



AlpinTrend

EMPLOYEE HANDBOOK & REGULATIONS

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WELCOME WELCOME TO THE TEAM

Dear employee
Dear employee*

Have you successfully passed the interview and signed the employment contract?
Congratulations and welcome to AlpinTrend!

We are delighted that you are part of our team.

Alpine chic, casual enjoyment and a pure holiday experience await our guests in the AlpinTrend establishments. As employees, you contribute to the feel-good atmosphere with your attentiveness, attention to detail and open-heartedness.

In the staff handbook you will find all sorts of interesting facts and practical information about the AlpinTrend establishments. We live and work as a team, with colleagues and friends. Mutual respect and appreciation promote co-operation. A lot of work and personal commitment awaits us over the next few months, but also wonderful moments with guests and colleagues.

We wish you a great time in your AlpinTrend business and thank you in advance for your valuable co-operation.

The AlpinTrend Board of Directors (BoD)



Heinz Tschudi & Luzi Bergamin

*In order to ensure a simple reading flow, the term
'employee' is used consistently for both male and female employees.

WHO ARE WE?

AlpinTrend consists of 5 hotels, 5 restaurants, the Rodler Bar, the Pradaschier adventure mountain and the Valbella kiosk - a total of 13 businesses from Maienfeld to Lenzerheide in the canton of Grisons. We employ up to 250 people from around 15 different nationalities.

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

«EXPECT MORE»

TEAM RULES

This is a matter of course for us employees!

- Every guest is welcomed and bid farewell with a smile.
- Even when it's busy, we look confident and have a smile on our faces.
- Our attention is always focused on our guests. Private conversations in the guest area are taboo.
- We can provide competent information about our F&B offer and activities in the region.
- Wine is always poured for the guest without exception.
- Dogs are always given a water bowl.
- Children always receive the AlpinTrend table set and coloring pencils.
- We proactively recommend all AlpinTrend establishments.
- If we receive positive verbal feedback from a guest, we proactively ask them to rate us on TripAdvisor or Google.

Sustainability - Good to know!

- In the interests 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 menu of the day is also available as a small portion on request.

OFFICE CONTACT

Address

AlpinTrend AG
Voa Principala 43
7078 Lenzerheide

You will find us directly on the main street in Lenzerheide,
next to the Hotel Lenzerhorn – Alpine Stay, Spa & Savour.

Contact details & attendance

HR Manager Payroll & Administration | Klaudia Prachar
081 384 52 57 | klaudia.prachar@alpintrend.ch | Mon, Wed & Fri

Marketing Manager | Stephanie Heint
081 384 52 57 | stephanie.heint@alpintrend.ch | Mon - Fri

Head of Central Reservation | Moritz Bieri
081 384 52 58 | moritz.bieri@alpintrend.ch | Mon - Sun

Reservation employee | Raphaela Küttel
081 384 52 58 | raphaela.kuettel@alpintrend.ch | Mon - Sun

Reservation employee | Jasmin Engert
081 384 52 58 | reservation.agent@alpintrend.ch | Thu

COMPANY CONTACTS

Hotels

Hotel Krone

Hauptstrasse 155 | 7075 Churwalden

Management: Martin Ries

Tel: +41 81 384 52 58

info@kronechurwalden.ch

Hotel Lenzerhorn – Alpine Stay, Spa & Savour

Voa Principala 41 | 7078 Lenzerheide

Management: Reto Feller

Tel: +41 81 385 86 87

welcome@hotel-lenzerhorn.ch

Hotel Spescha by Hotel Lenzerhorn

Voa Principala 60 | 7078 Lenzerheide

Management: Reto Feller

Tel: +41 81 385 86 87

welcome@hotel-lenzerhorn.ch

Posthotel Valbella

Voa Principala 11 | 7077 Valbella

Management: Georg Telser

Tel: +41 81 385 12 12

info@posthotelvalbella.ch

Swiss Heidi Hotel

Werkhofstrasse 1 | 7304 Maienfeld

Management: Engin Sar

Tel: +41 81 303 88 88

info@swissheidihotel.ch

Restaurants & Bars

Grotto & Pizzeria da Elio
Voa Sporz 3 | 7078 Lenzerheide
Management: Simon Tabellini
Tel: +41 81 384 33 36
info@daelio.ch

