Hotel Properties Limited

SUSTAINABILITY REPORT

Contents

STATEMENT FROM THE BOARD

The Board of Directors of Hotel Properties Limited (the "Board") is pleased to present our Sustainability Report for the financial year 2018 (1 January 2018 to 31 December 2018). This is the second year we are publishing our Sustainability Report, and we wish to demonstrate our continued commitment in adopting sustainability best practices that are integral to our business.

This report communicates our performance and progress in the key Environmental, Social and Governance ("ESG") aspects identified through our materiality assessment. These include – occupational health and safety, training and education of employees, and energy and water consumption, in seven[1] of our properties. This report sets out how we manage our impacts in these areas as well as our performance and goals for the upcoming year.

By monitoring our goals and performance, we look to build a strong and enduring business that will continue to create value for all of us.

[This material references disclosures: 102-14 from GRI 102: General Disclosure 2016]

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[1] *Refer to 'About this Report' section on Page 6*

ABOUT HOTEL PROPERTIES LIMITED

Hotel Properties Limited ("HPL") was incorporated in Singapore as a private limited company on 28 January 1980. It was converted into a public company on 4 May 1982 when it changed its name from Hotel Properties Pte Ltd to Hotel Properties Limited. The Group[2] headquarters is located in Singapore.

HPL was admitted to the Official List of the then Stock Exchange of Singapore Limited (now known as the Singapore Exchange Securities Trading Limited) on 17 June 1982.

The principal business activities of the Group include hotel ownership, management and operation, property development and investment holding. As of 31 December 2018, the Group has interests in 34 hotels under prestigious hospitality brands such as Four Seasons, Hilton International, Como Hotels, InterContinental Hotels Group and Six Senses Hotels. In addition, the Group manages its own portfolio of hotels under well-established brands such as Hard Rock Hotels and Concorde Hotels & Resorts.

The Group owns hotels, resorts and shopping galleries in 14 countries, namely, Singapore, Malaysia, Thailand, Indonesia, Maldives, Seychelles, Vanuatu, the United States of America, Bhutan, Tanzania, South Africa, Vietnam, the United Kingdom and Italy.

As a testament to its quality accommodation, the hotels have been awarded various awards, for example, Gili Lankanfushi was ranked 5th in the Top 10 World's Best Hotels in the TripAdvisor's

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[2] *References to 'HPL Group', 'the Group' and 'we' in pages 3 to 6 refer to Hotel Properties Limited and its subsidiaries.*

Travellers' Choice Award 2018. Another luxury resort, Six Senses Laamu, was also ranked 10th in the Top 10 Hotels in the Maldives in the TripAdvisor's Travellers' Choice Award 2018.

The Four Seasons Resort Seychelles at Desroches Island has been named second 'Best Resort in the Indian Ocean' and the top rated Seychelles resort in the 2018 Gallivanter's Awards for Excellence, by luxury travel advisory Gallivanter's Guide. The Four Seasons Resort Langkawi was also named 7th in the Top 25 Luxury Hotels – Malaysia, in TripAdvisor's Traveller's Choice Award 2018. Four Seasons Resort Bali at Sayan was also awarded the Travel and Leisure Award for the World's Number 1 Resort in 2018.

The Group has established a distinctive track record as a niche player in the quality and premium residential and commercial property market and is known for building quality residential developments in prime locations.

In Singapore, its luxury residential developments include Tomlinson Heights, Robertson Blue, Cuscaden Residences, Scotts 28, Nassim Jade, Four Seasons Park, as well as through joint ventures with CapitaLand, The Interlace and the d'Leedon condominiums. The Group also owns prime commercial and retail properties such as Forum The Shopping Mall and Concorde Shopping Mall in Singapore.

The Met condominium in Bangkok, Thailand, has won a multitude of design awards through the years.

In London, the Group has progressively established its presence with four joint-venture freehold developments, namely – Burlington Gate, Holland Park Villa, Paddington Square and Bankside Yards.

[This material references disclosures: 102-1, 102-2, 102-3, 102-4, 102-5, 102-6 and 102-7 from GRI 102: General Disclosure 2016]

Total Borrowings as at 31 December 2018

$712.4 m

Key changes in 2018:

Castello Del Nero, Italy, was acquired through an associate.

Four Seasons Resort Seychelles at Desroches Island commenced operations.

Net Revenue for 2018

$579.5 m

Products and Services of HPL Group

HPL Group operates through hotels, properties and other business segments. As of 31 December 2018, the Group has interests in 34 hotels across various countries.

The principal business activities of the Group include hotel ownership, management and operation, property development and investment holding.

Total Equity as at 31 December 2018

$2256.3 m

[This material references disclosures: 102-2, 102-7 and 102-10 from GRI 102: General Disclosure 2016]

ABOUT THIS REPORT

This sustainability report has been prepared in accordance with the Global Reporting Initiative ("GRI") Standards: Reference Claims, the international standard for sustainability reporting. For further information on the relevant references, kindly refer to the Table of GRI Content Index found on page 27.

