

PROGRESS REPORT 2025



A note from

VALENTINA

Sustainability was always a passion for me. It fits with the way I see life: all is connected, everything is part of an ecosystem. The same goes for travelling. So studying these two things combined was the obvious path, and that's how I landed in Sweden for my master's degree in sustainable destination development and entrepreneurship. But after years of studying (and proudly calling myself an academic nerd more times than I can count), I was more than ready to get my hands dirty and truly make a contribution to the world.

As it happened, a friend shared an open position as a trainee for Capsule Hotel: manage a small property and have time for a side project. I didn't hesitate. My application was a 10-minute self-recorded video where I laid out why I'd be a great match, the value I could bring, the passion, and I made it quite clear that sustainability was part of the deal. If they took me, that was coming along too.

And as embarrassing as it is to think about now, it worked. They hired me. And there I was: trainee at theLAB, a 16-capsule property in Lucerne. Trainee means you get the keys, a pat on the back (and onboarding, obviously), and off you go learning how to manage a small property. The learning curve is steep and fantastic. And on top of that: sustainability. Carte blanche and full trust to develop the strategy for our company and hotels. What an incredible opportunity. I was so excited. I'd prepared myself for years for exactly this.

How hard could it be?

Well, turns out: quite hard. Academia and case studies can only prepare you so much, especially when you start a new project from scratch, with no plan, no manual, and limited resources. I found myself trying to match theory and practice, and it took some time, some trial and error, and

some help. But we got where we are because of all of this journey, and I couldn't be more grateful, proud, and honestly so excited about what still comes.

And now that you know a bit more about the passionate (and at times intense) sustainability lady behind this, let me tell you what this is actually about: Capsule Hotel's journey with sustainability, a small and growing company figuring it out, step by step.

I hope you find it interesting, maybe even inspiring. And if it resonates, please reach out. This is how we keep going: by connecting with others on their own journey, learning and sharing.

With love,

Valentina

"I'd prepared myself for years for exactly this. How hard could it be?"

WHO WE ARE

62

EMPLOYEES

191

GUEST
NATIONALITIES

112kg

PLASTIC REMOVED
FROM RIVERS
WITH EVERWAVE

(equivalent to ~4,500 plastic bottles
or ~280,000 plastic straws)

28

NATIONALITIES

0.61kg

CO₂e PER
GUEST NIGHT =
ONE CAPPUCCINO



5

PROPERTIES
ACROSS 2
COUNTRIES

110,190

GUESTS IN 2025

20

NUMBER OF BEDS
WE STARTED
WITH IN 2018

421 BEDS

OF WHICH 293
ARE CAPSULES

98%

IN-HOUSE
TEAM

CO₂e data: Furthr. 2025. Full sources on page [25].



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HOW WE GOT HERE

“JUST DO IT.
THEN DO IT A BIT
DIFFERENTLY.
THEN TRY AGAIN.
THAT’S HOW WE
FIGURED IT OUT.”



BUILDING FROM SCRATCH

The team always cared about sustainability, but never had the time or knowledge to actually have an impact. In 2022 that changed, and we started building from scratch.

Early on, we connected with a sustainability consultant who helped us shape our strategy, going through everything together and matching our ideas with what actually made sense for a business like ours. Along with that, we started working with a Swiss NGO that helped us figure out where we stand (what's called a materiality analysis: basically looking at everything we do and asking, where do we have the biggest impact, and where should we focus first?). Because, turns out, you can't really plan anything if you don't know where you are. Once you've got that down, you can think about where you want to go, and how to get there.

From that, we knew what mattered most: things like energy use, water consumption, or laundry. So we started there, with concrete steps to reduce our impact on each. But we also wanted to know: how are we actually doing compared to others? So we used a free tool from the Sustainable Hospitality Alliance (called HCMI) that helps you calculate your carbon footprint in CO₂e.

Sounds straightforward, but for that you need consumption data. Which means: finding energy and water bills, trying to understand what the numbers mean and what period they cover, getting them all together, and calculating. It took a while. But we managed.

We got a number for our per-night CO₂e, and it looked pretty good compared to others in our industry. But we were sceptical to share it. What did it actually mean? Was it correct? What if we were missing something? At the time, many in hospitality were planting trees to "compensate" for a guest night. It looked great on paper and on LinkedIn, but what was the actual connection? One tree for one night: is that even the same thing? (Spoiler: it really isn't. You'd have to plant the world over and over to make up for it that way.) We didn't want to do the thing that looks good. We wanted to understand our actual impact and be able to stand behind it. That scepticism turned out to be a good instinct, and it's why, years later, we went to an external partner for verified data. But at the time, it was the best we had, and it was a real start.

All of this was possible because of the vision for the company, the trust of the people leading it, the flat structure, and no fear to ask questions and figure things out along the way.

It wasn't always easy. But it was really cool. And so worth it.

"It took a while. But we managed."

CO₂e stands for carbon dioxide equivalent; basically a way to put all greenhouse gas emissions into one single number, like converting different currencies into one so you can actually compare.

OUR FIRST REPORT + WHY THIS ONE LOOKS DIFFERENT

In early 2025, we published our first Sustainability Report, covering everything we did in 2024. It took over half a year to put together: developing our own impact framework, quoting and citing everything, sourcing every number, explaining every claim. We poured heart and soul into it. And when it was out, it was a real milestone.

About a week later, we stumbled upon the reports from other companies in our industry. Theirs were slides, not a huge PDF. Visual, easy to follow, not too corporate. They felt cool and direct and real. And suddenly, all that work felt... off. Not wrong, but not us either. We're a small company, basically just out of the start-up phase, and we'd written a sustainability report like we were a corporate. It was a lot of work, and it was important, but it didn't sound like Capsule Hotel.

On top of that, we had 18 goals. Set with the best intentions, but honestly: too many. Not operational enough, no clear ownership defined, not measurable in a way that showed real progress. A very extensive and detailed table that looked impressive but wasn't realistic for a company our size.

And then, months later, we came across a different kind of report. Not a sustainability report. A progress report. To talk about progress. About the journey. Raw, real, direct, including the ugly truths and just how things are. **And it clicked.**

We took some time to think about it. About who we are, why we do this, and how we actually want to talk about it. And we realised: we don't need a 40-page PDF full of frameworks we're not even required to follow. We need something that sounds like us. Something clear, visual, and honest about what worked and what didn't. Something that a small hotel or hostel operator could actually read and think, "ok, I could do something like this too." Less framework compliance (that we don't need at this stage), more storytelling and real data (that we do). That's what a progress report is. **And that's what you're reading right now.**

"Less framework compliance (that we don't need at this stage), more storytelling and real data (that we do)"



WHERE WE
ACTUALLY ARE



OUR 3 PILLARS



Environmental Impact

How we use resources, reduce waste, and lower our footprint. Every new property follows guidelines for efficient energy, water, and materials.



