

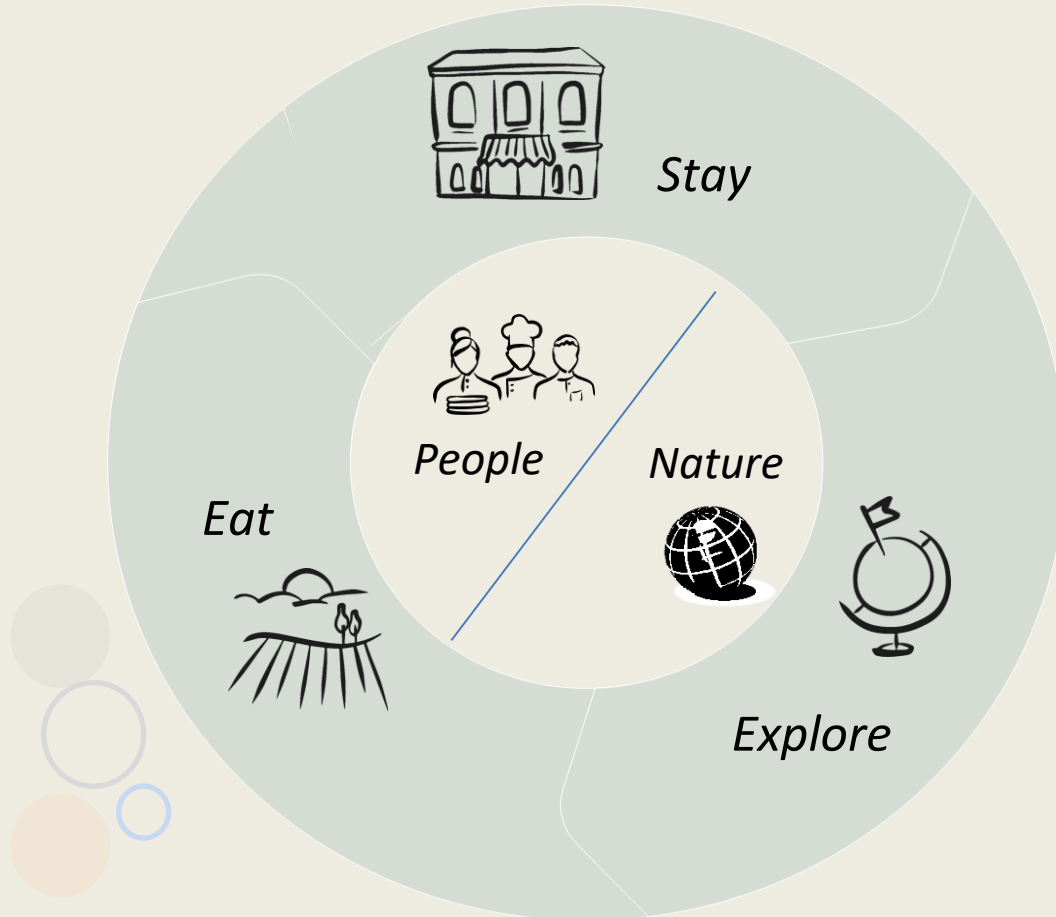


RAFFLES
HOTEL LE ROYAL PHNOM PENH

SUSTAINABILITY ANNUAL REPORT 2024-2025

Our Commitment:

To move our company towards a contributory model, where we give back more than we take in.



Our Framework

This framework is based on **TWO** fundamental science- based axes, **People and Nature**, placed at the heart of the approach, which infuse **THREE** operational **PILLARS:**
Stay, Eat and Explore.



RAFFLES

CAMBODIA

SUSTAINABILITY
MANAGEMENT

OUR
THREE
PILLARS
DETAILS



OUR HISTORY

Our story begins in the early 20th century, when architect and urbanist Ernest Hébrard takes on the task of transforming Phnom Penh. His visionary plan includes constructing a grand hotel. When it opened in 1929 – the tallest building in Phnom Penh – the guest of honour was HM Sisowath Monivong, and the royal link remains today, reflected in our crest, gifted by the royal family, the ceiling art and secret recipes known only to our chefs. In 1996 the building was restored to its former glory and sensitively extended; 20 years later the façade is repainted in its original lotus white.

Raffles Hotel Le Royal opens onto an elegant, tree-lined street in central Phnom Penh. It's a short walk to Wat Phnom, and 10 minutes to the riverfront, with the National Museum, Royal Palace and the Russian Market all a short tuk-tuk ride away. Phnom Penh International Airport is a 45-minute drive.

OUR VISION

“PIONEERING THE ART OF RESPONSIBLE HOSPITALITY, CONNECTING CULTURES WITH HEARTFELT CARE. OUR SHARED VISION FOR THE ACCOR PURPOSE.”

OUR SHARED VISION FOR THE ACCOR PURPOSE.

