

CRS INITIATIVES AT A GLANCE

Energy Efficiency

We seek to reduce consumption of energy by implementing engineering solutions to improve overall energy efficiency.

- Building re-commissioning to optimise performance in Bangkok, Manila, Chicago, Hong Kong and Beijing
- Energy efficient equipment (e.g. air conditioning, chillers, LED lighting) in most of our properties



Low Carbon Transition

Mitigating the negative impact of climate change is important, looking first within our own operations to reduce greenhouse gas emissions, and seeking opportunities to source clean and renewable energy to lower our carbon footprint.

- Secured a contract to source 100% renewable energy from our electricity provider for our new hotel project in London
- First solar farm at Quail Lodge & Golf Club
- Continue to expand electric vehicle charging in all our hotels to support future demand



Water Efficiency & Recovery

Water is an invaluable resource essential to our operations, and we strive to conserve and reuse water in our operations.

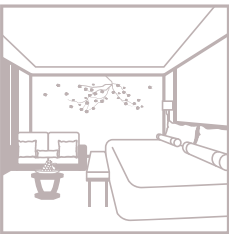
- Water efficient fixtures (e.g. shower heads, faucets and toilets) in all our operations
- Rainwater harvesting system for irrigation in The Repulse Bay
- Wastewater treatment facilities in Bangkok, Tokyo and Ho Chi Minh City
- In-house low temperature laundry washing using eco-friendly cleaning detergents to reduce water and energy use
- Water and energy efficient tunnel washer at Tai Pan Laundry, optimised for large laundry loads



Sustainable Buildings

We aim to develop thoughtful, beautiful and sustainably designed buildings which stand the test of time.

- Adopted world leading standards on sustainable buildings (BREEAM, LEED & HQE) in our new build and major renovation projects
- Most woodwork from sustainably certified sources
- Optimisation of indoor air exchange for reduction of airborne pollutants
- Low Volatile Organic Compounds (VOCs) adhesives, paints, wall covering, fabrics and carpets



Responsible Waste Management

We work with like-minded partners who share a vision of diverting waste from landfill through reducing, reusing, recycling, and recovering valuable resources.

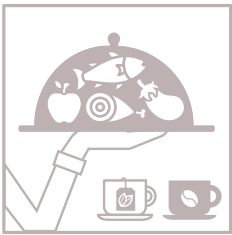
- Waste segregation and recycling at back of house
- Used soap and bathroom amenities recycling programme
- Pilot programme to upcycle retired textile products (e.g. bed covers, towels) to yarn and clothing
- Commitment to transition away from single-use plastics



Food Waste Diversion

Food waste is not only an environmental issue but also a reflection of social inequality. We focus on food waste reduction, while working with local partners to redistribute excess food to the community.

- Food waste processed by compostor or digester to produce fertiliser, organic matter, and greywater to feed back into nature
- Excess food donated to local charities or food banks to be redistributed to underprivileged communities
- Programmes to re-purpose coffee grounds and oyster shells in Hong Kong
- Optimising meal portion sizes to minimise food waste



Responsible and Sustainable Procurement

In tandem with offering our guests the finest ingredients and materials, we strive to source locally, collaborating with transparent suppliers who prioritise labour rights, stewardship of our planet and empowering vulnerable communities.

- Group-wide ban on shark fin and critically endangered species; conduct risk assessments on seafood products
- 93% paper, 58% tea, 94% coffee, 83% chocolate are from sustainable and responsible sources, and 61% perishables sourced locally or regionally
- Commitment to source all shell and liquid eggs from cage-free source by 2025, currently at 50%
- Annual review of our Modern Slavery Statement and related clauses in our Supplier Code of Conduct



Authentic Guest Experience

We are positioned to promote the culture and heritage of the cities we are located in through partnerships with local artisans and offering sustainability experiences for our guests.

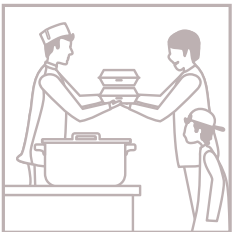
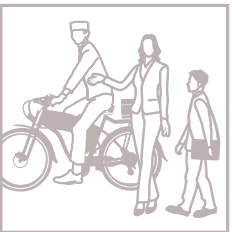
- *Peninsula Academy* programme featuring authentic cultural, artistic and lifestyle experience
- *Life Lived Best* initiative focusing our guests' physical, mental and nutritional wellbeing
- *Naturally Peninsula* cuisine focusing on nutrition, wellbeing and plant-based ingredients
- New bathroom amenities with bespoke fragrance embracing local sensibility and sustainability

Sustainable and Safe Work Environment

Our people are the heart and soul of our brand, and we work to nurture their passion of service into lifelong vocations. We aim to create a safe, inclusive and modernised workplace for all our valued employees.



- Inclusive workplace strategy to empower employees from all backgrounds
- *Wisdom on Wellness* programme to focus on employees' mind, body, soul and spirit
- *Workplace 2025* to modernise our workplace
- Safety Committees meet regularly to build a safety-first culture
- Real Living Wage accreditation at The Peninsula London



Strategic Community Investment

We engage with, and invest back into, our local communities in a manner that supports their long-term needs in a strategic and relevant way.

- Outreach programmes and philanthropy focused on elderly care, youth development, uplifting the marginalised
- Vocational training programmes to empower underprivileged communities such as at-risk youth, ethnic minorities, refugees and more

Disclaimer: This illustration depicts the management approach of key sustainability issues found in our value chains across all parts of our business (hotels, commercial properties, clubs and services), supplemented with initiatives and examples that are implemented group-wide or local solutions and test pilots undertaken within certain properties. As this is not an exhaustive list of initiatives implemented across the group, please contact cr@hshgroup.com if you wish to learn more about the sustainability efforts of specific properties.