Restaurant Heimberg
Badrutt's Bodenweg 2 | 7076 Parpan
Management: Georg Telser & Steven Müller
Tel: +41 81 356 23 23
info@restaurant-heimberg.ch

Café Senda
Senda Baselgia 2a | 7078 Lenzerheide
Management: Simon Tabellini & Reto Feller
Tel: +41 81 384 52 52
welcome@cafe-senda.ch

Restaurant Portal
Girabodawäg 16 | 7075 Churwalden
Management: Oliver Güdel
Tel: +41 81 356 20 39
portalrestaurant@pradaschier.ch

Bergrestaurant Pradaschier
Girabodawäg 16 | 7075 Churwalden
Management: Slobodan Veljkovic
Tel: +41 81 356 21 77
bergrestaurant@pradaschier.ch

Rodler Bar
Girabodawäg 1 | 7075 Churwalden
Management: Willi Gasser
Tel: +41 81 356 21 61
viva@rodlerbar.ch

Other companies

Erlebnisberg Pradaschier
Girabodawäg 16 | 7075 Churwalden
Management: Andrea Müller
Tel: +41 81 356 21 80
info@pradaschier.ch

Kiosk Valbella
Voa Principala 16 | 7077 Valbella
Management: Dora Giricz
Tel: +41 81 384 12 13
postplatzkiosk@gmx.ch

IMPORTANT NUMBERS

Emergency numbers

Ambulance	144	Emergencies, whenever there are casualties
Police	117	Traffic accident, crime
Fire brigade	118	Fire, trapped persons, risk of explosion
Rega	1414	Seriously injured persons, mountain accidents
Tox centre	145	Poisoning emergencies without loss of consciousness
EU emergency call	112	throughout Europe, even without a SIM card in Mobile phone

Doctors - General

Praxis Fierz	+41 81 384 27 77	Lenzerheide
Praxis Capitani	+41 81 384 12 30	Lenzerheide
Praxis Bergamin	+41 81 384 20 22	Valbella
Praxis Mannhart	+41 81 382 03 82	Churwalden

Doctors - Dentist

Practice Chirazi	+41 81 384 22 72	Lenzerheide
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Municipality

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

Pharmacies

Pill Apotheke	+41 81 384 12 44	Lenzerheide
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EMPLOYEE- REGULATIONS

These employee regulations apply to all employment relationships at AlpinTrend companies. Any special regulations are set out individually in the employment contract and are authoritative.

The employee regulations are an addendum to the existing employment contract and govern the employment relationship between AlpinTrend companies and the employees, irrespective of the type of remuneration and the level of employment.

The employee regulations are always available on the AlpinTrend website.

Entry into force

These employee regulations enter into force on 1 July 2018.

New version on 01 July 2025.

Amendments

The staff regulations may be revised in whole or in part at any time. Amendments will be communicated to employees and are binding.

GOOD TO KNOW

Residence/work permit

For foreign employees, the AlpinTrend HR department will take care of the work and residence permit when the employee starts work. The costs (around CHF 103.00) are borne by the employee.

Municipal registration for Swiss citizens

You must have registered yourself in the new municipality of residence no later than 14 days after your move.

Please bring the following documents with you for the registration:

- Certificate of origin, individual or for couples (the certificate of origin will be issued to you by your old municipality of residence)
- Family booklet / family identity card if you have children
- Health insurance card or proof of insurance from your current health insurance company

Municipal registration for non-Swiss employees

For foreign employees, the AlpinTrend HR department will take care of registration with the relevant municipality of residence (Churwalden, Vaz/ Obervaz, Lantsch/Lenz) when you take up employment. For employees with a valid permit, the employees themselves must register with the municipality for re-registration.

Health and accident insurance for Swiss citizens

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

Health and accident insurance for non-Swiss

All employees are insured against accidents by the company with ÖKK insurance. Health insurance is compulsory in Switzerland. Foreign health insurance schemes are not valid. Swiss health insurance must be taken out.

(Exception only in the case of G permits or registration through the registration procedure)

- Every employee with a permanent employment contract is responsible for registering with a Swiss health insurance company. You can easily do this on arrival (within 14 days) in the Lenzerheide region.
- Please then send us a copy of your insurance policy or insurance card.

- Every employee with a fixed-term employment contract (seasonal contract) is insured with ÖKK insurance via their AlpinTrend company if you have not yet taken out Swiss health insurance yourself. The monthly costs are deducted directly from your salary. The AlpinTrend personnel department will take care of the enrolment. You have the option of taking out insurance yourself.
- If you still have accident or health insurance in your home country, we recommend that you deregister in order to avoid double charges.

