

2021

Hotel Properties Limited

SUSTAINABILITY REPORT 2021

Contents

STATEMENT FROM THE BOARD 2

ABOUT HOTEL PROPERTIES LIMITED 3

ABOUT THIS REPORT..... 6

STAKEHOLDER ENGAGEMENT AND MATERIALITY REVIEW 7

REPORTING SCOPE AND BOUNDARIES 9

EMPLOYEE HEALTH AND SAFETY 10

 Overview 10

 Management Approach 10

 Our COVID-19 Response 12

 Overview of Performance in FY2021..... 13

 Goals and Targets 15

EMPLOYEE TRAINING AND EDUCATION16

 Overview 16

 Management Approach 16

 Overview of Performance for FY2021 17

 Goals and Targets 19

ENERGY20

 Overview 20

 Management Approach 20

 Selected Energy Initiatives 20

 Goals and Targets 23

WATER..... 24

 Overview 24

 Management Approach 24

 Overview of Performance in FY2021..... 25

 Goals and Targets 26

PHASING OUT PLASTIC PACKAGING 27

 Goals and Targets 28

OUR COMMITMENT TO SOCIETY AND THE ENVIRONMENT 29

GRI CONTENT INDEX..... 33

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 2021 (1 January 2021 to 31 December 2021). This is the fifth year we are publishing our Sustainability Report, and we wish to demonstrate our continued commitment to 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 nine¹ 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. Alongside the seven selected hotels for last year’s reporting, we are delighted to include Four Seasons Kuda Huraa and Four Seasons Landaa Giraavaru in the Maldives in this year’s sustainability report.

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

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 Group² is headquartered 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 2021, the Group has interests in 39 hotels across 15 countries under prestigious hospitality brands such as Four Seasons, Como Hotels, InterContinental Hotels Group, Six Senses Hotels and Marriott International. In addition, the Group manages its 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 15 countries, namely, Singapore, Malaysia, Thailand, Indonesia, Maldives, Seychelles, Vanuatu, the United States of America, Bhutan, Tanzania, South Africa, Vietnam, the United Kingdom, Italy and Sri Lanka.

² References to ‘HPL Group’, ‘the Group’ and ‘we’ in pages 3 to 6 refer to Hotel Properties Limited and its subsidiaries.

As a testament to its quality accommodation, the Group's properties have continued to receive various awards that are well-recognised within the industry in 2021, despite the challenges brought about by the COVID-19 pandemic.

Table 1:

Awards	Properties
Forbes Travel Guide 2021	<p>5-Star Rating Most Luxurious Hotels in the World</p> <ul style="list-style-type: none"> • Four Seasons Jimbaran • Four Seasons Sayan <p>4-Star Rating Verified Luxury Spa</p> <ul style="list-style-type: none"> • Four Seasons Sayan
Condé Nast Traveller Awards 2021	<p>Readers' Choice Awards</p> <p>Top 30 Hotels in Asia</p> <ul style="list-style-type: none"> • Hard Rock Hotel Penang (21st) <p>Top 10 Resorts in Indonesia</p> <ul style="list-style-type: none"> • Four Seasons Jimbaran (4th)
Hotels.com	<p>Loved By Guests Award 2021 – Most Wanted</p> <ul style="list-style-type: none"> • Four Seasons Jimbaran • Four Seasons Sayan
TripAdvisor Awards 2021	<p>Travelers' Choice® Awards</p> <ul style="list-style-type: none"> • Hard Rock Hotel Bali
GQ Russia Travel Awards 2021	<p>Best Beach Resort</p> <ul style="list-style-type: none"> • Four Seasons Landaa Giraavaru
World Travel Awards	<p>World's Leading Water Villa Resort 2021</p> <ul style="list-style-type: none"> • Four Seasons Kuda Huraa

The Group has established a distinguished record of accomplishment 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 throughout 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 2021**



Key changes in 2021:

In 2021, the Hotel Division acquired the resort island of Kanuhura Maldives.

Net Revenue for 2021



**Total Equity as at 31
December 2021**



Products and Services of HPL Group

HPL Group operates through hotels, properties, and other business segments. As of 31 December 2021, the Group has interests in 39 hotels across 15 countries.

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

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

ABOUT THIS REPORT



This report is prepared following the Global Reporting Initiative (“GRI”) Standards: Core Option, the international standard for sustainability reporting. For further information on the relevant references, kindly refer to the [Table of GRI Content Index](#) found on Pages 33 to 35.

This sustainability report covers the sustainability performance for the material ESG aspects of our operations in nine hotels and resorts across Indonesia, the Maldives, Singapore, Thailand, and Malaysia for the Financial Year ending in 2021. The hotels include Four Seasons Sayan and Four Seasons Jimbaran in Bali, Hard Rock Hotel Penang, Hard Rock Hotel Bali, Concorde Hotel Singapore, Hard Rock Hotel Pattaya, as well as Holiday Inn Resort Kandooma, Four Seasons Kuda Huraa and Four Seasons Landaa Giraavaru in the Maldives. These hotels will be referenced as (“selected hotels”) throughout the report, where relevant.

The scope of this FY2021 sustainability report has been expanded from the scope of the previous FY2020 report with the inclusion of the latter two Four Seasons resorts in the Maldives. In addition to this expanded scope, there was an increase in operating days across the hotels in scope from FY2020 to FY2021 due to a shift in pandemic restrictions on their operations and activities. Comparisons between the FY2021 and FY2020 data are contextualized in future sections of this report.

All data and activities reported were from 1 January 2021 to 31 December 2021 for these selected hotels, unless stated otherwise.

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

Management Approach

Even during a pandemic, we recognise the dynamic landscape of sustainability and how it is increasingly important to us, our guests and business partners. We consult and share our sustainability performance with our key stakeholders and balance their interests with our objectives. Our business divisions are responsible for identifying, implementing sustainability initiatives while the Board and Audit Committee sets the direction and tone for the Group and has an overview of the sustainability strategy.

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

STAKEHOLDER ENGAGEMENT AND MATERIALITY REVIEW

We engage our stakeholders through various channels to obtain their feedback regarding our operations and our sustainability performance. We conducted a stakeholder engagement exercise where key stakeholders recorded their expectations and concerns on ESG and sustainability matters for HPL, which are then disclosed in our Sustainability Report. Through engaging the identified stakeholder groups that are key to our business, we incorporate their insights into our sustainability practices.

