



**Hotel Properties Limited**  
**Sustainability Report 2022**

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At HPL, we strive to conserve and enhance our natural heritage by integrating ESG considerations into major decision-making and daily management processes of our business.

## 1. ABOUT THIS REPORT

### Reporting Scope and Period

(GRI 2-1, 2-2, 2-3, 2-4, 2-5)

This is Hotel Properties Limited (hereinafter referred to as “HPL”, “the Group”, “we” or “our”) sixth Sustainability Report (“SR2022”). This report covers HPL’s portfolio for the financial period from 1 January 2022 to 31 December 2022 (“FY2022” or the “Reporting Period”) unless otherwise stated. SR2022 communicates our sustainability progress in FY2022 and covers the sustainability performance on material Environmental, Social, Governance (“ESG”) aspects across our operations in nine selected hotels. The covered hotels in this report are Four Seasons Sayan and Four Seasons Jimbaran in Bali, Hard Rock Hotel Penang, Hard Rock Hotel Bali, Concorde Hotel Singapore, Hard Rock Hotel Pattaya, Holiday Inn Resort Kandooma, Four Seasons Kuda Huraa and Four Seasons Landaa Giraavaru in the Maldives. These hotels will be referenced as “our hotels”, “our properties” or equivalent throughout the report, where relevant. These nine properties are similarly covered in our previous year’s sustainability report for the financial period 2021 (“FY2021”).

The Group has established internal controls and risk management systems to provide reasonable assurance of the accuracy and reliability of data collected. We have also incorporated identified processes relating to sustainability reporting into our 2023 internal audit plan. HPL has not sought external assurance for our 2022 Sustainability Report. We may consider it for future periods.

### Reporting Standards and Guidelines

This report is prepared in accordance with the Global Reporting Initiative (“GRI”) Standards and its latest Universal Standards 2021. The GRI has been selected as it is an internationally recognised standard for sustainability reporting and is relevant to HPL’s business operations. Kindly refer to the Table of GRI Content Index found in Pages 54 to 59 for further information on the corresponding references. This report is prepared in accordance with the sustainability reporting requirements set out in the Listing Manual of the Singapore Exchange Securities Trading Limited (“SGX-ST”) and incorporates SGX-ST enhanced disclosures on climate-related information which was released in 2021. This year, HPL has begun taking steps to integrate the recommendations of the Task Force on Climate-related Financial Disclosures (“TCFD”) in our reporting.

### Contact Us

(GRI 2-3)

At HPL, we are committed to continuously improve and strengthen our sustainability performance and disclosures. We value your feedback and opinions, and any feedback is welcomed at [sustainability@hotelprop.com.sg](mailto:sustainability@hotelprop.com.sg).

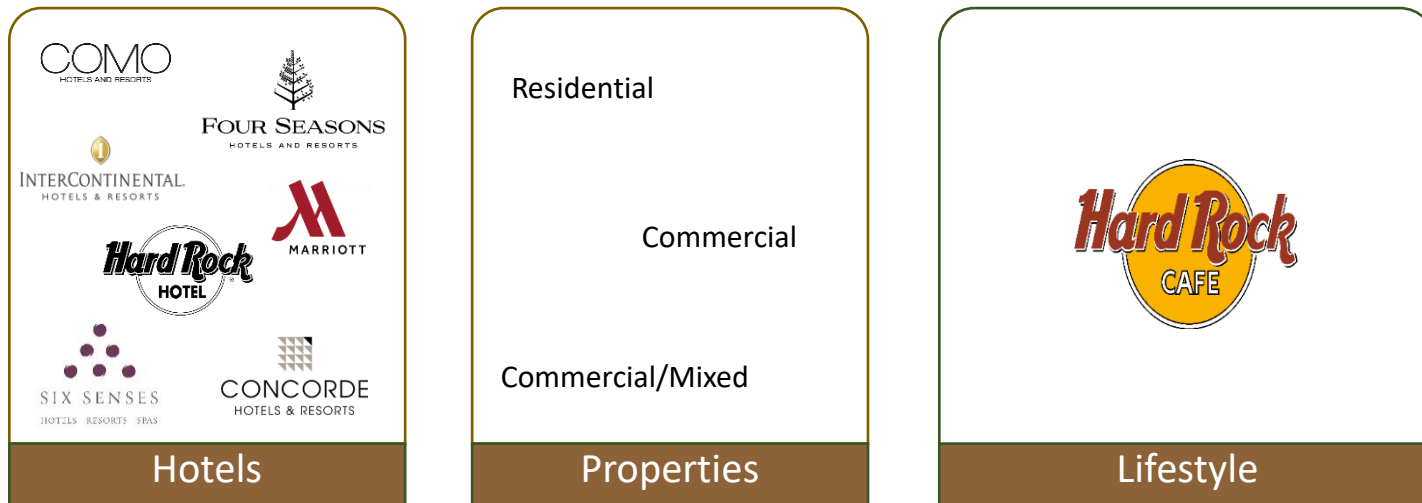
Date: 28 April 2023

## 2. HPL AT A GLANCE

### About Hotel Properties Limited (GRI 2-1, 2-6)

Hotel Properties Limited 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 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 2022, the Group has interest in 38 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.



*HPL Companies*

HPL's hotels and resorts are located across 15 countries: Singapore, Malaysia, Thailand, Indonesia, Maldives, Seychelles, Vanuatu, the United States of America, Bhutan, Tanzania, South Africa, Vietnam, the United Kingdom, Italy and Sri Lanka.



The Group also has interest in two property developments in London, namely Bankside Yards and Paddington Square. The Bankside Yards project will deliver high quality residential apartments, a premium commercial office building, a retail hub and a luxury hotel. Paddington Square is a prestigious commercial office, retail and leisure project. In Singapore, our commercial and retail properties include Forum The Shopping Mall and Concorde Shopping Mall. There have not been any significant changes in our portfolio and business activities compared to the previous reporting year.

## Statement from the Board (GRI 2-22)

The Board of Directors of Hotel Properties Limited (the “Board”) is pleased to present our sixth Sustainability Report for FY2022, including our inaugural climate-related financial disclosures as aligned with the TCFD recommendations. Taking guidance from the TCFD recommendations, we have added “Emissions” as a new material topic for FY2022, to reflect our GHG emission and intensity. We also recognise that the GRI Standards have been strengthened and have taken steps to further improve our disclosures in this report to align with the newest GRI Standards 2021. In addition to respecting fundamental human rights, we wish to demonstrate our continued commitment to adopting best practices in sustainability reporting and performance. Our commitments will be detailed further in this report, along with how we embed our policy commitments into our practices.

2022 saw the reopening of many international borders as the world continues its recovery post the COVID-19 pandemic. We are heartened by the recovery of the hospitality industry, alongside the resumption of our full operations and staff recruitments. Despite the challenges faced in 2022, we are committed to sustainable development and to integrate ESG considerations into major decision-making and daily management processes of the Group.

In 2022, we partnered with the Singapore National Parks Board (“NParks”), and supported NPark’s registered charity, Garden City Fund, by contributing to the construction of the HPL Canopy Link at the Singapore Botanic Gardens, a UNESCO World Heritage Site. The 200 metres long pedestrian bridge was opened in November 2022 and encourages visitors to appreciate the surrounding flora and fauna. The HPL Canopy Link increases accessibility between the Gallop Extension and the Learning Forest at the Singapore Botanic Gardens, and was built with careful considerations of the environment around it. You can find more information on this initiative under the “Commitment to Society and the Environment” section of this report.

This report discloses our progress and achievements in material ESG topics identified through our materiality assessment. Through benchmarking analysis and stakeholder surveys, HPL continuously identifies the material ESG topics most relevant to shared value creation for stakeholders, industries, and HPL itself to build a strong and enduring business that will continue to create value. The Board also has oversight in the monitoring and management of the material ESG topics. This report highlights our management approach to these topics and our revised targets for the upcoming year. As we move into 2023 and onwards, we will continue to strive for continuous improvement in addressing and reporting on sustainability issues. The Board would like to express our gratitude to all stakeholders for the continued support on our sustainability journey.



Low-Carbon Transition and Responsible Resource Management	Safe and Productive Workplace for All	Commitment to Society and the Environment
<p><b>Overall</b></p> <ul style="list-style-type: none"> <li>Reported inaugural GHG emissions, and energy and water intensities data</li> </ul> <p><b>Highlights</b></p> <p><u>Hard Rock Hotel Bali:</u></p> <ul style="list-style-type: none"> <li>Won the Caring for the Environment Certificate by Fisherman’s Association “Wanasari Tuban – Bali” in June 2022</li> </ul> <p><u>Four Seasons Landaa Giraavaru:</u></p> <ul style="list-style-type: none"> <li>Attained the EarthCheck Silver Certificate from EarthCheck in Aug 2022.</li> </ul> <p><u>Four Seasons Jimbaran:</u></p> <ul style="list-style-type: none"> <li>Participated in Bali’s biggest clean-up programme Bye Bye Plastic Bags in February 2022 where staff clean up plastic waste on the island</li> </ul>	<p><b>Overall</b></p> <ul style="list-style-type: none"> <li>100% of management and 100% of non-management staff received performance review and career development in FY2022</li> <li>Recorded 24.9 average training hours per employee; an improvement from 23.5 hours in FY2021</li> <li>Maintained zero workplace fatalities in FY2022</li> </ul> <p><b>Highlights</b></p> <p><u>Hard Rock Hotel Pattaya:</u></p> <ul style="list-style-type: none"> <li>Won the Safe Travel Stamp from World Travel and Tourism Council &amp; Thailand Incentive and Convention association (TICA)</li> </ul>	<p><b>Highlights</b></p> <p><u>HPL:</u></p> <ul style="list-style-type: none"> <li>Supported the construction of the HPL Canopy Link, which opened in November 2022 and connects the Gallop Extension to the Learning Forest at the Singapore Botanic Gardens.</li> </ul>

### 3. SUSTAINABILITY AT HPL

#### Sustainability Governance

(GRI 2-9, 2-11, 2-12, 2-13, 2-14, 2-15, 2-16)

We acknowledge the dynamic landscape of sustainability and how it is increasingly important to us, our guests and business partners. As such, we have set structured and delegated responsibilities to oversee sustainability strategies at our operations. HPL's sustainability strategy and agenda are led by the Chief Sustainability Officer (“CSO”), Mr Stephen Lau, who reports to the Board of Directors. Our business units drive the implementation of HPL's sustainability strategies and initiatives, and report to the CSO regularly on the Group's sustainability performance. The Board sets the overall direction and tone for the Group and has an oversight of HPL's sustainability strategies and policies.

At HPL, we are committed to support the remediation of any negative impacts we have identified or have contributed to, and actively listen to the concerns or feedback by our stakeholders. The Board shares HPL's sustainability performance and goals with key stakeholders and considers their concerns when setting the Group's sustainability strategy.

The CSO periodically reviews the progress and effectiveness of the Group's sustainability objectives and initiatives, and reports updates to the Board. This sustainability governance structure involving the highest governance level in HPL allows us to set a strategic sustainability direction and keep track of our progress against our goals. To strengthen collective knowledge on sustainability issues and management, our directors also attend training on sustainability-related topics organised by the Singapore Institute of Directors.

#### Board Effectiveness

(GRI 2-17, 2-18)

As a part of good corporate governance, the Board fully accepts that members of the Board should be able to engage in open and constructive debate and challenge management on its assumptions and proposals.

Every year, our Nominating Committee reviews and considers the qualifications, expertise, work experience and suitability of our Directors when nominating members to serve on the Board of Directors. In the upcoming years, when nominating the Board of Directors, the Nominating Committee will consider amongst other things, the candidate's ability to manage and oversee HPL's impact on the economy, people, and the environment. Relevant training will also be arranged for the directors where necessary. This ensures that the Board can manage sustainability objectives effectively.

In order to ensure our Board's competency in managing and overseeing HPL's impact and sustainability practices, all directors have attended the “ESG - Environmental, Social, and Governance Essentials” course conducted by the Singapore Institute of Directors as part of Singapore Exchange Regulation (“SGXRegCo”)'s mandated sustainability training.

## Grievance Mechanism

(GRI 2-16, 2-25, 2-26)

HPL has in place a Whistle-Blowing Policy, which provides an independent feedback channel that is directed to the Audit Committee Chairman, through which matters of concern about possible improprieties such as suspected fraud, corruption, dishonest practices, may be reported in good faith, without fear of reprisal. Appropriate investigation and follow up action will be taken on any such report. The Audit Committee is responsible for oversight and monitoring of whistleblowing channel. The Audit Committee is also responsible for reviewing all whistleblowing complaints, if any, at its Audit Committee meetings to ensure independent thorough investigation and effective follow-up actions are taken.

The whistle-blowing channel can be accessed anonymously via email. All advice and concerns expressed are treated confidentially. In FY2022, there were no cases reported through the whistleblowing channel. As such, there were no matters of critical concerns communicated to the Board.

[Stakeholder Engagement and Materiality Assessment](#)

(GRI 2-12, 2-14, 2-16, 2-23, 2-29)

**Stakeholder Engagement**

Under the revised GRI 2021 standards, we recognise that material ESG topics should now focus on topics that reflects the organisation’s most significant impacts on the economy, environment, and people, including impacts on human rights. While the focus has gone beyond that of stakeholders, we still greatly value stakeholder engagement and value our stakeholder’s inputs on identifying our most significant impacts. To understand stakeholders’ interests and concerns, we engage them via various avenues as detailed in the following table. Insights gained from the engagements are then disclosed in this report and used to inform our material topics for FY2022. When relevant, feedback from stakeholder engagements is also incorporated into the improvement of our sustainability practices.