This sustainability report covers the sustainability performance for the material ESG aspects of our operations in seven hotels and resorts across Indonesia, the Maldives, Singapore, Thailand, and Malaysia for the financial year ending 2018. These include Four Seasons Resort Bali at Jimbaran Bay, Four Seasons Resort Bali at Sayan, Hard Rock Hotel Bali, Holiday Inn Resort Kandooma Maldives, Concorde Hotel Singapore, Hard Rock Hotel Pattaya and Hard Rock Hotel Penang ("selected hotels").

All data and activities reported were from 1 January 2018 to 31 December 2018 for these selected hotels, unless stated otherwise.

[This material references disclosures: 102-52, 102-46, 102-50, 102-54, and 102-56 from GRI 102: General Disclosure 2016]

Management Approach

We understand the landscape is changing and sustainability is an increasingly important issue for us, and for our guests and business partners. We consult and share our sustainability performance with our key stakeholders and balance their interest with the Group's objectives. Our business divisions are responsible for identifying and implementing sustainability initiatives while the Board and Audit Committee sets the direction and tone for the Group and has an overview of it.

[This material references disclosures: 102-9, 102-12, 102-13 and 102-18 from GRI 102: General Disclosure 2016]

STAKEHOLDER ENGAGEMENT AND MATERIALITY REVIEW

In 2017, we conducted a stakeholder engagement exercise to formally identify key stakeholder groups that have the ability to influence our performance and provide key insights to enhance our sustainability practice. These stakeholder groups recorded their expectations and concerns which were then mapped to the GRI list of ESG aspects.

We continued to engage our stakeholders throughout 2018 to ensure their expectations and concerns were captured. Stakeholders were engaged through various channels to obtain feedback regarding our sustainability performance.

Based on the responses received from our stakeholders, we identified four key ESG aspects that impact our business, including: Employee health and safety, Employee training and education, Energy consumption, Water consumption.

[This material references disclosures: 102-40, 102-42, 102-43, 102-44, 102-46 and 102-47 from GRI 102: General Disclosure 2016]

Table 1: Stakeholder Engagement

OUR STAKEHOLDERS	HOW WE ENGAGE WITH OUR STAKEHOLDERS	EXPECTATIONS OF OUR STAKEHOLDERS	CONCERNS OF OUR STAKEHOLDERS
Guests	• Guest satisfaction surveys • Feedback forms • Personal interaction • Emails • Website	• Provide a memorable and satisfying experience in our properties • Provide services that have least impact on the environment and society	• Management of health and safety risks in hotels and resorts • Protection of guest privacy and prevention of any loss in guest personal data
Investors	• Reports • Statements • Company website • Announcements • Meetings	• Ensure increasing economic performance by HPL	• Fines and non-monetary sanctions for non-compliance to environmental and social laws and regulations
Management	• Intranet platforms • Performance management programmes • Emails • Training and education	• Ensure increasing economic performance by HPL • Mitigate adverse environmental and social impacts	• Total energy consumption in all properties • Fines and non-monetary sanctions for non-compliance to environmental and

			social laws and regulations
Employees	• Employee surveys • Career development activity • Performance reviews • Intranet platforms • Emails • Company programmes • Training and education	• Ensure provision of wage and benefits • Provide training and education • Support career management and progression	• Occupational health and safety risks
Local Community	• Media channels • Donations • Events and sponsorships • Corporate Social Responsibility programmes	• Mitigate adverse environmental and social impacts	• Significant fines and non-monetary sanctions for non-compliance to environmental and social laws and regulations • Discrimination in our properties
Suppliers	• Supplier meetings • Partnerships • Procurement processes	• Increase budget for Group's procurement activities • Ensure increasing economic performance by HPL • Mitigate adverse environmental and social impacts	• Unethical labour practices in supply chain • Fines and non-monetary sanctions for non-compliance to environmental and social laws and regulations in the supply chain

Reporting Scope and Boundaries

Table 2: Reporting Scope and Boundaries

Issues Identified	Alignment to GRI Standard	Aspect Boundary
Employee health and safety	403-2: Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Within organisation
Employee training and education	404-1: Average hours of training per year per employee	Within organisation
Energy consumption	302-1: Energy consumption within the organisation	Within organisation
Water consumption	303-1: Water withdrawal by source	Within organisation

[This material references disclosures 102-46 and 102-47 from GRI 102: General Disclosure 2016]

EMPLOYEE HEALTH AND SAFETY

Overview

We believe that all our employees and guests should benefit from a safe and healthy environment, free from injury and illness. We expect our hotels to maintain excellent occupational health and safety (OHS) standards. We work with our hotels to make sure that they have the resources they need to uphold OHS standard for our employees, and ensure a safe stay for our guests.

[This material references disclosures 103-1 from GRI 102: Management Approach 2016]

Management Approach

Our hotels have developed a number of policies and procedures for OHS, which are consistent with local legislations and industry regulations. Our hotels have systems and resources to drive these policies and safeguard the health and safety of all our hotel staff.

