The global pandemic has had a significant negative impact on our operations throughout 2020. This impact means that our Corporate Responsibility and Sustainability (CRS) metrics for the year are skewed. However, despite these operational challenges, we are proud to have achieved over 91% of our goals at the time of completion of Sustainable Luxury Vision 2020. Below are some highlights since we began our journey to sustainable luxury in 2007. A summary of our Vision 2020 commitments and progress based on the assessment of our pre-COVID performance and 2020 performance can be found on p.3.

2007
- Convened the Group Corporate Responsibility Committee, chaired by our Chief Executive Officer
- One of the first global hotel companies to implement a group-wide shark fin ban as part of efforts to preserve marine biodiversity

2009
- Launched global initiatives to reduce reliance on single-use plastics within the group through sustainable alternatives
- Expanded Honing Skills in Hospitality programme to include refugees

2011
- The Peninsula Beijing renovation project achieved BREEAM Good level, first BREEAM-accredited hotel in the capital of China
- Launched our global employee wellness strategy – Wisdom on Wellness

2012-2016
- Piloted the alignment of sustainable design and procurement in the major renovations of The Peninsula Hong Kong, The Peninsula Chicago and The Peninsula Beijing

2013
- Launched our group-wide and comprehensive sustainability strategy, Sustainable Luxury Vision 2020, a blueprint of the company's sustainability efforts
- Launched Honing Skills in Hospitality programme to train and provide work experience to ethnic minority youths
- Committed to aligning with international sustainable building standards in all our major renovations and new builds
- Convened the Group Corporate Responsibility Committee, chaired by our Chief Executive Officer

2017
- The Peninsula Beijing renovation project achieved BREEAM Good level, first BREEAM-accredited hotel in the capital of China
- Launched our global employee wellness strategy – Wisdom on Wellness

2018
- Expanded Honing Skills in Hospitality programme to include refugees

2019
- Launched a global approach to help combat modern slavery
- Developed a seafood marketplace tool with the environmental group, Teng Hoi Conservation Organization, to increase seafood traceability
- Implemented a policy banning the purchase of endangered species, reflecting the spirit of the Convention on International Trade in Endangered Species of Wild Fauna and Flora

2020
- Adopted a group-wide cage-free egg commitment
- Introduced 99.9% petroleum plastic-free bathroom amenity line, featuring 45% recycled aluminum packaging, extending the life cycle of in-house products
The Hongkong and Shanghai Hotels, Limited

A DECADE OF CRS INITIATIVES AT A GLANCE

Employees
We recognise that our people are our most valuable assets and we ensure that we take care of them as best we can, during both good and challenging times. While we unfortunately suffered layoffs and furloughs in 2020, voluntary staff turnover reduced by 5 per cent. Injury rate and lost day rates were down by more than 30%.
- Holistic employee health focused programme – Wisdom on Wellness
- Global roll out of Employee Assistance Programme

Waste Management
We are committed to managing our waste properly and implementing the philosophies of circular economy. Wet waste to landfill or incineration intensity reduction at 22.9% compared to 2012 baseline.
- The Peninsula New York – Food digester to repurpose waste/mitigate waste sent to landfill
- The Peninsula Hong Kong – Food donations to local charities, helping nourish the elderly and underprivileged families
- In-house food digester (Tokyo, New York)
- Food waste to compost (Paris, Quail Lodge)
- Clean the World
- Underground water for golf course lake and irrigation (Quail Lodge)
- Water efficient laundry operation using tunnel washer (Tai Pan Laundry)
- Self-closing faucets in Chinese kitchen (Hong Kong, Shanghai)
- Low temperature in-house laundry
- Sand bottle displacement to reduce toilet flush volume
- Water efficient shower heads, dual-flush toilets, sensor-faucet application
- Building re-commissioning (Hong Kong, Manila)
- Minimal to no hazardous chemicals within indoor environment such as VOC and PVC in paints, adhesives, wall coverings, fabrics and carpets; Wall coverings made of 10% recycled content; Carpet from 80-100% wool, a natural resource (Beijing, Chicago)