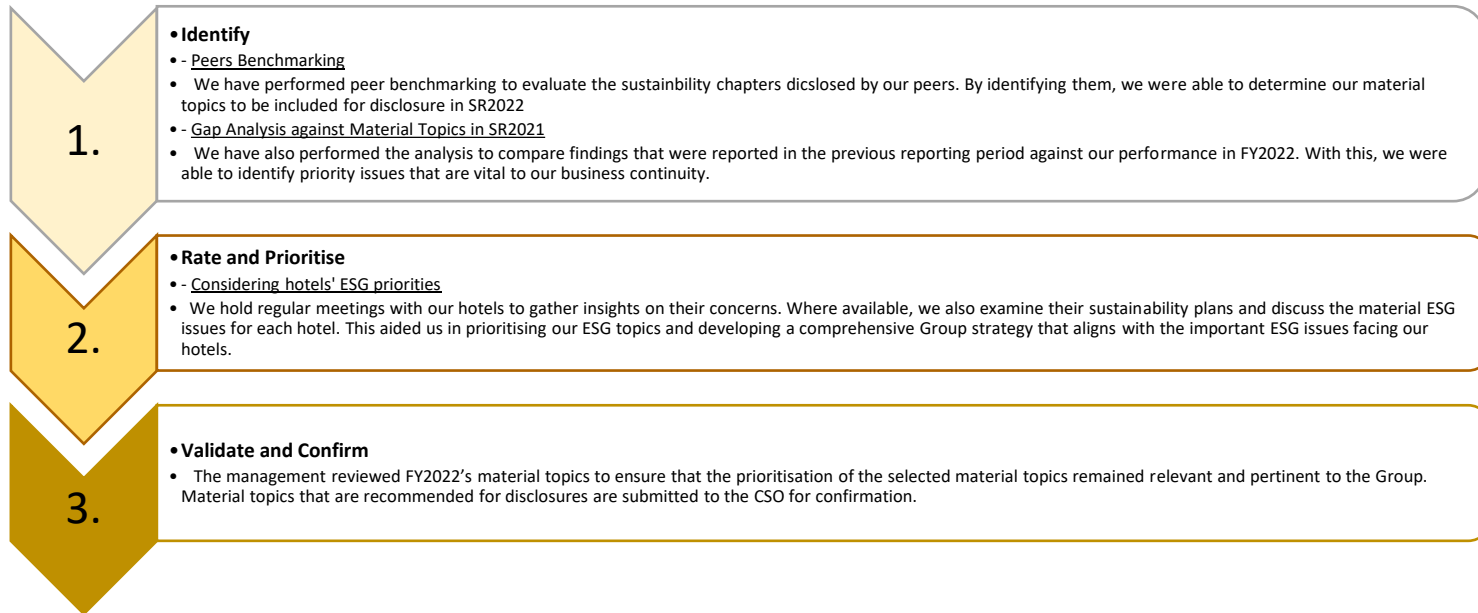
Our Stakeholders	Engagement Method	Frequency of Engagement	Key Topics of Interest	HPL’s Response
<b>Internal Stakeholders</b>				
Directors	<ul style="list-style-type: none"> <li>• Regular dialogues with senior management</li> <li>• Half-yearly Board meetings</li> <li>• Annual general meetings</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Economic performance and sustainable development of HPL</li> <li>• Compliance to environmental and social laws and regulation</li> <li>• Business strategy and outlook</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring proper communication with all properties and regular updates among the Board</li> <li>• Share feedback from investment community</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Dialogue sessions</li> <li>• Employee appreciation events and wellness activities</li> <li>• Company cohesion activities</li> <li>• Employee surveys</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Fair and equal opportunities</li> <li>• Provision of wage and benefits</li> <li>• Safe and healthy working environment</li> <li>• Training and skills upgrading</li> </ul>	<ul style="list-style-type: none"> <li>• Stepping up of internal communications with staff (e.g., virtual staff communications sessions) to gather feedback and ideas to improve their working environment</li> </ul>

	<ul style="list-style-type: none"> <li>• Orientation programs</li> <li>• Training and education</li> <li>• Career development activities</li> <li>• Employee intranet platforms</li> <li>• Emails</li> <li>• Performance reviews</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Regular engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Wellness activities to create healthy working environment</li> <li>• Cater more learning and development programs for employees</li> <li>• Keeping employees informed with latest updates and announcements on intranet and staff emails</li> </ul>
<b>External Stakeholders</b>				
Investors, Analysts and Media	<ul style="list-style-type: none"> <li>• Annual reports, circulars, and press release</li> <li>• Company website</li> <li>• Announcements and Media Channels</li> </ul>	Annually or on a needs basis	<ul style="list-style-type: none"> <li>• Compliance to environmental and social laws and regulation</li> <li>• Sustainable development strategy and progress</li> <li>• Financial performance of the company</li> <li>• Corporate governance practices</li> </ul>	<ul style="list-style-type: none"> <li>• Timely updates on financial performance and sustainability initiatives via press release and SGX announcements</li> <li>• Prudent capital management</li> <li>• Strict compliance to regulations and ensuring strategic planning</li> </ul>
Hotel Guests	<ul style="list-style-type: none"> <li>• Guest satisfaction and feedback forms</li> <li>• Guest reviews</li> <li>• Personal interactions</li> <li>• Website and emails</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Quality of hotel service and overall satisfaction of visit</li> <li>• Services and products with minimal impact on the environment and society</li> <li>• Management of health and safety risks in hotels and resorts</li> <li>• Protection of guest privacy and personal data</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous upskilling and training of employees to provide best service</li> <li>• Innovation and adoption of best practices for services and products provided</li> <li>• Ensuring health and safety risks, and guest data are properly managed, and proper actions are taken when incidents happen</li> <li>• Strict rules governing data privacy of hotel guests</li> </ul>
Local Community	<ul style="list-style-type: none"> <li>• Corporate Social Responsibility (“CSR”) programs</li> <li>• Events and sponsorships</li> <li>• Donations</li> <li>• Media channels</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Business impact on the environment, people and economy</li> <li>• Contributions to the local communities where the business operates</li> </ul>	<ul style="list-style-type: none"> <li>• Encouraging staff volunteerism</li> <li>• Engaging the community in charity events</li> <li>• Risk assessments to identify, prioritise, and mitigate all risks of our operations</li> </ul>

				<ul style="list-style-type: none"> <li>• Compliance with all local jurisdictional regulations</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>• Annual and Sustainability reports</li> <li>• Timely media releases</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Sustainable procurement practices</li> <li>• Ensuring compliance to environmental and social laws, and ethical practices in supply chain</li> <li>• Human rights</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring proactive business updates</li> <li>• Monitoring and ensuring compliance of suppliers to ESG requirements</li> </ul>

**Materiality Review**  
(GRI 2-14, 3-1, 3-2)

In general, HPL references the GRI 3: Material Topics 2021 standards as a guidance to determine its material topics. Our process to identify material topics can be summarised as follows:



The management reviewed FY2022's material topics to ensure that the prioritisation of the selected material topics remained relevant and pertinent to the Group. Material topics that are recommended for disclosures are submitted to the CSO for confirmation. The Board is informed of the updated list of material topics for the Reporting Period. All five material topics from FY2021 were assessed by the Management to remain relevant for this year – employee health and safety, employee training and education, energy consumption, water consumption and phasing out plastic packaging. Considering stakeholders' concerns and a benchmarking exercise done against industry best practices as well as regulatory requirements, two new material topics were identified for inclusion in FY2022 - Emissions and Employment.

Materiality, as defined by the GRI Standards 2021, includes topics that represent the organisation's most significant impacts on the economy, environment, and people, including impacts on their human right. Accordingly, we have updated our prioritisation of material topics in accordance with the revised definition as follows:

Material Topics Identified	Alignment with GRI Standard	Addressed in this Report	Aspect Boundary
<b>Very important material topics</b>			
Energy Consumption	302-1 Energy consumption within the organisation 302-3 Energy intensity	Low-Carbon Transition	Within organisation
Emissions	305-1: Direct (Scope 1) GHG emissions 305-2: Energy indirect (Scope 2) GHG emissions 305-4: GHG emissions intensity		
Water Consumption	303-3: Water withdrawal 303-5: Water consumption		
<b>Important material topics</b>			
Employment	401-1: New employee hires and employee turnover	Safe and Productive Workplace for All	Within organisation
Employee Health and Safety	403-9: Work-related injuries		
Employee Training and Education	404-1: Average hours of training per year per employee 404-3: Percentage of employees receiving regular performance and career development reviews		
<b>Moderate material topic</b>			
Phasing Out Plastic Packaging	NA	Responsible Resource Management	Within organisation

#### 4. SUSTAINABILITY STRATEGIES

##### Taskforce on Climate-related Financial Disclosure (TCFD)

In accordance with the goals of the Paris Agreement to achieve net zero emissions by 2050, governments, businesses and individuals across the globe have declared their commitment to reduce greenhouse gas emissions. At HPL, we acknowledge the risks of climate change to our business and the importance of global efforts in combating these impacts.

As such, we are committed to assess and disclose climate-related risks and opportunities in line with the TCFD recommendations in the four key areas of governance, strategy, risk management and metric and targets. Moving forward, we will continue to enhance the implementation of TCFD recommendations and take steps for continuous improvement. As HPL continues to understand and embrace climate risks and opportunities, we will continue to support the TCFD framework.

Recommended Disclosure	Approach
Governance	<p>The Board has oversight of the material ESG factors of HPL and takes sustainability issues into consideration in the determination of HPL’s strategic direction and policies.</p> <p>Our CSO, Mr Stephen Lau, leads the implementation of climate and sustainability strategies of HPL. Representatives from key business units drive the implementation, monitor sustainability performance, as well as the setting of climate-related targets for continuous improvement. The business units report to the CSO and the Board on climate-related initiatives, progress and targets. The CSO periodically reviews the effectiveness of the initiatives as well as the progress and targets.</p> <p>The Board is kept informed of HPL’s environmental performance metrics. These include progress towards reducing greenhouse gas emissions, renewable energy usage, water consumption levels, and regulatory requirements on climate change. HPL’s Board is also informed of environmental incidents, such as those resulting from climate change or disruptions to operations.</p> <p>As part of these efforts, all seven directors have attended the ESG - Environmental, Social, and Governance Essentials course conducted by the Singapore Institute of Directors as part of SGXRegCo’s mandated sustainability training.</p>
Strategy	<p>In FY2022, we conducted a qualitative high-level identification of material physical and transitional climate risks and opportunities. We identified these risks and opportunities as part of our risk review exercise in FY2022, with Climate Risk being identified as one of the Strategic risks in our operations.</p> <p>Rising sea levels has been identified as a probable longer term physical risk to our resorts, particularly those adjacent to the sea. Transitional risks include possibly tighter regulatory reporting requirements and price shifts for carbon, water, and</p>



	<p>electricity. On the other hand, by leveraging solar energy and other green technologies in the new low-carbon economy, we can save operational costs as well as develop new products and services.</p> <p>As part of our climate change strategy, we will continue to use our resources responsibly and reduce our carbon footprint. This includes responsible plastic management, water conservation, energy-saving initiatives and exploring the use of onsite renewables.</p> <p>Moreover, we continually invest in climate-resilient upgrades for our properties. For example, the water villas' decks and pools heights have been raised at Four Seasons Landaa Giraavaru and Four Seasons Kuda Huraa to prevent damage caused by rising sea level. We have also implemented coastal protection measures, such as the construction of sea walls and stone embankments at Four Seasons Landaa Giraavaru. To build a low-carbon portfolio, we have installed solar panels in Holiday Inn Resort Kandooma and Four Seasons Landaa Giraavaru. We will continue to explore the use of renewable energy for other properties whenever it is physically and economically feasible.</p>
<p>Risk Management</p>	<p>Our Risk Management Committee conduct an annual risk assessment exercise to identify, evaluate and manage material risks along with their key controls and mitigating measures. The Committee provide oversight, guidance, direction, and necessary resources to support the implementation of an enterprise-wide Risk Management (“ERM”) policy. In FY2022, climate-related risks were included in the risk universe overseen by both the Audit Committee and Risk Management Committee.</p> <p>In managing transitional risks relating to increasing reporting requirements, our management is kept abreast with the latest developments and reporting requirements relating to climate change. Following this, management implements strategies and procedures to ensure compliance with the requirements. Physical risks such as rising sea levels, are highlighted by individual hotels and reported in a bottom-up approach to the management. Plans to develop climate resilient measures, mitigate, adapt to the risks are then discussed and implemented where feasible.</p>
<p>Metrics and Targets</p>	<p>In FY2022, we have commenced the tracking of our Scope 1 and 2 carbon emissions for the nine hotels in our portfolio. Direct Scope 1 carbon emissions for these hotels amounted to 26.55 kilo tonnes CO<sub>2</sub>e. Indirect Scope 2 carbon emissions amounted to 15.55 kilo tonnes CO<sub>2</sub>e in FY2022. Renewable energy accounts for 4.5% of the total energy consumption in FY2022.</p> <p>We aim to set targets to reduce our electricity consumption per room night with more solar panel installations in our properties where feasible. Individual electricity consumption targets and initiatives planned at each property can be found on pages 19 to 22.</p> <p>Reducing waste is also of great importance to us, and we are committed in reducing single-use plastic waste as well as reducing food waste. Efforts to achieve these targets include planning buffets according to occupancy and weighing food waste produced at Concorde Singapore, Four Seasons Kuda Huraa, and Four Seasons Landaa Giravaaru. In Four Seasons Landaa Giravaaru, a smart Bio-Digester Machine (Powerknot LFC-500) is used to biologically digest food waste into grey water which is treated in a sewage treatment plant for use. An internal waste report which contains data on total food waste measured is also produced to track wastage. HPL also supports efforts to recycle our resources, including recycling wood into furniture or souvenirs with recycling twist.</p>

In FY2022, we have updated our targets regarding water usage and energy consumption, as well as emissions. More details on such efforts and targets can be found on pages 19 to 25 of this report. To strengthen our sustainability strategy going forward, we will continue to build upon our existing metrics and targets and look into continually improving our data collection and disclosure. We will communicate closely with all our properties to strengthen efforts on combating the impacts of climate change and capture the opportunities arising from a low-carbon transition.

For more details of our performance in energy consumption and GHG emissions, please refer to pages 21 to 22, and 25 of this report.

## Low-Carbon Transition

We are cognisant of how our business may be negatively impacted by climate change. As such, we are committed in joining the global mission to transition to a low-carbon economy and take active steps in managing our energy consumption and emissions generation. We believe that a low-carbon transition involves the awareness and actions of everybody, including our own employees. We educate, train and motivate our employees to carry out tasks in an environmentally responsible manner and encourage them to present our commitment to environmental sustainability to all key stakeholders including our guests, suppliers and contractors.

### Energy

(MA 3-3, GRI 302-1, 302-3)

#### **Overview**

A large part of our environmental footprint is derived from our energy consumption. We are committed to managing our energy consumption effectively and maximising the efficiency of our energy use. As part of our efforts, we have implemented initiatives and goals to manage energy consumption within our operations. In FY2022, we have enhanced the transparency of our report by including energy consumption intensity.

#### **Management Approach**

At HPL, we recognise that the services, facilities, and activities we offer may pose negative impacts on the environment and community if not properly managed. Proper management of our energy consumption is especially important, given the global energy supply disruptions. Moreover, maximising energy efficiency can bring many benefits to our business, such as reducing costs for operations and lowering emissions.

For FY2022, no negative impacts resulting from our operations or business relationships have been identified. We have highlighted some of the energy saving goals and targets at our respective properties below.

#### **Goals and Targets**

To ensure continuous improvement, our hotels have established the following goals for FY2023. We aim to set achievable goals, informed by overall performance in FY2022 based on energy consumption data collected from the hotels.