People & Places

How we take care of our team, connect with our neighbours, and make sure our growth is good for the places we're part of.



Responsible Leadership

How we hold ourselves accountable. Fair wages, honest reporting, certifications, and transparent communication.



0.61KG
CO₂E
PER GUEST NIGHT

In-property operational emissions
(heating, electricity, waste and water)
- verified by Furthr., GHG Protocol 2025

91% LESS
CO₂E
PER GUEST NIGHT

At Capsule Hotel vs an average Swiss Hotel*



3.5KM DRIVING
A PETROL CAR



1 NIGHT AT
CAPSULE
HOTEL™
=
1 CAPPUCCINO

VS



1 NIGHT AT AN AVERAGE
SWISS HOTEL
=
11 CAPPUCCINOS



42 HRS
STREAMING NETFLIX



9 DAYS TO CANCEL
OUT NATURALLY



25 KETTLES BOILED



75X CHARGING
YOUR PHONE

WHAT A STAY AT CAPSULE HOTEL COSTS THE PLANET

Remember how we said we wanted proof? So we went and got it.

But first: why does measuring even matter? Look at some of your numbers. How much water you use, the electricity and heating you need, the cleaning products, the food and drinks. Running a hostel means using natural resources and energy every single day, and that comes with a cost: to the environment, but also to the communities and places around you. Not because you're doing something wrong, but because that's how most businesses are set up right now. It doesn't have to stay that way, but it's where most of us start. And once you can see it, you can start to improve it (and often, that saves money too).

We'd already estimated our numbers with a free tool, but we wanted real confidence. Enter, Furthr.: a company that specialises in measuring exactly this. We handed over all our bills, data sheets, and a lot of information we'd gathered, and they ran everything through recognised scientific databases to calculate our full carbon footprint.

That footprint is split into three parts, called scopes. Scope 1 is what you directly control: your heating systems, any vehicles you own, your refrigeration. Scope 2 is the energy you buy: electricity and district heating. Scope 3 is everything else connected to how you operate (spoiler: it's the biggest one. Buckle up, we'll get there).

But first: the number that matters most for comparison. Across the industry, properties are typically compared on operational emissions: the day-to-day running of your buildings, covering heating, electricity, water, and waste. This is the number that tells you how efficient your property is.

**One night at Capsule
Hotel: 0.61kg CO₂E**

**For comparison: the average hotel
night in Switzerland produces
6.6 kg CO₂e. A stay at Capsule Hotel
is 91% below that.**

Source: Furthr. GHG Emissions Measurement Report 2025, verified under the GHG Protocol.
Full methodology and sources on page [25].

THE FULL PICTURE

*the day-to-day operations plus everything in our value chain: the products we buy, the laundry we outsource, the food we serve, our team getting to work, business travel, even the furniture we purchased this year.

But we didn't stop at operational emissions. We wanted to see everything.

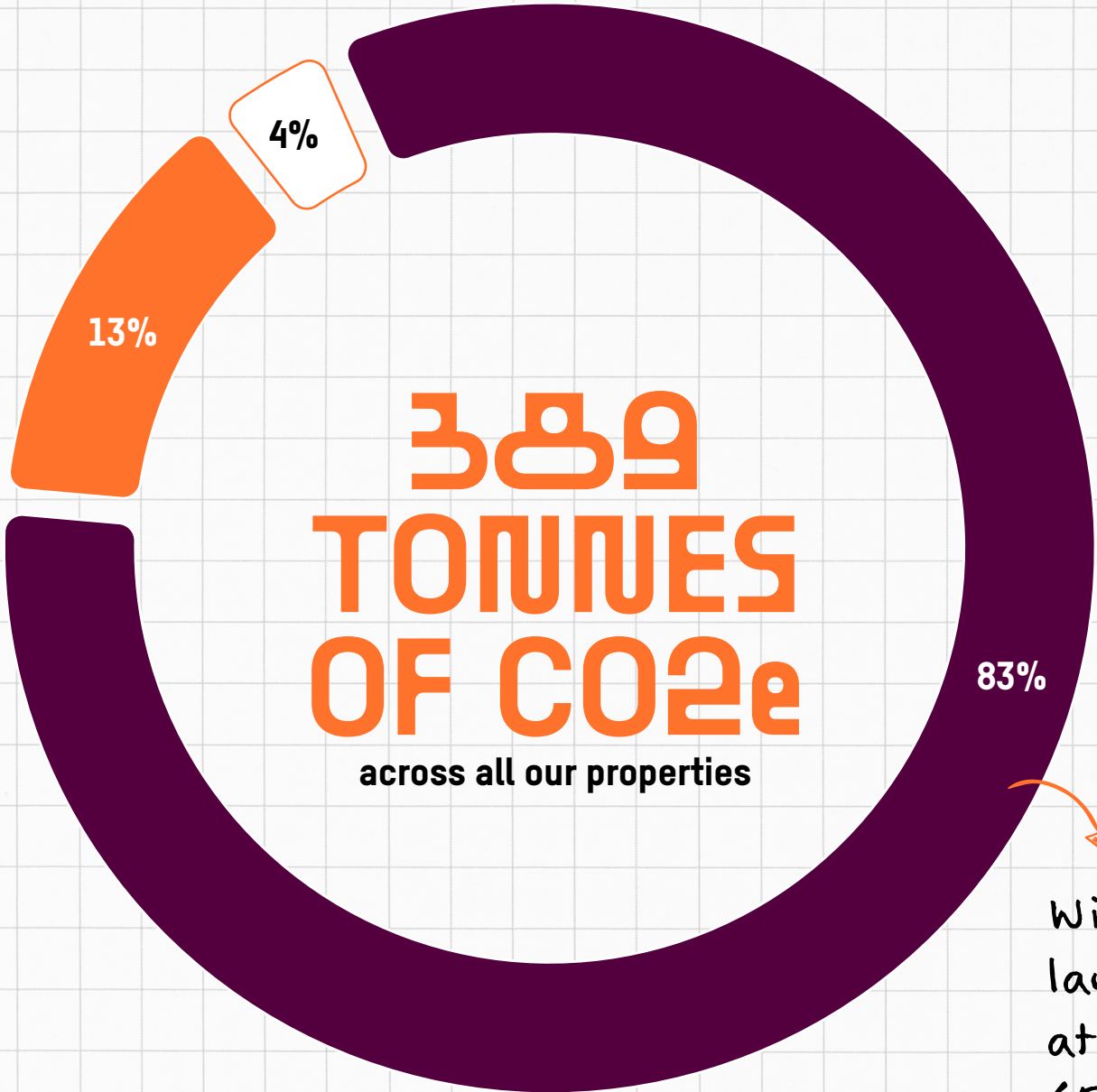
When you add it all up*, the total for 2025 comes to 389 tonnes of CO2e across all our properties.

