTELS

### Hotel Krone

Hauptstrasse 155 | 7075 Churwalden

Direction: Remo Fehlmann

Tel: +41 81 384 52 58

info@kronechurwalden.ch

### Hotel Lenzerhorn Spa & Wellness

Voa Principala 41 | 7078 Lenzerheide

Direction: Elias Leu

Tel : +41 81 385 86 87

welcome@hotel-lenzerhorn.ch

### Hotel Spescha by Hotel Lenzerhorn

Voa Principala 60 | 7078 Lenzerheide

Direction: Elias Leu

Tel : +41 81 385 86 87

welcome@hotel-lenzerhorn.ch

### Hotel La Tgoma

Voia Principala 37 | 7083 Lantsch/Lenz

Tel: +41 81 681 12 78

info@latgoma.ch

### Posthotel Valbella

Voa Principala 11 | 7077 Valbella

Direction: Georg Telser

Tel: +41 81 385 12 12

info@posthotelvalbella.ch

### Swiss Heidi Hotel

Werkhofstrasse 1 | 7304 Maienfeld

Direction: Hans-Jörg Good

Tel: +41 81 303 88 88

info@swissheidihotel.ch

# RESTAURANTS & BARS

## **Grotto & Pizzeria da Elio**

Voa Sporz 3 | 7078 Lenzerheide

Manager: Simon Tabellini

Tel: +41 81 384 33 36

info@daelio.ch

## **Restaurant Heimberg**

Badrutt's Bodenweg 2 | 7076 Parpan

Manager: Alexander Walldorf

Tel: +41 81 356 23 23

info@restaurant-heimberg.ch

## **Café Senda**

Senda Baselgia 2a | 7078 Lenzerheide

Manager: Elias Leu

Tel: +41 81 384 52 52

welcome@cafe-senda.ch

## **Restaurant Portal**

Girabodawäg 16 | 7075 Churwalden

Manager: Slobodan Veljkovic

Tel: +41 81 356 20 39

portalrestaurant@pradaschier.ch

## **Bergrestaurant Pradaschier**

Girabodawäg 16 | 7075 Churwalden

Manager: Slobodan Veljkovic

Tel: +41 81 356 21 77

bergrestaurant@pradaschier.ch

## **Rodler Bar**

Girabodawäg 1 | 7075 Churwalden

Manager: Slobodan Veljkovic

Tel: +41 81 356 21 61

viva@rodlerbar.ch

## **Romana Grill & Bar**

Voa Principala 12 | 7077 Valbella

Manager: Iris Frutiger

Tel: +41 81 384 26 16

info@restaurantromana.ch

# MORE COMPANIES

## **Erlebnisberg Pradaschier**

Girabodawäg 16 | 7075 Churwalden

Manager: Andrea Müller

Tel: +41 81 356 21 80

info@pradaschier.ch

## **Kiosk Valbella**

Voa Principala 16 | 7077 Valbella

Manager: Dora Giriz

Tel: +41 81 384 12 13

postplatzkiosk@gmx.ch



# AlpinTrend

## IMPORTANT NUMBERS

### Emergency number

Ambulance	144	Emergencies, whenever there are casualties
Police	117	Traffic accident, crime
Fire Department	118	Fire, trapped persons, danger of explosion
Rega	1414	Serious injuries, mountain accidents
Tox centre	145	Poisoning emergencies without loss of consciousness
EU-Emergency	112	throughout Europe, even without a SIM card in the mobile phone

### Doctors - General

Dr . med . Fierz	+41 81 384 27 77	Lenzerheide	<a href="http://www.arzt-lenzerheide.ch">www.arzt-lenzerheide.ch</a>
Dr . med . Capitani	+41 81 384 12 30	Lenzerheide	<a href="http://www.drcapitani.ch">www.drcapitani.ch</a>
Dr . med . Bergamin	+41 81 384 20 22	Valbella	<a href="http://www.drbergamin-lenzerheide.ch">www.drbergamin-lenzerheide.ch</a>
Dr . med . Mannhart	+41 81 382 03 82	Churwalden	<a href="http://www.arztchurwalden.ch">www.arztchurwalden.ch</a>

### Doctors - Dentist

Dr . med . Chirazi	+41 81 384 22 72	Lenzerheide	<a href="http://www.coronadent.ch">www.coronadent.ch</a>
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### Parish

Parish Vaz/Obervaz	+41 81 385 21 00	Lenzerheide
Parish Churwalden	+41 81 382 00 11	Churwalden
Parish Lantsch/Lenz	+41 81 659 01 01	Lantsch/Lenz

### Pharmacies

Pill Apotheke	+41 81 384 12 44	Lenzerheide
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### Recommendation Doctor Covid-19 Suspected Cases

Dr . med . Fierz	+41 81 384 27 77	Lenzerheide	<a href="http://www.arzt-lenzerheide.ch">www.arzt-lenzerheide.ch</a>
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All employees who need to be tested: the costs are covered by the federal government.