Location	Entity	2023 Targets	Long-term Targets
Maldives	Holiday Inn Resort Kandooma	<ul style="list-style-type: none"><li>To reduce consumption per occupied room by 2% from FY2022 level</li></ul>	<ul style="list-style-type: none"><li>To continue to reduce consumption year-on-year</li></ul>
	Four Seasons Landaa Giravaaru	<ul style="list-style-type: none"><li>To reduce consumption per occupied room by 2% from FY2022 level</li></ul>	<ul style="list-style-type: none"><li>Year-on-year reduction in energy consumption</li></ul>
	Four Seasons Kuda Huraa	<ul style="list-style-type: none"><li>Installation of new heat pumps, change light bulbs to LED</li><li>Conduct energy audit</li></ul>	<ul style="list-style-type: none"><li>To formulate a long-term plan and targets after the energy audit is completed</li></ul>

Thailand	Hard Rock Hotel Pattaya	<ul style="list-style-type: none"> <li>To change all fluorescent and halogen light bulb to LED</li> </ul>	<ul style="list-style-type: none"> <li>To implement indoor and outdoor solar cells</li> </ul>
Indonesia	Four Seasons Jimbaran	<ul style="list-style-type: none"> <li>Reduce energy consumption per occupied room by 5% from FY2022 level</li> </ul>	<ul style="list-style-type: none"> <li>Invest in renewable energy such as solar energy</li> <li>Maximum annual energy consumption at 46,000 gigajoules or less</li> </ul>
	Four Seasons Sayan	<ul style="list-style-type: none"> <li>Reduce energy consumption per occupied room by 3.6% from FY2022 level.</li> </ul>	<ul style="list-style-type: none"> <li>Invest in renewable energy such as solar energy.</li> <li>Year-on-year reduction in energy consumption</li> </ul>
	Hard Rock Hotel Bali	<ul style="list-style-type: none"> <li>Electricity consumption below 39,217.42 GJ for the year</li> </ul>	<ul style="list-style-type: none"> <li>Invest in renewable energy such as solar energy</li> </ul>
Malaysia	Hard Rock Hotel Penang	<ul style="list-style-type: none"> <li>Electricity consumption below 18,607 GJ for the year</li> </ul>	<ul style="list-style-type: none"> <li>Invest in renewable energy such as solar energy</li> </ul>
Singapore	Concorde Hotel Singapore	<ul style="list-style-type: none"> <li>Electricity consumption below 25,310 GJ for the year</li> </ul>	<ul style="list-style-type: none"> <li>To complete 100% change of lights to LED (excluding special design lightings)</li> </ul>

### Selected Energy Reduction Initiatives

To achieve an overall reduction in energy consumption and to meet the targets, our hotels have undertaken some energy-saving initiatives listed below:

Location	Entity	Selected Energy Saving Initiatives
Maldives	Holiday Inn Resort Kandooma	<ul style="list-style-type: none"> <li>Conversion of resort air conditioners and refrigerators to greener models</li> </ul>
	Four Seasons Landaa Giravaaru	<ul style="list-style-type: none"> <li>Replaced old air conditioning units to new energy efficient models in employee village and public area buildings</li> </ul>
	Four Seasons Kuda Huraa	<ul style="list-style-type: none"> <li>Installed energy-efficient light fixtures and equipment with Energy Star label</li> <li>Replaced hot water boiler with heat pump to reduce energy usage</li> </ul>
Indonesia	Hard Rock Hotel Bali	<ul style="list-style-type: none"> <li>Installed lighting timers in hotel room corridors</li> <li>Replaced halogen lights with LED at facility areas</li> </ul>

Malaysia	Hard Rock Hotel Penang	<ul style="list-style-type: none"> <li>• Changed all lightings to LED lights which consume less electricity</li> <li>• Prioritise purchase of Energy Star labelled electrical equipment</li> </ul>
Singapore	Concorde Hotel Singapore	<ul style="list-style-type: none"> <li>• Prioritise purchase of greener or more energy efficient labelled electrical equipment</li> </ul>

To track progress of our energy saving initiatives, we track electricity usage at our properties regularly. At selected properties Four Seasons Kuda Huraa, Four Seasons Landaa Giravaaru, Four Seasons Sayan and Four Seasons Jimbaran, we also utilise the Hotel Energy & Sustainability Platform (HEP) to better track and monitor our energy usage. Real-time data collected is used to suggest future energy consumption goals for the property. At Hard Rock Hotel Penang, we also engaged Registered Electrical Energy Manager to prepare reports on Efficient Management of Electrical Energy. This involves monthly visits to the hotels to review monthly energy consumption patterns and alignment of energy reduction goals. Coordinators at our properties are responsible for the monitoring, implementation and continual improvement of our energy efficiency performance. Any abnormalities in electricity usage will be identified for follow up action. We also actively engage with and train our employees on the energy saving initiatives and organise regular meetings at the property level to review implemented initiatives for further improvement. In addition, our "Save The Planet" program offers hotel guests the option to join us in our carbon reduction goals by choosing not to change their bed linen and bedsheets regularly.

### ***FY2022 Energy Consumption and Intensity<sup>1</sup>***

	Units	FY2022	FY2021
Total energy consumption	gigajoules	<b>443,398</b>	<b>404,435</b>
<i>Total non-renewable fuel consumption</i>	gigajoules	312,215	306,036
<i>Total renewable energy consumption (solar)</i>	gigajoules	20,011	7,252
<i>Total purchased electricity<sup>2</sup></i>	gigajoules	111,172	91,147
Energy intensity per occupied room	gigajoules / occupied room	1.21	2.42

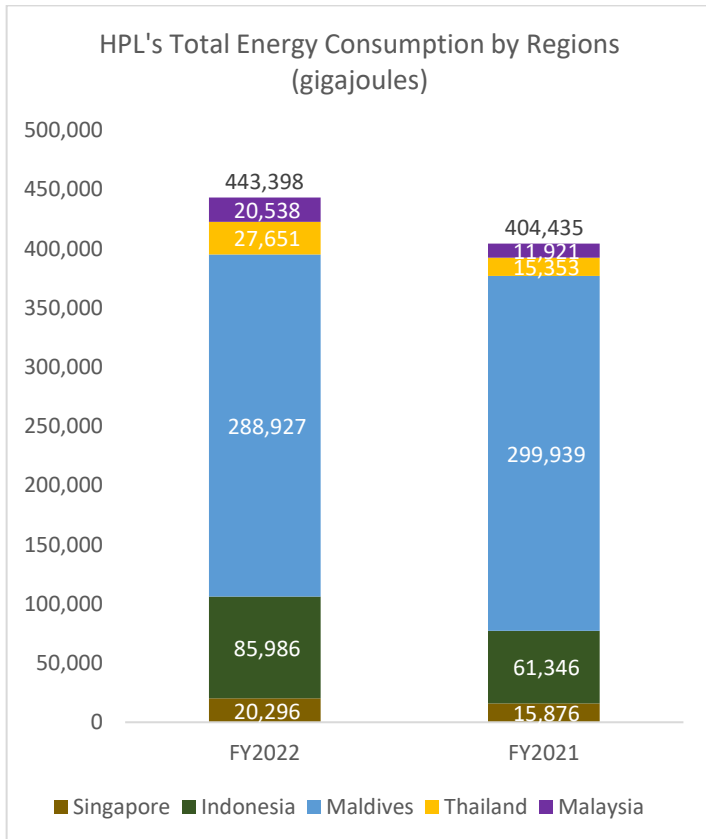
In FY2022, our nine hotels consumed 443,398 GJ of energy, an increase from 404,435 GJ in FY2021. This is likely attributed to business picking up post COVID-19 and our properties receiving a greater number of visitors in FY2022 as traveling restrictions are lifted. Energy intensity for FY2022

<sup>1</sup> Due to computation error, 2021 energy consumption data published in Sustainability Report 2021 has been restated to reflect actual consumption.

<sup>2</sup> Electricity consumption attributed to renewable sources from the purchase of RECs has been excluded from the figure to avoid double counting.

was 1.21 GJ / occupied room, lower than FY2021's 2.42 GJ / occupied room. The decrease in energy intensity ratio can be attributed to an overall greater number of visitors and increase in energy efficiency from our energy saving measures.

Our largest source of energy consumption was non-renewable fuels such as petrol, diesel, natural gas and LPG, which accounted for 312,215 GJ (70%). Electricity consumption also accounted for significant energy consumption of 111,172 GJ (25%). In addition to installing solar panels at some of our hotels, Concorde Hotel Singapore has procured Renewable Energy Certificates ("RECs") for nine months in FY2022. With these initiatives, we attributed about 4.5% (20,011 GJ) of our total energy consumption to renewable energy sources. The increase in renewable energy consumption during the Reporting Period was mostly attributed to the procurement of RECs by Concorde Hotel Singapore. We continue to explore ways to further increase our renewable energy usage moving forward, such as installing more solar panels where feasible.



With the exception of Maldives, we have noted that there was increase in overall energy consumption at our hotels. This is likely due to higher occupancy levels with more people traveling after lockdowns or restrictions are lifted.

## Emissions

(MA 3-3, GRI 305-1, 305-2, 305-4)

### Overview

We recognise the importance of carbon reduction and global efforts towards low-carbon transition. As such, we are committed to continue our decarbonisation efforts to transition to a low-carbon future.

### Management Approach

The Intergovernmental Panel on Climate Change (IPCC) has detailed the negative impacts a 1.5°C and 2°C rise in temperature would bring on the environment, infrastructure and our way of living. To minimise such negative impacts, urgent global efforts are required to lower global carbon dioxide emissions. We are committed to support the global mission to combat the impacts of climate change and reduce our emissions. Ensuring low emissions also helps contribute to the long-term sustainability of our business operations and allows us to explore climate-related opportunities. We acknowledge that some of our operations still utilise high greenhouse gas emitting sources, such as bunker oil for laundry operations or HCFC-22 refrigerants for air-conditioners at Hard Rock Hotel Pattaya. Thus, we are actively looking for solutions to reduce the usage of bunker oil and to replace the HCFC-22 refrigerants in the near future. At Holiday Inn Resort Kandooma, Four Seasons Kuda Huraa and Four Seasons Landaa Giraavaru, we no longer purchase high-emitting R22 refrigerants aligned with local regulations that have prohibited the importation of the refrigerant.

### Goals and Targets

To support a low-carbon transition, we have established the following goals for FY2023. We aim to set achievable goals, informed by overall performance in FY2022 based on energy and carbon data collected from the hotels.

Location	Entity	2023 Targets	Long-term Targets
Maldives	Four Seasons Landaa Giraavaru	<ul style="list-style-type: none"><li>Plant 40,000 trees in total by end of 2023 through the hotel's tree plantation project in India</li></ul>	<ul style="list-style-type: none"><li>Year-on-year reduction in emission</li></ul>
Thailand	Hard Rock Hotel Pattaya	<ul style="list-style-type: none"><li>Increase guests' usage of hotel electrical cars</li></ul>	<ul style="list-style-type: none"><li>Invest in electric cars for business purpose</li><li>Promote benefits of electric cars to hotel guests, staff and local community</li></ul>
Indonesia	Four Seasons Jimbaran	<ul style="list-style-type: none"><li>Full year emission reduction of 2,090 kgCO<sub>2</sub>e from food donations through the Scholars of Sustenance ("SOS")<sup>3</sup> initiative</li></ul>	<ul style="list-style-type: none"><li>Purchase of carbon credits / RECs</li></ul>
	Four Seasons Sayan	<ul style="list-style-type: none"><li>Targeted full year emission reduction of 370 kgCO<sub>2</sub>e or higher from food donations through SOS<sup>2</sup></li></ul>	<ul style="list-style-type: none"><li>Purchase of carbon credits / RECs</li></ul>

<sup>3</sup> Scholars of Sustenance (SOS) is a food redistribution charity that collects unused food from hotels and restaurants such as leftover food and recooks it in a nutritious way. For more information on SOS, refer to <https://www.scholarsofsustenance.org/>

	Hard Rock Hotel Bali	<ul style="list-style-type: none"> <li>Targeted full year emission reduction of 2,000 kg CO<sub>2</sub>e from food donations to SOS<sup>2</sup> from 1,336 kg CO<sub>2</sub>e</li> </ul>	<ul style="list-style-type: none"> <li>Purchase of carbon credits / RECs</li> <li>To invest in renewable energy PV (photovoltaic system) or solar cell</li> </ul>
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### ***FY2022 Selected Carbon Reduction Initiatives***

As hotel operators, majority of our emissions stems from energy consumption. Therefore, our energy-saving initiatives and efforts to maximise energy efficiency as detailed earlier play a significant role in reducing our emissions. Whenever possible, we incorporate renewable energy in our energy supply and implement efforts to increase our renewable energy capacity. Aside from our energy saving initiatives, we also highlight some of our other carbon reduction measures as follows:

Location	Entity	Selected Carbon Reduction Initiatives
Maldives	Holiday Inn Resort Kandooma	<ul style="list-style-type: none"> <li>Increasing solar energy capacity</li> </ul>
	Four Seasons Landaa Giravaaru	<ul style="list-style-type: none"> <li>Incorporation of electric vehicles</li> <li>Increasing solar energy capacity</li> </ul>
Thailand	Hard Rock Hotel Pattaya	<ul style="list-style-type: none"> <li>Provision of Electric Vehicles and charging stations for guests use</li> </ul>
Indonesia	Four Seasons Jimbaran	<ul style="list-style-type: none"> <li>Procurement policies that prioritise locally sourced, low carbon and low waste materials and products</li> </ul>
	Four Seasons Sayan	
	Hard Rock Hotel Bali	<ul style="list-style-type: none"> <li>Engaging with vendors to support their plans to switch to renewable energy</li> </ul>
Singapore	Concorde Hotel Singapore	<ul style="list-style-type: none"> <li>Engagement with FLO Energy Singapore (hydropower provider) for electricity supply</li> </ul>

Similar to energy data, the Hotel Energy Portal (HEP) is also used at selected properties Four Seasons Kuda Huraa, Four Seasons Landaa Giravaaru, Four Seasons Sayan and Four Seasons Jimbaran to help track and monitor emissions data. We will continuously work towards achieving data completeness and data quality. To monitor effectiveness of measures and their continuous improvement, regular feedback and suggestions from hotel operators and guests is sought on our emissions reduction initiatives.

As part of our continual carbon emission reduction efforts, we also regularly engage with our guests through social media platforms to communicate our initiatives. Concorde Hotel Singapore was also operating on renewable energy for most part of FY2022, which has led to a Scope 2 emissions reduction. This helped to offset 1,684 tCO<sub>2</sub>e during the Reporting Period. By procuring renewable sources of energy, the hotel is likely to have a smaller overall carbon footprint and contribute less to environmental degradation.