We have been a pioneer in sustainability to our hotels, guests, employees and stakeholders to stay, eat and explore. Holding a strong responsibility in the transition towards a hospitality model that operates within the planetary boundaries, towards a more sustainable agricultural model and towards more conscious ways of traveling and exploring.

Today, the challenges have shifted scale. We can no longer perpetuate old models. We must build a contributive model, where we participate in solving problems rather than creating new ones.

Social and environmental transition, in a global Group like ours, is instrumental. At a time when the world of tomorrow has to be built still, our sector, which has always fueled imagination, experiences, stories, must contribute to building it, while giving meaning to our actions and our businesses. This is why our strategy aims to transform not only the hotel experience, but also the culinary experience and the travel experience of our guests. It is a paradigm shift that is taking place, with science at its core. However, no transformation can occur overnight. We must raise awareness, train, support, anticipate and plan, to rethink how we operate at every stage and throughout our value chain.

This is why we are launching our first Annual Sustainability Report to shape this narrative, informing our stakeholders, sharing our strengths and weaknesses, whilst being transparent with our progress on our different strategies.



“HOTEL SUSTAINABILITY COMMITTEE”

The purpose of your sustainability committee is to execute Raffles’s sustainability strategy, through the development of a localized sustainability plan that is relevant to the local environment you operate in. This should be aligned with Raffles’s approach to embedding sustainability into the organization, and should be aligned with Raffles’s overarching sustainability goals. Sustainability Champion & Committee It is mandatory for each Raffles property to develop a sustainability committee, led by a sustainability champion.

- Executive Member - A member of the hotel’s executive committee must be involved in the leadership of the hotel’s sustainability committee. Sustainability Champion - The sustainability champion should a leader in the hotel.
- Sustainability Committee - The sustainability committee should include, but is not limited to, representatives from the following departments: Food & Beverage, Engineering, Procurement, Talent & Culture, Front Office, Housekeeping, Procurement, PR and Marketing. Sustainability Champion Responsibilities
- Act as key the contact between Raffles’s sustainability team and your local sustainability committee. Drive sustainability initiatives at a hotel level. Proactively share sustainability communications from Raffles, ensuring that every Heartists has access to updates and information.
- Proactively share hotel level sustainability initiatives, best practices and feedback with the Raffles sustainability team. Committee Responsibilities
- Develop an Action Plan The sustainability committee is responsible for determine annual key priorities, metrics and targets aligned with Raffles’s global goals. The sustainability committee should develop an action plan with should clearly define the actions necessary to meet the hotel’s annual sustainability goals, and who will be responsible for implementing each action.
- Implement Action Plan The Sustainability committee is responsible for working together to implement the sustainability actions at your hotel. Raise Awareness and should ensure that all employees are aware of Raffles’s sustainability commitments, the importance of sustainability to our organization, past efforts, and future direction, and how they can each contribute.

Sustainability at Raffles Hotel Le Royal

As the vibrant and **authentic heart** of our **global destinations**, loved by generations, Raffles has long been a **privileged environmental and social leader**.

We believe that by **acting responsibly** in relation to all those **whose lives we touch** – our guests, our colleagues, our **communities** – we can **empower an experience** of every **destination** that is positive, inspiring and enchanting.

For over a century, we have **preserved cultural, natural and local heritage throughout** our sphere of influence, shaping human encounters of meaning and relevance. With the next **100 years long term commitment** in our sights, we are excited to see where **this journey will lead**.

Custodians of Community

Preserving local, natural and historical heritage is in our **DNA**. This legacy is our springboard, our starting point for embracing all things sustainable throughout our sphere of influence.





SUSTAINABLE SOURCING

Explore Le Royal herb gardens, our urban oases of vegetables, herbs and flowers that make possible our garden-to-table cuisine. Foraged Gin & Tonic is available at Elephant Bar.



The scientists found that one plastic tea bag releases around 116 billion microplastics and 3.1 billion smaller nano plastic particles into the cup. Those, in turn, end up in the drinker's digestive system. That's why we eliminated all single-use plastics in the guest rooms.

The Single Use Plastic (SUP) Policy commits Hotels to act to remove and/or reduce the use of Single Use Plastic from all operations and services as well as working towards finding positive solutions for reducing unnecessary waste across hotels. The ultimate goal is to achieve a single use plastic-free organization across our workforce, operations and assets.

With the need to improve our environment, we have made some positive changes to our room amenities and toiletries. To provide as many eco-friendly alternatives as possible and we thought we would share some of these with you.

Eco-friendly toothbrushes

Bamboo Dental Kits have considerably reduced the amount of single-use plastic we are making. The bamboo toothbrush has a biodegradable handle and these have already proved to be extremely popular!