Of that total, Scope 3 makes up 83%. That's the stuff that happens outside our walls but is connected to how we operate.

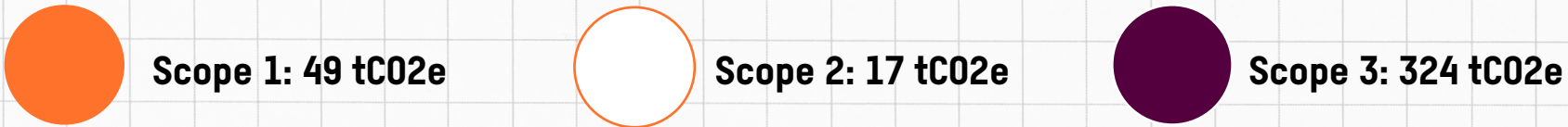
And the single biggest contributor? Not energy. Not heating. Laundry. The towels and sheets we send out to be washed account for over half of our total emissions.

Most companies in our industry only report operational emissions. That's the standard, and it's what the industry compares against. We wanted to go further, because the operational number only tells you part of the story. The full picture is where you find what to actually work on.

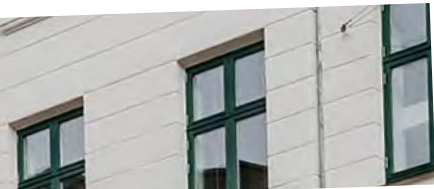
For us, that means: we know where our biggest impact sits. And that's exactly the kind of insight that helps us set better goals and have better conversations with our suppliers.



Within Scope 3: laundry dominates at 208 tCO2e (53% of total)



Source: Furthr. 2025. Swiss hotel average: UK DESNZ 2023*. Full breakdown and methodology on page [25]



WHAT WE CAN AND CAN'T CONTROL

There are things we can control, and things we can't. This is the reality of being a small hospitality operator, and it's worth being honest about it.

We don't own our buildings. We lease. That means we can't always choose the heating system, the insulation, or the energy source. Sometimes we're one tenant among many, with limited say over building-wide decisions.

We're growing across countries with different regulations, energy grids, and standards. What works in Zurich doesn't automatically work in Copenhagen.

We have a small team. Sustainability has been built by one person from scratch, alongside everything else that comes with running and growing a company.

And we have investors who believe in what we're building. We focus our resources where it matters most, but we're not backed by an institutional fund with an unlimited budget. Every sustainability investment competes with operational needs.

None of this is an excuse. It's context. And if you run a small hotel or hostel, you probably recognise most of it.

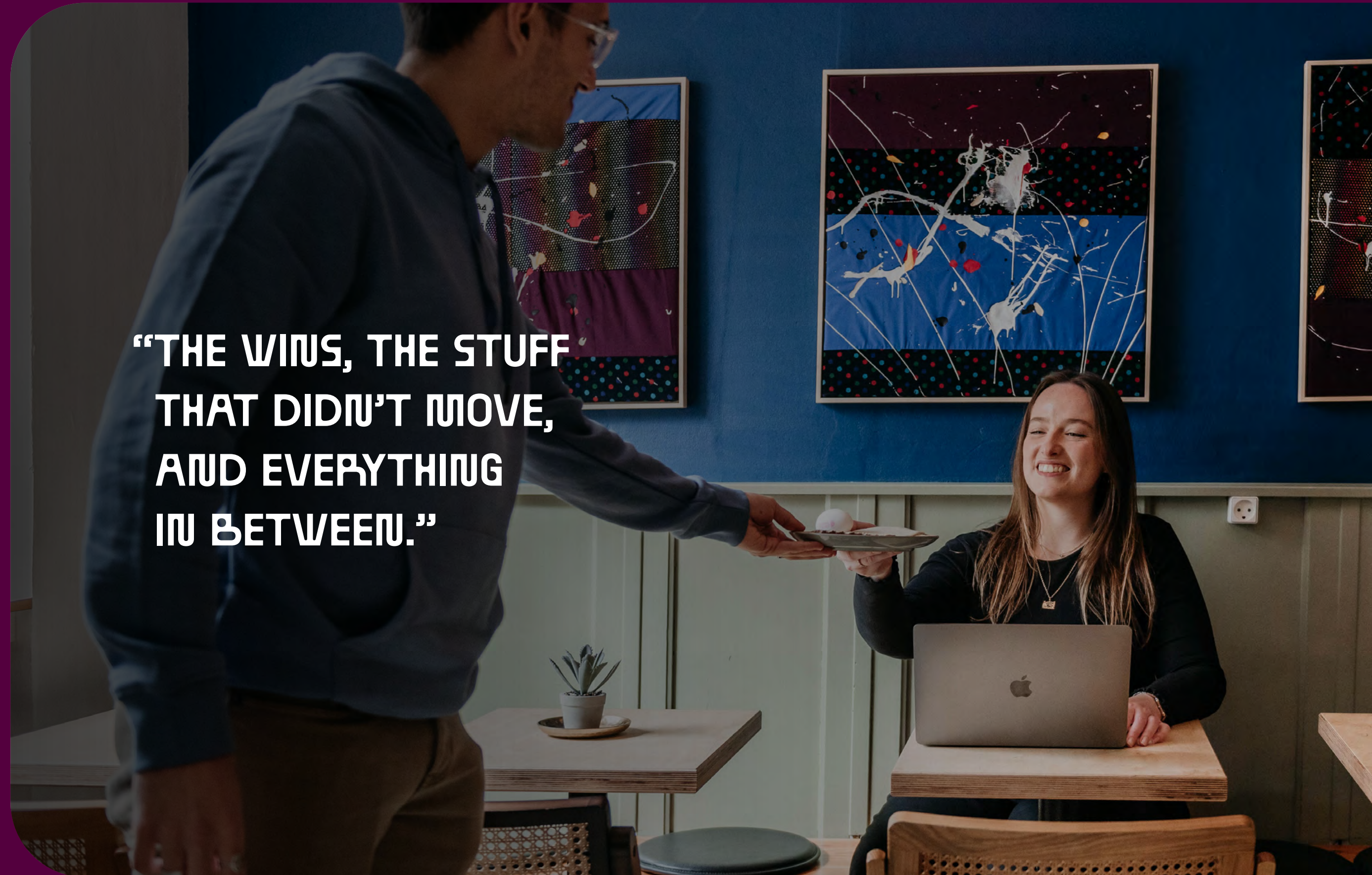
When you see our numbers and our progress in this report, you're seeing what's possible within these constraints. Not despite them, but with them. And that's exactly what makes it relevant for anyone in a similar position.