**FY2022 Carbon Emissions and Intensity**

	Units	FY2022
Total Scope 1 and 2 GHG emissions	kilo tonnes CO <sub>2</sub> e	<b>42.10</b>
Scope 1	kilo tonnes CO <sub>2</sub> e	26.55
<i>Fuel combustion</i>	kilo tonnes CO <sub>2</sub> e	22.94
<i>Refrigerants Fugitive Emissions</i>	kilo tonnes CO <sub>2</sub> e	3.61
Scope 2	kilo tonnes CO <sub>2</sub> e	<b>15.55</b>
<i>Total location-based indirect (Scope 2) GHG emissions</i>	kilo tonnes CO <sub>2</sub> e	15.55
Total Scope 1 and 2 GHG emissions intensity	kg CO <sub>2</sub> e / occupied room night	<b>114.91</b>

Total carbon emissions (Scope 1 and 2) was 42.10 kilo tonnes CO<sub>2</sub>e (Scope 1: 26.55 kilo tonnes CO<sub>2</sub>e and Scope 2: 15.55 kilo tonnes CO<sub>2</sub>e) in FY2022 while carbon emission intensity was 114.91 kg CO<sub>2</sub>e / occupied room. Sources of Scope 1 emissions include liquefied petroleum gas (LPG) used for cooking and diesel used for generation of electricity at our Maldives properties. Scope 2 emissions comprise majority of our emissions, stemming from electricity consumption across our properties.

## Responsible Resource Management

We depend on natural resources in our daily lives and for our operations. However, we are mindful that natural resources such as water are finite and must be consumed responsibly. To ensure long term sustainability of these resources, the environment and our operations, HPL is committed to manage our resources responsibly. This includes preventing any excessive usage of resources and proper waste management. Aside from responsible water management and phasing out plastic packaging, HPL is also taking efforts to manage our food waste responsibly. For example, Four Seasons Kuda Huraa and Four Seasons Landaa Giraavaru have implemented food waste segregation processes, and Four Seasons Jimbaran has engaged the Lumitics Food Waste segregation system to record and monitor food waste.

### Water

(MA 3-3, GRI 303-3, 303-5)

#### **Overview**

Water is a significant scarce resource in our daily operations, and we acknowledge the importance of responsible water management not only for our operations, but for environmental conservation as well. HPL continues to pledge to use water responsibly and reduce water consumption through various water-saving initiatives and conservation awareness efforts. As with energy intensity, FY2022 is the first year we are reporting our water usage intensity.

#### **Management Approach**

As a significant resource in our daily operations, a reliable supply of clean water is crucial for our hotels and resorts. Although there are no identified negative impacts of our activities or business relationships on water resources, we recognise that some of the regions we operate in do experience water stress or water scarcity. We believe that access to clean drinking water and sanitation is a basic human right and are committed to responsible water management and to continually reduce water consumption. We comply with all relevant regional regulations applicable for our operations, such as groundwater extraction recommendations by the Balinese government or submitting water consumption reports to the National Environmental Agency, Singapore. Furthermore, we organise various awareness campaigns to help employees better understand the importance of reducing water consumption.

#### **Goals and Targets**

To ensure responsible water management, we have established goals stated in the table below. We aim to set achievable goals, informed by our overall performance in FY2022 based on water consumption data collected from the nine hotels.

Location	Entity	2023 Targets	Long-term Targets
Maldives	Holiday Inn Resort Kandooma	<ul style="list-style-type: none"><li>Reduce water consumption per occupied room by 1% compared to FY2022</li></ul>	<ul style="list-style-type: none"><li>To achieve water consumption reduction year-on-year</li></ul>
	Four Seasons Landaa Giraavaru	<ul style="list-style-type: none"><li>Conduct studies on rainwater collection capability and gray water recycling</li></ul>	<ul style="list-style-type: none"><li>Increase rainwater collection capability and recycle gray water to achieve sustainable water supply.</li></ul>

	Four Seasons Kuda Huraa	<ul style="list-style-type: none"> <li>Implement strategies to use/recycle graywater (wastewater generated by laundry, dishwashing, bathing, etc.)</li> <li>Conduct water safety audit to get a clear understanding of costs and savings opportunities</li> <li>Reduce water consumption per occupied room by 5% compared to FY2022</li> </ul>	<ul style="list-style-type: none"> <li>To formulate a long-term water management plan and targets after the water safety audit is completed.</li> </ul>
Thailand	Hard Rock Hotel Pattaya	<ul style="list-style-type: none"> <li>Reduce water consumption by 3% compared to FY2022</li> </ul>	<ul style="list-style-type: none"> <li>Invest in rainwater harvesting system and reuse the decommissioned sewerage treatment water tanks for water rainwater storage</li> </ul>
Indonesia	Four Seasons Jimbaran	<ul style="list-style-type: none"> <li>Reduce full year water consumption per occupied room by 5% compared to FY2022</li> </ul>	<ul style="list-style-type: none"> <li>Invest in rainwater harvesting system.</li> <li>Reduce full year water consumption below 226,885 m<sup>3</sup></li> </ul>
	Four Seasons Sayan	<ul style="list-style-type: none"> <li>Reduce full year water consumption per occupied room by 5% compared to FY2022</li> </ul>	<ul style="list-style-type: none"> <li>Utilise wastewater from water bottling process for gardening</li> </ul>
	Hard Rock Hotel Bali	<ul style="list-style-type: none"> <li>Reduce full year water consumption per occupied room by 0.5% compared to FY2022</li> </ul>	<ul style="list-style-type: none"> <li>Invest in rainwater harvesting system.</li> </ul>
Malaysia	Hard Rock Hotel Penang	<ul style="list-style-type: none"> <li>Reduce full year water consumption per occupied room by 1% compared to FY2022</li> </ul>	<ul style="list-style-type: none"> <li>Invest in rainwater harvesting system</li> </ul>
Singapore	Concorde Hotel Singapore	<ul style="list-style-type: none"> <li>Reduce full year water consumption per occupied room by 1.5% compared to FY2019</li> </ul>	<ul style="list-style-type: none"> <li>To invest in an in-room water filter system to replace the plastic bottled water in guestrooms.</li> </ul>

### **Selected Water Saving Initiatives**

A number of water-saving initiatives have been introduced over the years to reduce overall water intensity as well as achieve cost savings. The following table highlights some selected water saving initiatives across our properties in FY2022:

Location	Entity	Selected Water Saving Initiatives
Maldives	Holiday Inn Resort Kandooma	<ul style="list-style-type: none"> <li>To reduce water pressure from 2.8 bar to 2.5 bar</li> </ul>
	Four Seasons Kuda Huraa	<ul style="list-style-type: none"> <li>Regular monitoring and repair of pool leaks</li> <li>Periodic third-party assessments of water safety</li> <li>Repair and replacement of damaged pipes in guest rooms and public areas promptly</li> </ul>

Thailand	Hard Rock Hotel Pattaya	<ul style="list-style-type: none"> <li>• Installation of a rainwater collection tank system to recycle water for gardening and for cleaning outdoor public areas</li> </ul>
Indonesia	Four Seasons Jimbaran	<ul style="list-style-type: none"> <li>• Expansion of sources of water through reusing wastewater for landscaping and harvesting rainwater for irrigation</li> </ul>
	Four Seasons Sayan	
	Hard Rock Hotel Bali	<ul style="list-style-type: none"> <li>• Increase the use of recycled water for alternative purposes like irrigation</li> <li>• Fine tuning the water supply valve for all guest rooms</li> </ul>
Singapore	Concorde Hotel Singapore	<ul style="list-style-type: none"> <li>• Strategically place tags tag on equipment such as water taps reminding users to save water</li> <li>• Alternative days housekeeping of rooms</li> </ul>

Our water consumption data is captured regularly using daily meter readings. We also track the consumption of water within our facilities every month. Similar to energy and carbon data, the water consumption data is also recorded in the HEP at Four Seasons Kuda Huraa, Four Seasons Laanda Giraavaru, Four Seasons Sayan and Four Seasons Jimbaran. Monthly water consumption is closely monitored to detect any sudden spikes in water usage, ensuring that they can be rectified in a timely manner. Additionally, engineering staff are required to record and check water meters at various locations. Any abnormalities in consumption will be reported and investigated.

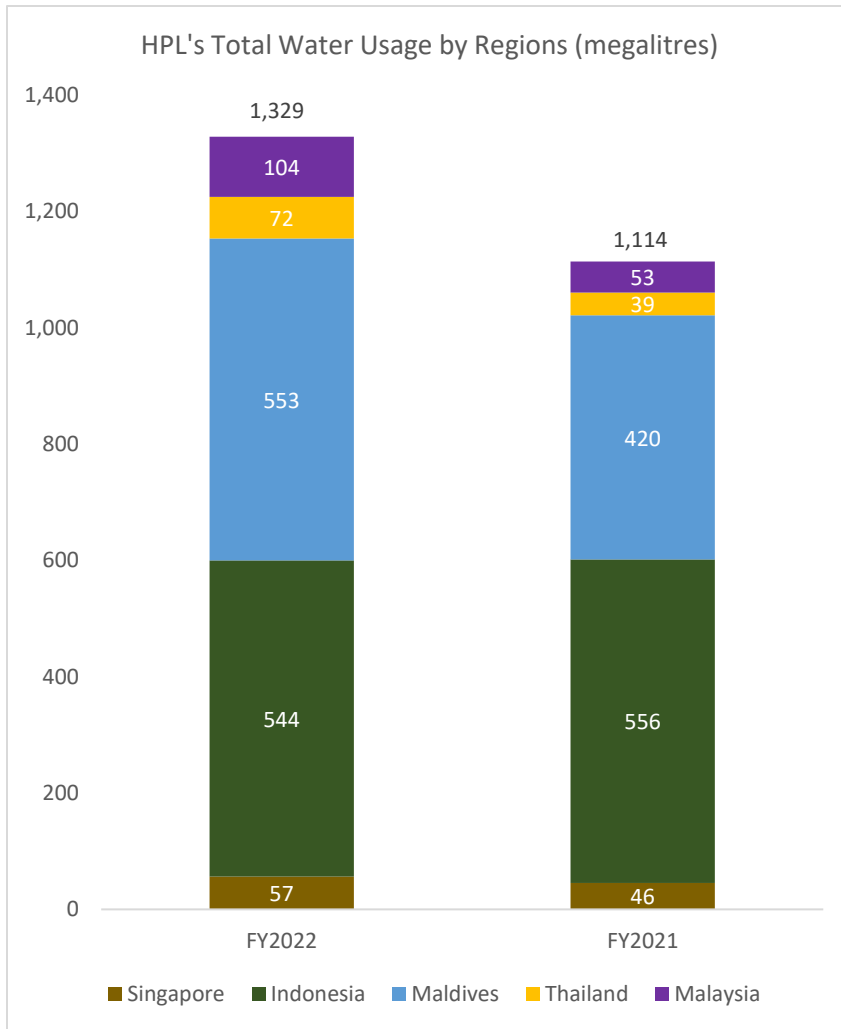
HPL works closely with our stakeholders as we regard water as a shared resource, and that it is important to consider the needs of other water users in the same catchment area. We collaborate and participate in discussions with stakeholders regarding our water consumption when possible, such as setting collective targets for water use. Monthly accounts and reports incorporating water usage are also sent to stakeholders to inform them on initiatives and raise awareness. Efforts and feedback collected from such stakeholder engagements will then be used to inform our targets and improvements to the initiatives in the future.

### **FY2022 Performance**

With the exception of our resorts in the Maldives (Four Seasons Kuda Huraa, Four Seasons Landaa Giravaaru and Holiday Inn Resort Kandooma), and Hard Rock Pattaya, all our other our hotels are not located in water-stressed areas. Water was withdrawn from various sources as shown in the table below.

<b>Disclosure</b>	<b>Units</b>	<b>FY2022</b>
Water withdrawal <sup>4</sup> from all areas by source	megaliters	<b>1,329</b>
<i>Surface water</i>	megaliters	-
<i>Freshwater (≤1,000 mg/L Total Dissolved Solids)</i>	megaliters	-
<i>Other water (&gt;1,000 mg/L Total Dissolved Solids)</i>	megaliters	-
<i>Ground water</i>	megaliters	<b>613</b>
<i>Freshwater (≤1,000 mg/L Total Dissolved Solids)</i>	megaliters	386
<i>Other water (&gt;1,000 mg/L Total Dissolved Solids)</i>	megaliters	227
<i>Seawater</i>	megaliters	<b>326</b>
<i>Freshwater (≤1,000 mg/L Total Dissolved Solids)</i>	megaliters	-
<i>Other water (&gt;1,000 mg/L Total Dissolved Solids)</i>	megaliters	326
<i>Third-party water</i>	megaliters	<b>389</b>
<i>Freshwater (≤1,000 mg/L Total Dissolved Solids)</i>	megaliters	389
<i>Other water (&gt;1,000 mg/L Total Dissolved Solids)</i>	megaliters	-
<i>Produced water</i>	megaliters	-
<i>Freshwater (≤1,000 mg/L Total Dissolved Solids)</i>	megaliters	-
<i>Other water (&gt;1,000 mg/L Total Dissolved Solids)</i>	megaliters	-
Water withdrawal from all areas with water stress by source	megaliters	<b>625</b>
<i>Ground water</i>	megaliters	<b>227</b>
<i>Freshwater (≤1,000 mg/L Total Dissolved Solids)</i>	megaliters	227
<i>Other water (&gt;1,000 mg/L Total Dissolved Solids)</i>	megaliters	-
<i>Seawater</i>	megaliters	<b>326</b>
<i>Freshwater (≤1,000 mg/L Total Dissolved Solids)</i>	megaliters	-
<i>Other water (&gt;1,000 mg/L Total Dissolved Solids)</i>	megaliters	326
<i>Third-Party</i>	megaliters	<b>72</b>
<i>Freshwater (≤1,000 mg/L Total Dissolved Solids)</i>	megaliters	-
<i>Other water (&gt;1,000 mg/L Total Dissolved Solids)</i>	megaliters	-

<sup>4</sup> It is estimated that the total amount of water withdrawn equates to the total amount of water discharged into third-party sewers, with negligible amounts of water consumed. Hence, the total amount of water used is the same as the total amount of water withdrawn.



Water pipes and installations are checked regularly by hotel managers to monitor water usage closely so that anomalies can be identified and acted upon promptly. In FY2022, we recorded 1,329 megaliters of water usage, representing a 19% increase from FY2021. Water intensity was 3.63 cubic meter / occupied room. Of the 1,329 megaliters of water, 625 megaliters (47%) relate to withdrawal from water-stressed area and used by our Maldives resorts and Hard Rock Hotel Pattaya.