Table 2:

STAKEHOLDER ENGAGEMENT			
OUR STAKEHOLDERS	HOW WE ENGAGE WITH OUR STAKEHOLDERS	EXPECTATIONS OF OUR STAKEHOLDERS	CONCERNS OF OUR STAKEHOLDERS
Guests	<ul style="list-style-type: none"> • Guest satisfaction surveys • Feedback forms • Personal interaction • Emails • Website 	<ul style="list-style-type: none"> • Provide a memorable and satisfying experience in our properties • Provide services that have the least impact on the environment and society 	<ul style="list-style-type: none"> • Management of health and safety risks in hotels and resorts • Protection of guest privacy and prevention of any loss in guest personal data
Investors	<ul style="list-style-type: none"> • Reports • Statements • Company website • Announcements • Meetings 	<ul style="list-style-type: none"> • Ensure increasing economic performance by HPL 	<ul style="list-style-type: none"> • Fines and non-monetary sanctions for non-compliance to environmental and social laws and regulations
Management	<ul style="list-style-type: none"> • Intranet platforms • Performance management programmes • Emails • Training and education 	<ul style="list-style-type: none"> • Ensure increasing economic performance by HPL • Mitigate adverse environmental and social impacts 	<ul style="list-style-type: none"> • Total energy consumption in all properties • Fines and non-monetary sanctions for non-compliance to environmental and social laws and regulations

<p>Employees</p>	<ul style="list-style-type: none"> • Employee surveys • Career development activity • Performance reviews • Intranet platforms • Emails • Company initiatives • Training and education 	<ul style="list-style-type: none"> • Ensure the provision of wage and benefits • Provide training and education • Support career management and progression 	<ul style="list-style-type: none"> • Occupational health and safety risks
<p>Local Community</p>	<ul style="list-style-type: none"> • Media channels • Donations • Events and sponsorships • Corporate Social Responsibility programs 	<ul style="list-style-type: none"> • Mitigate adverse environmental and social impacts 	<ul style="list-style-type: none"> • Significant fines and non-monetary sanctions for non-compliance to environmental and social laws and regulations • Discrimination in our properties
<p>Suppliers (e.g. food and beverages, hotel consumables, operating equipment)</p>	<ul style="list-style-type: none"> • Supplier meetings • Partnerships • Procurement processes 	<ul style="list-style-type: none"> • Increase budget for Group's procurement activities • Ensure increasing economic performance by HPL • Mitigate adverse environmental and social impacts 	<ul style="list-style-type: none"> • Unethical labor practices in the supply chain • Fines and non-monetary sanctions for non-compliance to environmental and social laws and regulations in the supply chain

Based on the responses received, we have since identified four key topics that impact our business: employee health and safety, employee training and education, energy consumption and water consumption. This year, we are continuing to report our progress on these topics. In 2020, we committed to minimize single-use plastic packaging in our hotels. We are pleased to provide several updates on this matter in this year's Sustainability Report. Moving forward, we will continue to set relevant targets to achieve a reduction in single-use plastics and actively engage with our stakeholders to promote awareness on this matter.

As with our previous reports, the key management approaches in our material topics do not change significantly. However, we have set new targets for improvement and reported our performance for year 2021 in the sections below. We have also updated the reporting of some material aspects. Considering the COVID-19 pandemic, most of our targets have been adjusted to reflect the pandemic's impacts on the hospitality industry.

[This material references disclosures: 102-40, 102-42, 102-43, 102-44, 102-46, 102-47 and 102-48 from GRI 102: General Disclosure 2016]

REPORTING SCOPE AND BOUNDARIES

REPORTING SCOPE AND BOUNDARIES		
Material Aspects	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 (Updated to 2018 Standards)	303-1: Water withdrawal by source	Within organisation
Additional Reporting Topic		
Phasing Out of Plastic Packaging	Nil	Within organisation

[This material references disclosures 102-46, 102-47 and 102-49 from GRI 102: General Disclosure 2016]

EMPLOYEE HEALTH AND SAFETY

Overview

Maintaining quality occupational health and safety (“OHS”) in our hotels is of utmost importance to the Group. We are committed to optimising our work environment to ensure the safety of our employees while improving their working performance. Our hotels have developed OHS policies and procedures that are in line with the local legislation and industry regulations. There are also systems and resources in place to drive these policies to safeguard the health and safety of all our resort staff. We work closely with our hotels to ensure that they can uphold the OHS standard for employee health and safety, as well as to ensure a safe stay for our guests, especially during the pandemic.

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

Management Approach

Our hotels have developed OHS policies and procedures that are aligned with local legislation and industry regulations. There are also systems and resources in place to drive these policies and safeguard the health and safety of all our hotel staff.

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

Health and Safety Policies Developed by Our Hotels
• Managing COVID-19 Outbreak Policies
• Care Clean Compliance Policy Post COVID-19 Operating Manual
• Amazing Thailand Safety & Health Administration (SHA)
• Hard Rock Safe + SOUND
• 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

Health and Safety Legislation Adhered To By Our Hotels	
Maldives	<ul style="list-style-type: none"> • Health and Safety Act of Maldives • Employee Act Maldives
Thailand	<ul style="list-style-type: none"> • National Occupational Safety and Health Regulatory Framework • National Sanitation Foundation – Comprehensive Sanitation Regulations & Practices
Indonesia	<ul style="list-style-type: none"> • Disaster and Mitigation Preparedness Procedure • Worker Compensation Policy
Malaysia	<ul style="list-style-type: none"> • Occupational Safety & Health Act 1994 • Employees Safety & Health Awareness policy statement • Notification of Accident, Dangerous Occurrence, Occupation Poisoning and Occupational Diseases 2004 • Establishment of OHS Committee Regulations • Food Safety Management System
Singapore	<ul style="list-style-type: none"> • Workplace Safety & Health Act, Chapter 354A of the Singapore Statutes • Employment Act, Chapter 51 of the Singapore Statutes

OHS in our hotels starts by ensuring that our workforce is well-equipped with the relevant technical and field knowledge. All OHS-related concerns and issues are addressed through the respective hotel’s Executive Committee and management, including the General Manager, Enterprise Asset Manager, and Risk Manager. We regularly carry out third-party audits and inspections to check for compliance and ensure best practices for employee health and well-being. Where necessary, we also provide training, medical check-ups and personal protective equipment for our employees.

Example 1: Holiday Inn Resort Kandooma’s Risk and Safety Committee is responsible for conducting regular OHS inspections and monthly meetings to discuss and address any identified areas of concern. The Committee also carries out monthly training for employees on safety and health concerns and other techniques as well as operational briefings on safe workplace practices to ensure that employees are always aware of workplace safety.

Example 2: National Sanitation Foundation’s (NSF) Comprehensive Sanitation Regulation and Practices was adopted by Hard Rock Hotel Pattaya to continue improving food safety and health and safety practices. Twice-a-year audits are conducted to ensure that OHS standards are regularly reviewed and updated to meet the current industry standards.

Our hotels also adopted reporting systems to track and monitor OHS incidents. For example, the Duty Manager of Hard Rock Hotel Bali is responsible for raising an accident report after investigation. The accident report documents the name, department and position of the injured staff, time, place, description or chronology of accident or injury, hotel action, staff action, and the name of the Duty Manager. Four Seasons Jimbaran and Four Seasons Sayan use an online database to record incidents. At Hard Rock Hotel Pattaya, incidents and accidents are reported using the incident reporting system, which is kept at the loss prevention office.