### Health Authority Infoline for suspected Covid-19 cases

Infoline BAG	+41 58 463 00 00	daily 6 am -11 pm
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# AlpinTrend

# EMPLOYEE REGULATIONS

These employee regulations apply to all AlpinTrend AG employment relationships. Any special arrangements are established individually in the employment contract and are decisive.

The employee regulations are an addition to the existing employment contract and regulate the employment relationship between AlpinTrend AG and its employees, regardless of their remuneration or level of employment.

The employee regulations are handed out to every employee upon hiring. The employee shall countersign the form provided to confirm that he has received and read the staff regulations.

## **Entry into force**

These employee regulations enter into force on 1 July 2018.  
New version on 25.11.2022.

## **Amendments**

The employee regulations may be wholly or partially revised at any time – under observation of the individual periods of notice. Amendments shall be communicated to the employee in writing and are binding.

# AlpinTrend

## GOOD TO KNOW

### Residence/work permit

For foreign employees, the AlpinTrend personnel department takes care of the work and residence permit when the employee starts the job. The costs (around CHF 100.00) are assumed by the employee. For this, it is essential that you bring a recent passport photo.

### Registration with the municipality for Swiss citizens

At the latest 14 days after your move, you need to have registered with the new municipality yourself. Please bring the following documents with you for the registration:

- Certificate of residence, individual or for couples (the certificate of residence is issued to you by your old municipality)
- Family record book / family pass, if you have children
- Health insurance card or insurance certificate for your current health insurance policy

### Registration with the municipality for non-Swiss citizens

For foreign employees, the AlpinTrend personnel department takes care of the registration with the corresponding municipality (Churwalden, Vaz/Oberbaz, Lantsch/Lenz) when the employee starts the job.

### Health and accident insurance for Swiss citizens

- All employees are insured against accidents by the company.
- Each employee is personally responsible for registering with a Swiss health insurance provider. Please provide us with a copy of your insurance policy or insurance card.

### Health and accident insurance for non-Swiss citizens

- All employees are insured against accidents by the company.
- In Switzerland, health insurance cover is obligatory. **Foreign health insurance schemes are not valid. Swiss health insurance must be taken out.**
- Each employee with an **open-ended employment contract** is personally responsible for registering with a Swiss health insurance provider. You can do so easily upon arrival (within 14 days) at Lenzerheide. Please provide us with a copy of your insurance policy or insurance card once you have registered.
- Each employee with a **fixed-term employment contract (seasonal contract)** is registered for health insurance from ÖKK Graubünden via his AlpinTrend company, if you have not yet taken out Swiss health insurance yourself. The monthly costs are deducted directly from the wages. Registration is taken care of by the AlpinTrend personnel department.
- If you still have accident or health insurance in your home country, we recommend that you deregister in order to avoid a double charge.

Contact: ÖKK Agentur Lenzerheide / [www.oekk.ch](http://www.oekk.ch) / [lenzerheide@oekk.ch](mailto:lenzerheide@oekk.ch) / +41 58 456 13 20

## Payroll account

Your wages will be transferred **exclusively to a Swiss postal or bank account**. Inform the Alpin-Trend personnel department of your bank details (IBAN no.) within the first 14 days after starting the job. **Important: We do not grant any cash payments or transfers to foreign bank accounts.**

**Non-Swiss citizens:** To open a postal or bank account, you need a valid foreign national identity card and a copy of your employment contract. You can get further information from the Alpin-Trend personnel department during the admission meeting.

## Post

You may have your private post (letters) sent to your respective accommodation – provided that there is a letterbox. Tell your friends, acquaintances and relatives to address your post with your name to ensure that it is not opened by accident. Packages may be sent to your establishment, since nobody is available to accept the packages at your accommodation.

## WINTER SEASON AT LENZERHEIDE














If your car does not have an all-wheel drive system, you must keep snow chains ready.

# ALPINTREND

## STARTING YOUR JOB

Around two weeks before starting your job, you will be informed of the date of your first day of work. The roster for the first few workdays will be sent to you via email by your superior. In addition, you will also be informed of when your admission meeting with the AlpinTrend personnel department will take place.