Some of the specific regulation that we adhere to in each country include:

Table 3: Health and Safety Policies

Health and safety policies developed by our hotels
• Beach Tsunami Evacuation
• Workplace Safety and Health Policy
• Boat Rescue Policy
• Disturbance Policy
• Emergency Response Plan Procedure
• Fire Drill and Evacuation Policy
• Haze Management
• Policy on Health and Safety Procedure
• Pool Rescue Policy

Table 4: Health and Safety Legislation

Health and safety legislation adhered to by our hotels	
Maldives	• Health and Safety Act of Maldives • Employee Act Maldives
Thailand	• National Occupational Safety and Health Regulatory Framework
Indonesia	• Disaster and mitigation preparedness procedure • Worker compensation policy
Malaysia	• Occupational Safety & Health Act 1994 • Employees Safety & Health Awareness policy statement • Notification of Accident, Dangerous Occurrence, Occupation Poisoning and Occupational Diseases 2004 • Establishment of OSH committee Regulations

	• Food Safety Management System
Singapore	• Workplace Safety & Health Act, Chapter 354A of the Singapore Statutes
	• Employment Act, Chapter 51 of the Singapore Statutes

Our approach to safeguard the health and safety of our employees includes setting-up committees dedicated to managing OHS-specific issues in our hotels. For instance, Holiday Inn Resort Kandooma Maldives has established a safety committee. The committee is responsible for regular OHS inspections, and holds monthly meetings to discuss any identified areas of concern and thereafter ensure that such identified areas of concern are appropriately addressed. Hard Rock Hotel Pattaya has also established a safety committee with similar responsibilities. A yearly security audit conducted by AON (Global Security Consulting and Design Company) is understaken for the Four Seasons Resort Bali at Jimbaran Bay and Sayan, and the results and recommendations are shared with the resorts. The two properties also undergo regular inspections from local authorities to ensure OHS standards are maintained.

Resources are also assigned to manage OHS-related issues in our hotels and provide training to build their competence in effective management of these issues. The Executive Committee, in many of our hotels, resolve concerns and issues in these matters. The general manager, enterprise asset manager and risk manager are also responsible to look after OHS-related issues in our hotels. In addition to in-house OHS management, we also conduct regular third-party audits and inspections in our hotels to check for compliance and ensure best practices to maintain employee health and well-being. We also provide training, medical check-ups and personal protective equipment for employees, when necessary.

The employee health and safety is monitored through technology set-up by some of our hotels. These include survellence systems and time attendance softwares to increase the safety of the guests and employees.
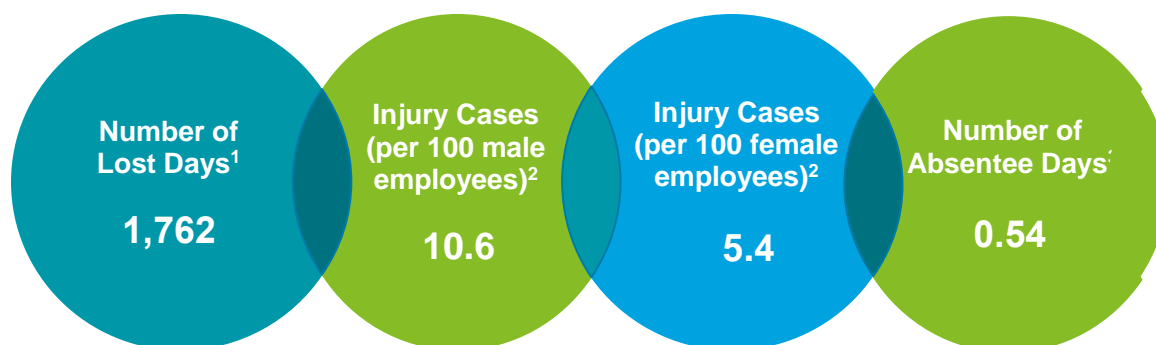
[This material references disclosures 103-2 and 103-3 from GRI 103: Management Approach 2016]

Performance

We record all OHS incidents and track and measure our performance on an ongoing basis. In 2018, a total of 1,762 lost days were reported by our hotels. All of our hotels have reported no incident of work related fatality in 2018.

The reporting systems used to track and monitor OHS incidents are tailored to each hotel and resort. For instance, at Hard Rock Hotel Bali, the Duty Manager is responsible to raise an accident report after investigation. The accident report documents the name of the injured staff, department, position, time, place, description or chronology of accident or injury, hotel action, staff action, and the name of Duty Manager. This report is shared on a daily basis. OHS incidents are managed by the Safety and Security Department at Hard Rock Hotel Penang. The incident report is recorded in a similar fashion but managed through the human resources department. Conversely, Four Seasons Resort Bali at Jimbaran Bay and Sayan use an online database to record the incident report. At Hard Rock Hotel Pattaya, incidents and accidents are reported using the incident reporting system which is kept at the loss prevention office.