Community Volunteering and Donations
Since our reinforced stance on community development back in 2013, our employees have engaged in community work extensively, totaling upwards of 116,000 cumulative volunteer hours since then.
- Launched Meal-for-Meal programme in all hotels; over 160,000 meals (valuing at upwards of HK$2.9 million) provided to nourish the neediest in the communities where we operate
- The Repulse Bay – Rainwater harvesting system for irrigation
- The Peninsula Beverly Hills – Waterless urinals; Water flow rate review in our hotels
- The Peninsula Hong Kong – Waterless urinals; waterless car wash
- The Peninsula Bangkok and The Landmark Vietnam – Wastewater treatment facility, using treated water for irrigation
- The Ritz-Carlton – Rainwater harvesting system for irrigation

Water Efficiency and Recovery
Prior to the impacts of COVID-19, we were on track to meet our water target set for the hotel division and Tai Pan Laundry, and only slightly away from meeting the target for our commercial properties thanks to various water management initiatives.
- Water flow rate review in our hotels
- The Peninsula Beverly Hills – Waterless urinals; waterless car wash
- The Peninsula Hong Kong – Waterless urinals; waterless car wash
- The Peninsula Bangkok and The Landmark Vietnam – Wastewater treatment facility, using treated water for irrigation
- The Ritz-Carlton – Rainwater harvesting system for irrigation

Waste Management
We are committed to managing our waste properly, implementing the philosophies of circular economy. Diverted nearly half of the waste generated in 2020 families.
- Introduced 99.9% petroleum plastic-free bathroom amenities line
- The Peninsula Tokyo – first hotel in Tokyo to start the Clean the World soap and bottled amenities recycling project

Energy Efficiency and Renewable Energy
Through the implementation of significant energy-saving initiatives we were able to meet our carbon target earlier in 2019 prior to the pandemic and only slightly away from our energy target.
- Group-wide LED lamp replacement at back-of-house area
- The Peninsula Hong Kong – Building re-commissioning project; energy efficient air handling units
- Quail Lodge and Golf Club – Solar farm

Sustainable Building Design Standard and Room Design
Implementing internationally recognised sustainable building standards. BREEAM and LEED certifications in our major renovations and new builds.
- The Peninsula Beijing – BREEAM Good Level
- The Peninsula Hong Kong – BREEAM Excellent
- The Peninsula Shanghai (Bao An) – LEED Gold for de Ricou
- The Peninsula Beijing – BREEAM Certified
- The Peninsula Mumbai – LEED Gold
- The Peninsula Beijing – LEED Gold for de Ricou
- 21 Avenue Kliber – BREEAM Excellent
- Sustainable wood (Hong Kong, Beijing, Chicago)
- Minimal to no hazardous chemicals within indoor environment such as VOC and PVC in paints, adhesives, wall coverings, fabrics and carpets; Wall coverings made of 10% recycled content; Carpet from 80-100% wool, a natural resource (Beijing, Chicago)

Energy Efficiency and Renewable Energy
- Energy audits for 14 properties
- Building re-commissioning (Hong Kong, Chicago, Manila)
- Energy efficient equipment in all properties
- Tests and Pan Cycles (Tokyo)
- Electric vehicle charging stations

Community Investment
Continued implementing community investment programmes such as job training, internships, livelihood programmes and long-term partnerships with charities supporting some of society’s under-served groups.
- The Peninsula Shanghai and Beijing – Job training and internship under a partnership with the Sir Horace Kadoorie Youth Development Centre for at-risk and underprivileged youth
- The Peninsula Tokyo – first hotel in Tokyo to start the Clean the World soap and bottled amenities recycling project

Responsible and Sustainable Procurement
Offering our guests the finer things in life while ensuring majority of our paper, tea, coffee and chocolate are responsibly sourced, no critically endangered species served in our offerings, and several seafood species coming from responsible sources.
- Group-wide ban on shark fin and critically endangered species
- The Peninsula Manila – Responsible seafood sourcing with artisanal fisheries
- Responsible and Sustainable Procurement
- Several restaurants offering organic vegetables, cage-free eggs and free range chicken options
- Sustainability sourced caviar (Shanghai)
- Roof top or Urban farms (Beverly Hills, Paris, Shanghai, New York, Bangkok)

