



RAFFLES

HOTEL LE ROYAL PHNOM PENH

SUSTAINABILITY REPORT 2023 & 2024

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

Accor has been a pioneer in sustainability for more than 50 years. 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, inform our stakeholders, share our strengths and weaknesses, whilst being transparent with our progress on our different strategies.



A timeless LANDMARK

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 opens in 1929 – the tallest building in Phnom Penh – the guest of honour is 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 is restored to its former glory and sensitively extended; 20 years later the façade is repainted in its original lotus white.

“ EMBEDDING SUSTAINABILITY IN EVERYTHING WE DO ”

People come to our hotels to **stay, eat** and **explore**. As a global hospitality leader, Accor holds 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.

Stay

Accor aims to operate its hotels within planetary boundaries and, in this respect, to contribute to planetary carbon neutrality by 2050 in line with the Paris Agreement, while also reducing pressure on the natural resources it depends upon. The emphasis is on optimizing the use of natural resources such as energy and water consumption, promoting the circular economy, reducing waste and eliminating single use plastics.

Eat

It is now crucial to master the food chain “from farm to fork” in the Hotel Industry. Accor seeks to improve the traceability of its supply chain, reduce food waste and offer our clients an increasingly organic, local and seasonal food offering.

Explore

Accor intends to offer our clients tangible contributions to nature conservation, more inclusive and contributory. This offer translates to the creation of a hotel park anchored in local communities along with the desire to generate urban spaces that respect the land and allow guests to be more sensitive to nature.

OUR Corporate Sustainability Team



MARINA ELSENER

Based in
Toronto



LEA BENZAADOUNE

Based in
Dubai



RAFFLES

HOTEL LE ROYAL PHNOM PENH

“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.



Mey Chanthy
Committee Leader
Sustainability

SUSTAINABILITY COMMITTEE YEAR 2024



Yeang Channa
Committee Member
Housekeeping



Chhorn Reaksmeay
Committee Member
Front Office



Uy Say
Committee Member
Culinary



Jump Jasondaniel
Committee Member
F&B Service



Ros Dara
Committee Member
Security



La Saly
Committee Member
Finance



Seang Bunmey
Committee Member
Engineering



Leng Kim Leourn
Committee Member
T&C



Koem Vanndy
Committee Member
Spa



Michelle Htway
Committee Member
Sales & Marketing



SUSTAINABLE DEVELOPMENT

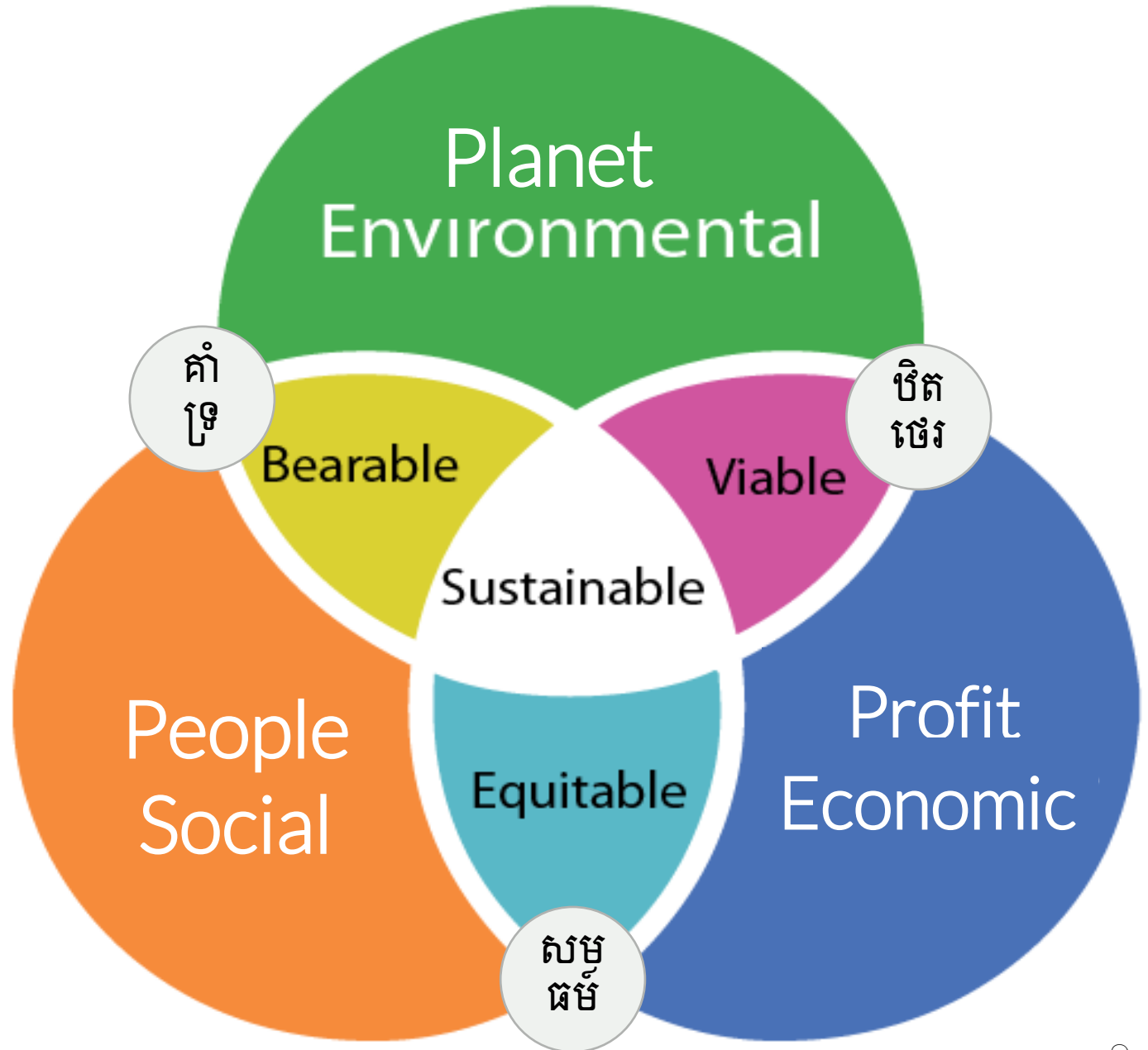
GOALS

3P:

PLANET
PEOPLE
PROFIT

ESG:

ENVIRONMENT
SOCIAL
GOVERNANCE/ECONOMIC



5P Principles

GOALS

1 NO POVERTY



2 NO HUNGER



3 GOOD HEALTH



4 QUALITY EDUCATION



5 GENDER EQUALITY



6 CLEAN WATER AND SANITATION



PEOPLE

SOCIAL

7 RENEWABLE ENERGY



8 GOOD JOBS AND ECONOMIC GROWTH



9 INNOVATION AND INFRASTRUCTURE



10 REDUCED INEQUALITIES



PROSPERITY

ECONOMIC

11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION



13 CLIMATE ACTION



14 LIFE BELOW WATER



15 LIFE ON LAND



PLANET

ENVIRONMENT

16 PEACE AND JUSTICE



PEACE

17 PARTNERSHIPS FOR THE GOALS



PARTNERSHIP

FOSTERING PEACE AND PARTNERSHIPS

Sustainability at Raffles

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.

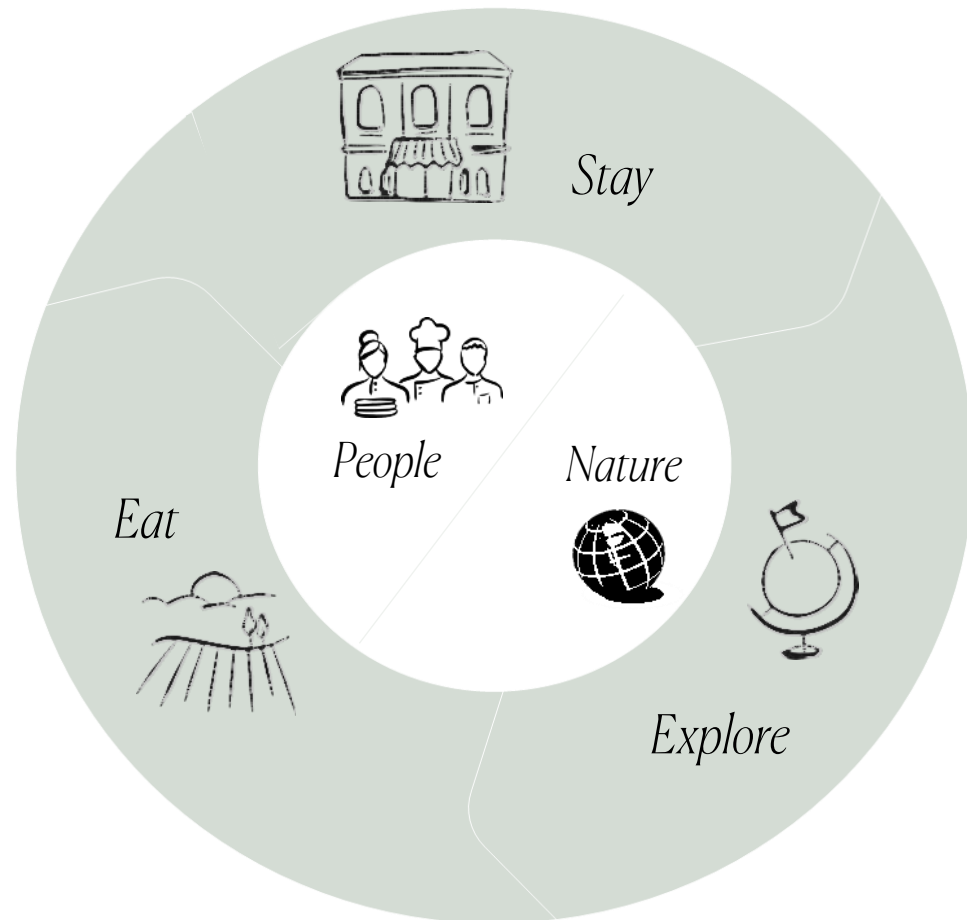
For over a century, we have **preserved cultural, natural and local heritage throughout** our sphere of influence, shaping human encounters of meaning and relevance. With the next **100 years long term commitment** in our sights, we are excited to see where **this journey will lead**.