Figure 1: Employee Health and Safety Performance for the Year Ended 31 December 2018

Number of Lost Days[1]	Injury Cases (per 100 male employees)[2]	Injury Cases (per 100 female employees)[2]	Number of Absentee Days[3]
1,762	10.6	5.4	0.54

[This material references disclosures 103-3 from GRI 103: Management Approach 2016 and 403-2 from GRI 403: Occupational Health and Safety 2016.]

[1] Total number of lost days as a consequence of occupational disease or accident.

[2] Injury refers to non-fatal or fatal injury arising out of, or in the course of work. Number of fatal and non-fatal work place injuries per 100 employees in 2018.

[3] Absenteeism refers to a worker absent from work because of incapacity of any kind, not just as the result of work-related injury or disease. Absentee excludes permitted leave absenses such as holidays, study, maternity or paternity leave, and compassionate leave. Number of absentee days out of total days worked per employee in 2018. Assumption taken: Eight hours work-day for all hotels.

Performance Metrics

To ensure continuous improvement, we have established the following goals for FY2019.

Goals and Targets:

Table 5: Employee Health and Safety Performance Goals and Targets

🚀	Holiday Inn Kandooma	• To reduce injuries by 10% • Conduct monthly risk assessments and increase the safety awareness training to all staff
🚀	Four Seasons Jimbaran	• To meet all the Government requirement for Health and Safety • Reduce the number of sick leave • Reduce cases of accident in the work place
🚀	Four Seasons Sayan	• To meet all the Government requirement for Health and Safety • Reduce the number of sick leave • Reduce cases of accident at the work place
🚀	Hard Rock Hotel Penang	• Reduce workplace related accident • Improve safe & secure work culture through new hire orientation and branding, incident reporting and hazard identification, risk assessment and risk control
🚀	Hard Rock Hotel Bali	• To improve the Occupational Health and Safety, Health and Environment program, hygiene and sanitation in the company's work

		environment by conducting regular training and drill every month and regular test every 6 months.
		• Reduce lost time due to injury
		• Reduce occupational disease
🚀	Concorde Hotel Singapore	• Reduce reportable incident rate
		• Distribution of educational resources to all staff
		• All staff to be trained on basic safety
🚀	Hard Rock Hotel Pattaya	• Reduce cases of staff vehicle accidents
		• Reduce occupational health and safety insurance claims

[This material references disclosures 103-2 from GRI 103: Management Approach 2016]

EMPLOYEE TRAINING AND EDUCATION

Overview

We recognise that our employees are our greatest asset if we are to stay ahead in the hospitality industry. Through their motivation, skills and personalised attention, our employees play a critical role in ensuring the successful running of our hotels. We are committed to providing training to our employees to further enhance the quality of service we provide to our guests.

As per local legislations, it is compulsory for hotels located in Thailand, Indonesia and Malaysia to deliver employee training. These include the Skill Development Promotion Act 2002 in Thailand, the Indonesian Labour Law (Law No. 21 of 1999) and country regulations in Malaysia that involve contributions to the Human Resource Department Fund.

[This material references disclosures 103-1 from GRI 103: Management Approach 2016]

Management Approach

To ensure consistency and quality across the hotels that we manage, we have developed our own policies on training and education, including:

- Policy on Training and Development
- Policy on Department Trainers
- Policy on Training Committee

HPL's Policy on Training and Development covers processes and practices in all HPL managed hotels. The policy was developed to aid the delivery of training and development in an effective, systematic and comprehensive way.

Under the policy, HPL managed hotels must develop an employee training plan including a suite of programmes delivered as part of the training roadmap. The HPL Hotel and Resort Policy on Training and Development covers areas of commitment by the hotels, roles and responsibilities of every division, annual property training plan (for HPL managed hotels) and budget, training priorities, and training procedures. With such efforts, we hope to build a competent, effective and happy workforce in HPL hotels and resorts.

The Training Roadmap is a suite of mandatory programmes for the four job families or levels of staff: Staff, Supervisors, Managers and Department Heads.

Table 6: Mandatory Programmes

Examples of the Mandatory Programmes include:
• Great Guest Experience Workshop
• Working Safely
• Personal Effectiveness
• Train-the-Trainer 1
• Coaching the Team
• Leading Team Performance
• The Pulse
• Management Synergy

Training and development in HPL managed hotels goes through a complete cycle of a training needs analysis to develop a training plan, the implementation of the plan, and the evaluation of the completed training to determine effectiveness of the training and development interventions. In addition, every property has a training and development leader who is responsible to champion and manage the training and development system and initiatives.

Our Four Seasons Resorts Bali at Jimbaran Bay and Sayan provide training on compliance for jobs that are technical in nature, leadership training and training on departmental standard procedures, for instance, payments and industry credit card handling trainings. Four Seasons Resorts Bali at Jimbaran Bay and Sayan have also introduced 13 policies on corporate learning which focus on various aspects of training and development. Some of our hotels provide trainings to create awareness among the employees to foreign cultures. For instance, Holiday Inn Resort Kandooma Maldives, provides culture awareness trainings to all employees, specifically frontline staff.