Environmentally friendly sanitary bags

Eliminating plastic bags is an important step if you want to Go Green. Within our boxed and sachet amenities, we have changed our sanitary bags from plastic to paper. They'll do the same job but will have far less impact on the environment.

Eco-friendly packaging for hotel amenities

Our goal is to cut out cello wrap wherever possible, so our Bamboo Dental and Vanity Kits are sealed in paper boxes.



SUSTAINABLE SOURCING

Local product



eggscellent
happy chickens - better eggs - fair jobs



happy chickens

Everyone deserves to live a happy life, chickens included. Nestled within Siem Reap's countryside, our farm proudly serves as a home for chickens to live out life as a chicken should.

Local Sourcing :
Chicken eggs free cage Farm in Siem Reap Province & Phnom Penh, Cambodia



Local Sourcing :
Organic Salad Production Happy+Co Farm, Siem Reap, Cambodia



Organic Khmer Detox Mix
Organic Lemongrass, organic ginger, organic turmeric
Origine - Cambodia

Local Sourcing :
Khla Tea from Cambodia with local flavor from organic production label.



BEAN TO BAR
At WAT, we craft our chocolate from bean to bar in Siem Reap, ensuring quality, flavor, and purity at every step. Working closely with organic farmers, we source the finest cacao beans to create artisanal chocolate using just two ingredients: cacao and sugar.

Temple of CACAO, Siem Reap, Cambodia



Organic and Local Pepper Product from Kampot Province, Cambodia



SUSTAINABLE SOURCING



Find all of the products from our farm in our shop

PEPPER BAY

Kampot

Kampot gardens
1 street 323 Toul Kork
Phnom penh
kampotgardenshop.com

Local product



THANK YOU FOR EVERYTHING
WE'RE CELEBRATING 3RD ANNIVERSARY!

From, THAUNG ENTERPRISE & THYDA SALT

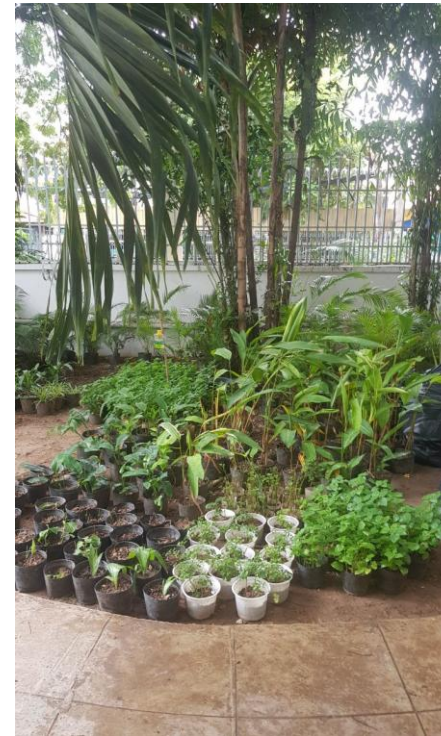
KURATA PEPPER
Cambodian Pepper from Kon Kong

CSDS
Cambodian Standard Development & Supply

Cambodian Standard Development & Supply Co., Ltd (CSDS)

Think about Food Safety Standard, Think about CSDS !!





HERB GARDEN ONSITE

Explore Le Royal herb gardens, our urban oases of vegetables, herbs and flowers that make possible our garden-to-table cuisine. Foraged Gin & Tonic is available at Elephant Bar.

The onsite herb garden will participate to garden green waste composting able to convert green waste from landfill by 3%.



ENVIRONMENTAL FOOTPRINT:

Emission & Energy



Emission	Unit	2024
Total emissions	tCO2e	2,329.50
Scope 1	tCO2e	415.60
	Percentage	17.90%
Scope 2	tCO2e	1270.00
	Percentage	54.40%
Scope 3	tCO2e	643.90
	Percentage	27.70%
Energy	Unit	2024
Total energy consumed	kWh	5,595,918
per square metre	kWh	238.53
per guest	kWh	242.66