Salary account

Your salary will only be transferred to a Swiss postal or bank account. Please inform the AlpinTrend personnel department of your bank details (IBAN number) within the first 14 days of taking up employment. Important: We do not allow cash payments or transfers to a bank account abroad.

Non-Swiss nationals: To open a postal or bank account, you will need a valid foreigner's identity card and a copy of your employment contract.

You will receive further information from the AlpinTrend HR department during your initial interview.

Post

You can have your private mail (letters) sent to your accommodation - provided a letter-box is available. Inform your friends, acquaintances and relatives to address the mail with your name so that it is not opened by mistake. Parcels can be sent to your company, as no one at your accommodation will be able to accept them.














Winter Season in Lenzerheide

If your car does not have a four-wheel drive, we recommend that you have snow chains ready.

JOB START

Around two weeks before you start work, your plant manager/head of department will inform you of the date of your first working day. The rota for your first working days will be sent to you by e-mail by your line manager. You will also be informed when you will have your introductory interview with the AlpinTrend HR department.

Please bring the following documents with you for your interview with the HR department:

	CH-citizen	Non-CH citizen & first time in CH	Non-CH citizen, but already worked in CH
Completed master data sheet			
Passport or ID			
Foreigner's identity card (original)			
AHV-Card			 (if available)
CH - Bank card			 (if available)
CH - Health insurance card			 (if available)

If you book a staff room through AlpinTrend, we would ask you to inform the HR department or the Valcasa property office immediately when you will be arriving so that the accommodation can be prepared. When you arrive, you will be given the key to your staff accommodation, accompanied to the accommodation and shown around.

Staff accommodation facilities

The rented staff accommodation rooms/studios/shared flats are furnished and have basic facilities. They have W-LAN and some have TV sets. Towels and bed linen are provided. We recommend that non-Swiss employees bring a plug adapter, as the sockets in the EU are not compatible with those in Switzerland. You can buy adapters at petrol stations or supermarkets.

Company-specific work clothing

You will be informed about work clothes by your line manager in good time.

Change stick for service staff

In principle, every service employee must bring their own service wallet with the so-called stick (change for guests) from their own cash box. We recommend a stick of CHF 400.00 to CHF 500.00. No money is changed in the restaurant itself. Employees should enquire directly at their place of employment about the exact regulations.

EMPLOYEES

OBLIGATIONS & RULES

Alcohol, drugs, smoking

The consumption of alcoholic beverages and drugs during working hours is prohibited. It is also forbidden to be under the influence of these substances while at work. The consumption of drugs (with the exception of alcohol and cigarettes) is also prohibited in the staff accommodation. In the event of non-compliance, the employment relationship will be terminated following a written warning.

Alcoholic beverages may be consumed in the AlpinTrend establishments after working hours and only in casual clothing, as long as behavior remains impeccable and the company does not suffer a bad reputation from internal and external guests.

The Youth Protection Act must be observed:

Beer, wine and tobacco products may be consumed from the age of 16

Spirits, aperitifs and alcopops may be consumed from the age of 18

Smoking is permitted before and after work and during the official break in designated areas. Smoking is generally prohibited in closed rooms and in places with guest contact.

Compliance with company directives, checks on employees

- Rules and regulations: The employee must carry out the provisions of these regulations and all rules and regulations applicable in the company as well as the instructions of superiors conscientiously and reasonably. Supervisors are responsible for the instructions they issue.
- Ambiguities: In the event of any doubts or ambiguities, the employee must seek information from the line manager
- Checks: Employees can be checked by their supervisors at any time regarding their professional knowledge and the execution of their work.

Mobile phone, smartphone & tablet

Of course, we understand your need to communicate with friends and family. Please do this during your free time or during breaks. These devices are not permitted in the workplace and must remain in your locker. An exception applies in the companies that use the Hotelkit app.

Appearance / Hygiene

The employee is responsible for ensuring that work clothing is always neat and tidy and in a clean condition. Wearing a name badge is mandatory for all employees on duty (except kitchen and office).

Work clothing

The work clothing provided by the company (shirt, blouse, apron, waistcoat, etc.) can/should be washed and ironed at the company. They are the property of the AlpinTrend companies, i.e. you may only wear them at work.