In addition, all of our hotels offer orientation and/or on-boarding training for employees within their first few months of employment. This on-boarding training typically includes mandatory courses and is supplemented with additional training courses.

Training and education is all our hotels are managed through significant allocation of investment in capable training leads and online courses. In many of our hotels, the Training and Development Manager typically leads the training functions. However, in some of our hotels, the responsibility may be attributed to the General Manager, Department Heads, Talent Development Manager and/or Director of Human Resources. All our hotels set aside budget for training and development, based on the training plan developed for the particular year. Some of our hotels also provide e-learning and online courses for training their employees.

[This material references disclosures 103-2 and 103-3 from GRI 103: Management Approach 2016]

Performance

In 2018, our hotels and resorts recorded 32.8 average hours of training for management, and 53.7 for non-management staff. Female employees received an average of 50.8 hours of training, an increase of 20.6% when compared to training hours received in 2017. Male employees received 49.1 average hours of training in 2018.

Figure 2: Employee Training and Education Performance

Average Annual Training Hours per Non-Management Staff[1]	Average Annual Training Hours per Management Staff[1]	Average Annual Training Hours per Male Employee[1]	Average Annual Training Hours per Female Employee[1]
53.7 per year	**32.8** per year	**49.1** per year	**50.8** per year

[This material references disclosures 103-3 from GRI 103: Management Approach 2016 and 404-1 from GRI 404: Training and Education 2016]

[1] *The above data relate to the seven selected hotels for the year ended 31 December 2018.*

Performance Metrics

To ensure continuous improvement, we have established the following goals for FY2019.

Goals and Targets:

Table 7: Employee Training and Education Goals and Targets

	Holiday Inn Kandooma	• To achieve an average of 72 hours of training per year per employee
	Four Seasons Jimbaran	• To achieve an average of 25 training hours per year per employee • Ugenius compliance training[3] for all employee by 31 December 2019 (with the exception of employees who are hired in December 2019
	Four Seasons Sayan	• To achieve an average of 22 training hours per year per employee • Ugenius compliance training for all employee by 31 December 2019 (with the exception of employees who are hired in December 2019
	Hard Rock Hotel Penang	• To achieve average training hours per employee per year of 57 hours for 2019 • To achieve 75% implementation of planned programmes under the Annual Department Training Plan 2019
	Hard Rock Hotel Bali	• To achieve average training hours per employee per year of 60 hours for 2019
	Concorde Hotel Singapore	• To achieve average training hours per employee per year of 60 hours for 2019 • To achieve 75% implementation of planned programmes under the Annual Department Training Plan 2019
	Hard Rock Hotel Pattaya	• To achieve average training hours per employee per year of 60 hours • To achieve 75% implementation of planned programmes under the Annual Department Training Plan, per year

[This material references disclosures 103-3 from GRI 103: Management Approach 2016]

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[3] *Ugenius compliance training is a mandatory training which includes: Active shooter training, training on ethical behaviour, Payment Card Industry (PCI) training, training for credit card handling for Finance and Front Office, training on ethics and optic for Directors only.*

ENERGY

Overview

We are conscious of the effects of climate change on the environment and the ecosystems we operate in. We are committed to do our part in reducing our emissions in all our hotels through effective energy management.

[This material references disclosures 103-1 from GRI 103: Management Approach 2016]

Management Approach

We encourage our hotels to move beyond regulatory requirement on energy management, and adopt policies and practices that further minimise energy consumption. We have dedicated staff in our hotels to manage this aspect. The engineering teams led by the chief engineer, implements and tracks energy saving. In some hotels, the general manager also works alongside the chief engineer to monitor and implement energy saving initiatives.

Figure 3: Energy Management Approach

Four Seasons Resorts	Our Four Seasons Resorts Bali (Jimbaran Bay and Sayan), are governed by the Four Seasons Corporate Office Environmental policy and Four Seasons Bali Sustainability policy.
Hard Rock Hotel	Hard Rock Hotel Penang Policy and Procedures entails Energy Management Program.
Concorde Hotels	Hotels are required to meet minimum energy consumption guidelines regulated by Green Mark Certification guidelines and standards.
Hard Rock Hotel	Under the Operations Manual (Engineering Operations Review), Hard Rock Hotel Pattaya has preventive maintenance policy on energy systems and water conservation.

Performance

We are committed to reducing our energy use as a way of mitigating adverse impacts on the environment. The total energy consumed in our seven selected hotels for 2018 was 264,436.7 Giga-Joule (GJ). This accounts for 21% less energy consumed in 2018 as compared to energy consumed in 2017.