SAVING ENERGY CARBON reduction

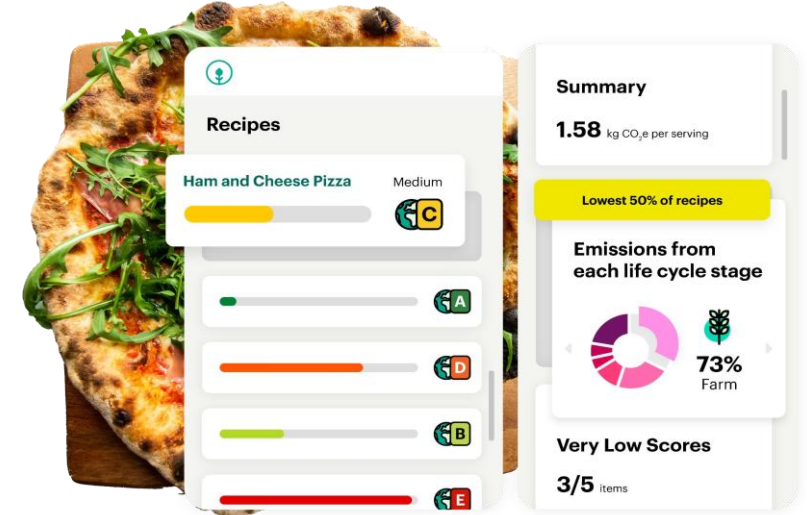
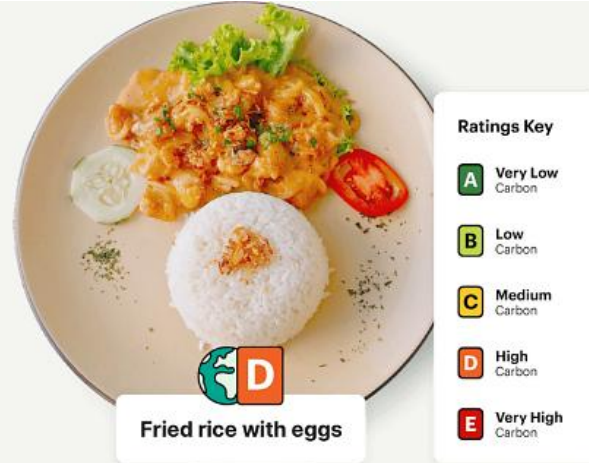
LED Light installed – Saving Energy

To further decrease energy consumption, incandescent lights have been replaced with dimmable LED lights, creating a more comfortable and ambient atmosphere within the villas, rooms and throughout the resort, all while conserving energy.



Spotted the **carbon labels** on our menu?

Look out for the **Foodsteps** carbon labels. They can help you make better-informed choices about your food and drink.



FOODSTEPS CARBON reduction

Features

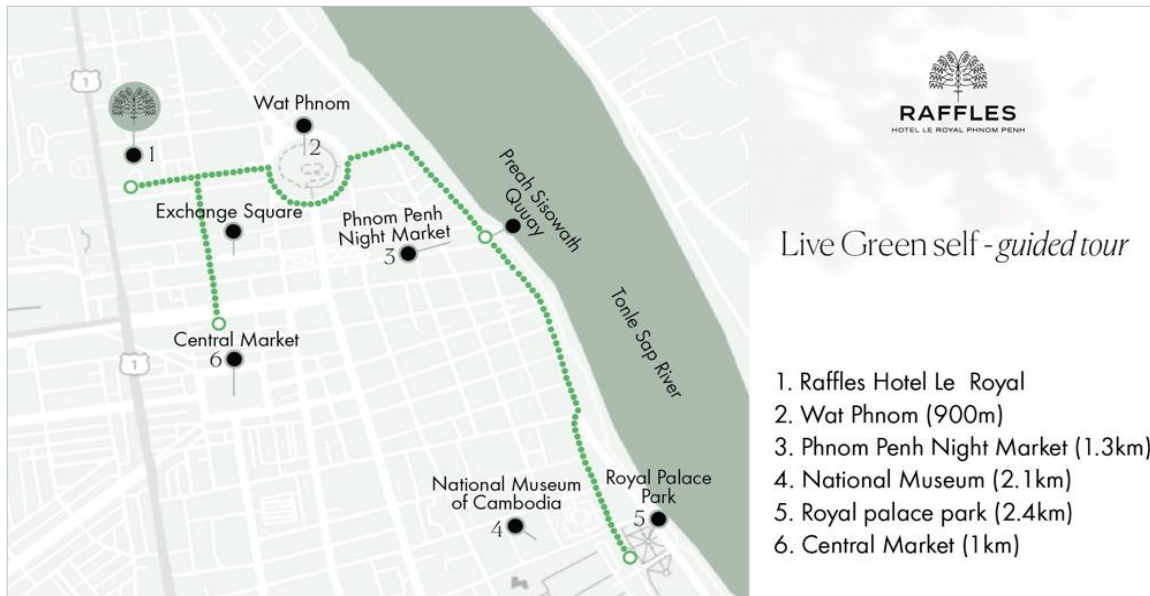
- Quickly understand the carbon, land and water impact of your menu items, products and packaging
- Identify hotspots, swap ingredients and reformulate recipes to reduce overall impact
- Seamless bulk upload & automatic assessments mean less time measuring, more time acting

Benefits

- Take meaningful action to reduce your impact with data and product impact measurements you can trust
- Make credible climate claims without fear of greenwashing accusations
- Increase your sales to climate-conscious customers



GREEN TRANSIT options



- To support eco-friendly transport and local business, we are partnered with Vana Adventure Travel for bicycle rental. Guests may rent a bike to explore the city, or guests may choose self guided walking tour map which is available at the concierge.
- Reducing energy consumption will help to reduce environmental impact and reduce energy costs.