Employees
- WorkPlace 2025
- E-learning system in place called Learning KEY
- Management training programme
- Occupational health and safety management programmes

Community Volunteering and Donations
- Continues to support local homeless community (Beverly Hills)
- Float Project supporting orphaned children and elderly (Tokyo)
- The Night Ministry to distribute food to homeless and at-risk LGBT youths (Hong Kong, Paris, Chicago)
- Livelihood programme and The Peninsula Village in Leyte (Manila)
- Bread and Roses to support local homeless community (Beverly Hills)
- The Peninsula Manila – Responsible seafood sourcing with artisanal fisheries
- The Peninsula Hong Kong – Building re-commissioning project; energy efficient air handling units
- Quail Lodge and Golf Club – Solar farm

Responsible and Sustainable Procurement
- Several restaurants offering organic vegetables, cage-free eggs and free range chicken options
- Sustainability sourced caviar (Shanghai)
- Roof top or Urban farms (Beverly Hills, Paris, Shanghai, New York, Bangkok)

THE PENSILNA NEW YORK – FOOD DIGESTOR TO RE-PURPOSE WASTE/MITIGATE WASTE SENT TO LANDFILL

THE REPLUSSE BAY – RAINWATER HARVESTING SYSTEM FOR IRRIGATION

THE PENINSULA BEVERLY HILLS – WATERLESS URINALS; WATER FLOW RATE REVIEW IN OUR HOTELS

THE PENINSULA HONG KONG – WATERLESS URINALS; WATERLESS CAR WASH

THE PENINSULA BANGKOK AND THE LANDMARK VIETNAM – WASTEWATER TREATMENT FACILITY, USING TREATED WATER FOR IRRIGATION

THE RITZ-CARLTON – RAINWATER HARVESTING SYSTEM FOR IRRIGATION

THE PENINSULA BEIJING – BREEAM CERTIFIED

THE REPLUSSE BAY – LEED GOLD FOR DE RICOU

THE PENINSULA BEIJING – BREEAM EXCELLENT

THE PENINSULA MUMBAI – LEED GOLD

THE PENINSULA BEIJING – LEED GOLD FOR DE RICOU

THE PENINSULA GOLD FOR DE RICOU

21 AVENUE KLIBER – BREEAM EXCELLENT

SUSTAINABLE WOOD (HONG KONG, BEIJING, CHICAGO)

MINIMAL TO NO HAZARDOUS CHEMICALS WITHIN INDOOR ENVIRONMENT SUCH AS VOC AND PVC IN PAINTS, ADHESIVES, WALL COVERINGS, FABRICS AND CARPET; WALL COVERS MADE OF 10% RECYCLED CONTENT; CARPET FROM 80-100% WOOL, A NATURAL RESOURCE (BEIJING, CHICAGO)

ENERGY AUDITS FOR 14 PROPERTIES

BUILDING RE-COMMISSIONING (HONG KONG, CHICAGO, MANILA)

ENERGY EFFICIENT EQUIPMENT IN ALL PROPERTIES

TESTS AND PAN CYCLES (TOKYO)

ELECTRIC VEHICLE CHARGING STATIONS

THE PENINSULA BEIJING – LEED GOLD

THE PENINSULA GOLD FOR DE RICOU

THE PENINSULA MUMBAI – LEED GOLD

THE PENINSULA BEIJING – LEED GOLD FOR DE RICOU

THE PENINSULA GOLD FOR DE RICOU

21 AVENUE KLIBER – BREEAM EXCELLENT

SUSTAINABLE WOOD (HONG KONG, BEIJING, CHICAGO)

MINIMAL TO NO HAZARDOUS CHEMICALS WITHIN INDOOR ENVIRONMENT SUCH AS VOC AND PVC IN PAINTS, ADHESIVES, WALL COVERINGS, FABRICS AND CARPET; WALL COVERS MADE OF 10% RECYCLED CONTENT; CARPET FROM 80-100% WOOL, A NATURAL RESOURCE (BEIJING, CHICAGO)

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