5

WHAT WE'D
TELL YOU OVER
A COFFEE

“THE WINS, THE STUFF
THAT DIDN'T MOVE,
AND EVERYTHING
IN BETWEEN.”



WHAT MOVED

We should stop more often to celebrate the things that went well. It always feels like there's more to do (there is), but this is the moment to look back and appreciate what actually moved.

We ran a voluntary sustainability survey with our guests over about three months, and got 520 responses. We had many more guests in that time, but still, that alone was a win.

What we learned: 75% of guests who noticed our sustainability initiatives during their stay, and 43% said it positively impacted their experience. Nearly half were already quite familiar with sustainability in travel before they arrived. Not everyone noticed everything, and visibility could be better, but the fact that most respondents pick up on what we do without us pushing it? That felt good.

520
RESPONSES

75%
NOTICED

our sustainability initiatives
during their stay

43%
POSITIVELY
IMPACTED

said it
their experience

We also ran our first ever team wellbeing survey. The response rate wasn't as high as we'd hoped (about 30%), which told us two things: we need to understand why most people didn't respond, and we need to make it regular so the team knows we actually care about their answers, not just about running a survey. So, we're making it regular: twice a year from now on. But so far, the results were encouraging: job satisfaction 4.2 out of 5, comfort going to your manager 4.8, feeling respected and valued 4.9. 86% said our company culture is truly lived.

4.2/5
Job satisfaction

4.8/5
Comfort reaching out
to your manager

4.9/5
Feeling respected
and valued

86%
said our company
culture is truly lived

We're proud of that.

We joined everwave in their mission to take plastic out of rivers before it reaches the oceans. Since August 2025, guests who want an extra towel pay a small fee, and part of it goes directly to everwave. But it grew beyond that: guests started adding contributions while booking on our website, and it's been increasing every quarter. In six months, 112 kg of plastic removed thanks to our guests. And we're just getting started.



Update from the future:
by the time this report was
published (in June 2026),
that number had grown to
484 kg. Earth Day helped.
Our guests helped more.



Without them, none of this works.

We teamed up with ScopeThreeAction, an NGO helping us look at our menu and explore how to make plant-based proteins more inviting and gradually shift the balance. Long game, but the work has started.

We highlighted success stories from team members who've been with the company for years, which turned into an interview series with the core team. Really fun to see, and a reminder that if people stay and grow with us, we must be doing something right. Without them, none of this works.

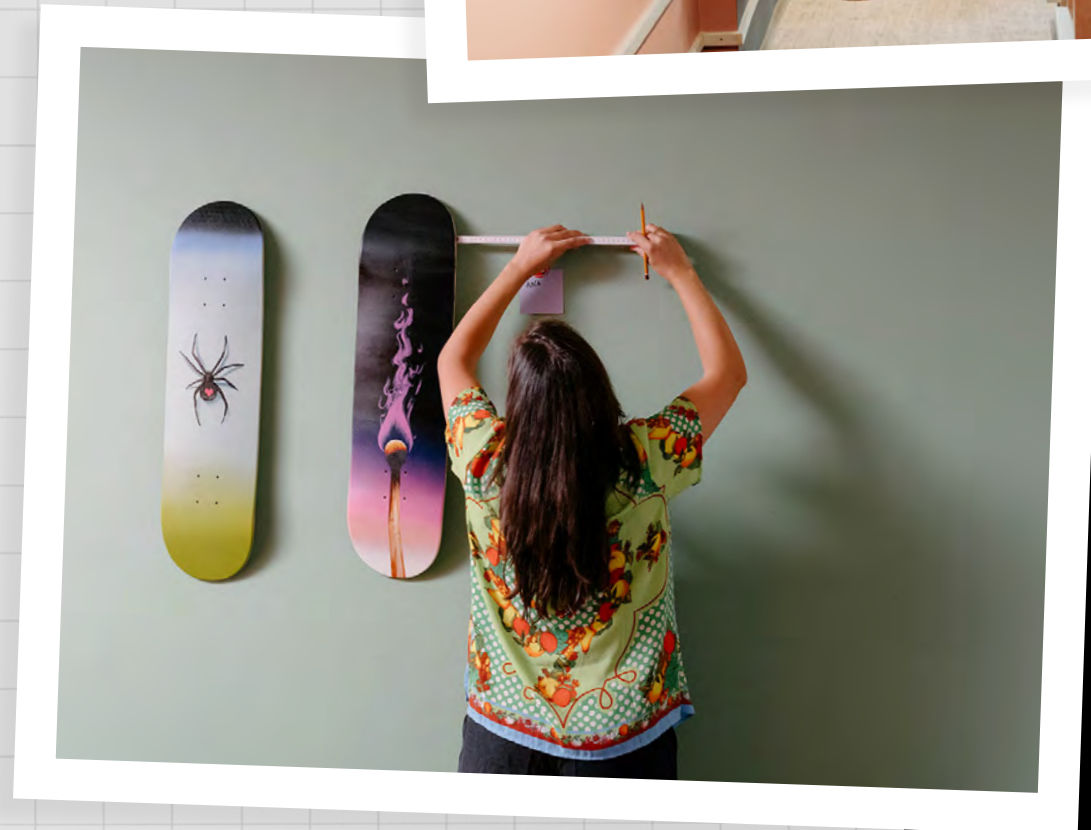
A big milestone: getting approval to work with Furthr. and have all our data properly analysed. Collecting it was a whole lot of work, but the result was our verified CO2e footprint across all three scopes. That number is now the benchmark for everything that follows.

And a turning point: after feeling a bit lost in the ever-changing sustainability landscape, we stepped back and rethought our approach. From 18 goals to a focused framework of 11, each one measurable, owned, operational, and realistic. We describe how we chose them later. But the point is: we learned what works at our size.

Then there are the quiet wins. The ones nobody sees but that make everything else possible. Building internal reporting routines. Getting management fully behind the shift in approach. Creating the structures that turn good intentions into actual follow-through...