For the admission meeting with the personnel department, please bring the following documents with you:

	Swiss citizens	Non-Swiss citizens & first time in Switzerland	Non-Swiss citizens who have worked in Switzerland before
Data sheet, filled in			
Passport or ID			
Foreign national identity card (original)			
AHV (social security) card			 <small>(if available)</small>
Swiss bank card			 <small>(if available)</small>
Swiss health insurance card			 <small>(if available)</small>

If you are moving in to an employee room provided by AlpinTrend, we kindly request that you inform the personnel department of the date of your arrival as soon as possible, so that your accommodation can be prepared. When you arrive, we will hand over the key to your employee accommodation in person, accompany you to the accommodation and show you around.

### Employee accommodation furnishings

The rented employee accommodation rooms/studios/shared apartments are furnished and feature basic facilities. All of them have Wi-Fi, and some of them have TVs. **Towels and bedding must be brought with you.** If this is not possible, please inform us thereof in good time. We recommend that non-Swiss employees bring an **adapter**, since the power sockets in the EU are not compatible with Swiss sockets. Adapters can be purchased at petrol stations or supermarkets.

### Establishment-specific workwear

You will be provided with workwear by the respective establishment on the first day of work. Therefore, please bring the following work clothing with you for your first day of work:

Hotel Restaurant La Tgoma	Trousers   white sneakers   white blouse & waistcoat will be provided
Hotel Lenzerhorn Spa & Wellness & Hotel Spescha	black dress trousers   non-slip black shoes   shirt/blouse will be provided
Posthotel Valbella	black dress trousers   non-slip black shoes   own white blouse/shirt
Swiss Heidi Hotel	black dress trousers   black shoes
Café Senda	black dress trousers   non-slip black shoes   own white blouse/shirt
Restaurant Heimberg	blue jeans   non-slip black shoes   T-shirt will be provided
Romana Grill & Bar	black dress trousers   non-slip black shoes   shirt/blouse will be provided
Restaurant Portal & Pradaschier & Rodler Bar	blue jeans   non-slip black shoes   T-shirt will be provided
Kiosk Valbella	black dress trousers   black shoes   own blouse/shirt

### Money pouch with change for service staff

Every service employee must bring their own service wallet with the so-called stock (change for the guests) from their own funds themselves. We recommend a stock of CHF 400.00 to 500.00. No money is exchanged on the business premises themselves.

# LAST DAY OF WORK AND LEAVING THE JOB

Thanks to the roster, you know what your last week of work will look like at your AlpinTrend establishment.

Please plan for the fact that you need to show up for the exit interview with the AlpinTrend personnel department at the earliest **1 day AFTER your last day of work**. The exit interview is established by your superior with the personnel department and will be communicated to you in good time. Please get in touch with your superior/manager in good time.

If you have rented **accommodation via AlpinTrend**, we request that you inform the personnel department of your date of departure early on. You receive a checklist of what to take into consideration when cleaning the apartment. Following this, your apartment is inspected and approved together with the AlpinTrend person in charge. The apartment inventory is signed by both parties.

During the exit interview, all the necessary exit documents as well as the certificate of completion are handed over to you, to the extent possible. Any outstanding documents are sent to you afterwards by the AlpinTrend personnel department via email or post, to the address provided by you.

The personnel department provides you with the time sheet and wage slip for the month of your departure, to be signed by you. Following this (after the handover of the apartment), the wages for your month of departure will be transferred to a Swiss postal or bank account. Please note that we do not carry out any payments in cash or abroad. **Important information: Only close your Swiss bank account after receiving the wages for your month of departure.**

Upon leaving, all documents, keys and batches, work clothes (cleaned), nameplates, employee IDs etc. that are the property of the company must be returned.

Please note that we will not forward your post. **We kindly request that you personally deregister from the Swiss Post and/or apply for mail redirection.** Otherwise, all letters will be destroyed or returned as “undeliverable”.

**All your outstanding obligations/invoices** (doctor, internet, insurance etc.) must be paid when you move out. In the event of outstanding payments and warnings, we will pass on information on your new residential address.

For further important information regarding insurance coverage, please consult the document “Information for departing employees”, which you receive as part of your exit interview.

# EMPLOYEES DUTIES & REGULATIONS

## Alcohol, drugs, smoking

The consumption of alcoholic beverages or drugs during working hours is prohibited. Similarly, it is prohibited to be under the influence of these substances during working hours. Furthermore, the consumption of drugs (except alcohol and cigarettes) is forbidden in the staff accommodation. Failure to comply after a written warning will result in the termination of the employment relationship.

After working hours and only when wearing leisure clothes may alcoholic beverages be consumed in the AlpinTrend establishments, provided that behaviour remains impeccable and the company does not gain a bad reputation among internal or external guests.