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

Our COVID-19 Response

We take a proactive approach in safeguarding the health and safety of our employees, especially given the COVID-19 outbreak. The primary focus of 2021 was to manage the COVID-19 outbreak within our hotel properties and for our guests and customers. Our hotels developed various COVID-19 related policies and procedures to ensure that the health and safety of our employees and guests are prioritized.

HPL's "Lead to Care" is the COVID-19 management guidance used by hotels to manage the pandemic crisis. It includes COVID-19 health protocols with clear management of safety precautions to continue protecting our employees and guests. For example, Four Seasons Landaa Giraavaru initiates efforts by encouraging all its employees to participate in the COVID-19 vaccination programme with the support of Maldives health authorities. Training is carried out in our respective hotels to ensure that all our hotel employees are equipped to manage COVID-19 effectively.

The following table shows some of the initiatives taken by our hotels to manage the COVID-19 pandemic.

Table 3:

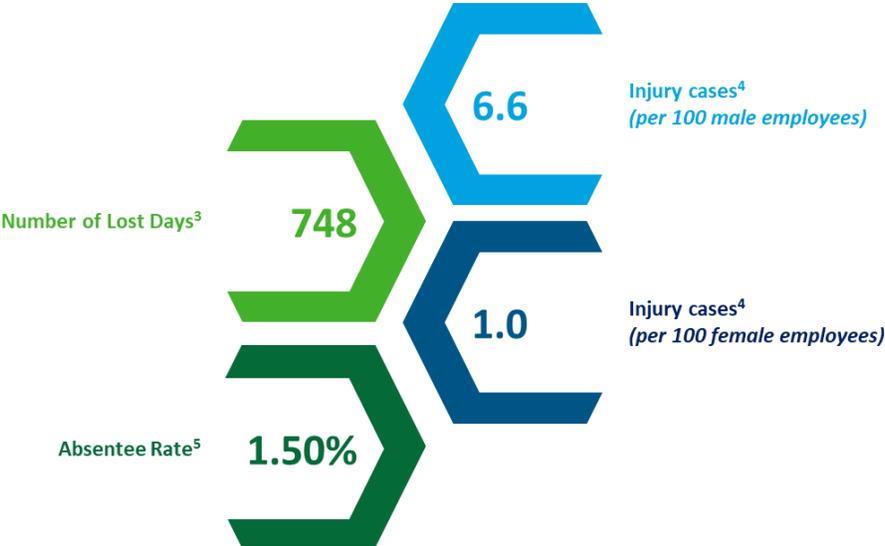
Location	Entity	COVID-19 Management Initiatives
Maldives	Holiday Inn Resort Kandooma	Holiday Inn Resort Kandooma's Risk and Safety Committee carries out monthly training for employees on safety and health concerns, as well as operational briefings on safe workplace practices to ensure that employees are always aware of workplace safety. Incidents and accidents are reported using the incident reporting system (Riskonnet).
	Four Seasons Landaa Giravaaru	Four Seasons hotels in Maldives ensure that the Health and Safety subject is included in EMBARK training for all new hired employees. They also conduct monthly Safety Committee Meetings where representatives from each department attend for discussion and update with regards to COVID-19 and other crisis management matters.
	Four Seasons Kuda Huraa	
Thailand	Hard Rock Hotel Pattaya	Hard Rock Hotel Pattaya focused on the COVID-19 Prevention Measures as directed by HPL's Lead with Care Program, Hard Rock International Safe & Sound Standards, Thailand Safety & Health Administration (SHA) and the Protocols as guided by World Travel & Tourism Council's World Travel Stamp. All staff have been trained on the COVID-19 Knowledge and Prevention Practices.
Indonesia	Four Seasons Jimbaran	The hotels take reference from HPL's "Lead with Care" to develop health management policies. Additionally, the Four Seasons "Care Clean Compliance" policy was also launched with a focus on maintaining hygiene and care for each other.
	Four Seasons Sayan	To manage well-being in the midst of the pandemic, the hotels introduced wellbeing programs focused on self-caring ways to cope with stress and improve one's immune system. Weekly, the hotels provide different activities for employees such as yoga, healthy food at home, gardening, health seminars, and personal finance management.
	Hard Rock Hotel Bali	The hotel developed policies in line with applicable government regulations and HPL's 'Lead with Care' Guidance as a basis for the company and all employees to ensure that occupational health and safety can be adhered to and implemented properly and consistently in the workplace. Training and counseling were also provided to all employees regarding matters related to the prevention of the COVID-19 outbreak and managing well-being.

Malaysia	Hard Rock Hotel Penang	On top of compliance with Malaysian Government SOPs and the use of MySejahtera Apps in tracking the status of vaccination and risk for staff and guests entering the Hotel premise, the hotel also launched a program called "R U OK Hard Rockers?" on 1 April 2021 to reach out internally to band members to provide mental health support.
Singapore	Concorde Singapore	Concorde Singapore developed a "Managing COVID-19 Outbreak" Policy in line with HPL's 'Lead with Care' Guidance with COVID-19 protocols.

Overview of Performance in FY2021

We track all our OHS incidents to measure and review our OHS performance. In 2021, a total of **748 lost days** were reported across all our hotels in scope, with zero-incidents of work-related fatalities.

Figure 1: Employee Health and Safety Performance for the Year Ended 31 December 2021



We continue to commit to maintaining high OHS standards across our hotels and strive towards exceeding those standards. For example, Hard Rock Hotel Bali reported 0 injuries in 2021, down from 3 in 2020. This was achieved with the help of a monthly risk assessment to improve safety, a new initiative that commenced in early-2021.

To further enhance OHS initiatives and improvements in our hotels, we have set new OHS-related targets along with training sessions to equip employees with sufficient safety awareness. Work areas are also inspected regularly on a risk-based approach to identify potential hazards and provide preventive measures to reduce injuries.

The increase in the number of lost days and injury cases between FY2021 and FY2020 are affected by inclusion of the two hotels in the Maldives in the scope of the report and the increased period of operation and resumption of more hotel activities.

A comparison table showing our results in FY2021 and FY2020 can be found below.

Table 4:

Reporting Metric	FY2021 Results	FY2020 Results
Number of Lost Days ³	748	553
Injury Cases Per 100 Male Employees ⁴	6.6	2.0
Injury Cases Per 100 Female Employees ⁴	1.0	0.7
Absentee Rate % ⁵	1.50%	1.21% ⁶

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

³ The total number of lost days as a consequence of occupational disease or accident.

⁴ Injury refers to non-fatal or fatal injury arising out of, or in the course of work. Number of fatal and non-fatal workplace injuries per 100 employees in 2021.