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.

Our Raffles & Accor 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

HOTEL LE ROYAL PHNOM PENH

SUSTAINABILITY

OUR THREE PILLARS DETAILS



DEI & CSR



SOCIAL ELEVATOR



CARBON



WASTE



WATER



LOCAL COMMUNITIES



BIODIVERSITY



SUSTAINABILITY AWARENESS



SHIFT FOOD CONSUMPTION



RESPONSIBLE SOURCING



FOOD WASTE



HUMAN RIGHTS



Stay

People



Nature

Explore




Eat

Our RAFFLES -Cambodia

Sustainability SOP titles



-  RLR-SOP-1-Sustainability Management Plan (SMP)
-  RLR-SOP-2-Sustainable Environment Policy
-  RLR-SOP-3-Hotel Sustainability Committee
-  RLR-SOP-4-Sustainability Community & Culture
-  RLR-SOP-5-Sustainable Purchasing Policy
-  RLR-SOP-6-Sustainable Waste Management (Guide)
-  RLR-SOP-6-Sustainable Waste Management

-  RLR_SOP_Pollution Control Action Plan
-  RLR-SOP-Computer SwitchOff&Shutdown Policy
-  RLR-SOP-HK-Landscape & Irrigation

2024 PRIORITIES

SUSTAINABILITY

THIRD-PARTY CERTIFIED

GREEN GLOBE

CARBON

EPC OR ASHRAE
ENERGY AUDIT
REDUCTION PLAN

WATER

REPORTING -
BASELINE
ESTABLISHMENT

FOOD WASTE

REDUCTION
GRAMS/COVER
TARGET

SINGLE-USE PLASTIC

4 NEW ITEMS

NEWSPAPER HOLDER
UMBRELLA COVERS
WET WIPES
BOH KITCHEN CLINGWRAP

GAIA 2.0 MIGRATION

SUSTAINABILITY ACTIONS

WASTE
FOOD WASTE

TRAINING

WATCH (NCA HUMAN
TRAFFICKING TRAINING)
SCHOOL FOR CHANGE

WOMEN IN LEADERSHIP

TARGET TBC

OUR Raffles & Accor – Sustainability Goal

No	Type	Accor Goals	Raffles – going further
1	Eco-Certification	100% of Raffles hotels certified by Green Globe	
2	Carbon	100% of 2023 and 2024 energy data entered into GAIA 2.0	
3	Carbon	-5% energy reduction vs. 2023 prediction model (considering occupancy and weather)	
4	Carbon	Define a multi-year plan to achieve 30% energy reduction by 2030.	
5	Water	100% of 2024 water data entered into GAIA 2.0	with a 5% POR reduction by end of 2024 (on the number of m3 used)
6	Food Waste	Establish a food waste baseline, if not already done in 2023	
7	Food Waste	Hotel to achieve hotel specific target of up to 25% food waste (based on 2023 baseline)	
8	Single-Use Plastic	Hotel to eliminate all 2022, 2023 and new 2024 SUP items. New 2024 items: umbrella cover, newspaper cover, wet-wipes, kitchen clingwrap)	
9	Waste	100% of 2024 waste data entered into GAIA 2.0	with a 5% POR reduction by end of 2024
10	Gaia actions	All hotels to report on ‘Sustainability Actions’ in GAIA 2.0	with at least 70% of actions engaged
11	School for Change	All GMs to complete mandatory School for Change modules: Accor Sustainability Strategy & Human Rights	Executive Teams & Sustainability Managers to also complete modules
12	Green Energy	/	75% of green energy sourcing by the end of 2025 (with at least 40% in 2024)
13	Green transit	/	All hotels have a green transit offer by the end of 2024 (bicycles, EVs...)
14	Local Impact	/	100% of hotels develop a network of local project and charities that guests can support and engage with during tailored experiences



POR=Per Occupied Room



2024 STIP

OUR Raffles & Accor – Sustainability Goal

No	Type	Accor Goals	Raffles – going further
15	F&B		1 signature plant-based meal per outlet per meal period (at least)
16	F&B		New breakfast experience (reducing buffet options)
17	F&B		50% (at least) of sustainable food sourcing (local, or organic or seasonal). %centage calculated on total food purchases.

KEY RESOURCES

Reporting Tool Gaia 2.0

<https://accor.resourceadvisor.chneider-electric.com/>

Resource:

HERE you will find a one-stop document which contains links to the following items:

- A step-by-step user guide per module
- A video tutorial per module

Sustainability Sharepoint

This platform is your gateway to all sustainability resources. The SharePoint is accessible through the following link:

[Fairmont & Raffles Sustainability Network \(ESG\) - Home \(sharepoint.com\)](#)

Raffles Managers MS Teams Group Chat

This group chat is intended to ask questions, share best practices and challenges so we can collectively move forward together.

Sustainability

Priorities long term action plan:

-46 %

Scope 1 & 2
emission
reduction by 2030

CARBON

**NET
-ZERO**

Net-Zero
by 2050

CARBON

100%

100% of Raffles
eco-certified by
end of 2024

ECO-CERTIFICATION

ZERO

Zero single-use
plastic

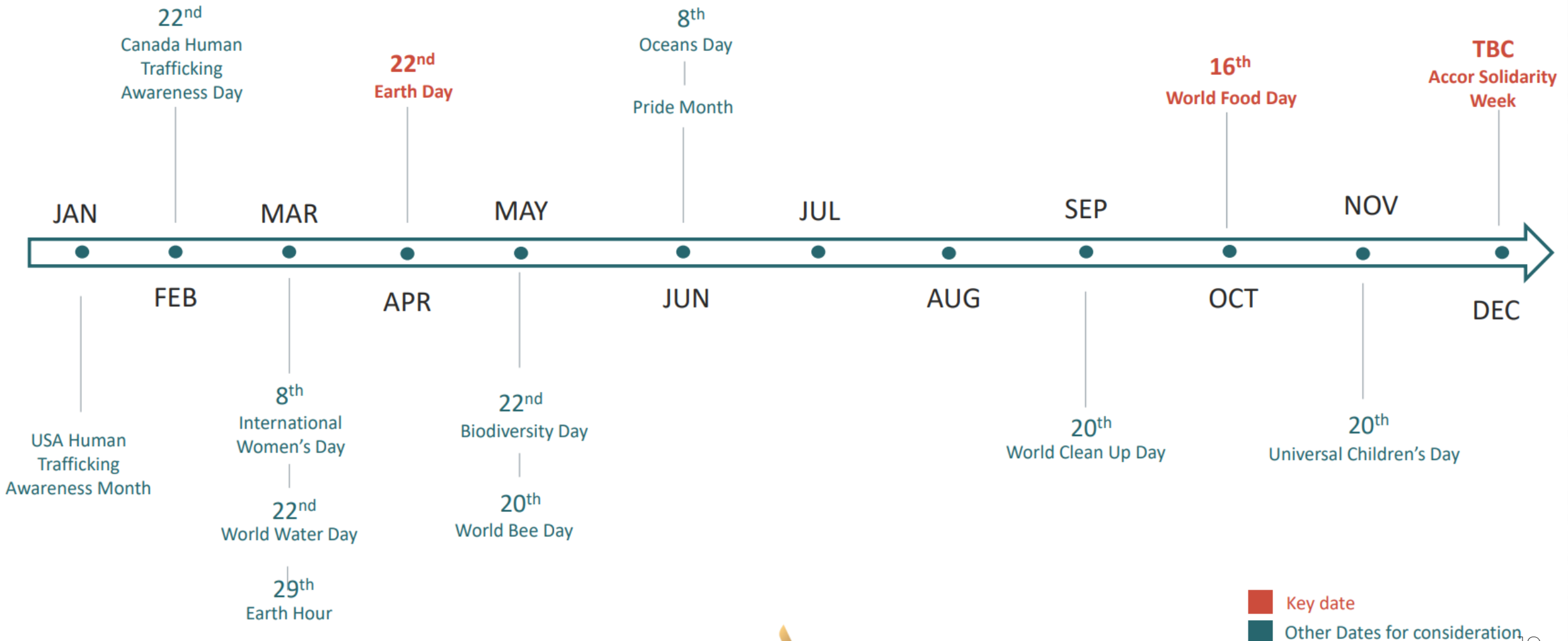
PLASTIC

- 60%

-60% food waste
reduction by
2030

FOOD WASTE

2024 Key Dates





➤ Measurement, Reporting & Supporting documentation:

Certify in Gaia 2.0 & Orbisk System : Record all venues :

Preparation, Overproduction, Plate Waste, Spoilage. (FORM)

➤ Third-party food managed venues can be excluded

➤ Baseline Measurement

➤ Reduction Target: -25% target 2024

Food Waste management objectives:

➤ Reduce food waste from each outlets operation (BOH & FOH)

(Take what you can eat - Start from less - Eat them all)

➤ Reduce plate waste of our guests – Buffet to A La Cart / Hybrid

➤ Reduce plate waste for our staff – Take as you need Eat as you Take

➤ Food waste : 161 gram/cover, Target baseline 151 gram/cover

➤ Inspiring Video (Food Waste Matter)

Engagement:

- Provide staff training on how to REDUCE food waste
- 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 or cooperate with 3rd party for (Compost Project)



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.