The trousers and non-slip & safe shoes are cleaned by the employees themselves and are not the property of the company.

Anything that is not handed in at the end of the employment relationship will be charged to the employee when they leave.

Employee accommodation

Employees of the AlpinTrend Group can rent employee accommodation. Allocation is carried out by our property partner Valcasa Immobilien AG, Voa Principala 35A, 7078 Lenzerheide. All rights and obligations are regulated in a separate contract with general terms and conditions and house rules.

It is recommended that every tenant takes out personal liability insurance (for rental damage).

Tipping

The employee must obtain information about the binding tipping regulations directly from his or her employer.

Please note:

If tips regularly amount to more than 10% of the invoice amount or are not given directly to the employee by the customer, a tax liability may arise. The responsibility for correct tax treatment lies with the employees. The HR department is available to provide advice in the event of any uncertainties.

Car park

There is an absolute parking ban for employees on the premises of AlpinTrend companies. You can purchase a parking permit from the respective municipality and park in the designated car parks.

Example: Municipality of Vaz/Obervaz:

1 month: CHF 80.00 | winter season: CHF 300.00 | summer season: CHF 250.00 | year: CHF 550.00

Work schedule & punctuality

Working hours are recorded using an electronic time recording system (tbs).

Start your work in a relaxed manner and arrive punctually for the shift entered in the duty rota. Time stamps are valid from the start of the shift according to the duty rota. Starting work earlier does not count as working time unless ordered by your line manager. If you clock in after the start of your shift according to the duty rota, the system will round up the clock in 15-minute increments.

Recommendation: Be at your workplace 5 minutes before the start of work to ensure a good handover with your team colleagues.

If you have forgotten to clock in, inform your line manager. They can adjust the clocking in manually. The monthly time sheets are sent via the NEO app. If there are any discrepancies in the time sheet, please contact your line manager.

Use of the staff entrance

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

Notification of illness or accident Notification of illness:

In the event of illness, notify your direct supervisor/operations manager by telephone as soon as possible. Ideally the evening before.

In the event of absence due to illness lasting longer than 3 days, a medical certificate must be submitted to the supervisor/plant manager on the first working day. The employer may also request a medical certificate for shorter absences, as is the case at Hotel Krone, where this regulation applies.

Note: visits to the doctor and dentist planned in advance must be scheduled during free time.

Accident report

After an accident - whether occupational or non-occupational - you must report the event to your direct superior/plant manager immediately.

The line manager/plant manager fills in the accident report form and forwards it to the AlpinTrend HR department without delay. The HR department must report the accident to the insurance company without delay. The employee then receives an insurance form which he/she or the doctor treating him/her must complete in full and truthfully and send to the relevant insurer without delay.

Duty of care and loyalty

Employees must carry out the work assigned to them carefully and in accordance with the general instructions of the company and the specific instructions of their supervisor/manager.

He must protect and promote the legitimate interests of the employer in good faith. The employee must handle goods, tools, machines and technical equipment with care, operate them properly and maintain them. Defects and faults must be rectified or reported immediately.

Behaviour during work

The employee must always behave in a businesslike and polite manner towards superiors, colleagues and guests. They must always be courteous, helpful and friendly towards guests.

Lost property

Any items found in AlpinTrend establishments must be handed in by the employee, without claiming a finder's fee, to the manager and, in the hotel, to the reception desk.

Employee behaviour and liability

Employees must inform the employer immediately if they are unable to work.

The employee is liable for damage caused to the company intentionally or through negligence. Only the actual replacement costs may be invoiced. Collective and lump-sum deductions are not permitted.

We recommend that all employees take out liability insurance.

If an employee commits property offences at work, such as theft, embezzlement or fraud on a large scale, dismissal without notice (Art. 337 CO) is often justified without further ado.

Internal differences and complaints procedure

The line manager is available to settle differences. If this discussion is unsuccessful, the employee can contact the AlpinTrend HR department.

Obligation to report changes to personal data

The employee must notify the AlpinTrend HR department of any changes to their current home address, civil and marital status, bank account, health insurance, etc. without being asked to do so.

- **Compulsory military service:** Please report immediately upon receipt of the notification of service. Dates for military service must be agreed with the line manager in good time.
- **Child allowance:** Employees are responsible for reporting changes and births in good time so that this information can be reported to the relevant offices as quickly as possible.

- **Foreigner's identity card:** The employee is responsible for ensuring that the AlpinTrend HR department always has the current foreigner's identity card.