..not the most glamorous work we did all year, but definitely one of the most important.

That number is now the benchmark for everything that follows.



WHAT'S STILL STUCK + WHAT SURPRISED US

Not everything moved. And some things surprised us in ways we didn't expect.

We asked our guests how much sustainability influenced their decision to book with us. The honest answer: not much (2.3 out of 5).

At first we took it personally.

But then we looked at the bigger picture: Booking.com's 2025 research shows that 93% of travellers say they want to travel more sustainably, yet it's rarely the first thing they think about when they actually book. That gap between what people say and what people do is global, not just ours. It doesn't mean guests don't care. It means sustainability needs to already be there, not something they have to choose. Not as a marketing lever, but as something the company authentically stands behind.

We also learned that only 20% of guests actively wanted more sustainability information during their stay. 45% said no thanks. That was humbling, but also useful: it means we should communicate less but better. Not more signs and more messages, just the right ones at the right moment.

And while 75% of guests noticed at least some of our initiatives, only 25% found them "very clear." So we're doing more than people realise. That's not

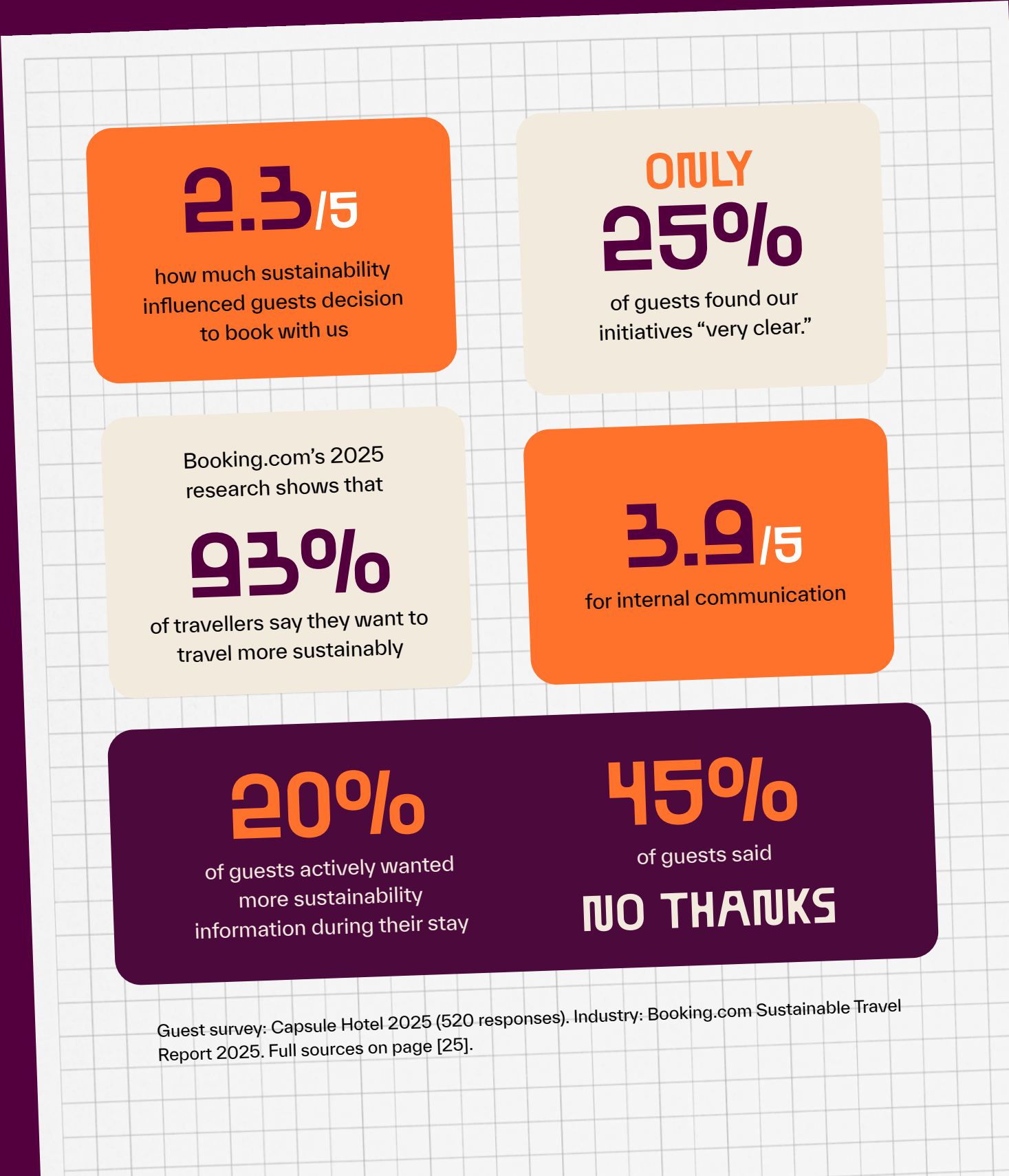
an action problem, it's a communication one. And it's something we can work on.

On the team side: our wellbeing survey gave us real signals, even with a 30% response rate. Some things scored really well. Some didn't. Internal communication came in at 3.9 out of 5, the lowest score in the survey. Some team members shared honest feedback about feeling stretched.

We listened, and we acted: we created a benefits and wellbeing overview, clarified roles and responsibilities across the company, mapped out our communication channels properly, and started planning an intranet with an anonymous sharing box. Not everything is solved, but the door is open and stays open.

Some of our original goals simply stayed only on paper. Not because nobody cared, but because they weren't concrete enough to act on, or because capacity was needed somewhere else. That's a lesson, not a failure.

Our food and beverage offering is evolving, but slowly. We control our suppliers and our menus, but every change takes real time: testing, tasting, costing, adjusting. We keep trying. And honestly, that's the theme of most of this slide: things take time, and that's OK.



"Sustainability needs to already be there, not something they have to choose."

WHAT WE LEARNED

So what did we actually learn this year?

**That there's no perfect plan for a company
our size.** What works is starting somewhere,
measuring what you can, adjusting as you go,
and being honest about all three.

That fewer goals are better goals. When
people actually own them and can act on
them, things move. A long list that nobody
remembers doesn't help anyone.

That proof matters. Getting our data verified
by Furthr. gave us the confidence to talk about
our impact openly. Without that, we'd still be
guessing and hesitating.

That listening beats assuming, every time.
Both our surveys (guests and team) told us
things we would never have figured out on
our own.
But running a survey isn't the point. Acting
on what you hear is.