➤ Orbisk Digital Food Waste Management:

- Record food waste from guest plate waste
- Scale food waste from all venues
- Analyze the majority waste categories
- To identify which product is highly wasted
- To adjust the food menu and size portion
- This solution to reduce food waste

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



FOOD WASTE WEIGHT RECORD AND REDUCTION GOAL 2024-2025

Date Display: Calendar Year 2024																			
Participant: HASEO - RAFFLES HOTEL LE ROYAL - RLR																			
Data Streams	Section	Type	UOM	Jan24	Feb24	Mar24	Apr24	May24	Jun24	Jul24	Aug24	Sep24	Oct24	Nov24	Dec24	Total	Baseline	Reduction	Remarks
Maximum food waste ratio for your segment	Target	Custom	g/cover	151												151	200 gr	151 gr	Target reduction 2030
F&B Covers (Monthly)	Food Waste Measures Global	Calculated	cover	9518	9784	10846	7695	20576	14253	14492	14657	14050				115871			
Food Waste Ratio (Monthly)	Food Waste Measures Global	Calculated	g/cover	200	200	200	200	112.014	135.6767	126.9666	140.5472	143.442							
Food Wasted (Monthly)	Food Waste Measures Global	Calculated	kg	1903.6	1956.8	2169.2	1539	2304.8	1933.8	1840	2060	2015.36				17722.56	200 gr	-5%	Reduction 2025 = -5%
F&B Covers (Monthly) - Zone 1	Food Waste Measures by Zone	Custom	cover					9987	6429	6407	6257	6331				35411			
F&B Covers (Monthly) - Zone 2	Food Waste Measures by Zone	Custom	cover	9518	9784	10846	7695	10589	7824	8085	8400	7719				80460			
Food Waste Ratio (Monthly) - Zone 1	Food Waste Measures by Zone	Calculated	g/cover					18.7243	57.3962	34.8057	60.732	62.8653							
Food Waste Ratio (Monthly) - Zone 2	Food Waste Measures by Zone	Calculated	g/cover	200	200	200	200	200	200	200	200	209.5297							
Food Wasted (Monthly) - Zone 1	Food Waste Measures by Zone	Mass	kg					187	369	223	380	398				1557			
Food Wasted (Monthly) - Zone 2	Food Waste Measures by Zone	Mass	kg	1903.6	1956.8	2169.2	1539	2117.8	1564.8	1617	1680	1617.36				16165.56			



EAT

FOOD WASTE



3 PILLARS: EAT, STAY, EXPLORE



RECYCLE WASTE:
PLASTIC BOTTLE,
GLASS BOTTLE,
CANS

DRY WASTE:
PLASTIC
PACKAGING,
STRAW, TISSUE,
OTHERS WASTE

WET WASTE:
FOOD &
ORGANIC WASTE





- [Respect for Human and Labor Rights](#) – no discrimination – equality gender
- [Fair Trade](#): respect human rights – no child labor – local community labor – reasonable price – no corruption
- [Respect for the Environment](#) – no pollution to community – ([Letter](#)) of Removal Single-Use Plastic to Suppliers
- [Anti-corruption/bribery policy](#) - Employee Handbook – ACCOR PR charter
- [General Data Protection \(GDPR\)](#) – (Guests, Employee, Owner, Stakeholder)
- [Quality, hygiene, and health safety policy](#): all the hygiene procedures to be implemented ([HACCP](#)) system (Hazard Analysis Critical Control Point).
- [Support local community](#) – local supplier – chicken eggs free cage – local/organic vegetable
- [No wildlife animal species](#) on the menu, No endanger specie of fish/meat serve in the restaurant
- [Eco-friendly materials](#) – paper – tissue – linen – tea & coffee – glove – bag – laundry & kitchen green wash
- [Sustainable furniture](#), wood certified (FSC: Forest Stewardship Council)
- [ACCOR - long-term commitment](#) to achieve zero net emissions by 2050



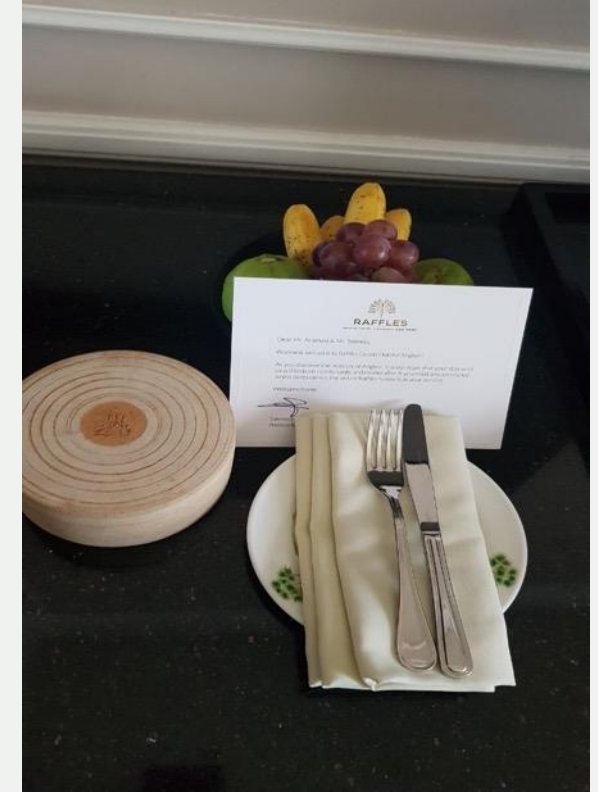
RLR-Reusable Water Bottle,
Local Product Ceramic



Water bottling station to reduce plastic water bottle



Reusable stainless steel water bottles available for guests to purchase.



Support local ceramic products for in-room amenities.



RLR-Room Amenities & Local Product

3 PILLARS: EAT, STAY, EXPLORE



100% Biodegradable Coffee Capsule



Support local handicraft cotton Kroma scarf



Cocktail mix with Local Herb



Eco-Friendly Packaging
No Single Use Plastic

3 PILLARS: EAT, STAY, EXPLORE



100% Biodegradable Paper
Coffee Cup and Straw



100% Biodegradable Paper Box
Food Packaging



100% Biodegradable Fork, Spoon
and Knife



No Plastic Key Card

EAT

**RESPONSIBLE
SOURCING**



RLR-Room Amenities
No Single Use Plastic

3 PILLARS: EAT, STAY, EXPLORE



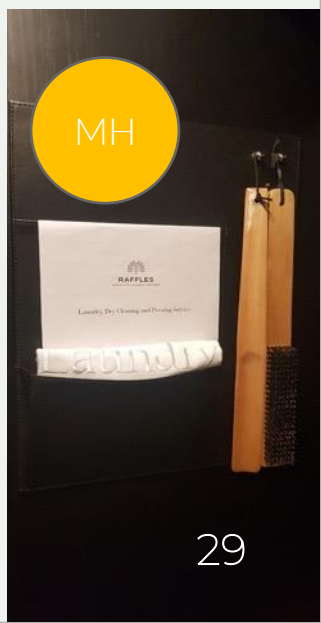
EAT

**RESPONSIBLE
SOURCING**



RLR-Room Amenities
No Single Use Plastic

3 PILLARS: EAT, STAY, EXPLORE



EAT

**RESPONSIBLE
SOURCING**



RLR-Room Amenities
No Single Use Plastic

3 PILLARS: EAT, STAY, EXPLORE





Raffles Boutique Community Art and Culture



Raffles Boutique – Support
Local Product – Silver –
Statue – Silk Scarf – Local
Art Painting