## Phasing out Plastic Packaging

### **Overview**

Plastic is one of the most utilised materials in our modern-day world but due to its non-biodegradable nature, improper disposal of plastic has become a significant problem for the environment. In HPL, reducing usage of single-use plastics has always been a top priority for us. We are committed in reducing our plastic consumption, especially on single-use plastics, and have adopted various initiatives to phase out single-use plastic packaging at our hotels and resorts.

### **Management Approach**

In the hospitality industry, single-use plastics are commonly used for various functions such as water bottles and bathroom amenities such as shampoo bottles, soap bottles and plastic toothbrushes for guests. Single-use plastic in particular, is often only used for a short period of time before being disposed, and can stay in the environment for a long duration due to the durability of the material. Improper disposal of plastics had led to significant negative impacts on the environment, such as ocean pollution and bioaccumulation of toxic materials when marine organisms consume the plastic pieces.

Furthermore, there has been a growing trend in the hospitality industry where consumers and hotels alike are switching to more sustainable practices. We recognise that hotel visitors are increasingly preferring operators with more sustainable practices and services. Hence, we continue our strong commitment to enhance sustainable practices at our hotels and to phase out plastic packaging. We continue to implement measures to switch to more sustainable alternatives and set targets for reduction in plastic consumption.

### **FY2022 Performance**

Our hotels have embarked on various initiatives to phase out plastic packaging.

Continued from FY2021, Four Seasons Landaa Giraavaru and Four Seasons Kuda Huraa have continued their partnership with Parley, a non-profit environmental organisation that focuses on the recycling of plastic waste to protect the oceans. The hotels continue to send their plastics to Parley for recycling.

In FY2022, we have taken steps to ensure proper segregation of plastic waste for subsequent treatment or recycling. For example, at Four Seasons Kuda Huraa, different disposal bins are available for plastics at staff accommodation sites and convenient locations. We have also implemented waste segregation management systems at Four Seasons Sayan and Four Seasons Jimbaran.

Some efforts have also been started in FY2022, with completion in the near future. At Hard Rock Hotel Pattaya, refillable bottle dispensers have been ordered and are expected to be delivered by Q1 of FY2023. Equipment for a bottling plant to provide glass bottled water at Hard Rock Hotel Bali is also expected to be ready in early FY2023.

### Goals and Targets

Continuing our commitment to phase out plastic packaging, we have established the following goals for FY2023.

Location	Entity	2023 Targets	Long-term Targets
Maldives	Holiday Inn Resort Kandooma	<ul style="list-style-type: none"> <li>To eliminate single use plastic in staff area and tuck shop. All packaging materials for supplies to be minimised.</li> </ul>	<ul style="list-style-type: none"> <li>To eliminate single use plastics and minimise plastics in all areas</li> </ul>
	Four Seasons Landaa Giraavaru	<ul style="list-style-type: none"> <li>Source for sustainable and eco-friendly product options for guests</li> </ul>	<ul style="list-style-type: none"> <li>Replace Styrofoam box usage in food and beverage operations by end of 2024</li> </ul>
	Four Seasons Kuda Huraa	<ul style="list-style-type: none"> <li>Replacement of plastic toothbrushes and shaving razors in guest rooms with bamboo made ones</li> <li>Replacement of existing plastic garbage bags with washable fabric bags</li> </ul>	<ul style="list-style-type: none"> <li>To minimise the use of plastics in all areas</li> </ul>
Thailand	Hard Rock Hotel Pattaya	<ul style="list-style-type: none"> <li>Reduce single use plastic toiletries bottles by 40% from 2019</li> </ul>	<ul style="list-style-type: none"> <li>To implement filtered water dispenser for guests self-service instead of purchasing plastic bottled water</li> <li>Replace plastic water bottles with glass water bottles for all guest rooms and outlets.</li> </ul>
Indonesia	Hard Rock Hotel Bali	<ul style="list-style-type: none"> <li>Replacement of plastic room and bath amenities with alternative materials like wood, bamboo and wheat</li> </ul>	<ul style="list-style-type: none"> <li>To minimise the use of plastic and lead by example the motto "Save the Planet" by protecting the environment from plastic waste pollution</li> </ul>
Malaysia	Hard Rock Hotel Penang	<ul style="list-style-type: none"> <li>Replace plastic amenities and drinking water bottles in guest rooms</li> </ul>	<ul style="list-style-type: none"> <li>To minimise the use of plastic and lead by example the motto "Save the Planet" by protecting the environment from plastic waste pollution</li> </ul>
Singapore	Concorde Hotel Singapore	<ul style="list-style-type: none"> <li>To remove plastic bottled water from guestrooms.</li> </ul>	<ul style="list-style-type: none"> <li>To invest in an in-room water filter system to replace the plastic bottled water in guestrooms.</li> </ul>



### Safe and Productive Workplace for All

Our people are at the heart of our business and fundamental to the success of our operations. We hope to provide our employees with an environment and skillsets to be able to best serve our hotel guests. As the global economy and the hospitality industry recovers from the impacts of the COVID-19 pandemic, we will work to establish measures and policies in place to support our workforce as it regains in strength. Our efforts include fair hiring practices, ensuring health and safety, as well as training and development programs for all. In summary, we believe in creating an inclusive, safe and productive workplace for all. We hope that our people can grow alongside the growth of our businesses.

### Employment

(MA 3-3, GRI 2-7, 2-8, 2-20, 2-21, 401-1)

#### **Overview**

Our employees and human capital are at the core of our operations. We ensure inclusive hiring practices and fair employment policies. We encourage regular communication and feedback from our employees to continuously maintain favorable working conditions for all.

#### **Management Approach**

Having a diverse workforce is key in ensuring we are able to deliver high quality services to our consumers. Bringing together diverse experiences and backgrounds will help to strengthen the existing team by bringing in different perspectives to improve existing practices. We believe that everyone has the fundamental right to work and to fair employment practices. Maintaining fair and favourable employment practices also safeguard our hotels' and resorts' employer brand reputation and minimise risks to our working culture and relations due to potential disputes from employees.

We are alert to any negative impacts of our employment practices at our properties and take steps to remedy them at the earliest possible opportunity. A pay cut policy was implemented in one of our hotels as necessitated by the negative impacts of the COVID-19 pandemic. This policy has been terminated from April FY2022, as the industry enters the early stages of recovery from COVID-19. This has enabled turnover rates and stability index to remain stable despite the past pay cut policy at the property. We are also pleased to be able to restart recruitment of staff in FY2022, following retrenchment exercises and postponing of staff recruitment in the past years due to the COVID-19 pandemic.

At HPL, we adhere to local employment legislations where our properties operate, such as adhering to the Thai Labour Protection Law and the Employment Act of Maldives. Internally within our properties, we also practice fair and transparent employment and Human Resources policies, covering a large range of aspects such as compensation, benefits, career progression, flexible working arrangement and diversity. Information on our policies is made known to all employees via the employee handbook. We also implement regular wellness activities for all employees to participate such as sports activities.

To track effectiveness of our employment practices, our nine properties monitor employment hiring, turnover and attendance rates. Our employment policy and practices are reviewed regularly by the properties' Human Resources department to maintain oversight over workforce planning and identify critical gaps. Policies and procedures are consistently revisited, and changes are made when required in order to adapt to any industry trends or new regulations. Regular feedback and communication are sought from our employees on existing practices. Communication is done via various channels such as surveys, town hall meetings, anonymous feedback channels and open-door policies. The management of each of our

properties work closely with the management at the Group level to keep them informed of the progress and challenges faced in terms of employment and hiring practices.

Human rights are a priority at HPL, along with fair employment practices. Diversity and inclusion principles guide our recruitment practices, advancement opportunities, and compensation policies. Remuneration for our properties' employees is overseen by the respective Human Resource (HR) departments. Each year, remuneration packages for our properties' employees are reviewed based on their performance and the overall financial performance of the hotel as a whole and approved by our Executive Director in charge of our Hotel Division on a total basis. Due to the diverse location of our businesses, input from local management is critical to this process and we do not engage remuneration consultants to determine employee salaries.

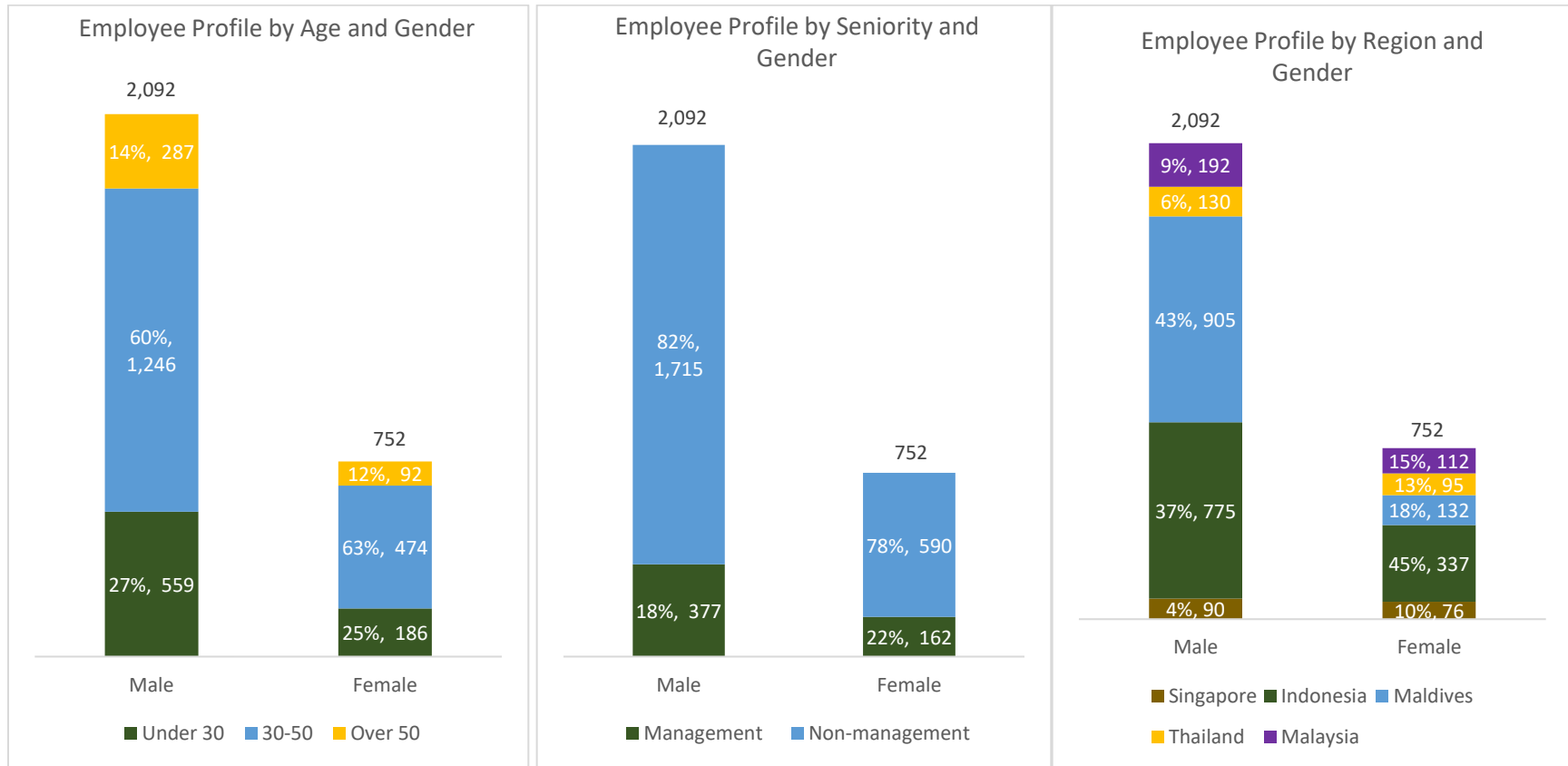
**Goals and Targets**

To support our commitment for inclusive and fair employment practices, we have established the following goals for FY2023. These goals are informed by overall hiring and turnover rates in FY2022, as well as expected business outlook of our hotels and resorts

Location	Entity	2023 Targets	Long-term Targets
Maldives	Holiday Inn Resort Kandooma	<ul style="list-style-type: none"> <li>To achieve mix of 45% local employees</li> </ul>	<ul style="list-style-type: none"> <li>To achieve 50% by 2024 and beyond that strive to increase year-on-year</li> </ul>
	Four Seasons Landaa Giraavaru	<ul style="list-style-type: none"> <li>To monitor and minimise staff turnover rate</li> </ul>	<ul style="list-style-type: none"> <li>To maintain turnover rate below national average</li> </ul>
	Four Seasons Kuda Huraa	<ul style="list-style-type: none"> <li>To maintain the staff turnover rate at or below 15% annually</li> </ul>	<ul style="list-style-type: none"> <li>To maintain turnover rate below national average</li> </ul>
Thailand	Hard Rock Hotel Pattaya	<ul style="list-style-type: none"> <li>Maintain staff turnover rate below 24% annually.</li> </ul>	<ul style="list-style-type: none"> <li>To maintain turnover rate below national average.</li> </ul>
Indonesia	Four Seasons Jimbaran	<ul style="list-style-type: none"> <li>To maintain staff turnover rate below 10% annually</li> </ul>	<ul style="list-style-type: none"> <li>To maintain staff turnover rate below 10% annually</li> </ul>
	Four Seasons Sayan		
	Hard Rock Hotel Bali	<ul style="list-style-type: none"> <li>To maintain staff turnover rate at or below 10% annually.</li> </ul>	<ul style="list-style-type: none"> <li>To maintain staff turnover rate below national average.</li> </ul>
Malaysia	Hard Rock Hotel Penang	<ul style="list-style-type: none"> <li>To maintain staff turnover rate, at or below 20% annually.</li> </ul>	<ul style="list-style-type: none"> <li>To maintain staff turnover rate below national average</li> </ul>
Singapore	Concorde Hotel Singapore	<ul style="list-style-type: none"> <li>To maintain staff turnover rate at or below 3% annually</li> </ul>	<ul style="list-style-type: none"> <li>To maintain staff turnover rate below national average.</li> </ul>

**FY2022 Performance**

As of 31 December 2022, HPL had 2,844 full-time permanent employees<sup>5</sup> across our nine hotels, comprising 2,092 males and 752 females. During the Reporting Period, we had 664 non-employee workers across the nine hotels. These workers include gardeners, maintenance workers, banquet servers, room attendants, kitchen chefs and stewarding attendants not employed by our hotels.



<sup>5</sup> Computation of annual employee and workers headcount is based on the average number of full-time employee and workers across the Reporting Period.



In FY2022, 492 new hires joined the nine hotels (17%) while 358 left (13%). The 492 new hires comprised 344 males (70%) and 148 females (30%). 62% of the new hires were below 30 years old, 34% between 30-50 years old and 3% above 50 years old. For the employees who have left, 242 (68%) were males and 116 were females (32%). 38% of the people who resigned were below 30 years old, 51% between 30-50 years old and 11% above 50 years old.