The youth protection legislation must be observed:

From 16 years of age: beer, wine and tobacco products may be served

From 18 years of age: spirits, aperitifs and alcopops may be served

Smoking is permitted before and after duty, as well as during the official break in designated areas. Smoking in enclosed areas and places with guest contact is generally prohibited.

## Compliance with company instructions, employee checks

- ✓ **Rules and regulations:** The employee must obey the provisions of these regulations and all of the applicable company rules and regulations as well as the instructions issued by the superiors in a conscientious, reasonable manner. The superior bears the responsibility for the orders issued by him.
- ✓ **Uncertainties:** In the event of doubts and uncertainties, the employee must obtain information from the superior.
- ✓ **Inspections:** The employee may be checked by his superior at any time with regard to his professional knowledge and the execution of his work.

## Mobile phones, smartphones & tablets

Of course we understand your need to communicate with friends and family. Please do so in your free time or during the breaks. These devices are not permitted in the workplace and must remain in the lockers.

## Appearance / hygiene

The employee is responsible for ensuring that his workwear is always worn in a presentable and proper manner and is kept in clean condition. It is obligatory for all employees to wear their nameplate while on duty (except in the kitchen and office).



## Workwear

The workwear provided by the company (shirt, blouse, apron, vest etc.) can/should be washed and ironed on the establishment premises. It is the property of the AlpinTrend establishments, meaning that you may only wear it while at work.

The trousers and non-slip, sturdy shoes must be cleaned by the employees themselves and are not the property of the establishment.

Everything that is not returned upon termination of the employment relationship shall be deducted from the employee's wages for his month of departure.

## Employee accommodation

Employees of AlpinTrend AG may rent employee accommodations. The allocation thereof is carried out by **Valcasa Immobilien AG, Voa Principala 35A, 7078 Lenzerheide**. All rights & duties are regulated in a separate contract with Terms & Conditions and house rules as well as the protocol for the handover and return.

**All renters are recommended to take out private liability insurance (for damages to the apartment).**

## Tips

The employee shall inquire directly at his place of employment about the rules regarding tips.

## Parking space

Under no circumstances may employees park on the company premises of the AlpinTrend establishments. You may acquire a parking card from the respective municipality and park in the designated parking spaces.

Examples: Municipality Vaz/Obervaz:

1 month: CHF 80.00 | Winter season: CHF 300.00 | Summer season: CHF 250.00 | Year: CHF 550.00

## Work schedule & punctuality

The working hours are recorded via an electronic time recording system (tbs).

Start your work relaxed and arrive on time for the shift entered in the duty roster. Clocking in is valid from the start of work according to the duty roster. Starting work earlier, unless ordered by your immediate supervisor, does not count as working time. If you clock in after the start of the shift according to the duty roster, the system rounds up in 15-minute increments.

**Recommendation:** Be at the workplace 5 minutes before you start work in order to ensure a good shift change with your team colleagues.

If you have forgotten to stamp, you may do so retroactively within one day using the **designated form**. You are welcome to inform your direct superior in writing of any wishes for leave or holidays using the **designated form**. Wherever possible, your wishes will be taken into account.

## Use of the staff entrance

Please always use the staff entrance, if available. The main hotel and restaurant entrances are only intended for guests.

### **Notification of illness or inability to work due to accident:**

**If you fall ill, please inform your direct superior/manager thereof as soon as possible by phone. Ideally, you should do so the evening before.**

In the event of absence as a result of illness lasting longer than 3 days, a **doctor's note must be submitted to the superior/manager on the first day of work**; the latter must then present this to the AlpinTrend personnel department as soon as possible using the **designated form**. The employer may also request a doctor's note for shorter absences.

**Please note:** Visits to the doctor and dentist must take place outside of work hours.

### **Accident reporting**

**Following an accident – regardless of whether it is an occupational or non-occupational accident – you must report the incident to your direct superior/manager at once.**

The superior/manager fills in the **accident report form** and passes this on to the AlpinTrend personnel department immediately. The personnel department must report the accident to the insurance company without delay. The employee subsequently receives an insurance form, which he/she or the attending physician fills in fully and truthfully and submits to the competent insurer at once.

- **The employee must provide the following information to the superior/manager:** Date of accident, time of accident, place of accident, precise description of the circumstances of the accident, did the accident occur on the way to work, is a third party at fault for the accident, nature of injury (affected body part & type of damage), start of treatment, are you able to work (duration of inability to work), attending physician.

### **Duties of due diligence and loyalty**

The employee must carry out the work assigned to him with due diligence and in accordance with the general orders of the AlpinTrend establishment and the specific instructions of the superior/manager. He/she must protect and promote the legitimate interests of AlpinTrend AG in good faith.