Major source of energy consumption was from the use of electricity, which accounted to 151,176 GJ. Significant energy consumption was also from non-renewable sources such as Diesel, Natural Gas and Liquefied Petroleum Gas (LPG), which accounted to 112,449 GJ. Some of our hotels also purchased heat to generate energy. This accounted to 812 GJ of energy consumed by all our seven selected hotels.

Figure 4: Energy Source and Percentage used in the Seven Hotels in 2018 [1]

Electricity: 57%

Non-renewables: 42%

Heat purchased: 0.3%
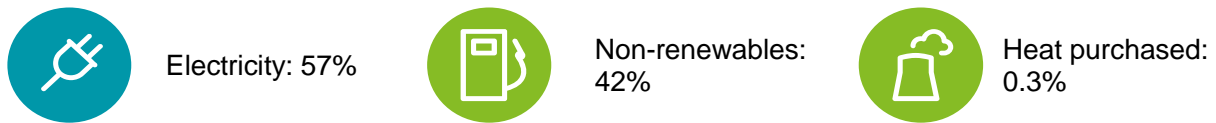
The above data relates to the seven selected hotels for the year ended 31 December 2018.

[1] *Standards, methodologies, assumptions, and/or calculation tools used.*

• *Electricity 1 kwh = 0.0036 Giga-Joule*

• *LPG 1kg = 0.0266 Giga-Joule*

• *1 litre diesel = 0.0457 Giga- Joule*

• *Bunker Oil = 39.7 MJ/litre*

Source of conversion factors used:

• *Electricity kwh to joules: The International System of Units (SI) - Conversion Factors for General Use (2006), U.S. Department of Commerce, University of Berkeley fuel conversion units*

Performance Metrics

To ensure continuous improvement, we have established the following goals for FY2019.

Table 8: Energy Goals and Targets

Goals and Targets:

🚀	Holiday Inn Kandooma	• Reduce consumption per occupied room by 3.5% on annual basis
🚀	Four Seasons Jimbaran	• Complete the external resort lighting with LED • Reduce running hours of central chiller and Air handling units. • Closure village square and switch off main breaker in vacant room when the occupancy below 40%. • Install devise to control walk in chiller temperature in General store and Taman Wantilan Kitchen.
🚀	Four Seasons Sayan	• Change the garden lights from PAR 38 - 80 Watts to LED light to save the energy. • Replace 17 pool pumps to lessen the load on the electrical grid. • Switch off fresh air fan in main kitchen
🚀	Hard Rock Hotel Penang	• Reduce energy cost per occupied room by 3% • Change Back Of House (BOH) and Office fluorescent lights from 18W to LED tube lights of 10W
🚀	Hard Rock Hotel Bali	• To achieve total electricity consumption under 11,082,800 kilowatt hours in a year • Replace 130 (refrigeration ton) chiller to guest wing 5 and guest wing 6 with more energy efficient chiller to reduce energy consumption • Replace halogen lamps to LED for all guest rooms in Wings 1, 2 & 3 • Run one circulation pump after pool closed instead of 2 pumps
🚀	Concorde Hotel Singapore	• Replace lightings in public areas, guestrooms with LED fittings
🚀	Hard Rock Hotel Pattaya	• Change the light bulbs in bathroom from halogen to LED light to save the energy. • Change bed head light from incandescent 45 Watt to LED 10 Watt

[This material references disclosures 103-2 from GRI 103: Management Approach 2016]

WATER

Overview

In our operations, we use significant amount of water – for guest rooms, landscaping, laundry, cleaning, and for all other uses. Since water scarcity is listed as one of the largest risks over the next decade, we are committed to minimise the water use and waste in our properties, and where possible recycle and reuse our water resources.

[This material references disclosures 103-1 from GRI 103: Management Approach 2016]

Management Approach

Our hotels have implemented several measures to recycle used water in their properties. Holiday Inn Resort Kandooma Maldives uses recycled water from a sewage treatment plant in the staff room flush tank. Hard Rock Hotel Bali also uses recycled water from the waste treatment plant for outdoor landscaping.

Our hotels actively seek to identify and repair leakages to avoid water loss. Four Seasons Resort Bali at Jimbaran Bay and Sayan have processes in place to repair leakages from swimming pools. The hotels have also hired a vendor to identify underground pipe leakages using acoustic camera.

Some of our hotels also use up-to-date technology to minimise water wastage. The Hard Rock Hotel Penang has installed self-closing water taps in all guest bathrooms and in all staff basin water taps. The hotel has also installed battery operated water tap for toilets. Similarly, Hard Rock Hotel Bali has installed a stop valve for their shower to save water, and an LED indicator sensor in all toilet urinals. The LED indicator saves water from repeated flushing in addition to improving hygiene. Concorde Hotel Singapore has the provision of private meters to monitor daily water usage for different areas such as cooling towers, swimming pool, kitchen, and tenant usage.

Rain water harvesting is also actively practiced by some of our hotels. For instance, the Holiday Inn Resort Kandooma Maldives has undertaken the initiative of building rain water collection tanks for water collection in order to reduce the demand for energy from consuming desalinated water. These rain water collection tanks are connected to the main water tank to be used for daily operations.