To minimize energy consumption, we will:

- Take steps to make our workplace more energy efficient-energy audit
- Reduce the use of fuels & replace by renewable energies-green energy
- Maintain our machinery and equipment in good working condition
- Using energy-efficient equipment and low-energy appliances
- Ensure optimal use of machinery – cycling – manual mode
- Use timers, sensors and other devices that regulate energy consumption
- Save water, energy, gasoline, gas from daily operations
- Reduce energy loss by using insulated pipes to carry hot or chilled fluids
- Switch off light & turn off water valve after use





GREEN TRANSIT options

Our electric tuk tuk offers guests a sustainable and stylish way to explore Phnom Penh. Quiet, comfortable, and eco-friendly, it reduces carbon emissions while preserving the charm of Cambodia's iconic local transport.

With the Raffles E-Tuk Tuk, we combine heritage with modern responsibility, ensuring every journey is both memorable and environmentally conscious.





ENVIRONMENTAL FOOTPRINT:

WATER management

Water	Unit	2024	2025	Reduction	Goal
Total water consumed	m3	109,939	59,541	-25.20%	-4% Reduction
Per square metre	m3	7.25	6.18	-14.75%	
Per guest	m3	4.77	3.81	-20.12%	

Water is essential to the daily rhythm of the resort, and its careful stewardship remains one of our key sustainability priorities toward reduction goal:

- Light Reduction Procedure
- Computer Shut Down Policy
- Earth Hour Every year
- Regular clean Air-conditioning and HVAC
- Install more Sensor Control
- Plumbing system that significantly reduces water use
- Daily monitoring and analyzing water consumption
- Towel and linen programs – Green Cards
- We can use the data calculation in 2024 as a baseline to guide the reduction and action plan for 2025.



ENVIRONMENTAL FOOTPRINT:

ENERGY management

Energy	Unit	2023	2024	Reduction	Goal
Total energy consumed	kWh	5,686,002	5,595,918		-5% Reduction
Per square metre	kWh	242.37	238.53	-2.00%	
Per guest	kWh	356.15	242.66	-47.00%	

In order to sustain our natural resources and leave clean energy alternatives to our future generations, we take responsibility and set targets in order to reduce energy consumption and replace what we spend. For this:

- We follow national and international standards, laws and regulations in order to fulfill both our responsibilities towards nature and our legal obligations, we voluntarily carry out studies to reduce energy use and/or continuously improve our energy consumption performance, and we monitor the results of our studies.
- We set targets to increase energy efficiency and include energy efficiency in our training programs in order to ensure the participation of our employees.
- We care about cooperating with all our partners to create common goals and results in energy management. We try to maintain our interaction with our guests, employees, visitors and all our business partners in order to reach a level of awareness and consciousness on these issues.
- We endeavor to research, purchase and use product, equipment and technology alternatives to increase energy efficiency.
- We ensure that our Energy Management System is documented, distributed to all departments, updated, when necessary, reviewed and continuously improved.
- We make and implement plans to improve energy savings and efficiency within the scope of digitalization and sectoral requirements.



ENVIRONMENTAL FOOTPRINT:

WASTE management

Waste	Unit	2024	2025	Ratio	Goal
Total Food Waste	Kg	109,939	20,429	58.60%	-10% Reduction
Other Dry Waste	Kg	25,604	6,581	28.60%	-5%
Cardboard	Kg	1,676	1,943	4.20%	Recyclable
Used Cooking Oils	Kg	251	496	2.70%	Recyclable
Glass Bottles	Kg	967	4,412	4.70%	Recyclable
Metals/Cans	Kg	49	138	0.10%	Recyclable
Plastic Bottles	Kg	210	202	1.20%	Recyclable

We are committed to reduce waste in all areas of operation and back of the house by sharing, training and implementing policy:

- Waste Management Policy
- Sustainability Management Orientation to employees
- Communication Poster at BOH and FOH
- We can use the data calculation in 2024 as baseline to guide the reduction and action plan for 2025
- Cooperate with partners to distribute our waste separation such as Recycling Buyers by categories of Plastic Bottles, Cans, Cardboard and Glass Bottles, Food Waste to Compost Project.





ENVIRONMENTAL FOOTPRINT: FOOD WASTE management

Food Waste	Unit	2024	2025	Reduction	Goal
Total FW consumed	Kg	29986.3	20428.7		
Per guest	Gr	167	120	-28.14%	MTD for 2025
FW Baseline	Gr	200			-10% Reduction vs BL

Engagement:

- Provide staff training on how to REDUCE food waste
- Take what you can eat - Start from less - Eat them all
- Action on Orbisk System Report of improving the food menu, food portion, taste, display, pricing etc.
- Communication poster to share awareness - Matter to Climate Change.
- Waste separation bin & Signage (Recycle bin, Wet/Food Waste, Dry Waste & Other)
- Maintain record food waste weighing to all venues for GAIA 2.0 performance and action plan on reducing food waste.
- To do composting onsite and cooperate with 3rd party for Fish Feeding.