⁵ Absentee rate is the ratio of the Absentee days to the total number of working days. Absentee days are defined as the days a worker is absent from work because of incapacity of any kind, not just as a result of work-related injury or disease and excluding permitted leave absences.

⁶ The absentee rate for FY2020 has been corrected from the previous year's report due to an error in data collection.

Goals and Targets

To ensure continuous improvement, our hotels have established the following goals for FY2022.

Table 5:

Location	Entity	2022 Goals and Targets
Maldives	Holiday Inn Resort Kandooma	<ul style="list-style-type: none"> Reduce occupational incidents to less than 44 incidents
	Four Seasons Landaa Giravaaru	<ul style="list-style-type: none"> Reduce the injury rate by 5% Promptly respond to COVID-19 cases, to reduce the risk of community spread
	Four Seasons Kuda Huraa	<ul style="list-style-type: none"> Reduce the injury rate by 10% Promptly respond to COVID-19 cases, to reduce the risk of community spread
Thailand	Hard Rock Hotel Pattaya	<ul style="list-style-type: none"> Maintain 0 cases of staff vehicles accidents Maintain cases of OHS claims at 0
Indonesia	Four Seasons Jimbaran	<ul style="list-style-type: none"> Maintain the number of sick leave at lower than 1,400 days Conduct an Advance Security Awareness Testing
	Four Seasons Sayan	<ul style="list-style-type: none"> Maintain the number of sick leave at lower than 900 days Conduct an Advance Security Awareness Testing
	Hard Rock Hotel Bali	<ul style="list-style-type: none"> Reduce the number of sick leave to below 1,674 days Maintain a record of 0 workplace accidents Maintain government CHSE certification for COVID-19 Health and Hygiene standards
Malaysia	Hard Rock Hotel Penang	<ul style="list-style-type: none"> Continue to focus on the overall mental health of the workforce
Singapore	Concorde Hotel Singapore	<ul style="list-style-type: none"> Promote the health and safety of people at work through prevention and early intervention. To reduce reportable incidents to 7 or less per year.

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

EMPLOYEE TRAINING AND EDUCATION

Overview

Well-trained and highly skilled employees are key to our business continuity. We aim to continue providing quality training to our employees to enhance the quality of service that we provide to our guests. With their professionalism in delivering top-quality service, our guests are assured and have satisfied stays in our resorts and hotels.

The Group is committed to channelling adequate investments into providing a platform for training our employees. Through this enabling environment, we also hope to help motivate our employees to achieve their career goals. We aim to grow a workforce that is highly skilled and aligned with the industry's evolving demands.

As per local legislations, it is mandatory for hotels in Thailand, Indonesia, and Malaysia to deliver employee training. We adhere accordingly to 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 Development Fund. HPL is aware and in compliance with such mandates, where applicable.

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

Management Approach

To ensure consistent high quality of our service delivery across the hotels and resorts we manage, we have developed policies on employee training and education, such as:

- Policy on COVID-19 'Lead with Care'
- Policy on Training and Development
- Policy on Department Trainers
- Policy on Training Committee

HPL's 'Lead with Care' manual serves as a core guideline for all hotels to tailor and develop their policies to manage the COVID-19 outbreak. The manual is adopted by all hotels as training material to educate their employees on managing the pandemic in our hotels. HPL's Policy on Training and Development covers all processes and practices across our managed hotels. The policy was developed to aid the delivery of training and development in an effective, systematic, and comprehensive way.

Under the policy, hotels managed by HPL 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 cover the areas of commitment by the hotels: the roles and responsibilities of each division, annual property training plans (for HPL-managed hotels) budget, training priorities, and training procedures. Through these initiatives, we hope to build a competent, effective, and happy workforce in our 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:

Examples of Mandatory Programmes include:
• Implementation of Lead with Care: COVID-19 Guideline
• Great Guest Experience Workshop
• Working Safely
• Personal Effectiveness
• Train-the-Trainer 1
• Coaching the Team
• Leading Team Performance
• The Pulse
• Management Synergy

A complete cycle of a training needs analysis is undertaken to develop a training plan, the implementation of the plan, and the evaluation of the completed training to determine the effectiveness of the training and development interventions. In addition, every property has a training and development leader responsible for championing and managing the training and development system and initiatives.

Overview of Performance for FY2021

As of 31 December 2021, we have a total of **2,735 employees** hired across the hotels in scope, with an employment makeup of **26.6% female** employees and **73.4% male** employees. In 2021, our hotels and resorts recorded an average of **21.1 hours** of training for management and **24.1 hours** for non-management staff. Male employees received an average of **23.1 hours** of training in 2021, compared to **24.7 hours** for female employees.

Many hotels have maintained their FY2021 training targets with an average of 23.5 training hours per employee and plan to further improve training plans for their staff.

The reduction in training hours in FY2021 from FY2020 is due to the increased activity of hotels operating with reduced manpower resulting in less time for training as staff were kept busy with operational requirements.

This year, we focused on training our staff to manage the COVID-19 pandemic. Such training is critical as it prepares our staff with the right knowledge to manage, reduce, and prevent COVID-19 cases. It also helps to create a safer experience for our employees and guests. While the pandemic affected the ability to hold in-person trainings, virtual methods were adopted to ensure the continuity of training and development. For instance, Hard Rock Hotel Penang moved towards a system-based training approach through the implementation of the "Hotel eLearning Portal", while Holiday Inn Resort Kandooma conducted virtual training for its housekeeping staff regarding cleaning procedures.

Additionally, we invested in training initiatives designed to enhance the well-being of our employees. Training courses on mindfulness methodologies were implemented at Four Seasons Kuda Huraa and Four Seasons Landaa Giraavaru to develop the ability of managerial team members to deal with stress and unexpected situations. Hard Rock Hotel Penang is also committed to channelling adequate resources on training such as allocating yearly training budget and providing a dedicated and conducive training room at back of the house for their band members to sharpen their skills and competency.

In many of our hotels, the Training and Development Manager typically leads the training functions. In others, the responsibility may be attributed to the General Manager, Department Heads, Talent Development Manager and/or Director of Human Resources. All our hotels have a set 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.

Figure 2: Employee Training and Education Performance ¹



¹ Consolidated data relate to the 9 selected hotels for the year ended 31 December 2021.

A comparison table showing our results in FY2021 and FY2020 can be found below.

Table 7:

Reporting Metric	FY2021 Results	FY2020 Results
Average Annual Training Hours Per Male Employee	23.1	33.7
Average Annual Training Hours Per Female Employee	24.7	33.3
Average Annual Training Hours Per Non-Management Staff	24.1	35.7
Average Annual Training Hours Per Management Staff	21.1	26.7

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

Goals and Targets

To ensure continuous improvement, our hotels have established the following goals for FY2022.