To ensure that the correct withholding tax rate is deducted from the employee, it is important that the AlpinTrend HR department has the correct information on the type of permit, marital status, number of children, single or double earner and denomination/religious affiliation.

Sexual harassment

The company does not tolerate sexual harassment in the workplace. Employees are requested to report such incidents and harassment directly to their line manager or the AlpinTrend HR department. Offending employees must expect sanctions ranging from reprimand to termination of employment and claims for damages or, if necessary, criminal prosecution.

Privacy and data protection

Employees are obliged to maintain strict confidentiality towards third parties regarding all business relationships and personal data of which they become aware through their work. This applies in particular to sources of supply, purchase prices, margins, marketing concepts, customer/guest addresses, turnover figures, operational details, room numbers of hotel guests as well as wages, qualifications and information on accidents, illnesses of other employees, etc.

The employee undertakes to use and procure the data from and in connection with the business only for the intended operational purpose. Under no circumstances may any data be passed on to third parties. Unless otherwise specified in their job description, employees may not pass on any information about the course of operations, guest numbers or operating figures to third parties.

Only the data required for the fulfilment of the contract may be requested from guests and processed. In all cases, the employee must adhere to the operational guidelines regarding data procurement and processing.

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

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

Employees have the right to request information about their own data that has been obtained and processed by the employer. The employer also provides information about who has access to this data. The employee also has the right to erasure, rectification and disclosure of 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 workstations may not be used for private purposes.

The company undertakes:

- to restrict the processing of employee-related data to what is necessary for operational purposes.
- to restrict access to employee-related data to those employees who must have access to the data due to their function (operations manager, management).
- to correct incorrect employee-related data.

The employee who collects, uses or stores employee-related data as part of their role is responsible for the protection of this data and is obliged to take the appropriate measures to ensure data protection.

Occupational safety / health protection / environmental protection in the workplace

Occupational safety and health protection are a joint ongoing task of the employer, who bears overall responsibility, and the employee, who has the right and duty to actively participate.

Employees of the AlpinTrend Group are obliged to have read and understood the Occupational Health and Safety brochure. They are also obliged to adhere to the points listed.

The employee must follow the employer's instructions with regard to occupational safety and observe the generally recognised safety rules. Personal protective equipment (sturdy and non-slip footwear, gloves, safety goggles, etc.) must be used and must not impair the effectiveness of the protective equipment.

Employees actively endeavour to protect the environment and consciously save water, energy, electricity and cleaning agents. Waste is ecologically separated.

EMPLOYMENT CONTRACT ADDITIONAL INFORMATION

All employment contracts of AlpinTrend AG (Posthotel Valbella AG, Pradaschier Top AG, Hotel Lenzer-horn Spa & Wellness AG, Swiss Heidi Hotel AG, Lupiz AG, Sporthotel Krone Churwalden AG) are subject to the L-GAV. Individual management contracts (OR) are excluded.

Link: www.l-gav.ch

All employment contracts only come into force if any necessary work permits under the law on foreign nationals have been obtained.

Salary payment

Salaries are paid to a Swiss postal or bank account by the 6th of the following month at the latest. No salary payments will be transferred to foreign accounts or paid out in cash. The payslip is sent monthly via the NEO app.

Contribution to implementation costs (L-GAV contribution)

All employees pay annual contributions to a fund to cover implementation costs. This is used to finance the implementation of the L-GAV as well as training and further education support (course and examination costs, salary compensation). These amount to CHF 99.00 per year | CHF 49.50 per season.

Probationary period

The probationary period begins on the first working day and not on the agreed starting date. The probationary period is between 1 and a maximum of 3 months, depending on the employment contract. During the probationary period, notice of termination may be given at any time with a notice period of 3 or 7 days in accordance with the employment contract.

Cancellation period / date

- Seasonal / fixed-term contracts: 1 month, to the end of each month
- Permanent contracts: 2 months, to the end of each month
- Management contracts: 3 months, to the end of each month

Any other notice periods are regulated individually in the employment contract.

Working hours and breaks

The average weekly working time is 43.50 hours (seasonal operation), in the Swiss Heidi Hotel 42 hours (annual operation). In accordance with the L-GAV, work must be interrupted by breaks of at least the following minimum duration:

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

The operations manager determines further break regulations for each company and shift, which are also valid.