The employee must treat goods, work tools, machines and technical equipment with care, operate them properly and keep them in good shape. Defects and faults must be remedied or reported immediately.

### **Behaviour during work**

The employee must always behave professionally and politely towards superiors, work colleagues and guests. He is always attentive, willing to help and friendly towards guests.

### **Lost property**

The employee must hand over objects found in the AlpinTrend establishments to the manager or at the hotel reception, without claiming a finder's reward.

### **Conduct and liability of the employee**

If the employee is prevented from performing his/her work, he/she must notify the employer immediately.

The employee shall be liable for any damage he/she causes to the company intentionally or negligently. Only the actual replacement costs may be charged. Collective and lump-sum deductions are not permitted.

We recommend that every employee take out liability insurance.

If employees commit property offences at the workplace, such as theft, embezzlement or fraud on a larger scale, dismissal without notice (Art. 337 CO) is often justified without further ado.

### **Internal company conflicts and filing complaints**

The superior is available to help resolve differences. If this discussion is fruitless, the employee may turn to the AlpinTrend personnel department.

### **Obligation to report changes to personal data**

The employee must report any changes regarding his **current residential address, marital and family status, changes to his bank account, health insurance etc.** to the AlpinTrend personnel department without being asked to do so.

- **Military duties:** After receiving a call to service, please report this at once. Dates for military service must be coordinated with the superior in good time.
- **Child allowance:** Employees are responsible for reporting changes and births in good time so that this information may be communicated to the relevant authorities as soon as possible.
- **Foreign national identity card:** The employee is responsible for ensuring that the AlpinTrend personnel department always has his up-to-date foreign national identity card. To make sure that the correct withholding tax is deducted from the employee's wages, it is important that the AlpinTrend personnel department has the correct information on the type of permit, marital status, number of children, single or dual-earner family and denomination/religious affiliation.

### **Sexual harassment**

**The company does not tolerate any form of sexual harassment in the workplace. Employees are called upon to report any such incidents or harassment directly to the AlpinTrend personnel department.** Offending employees will face sanctions ranging from a reprimand to the dissolution of the employment relationship and claims for damages or, where applicable, criminal prosecution.

### **Privacy and data protection**

The employee is obliged to maintain the strictest confidentiality towards third parties regarding all business relationships and personal data of which he obtains knowledge as a result of his activity. Specifically, this applies to supply sources, purchase prices, margins, marketing concepts, customer/guest addresses, sales figures, operational details, room numbers of hotel guests as well as wages, qualifications and information regarding accidents or illnesses of other employees and so on.

Only the data required for the fulfilment of the order may be requested from and processed by guests. In any case, the employee must adhere to the operational guidelines regarding data procurement and processing.

The guest shall be granted the right to access his or her own data at any time.

The guest's request for deletion, authorisation and release of data must be complied with in any case, taking into account the legal requirements. All requests for information, deletion,

authorisation and/or release are to be forwarded to the internally responsible office upon receipt. This office shall process the request.

The employee is obliged to handle and store the data with care, i.e. he/she must in particular ensure that the data is not accessed, changed, destroyed or lost unintentionally or without authorisation. The employee must also ensure that the data is and remains correct and complete when it is obtained and processed.

He/she must inform his/her superiors without being asked of any weaknesses or gaps in data protection which he/she discovers in the course of his/her contractually agreed activities.

The employee has the right to request information about his or her own data obtained and processed by the employer. In addition, the employer shall provide information on who has access to this data. The employee also has the right to delete, correct and surrender this data.

Unless the employee expressly objects, photos taken during working hours may be used for internal purposes.

Violations of this agreement may result in dismissal or claims for damages.

The computers at the workplaces may not be used for private purposes.

The company commits to:

- ✓ limit the processing of employee-related data to the extent necessary for operating purposes.
- ✓ limit the access to employee-related data to those employees who require access to the data due to their role (managers, executives).
- ✓ rectify incorrect employee-related data.

Any employee who collects, uses or stores employee-related data in the context of his role is responsible for the protection of this data and is obliged to take the proper measures to guarantee the protection of the data.

## **Occupational safety / health protection / environmental protection at the workplace**

Occupational safety and health protection are a permanent task shared by the employer, who bears the overall responsibility, and the employee, who has the entitlement and the duty to actively participate.

The employee must follow the instructions of the employer with regard to occupational safety and must observe the generally recognised safety rules. He must use personal protective equipment (sturdy and non-slip shoes, gloves, protective goggles etc.) and may not impair the effectiveness of the protective equipment.

