

HSH CRS Vision 2030

Delivering Sustainable Luxury



1 Use resources efficiently, transitioning our operations to a low carbon economy



2 Develop and operate sustainable properties



3 Eliminate food waste, hazardous waste and minimise non-recyclable items



4 Responsibly source key products and services



5 Promote sustainability initiatives to increase awareness with guests and customers

OUR GUESTS
Enhancing our guest experience



6 Continue to provide a productive and sustainable workplace for our employees



7 Ensure a safe environment for our employees

OUR PEOPLE
Empowering our people



8 Support the neediest by utilising the group's resources and capabilities



9 Increase supply chain visibility on responsible sourcing for our high-risk suppliers



10 Influence and collaborate to find solutions with other stakeholders

OUR COMMUNITIES
Enriching our communities

Sustainable Luxury Vision 2030

Moving beyond 2020, we have developed our updated sustainability strategy, which we call *Sustainable Luxury Vision 2030 (Vision 2030)*, with a focus on further business integration and using a regenerative and proactive approach. Our new strategy will leverage the strengths of our business, focusing on issues requiring significant and urgent attention, scaling positive benefits from our offering, while effectively reducing our impact.

As we seek to deliver sustainable luxury and follow on from the groundwork laid by *Vision 2020*, the key topics which we think will have the most impact on business and the societies in which we operate, and which we address in *Vision 2030* are:

- diminishing natural resources such as energy, food and water;
- climate change; and,
- growing social and political instabilities and inequalities.

We will seek to address these interlinking issues and pursue our *Vision 2030* by focusing on our three stakeholder pillars of (i) enhancing our guest experience, (ii) empowering our people and (iii) enriching our communities, underpinned by the 10 key commitments as set out in our vision.

Our Guests: Enhancing our guest experience

To uphold our commitment of enhancing guest experiences, we look to provide a luxurious experience to all who come through our doors while creating a positive impact on them and the world around us. This means holding ourselves accountable for reducing our environmental footprint across our operations, while setting our sights to use regenerative processes and renewable sources in our portfolio to support our business' transition in a low carbon economy. In particular, we will be addressing our stakeholder's expectations of us by setting science-based targets, undertaking holistic water assessments, and promoting a circular economy in the coming decade.

HSH recognises that we also have a role to play in effecting change among our stakeholders. We aim to influence across our supply chain by responsibly sourcing key products and services in alignment with our sustainability standards. In our properties, we will continue to promote and increase sustainability awareness with our guests and customers through knowledge sharing and providing in-person experiences connecting them with nature and local cultures.

Our People: Empowering our people

At HSH, we acknowledge that our people are our most valuable asset. It is important to us that our employees feel valued, heard and respected. Taking this to heart, HSH will continue to listen and respond to their needs, with the aim of empowering our people in the workplace such as launching our *WorkPlace 2025* programme which aims to modernise our workplace in response to our employees' changing needs. We will continue to be transparent and honest, committing to fair compensation for all our employees. This also means promoting a safe and inclusive workplace where our employees can thrive regardless of their gender, race, age, sexual orientation, disability and culture. We are also expanding our focus on employee health and safety to take a more holistic approach in supporting both the physical safety as well as overall wellness of our staff.

Our Communities: Enriching our communities

Our communities are our homes – where our communities thrive, we thrive. As we step into the new decade, HSH continues to renew our commitment to creating shared positive and sustained value to the communities we belong in.

Vision 2030 will continue to guide our efforts in engaging with our local communities in meaningful ways, moving away from monetary-based to outcome-based community investment. We commit to prioritising our efforts in supporting the most vulnerable and under-represented populations in our communities in ways that will create long-term impact on their lives.

At HSH, we acknowledge that more minds are better than one in solving some of the most pressing issues we face. Moving into *Vision 2030*, HSH commits to forging partnerships and collaboration with like-minded businesses to push for sustainable change together. This also means leveraging our business and relationships along the supply chain to help raise the standards of our suppliers by continuous monitoring and engagement.

Equipping Vision 2030 to Prepare HSH for the New Horizon

HSH has evolved over the years, in line with the objectives set out in our *Vision 2020*. Yet the rapid changes in climate, the unprecedented spread of COVID-19 globally, as well as increasing inequality and division in societies also indicates that the world is unpredictable and constantly changing.

Vision 2030 seeks to harness HSH's achievements and lessons from the past decade, to build a strong foundation which will enable our business to remain resilient and unwavering in our commitment to enhance our guests' experience, empower our people, and enrich our communities, no matter what challenges we may face in the future.