Employee catering

The meals are deducted directly from your salary with a minimum deduction.

- CHF 300 .00 per month | 1-2 meals, including drinks F&B staff
- CHF 220 .00 per month | 1 meal, including drinks | floor, wellness, reception
- CHF 85 .00 per month | drinks only, no food | night porter
- CHF 10 .00 per day (from 5 hours) | 1 meal, including drinks | hourly-paid employees
- CHF 3 .00 per day (up to 4 .5 hours) | drinks only, no food | hourly-paid employees

Night work

The start and end of the night period are contractually defined differently depending on the department/operation (service, kitchen, reception, etc.).

Overtime and overtime

Overtime is working hours that exceed the agreed average weekly working time of 43.50 hours or 42 hours (at the Swiss Heidi Hotel). Overtime is working hours of 50 hours or more per week. The employee is obliged to work overtime within reasonable limits. The employee agrees to compensate this with time off of the same duration within a reasonable period of time. The employer can therefore unilaterally order compensation. This applies in cases where the overriding interests of the company require it. For example, in the event of resignation, dismissal, corona-related, economic reasons or other reasons. For employees whose salary is at least equal to the salary pursuant to Art. 15 para. 7 L-GAV, all overtime is compensated with the agreed salary.

Days off

The employee is entitled to 2 rest days per week. At least one full day of rest must be granted per week. The remaining rest period can also be granted in half rest days.

Public holidays

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

Holidays

The holiday entitlement is 5 weeks per year (35 calendar days per year / 2.92 per month). Any excess holiday entitlement will be deducted from the employee's salary at the end of the employment relationship. Any negative holiday balance can also be offset if the holidays were ordered or if they are company holidays. The timing of the holidays depends on the company's possibilities. Part-time employees are also entitled to 5 weeks' holiday, but are only paid within the agreed workload.

Probationary period interviews

An employment relationship begins with a probationary period (1-3 months). In the case of open-ended employment contracts and contracts with a duration of more than 6 months, a probationary period interview is held to find out whether the employment relationship is satisfactory for both parties.

It is determined whether the probationary period will be extended (maximum 3 months), the employment relationship will be terminated or whether the employee will be taken on as a permanent employee in accordance with the employment contract.

Qualification interviews

The qualification interview takes place once a year between the employee and the line manager/operations manager who have a permanent employment contract and/or have been employed for more than 6 months. It serves as a management tool to provide the employee with appreciative feedback on his or her work performance. Clear and realistic goals are agreed together. In addition, mutual expectations with concrete measures to achieve the goals are defined.

Paid days off

The employee is entitled to paid days off work in the following cases, provided they fall on working days at the company:

- Own wedding/registered 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 death to burial: 1 to 3 days
- Military recruitment: up to 3 days (subject to availability)
- Relocation of own household within the region of place of residence: 1 day

- Relocation of own household further away: 1½ to 2 days

Mid-season / unpaid leave

Some AlpinTrend businesses close for around 4-8 weeks during the mid-season in spring and/or autumn. If the holiday, free time, public holiday and hour credits are not sufficient for the mid-season, the employee agrees to take the days as unpaid leave. Unpaid leave is allocated by the operations manager/management.

Assignment to other work and transfer to another company

The employee may be deployed beyond the agreed area of responsibility in their own company for other work or temporarily in another department. The employee may also be temporarily deployed in an AlpinTrend company other than the contractually agreed place of work. The salary remains unaffected.

Deductions from wages / assumption of costs

The employer does not cover any costs that the municipality may charge directly to the employee, depending on the residence permit. E.g. substitute fire brigade levy for a B/C permit. The employee must enquire with the municipality themselves as to what costs may be incurred. The same applies to the collection of radio and television reception fees (SERAFE); these fees are not covered by the employer.

AlpinTrend-Betrieb does not cover any transport costs from the employee's place of residence to the workplace. The costs are borne by the employee.

AHV, ALV & BVG

The following employee contributions are mandatory in Switzerland and are deducted directly from wages:

- AHV - state pension insurance
- ALV - Unemployment insurance
- BVG - Occupational pension scheme
- KTG - Daily sickness benefits insurance
- UVG - Accident insurance

Wage replacement and social insurance

Art. 22 Wages in the event of employee absence (L-GAV)

If the employee is unable to work through no fault of his own due to illness, accident, maternity or military service, Art. 23 et seq. shall apply. However, the costs of meals are only deducted to the extent that they are actually utilised. Insurance benefits must be paid by the employer at the end of the month or, if the insured event has not yet been concluded, advanced. This obligation on the part of the employer does not apply if the insurance company refuses to pay benefits because the employee does not fulfil the insurance conditions or because the legal requirements are not met. In this case, the employer must pay the salary in accordance with Art. 324a CO.