Table 8:

Location	Entity	2022 Goals and Targets
Maldives	Holiday Inn Resort Kandooma	<ul style="list-style-type: none"> Achieve an average of 72 training hours per year per employee
	Four Seasons Landaa Giravaaru	<ul style="list-style-type: none"> Deliver 2 grow programmes and 2 Diversity, Inclusion & Belonging sessions Improve overall training hours by 10%
	Four Seasons Kuda Huraa	<ul style="list-style-type: none"> Deliver 2 grow programmes and 2 Diversity, Inclusion & Belonging sessions Improve overall training hours by 10%
Thailand	Hard Rock Hotel Pattaya	<ul style="list-style-type: none"> Achieve an average of 24 training hours per year per employee Achieve 75% implementation of planned programmes under the Annual Department Training Plan 2022
Indonesia	Four Seasons Jimbaran	<ul style="list-style-type: none"> Achieve a minimum average of 20 training hours per year per employee Continue to plan a wellbeing programme for staff
	Four Seasons Sayan	<ul style="list-style-type: none"> Achieve a minimum average of 20 training hours per year, per employee Continue to plan a well-being programme for staff
	Hard Rock Hotel Bali	<ul style="list-style-type: none"> Achieve an average of 24 training hours per year per employee Continue to focus on safety, health and hygiene training as mandatory training
Malaysia	Hard Rock Hotel Penang	<ul style="list-style-type: none"> Achieve an average of 25 training hours per year per employee
Singapore	Concorde Hotel Singapore	<ul style="list-style-type: none"> Achieve an average of 16.5 training hours per year per employee Achieve 75% implementation of planned programmes under the Annual Department Training Plan 2022

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

ENERGY

Overview

As we progress towards minimising the environmental footprint of our operations, we have initiatives and measures in place to reduce emissions through adopting effective energy management.

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

Management Approach

We are committed to maximising energy efficiency across all our managed hotels. We have dedicated staff to identify and implement energy-saving initiatives across all our hotels, such as the installation of LED lights in our hotel landscapes and other energy-saving equipment where possible. The engineering teams led by the chief engineers also track the energy consumption in our hotels. In some hotels, the general managers work alongside the chief engineer to monitor and implement energy-saving initiatives.

Below details some of the energy-saving initiatives that our hotels have undertaken. For some, these activities had to be postponed or stopped due to the pandemic.

Selected Energy Initiatives

Table 9:

Location	Entity	Selected Energy Saving Initiatives
Maldives	Holiday Inn Resort Kandooma	<ul style="list-style-type: none"> Piloted a Wave Energy Project with the Okinawa Institute of Science and Technology and Kokyo Tatemono Co Ltd of Japan, estimated to provide the resort with 250KW once completed. Due to COVID-19, experiments are planned to be restarted in 2022
	Four Seasons Landaa Giravaaru	<ul style="list-style-type: none"> Achieved 80% completion of the replacement of employee block lighting to LED lights Replaced air conditioning in all employee blocks with new energy efficient VRV units
	Four Seasons Kuda Huraa	<ul style="list-style-type: none"> 50% completion of the replacement project of existing guest room lighting to LED lights Replaced 9 units of existing 4.5kw heat pumps in guest rooms with a 0.98kw boiler
Indonesia	Four Seasons Jimbaran	<ul style="list-style-type: none"> Implementation of HEP (Hotel Energy Portal) since January 2021. The HEP provides clear tracking tools and analysis reports to optimize energy usage and management
	Four Seasons Sayan	
	Hard Rock Hotel Bali	<ul style="list-style-type: none"> Lighting timers installed at guest corridors at Wings 1 to 6 reduced energy usage by half during the day
Singapore	Concorde Hotel Singapore	<ul style="list-style-type: none"> Convert 90% of all lights to LED at Basement 1

Overview of Performance for FY2021

We are committed to reducing the energy consumption in our hotels as a way of mitigating negative impacts on the environment. The total energy consumed in our nine selected hotels in 2021 was **478,513 Gigajoules (GJ)**.

Our largest source of energy consumption was from the use of **non-renewable fuel** such as Petrol, Diesel, Natural Gas and Liquefied Petroleum Gas (LPG), which accounted for **380,115 GJ (79.44%)**. We also note significant energy consumption from the use of **electricity consumption**, which accounted for **91,147 GJ (19.05%)**. During the year, two of the resorts in the Maldives have also embarked on solar panel projects generating **7,252 GJ (1.51%)** of Renewable Energy.

Figure 4: Energy Source and Percentage used in the nine selected hotels in 2021¹



The above data relates to the nine selected hotels for the year ended 31 December 2021.

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
- 1 Litre Petrol = 0.0342 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

The increase in share of energy consumption from non-renewable fuel sources is due to the inclusion of Four Seasons Landaa Giravaaru and Four Seasons Kuda Huraa in the Maldives, which are highly dependent on diesel-powered generators to provide for over 85% of both the resorts' energy needs.

A comparison table showing our results in FY2021 and FY2020 can be found below.

Table 10:

Reporting Metric	FY2021 Results	FY2020 Results
Non-Renewable Fuel Sources	79.44%	41.80%
Renewable Source	1.51%	0%
Electricity Consumption	19.05%	58.20%

To achieve an overall reduced energy consumption, our hotels have continued with policies and measures targeted at reducing energy consumption during the hotel's low occupancy period. For example, Hard Rock Hotel Bali adjusts control point temperatures for all air-conditioning chillers throughout the year, according to load demand and ambient temperatures. Four Seasons Jimbaran also closed Village Squares I, II, and III during low occupancy periods, to reduce energy consumption. HPL's properties in the Maldives have also made use of solar power. For example, solar panels at Four Seasons Landaa Giraavaru and Holiday Inn Kandooma have produced 7,252 GJ of solar energy, accounting for all of the renewable energy consumption.

Goals and Targets

To ensure continuous improvement, our hotels have established the following goals for FY2022.