Health and Safety  
(MA 3-3, GRI 403-9)

**Overview**

Health and safety is our utmost priority and we believe it is a fundamental right for all employees to have a comfortable and safe working environment. We are continuously working to maintain quality Occupational Health and Safety (OHS) by identifying hazards in the workplace and determining the associated risks. We design the facility and management programs to minimise risks associated with the hazards, and most importantly, communicate hazard identification, risk assessment, and appropriate safety measures to all employees. Employee health and safety has been especially pertinent to us as we recover from the COVID-19 pandemic. The pandemic has taught us to remain mindful of health and safety of both our employees and guests, including implementing sufficient precautionary practices to ensure continuity of business.

**Management Approach**

The health and safety of our people is the heart of our business and is a fundamental right for all employees. Workplace accidents and injuries should be avoided at all costs. Ensuring a safe working environment for all allows for a productive and high morale workspace, ultimately benefiting the quality of services and business we provide. It would also boost our brand reputation as guests and visitors would prefer a safe and comfortable location for their travels. Any workplace injuries at our properties are reported to the Management and appropriately handled per protocols. We continue to adhere to our COVID-19 prevention measures and train our staff on such prevention practices.

At HPL, we believe that everyone has the right to safe and favorable working conditions. Workers have the right to remove themselves from work situations that they believe could cause them or another person injury or ill health. Our hotels have developed OHS policies and procedures that are aligned with local legislation and industry regulations to ensure both physical and psychological wellbeing to enhance quality of life for our employees, guests and contractors.



**In the Spotlight:**

Four Seasons Sayan and Four Seasons Jimbaran implemented the Lead With Care Advisory Board together with Johns Hopkins Medicine International (JHMI) to actively develop and update COVID-19 management guidance protocol to manage our hotels and people during the pandemic. Specific health and safety protocols are outlined to ensure that employees and customers can be well protected.

Continued from last year, Four Seasons Sayan and Four Seasons Jimbaran also implemented a well-being program which focuses on self-caring ways to cope with stress and improve one's immune system. Every week, different activities are provided for employees such as yoga, healthy food at home, gardening, health seminars, and personal finance management.

To evaluate effectiveness of our OHS policies, regular reviews are conducted to evaluate workplace health and safety. Injury records are tracked monthly and compared with past data. When work accidents occur, they are evaluated with department heads' involvement either for acknowledgement or to implement better arrangements for the future. For the success of our OHS policies and prevention of incidents, we believe that communication and responsive actions from our employees is vital. Parties involved in any accidents are engaged for corrective actions to

prevent similar reoccurrences. Employees are also regularly updated on safety, security and hygiene related information. Every employee is encouraged to report any health and safety risks or hazards at the workplace, and rectification measures will be recommended and implemented appropriately.

**Goals and Targets**

We have established the following goals for FY2023 to enhance employee health and safety. These goals are informed by OHS performance in FY2022, as well as any relevant local or industry regulations.

Location	Entity	2023 Targets	Long-term Targets
Maldives	Holiday Inn Resort Kandooma	<ul style="list-style-type: none"> <li>Reduce occupational incidents to less than 45 incidents with more efficient reporting, awareness and trainings.</li> </ul>	<ul style="list-style-type: none"> <li>To increase awareness and prevention among employees and workers towards high consequence as a result of work-related injuries / fatality.</li> </ul>
	Four Seasons Landaa Giraavaru	<ul style="list-style-type: none"> <li>Reduce the injury rate by 5%</li> </ul>	<ul style="list-style-type: none"> <li>Reduce work-related injuries year-on-year</li> </ul>
	Four Seasons Kuda Huraa	<ul style="list-style-type: none"> <li>Increase frequency of safety topics sharing to twice per week</li> <li>Reduce 8% of work-related incidents</li> <li>Increase number of Emergency First Responder certified employees by 10%</li> <li>To conduct cardiopulmonary resuscitation (CPR), Automated External Defibrillator (AED), choking and casualty evacuation trainings for all fire wardens.</li> </ul>	<ul style="list-style-type: none"> <li>Reduce work-related injury year-on-year</li> </ul>
Thailand	Hard Rock Hotel Pattaya	<ul style="list-style-type: none"> <li>Maintain zero cases of staff vehicle accidents and OHS claims</li> </ul>	<ul style="list-style-type: none"> <li>Maintain zero cases for both staff vehicle accidents and OHS Claims</li> </ul>
Indonesia	Four Seasons Jimbaran	<ul style="list-style-type: none"> <li>Reduce the number of sick leave days by 10% from FY2022</li> <li>Maintain cases of accidents at a minimum.</li> </ul>	<ul style="list-style-type: none"> <li>No high-consequence work related injuries / fatality</li> </ul>
	Four Seasons Sayan		
	Hard Rock Hotel Bali	<ul style="list-style-type: none"> <li>To maintain zero high-consequence work related injuries / fatality</li> <li>Successfully pass the National Safety Foundation (NSF) audit</li> <li>Renew/apply for at least two Indonesian Ministry of Manpower safety K3 certification</li> </ul>	<ul style="list-style-type: none"> <li>No high-consequence work related injuries / fatality.</li> <li>Improve Safety, hygiene and sanitation standard</li> </ul>

Malaysia	Hard Rock Hotel Penang	<ul style="list-style-type: none"> <li>• Focus on overall mental health of the workforce.</li> </ul>	<ul style="list-style-type: none"> <li>• No high- consequence work related injuries / fatality.</li> </ul>
Singapore	Concorde Hotel Singapore	<ul style="list-style-type: none"> <li>• To maintain performance standard in accordance with ISO45001</li> <li>• To reduce workplace incidents to 5 or less</li> </ul>	<ul style="list-style-type: none"> <li>• To achieve zero fatality and serious injury</li> <li>• Deepened occupational safety and health ownership</li> <li>• Advance safe work processes with technological adoption</li> </ul>

### **FY2022 Performance<sup>6</sup>**

In FY2022, there were zero fatalities relating to work, 73 recordable<sup>7</sup> and six high-consequence<sup>8</sup> work-related injuries among employees. The majority of recordable injuries involve slips and falls and cuts. To minimise the risk of slip and fall, the floors were regularly cleaned to ensure they were grease free and wet floor signs were placed where necessary. Employees were also briefed on how to handle sharp objects, and the hazards were minimised through the implementation of appropriate safety measures. Among the six high-consequence injuries, five relate to thermal burns, oil burn, deep cuts, lacerated wound and shoulder injury among kitchen crew in Four Seasons Landaa Giraavaru. All necessary follow-up actions have been taken in accordance with the hotel's guidelines and procedures in order to prevent recurrence of the high-consequence injuries. In addition, a monthly Health and Safety Meeting, led by Four Seasons Landaa Giraavaru's security team ensures employees and workers are briefed on hazards in the workplace. Employees and workers can also voice out on the hazards that they may have identified. Safety measures are then discussed and implemented to minimise the risks. One of the high-consequence work-related injuries involved a car accident sustained by an employee of Four Seasons Jimbaran during his commute to work. In Four Seasons Jimbaran, employee wellbeing programs were conducted to raise safety awareness among staff. Throughout the year, various audit, monthly meetings and internal reviews were also conducted to review safety measures in the property.

Among workers, there were four high-consequence work-related injuries also in Four Seasons Landaa Giraavaru They relate to deep cuts from cutting machine, lacerated wound from knife cut, and head trauma from falling. Similarly, these incidents were investigated, and safety measures were implemented to prevent recurrences. Most of the recordable injuries among workers relate to pricks and cuts. Likewise, Safety measures were implemented to minimise the hazards associated with sharp objects, and workers were briefed on safety procedures when handling them.

<sup>6</sup> Rate of fatalities relating to work, recordable, and high-consequence work-related injuries are calculated by their respective numbers over the number of hours worked, per million manhours worked

<sup>7</sup> Work-related injury that results in any of the following: death, days away from work, restricted work or transfer to another job, medical treatment beyond first aid, or loss of consciousness; or significant injury diagnosed by a physician or other licensed healthcare professional, even if it does not result in death, days away from work, restricted work or job transfer, medical treatment beyond first aid, or loss of consciousness

<sup>8</sup> A high-consequence injury is a work-related injury that results in a fatality or an injury from which the worker or employee cannot, does not, or is not expected to recover fully to pre-injury health status within six months. In calculating high-consequence work-related injury, fatalities are excluded as this number has been separately reported.



### Employees

### Workers

0 Fatalities as a result of work-related injury	0 Rate of fatalities as a result of work-related injury	0 Fatalities as a result of work-related injury	0 Rate of fatalities as a result of work-related injury
73 Recordable work-related injury	11.33 Rate of recordable work-related injury	30 Recordable work-related injury	21.01 Rate of recordable work-related injury
6 High-consequence work-related injury	0.93 Rate of high-consequence work-related injury	4 High-consequence work-related injury	2.80 Rate of high-consequence work-related injury
Total number of hours worked: 6,445,722		Total number of hours worked: 1,427,764	

## Employee Training and Development (MA GRI 2-30, 3-3, GRI 404-1, 404-3)

### **Overview**

Employee training and education is a top priority at HPL and we encourage everyone to maximise their potential. Core programs, operational learning programs and career growth support the development of our employee's skill sets and knowledge. Besides providing trainings, we believe that communication with our employees on their career goals and progress is also essential. In this regard, we ensure that our employees receive regular performance and career development reviews. We aspire for our business to grow hand in hand with our employees.

### **Management Approach**

With human capital as our top asset, it is crucial we provide quality training to our employees to positively impact both employees and guests. Providing regular performance and career development reviews for our employees also enables us to better understand their training needs and better tailor development programs for all. Investing in employee development is vital for talent attraction, keeping employees engaged, and keeps our workforce up to date with current day skills. Highly skilled and well-trained employees are key to our business success and continuity. Through their professionalism in delivering top-quality service, our guests can be assured of satisfying experiences in our resorts and hotels. We have not identified any negative impacts regarding our employee's training and education. All trainings are conducted after assessing the training needs of the relevant colleagues or department. Some of our properties such as Hard Rock Hotel Penang recorded lesser training hours annually compared to pre-covid years. With the reopening of the hotel, we are working to plan and facilitate more training sessions.

We are committed to provide opportunities for growth and development for our employees and to create personalised plans for growth. Where applicable, our hotels adhere to local legislations on employee training and will continue to update our practices with any new regulations and guidelines. We are aware of mandated employee training in Thailand (Skill Development Promotion Act 2002 in Thailand), Indonesia (Indonesian Labour Law (Law No. 21 of 1999)) and Malaysia (Human Resource Development Fund country regulations). We aim to provide adequate resources on training for employees to sharpen their skills and competencies on both online e-learning resources and classroom settings. Examples of key programs include the Effective Orientation and Induction Program, Individual Training Plan, Guest Experience Workshop, Safety at Work Workshop, Positional Skill Training, Succession planning, and Internship program.

Feedback is collected from each program on participant satisfaction and participant opinion of effectiveness of training programs. Such feedback serves as a tracker of our employee training programs' effectiveness. We greatly value the feedback from our employees on these programs and their inputs are taken into account to improve training programs for future runs.

### **Goals and Targets**

To continue supporting employee training and education, we have established the following goals for FY2023. These goals are informed by employee training performance in FY2022, as well as any relevant local or industry regulations.

Location	Entity	2023 Targets	Long-term Targets
Maldives	Holiday Inn Resort Kandooma	<ul style="list-style-type: none"> <li>To achieve an average of 72 training hours per employee per year</li> </ul>	<ul style="list-style-type: none"> <li>To increase the training hours per employee year-on-year</li> </ul>
	Four Seasons Laanda Giraavaru	<ul style="list-style-type: none"> <li>To increase the average training hours</li> <li>To conduct awareness training on DIB (Diversity, Inclusion and Belonging) and ESG (Environmental, Social and Governance) for all staff at least once in a year</li> </ul>	<ul style="list-style-type: none"> <li>Increase training hours by 10% for all employees compared to FY2022</li> <li>To conduct environmental related risk training for all operations staff</li> </ul>
	Four Seasons Kuda Huraa	<ul style="list-style-type: none"> <li>To increase the average training hours</li> <li>To conduct awareness training on DIB and ESG for all staff at least once in a year</li> </ul>	<ul style="list-style-type: none"> <li>Increase training hours by 10% for all employees compared to FY2022</li> <li>To conduct environmental related risk training for all operations staff</li> </ul>
Thailand	Hard Rock Hotel Pattaya	<ul style="list-style-type: none"> <li>Achieve an average of 28 training hours per employee per year</li> <li>Achieve 95% implementation of planned programs under the Annual Department Training Plan</li> </ul>	<ul style="list-style-type: none"> <li>Deliver quality training programs according to the training and development roadmap</li> <li>Increase average training hours per employee year-on-year</li> </ul>
Indonesia	Four Seasons Jimbaran	<ul style="list-style-type: none"> <li>To maintain a minimum of 20 training hours per employee per year</li> </ul>	<ul style="list-style-type: none"> <li>To conduct environmental related risk training for all staff.</li> </ul>
	Four Seasons Sayan	<ul style="list-style-type: none"> <li>Continue to plan a Wellbeing program for staff</li> </ul>	
	Hard Rock Hotel Bali	<ul style="list-style-type: none"> <li>To achieve an average of 12 training hours per employee per year</li> <li>To deliver 4 various topics training for Supervisor level and above</li> <li>To conduct safety, health and hygiene training for all employees</li> </ul>	<ul style="list-style-type: none"> <li>To maximise the use of Help (HPL Training System) to provide training to all our employees</li> </ul>
Malaysia	Hard Rock Hotel Penang	<ul style="list-style-type: none"> <li>To achieve an average of 28 training hours per employee per year</li> </ul>	<ul style="list-style-type: none"> <li>Deliver quality training programs according to the training and development roadmap</li> </ul>
Singapore	Concorde Hotel Singapore	<ul style="list-style-type: none"> <li>To achieve an average of 28 training hours per employee per year</li> <li>To achieve 75% implementation of planned programmes under the Annual Department Training Plan</li> </ul>	<ul style="list-style-type: none"> <li>Deliver quality training programs according to the training and development roadmap</li> <li>Increase average training hours per employee</li> </ul>

**FY2022 Performance**

In FY2022, employees completed a total of 55,135 training hours. The average training hours per female employee was 20.2 hours while male employees was 19.1 hours. We have provided an average of 26.8 training hours per management staff and 24.4 hours per non-management staff.