ENVIRONMENTAL FOOTPRINT: FOOD WASTE management

JOINING FORCES WITH TWO CUTTING EDGE START-UPS:

Orbisk and Winnow both provide artificial intelligence-based solutions. By measuring precisely and classifying food waste by category and meal period, hotels have access to very detailed data that help them adjust menus and quantities produced.

These solutions are already used in nearly 300 hotels around the globe.



➤ Measurement, Reporting & Supporting documentation:

Certify in Gaia 2.0 & Orbisk System : Record all venues, Preparation, Overproduction, Plate Waste, Spoilage.

➤ Reduction Target: -10% target 2025

Food Waste management objectives:

- Reduce food waste from each outlets operation (BOH & FOH)
- Reduce plate waste of our guests – Buffet to A La Carte / Hybrid
- Reduce plate waste for our staff – Take as you need Eat as you Take
- Food waste : 200 gram/cover, Target baseline 151 gram/cover by 2030

At its own level, Accor asks hotels to report food waste in Gaia 2.0, a dedicated online reporting tool, enabling benchmarking between brands, hotels and regions.





ONSITE GARDEN WASTE *composting*

In 2024, we introduced in-house composting to process up to 85% of our garden waste—including leaves, grass clippings, and small branches. The result is a natural compost, free from added chemicals, used to nourish the resort's landscapes and support a circular approach to land care.

FOOD WASTE FISH *feeding*

In 2025, we cooperate with fish farm production, the partner collect food waste daily for their fish feeding, as a result we can reduce waste to landfill of 58% from total waste of whole hotel operation.



SINGLE-USE PLASTIC *reduction*

Raffles Hotel Le Royal has taken a firm stance against single-use plastics. Wherever possible, we have replaced them with reusable alternatives, working towards an environment free from unnecessary waste.



Water bottling station aim to reduce plastic water bottle in yearly average usage of 46,456 bottles from Jan-Aug 2025.



100% Biodegradable Coffee Capsule



Support local ceramic products for in-room amenities.



Reusable stainless steel water bottles available for guests to purchase.



Support local handcraft cotton Kroma scarf



Cocktail mix with Local Herb



SINGLE-USE PLASTIC *reduction*

The project is to remove single use plastic from guest facing especially from guest room. The Laundry bag will replace the plastic bag which is beneficial to our environment and helping the business to reduce the cost as it is reusable clothes materials.

Dispensers for shower gel, conditioner Shampoo, Laundry Bag & other dry amenities

Dispensers are an excellent eco-friendly solution. Dispensers enable us to offer guests amazing toiletries without using and throwing away as much plastic. Generously sized bottles can be refilled time after time and can also be a cost-effective solution for hotels.



SINGLE-USE PLASTIC *reduction*



100% Biodegradable
Paper Coffee Cup and
Straw



100% Biodegradable
Paper Box Food
Packaging



100% Biodegradable
Fork, Spoon and Knife

Eco-Friendly Packaging No Single Use Plastic

Recent years have marked a rise in awareness about the detrimental impacts of plastic pollution. Plastic clogs up waterways, floats along the surface of the ocean, kills marine life and wildlife, and is even found in human tissue. New research has also shown that plastic, when exposed to solar radiation, releases methane (a potent greenhouse gas) and ethylene, especially as it degrades. Seventy-nine percent of the world's plastic is not recycled. Most of that previously recycled plastic is now being landfilled or incinerated.

Biodegradable takeout containers are made from plants that are regrown annually. This means that they are sustainable and can be produced again and again. By using fiber from sugarcane to produce food containers, this waste is upcycled rather than wasted.

Today, the whole world is taking measures to curb plastic usage and trying to find biodegradable alternatives to plastic. One such solution that has recently gained global attention is Cornstarch products. We have changed our takeaway containers from plastic to PAPER/cornstarch.

Providing a unique solution to the existing pollution and danger from the excessive use of one-time use plastic products. So, providing consumers with one of the eco-friendly products, made from PAPER/cornstarch, can address and replace plastic-based commodities tormenting the environment.

We are aware that the hotel industry has a large share in this amount of waste. We set out bold and far-reaching goals to have all rooms free of single-use plastics in the locations where we operate. In lieu of alternative packaging, we're investing in our properties. We strive to be a pioneering company with a goal to become single-use plastic-free while continuing to elevate the quality of the experience of its clients.



SOCIAL COMMITMENT :

Giving back to the communities



As part of our ongoing commitment to responsible tourism, Raffles Bali works to support the local community through lasting partnerships and meaningful engagement. We collaborate with local artisans, farmers, and small enterprises by sourcing locally where possible and offering space to share their craft.

