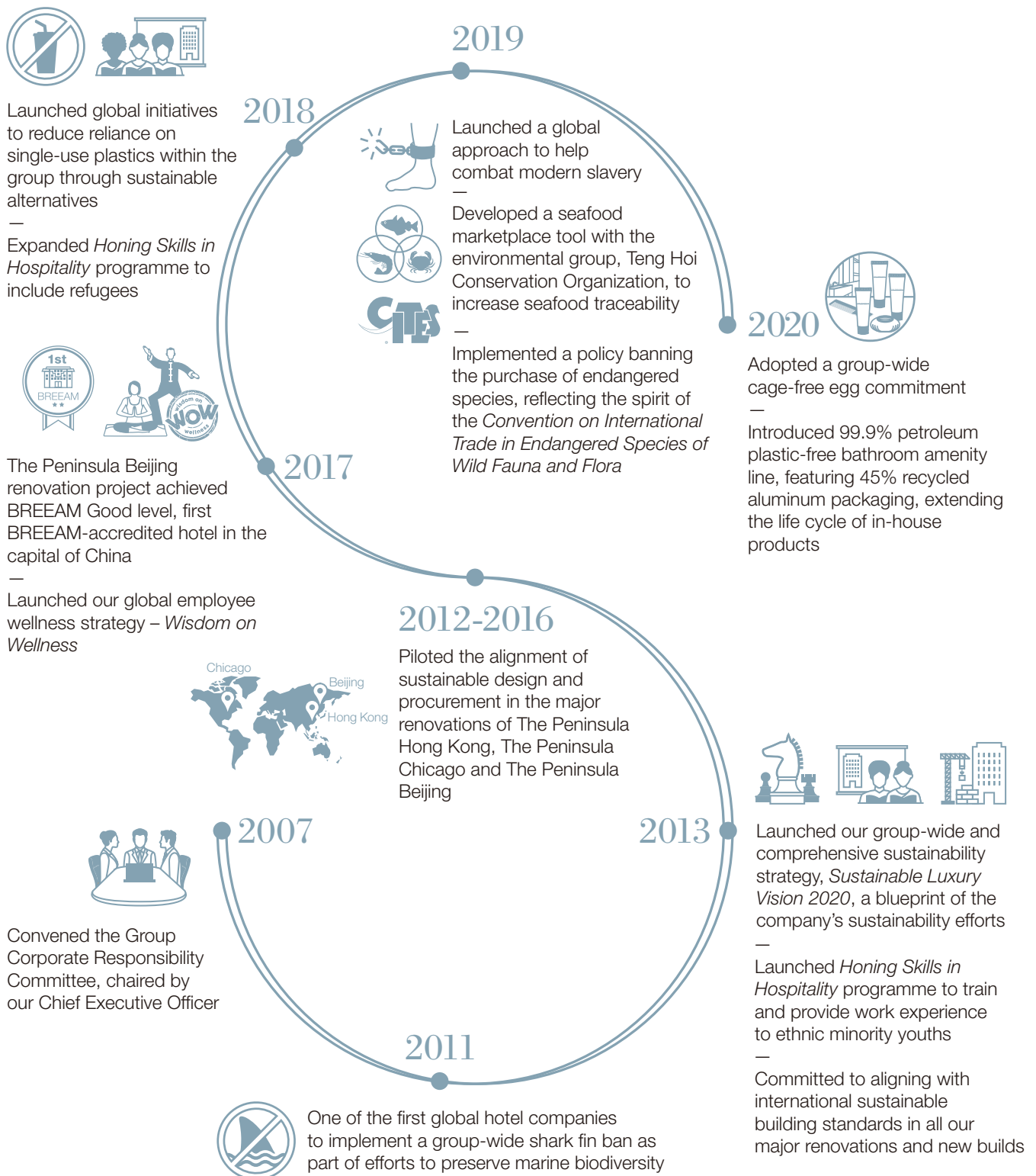


# OUR SUSTAINABILITY JOURNEY

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.



# A DECADE OF CRS INITIATIVES AT A GLANCE

## 1 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 3.4 pp; 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*

## 2 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 22.8% 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

## 3 Community Volunteering and Donations

Since our reinforced stance on community development back in 2013, our employees have engaged in community work extensively, totalling 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

## 4 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 Bangkok and The Landmark Vietnam – Wastewater treatment facility, using treated water for irrigation
- The Repulse Bay – Rainwater harvesting system for irrigation

## 5 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
- Continue to be on-track to achieving BREEAM certifications in our new hotel projects in London, Istanbul and Yangon

## 6 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

## 2 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

- Introduced 99.9% petroleum plastic-free bathroom amenity line
- The Peninsula Tokyo – first hotel in Tokyo to start the Clean the World soap and bottled amenities recycling project

## 7 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

## 8 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

## 2 Waste Management

- *Clean the World* soap upcycling and bottled amenities recycling
- Food waste to compost (Paris, Quail Lodge)
- In-house food digester (Tokyo, New York)
- Bed linen upcycling (Hong Kong, Manila)
- Oyster shell recycling project to re-build oyster reefs (The Repulse Bay)

## 4 Water Efficiency

- Water efficient shower heads, dual-flush toilets, sensor-faucet application
- Sand bottle displacement to reduce toilet flush volume
- Low temperature in-house laundry
- Self-closing faucets in Chinese kitchen (Hong Kong, Shanghai)
- Water efficient laundry operation using tunnel washer (Tai Pan Laundry)
- Underground water for golf course lake and irrigation (Quail Lodge)

## 5 Sustainable Building Design

- The Repulse Bay: LEED Gold for de Ricou
- 21 Avenue Kléber: HQE and 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)

## 7 Energy Efficiency and Renewable Energy

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

## 3 Community Volunteering and Donations

- Starts from the Tree Festive season fundraising for local charities to support youth development (Hotels)

## 6 Community Investment

- Job training and internship programme *Honing Skills in Hospitality* (Hong Kong, Paris, Chicago)
- Livelihood programme and The Peninsula Village in Leyte (Manila)
- The Night Ministry to distribute food to homeless and at-risk LGBT youths (Chicago)
- Bread and Roses to support local homeless community (Beverly Hills)
- *Onigiri Project* supporting orphaned children and elderly (Tokyo)

## 8 Responsible and Sustainable Procurement

- Several restaurants offering organic vegetables, cage-free eggs and free range chicken options
- Sustainably sourced caviar (Shanghai)
- Rooftop or Urban farms (Beverly Hills, Paris, Shanghai, New York, Bangkok)

OUR CITIES

## 1 Employees

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

OUR PEOPLE