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

The employer must take out sick pay insurance in favour of the employee, which pays 80% of the gross salary for 720 of 900 consecutive days (180 days for AHV pensioners). During a deferment period of a maximum of 60 days per year, the employer must pay 88% of the gross salary. In the event of uninterrupted incapacity for work, the deferral period only has to be completed once. These benefits must also be paid if the employment relationship ends before the end of the illness. Any individual insurance premiums charged after termination of the employment relationship shall be borne by the employee. If an employee is medically declared unfit for work during pregnancy, the benefits are also based on this article.

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

Art. 25 Accident insurance UVG (L-GAV)

The employer insures the employee in accordance with the provisions of the Federal Law on Accident Insurance. During the first 2 days after the day of the accident, the employer must pay 88% of the gross salary.

The employer must pay 100% of the gross salary for the period stipulated in Art. 324a of the Swiss Code of Obligations to employees who suffer an occupational accident and are obliged to pay benefits. An accident on the way to work is also deemed to be an occupational accident with an obligation to make additional payments. The Bern scale is decisive.

Salary components that exceed the maximum amount of insured earnings in accordance with the Accident Insurance Act must be paid by the employer for at least the duration stipulated in Art. 324a CO.

Occupational pension scheme BVG

a) Compulsory insurance (L-GAV)

The employer insures employees in accordance with the statutory provisions on occupational old-age, survivors' and disability insurance (AHV). The 13th month's salary must be included in the calculation of the salary limit for compulsory insurance and the coordinated salary. If the monthly salary falls below the salary limit for compulsory insurance, the employee must continue to be insured until the end of the employment relationship, but no later than the end of the calendar year.

b) Contributions (L-GAV)

A minimum contribution of 1% of the coordinated salary is levied for employees from 1 January after reaching the age of 17. For employees from 1 January after the age of 24, a contribution of at least 14% of the coordinated salary is levied. The employer can deduct a maximum of half of the contributions from the employee's salary.

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

INSURANCE OVERVIEW

Companay	UVG = Accident insurance	KTG = Sick day money insur- ance	BVG = Occupational pension scheme	AHV = Old age & survivors pension insurance
Hotel Lenzerhorn	ÖKK	ÖKK	Hotela	Hotela
Posthotel Valbella	ÖKK	ÖKK	GastroSocial	GastroSocial
Swiss Heidi Hotel	ÖKK	ÖKK	GastroSocial	GastroSocial
Hotel Krone	ÖKK	ÖKK	GastroSocial	GastroSocial
Restaurant Heimberg	ÖKK	ÖKK	GastroSocial	GastroSocial
Bergrestaurant Prada- schier & 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

JOB EXIT

Please plan to arrive at the AlpinTrend HR department for your exit interview no earlier than 1 day AFTER your last day of work. The exit interview will be arranged by your line manager with the HR department and you will be notified in good time. Please contact your line manager/operations manager in good time.

If you have rented accommodation through AlpinTrend or Valcasa, please inform the Valcasa office of your departure date in good time. Your flat will then be checked and inspected together.

At the exit interview, you will be given all the necessary exit documents (final statement, L-GAV receipt) and the final certificate, if possible. Further documents will be sent to you by e-mail from the AlpinTrend HR department a few days before you leave.

You will receive the time sheet and payslip for your month of departure from the HR department. Your leaving salary will then be transferred to a Swiss postal or bank account (after you have accepted the flat). **Important note: Do not close your Swiss bank account until you have received your leaving salary.**

When leaving, all company documents, keys and batches, work clothes (cleaned), name badge, employee ID card, etc. must be returned.

Please note that we will not forward your mail. We kindly ask you to cancel your registration with Swiss Post in person and/or request that your mail be redirected. All letters will otherwise be destroyed or returned as 'undeliverable'.

All your outstanding debts/bills (doctor, internet, insurance, etc.) must be paid when you move away. In the event of outstanding payments and reminders, we will provide information about your new home address.

Further important information regarding insurance cover can be found in the document 'Information for departing employees', which you will receive at your departure interview.