[This material references disclosures 102-11, 103-2 and 103-3 from GRI 103: Management Approach 2016]

Performance

We are committed to reducing our water consumption as a way of mitigating adverse impacts on the environment. The total water consumed in the seven selected hotels for 2018 was 1,053,591 m^3. We are proud to report that, as compared to the water consumption in 2017, we have consumed 75,781 m^3 less water in 2018. Our hotels withdrew 53% of water from municipal sources, 39% was withdrawn from ground water sources, and the rest 8% of the water was withdrawn from oceans (saltwater).

We are committed to reduce our annual water consumption. Our water consumption data has been captured using daily meter readings. We also track the consumption of water within our facilities on a monthly basis.

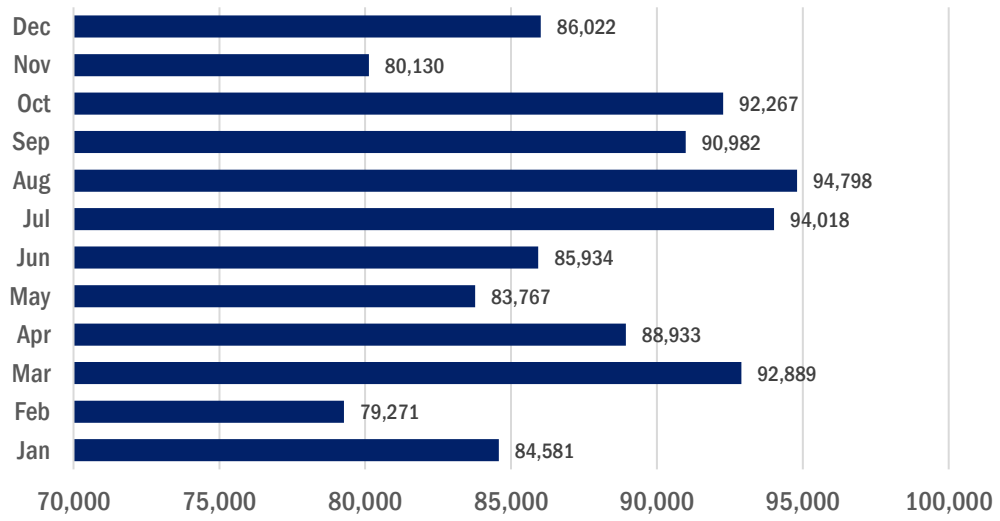*Figure 5: Total Water Consumption for the Seven Hotels in 2018 (m3)*

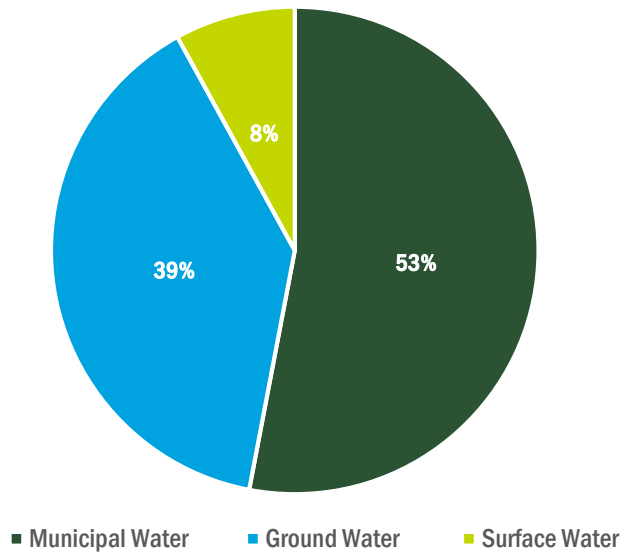| Month	Consumption
Dec	86,022
Nov	80,130
Oct	92,267
Sep	90,982
Aug	94,798
Jul	94,018
Jun	85,934
May	83,767
Apr	88,933
Mar	92,889
Feb	79,271
Jan	84,581

Figure 6: Water Consumed by Source for the Seven Hotels in 2018 (%)

- Municipal Water: 53%
- Ground Water: 39%
- Surface Water: 8%

[This material references disclosures 303-1 from GRI 303: Water 2016]

Performance Metrics

To ensure continuous improvement, we have established the following goals for FY2019.

Goals and Targets:

Table 9: Water goals and targets

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🚀	Holiday Inn Kandooma	• Reduce water consumption by 3% per occupied room
🚀	Four Seasons Jimbaran	• Reduce water consumption by 3% per occupied room
🚀	Four Seasons Sayan	• Reduce water consumption by 3% per occupied room
🚀	Hard Rock Hotel Penang	• Reduce water consumption by 3% per occupied room
🚀	Hard Rock Hotel Bali	• To reduce total water consumption to less than 280,000 m3 for 2019 • Recycle rejected water from Reverse Osmosis (RO) plant for the use of refilling main pool • Use the water from the Water Recycle Treatment Plant (WRTP) for landscape, project room renovation and others.
🚀	Concorde Hotel Singapore	• Target of 2% savings per year • Install water sub meters for key sectors • Obtain PUB Water Efficient Certificate
🚀	Hard Rock Hotel Pattaya	• Target of 3% saving per year

[This material references disclosures 103-2 from GRI 103: Management Approach 2016]

OUR COMMITMENT TO SOCIETY AND THE ENVIRONMENT

HPL is committed to working alongside the community in which we operate and contribute to their welfare.