That communication is harder than doing.
We're doing more than most people see,
whether that's guests, team members, or
industry peers. Closing the gap between what
you do and what people know about takes just
as much effort as the work itself.

And here's what the research tells
us too: most people aren't the kind
who build their whole lifestyle around
sustainability, but they're not against
it either. They're somewhere in the
middle. About 60% of people care,
but feel overwhelmed by the jargon,
the complexity, and the sense that
it all means sacrifice (Gollnhofer &
Pechmann, University of St. Gallen).
You see the same thing in travel: 93%
of travellers say they want to travel
more sustainably, but it's rarely the
first thing they think about when they
actually book (Booking.com, 2025).
So what does that mean for us?

**It means: stop pushing.
Stop overcomplicating it.**

Make sustainability the default, not an
add-on. If you stay with us, that's what
you get. Not because you chose the
"green option," but because that's just
how we run things.

And if a guest leaves having noticed
something they liked, maybe learned
something small without even trying,
that's a win.

And maybe the biggest thing we
learned: small hospitality operators,
hostels especially, are closer to
sustainability than they think.
The footprint is naturally smaller
(hostels produce 75% less emissions
than hotels, according to Hostelworld's
research). The audience already cares
(92% of hostel guests would pay more
for accommodation that cares for the
environment (Hostelworld, 2020)).
And the social side, community,
people-first, local connections, is
already in the DNA. **The gap isn't
between doing nothing and doing
everything. It's between what
you're already doing and actually
recognising it, naming it, and
building on it.** Sustainability has been
overcomplicated. It really shouldn't be.
And once you see what you're already
doing, the next step feels possible.

60%
**OF PEOPLE
CARE**
but feel overwhelmed

75%
less emissions
**THAN
HOTELS**

*"The gap isn't between
doing nothing and
doing everything"*

92%
of hostel guests would pay
more for accommodation that
**CARES FOR THE
ENVIRONMENT**





**“THREE THINGS GUIDE
US FROM HERE:**

**1. SUSTAINABILITY AS PART OF
HOW WE RUN THINGS, NOT
SEPARATE FROM IT.**

2. INSPIRING CHANGE IN OUR INDUSTRY.

**3. BRINGING OUR GUESTS AND
PEERS ALONG FOR THE JOURNEY.”**

WHAT'S NEXT



HOW WE SET OUR GOALS

We learned that good intentions aren't enough.

After setting 18 goals that looked great on paper but were hard to act on in practice, we needed a different approach.

So we set four rules. Every goal had to pass all four, or it didn't make the list.



Operational

Connects to a real task, a real person, and a real deadline.



Owned

Someone's name is on it.
Roles are clear.



Measurable

We can track it, report on it,
and compare it year on year.



Realistic

Right for our company size, and
right for where we are now.

OUR GOALS: 2026 AND BEYOND

Here's what we're focusing on.



ENVIRONMENTAL IMPACT

Water: reducing consumption across all properties.

Energy: completing the switch to LED and improving overall efficiency.

New properties: every new build or refurbishment follows resource-efficiency principles.



PEOPLE & PLACES

Community: regular events that bring in people from outside our walls.

Local entrepreneurs: creating a framework and space for collaboration.

Suppliers: building transparency into our supply chain, step by step.

Food: shifting toward more plant-based options, starting with understanding where we are now.



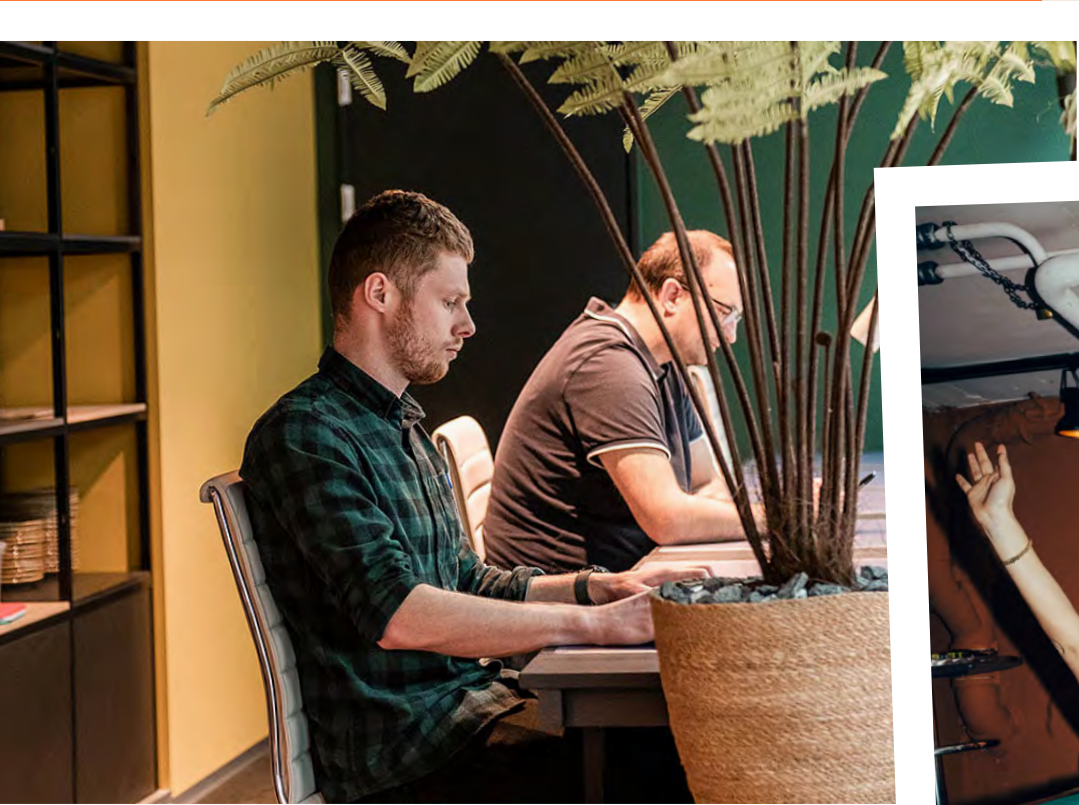
RESPONSIBLE LEADERSHIP

Certification: continuing with the Good Travel Seal across our properties.

Reporting: one progress report per year, regular internal updates.

Team wellbeing: surveying twice a year, with real targets and follow-up.

Fair wages: quarterly monitoring, annual compliance checks.



WHAT WE STILL DON'T KNOW + WHAT WE CAN'T DO ALONE

There are questions we don't have answers to yet. And we think it's worth saying that out loud.