The employees make an active effort to protect the environment and consciously save water, heat, electricity and cleaning supplies. Waste is separated for recycling.

# ALPINTREND BEHAVIOUR IN CASE OF EMERGENCY

**suva**

## Verhalten im Notfall

1. Schauen → 2. Denken → 3. Handeln



### Alarmieren

Sanität	144	REGA	1414
Polizei	117	Feuerwehr	118
Euronotruf	112	Vergiftungen	145

Nächster Arzt: Herr Dr. Michael Fierz / 081 384 27 77

Nächstes Spital: Spital Chur / 081 256 61 11

**Wo** ist der Verunfallte / das Ereignis?

**Wer** spricht (Name)?

**Was** ist passiert?

**Wann** ist es passiert?

**Wie viele** Personen sind betroffen?

**Weitere Gefahren**, gefährliche Stoffe?

Meine Rückrufnummer?



### Unfall

1. **Gefahrenstelle absichern**, sich selbst schützen

2. **Alarmieren ☎ 144**

3. **Erste Hilfe**

- Blutung stillen, bei Bewusstlosigkeit Seitenlagerung
- bei Bewusstlosigkeit **und** nicht normaler Atmung reanimieren:
  - C: Herzmassage (Circulation)
  - A: Atemwege freimachen (Airways)
  - B: Beatmung (Breathing)
  - D: Defibrillation

4. **Sanität einweisen**

Standort(e) Erste-Hilfe-Material: vom Betrieb zum Betrieb unterschiedlich



### Brandfall

1. Feuerwehr **alarmieren ☎ 118**

2. Gefährdete Personen und sich selbst **retten**

3. Alle Türen und Fenster **schliessen**

4. Feuerwehr einweisen, Brand **löschen**



### Evakuierung

1. Gefährdete **Personen warnen** und mitnehmen

2. Gebäude über **Treppen** verlassen

3. Sich auf **Sammelplatz** begeben

Sammelplatz: vom Betrieb zum Betrieb unterschiedlich

Verantwortliche für Aktualität der Notfallnummern,

Erste-Hilfe-Material, Feuerlöscher, Instruktionen:

Stand: Mai 2020 / Publikationsnummer: 67062/1.d

Suva Gesundheitsschutz  
Postfach, 6002 Luzern  
Tel. 041 419 58 51

Bestellungen:  
www.suva.ch/67062-1.d

Your superior will inform you of the individual safety regulations for the specific establishment when you start the job.

# EMPLOYMENT CONTRACT

## ADDITIONAL INFORMATION

All employment contracts of AlpinTrend AG (Luber AG, Nimberg AG, Pradaschier Top AG, Hotel Lenzerhorn Spa & Wellness AG, Swiss Heidi Hotel AG, Lupiz AG, Sporthotel Krone Churwalden AG) are subject to the **L-GAV (National collective labour agreement for the hospitality industry)**. Excluded from this are individual management contracts (OR).

Link: [www.l-gav.ch](http://www.l-gav.ch)

All employment contracts enter into force only once any necessary work permits according to foreigner law provisions have been granted.

### Payment of wages

The wages will be paid to a Swiss postal or bank account at the latest on the 6th of the following month. Wage payments shall not be transferred to foreign accounts nor paid in cash.

### Enforcement cost contribution (L-GAV contribution)

All employees pay enforcement cost contributions into a fund each year. This finances the enforcement of the L-GAV as well as the support for training and further education (course and exam costs, wage replacement). These costs amount to CHF 89.00 per year | CHF 45.00 per season.

### Probation period

**The probation period commences on the first day of work and not on the date agreed upon for starting the job.** Depending on the employment contract, the probation period lasts between 1 to a maximum of 3 months. During the probation period, the contract may be terminated at any date with a notice period of 3 or 7 days in accordance with the employment contract.

### Period of notice /date for termination

- ✓ **Season / fixed-term contracts:** 1 month, with effect at the end of a month
- ✓ **Open-ended contracts:** 2 months, with effect at the end of a month
- ✓ **Management contracts:** 3 months, with effect at the end of a month

Any deviating periods of notice for termination are regulated individually in the employment contract.

### Working time and breaks

The average weekly working time is 43.50 hours (seasonal operation). **In accordance with the L-GAV**, the work must be interrupted by breaks of the following minimum duration, at least:

- **a 1/4 hour** for a daily working time **of more than 5 hours**
- **a 1/2 hour** for a daily working time **of more than 7 hours**
- **an hour** for a daily working time **of more than 9 hours**

**... The manager establishes further break regulations for the specific establishment and service, which are also valid.**

## Employee catering

One big advantage of our profession is that we have access to better catering during our working hours than in other industries. However, these meals are not free and are deducted directly from your wages in the form of a minimal discount.