Developing green urban spaces: HPL Canopy Link

In January 2019, the National Parks Board (NParks) unveiled its plans for an 8 hectare addition to the Singapore Botanic Gardens located along Gallop Road, which will bring the total area of the Gardens to 82 hectares – the largest in its 160-year history. Besides furthering the Garden's efforts to conserve Singapore's cultural and natural heritage, the Gallop extension also creates opportunities for visitors to explore the ecology of a regenerating forest and enjoy the diverse landscapes within it.

The Singapore Botanic Gardens has been an idyllic oasis in the heart of the city and the NParks has truly been exemplary in its efforts to promote botanical research, conservation and education. HPL is honoured to play a part in the 160th Anniversary celebrations by bringing the public even closer to the heart of the flora and fauna at the new Gallop extension with the HPL Canopy Link. We are committed to preserving the ecosystem and are delighted to share the beauty of the Heritage Tree dedicated to HPL with future generations of Singaporeans and visitors.

This 200m long barrier-free bridge over Tyersall Avenue will provide visitors with a comfortable and seamless passage into the new grounds, and offer sweeping view towards the rest of the Gardens. Connecting the Bambusetum at the Learning Forest directly with the forest canopy of the Gallop extension, the Canopy Link will integrate with the forest landscape both ecologically and aesthetically, creating a connection for people and wildlife across the nature areas of the Singapore Botanic Gardens.

Our properties have also undertaken several initiatives in 2018 and have collaborated with various charitable organisations to raise funds to support community development.

Blood Donation Drive

On 26 October 2018, Hard Rock Hotel Bali collaborated with the Indonesian Red Cross Society in Bali Province, together with Bali Hotel Association (BHA) to hold a blood donation drive at Hard Rock Hotel Bali.

Hard Rock HEALS Foundation - Trirat Foundation

In 2018, HRH Pattaya nominated Trirat Foundation to receive financial support from Hard Rock Heals Foundation and, as a result, has been granted USD 5000 (SGD 6772.20).

The Trirat foundation aims in improving the quality of life by supporting learning ability and promoting music therapy using the ONEtoFIVE Neuron Exercise. Since 2012, Trirat Foundation & ONEtoFIVE Piano Institution have been teaching piano to children with learning disabilities, and adults with disabilities such as Parkinson, Alzheimer, Autism, Aggressiveness, Insomnia, and Partial paralysis. The exercise has developed physical and cognitive responses in the children and adults. It has also provided a therapeutic tool for rehabilitation, and has helped in bringing awareness to various disabilities.

Friends of River

In October 2018, 20 volunteers from Hard Rock Hotel Penang took part in a program organized by INDAH Water Konsortium (IWK). The program was organised as an initiative to clean the river and plant Ixora trees. This program aimed at caring for the environment.

Scholars of Sustenance Bali Hard Rock

Hotel Bali together with SOS Bali donates all the left over good food to be distributed to needy children and families in Bali.

Hard Rock Heals 2.0

On 10 July 2018 and 27 December 2018, Hard Rock Hotel Penang held a music therapy programme at the Adventist Hospital in Penang. During these programmes, the hotel conducted sing along sessions for the patients and distributed goodie bags to all the 'Little Rockers'.

Donation to the Orphanages in Negara Regency

On 21 August 2018, Hard Rock Hotel Bali together with BHA (Bali Hotel Association) donated Food & School Supplies to five orphanages in Negara Regency (Mahanain, Sanatana Darma, Giri Asih, Widya Asih, Maria Goretti).

Food Distribution Program

On 21 April 2018, Concorde Hotel Singapore collaborated with 'Food from the Heart' organisation, to distribute food packs of non-perishable items to 200 low income families at Geylang Bahru and Boon Keng Area. 'Food from the Heart' is a non-profit organisation that prepares and delivers healthy nutritious food to communities dealing with major illness, surgeries, or failing health and to those who cannot take care of themselves.

Concorde Hotel Singapore purchased and packed food items bought from the Food Bank for this initiative.

Donation to the Earthquake Victims in Lombok Island

On 23 August 2018, Hard Rock Hotel Bali donated Food, Drinks, Toiletries and other items to earthquake victims in Lombok Island through the Indonesian Red Cross Society, in the Bali Province.

Hard Rock Heals Rockin' With YMCA

Special Christmas Celebration Organized by YMCA and sponsored by Hard Rock Hotel Penang & Hard Rock Cafe Penang for 200 underprivileged children, physically challenged youths and adults.

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