Our team also takes part in outreach programs from educational visits to community clean-ups and wellness activities. By investing in people and encouraging inclusive growth, we hope to create a lasting impact that reaches beyond the resort.

We celebrate, support, protect, conserve and restore (where appropriate) the local community, culture and environment wherever we operate.

Guideline Specifics

1. As a member of the local community, it is our responsibility to play a role in ensuring that our efforts in sustainability include community development, cultural preservation and environmental conservation /restoration.
2. Such efforts include, but are not limited to strength our focus effort toward 7 keys point:

- ☐ Community Development
- ☐ Cultural Preservation
- ☐ Environmental Preservation and Restoration
- ☐ Reporting / Documentation Legislation + Regulation Log
- ☐ Annual Sustainability Action Plan
- ☐ Responsibility General Manager
- ☐ Sustainability Champion



HIGH LIGHTS for 2024



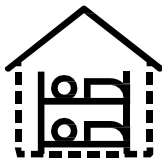
15172

Overall Room Sold



183

Staff Member



23061

Overnight Guests



% 96

Local Staff



94.04

Guest Satisfaction Score



7

Charity & social activities



7

Awards



SOCIAL ELEVATOR - Social Activities

1. Easter Eggs Making Workshop with Sunrise Cambodia
2. Offer Space to Local Artist, collaboration with DinArt by the Gallerist
3. I Spy - The Magic of Raffles
4. Botanic Day @ The Elephant Bar
5. Support of war refugees and border soldiers
6. Earth Day @ Raffles Hotel Le Royal
7. Earth Hour @ Raffles Hotel Le Royal

Moreover, we also take part of giving hand and space to LOCAL Partner to be able to engage with our guest:

- Supporting Local artists through property exhibitions and events
- Partnering with local curators for off-site excursions
- Providing a platform for local musicians to be part of hotel events
- Collaborating with community-based business to create personalized products for The Shop

SOCIAL ELEVATOR

cooperate social responsibility

Raffles Hotel Le Royal - Sustainability Report 2024-2025

Easter Eggs Making Class



Easter Eggs Making Workshop with Sunrise Cambodia

As part of our community engagement and CSR commitment, Raffles Hotel Le Royal invited children from Sunrise Cambodia to participate in an Easter Eggs Making Workshop. The activity provided a joyful and educational experience, fostering creativity while strengthening their connection with cultural celebrations. By opening our kitchens and engaging our chefs to guide the children, the initiative promoted inclusivity, skill-sharing, and memorable moments of hospitality.



SOCIAL ELEVATOR

cooperate social responsibility

New Modern Khmer Menu Launch @ Restaurant Le Royal



Raffles Hotel Le Royal launched a new **Modern Khmer Menu** at Restaurant Le Royal, celebrating Cambodia's culinary heritage with a sustainable twist.

The menu highlights seasonal local ingredients, responsibly sourced seafood, and fresh produce from nearby farmers. By incorporating traditional recipes with contemporary techniques, the initiative supports local communities, reduces the carbon footprint associated with imported goods, and preserves Cambodia's cultural gastronomy.

The launch also featured an art collaboration with DinArt by the Gallerist, further strengthening the connection between heritage, sustainability, and creativity.



SOCIAL ELEVATOR

cooperate social responsibility

Raffles Hotel Le Royal - Sustainability Report 2024-2025

I Spy – The Magic of Raffles!



As part of our commitment to **CSR and sustainability**, Raffles Hotel Le Royal is proud to organize an **art competition** for the talented children of **Sunrise Cambodia**. Inspiring 25 young artists, mentored by renowned artist **Chhim Sothy** to capture the magic of our historic hotel.

On Children's Day, the five best paintings were awarded and have now been transformed into **limited-edition postcards**, available at the **Raffles Boutique**. Proceeds support creative initiatives for children, keeping their imagination alive.



SOCIAL ELEVATOR

cooperate social responsibility

Botanic Day @ The Elephant Bar



Raffles Hotel Le Royal organized a special **Botanic Day** at the iconic Elephant Bar, highlighting the use of local herbs, florals, and spices sourced from the hotel's own garden.

The event showcased cocktails and beverages crafted with natural ingredients, promoting awareness of sustainable sourcing and the benefits of using fresh, locally grown botanicals.

This initiative aligns with our commitment to sustainability by reducing reliance on imported products, supporting local growers, and celebrating Cambodia's rich biodiversity.



SOCIAL ELEVATOR

cooperate social responsibility

On 15th August 2025, our hotel management and colleagues united to donate food and drinks through Phnom Penh City Hall in support of war refugees and border soldiers.



SOCIAL ELEVATOR

cooperate social responsibility

Earth Day @ Raffles Hotel Le Royal



WELCOME TO
our EARTH DAY *corner.*

Take a moment to slow down, sip something cool, and reflect on the world we share.