- CHF 300.00 monthly | 1-2 meals, including drinks | **F&B employees**
- CHF 220.00 monthly | 1 meal, including drinks | **room service, wellness, reception**
- CHF 85.00 monthly | drinks only, no food | **Nighty's**
- CHF 10.00 daily (5h or more) | 1 meal, including drinks | **hourly wage earners**
- CHF 3.00 daily (up to 4.5h) | drinks only, no food | **hourly wage earners**

## Night work

The start and end of the night shift are determined as follows, depending on the department/service (service, kitchen, reception etc.):

- |                  |                  |
|------------------|------------------|
| a) 23:00 – 06:00 | b) 22:00 – 05:00 |
| a) 23:30 – 06:30 | b) 24:00 – 07:00 |

## Extra hours and overtime

Overtime is defined as hours worked in excess of the agreed average weekly working time of 43.50 hours. Overtime is working hours of 50 hours or more per week. The employee is obliged to work overtime and extra hours within the bounds of what is reasonable. The employee agrees to compensate these with time off of equal duration within a reasonable period of time. The employer may thus unilaterally order compensation. This applies in cases where overriding interests of the company require it. For example, in the event of resignation, dismissal, corona conditions, economic reasons, etc. For employees whose salary is at least equal to the salary according to Art. 15 para. 7 L-GAV, all overtime is compensated with the agreed salary.

## Days off

The employee is entitled to 2 days off per week. A minimum of at least one whole day off per week must be granted. The remaining time off may also be granted in the form of half-days.

## Public holidays

The employee is entitled to 6 paid public holidays per calendar year (0.5 days per month, incl. National Day). These do not have to be granted on official public holidays.

## Annual leave

The employee is entitled to 5 weeks of annual leave per year (35 calendar days per year / 2.92 per month). Annual leave taken in excess shall be deducted from the employee at the end of the employment relationship. Any negative leave balance may be offset even if the leave taken was ordered or was a company holiday. The dates of the leave are based on the operational possibilities. Part-time employees are also entitled to 5 weeks of annual leave, but shall only be paid within the scope of the agreed workload.

## Probation period interviews

An employment relationship starts with a probation period (1-3 months). During the probation period interview, the superior/manager wants to find out whether the working relationship is satisfactory for both parties. **It is established whether the probation period is to be extended** (maximum 3 months), the working relationship to be terminated or whether the employee is to be accepted into the permanent employment relationship in accordance with the employment contract.



## Performance evaluations

The performance evaluation takes place **once a year between the employee and the superior/manager** for all employees who have an open-ended employment contract and/or an employment relationship of more than 6 months. It serves as a management tool for providing the employee with appreciative feedback for his work performance; employees are also given the opportunity to provide feedback. Clear and realistic goals are agreed upon together. In addition, mutual expectations and specific measures for achieving targets are established.

## Paid days off

The employee is entitled to paid days off in the following cases, if they fall on working days within the company:

- own wedding/registration of partnership: 3 days
- wedding of parents, children, siblings: 1 day
- paternity leave: 2 weeks
- death of wife/husband/registered partner, children, parents, parents-in-law, grandparents, siblings from day of death to funeral: 1 to 3 days
- military recruitment: up to 3 days (after summons)
- moving one's own household within the region of the place of residence: 1 day
- moving one's own household to a further distance: 1½ to 2 days

## Off-season / unpaid leave

Several AlpinTrend establishments close during the off-season in spring and/or autumn for around 4-8 weeks respectively. If the credit for annual leave, days off, public holidays and hourly credit is not sufficient for the off-season, the employee agrees to take these days off as unpaid leave. Unpaid leave is allocated by the manager/administration.

## Assignment of different work and relocation to a different business

Beyond the agreed scope of duties, the employee may also be employed for other work within his own establishment or temporarily in another department. Similarly, the employee may also be **temporarily employed in an AlpinTrend establishment other than the workplace agreed upon in the contract**. The wages remain unaffected thereby.

## Deductions from wages / assumption of costs

The employer does not assume any costs that are directly charged to the employee - depending on his residence permit - by the municipality. Example: Fire Service Tax for a B/C permit. The employee himself is responsible for finding out which costs may be incurred with the municipality.

**AlpinTrend does not assume any transport costs from the employee's residence to the workplace.** The costs are borne by the employee.