How do we actually measure whether our guests change their behaviour because of what they see or experience at our properties? We can ask them in a survey, but that only captures what people say, not what they do.

How do we keep improving our food offering when capacity is limited and every change (new suppliers, new products, new menus) takes real time and testing?

How do our sustainability practices scale across properties with different buildings, different energy grids, different regulations, and different cultures?

And then there's the reality that time and resources aren't unlimited. Sustainability shouldn't be a silo or a side project: ideally, it's part of every decision across the business. But when you're a small company, things like renovations, hiring, or opening a new property sometimes take priority. That doesn't mean sustainability stops. It just means some things move slower than others. The important part is that it stays on the table.

We know where our biggest impact sits: laundry alone accounts for over half of our total emissions. We can't exactly ask guests to bring their own sleeping bags, so we're figuring this one out with our suppliers.

We're not pretending we've figured these out. We're working on them. But we also know we can't work on them alone.

What we'd love to see more of: suppliers who are open to thinking together about transparency and impact. Peers who share what they've tried, including what didn't work. And partners and investors who understand that this is a long game, not a quick return.

Not because anyone has to. But because it works better that way, and we all live on the same planet in the end, right? Caring for nature, for people, for the communities around us.

So if any of this resonates, if you're asking similar questions or working through similar challenges: let's talk. We mean it.

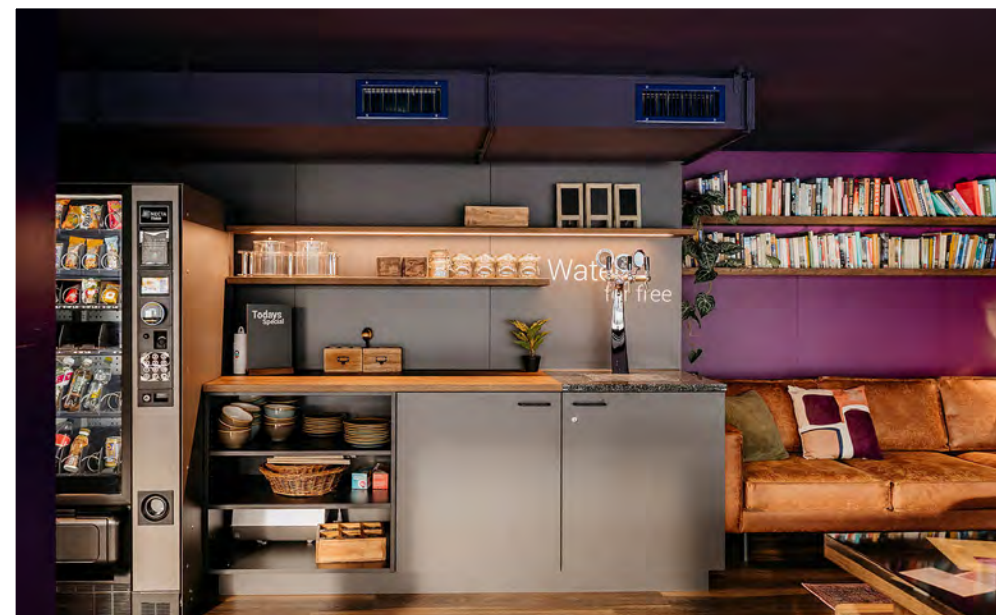
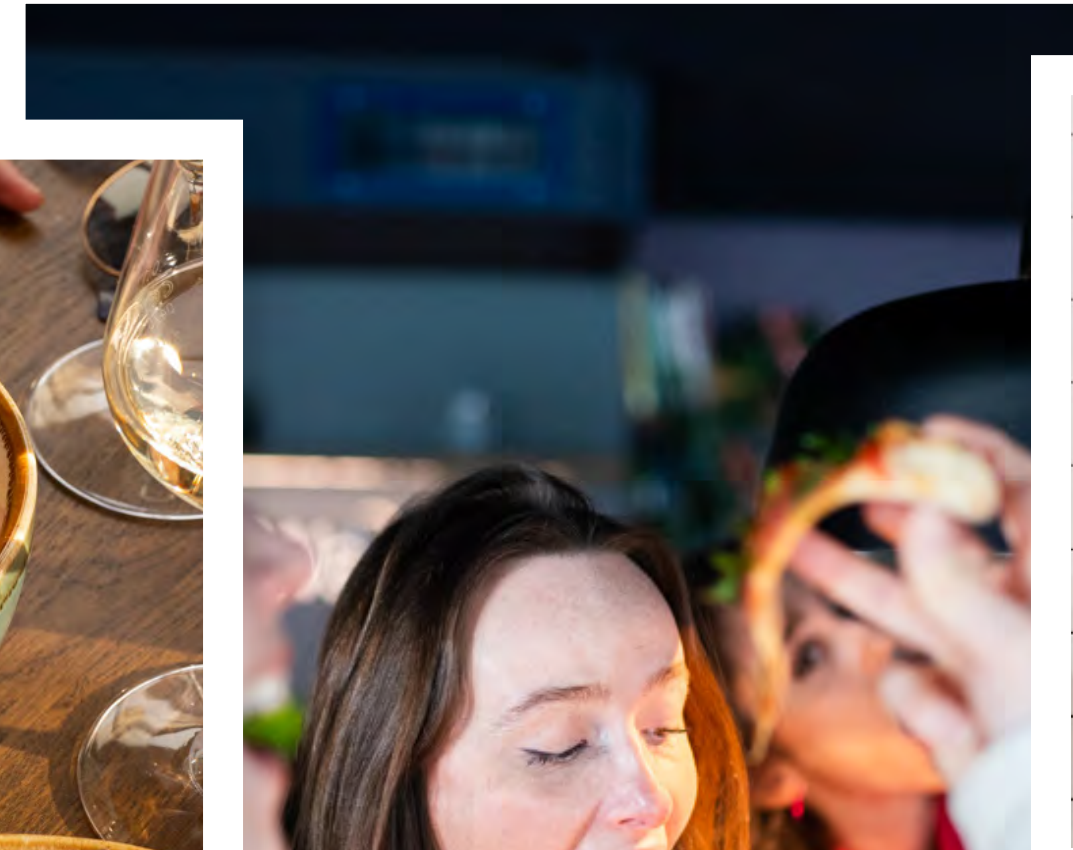
"We all live on
the same planet"



FOR OUR GUESTS

We wrote this report to share our journey. If it resonates, great. If not, that's fine too. We're really not here to pressure anyone. But if you're curious about where to start, here are a few small things that make a difference.