Hydration Hub

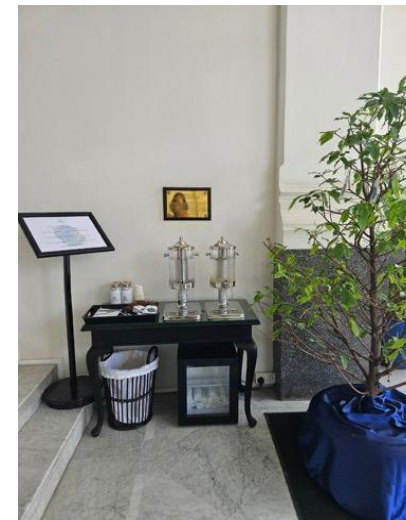
Enjoy a refreshing drink — a small reminder of how precious our planet's resources are.

Message Tree

Write down a thought, a hope, or a promise for the Earth and hang it on our tree.

Every small act counts.

Thank you for sharing this moment with us.



SOCIAL ELEVATOR

cooperate social responsibility

Earth Hour @ Raffles Hotel Le Royal



RAFFLES
HOTEL LE ROYAL PHNOM PENH



ONE HOUR *for the Earth*

Join us on April 22, 8–9PM

As we dim the lights and light the
candles, let's take one quiet hour to
reflect on our beautiful planet.

Every small act of care matters.



SOCIAL ELEVATOR

staff wellbeing

Raffles Hotel Le Royal - Sustainability Report 2024-2025

In January 2025, the colleague cafeteria was upgraded and newly decorated to enhance the dining environment for our colleagues.



AWARDS HIGHLIGHT

Winner 2025



Tripadvisor
Travellers' Choice™
Awards 2025

Raffles Hotel Le Royal

Reviews from millions of Tripadvisor travellers place this winner in the **top 10%** worldwide.

Top 10%

We are delighted to be Travelers' Choice Awards 2025 This prestigious recognition honors our commitment to providing exceptional luxury, world-class service, and unforgettable experiences.

Awarded to

Raffles Hotel Le Royal

Booking.com
Traveller Review Awards 2025

9,4

out of 10

We are proud to have been honored with the Booking.com Traveler Review Award for 2025, with an outstanding rating of 9.3! This achievement reflects our dedication to offering unparalleled service, luxurious accommodations, and exceptional experiences.

Other awards achievement:	
2025	Navigator Award “Most Wanted Leading Luxury Historic Hotel In SEA”
2025	Travel + Leisure Luxury Awards “Best General Manager in Cambodia”
2024	Travel + Leisure Luxury Awards “No. 1 City Hotel in Cambodia”
2024	Luxury Lifestyle Magazine (UK) “World’s Best City Hotels” (No. 24 overall)
2024	Forbes Travel Guide “Four-Star rating”



THE SHOP

Support Local Products

The Shop at Raffles Hotel Le Royal partners with local artisans and small businesses whose work reflects heritage craftsmanship and a commitment to sustainability.



FOOD *and* BEVERAGE

We prioritise sourcing 80% of our ingredients locally, importing only what is necessary. Our partnerships are rooted in sustainability—working with local fishermen, stingless bee honey producers, and farmers who cultivate seasonal crops using time-honoured methods.



Natural Decoration Materials

SINGLE-USE PLASTIC reduction

Each year more than 35 million tons (31.9 million metric tons) of plastic pollution are produced around Earth and about a quarter of that ends up around the water.

A policy of banning single-use plastics from all hotels, which comprehensively addresses the growing plastics crisis would phase out certain single-use plastic products. To stop serving drinks with plastic straws and instead provides biodegradable alternatives upon request. We have changed plastic straws from plastic to Paper or Rice Straw.



Reusable Glass & Ceramic Cutleries



Paper & Rice Straw





Improvement

The Raffles Annual Sustainability Report is designed so that relevant personnel are able to regularly review performance and identify key opportunities for improvement in the operation of the hotel in a sustainable manner.

The SMP & ASR incorporates the guidelines below which ensure there is a robust annual review of all sustainability, environmental and purchasing policies so that such policies and plans can be continually improved year-on-year.

- Accor Sustainability Strategy
- Raffles and Accor 2025 Sustainability Goals
- **Raffles Hotel Le Royal Annual Sustainability Report to review on August 2026**

In the event a non-compliance is identified with regards to sustainability, the Sustainability Committee will address the issue in a timely and satisfactory manner. Appropriate resources will be allocated to rectify the matter as directed by the Committee as well as the Executive Committee.

The SMP & ASR will act as an overall guide for all Raffles colleagues to take incremental steps towards a more sustainable experience for our guests, colleagues and stakeholders.





RAFFLES

A WORLD OF ELEGANCE & ENCHANTED GLAMOUR