EAT

RESPONSIBLE SOURCING



Sample Logo 3rd Party Certificate support sustainable product

3 PILLARS: EAT, STAY, EXPLORE



The mark of responsible forestry





Local & Organic Tea in Cambodia

The d'Asie

TEA FOR HOTEL USE

<p>SENCHA TEA 2gr/China</p> <p>ផ្លែសេនចា 2gr/China</p> <p>Sencha green tea : Our organic Sencha green tea is a revitalizing drink, perfect for everyday use. Its taste and health benefits provide you with sustainable energy throughout the day</p>	<p>CHUN MEE TEA 2gr/China</p> <p>ផ្លែចុងម៉េ 2gr/China</p> <p>Chun mee green tea : Chun Mee tea, offers a sweet and floral flavor. This Chinese green tea is appreciated for its freshness and delicate aroma.</p>	<p>JASMIN TEA 2gr/China</p> <p>ផ្លែឆាម 2gr/China</p> <p>Jasmin green tea: Jasmin green tea is a green tea flavored with jasmin flowers. Appreciated for its floral and sweet aroma, it is a soothing drink</p>
<p>ANGKOR TEA 2gr/Cambodia</p> <p>ផ្លែប្រេងអង្គរ 2gr/Cambodia</p> <p>ANGKOR green tea: Angkor tea is a refined blend of black and green teas, offering a balanced infusion</p>	<p>PAI MU TAN TEA 1.5gr/China</p> <p>ផ្លែបៃមូតង 1.5gr/China</p> <p>Pai mu tan tea : Pai Mu Tan tea is known for its sweetness. Originating from China, this therapeutic tea is ideal for moments of relaxation.</p>	<p>EVENING TEA 1.5gr/Cambodia</p> <p>ផ្លែយប់ស៊េន 1.5gr/Cambodia</p> <p>Evening tea: Evening tea is a soothing blend of plants, perfect for relaxing before sleep. With its soft and comforting notes, it promotes a peaceful and restful night's sleep.</p>
<p>BREAKFAST TEA 2gr/Sri Lanka</p> <p>ផ្លែប្រេង 2gr/Sri Lanka</p> <p>Breakfast tea : Breakfast tea is a robust blend of black tea. It is an energizing infusion</p>	<p>EARL GREY TEA 2gr/Cambodia</p> <p>ផ្លែឃ្មុំ 2gr/Cambodia</p> <p>Earl grey tea : Earl Grey tea is a refreshing blend of black tea, with a delicate and refined taste it is perfect to de-stress</p>	<p>CHAI MIX TEA 2gr/Cambodia</p> <p>ផ្លែឆាមម្រាម 2gr/Cambodia</p> <p>Chai tea mix : Chai Mix is a spicy blend of black tea. Its flavor makes it a comforting and energizing drink.</p>
<p>OOLONG TEA 2gr/China</p> <p>ផ្លែឡុង 2gr/China</p> <p>Oolong tea: Oolong Tea is an Organic Product. Drink daily. Makes you feel fresh, Fragrant Smell, Sweet and Delicious and Healthy.</p>	<p>LEMONGRASS TEA 1.5gr/Cambodia</p> <p>ផ្លែស្លឹកស្រូវ 1.5gr/Cambodia</p> <p>Lemgrass: Lemongrass tea is a refreshing infusion with lemongrass notes. It has soothing and digestive properties.</p>	<p>LEMON BLACK TEA 2gr/Cambodia</p> <p>ផ្លែឃ្មុំក្រូច 2gr/Cambodia</p> <p>Lemon black tea : Black tea with lemon mixes black tea with lemon. It is an invigorating and refreshing drink.</p>



Local Sourcing :
We regularly buy from local producers and support local food suppliers. Khla Tea from Cambodia with local flavor from organic production.



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



**CAMBODIAN STANDARD
DEVELOPMENT & SUPPLY CO., LTD
(CSDS)**

Food Safety Standards



Cambodian Standard Development & Supply Co., Ltd so-called CSDS (Green O Farm is that original names since 2009) has started a full-fledged business in the form of procurement of agricultural products from farmers in the 25 provinces to supply common needs in restaurants, hotels, schools, hospitals, supermarkets, safe vegetable & fruit shops, and sport clubs which located in Phnom Penh as well as some other provinces in the country.



CSDS IS A SAFE REPOSITORY OF NOURISHING SUPPLIES.



Organic and Local Product from Kampot Province



BLACK KAMPOT PEPPER PGI

ម្រេចកំពតខ្មៅ

FROM 7,95 €



FRESH SALTED KAMPOT PEPPER PGI

ម្រេចកំពតស្រក់

FROM 9,22 €



MONDULKIRI BLACK PEPPER

ម្រេចខ្មៅ មណ្ឌលគិរី

FROM 7,95 €

Local Sourcing :

Organic & Local Pepper Product from Kampot Province, Cambodia



- Banned the use of threatened wildlife animal meat from the menu
- Banned the use of threatened fish and seafood species from the menus
- The following 6 fish species should be banned in all regions: Shark, Ray, Bluefintuna, Grouper, Caviar, Eel
- Plant base food menu
 - 1 signature plant-based meal per outlet per meal period (at least)
 - Hybrid / A La Carte Breakfast menu experience modified to reduce buffet service
 - At least 1/4 of Vegetarian/Vegan menus on F&B offering (restaurant menus, breakfast buffet, snacks, mini-bars)
 - F&B offering favours mostly 50% (at least) of food sourced which is local, or organic or seasonal (for fruits and vegetables)
 - A vegetable garden is installed
- Why shift food consumption? How it affects to climate change? (Shift Food Consumption)

EAT

**SHIFT FOOD
CONSUMPTION**



6 fish species
should be banned

3 PILLARS: EAT, STAY, EXPLORE



Bluefintuna



Shark



Ray



Caviar



Grouper



Eel

EAT

SHIFT FOOD
CONSUMPTION



3 PILLARS: EAT, STAY, EXPLORE



RLR- HERB GARDEN



DISCRIMINATION: Discrimination, for the countries that have defined it, is when a person is treated unfairly on the basis of such criteria as ethnic or national origin, gender, disability, skin color or religion in employment, career development, access to training and other areas governed by legislation.

FORCED LABOR: Forced labor is defined as any involuntary work or service exacted under the threat of a Penalty

UNREPORTED LABOR: Unreported labor consists in employing an individual off the payroll without informing national tax and labor authorities. Child labor is defined as any form of economic activity performed by children that deprives them of their dignity and that is harmful to their normal physical and mental development. In some of our host countries, child labor is still a common practice.

CHILD LABOR: Respect labor law

PROSTITUTION, PROCURING & PEDOPHILIA

Prostitution: is the act of engaging in sexual relations in exchange for money.

Procuring (pimping): is the act of aiding a prostitute in arranging a sex act with a customer in exchange for money.

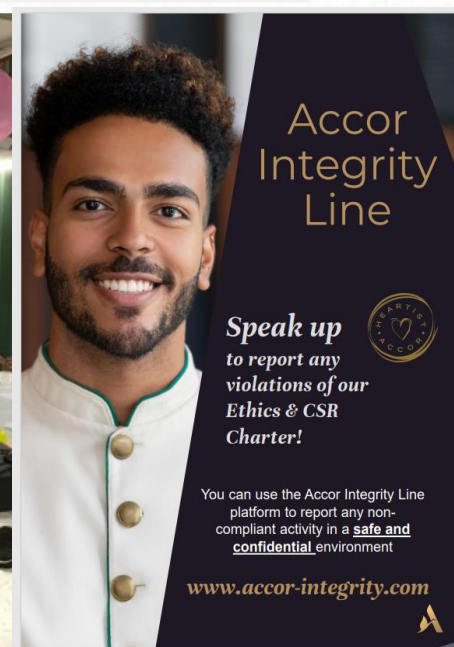
Pedophilia: is an act of sexual abuse committed by an adult on a child.

WATCH TRAINING (We act together for children)

EQUAL ACCESS: Accor is committed to ensuring equal access to all the services provided to the public and actively encourages diversity and outreach in the job opportunities offered to employees.



- DEI: Diversity, Equity, Inclusive
- CSR: Corporate Social Responsibility: All staff members are aware and regularly informed of the Accor Group's Ethics and Corporate Social Responsibility Charter
- The Group's whistleblowing system ("Accor Integrity Line") has been communicated to all staff members





CSR: Corporate Social Responsibility: To support the local communities, Raffles Hotel Le Royal has generously donated used linen and soaps to several organizations, including:

1. Sunrise Cambodia
2. Pour Un Sourire d'Enfant (PSE)
3. Starfish Organization - ISF Cambodia

This contribution reflects the hotel's commitment to sustainability and community welfare.



- CSR policy: (Corporate Social Responsibility):
- Support Community: [Education – Healthcare - Cultural Preservation](#)
- Environmental Protection:
 - Wildlife conservation and impact environmental in Cambodia
 - Zero waste and remove single-use plastic, encourage using long term materials, Practice 5Rs
 - Support to all party that take initiatives to help solve environmental problems.
 - Support local product rather than import product that affect climate change due to transportation
 - No pollution and able to manage wastewater treatment before discharge
 - Water and energy saving to reduce carbon footprint
- Local Employment:
 - Support Recruitment and development of [Cambodian national local employment](#)
- Bribery and Corruption: Prohibits all forms of bribery, directly or through third parties, including employees
- Fair Trade: Right methods to select suppliers and procure goods and services at the right quality, price, time, sources



- Local Entrepreneurs: We do engage in organizing events and activities that portray the local culture, art, handicraft
- Exploitation: Respect Labor Law, against the employment of children, sexual harassment and prostitution
- Respect Local Population & Culture:

Guests and colleagues are made aware of the local culture, respect local values and beliefs, and we commit to safeguarding the culture and ensuring that the local **community shares in the benefits of tourism**.