Table 11:

Location	Entity	2022 Goals and Targets
Maldives	Holiday Inn Resort Kandooma	<ul style="list-style-type: none"> Reduce consumption per occupied room by 2.0% on an annual basis
	Four Seasons Landaa Giravaaru	<ul style="list-style-type: none"> Complete the replacement of all employee room lighting with LED lights for the remaining 20% of rooms Continue the planned replacement of the 4.5 kW boiler with a 0.98 kW one, in all 100 Series villas (total of 31 villas)
	Four Seasons Kuda Huraa	<ul style="list-style-type: none"> Continue the replacement of guest room entrance lights to LED lighting for the remaining 50% of rooms Continue the installment of new heat pumps in guest rooms, replacing the 4.5 kW boiler with a 0.98 kW one. 14 rooms are planned to completed by 2022
Thailand	Hard Rock Hotel Pattaya	<ul style="list-style-type: none"> Change bed headboard 58-watts fluorescent lights in guest rooms to 18-watt LED lights Change 50-watt halogen light bulbs at Rock Loyalty Lounge to 5-watt LED lights
Indonesia	Four Seasons Jimbaran	<ul style="list-style-type: none"> Continue closure of Village Squares I and II for Q1 2022 Continue to operate a combined Sundara Kitchen and In Villa Dining for Q1 2022
	Four Seasons Sayan	<ul style="list-style-type: none"> Continue the closure of Riverside Restaurant until Q2 2022 Manage room allocation to minimize utilization of suites
	Hard Rock Hotel Bali	<ul style="list-style-type: none"> Reduce annual electricity usage to below 10,034,246 kWh Continue the replacement of halogen, TL & downlight lamps to LED for the facility areas, main kitchen, office and back of house corridors Shut down guest room blocks, chillers and heat pump/hot water during low occupancy Execute capital improvements for chiller repairs and replacement of Chiller #9 Research on Building Management System (BMS), for future planned implementation
Malaysia	Hard Rock Hotel Penang	<ul style="list-style-type: none"> Reduce electricity cost per occupied room by 3%
Singapore	Concorde Hotel Singapore	<ul style="list-style-type: none"> Replace all florescent tubes with LED Install motion sensor lights along all corridors in back of the house areas

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

WATER

Overview

Water is a key resource in our hotels and resorts for running their daily operations including laundry, guest rooms, swimming pools, and more. Nevertheless, the issue of water stress and scarcity is present in some of the regions in which we operate. As such, we acknowledge the importance of responsible water consumption to maintain a sustainable water supply in our operations. HPL has since pledged to use water responsibly and reduce water consumption through the installation of water-saving equipment. Additionally, we also embarked on initiatives to promote awareness of water conservation across our hotels.

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

Management Approach

Our hotels and resorts have implemented measures and initiatives to manage water consumption better, by building awareness for water conservation for both employees and guests. Holiday Inn Resort Kandooma's awareness campaign helps employees to better understand the importance of reducing water consumption. The resort also has a Green Engage Information Board in place for employees to keep track of their water consumption. Every quarter, the board is updated with revised statistics by the Engineering Department to increase staff awareness on water consumption.

Hotels also monitor their water consumption daily to track and manage their water usage. Amongst the initiatives and policies in place, all taps in Concorde Hotel Singapore carry an approved water-saving sign to encourage guests and employees to reduce water usage. Subsequently, the hotel also provides mandatory water usage reports to relevant authorities in Singapore.

Some of our hotels are using the latest technology to prevent water losses and manage consumption. Hard Rock Hotel Bali has continued repair works to reduce water leaks from the main swimming pools by identifying underground pipe leakages. Water from its sewage treatment plant is also recycled into usable water for gardening purposes. The monitoring and detection of any water wastage is also carried out at other hotels, with Four Seasons Kuda Huraa closely monitoring the presence of any water leakages, overflows, and damages to water lines, with the help of its Garden & Landscaping and Pool Cleaning teams.

Additionally, water saving technologies such as duo-flush toilets and automatic sensor taps continue to be utilized at our hotels, such as in Hard Rock Hotel Penang and the Four Seasons Resorts in Bali.

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

Overview of Performance in FY2021

We are committed to reducing our water consumption to do our part in minimising our environmental footprint. The total water consumed in the 9 selected hotels in FY2021 amounted to 1,113,654 m³ compared to 757,548 m³ in FY2020. The increase is mainly due to the inclusion of the additional two hotels in the scope and the increase in activity levels in FY2021.

Figure 5: Total Water Consumption for the Nine Hotels in 2021 (m³)

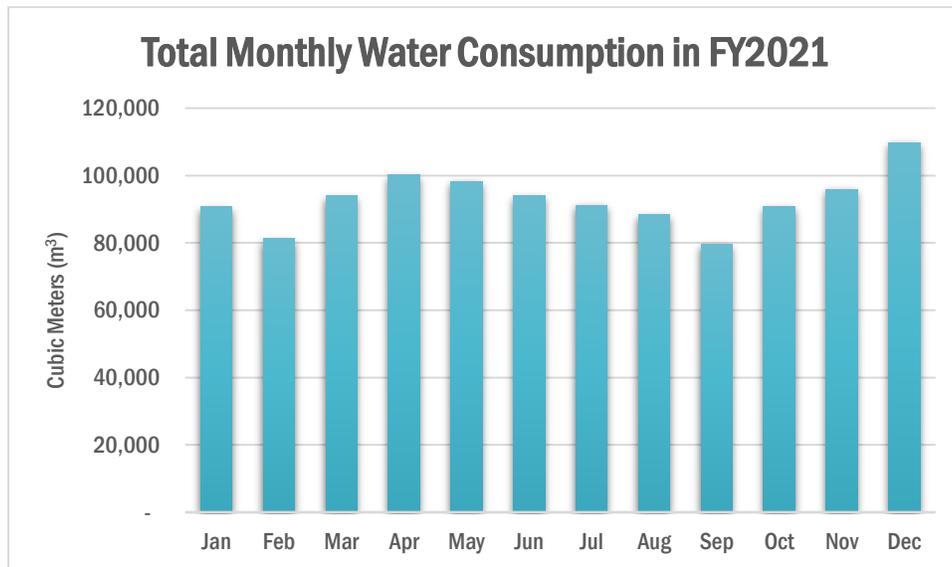
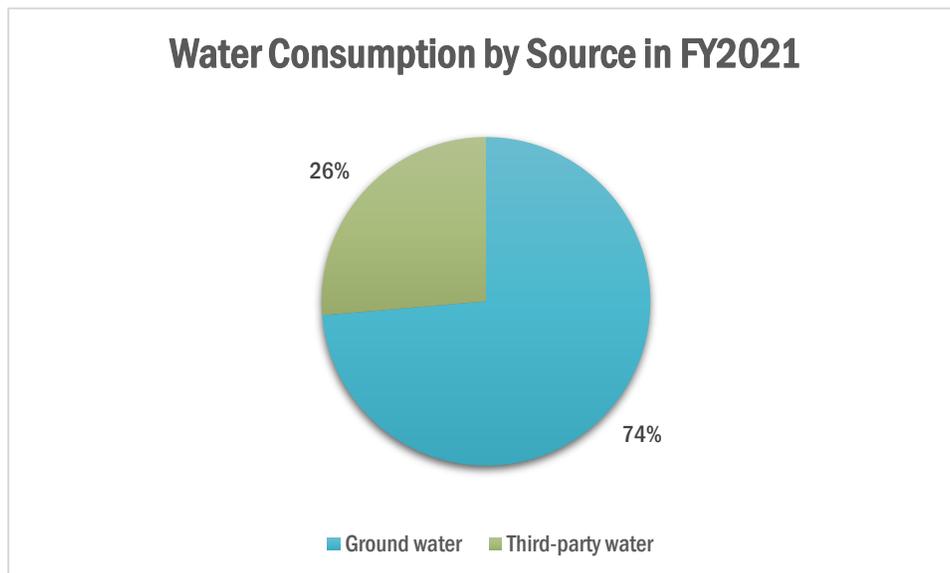


Figure 6: Water Consumed by Source for the Nine Hotels in 2021 (%)



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

We are committed to continually reducing 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 every month. To ensure water consumption is reduced, our hotels and resorts have continued their initiatives such as harvesting groundwater and recycling wastewater for other hotel operations where possible. However, some hotels were unable to reach their targets due to prolonged closure during the COVID-19 period. Nonetheless, our hotels undertook other water-saving initiatives to counter the wastage. Some of our hotels have removed bathtubs and installed water-efficient showers, vanity tops, and toilets to reduce water consumption.