## AHV, ALV & BVG

The following contributions made by employees are obligatory in Switzerland and are deducted directly from the wages:

- AHV - state pension insurance
- ALV - unemployment insurance
- BVG - occupational pensions
- KTG - daily sickness benefit insurance
- UVG - accident insurance

## Wage replacement and social security

### Art. 22 Wages in the event of employee's inability to work (L-GAV)

If the employee is unable to perform the work through no fault of his or her own as a result of illness, accident, maternity or military, Articles 23 ff. apply. However, costs for catering shall only be deducted to the extent that this is actually made use of. Insurance benefits must be paid by the employer at the end of the month or, if the insurance claim is not yet settled, paid in advance. This obligation on the part of the employer does not apply if the insurance company refuses to pay for a benefit because the employee does not fulfil the conditions of insurance or because the legal prerequisites are not satisfied. In this case, the employer must pay the wages pursuant to Art. 324a OR (Code of Obligations).

### Art. 23 Sickness insurance/pregnancy (L-GAV)

The employer must take out sickness insurance for the benefit of the employee that, during 720 of 900 consecutive days (180 days for AHV pensioners), pays 80% of the gross wages. Throughout a deferral period of a maximum of 60 days per year, the employer must pay 88% of the gross wages. In the event of uninterrupted inability to work, the deferral period is counted only once. These benefits must be provided even if the employment relationship ends before the end of the illness. The employee must bear any individual insurance premiums levied after termination of the employment relationship. If an employee is declared medically unfit to work during pregnancy, the benefits are based on this article.

The premiums for the sickness insurance are divided equally between employee and employer.

### Art. 25 Accident insurance UVG (L-GAV)

The employer insures the employee based on the provisions of the Federal Law on Accident Insurance. During the first 2 days following the day of an accident, the employer must pay 88% of the gross wages.

For the duration stipulated in Art. 324a OR (Code of Obligations), the employer must pay 100% of the gross wages to employees entitled to support who suffer an occupational accident. An accident on the way to work is also considered an occupational accident with an obligation to pay this supplement. The Bern scale is decisive.

Wage components that exceed the maximum amount of the insured earnings pursuant to the Accident Insurance Act must be paid by the employer at least for the duration stipulated in Art. 324a OR (Code of Obligations).

## Occupational pensions BVG

### a) Obligatory insurance (L-GAV)

The employer insures the employees according to the statutory provisions regarding Occupational Retirement, Survivors' and Disability Pensions AHV. The 13th month must be included in the calculation of the minimum wage for the obligatory insurance and the coordinated wage. If the monthly wage sinks below the minimum wage for the obligatory insurance, the employee must continue to be insured until the termination of the employment relationship, at most until the end of the calendar year.

### b) Contributions (L-GAV)

For employees from 1st January after turning 17 years of age, a minimum contribution of 1% of the coordinated wage is collected. For employees from 1st January after turning 24 years of age, a contribution of at least 14% of the coordinated wage is collected. The employer may deduct a maximum of half of the contributions from the employee's wages.

The employer must insure all employees to be insured at a uniform rate.

# Overview of insurance policies

ESTABLISHMENT	UVG = accident insurance	KTG = daily sickness benefit insurance	BVG = occupational pensions	AHV = retirement & survivors' insurance
Hotel Lenzerhorn	Vaudoise	Hotela	Hotela	Hotela
Posthotel Valbella	ÖKK	ÖKK	GastroSocial	GastroSocial
Swiss Heidi Hotel	ÖKK	ÖKK	GastroSocial	GastroSocial
Hotel Krone	ÖKK	ÖKK	GastroSocial	GastroSocial
Hotel Restaurant La Tgoma	ÖKK	ÖKK	GastroSocial	GastroSocial
Romana Grill & Bar	ÖKK	ÖKK	GastroSocial	GastroSocial
Restaurant Heimberg	ÖKK	ÖKK	GastroSocial	GastroSocial
Bergrestaurant Pra- daschier & Portal	SUVA	ÖKK	GastroSocial	GastroSocial
Rodler Bar	SUVA	ÖKK	GastroSocial	GastroSocial
Hotel Spescha	ÖKK	ÖKK	Hotela	Hotela
Café Senda	ÖKK	ÖKK	GastroSocial	GastroSocial
Pizzeria Da Elio	ÖKK	ÖKK	GastroSocial	GastroSocial

# Welcome to our AlpinTrend family!



@alpintrend



[www.alpintrend.ch](http://www.alpintrend.ch)

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Not yet part of the fun? TOGETHER WE GO FAR !

Welovearosalenzerheide is the community of feisty, modern ArosaLenzerheide and is made up of innovative businesses and fans of the destination. Become part of our family and experience ArosaLenzerheide through our eyes!