- › Refill your bottle.
- › Try the plant-based option on the menu.
- › Take the train when you can.
- › Maybe don't let the shower run for 15 minutes straight (we know, we know).



"Not because you have to, but because these things are easy and already there. You don't need to change your whole trip. Just notice what's around you."

FOR OUR PEERS



If you run a small hotel or hostel: you're probably already doing more than you realise.

Think about it. Shared bathrooms, shared kitchens, shared common areas. You already optimise the use of space and resources because that's how it works. You watch your costs carefully because you have to, which means you're already being efficient with energy and water and supplies. You have automatic light switches in the hallway instead of a lobby lit up around the clock. You know your neighbours, your local suppliers, your team by name.

That's sustainability in practice. You just might not have the data or the label for it yet.

We know it can feel overwhelming. The sustainability space is full of complicated jargon, reporting standards that weren't built for small operators, certifications that keep getting more expensive (and the smaller you are, the more you feel it), regulations that change faster than you can keep up, and reporting standards and benchmarks that were designed for large organisations and don't always translate to a 50-bed hostel. It can feel like you need a whole department and a huge budget just to get started.

But the truth is, you really don't.

Sustainability should not feel this complicated. And it should not feel like a business you have to buy into before you're allowed to participate. For most of us, it's just common sense. And the good news is: if you're running a hostel, your starting point is already better than you think.



So: start small. Focus on where you can have an impact. Track your numbers. Name what you're doing. Share it honestly. That is more than enough.

And you're not alone in this.

OUR PARTNERS

We don't do this alone. And the people we work with make a real difference.



Furthr.

Furthr.

Our partner for emissions measurement and verification. They calculated our full Scope 1, 2, and 3 carbon footprint and helped us understand what the numbers actually mean.



Good Travel Seal (GTS)

The Good Travel Seal is a certification for tourism businesses, awarded by Green Destinations and aligned with the GSTC Industry Criteria. It assesses how we manage our environmental and social impact against a defined set of criteria, independently audited rather than self-declared. Hyve Basel, Capsule Hotel Old Town Lucerne and Capsule Hotel Zurich Airport are certified, and also hold Swisstainable Level II through Switzerland Tourism.

everwave

everwave

Our partner in removing plastic from rivers before it reaches the oceans. Since August 2025, our guests have helped remove 112 kg of plastic through direct contributions.



Europe's Famous Hostels (EFH)

A community of independently owned hostels across Europe. We co-founded the ESG committee and actively contribute to shared learnings on sustainability across the network.

S3A ScopeThreeAction

ScopeThreeAction (S3A)

An NGO helping us rethink our food offering: how to make plant-based proteins more inviting and shift the balance over time.

FOR THE ONES WHO WANT TO KNOW HOW WE KNOW

THE PAGE MOST PEOPLE SKIP (BUT WE'RE GLAD YOU DIDN'T).

HOW WE MEASURED OUR EMISSIONS

Our carbon footprint was calculated and verified by Furthr., an independent emissions measurement company. The measurement follows the Greenhouse Gas Protocol Corporate Standard, the most widely used international framework for carbon accounting.

The report covers all five Capsule Hotel properties (Basel Hyve, Lucerne Old Town, theLAB Lucerne, Zurich Airport, and Copenhagen) for the full calendar year 2025.

Where direct data was available (energy bills, waste reports, supplier-specific emissions data), it was used. Where it wasn't, recognised scientific databases and estimation methods were applied.

Our operational emissions per guest night (0.61 kgCO₂e) cover the day-to-day running of our properties: heating, electricity, water, and waste. This is the figure used for industry benchmarks. Our total footprint across all three scopes is 389 tCO₂e.

WHAT EACH SCOPE COVERS

(and what was included for Capsule Hotel)

Scope 1: Direct emissions from sources we own or control. For us: gas heating at our properties, fuel for company vehicles, and refrigerant emissions from air conditioning units.

Scope 2: Emissions from the energy we purchase. For us: electricity and district heating (steam, heat, and cooling) at our properties.

Scope 3: Everything else connected to how we operate, but outside our direct control. For us: purchased goods and services (laundry, food, beverages, cleaning supplies, utilities), capital goods (furniture and equipment), fuel and energy-related activities (transmission and distribution losses), upstream transportation (courier services), waste generated in operations, business travel, and employee commuting and homeworking.

KEY TERMS

CO₂e (carbon dioxide equivalent):

A standard unit that converts all greenhouse gases into one number so they can be compared. Like converting different currencies into one.

GHG Protocol Corporate Standard:

The most widely used international framework for measuring and reporting greenhouse gas emissions. Developed by the World Resources Institute and the World Business Council for Sustainable Development.

GSTC Industry Criteria:

The global baseline standard for sustainability in the travel and tourism industry, managed by the Global Sustainable Tourism Council.



SOURCES

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THANK YOU

**This report exists because of a lot of people. Some of them are named here.
Most of them probably don't realise how much they contributed.**

To our team: for showing up every day, for being honest in the surveys, for caring about this even when it's not in your job description, and for listening to my rambles, soundboarding ideas, and always being up for trying something new.

To Adrie, Peter, Miky, and Beat: for trusting me to build this from scratch, and for keeping sustainability a priority even when there were a hundred other things competing for attention.

To our guests: for choosing us, for filling out the survey, for the towel contributions, and for caring even a little bit. It adds up.

To Mark, Jenny, and Henry at Furthr.: for the knowledge, the explanations, and the patience to look into details and explain everything over and over until we understood it all. It makes the difference.

To Sophie & her team: for making this report look the way it feels. I mean - look at this masterpiece.

To the people who helped us get started: Pierre, who helped shape our first sustainability strategy. Carola, who helped build our first report. Max and myblueplanet, who guided our early climate actions. Without that foundation, none of this would exist.

To Holger: for the guidance on our Good Travel Seal certification and for being a sounding board whenever we needed one.

To Julianna: for being the professor who made it all click, and for becoming a friend and collaborator along the way.

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To Ed, Dom, and Achilles at Replacer: for the coffee conversations, the ideas, and for building a platform that makes replacing single-use items in hospitality actually simple. We're early adopters, occasional test subjects, and always happy to be part of the conversation.

To EFH: for the community, the shared commitment, and the reminder that we're not the only ones figuring this out.

Zoe, for being a partner in figuring out what sustainability can actually look like for independent hostels. And Vinny, for being the backbone that keeps it all running.

And to anyone reading this who made it all the way here: thank you. We hope something in these pages resonated. And if it did, we'd love to hear from you.

CAPSULE HOTEL™

*Start small. Focus on where
you can have an impact*



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