To ensure continuous improvement, our hotels have established the following goals for FY2022.

Goals and Targets

Table 12:

Location	Entity	2022 Goals and Targets
Maldives	Holiday Inn Resort Kandooma	<ul style="list-style-type: none"> Reduce water consumption by 1% per occupied room
	Four Seasons Landaa Giravaaru	<ul style="list-style-type: none"> Install a new reverse osmosis plant by the end of 2022 Fix any leakages in the water villa balancing tanks
	Four Seasons Kuda Huraa	<ul style="list-style-type: none"> Install a new reverse osmosis plant in 2022 Install a new and improved Sewage Treatment Plant for better water efficiency
Thailand	Hard Rock Hotel Pattaya	<ul style="list-style-type: none"> Use water accumulated under the Main Building Wing B (60 m³) to water the trees in the hotel area Save 400m³ of water per year
Indonesia	Four Seasons Jimbaran	<ul style="list-style-type: none"> Reduce total water consumption to below 316,679 m³ Reduce water consumption per occupied room to below 19.3 m³
	Four Seasons Sayan	<ul style="list-style-type: none"> Reduce total water consumption to below 86,383 m³ Reduce total water consumption to below 10.7 m³
	Hard Rock Hotel Bali	<ul style="list-style-type: none"> Reduce total water consumption to below 231,586 m³ Continue to identify and repair any leakages in the main swimming pool Research on the feasibility of underground water storage tanks to utilize rain water from building roofs through treatment via reverse osmosis, or for daily filling of the main pool
Malaysia	Hard Rock Hotel Penang	<ul style="list-style-type: none"> Reduce water consumption by 3% per occupied room
Singapore	Concorde Hotel Singapore	<ul style="list-style-type: none"> Replace Cooling Tower 3 for better water efficiency

PHASING OUT PLASTIC PACKAGING

Overview

In HPL, we take single-use plastic usage issues seriously, as it is used in various ways within the hospitality industry. Hotels are known to use products packaged in single-use plastic, such as water bottles, bathroom amenities including shampoo bottles, soap bottles, plastic toothbrushes and many more.

Mishandling of single-use plastic waste management is one of the top sources of pollution in our oceans. Evidence shows that about 300 million tons of plastics are produced and over 8 million tons of plastics are disposed into our oceans every year, endangering life below water. In a survey by Skift Research's U.S. Experiential Traveller in 2019, 53% of respondents are willing to pay higher rates to travel service providers that demonstrated environmental responsibility.

All these have influenced more consumers to choose accommodation providers who take initiatives in reducing environmental impact. This has pushed the hospitality industry to undertake measures and practices to phase out single-use plastics in their day-to-day operations. HPL is aware of such trends and is strongly committed to reducing our plastic consumption through replacements of single-use plastics with alternatives.

Management Approach

Our hotels conscientiously take measures to reduce plastic usage in their day-to-day business operations. We will review our targets in coming years as we progress in replacing hotel toiletries and water bottles with more sustainable alternatives. We continue to encourage and inspire other hotels in adopting relevant initiatives to phase out single-use plastic packaged hotel toiletries and plastic water bottles throughout their hotel operation.

Overview of Performance for FY2021

Some of our hotels have made changes to their operations and embarked on campaigns to reduce the use of single-use plastic.

Four Seasons Landaa Giraavaru and Four Seasons Kuda Huraa have partnered with Parley, a non-profit environmental organization that focuses on the recycling of plastic waste to protect the oceans. In the past year, Four Seasons Landaa Giraavaru has sent to Parley 2,600 kg of recyclable plastics that came from food packaging from the hotel and 9,920 kg of plastics from the neighbouring local islands.

Four Seasons Sayan and Jimbaran have installed a water refilling system which enable them to replace plastic water bottles at the villa and restaurants with refillable glass bottles. The cost of water consumption per occupied room was reduced from an average of IDR 70 thousand to IDR 30 thousand with the above-mentioned initiative.

Concorde Hotel Singapore has eliminated the use of single-use plastic toiletry bottles by installing refillable dispensers in the bathrooms. Four Seasons Landaa Giraavaru has stopped the use of single-use plastics in all guest areas and replaced plastic noodle and yogurt cups with biodegradable alternatives. Four Seasons Kuda Huraa offers biodegradable coffee lids instead of plastic lids. Holiday Inn Kandooma and Hard Rock Hotel Penang have replaced plastic takeaway containers with paper boxes.

We are committed to reducing single-use plastic across all our hotels. To keep to this commitment, our hotels have put in place various goals and targets to reduce their use of plastic. In addition to those commitments, they have also set goals to better manage their waste through waste segregation or using alternative materials.

Goals and Targets

To tackle the waste issue, we have established the following goals for FY2022.

Table 13:

Location	Entity	2022 Goals and Targets
Maldives	Holiday Inn Resort Kandooma	<ul style="list-style-type: none"> Reduce use of plastic in the resort by 25%
	Four Seasons Landaa Giravaaru	<ul style="list-style-type: none"> Continue to move forward with sustainable and eco-friendly product options Implement eco-friendly cling-film (plastic wrappers) and garbage bags in 2022
	Four Seasons Kuda Huraa	
Thailand	Hard Rock Hotel Pattaya	<ul style="list-style-type: none"> Achieve a 40% reduction in toiletry bottles made of single-use plastic packaging, from the baseline year of 2019. This will be achieved by replacing the toiletries' bottles with refillable dispensers Replace plastic bottled water with refillable glass bottles for guests and outlets
Indonesia	Four Seasons Jimbaran	<ul style="list-style-type: none"> Implement Waste Segregations Management System in the resort
	Four Seasons Sayan	
	Hard Rock Hotel Bali	<ul style="list-style-type: none"> Purchase water filtration system and bottling plant to provide glass bottled water which will replace the current plastic water bottles. Replace plastic water bottles for sale in outlets with glass bottles Replace disposable bathroom amenities (such as shampoo, conditioner, and bath gel) to the refillable wall mounted dispensers
Malaysia	Hard Rock Hotel Penang	<ul style="list-style-type: none"> Achieve a 50% reduction in toiletry bottles made of single-use plastic packaging, from the baseline year of 2019. This will be achieved by replacing the toiletries' bottles with refillable dispensers Replace plastic drinking water bottles with glass bottles in rooms and outlets
Singapore	Concorde Hotel Singapore	<ul style="list-style-type: none"> Replace plastic drinking water bottles with glass bottles in guest rooms and outlets

OUR COMMITMENT TO SOCIETY AND THE ENVIRONMENT

Our properties have also undertaken several initiatives in 2021 and have collaborated with various charitable organisations to raise funds to support community development. Here are some of the various initiatives our hotels are involved in.