- Equitable Hiring:
 - We promote diversity and equality on all levels of the business, and no colleagues or applications are discriminated against in any way.
 - All positions are filled based on competence and Women candidates are encouraged to apply across all levels of the business.
- Colleague Protection: Salaries and benefits meet national regulations established work per labour law.
- Basic Services: The activities of the **business have not impacted or jeopardized** resources or services in the local area or neighboring **communities in any negative manner**, generate many **secure jobs** and reflect a positive influence on the community.



Blood Donation to Kantha Bopha Hospital, Phnom Penh

Raffles Hotel Le Royal is proud to announce our support for a crucial cause—blood donation to Kantha Bopha Hospital in Phnom Penh. In 2024, 20 of our dedicated employees volunteered to participate in this life-saving activity.

The commitment of our staff to giving back to the community aligns with our company values, and we are grateful for their generosity and contribution to this essential service. Through their selfless actions, they are helping to ensure that the hospital continues to provide critical care to children in need.





Our Commitment to Employee Wellbeing at Raffles, we are dedicated to fostering a work environment that prioritizes the health, safety, and overall well-being of every employee. We believe that employee well-being is crucial not only for individual happiness and fulfillment but also for the success and sustainability of our company. This commitment is integral to our culture and guides our decisions and actions every day.

EMPLOYEE WELLBEING

- Local health insurance
- Group personal accident insurance
 - Inhouse clinic
 - Staff uniform and laundry
 - Service charge
- Annual Leave and Public Holiday provide as per labor law
 - Special leave and Maternity leave
- Staff outing, sport team and HODs team building

STAY

**SOCIAL
ELEVATOR**



Employee Wellbeing
Annual Colleague Outing
Program

3 PILLARS: EAT, STAY, EXPLORE



STAY

**SOCIAL
ELEVATOR**



Employee Wellbeing
Annual Colleague Outing
Program

3 PILLARS: EAT, STAY, EXPLORE



RAFFLES



2024 Heartist Outing Itinerary Kampot/Bokor – Kep

<i>Group 1</i> 17-19 July 2024	<i>Group 2</i> 23-25 July 2024	<i>Group 3</i> 5-7 August 2024
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Day 1

- 5.30am** Departure from Raffles Hotel Le Royal
- 7.30 am** Arrival Angtasom and breakfast at D.Green Coffee & Restaurant
- 8.30 am** Departure to Kampot
- 10.00 am** Arrival in Kampot and check-in at Mittapheap Hotel
- 11.00am** Departure to Kep
- 12.00 pm** Arrival in Kep for Lunch at Ponleu Chhne Restaurant
- 3.00pm** Departure and visit Chhne Angkoa
- 3.30pm** Departure from Chhne Angkoa
- 4.30pm** Arrival at Mittapheap Hotel and Free & Easy
- 6.00pm** Departure to the Floating Boat for dinner
- 6.30pm** Dinner on the **Floating Boat “Dang Prek Kampot Boat”**

គុយទាវ សាច់គោ/សាច់ជ្រូក បាយសាច់ជ្រូកចៀន ឬបាយសាច់ជ្រូកចៀន និង អាសដ្ឋ:

Day 2

- 7.30 am** Breakfast at Darawin Brothers restaurant
- 8.30 am** Departure to Bokor Hill to visit historical sites as Le Bokor Palace, Bokor church, Wat Sampov Pram.
- 11.00 am** Departure form Bokor Hill
- 12.00 pm** Arrival at Teuk Chhu and Lunch at Mak Chhu Chhu
- 3.00 pm** Departure from Teuk Chhu
- 3.30 pm** Visit and take photos at the Seahorse area
- 4.30 pm** Arrival at the Mittapheap Hotel
- 6.00 pm** ***Dinner at Ta Oev Restaurant and Dance

គុយទាវ សាច់គោ/សាច់ជ្រូក/គ្រឿងសម្បុទ បាយសាច់ជ្រូកចៀន ឬបាយទ្រុកទ្រុក និងអាសដ្ឋ:



Day 3

7.30am Breakfast at Darawin Brothers restaurant

គុយទាវ សាច់គោ/សាច់ជ្រូក/ត្រី ឬសមុទ្រ បាយសាច់ជ្រូកចៀន ឬបាយទឹកកក និង អាសដុ្ឋ:

8.30am Departure from Chne Khsach

8.45am Group Photos at Durian Roundabout

9.00 am Visit Kampot Market

10.15 am Departure from Kampot Market to Mangrove Community

11.15 am Departure from Mangrove Community

12.45pm Arrival at Mlech Dam for lunch and relaxing

3.00pm Departure from Mlech Dam

6.00pm Arrival at Raffles Hotel Le Royal


*****Memorable Experience*****




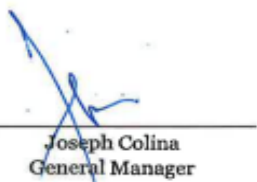
2024 Heartist Outing Proposal

Proposal Date	: July 11, 2024
Company	: Raffles Hotel Le Royal
Organized by	: RLR Welfare Committee
Outing Destination	: Kampot/Bokor-Kep
Date of Outing	: Group 1: 17th, 18th, & 19th July 2024 : Group 2: 23rd, 24th, & 25th July 2024 : Group 2: 5th, 6th, & 7th August 2024

Breakfast (\$4*190)+(\$3.5*2*190)	: \$	2,090.00
Lunch (\$7.5*2*190) + (\$6.5*190)	: \$	4,085.00
Dinner (\$8*190)+(\$7.5*1*190)	: \$	2,945.00
Accommodation (\$20*95 room nights)	: \$	1,900.00
Anchor Beer (\$9.80*60 boxes)	: \$	588.00
Water (\$3.1*45 boxes)	: \$	139.50
45 seats bus transportation (\$380*6)	: \$	2,280.00
Ice Cube (3 trips*\$50)	: \$	150.00
Total cost	\$	14,177.50

Prepared by: 
Eung Chantra
Cluster Director of T&C

Acknowledged by: 
Kumar Byander
Cluster Director of Finance

Approved by: 
Joseph Colina
General Manager

STAY

**SOCIAL
ELEVATOR**



Support Local Community
Champey Academy of Arts

3 PILLARS: EAT, STAY, EXPLORE

Bill To:

Company name: RAFFLES ROYAL HOTEL PLE., LTD

Address: #92, St. Doun Penh, Sangkat Wat Phnom, Khan Doun Penh, Phnom Penh

Tax identification Number (TIN): L001- 100046150

Invoice

No	Performance Date/ Time	Description	Quantity	Unit price	Total
1	September 2024 5:00 p.m. – 7:00 p.m.	Play musical instrument (Roneat Ek) On 01-Sep-2024 – 30-Sep-2024	25	\$15.00	\$375.00
Deposit					0
Balance					\$375.00
Total					\$375.00

NOTE: Day off every Sunday (5 days: 1/ 08/ 15/ 22/ 29)

Paid by: 

Received by: _____

CHAMPEY ACADEMY OF ARTS

Preserve, Protect, and Promote Cambodia culture
to be pass to the next generation.



Perform Khmer Traditional Music Instrument at Lobby, welcoming guests. Retain and engage our guest to traditional music atmosphere.



Providing newly equipped lockers and restrooms, ensuring full facilities and maintained cleanliness to enhance daily comfort and care to employees.