Reporting Metric	FY2022 Results	FY2021 Results
Average Annual Training Hours Per Male Employee	24.1	23.1
Average Annual Training Hours Per Female Employee	27.0	24.7
Average Annual Training Hours Per Non-Management Staff	24.4	24.1
Average Annual Training Hours Per Management Staff	26.8	21.2

All<sup>9</sup> our employees have received performance and career development reviews for FY2022. We will continue to provide regular communication and engagement with our employees and strive towards ensuring appraisals are provided for all our employees in a timely manner.

Percentage of Employees Receiving Regular Performance and Career Development Reviews in FY2022			
	Male	Female	Total
Management	100%	100%	100%
Non-management	100%	100%	100%
Total	100%	100%	100%

<sup>9</sup> As of the date of publication of this report, employees who were employed in FY2022 after the performance review period ended have received their performance reviews.



### **In the Spotlight:**

Hotels and resorts under the Four Seasons brand have various employee training and education initiatives in place, such as:

- Four Seasons "Well-Being" online training courses for all Managerial team members which focus on mindfulness methodologies designed to assist managerial team members to cope with stress especially during the pandemic.
- Four Seasons Corporate compulsory online courses for all Eligible team members
- Enhancing team members essential skill sets with on-the-job trainings. Training is continuous and offering on-job trainings and refresher trainings is key in ensuring standard and quality service is met.
- Comprehensive 3 day EMBARK training for new employees to properly adjust to the new workplace and learn about Four Seasons' core values.
- WELCOME BACK trainings for all team members who re-join after long periods of leave. Internal precautionary measurements against COVID-19 are emphasised during these trainings.
- Encouraging managerial team members to experience international cross exposures

### **Collective Bargaining Rights**

(GRI 2-30)

HPL recognises the rights and freedom of our employees to be associated to, and be members of trade unions. We understand the benefits collective bargaining by trade unions can bring for our employees by providing them an avenue for their concerns to be heard on larger scales. We are also committed in ensuring productive and favorable working conditions for all. In FY2022, 45%<sup>10</sup> of our workforce in the nine hotels is covered by collective agreements.

### **Human Rights Due Diligence**

(GRI 2, 3)

Our hotels are committed to respecting and protecting the human rights of all our employees. We strive to safeguard the human rights of all employees and workers in accordance with international standards. Our labour practices have embedded human rights considerations and we strive to prevent human rights violations in our operations. We also urge our business partners along our supply chain to adhere to human rights standards.

In the event that employees witness human rights grievances at work, they are encouraged to report it to their supervisor. Alternatively, they are also able to report grievances via our whistle blowing channel.

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<sup>10</sup> This represents 90% of our bargainable workforce (staff who are entitled to join unions) in Hard Rock Hotel Penang, Hard Rock Hotel Bali, Four Seasons Sayan, Concorde Hotel Singapore, and Four Seasons Jimbaran. There are no trade unions in Maldives.

[Commitment to Society and the Environment](#)

**Community and Social responsibility Programs and Activities**

**HPL Canopy Link at Singapore Botanic Gardens**



In November 2022, NParks opened the HPL Canopy Link at Singapore Botanic Gardens. The 200-metre pedestrian bridge, with a 2.4-meter-wide barrier-free pathway, connects two sections of the gardens previously separated by Tyersall Avenue, allowing seamless visitor access. The bridge improves accessibility for all visitors, including families with young children and those with mobility issues. Singapore Minister for Home Affairs & Minister for Law, Mr K Shanmugam, officiated the opening of the bridge.

On the HPL Canopy Link, visitors can view South-east Asian plants such as *Dipterocarpus alatus* (Yang Na) and *Lagerstroemia floribunda* (Malayan Crape Myrtle) up close as the bridge is surrounded by various species that are characteristic of lowland deciduous forests. HPL is committed to work with the local community to contribute to the greenery of Singapore. We are happy to support this project and hope that the addition of the link will enhance visitors' experience at the Singapore Botanic Gardens.

“We are grateful for partners like HPL for supporting Singapore’s vision of becoming a City in Nature. The HPL Canopy Link will help facilitate more Singaporeans to appreciate nature and learn more about our natural heritage. Through this, we hope more will be inspired to contribute to the Singapore Botanic Gardens and its programmes,”

- Professor Leo Tan, Chairman, Garden City Fund.

In FY2022, we have also collaborated with several charitable organisations to raise funds for community development through our properties. The following are some of the various initiatives our hotels are involved in:

Hotel	CSR Activity	Description
Holiday Inn Resort Kandooma	World Environment Day	In Celebration of Intercontinental Hotels Group (“IHG”)’s Giving for Good as an Environmental project, colleagues in Kandooma planted 100 Coconut Trees within resort premises in selected areas to improve the greenery.
	Donation for orphanage	Sponsored lunch for 200 people and donated 50kg of rice, 50kg of flour, 50kg of sugar and some clothes in celebration of IHG Giving for Good.
	Blood Donation Camp	57 colleagues participated in the camp to donate blood to Maldives Thalassemia Center in Celebration of IHG Giving for Good.
	Earth Hour	Celebrated Earth Hour by shutting down the electricity for one hour.
Four Seasons Kuda Huraa	Continue to do the Apprenticeship Program for the young generation of Maldives	In June 2022, we graduated the class of 2021 and welcomed 25 new apprentices. Compared to 2021, the total number of apprentices increased from 11 to 25.
	Support neighbor island (Bodu Huraa)	We supported Bodu Huraa island in solving their waste management issues, providing two tablets for the students of the Huraa school and supporting the event of Eid by providing stage and lighting.
	Support local School	We hosted the study visit from local school, Majeediyya school, to introduce the hospitality industry to the high school students.
Four Seasons Landaa Giraavaru	Kamadhoo Mosquito Control Project	This is a CSR project by FS Landaa Giraavaru to control the mosquito population of Baa Kamadhoo. We conducted a 10-day training, including a deep cleaning of the island with the help of our consultant, Trudy Rilling-Collins. A permanent staff member has also been assigned to continue the programme.
	Velidhoo School Outreach	In partnership with Manta Trust, Four Seasons Resort Landaa Giraavaru conducted a marine education and awareness programme for over 50 students from Noonu Atoll Education Centre based on the island of Velidhoo. This full day trip consisted of marine awareness presentations, coral frame building and a snorkeling session to show children marine life around their island. For most of the students, it was their first-time snorkeling and seeing their local reef. We hope to do more outreach sessions in the near future.
	Eydhafushi School Visit	On 30 October 2022, we hosted 14 school children from Eydhafushi for a Marine Discovery Centre tour and coral frame building session. In this event, participants learned about a variety of marine protection projects, including coral reef restoration and sea turtle rehabilitation.
Four Seasons Jimbaran	Our support to Jimbaran Community	We supported Jimbaran Village Community on Silent Day in March by providing meals for patrol members, and participated in the re-opening

		of the International Airport in Bali as a quarantine hotel. We also supported monthly social and health insurance of the local priests in the village donation for Mass Funeral Ceremony in Jimbaran Village Community. Additionally on 30 March 2022, we supported Sarin Bwana Temple Ceremony held at Karang Buncing, a temple located in our Jimbaran hotel by donating IDR 2.9Million to maintain the harmony and relationship with our community.
	Vaccination Covid-19 for employees and surrounding local community	Together with Bali Health Department, Four Seasons Jimbaran was chosen as a booster vaccination location in February 2022. Participants include Four Seasons Jimbaran employees, employees of hotels and restaurants in Jimbaran Area and the Jimbaran communities.
	Internship Program for Our Jimbaran Community	Together with Bali Wise, a non-profit organisation that helps women from financially challenged backgrounds, staff trained and equipped beneficiaries with hospitality skills over two six months periods (April – July 2022 and July – October 2022).
	Food Donations	Donation of food to our local community (Food Sustenance) located in Sanur Area
Four Seasons Sayan	Our support to Jimbaran Community	We donated IDR 21Million to PKK Banjar Tangga Yuda (Housewives Organisation in the Village) to support their programmes during the temple ceremony in the village, as well as IDR 1.2 Million to STT (Youth Organisation) at Banjar Mas, Desa Sayan and Br. Sayan Agung, Desa Bongkasa to support their youth programmes. We also donated IDR 1 Million to Naga Sari Temple in Banjar Kutuh, to support the wall refurbishment project in the temple (Perbaikan Tembok Penyengker Pura Nagasari)
	Blood Donation	In partnership with Blood Blank (PMI) Gianyar, we conduct blood donation drives annually in the resort. During the event in April 2022, some employees participated in the event, however, only 25 donors succeeded in donating.
	Planting tree	As part of our well-being programme, we invited employees to plant a tree at home or in their neighborhood to support the campaign of love to our mother earth. We provided 65 plants for the employees to plant. Apart from this, some of them have planted their own plants.
Hard Rock Hotel Penang	Arts & Technology Join Hands	Asia Community Service (ACS) Stepping Stone has a Community Living project which provides a workplace for multi-talented people with special needs. Hard Rock Hotel Penang sponsored a Kuih Siput Machine that costs RM\$5,000 to ease and double the production of their bestselling cookie (Kuih Siput).
	Rock N' Roll Raya Luncheon	During the Raya festive season, the hotel held a Raya Luncheon at the Hall of Fame to celebrate with 53 less fortunate old folks and kids from



		Pertubuhan Pemulihan dalam Komuniti Teluk Bahang (non-profit organisation).
Hard Rock Hotel Bali	Hotel CSR Committee	Established in January 2019, the hotel CSR committee is chaired by the General Manager, and members, including Executive Assistant Manager, Director of Rooms, Director of Food & Beverage, Marcom Manager, Vibe & Entertainment Manager, Assistant Director of HR, and Executive Secretary. The purpose of the committee is to proactively look for opportunities to become a more sustainable business, plan events to further support the local community, and research initiatives to improve hotel efficiencies.
	Solemen (Hero's Fun Day)	On 28 January 2022, Hard Rock Hotel Bali's Hero's Program paid a tribute to their local non-profit partners who have been benefiting the local community. Also in January 2022, Hard Rock Hotel Bali hosted a fun day for all the hardworking heroes at Let's Help Bali, recognising their noble efforts to provide over a million meals to needy families in Bali during the pandemic. The Team from Let's Help Bali spent the day participating in various Hard Rock team building activities including Walk on Water, Pillow Fight, Surfboard Paddle Race, Water and Beach Volleyball. Breaking for a buffet lunch at Splash Bistro, followed by a lucky draw giveaway featuring Hard Rock vouchers and branded merchandise.
	Solemen (Kids Fun Day)	Hard Rock Hotel Bali celebrated the re-opening of Bali with a Kid's Fun Day. Underprivileged children from Yayasan Solemen Indonesia were invited to the hotel's Kids Water Park on 14 April 2022. A total of 21 children spent the day participating in various activities including Tie Dye T-shirt Coloring and Balloon Twisting. Live acoustic performance also took place at the pool during the Foam Party.
	Earth Hour	Hard Rock Hotel Bali took part in "Earth Hour", a worldwide movement organised by World Wildlife Fund. Joining this environmental movement is key in honoring one of the brand's motto and fervent commitment- "Save The Planet". Non-essential lights were turned off and candles were lit around the hotel between 8.30 pm and 9.30 pm on 26 March 2022. The team at Hard Rock Hotel Bali also took a moment to reflect on its commitment to the planet.
	Recycling Disposable Masks	From November 2021, we started participating in the new KESAN programme of recycling disposable face masks, in collaboration with 3 Indonesian organisations: Evoware (sustainable materials company), Parongpong (waste management company) and Most Valued Business (sustainability advocacy). These disposable masks are processed into

		permanent/long-term products such as furniture, bricks, and household appliances, removing the masks from the environment completely.
	Mangrove Plantation	Hard Rock Hotel Bali and about 25 band members from the hotel participated in planting 75 seedlings of Rhizophora, also known as a red mangrove, in Wanasari Mangrove Forest on 16 June 2022.
	Eco-Friendly Bag Exchange Program	This is an initiative that was started in 2019 to support the local government programme in reducing plastic bags. Paused during the pandemic and started again on 22 April 2022, we distributed 300 free eco-friendly bags at the Kuta Traditional Market, accompanied by Chief of Kuta Traditional Market. Along with the Chief of Badung Traditional Market, the programme continued at Badung Traditional Market (the biggest traditional market in Bali) on 19 August 2022, 29 September 2022 and 28 October 2022. A total of 1500 eco-friendly bags were handed out in exchange for plastic bags. Funds for the ecofriendly bags came from recycled bottles, cans, cardboard etc from our hotel. Moving forward, we will conduct this program as a regular monthly/bi-monthly activity.
	Global Pay It Forward Day	In celebration of Global Pay it Forward Day, we are glad to be able to play our part in supporting Solemen, a non-profit and non-governmental organisation supporting the disadvantaged in Bali, by washing their linens at our hotel's laundry facility and reducing their cost of doing laundry.
	Blood Donation	Twice a year, Hard Rock Hotel Bali teams up with the Indonesian Red Cross to organise blood donation drives. We collected 40 units of blood from our band members, hotel guests as well as the community surrounding the Hard Rock Hotel Bali.
	Pinktober	Hard Rock International continues to support breast cancer awareness and research with its 23rd annual PINKTOBER campaign taking place throughout the month of October. Starting 1 October, Hard Rock locations around the world will participate in fundraising efforts supporting the Hard Rock Heals Foundation®, the charitable arm of Hard Rock®, with proceeds benefiting the American Cancer Society and local charities. Hard Rock has donated millions of dollars toward breast cancer research over the last 22 years of the PINKTOBER campaign. Last year, Hard Rock raised over US\$2,600, representing the largest amount the company has fundraised since the inception of the program back in 2000. Some fundraisings effort was done by Hard Rock Hotel Bali such as Online Auction, F&B Pink Drinks promo and Stay String Merchandise selling with proceeds go to Bali Pink Ribbon Foundation to

		fund their mission in giving breast health and cancer awareness to women in rural area of East Indonesia.
	10th Anniversary Solemen Walk Event	In line with one of Hard Rock's founding mottos, "Take Time to Be Kind," ten band members from Hard Rock Hotel Bali completed the 10km charity walk in honor of the 10th Anniversary Solemen Fundraiser. Our team raised US\$2,141, which will help Solemen continue their work in providing support and funding for the disadvantaged people and life-saving surgery for children in Bali.
	The ZeroWaste Cente	Every month The Zero Waste Center collects used soap and distributes upcycled soaps to nursing homes, orphanages, organisations, schools, and financially challenged families to help them reduce their monthly expenses.
	Food Redistribution Program with Scholars of Sustenance (SOS) <sup>2</sup>	Ongoing partnership with SOS <sup>2</sup> who collects our leftover buffet food every day and redistributes it to the needy areas around Bali.
Hard Rock Hotel Pattaya	ROCK the Lunch Programme	Initiated by Hard Rock Hotel Pattaya in 2011, ROCK the Lunch takes place monthly. We visit selected schools with limited budget for children's meals to prepare and serve them fresh lunch. Our own Rockers put on a show to entertain the children. With the easing of COVID-19 pandemic and measures from government authorities, this program has been brought back to the children on a quarterly basis.
	ROCK the FARM Programme	Started in July 2016, our green initiative encompasses our motto of "Save the Planet". In collaboration with The King's Project of Agricultural Promotion, Demonstration and Training Center at Wat Yarnasangwararam our green initiative aims to provide the knowledge, education, seeds, sprouts to farm organically. This becomes a learning center for our Hard Rock team that wishes to join us in learning about sustainable agriculture. We grow a variety of fruits and vegetables; banana, mango, corn, tomato, cucumber, chili, lime, many varieties of lettuces and Thai herbs. Everything that is grown at ROCK the Farm is 100% natural, using natural compost, without any chemicals. The produce grown is organic and brought back to ROCK the Lunch project, selling at a very affordable price to our team members with some used in our restaurants. The project has been certified "Nature Farming" by Agricultural Promotion, Demonstration and Training Center at Wat Yarnasangwararam.
	Pattaya beach cleaning during Earth Hour 2022	During Earth Hour on 26 March 2022, around 30 team members of Hard Rock Pattaya and 20 guests cleaned the beach to do their part for the environment.