Holiday Inn Resort Kandooma

In Celebration of IHG Giving for Good, hotel staff have planted 30 Coconut Trees within selected areas in the resort premises to improve greenery

Additionally, 4,000 and 5,500 surgical masks were donated to Guraidhoo School and Guraidhoo Health Centre respectively, to support them in managing the COVID-19 pandemic

Four Seasons Landaa Giraavaru

USD 5,836.58 was raised and donated to Fiyavathi, a state care shelter for children, as part of the Four Seasons 60th Anniversary celebrations



Four Seasons Kuda Huraa

5,000 pieces of surgical masks were donated to a neighbouring island, providing support to local communities in coping with the COVID-19 pandemic.



Hard Rock Hotel Pattaya

As part of its 20th Hotel Anniversary Celebrations, Hard Rock Hotel Pattaya, in collaboration with the Chonburi Regional Blood Centre and Thai Red Cross Society, organised a blood donation drive on 4 November 2021, promoting the importance of blood donations to save lives



The “Care and Share” initiative was conducted for 30 days from 11 October to 9 November 2021. 250 freshly cooked packets of food were prepared and served daily to those in need



Four Seasons Jimbaran

A food donation drive was organized on 13 August 2021, to support those in the local Jimbaran community who have been adversely affected by the COVID-19 pandemic



A beach clean-up programme was also conducted on 8 October 2021, highlighting the importance of protecting our marine ecosystem



Four Seasons Sayan

A river clean-up programme was held on 17 September 2021, promoting awareness on keeping our waterways free from pollution



Hard Rock Hotel Bali

A street cleaning session was organized on 11 June 2021, which included the clearing of rubbish, removal of graffiti, and repair work to footpaths and hanging cables



An Eco-Friendly Bag Exchange Programme was also launched, where eco-friendly bags made from recycled materials were exchanged for plastic bags at the Kuta Traditional Markets, to promote awareness on reducing the use of single-use plastics



Hard Rock Hotel Penang

Online concerts were organized to support local artistes and lend them a hand, due to the challenges brought about by the COVID-19 pandemic

Dubbed the Y Rock Show, such concerts were streamed on Facebook on a fortnightly basis, via the Music School of Hard Rock page



GRI CONTENT INDEX

GENERAL DISCLOSURES		
General Standard	Disclosure	Page number(s) and/or Remark(s)
ORGANISATIONAL PROFILE		
GRI 102: General Disclosures 2016	102-1 Name of the organisation	About Hotel Properties Limited
	102-2 Activities, brands, products and services	About Hotel Properties Limited
	102-3 Location of headquarters	About Hotel Properties Limited
	102-4 Location of operations	About Hotel Properties Limited
	102-5 Ownership and legal form	About Hotel Properties Limited
	102-6 Markets served	About Hotel Properties Limited
	102-7 Scale of the organisation	About Hotel Properties Limited
	102-8 Information on employees and other workers	Employee Training and Education
	102-9 Supply chain	About this Report
	102-10 Significant changes to organisation and its supply chain	About this Report
	102-11 Precautionary principle or approach	HPL does not specifically address the principles of the Precautionary approach.
	102-12 External initiatives	About this Report Community Capital
	102-13 Membership of associations	Not applicable
STRATEGY		
GRI 102: General Disclosures 2016	102-14 Statement from senior decision-maker	Statement from the Board
ETHICS AND INTEGRITY		
GRI 102: General Disclosures 2016	102-16 Values, principles, standards, and norms of behaviour	Statement from the Board
GOVERNANCE		
GRI 102: General Disclosures 2016	102-18 Governance structure	Reference to Annual Report 2021 – Corporate Governance, page number 103-119
GRI 102: General Disclosures 2016	102-40 List of stakeholder groups	Stakeholder Engagement and Materiality Review
	102-41 Collective bargaining agreements	Information unavailable – We do not currently track collective bargaining agreements but are working towards including this disclosure in the FY2022 sustainability report
	102-42 Identifying and selecting stakeholders	Stakeholder Engagement and Materiality Review
	102-43 Approach to stakeholder engagement	Stakeholder Engagement and Materiality Review
	102-44 Key topics and concerns raised	Stakeholder Engagement and Materiality Review
REPORTING PRACTICE		
GRI 102: General Disclosures 2016	102-45 Entities included in the consolidated financial statements	Refer to Annual Report
	102-46 Defining report content and topic boundaries	About this Report Statement from the Board

	102-47 List of material topics	Reporting Scope and Boundaries
	102-48 Restatements of information	About this Report
	102-49 Changes in reporting	About this Report
	102-50 Reporting period	About this Report
	102-51 Date of most recent report	2020 Sustainability Report
	102-52 Reporting cycle	About this Report
	102-53 Contact point for questions regarding the report	We welcome your feedback on how our sustainability practices can be improved. Please send your feedback to sustainability@hotelprop.com.sg
	102-54 Claims of reporting in accordance with the GRI Standards	About this Report
	102-55 Content Index	Table of GRI Content Index
	102-56 External assurance	Not Applicable
CATEGORY: SOCIAL		
OCCUPATIONAL HEALTH AND SAFETY		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Management Approach
	103-2 The management approach and its components	Management Approach
	103-3 Evaluation of the management approach	Management Approach
GRI 403: Occupational Health and Safety 2016	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Performance
TRAINING AND EDUCATION		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Management Approach
	103-2 The management approach and its components	Management Approach
	103-3 Evaluation of the management approach	Management Approach
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Performance

CATEGORY: ENVIRONMENTAL		
ENERGY		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Management Approach
	103-2 The management approach and its components	Management Approach
	103-3 Evaluation of the management approach	Management Approach
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	Performance
WATER		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	Management Approach
	103-2 The management approach and its components	Management Approach
	103-3 Evaluation of the management approach	Management Approach
GRI 303: Water	303-1 Water withdrawal by source	Performance
PHASING OUT PLASTIC PACKAGE*		
Explanation of the material topic and its boundary		Management Approach
Targets and planned implementation		Performance

[This material references disclosures 102-55 from GRI 102: General Disclosures 2016]

**This topic is an additional topic to this reporting disclosure was selected as voluntary initiatives by the hotels.*