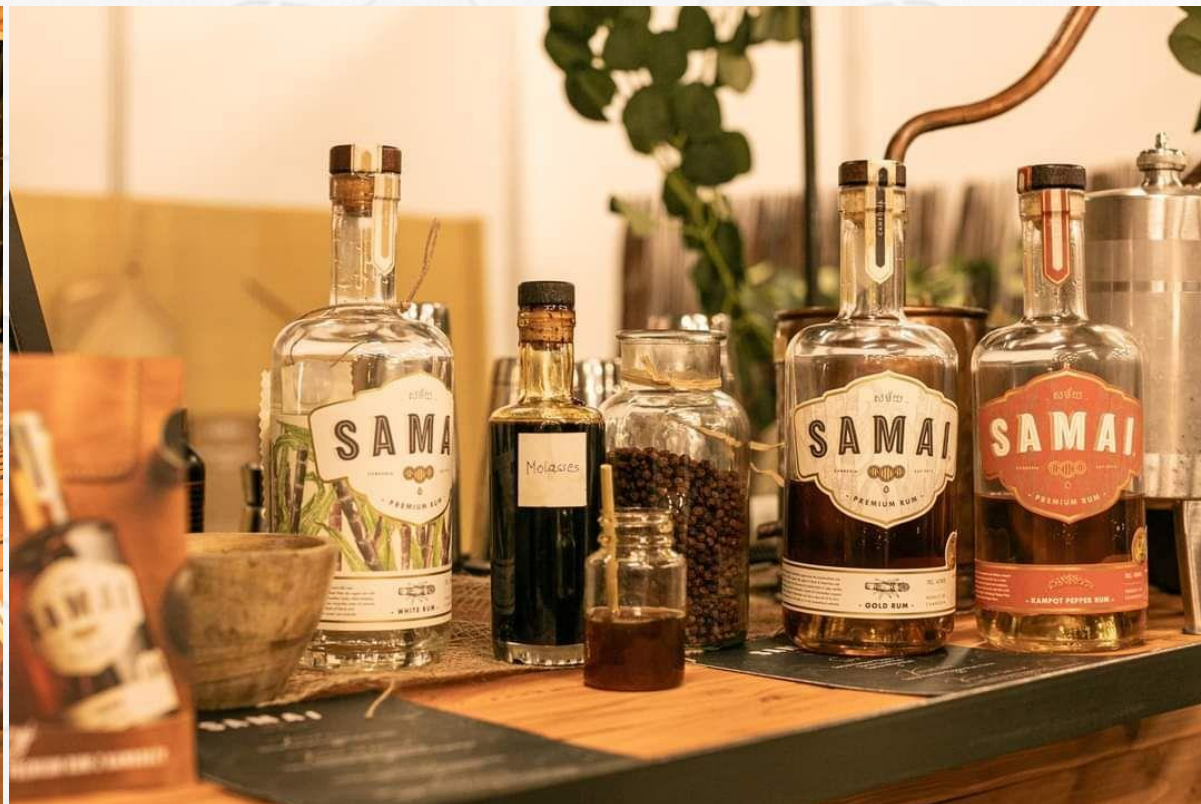


Team Building, Strengthen Relationship,
Team Work and maintain wellbeing quality
life balance for our employees.

Keep healthy team spirit.

Employee's Gym Room Facility.





The beginning of an adventure **SAMAI RUMS**

Known for the richness of its natural resources, Cambodia has an abundance of top quality sugarcane; perfect to produce the thick caramel molasses which forms the base of all our Samai rums.

Yet nobody had explored these possibilities. Bringing the Latin traditions of rum production to its Asian roots, our founders and team began their mission to create Cambodia's first premium rum distillery and brand from scratch.

Gathering a team of passionate experts, Ms. Moang Darachampich, the first rum master distiller in the kingdom, joined the adventure to create the exquisite rums that you know today.



Support Local Product &
Handicraft, Art, Culture

3 PILLARS: EAT, STAY, EXPLORE



Diwo gallery & AK Arts, Diwo Gallery 1 features a selection of the most refined Khmer statue and Buddha's. And displays home decor, books and a permanent exhibition of Thierry Diwo's photography.

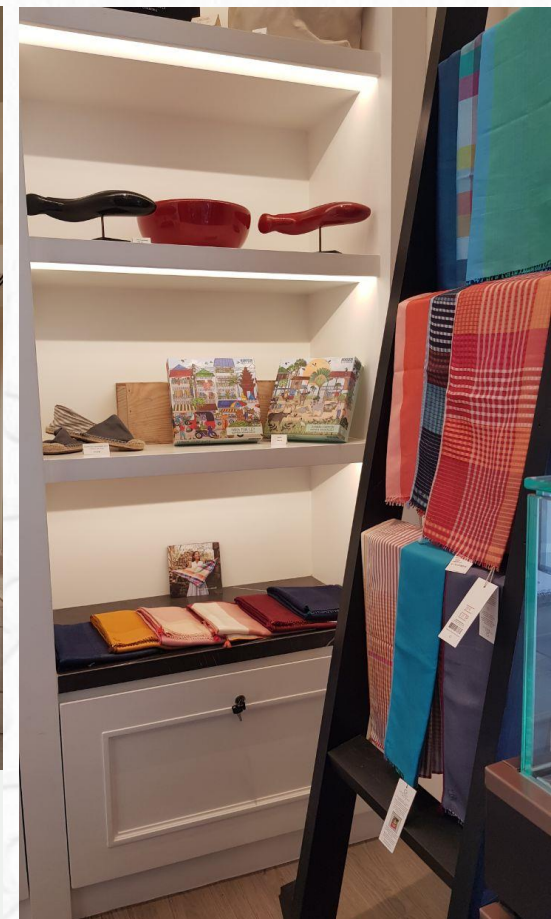
Eric Stocker, Natural Lacquerware and Gilding Traditional Technics base in Siem Reap Province. The workshop also support the community and empower women. Most of artisans come from Krousar Thmey Foundation which operates through three programs: education for deaf or blind children, child welfare and cultural & artistic development in Cambodia.



Local & Handmade Shoes
from Cotton Fabric
From Kingdom of wow (KOW)



Romyda Keth was born in Phnom Penh in 1966. When she was five she left Cambodia with her parents who were in the diplomatic corps. Following several years in Prague the family moved on to Paris in 1973. After studying at the Paris School of Fine Arts for a number of years, Romyda enrolled in the Esmod School of Fashion Design, also in Paris. But before she had even completed her apprenticeship program there, the American chain store Macy's offered her a position as a designer, enabling her to work on her own sketches. AMBRE DESIGN



Silk Scarf from
Soieries du Mekong



Support Local Product & Handicraft, Art, Culture

3 PILLARS: EAT, STAY, EXPLORE



Support Cambodia Organic Cashew Product for kitchen and restaurant outlets.



Local Organic Tea from Khla Tea



Local Pepper from La Plantation Farm



Support Local Product
Promote Local Mondulkiri Coffee

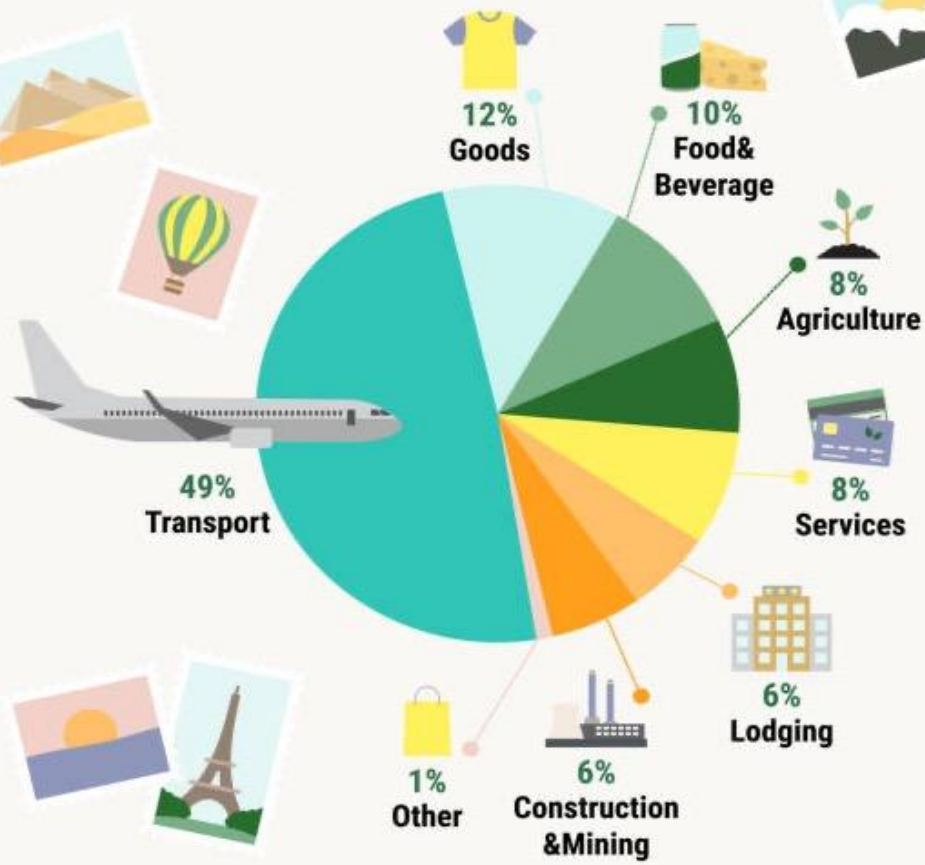
3 PILLARS: EAT, STAY, EXPLORE



Company was Establishment in 2008: Company owner has own Factory and coffee farm, is located in Mondulkiri province. According of coffee processing thus, the owner has own raw materials as roasting and blending machine, grounding and packing machines; as company owner's coffee was increasingly popular in national and international markets thus, the company owner has submitted about the legal permission from Ministry of Commerce to setup full registration own Company in Mondulkiri Province in 2011 called by "Coffee MK Mondulkiri Co., Ltd" is private limited company. Our coffee products' famous and popular in to national and international markets.⁵⁹