	Smart And Green for Future Mobility	Collaborated with Toyota Motor styler in setting up an electric vehicle facility for the use of our guests in short trips within and around Pattaya as part of Pattaya city wide initiative of becoming a carbon neutral city.
	Donate blood saves lives - Hard Rock Hotel Pattaya 20th anniversary	As part of the 20 <sup>th</sup> hotel anniversary celebration, Hard Rock Hotel Pattaya in collaboration with Chonburi regional blood center and Thai Red Cross society, the hotel conducts donation activity on a quarterly basis throughout 2022 to promote participative social responsibility among our team members, colleagues in hospitality sector, guests as well as residents of the neighboring community.
Concorde Hotel Singapore	XMAS Light Up – Jolly Good Time	<p>On 16 December 2022, in conjunction with the Children Wishing Well (“CWW”), we held a Christmas Light-Up event for 250 children along with their parents/guardians. Beneficiaries of CWW include children that were born and raised from various background. Game stalls were set up with varieties of tokens such as soft toys, books, bags, and snacks which were generously donated by Concorde Hotel Singapore (“CHS”)’s staff, suppliers and business associates. Lucky draw prizes ranging from cash vouchers, laptop, bicycles, and CHS staycation vouchers were awarded during the event.</p> <p>Additionally, a total of S\$2,380 was raised by CHS and donated to CWW to establish a transport subsidy fund for providing transport subsidies to financially disadvantaged students who live more than 1.5km away from school. This is to ensure that students have sufficient funds for monthly transportation expenses.</p>

## 5. APPENDICES

### Appendix A: List of Corporate Policies (GRI 2-23, 2-24)

HPL's corporate policies outline principles of business conduct and ethics that all employees and stakeholders are expected to follow. The corporate policies can be accessed through our staff intranet. Our Whistle-Blowing and Board Diversity policy commitments are also publicly disclosed in our Corporate Governance Report which can be found in our Annual Report available on our website at <https://www.hotelprop.com.sg>.

All corporate policies are reviewed and approved by our Board.

Corporate Policies	Objectives
Enterprise Risk Management Policy	Provides a structured approach to identify, evaluate and manage significant business risks
Code of Conduct Policy	Sets out the general principles of business conduct, including ethics, anti-fraud, discrimination, insider trading, and health and safety policies that all employees must adhere to
Investor Relations Policy	Sets out the approach and practices to ensure proper communication of information to stakeholders
Whistle-Blowing Policy	Outlines reporting channel and procedures to encourage stakeholders to raise matters of concerns about possible improprieties in confidence
Board Diversity Policy	Sets out the approach and framework to achieve diversity on the Board

## Appendix B: GRI Content Index

<b>Statement of use</b>	Hotel Properties Ltd has reported in accordance with the GRI Standards for the period 1 January 2022 to 31 December 2022.
<b>GRI 1 used</b>	GRI 1: Foundation 2021
<b>Applicable GRI Sector Standard(s)</b>	N.A

GRI Standard	Disclosure		Section in the Report	Page Number	Omission		
					Requirement(s) Omitted	Reason	Explanation
<b>GRI 2: General Disclosures 2021</b>	2-1	Organisational details	Reporting Scope and Period, About Hotel Properties Limited	5, 6-7			
	2-2	Entities included in the organisation's sustainability reporting	Reporting Scope and Period	5			
	2-3	Reporting period, frequency and contact point	Reporting Scope and Period, Contact Us	5			
	2-4	Restatements of information	Reporting Scope and Period	5			
	2-5	External assurance	Reporting Scope and Period	5			
	2-6	Activities, value chain and other business relationships	About Hotel Properties Limited	6-7			
	2-7	Employees	Employment	33-37			
	2-8	Workers who are not employees	Employment	33-37			

	2-9	Governance structure and composition	Sustainability Governance  Annual Report 2022: Corporate Governance Report	10  <u>AR 2022:</u> 104-120			
	2-10	Nomination and selection of the highest governance body	Annual Report 2022: Corporate Governance Report (Principle 4)	<u>AR 2022:</u> 104-106, 111-115			
	2-11	Chair of the highest governance body	Mr Arthur Tan is our non-executive director	N.A			
	2-12	Role of the highest governance body in overseeing the management of impacts	Sustainability Governance, Stakeholder Engagement, Materiality Review, TCFD	10, 12-14, 14-15, 16-18			
	2-13	Delegation of responsibility for managing impacts	Sustainability Governance	10			
	2-14	Role of the highest governance body in sustainability reporting	Sustainability Governance, Materiality Review	10, 14-15			
	2-15	Conflicts of interest	Annual Report 2022: Corporate Governance Report (Principle 1 and 2)	<u>AR 2022:</u> 104-109, 115			
	2-16	Communication of critical concerns	Grievance Mechanism	11			

	2-17	Collective knowledge of the highest governance body	Board Effectiveness	10			
	2-18	Evaluation of the performance of the highest governance body	Board Effectiveness Annual Report 2022: Corporate Governance Report (Principle 4)	10 <u>AR 2022:</u> 104-106, 111-115			
	2-19	Remuneration policies	Annual Report 2022: Corporate Governance Report (Principle 7 and 8)	<u>AR 2022:</u> 109-111			
	2-20	Process to determine remuneration	Employment Annual Report 2022: Corporate Governance Report (Principle 6, 7 8)	33 <u>AR 2022:</u> 109-111			
	2-21	Annual total compensation ratio	N.A	N.A	a,b,c	Confidential constraints	HPL is unable to disclose this information due to confidentiality constraints which the Group is bounded by.
	2-22	Statement on sustainable development strategy	Statement from the Board	8			
	2-23	Policy commitments	Stakeholder Engagement, Appendix A: List of Corporate Policies Annual Report 2022: Corporate Governance Report	12-14, 53 <u>AR 2022:</u> 106, 118			



	2-24	Embedding policy commitments	Appendix A: List of Corporate Policies	53			
	2-25	Processes to remediate negative impacts	Grievance Mechanism	11			
	2-26	Mechanisms for seeking advice and raising concerns	Grievance Mechanism , Stakeholder Engagement	11, 12-14			
	2-27	Compliance with laws and regulations	In FY2022, there were no instances of non-compliance with laws and regulations. Consequently, there were no fines paid in relation to non-compliance.	Nil			
	2-28	Membership associations	N.A	N.A	a	Not applicable	HPL is not a member of any associations in which it holds a significant role.
	2-29	Approach to stakeholder engagement	Stakeholder Engagement	12-14			
	2-30	Collective bargaining agreements	Collective Bargaining Rights	45			
<b>GRI 3: Material Topics 2021</b>	3-1	Process to determine material topics	Materiality Review	14-15			
	3-2	List of material topics	Materiality Review	14-15			
<b>GRI 302: Energy 2016</b>	3-3	Management of material topics	Energy	19-21			
	302-1	Energy consumption within the organisation	Energy	21-22			

	302-3	Energy intensity	Energy	21-22			
<b>GRI 303: Water and Effluents 2018</b>	3-3	Management of material topics	Water	26-28			
	303-3	Water withdrawal	Water	28-30			
	303-5	Water consumption	Water	28-30			
<b>GRI 305: Emissions 2016</b>	3-3	Management of material topics	Emissions	23-24			
	305-1	Direct (Scope 1) GHG emissions	Emissions	25	d	Information unavailable / incomplete	As the hospitality industry is still in its recovery phase for the large part of FY2022, data for consumption in FY2022 may not be reflective of normal business conditions. The base year will be established once consumption has stabilised.
	305-2	Energy indirect (Scope 2) GHG emissions	Emissions	25	d	Information unavailable / incomplete	As the hospitality industry is still in its recovery phase for the large part of FY2022, data for consumption in FY2022 may not be reflective of normal business conditions. The base year will be established once consumption has stabilised.
	305-4	GHG emissions intensity	Emissions	25			
	3-3	Management of material topics	Employment	33-34			

<b>GRI 401: Employment 2016</b>	401-1	New employee hires and employee turnover	Employment	35-37			
<b>GRI 403: Occupational Health and Safety 2018</b>	3-3	Management of material topics	Employee Health and Safety	38-40			
	403-9	Work-related injuries	Employee Health and Safety	40-41			
<b>GRI 404: Training and Education 2016</b>	3-3	Management of material topics	Employee Training and Development	42-43			
	404-1	Average hours of training per year per employee	Employee Training and Development	44			
	404-3	Percentage of employees receiving regular performance and career development reviews	Employee Training and Development	44			

## Appendix C: Environmental Data Quantification Methodology

This section explains the calculation boundaries, methodologies and assumptions used in the computation of energy, greenhouse gas (GHG) emissions and water data of the nine hotels covered in this report.

### **Energy Consumption within the Organisation**

Energy consumption comprises purchased and renewable electricity (solar), diesel, petrol, bunker oil, as well as Liquefied Petroleum Gas (LPG). The total energy consumption is expressed in equivalent gigajoules (GJ). HPL does not have any heating, cooling and steam consumption. Where appropriate, energy consumption was converted into gigajoules using conversion factors from the 2006 IPCC Guidelines for National GHG Inventories Volume 2 (LPG= 47.3 TJ/Gg; Gasoline/Petrol= 44.3 TJ/Gg; Diesel= 43 TJ/Gg) and The International System of Units (SI) - Conversion Factors for General Use (2006) (1 kwh = 0.0036 GJ). Density of fuels was also sourced from the International Energy Agency (2005) Energy Statistics Manual (LPG= 1915 litres/tonne; Motor gasoline= 1350 litres/tonne, Diesel= 1185 litres/tonne). The final conversion factors after taking into account the above density values are LPG= 0.0473 GJ/kg, Gasoline/Petrol= 0.0328 GJ/litre and Diesel= 0.0363 GJ/litre.

### **Energy and Carbon Intensity**

Energy consumption and carbon emissions (Scope 1 and 2) is calculated for the nine hotels covered in this report. Likewise, intensity metrics are related to Scope 1 and 2 emissions and calculated relative to the number of occupied rooms during the Reporting Period), expressed as gigajoules / occupied room.

### **GHG Emissions**

Direct (Scope 1) emissions refer to the direct emissions resulting from an organisation's activities. HPL does not have biogenic emissions as a part of its Scope 1 emissions. Scope 1 emissions are calculated from the consumption of diesel, petrol, bunker oil, LPG, and refrigerants, expressed in kilo tonnes of CO<sub>2</sub>e.

Indirect (Scope 2) emissions refer to the indirect emissions from the generation of purchased electricity consumed by the company. HPL has calculated its Scope 2 emissions using the location-based method as opposed to the market-based method. As such, the emission factor source was regional or sub-national emission factors. Scope 2 emissions are calculated from the consumption of grid electricity, expressed in kilo tonnes of CO<sub>2</sub>e.

### **Emission Factors**

Scope 1: Emission factors for fuel combustion were taken from the International Energy Agency- Energy Statistics Manual and the UK Government GHG Conversion Factors for Company Reporting DEFRA 2021. Specifically for fuel combustion on speedboats, reference was made to the IPCC Intergovernmental Panel on Climate Change (IPCC) Volume 2 Chapter 3 Mobile Combustion (74,100 kgCO<sub>2</sub>e/TJ diesel; 69,300 kgCO<sub>2</sub>e/TJ gasoline/petrol). Emission factors for refrigerants was taken from the IPCC Sixth Assessment Report 2021.

Scope 2: Emission factors for the calculation of electricity consumption were taken from the Electricity Grid Emission Factor and Upstream Fugitive Methane Emission Factor (2021) publication published by the Energy Market Authority in Singapore (0.4057 kg CO<sub>2</sub>e/kWh), the Tenaga Nasional

Berhad Sustainability Report (2021) (0.55 kg CO<sub>2</sub>e/kWh) in Malaysia, the Directorate General of Electricity, Ministry of Energy and Mineral Resources in Indonesia (JCM 2019) (0.52 kg CO<sub>2</sub>e/kWh), the Energy Policy and Planning Office- Ministry of Energy in Thailand (2021) (0.421 kg CO<sub>2</sub>e/kWh), and the Harmonised IFI Default Grid Factors (2021) published by the UNFCC (United Nations Framework Convention on Climate Change) (0.753 kg CO<sub>2</sub>e/kWh) in Maldives. Emission factors were first sourced via local authoritative sources such as governmental bodies, then via local electricity suppliers published emission factors, before referencing the UNFCC Harmonised Grid Emission Factors.

Property	Region	Units	Emission Factor
Concorde Hotel Singapore	Singapore	Kg CO <sub>2</sub> /kWh	0.4057
Hard Rock Hotel Penang	Malaysia, Penang	Kg CO <sub>2</sub> /kWh	0.55
Four Seasons Jimbaran	Indonesia, Bali	Kg CO <sub>2</sub> /kWh	0.52
Four Seasons Sayan			
Hard Rock Hotel Bali			
Hard Rock Hotel Pattaya	Thailand, Pattaya	Kg CO <sub>2</sub> /kWh	0.421
Holiday Inn Resort Kandooma	Maldives	Kg CO <sub>2</sub> /kWh	0.753
Four Seasons Landaa Giravaaru			
Four Seasons Kuda Huraa			

### Water Usage

It is estimated that the total amount of water withdrawn equates to the total amount of water discharged into third-party sewers, with negligible amounts of water consumed. Hence, the total amount of water used is reported, where the amount of water used is the same as the amount of water withdrawn. Water storage does not have significant water-related impact and hence not reported.

### Water Intensity

Water intensity ratio is calculated by the total volume of water consumed, relative to the total number of occupied rooms during the Reporting Period, expressed as megalitres / occupied room.