CARBON FOOTPRINT OF TOURISM



- 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



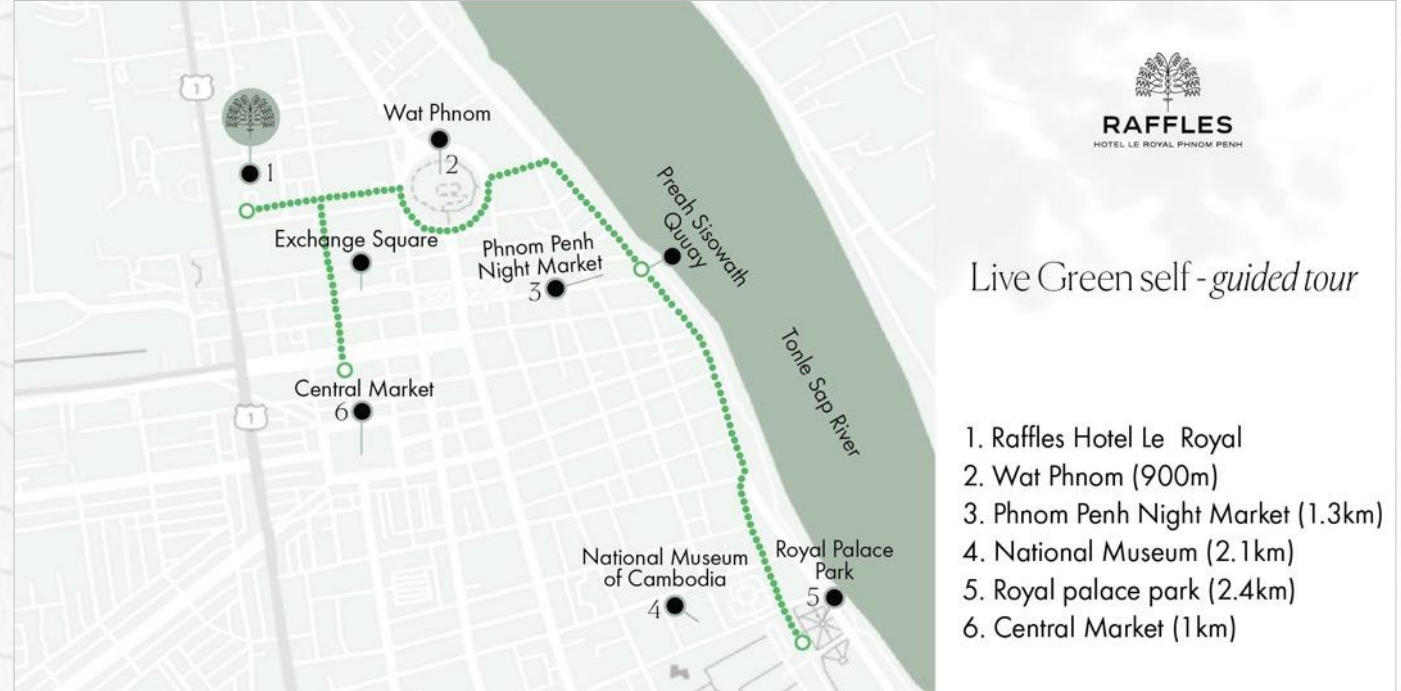
Removal Single Use Plastic
Save Energy – Save Water



No Single Use Plastic in Operation Outlet, Preferable table set up without table cover to reduce laundry service and water consumption.



Green Transit Option



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.



5. ENTIRE AGREEMENT

- a. THIS AGREEMENT, the schedules and appendix (if any) hereto, constitute the entire agreement of the Parties with respect to the subject matter hereof and supersede all existing agreements and any other oral, written or other communications between them concerning its subject matter.
- b. IN WITNESS WHEREOF this Agreement has been executed as of the day and year set out above.
- c. THIS AGREEMENT shall be executed in two (2) copies with equal validity. One copy is kept by the Customer and the other is kept by TADA. Parties have read and acknowledged the entire substance of the Agreement and hereby signed with their names and stamps.

On behalf of
MVL TADA (CAMBODIA) CO., LTD

On behalf of
Raffles Hotel Le Royal



Mr. Limkosol Ty
Head of Business

Dagmar Lyons
Dagmar Lyons
General Manager

[Signature]
TADA CORPORATE
page 4

How can we serve you today?



Tuk Tuk
3 Seats



**ONiON T1
(E-Tuk Tuk)**
3 Seats



Car
4 Seats



SUV
4 Seats



Express



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.



Event and Stay Carbon Reduction Charter

NET ZERO CARBON CALCULATOR

PRIORITY ACTIONS TO REDUCE THE CARBON EMISSIONS OF EVENTS AND ACCOMMODATION

When planning an event or stay, it is important to make choices to avoid and reduce its carbon footprint. **These actions should be considered and implemented before calculating and purchasing carbon credits to balance the remaining emissions.**



TRANSPORT

Site accessibility: locate the event in an area easily accessible by public and/or zero emission transport options. If the area is not connected to public transport, consider optimizing the journeys of the participants: carpooling, sharing VTC / taxis, shuttles, electric cars.

Regional and international transport: promote travel by train, if participants are in different countries consider holding hybrid meetings with *All Connect*.

Transportation mode to get around during the trip: encourage participants to use public transit, cycling, electric or hybrid vehicles ...



ACCOMMODATION

Favor hotels already implementing responsible actions: sorting and recycling waste, plastic reduction policy in place, eco-responsible hospitality products, energy efficiency practices, renewable energy supply contract and onsite generation etc.

Choose to reuse sheets and towels if more than one night.



FOOD AND DRINK

Choose **vegetarian menus**, or small meat portions.

Prefer menus with **local and seasonal products**.

Adjust quantities by informing on the number of participants upstream, and, if possible, their diets or food preferences.

Prefer offer by plate or show-cooking, over buffet in order to limit food waste.

Include the **donation of any surplus**.

Ask to **avoid individual food and beverage packaging** (e.g. refill drinks with tap water or filtered, no small packaging, no individual packaging of cookies...).

Prefer reusable dishes (without disposable plastic).



ORGANIZATION, GOODIES AND ON-SITE ACTIVITIES

Digital communication: information and plans by email or phone message instead of printed materials...

Limited, targeted and eco-responsible paper communication: recycled or eco-labelled paper, back-sided paper, vegetable inks, ...

Prefer **useful, reusable and eco-designed goodies**.

Raise awareness of the process ahead of the event.



STAYS

Propose limited cooling & heating in event spaces or transfer of conditioned air between indoor and outdoor spaces.



Date Display: Calendar Year 2023 & 2024

Participant: HASEO - RAFFLES HOTEL LE ROYAL - RLR

Data Streams	Data Type	Type	UOM	Jan23	Feb23	Mar23	Apr23	May23	Jun23	Jul23	Aug23	Sep23	Oct23	Nov23	Dec23	Total
Diesel - Stationary	Cost and Usage	Cost	KHR	9000.00	9500.00	8700.00	8300.00	8000.00	7600.00	8612.89	8363.60	9272.70	10944.54	14218.20	8000.00	59712.89
Diesel - Stationary	Cost and Usage	Usage	kWh	107375.81	107375.81	107375.81	107375.81	107375.81	107375.81	107375.81	107375.81	107375.81	107375.81	171801.30	107375.81	751630.68
Electric Power	Cost and Usage	Cost	KHR	199417294.81	202138564.78	197839726.99	237067249.18	234974905.41	239476564.60	214878776.22	224346292.11	208751204.79	206854816.00	209764284.28	50787.36	1525793081.99
Electric Power	Cost and Usage	Usage	kWh	308660.00	315763.00	309042.00	362469.00	361640.00	366862.00	328340.00	341337.00	317613.00	316532.00	322628.00	321439.00	2352776.00
Liquefied Petroleum Gas (LPG)	Cost and Usage	Cost	KHR	2460.07	2466.86	2859.45	915.54	5114898.00	2848.50	912.10	2180.26	1393.82	1293.31	3054.44	2751.75	5127360.52
Liquefied Petroleum Gas (LPG)	Cost and Usage	Usage	kg	2695.96	2461.49	2736.32	1058.43	1297.27	3560.26	1298.36	2795.21	1602.09	1401.97	3284.34	2911.35	15108.09

Guest Cover	2023	Usage	Pax	1787	1787	1853	1485	1045	1722	649	569	1301	759	1262	1746	
AV. Per guest	Diesel	Usage	L	60.09	60.09	57.95	72.31	102.75	62.36	165.45	188.71	82.53	141.47	136.13	61.50	
AV. Per guest	Electric	Usage	kWh	172.73	176.70	166.78	244.09	346.07	213.04	505.92	599.89	244.13	417.04	255.65	184.10	
AV. Per guest	LPG	Usage	Kg	1.51	1.38	1.48	0.71	1.24	2.07	2.00	4.91	1.23	1.85	2.60	1.67	

Data Streams	Data Type	Type	UOM	Jan24	Feb24	Mar24	Apr24	May24	Jun24	Jul24	Aug24	Sep24	Oct24	Nov24	Dec24	Total
Diesel - Stationary	Cost and Usage	Cost	KHR	8100	8500	8100	8100	8100	7500	8100	7700	7300				56500.00
Diesel - Stationary	Cost and Usage	Usage	kWh	107375.812	107375.812	107375.812	107375.812	107375.812	107375.812	107375.812	107375.812	107375.812				751630.68
Electric Power	Cost and Usage	Cost	KHR	0	95868.24	49228.06	54096.04	49866.38	48854	46968	50731	49712				344880.72
Electric Power	Cost and Usage	Usage	kWh	0	606761	311570	342380	315610	309200	297270	321080	314630				2182791.00
Liquefied Petroleum Gas (LPG)	Cost and Usage	Cost	KHR	3146.74	1693.49	2578.45	3046.58	3048.27	2769.41	2577.74	2212	2629				18860.68
Liquefied Petroleum Gas (LPG)	Cost and Usage	Usage	kg	3347.597	1728.056	5203.094	6147.738	6279.307	2915.174	2713.4	2319	2717				28334.37

Guest Cover	2023	Usage	Pax	1958	2266	2267	1682	1326	1186	1339	1438	1400	0	0	0	
AV. Per guest	Diesel	Usage	kWh	54.84	47.39	47.36	63.84	80.98	90.54	80.19	74.67	76.70	#DIV/0!	#DIV/0!	#DIV/0!	
AV. Per guest	Electric	Usage	kWh	0.00	267.77	137.44	203.56	238.02	260.71	222.01	223.28	224.74	#DIV/0!	#DIV/0!	#DIV/0!	
AV. Per guest	LPG	Usage	Kg	1.71	0.76	2.30	3.66	4.74	2.46	2.03	1.61	1.94	#DIV/0!	#DIV/0!	#DIV/0!	

Comparison 2023 & 2024																
AV. Per guest	Diesel	Usage	kWh	-10%	-27%	-22%	-13%	-27%	31%	-106%	-153%	-8%	#DIV/0!	#DIV/0!	#DIV/0!	
AV. Per guest	Electric	Usage	kWh	0%	34%	-21%	-20%	-45%	18%	-128%	-169%	-9%	#DIV/0!	#DIV/0!	#DIV/0!	
AV. Per guest	LPG	Usage	Kg	12%	-81%	36%	80%	74%	16%	1%	-205%	37%	#DIV/0!	#DIV/0!	#DIV/0!	

Reduction Goal 2024																
AV. Per guest	Diesel	Usage	kWh	-5%												
AV. Per guest	Electric	Usage	kWh	-5%												
AV. Per guest	LPG	Usage	Kg	-5%												



We generate waste that constitutes a major pollutant, affecting both the environment and public health. We will do our utmost to avoid, recycle and reuse to reduce its impact on the environment. Our Waste Management Plan will include the following:

- Limit the use of disposable packaging for the resort supplies, whenever possible
- Use compostable and bio-degradable products and materials, whenever the option is available
- Limit individual packaging of hygiene products in bedrooms
- Organize sorting and separating of recyclable wastes
- Collect and recycle cooking oil for permitted uses

- Compost our garden green waste for nutrient-rich natural fertilizer, or otherwise cooperate with community to collect for making compost outside area.
- Organize recycling of materials such as paper/cardboard/glass/plastic packaging, metal cans, ink cartridges, restaurant organic waste, etc.
- Liaising with 3rd party recycling companies
- Engage in projects with the local community for the reuse of recycled materials
- Safely dispose of hazardous wastes such as batteries, electrical and electronic devices, fluorescent bulbs/tubes, etc.
- Support clean-up of the surrounding ([Environment](#))

RLR - GARBAGE STORAGE



BOH GARBAGE STORAGE



RLR - GARBAGE STORAGE



RLR - GARBAGE STORAGE



6- BATTERY STORAGE BIN AT HOUSEKEEPING OFFICE

All department should drop your battery waste in the bin assign at Housekeeping Office – battery waste will collect by EcoBatt Energy Cambodia



7- E-WASTE BIN AT IT OFFICE

All electronic waste should keep at IT Office – e-wase will collect by EcoBatt Energy Cambodia



RLR – WASTE SEPARATION HANDLING



GARBAGE STORAGE LOCATION		1	2	3	4	5	6	7
GARBAGE STORE CATEGORIES		Recycle items Cardboard	Recycle items Plastic Bottle Cans	Recycle items Glass Botlles	Recycle items Plastic bottle from LD&Steward, Glass Bottle if "3" full	Wet waste & Other Dry waste	Battery waste	Electronic waste
1	Cleanliness	Steward	Steward	Steward	Steward	Steward	Steward	Steward
2	Weighing Record	Steward/ Buyer	Steward/ Buyer	Steward/ Buyer	Steward/ Buyer	Scale Dry Waste (all department)	HK	IT
3	Billing to Finance	Security	Security	Security	Security		HK	IT
4	Witness	Security & Hygiene Mgr	Security & Hygiene Mgr	Security & Hygiene Mgr	Security & Hygiene Mgr	Security	Security	Security

Note:	1-All department related that deliver other dry waste to Storage 5 should scale then write record on the list hanging there
	2-Weighing dry waste list will put up by Chief Steward
	3-The cleanliness of dry & wet garbage storage is handling by Steward team, and require other team member to take care as well
	4-Steward team will be present at a time of clearing Recycle Item to supplier and witness by Security
	5-Security officer will pass the invoice & cash to Finance department and send a copy to Sustainability Manager for data entry GAIA 2.0
	6-Preparation waste, over production waste, staff canteen waste will scale by each outlet steward team, Guest Plate Food waste will scale by Orbisk machine
	7- Recycle company - Damnak Athlas Oils - 092 278 007/096 444 400 7
	8- Recycle company - EcoBatt Energy Cambodia - 099 399 188/010 323 962
	9- Recycle Glass Bottle to Sand - Only One Planet - Ms. Sandy - 097 852 615 1



COOPERATE PARTNER CONTRACTS

RECYCLING WASTE – PLASTIC BOTTLE, CANS, CARDBOARD

Cooperate partner with **recycling buyer Mr. Chea Sok, Tel: +855 90 934 999** : Purpose end user is to sell off to Thailand and Vietnam for recycling process

RECYCLING WASTE – USED COOKING OIL

Cooperate partner with **Damnak Athlas Oils Co.,Ltd** : Purpose for DAO’s sustainable biodiesel production process. Buyer desires to purchase UCO from the Seller for legal processing and exports.

GLASSTO SAND PROJECT

Cooperate partner with **ONLY ON PLANET COMMUNITY** for the Project of Glass to Sand

OTHER DRYWASTE (OPTION1)

Cooperate partner **with CINTRI Waste Company** : Waste to landfill (collect food waste and other dry waste)

OTHER DRYWASTE (OPTION2)

Searching for new project available with **Chip Mong Ecocycle** to convert other solid waste into cement production **(Plan in Progress)**

COMPOST PROJECT

Currently we did not have compost onsite and we still searching for the resource of **Compost Project** to reduce our waste to landfill. **(Plan in Progress)**

HAZARD WASTE MANAGEMENT

Cooperate partner with **EcoBatt Energy Cambodia** to collect Battery & E-Waste

Exhibitor Feature



ONLY ONE PLANET
STOP SINGLE USE PLASTIC
WWW-ONLYONEPLANETKH.COM

BOOTH NO. C085

CAMFOOD + HOTEL '24

6-8 NOV 2024 | **DIECC**
KOH PICH PHNOM PENH





Co-located with:   

Organised by: 

GLASS TO SAND PROJECT - ONLY ONE PLANET

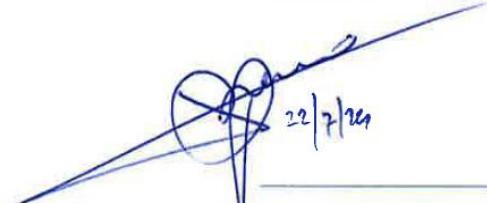
Damnak Atlas Oils Co. Ltd.
Sangkat Chom Chao 2,
Khan Posenchei 120910,
Phnom Penh, Cambodia



- 6.1** Both Parties covenant that it has full right, power, authority, and capacity to enter into this Agreement and to consummate the transactions contemplated hereby.
- 6.2** The Buyer covenants that the used cooking oil purchased under this Agreement must be used solely for Bio diesel production and other purposes permitted by Cambodian Law and regulations.

The Parties hereto have caused this Agreement to be executed by their duly authorised representatives.

"The Seller"



22/7/2024

Mr. THOMAS BIANCO, Executive Assistant Manager,

"The Buyer"



Mr. NIEV Phearun, Director

RECYCLING WASTE - USED COOKING OIL - DAMNAKATHLAS OILS CO.,LTD



អេកូបាត អេនឺជី អ៊ិនវេសមិន អ៊ិនធើណេសិនណាល ឯ.ក
ECOBATT ENERGY INVESTMENT INTERNATIONAL CO., LTD

**Membership
Batteries Waste and Waste from Electrical and Electronic Equipment (WEEE) Collection
Agreement
No: WEEE-MA-202407-00030**

Preface:

- Pursuant to Article of Royal Decree No. 447, Sub-Decree No. 16 on the Management of Battery and E-Waste from start-up to final disposal, to prevent from the spreading of harmful substances from battery waste into the environment, to prevent the import of waste batteries for the purpose of storage, processing and disposal, and to improve the implementation of Basel Convention on the Control of Transboundary Transport and Disposal of Hazardous Waste.
- Due to the parties are willing to participate in the performance of their duties by collecting batteries and other Waste from Electrical and Electronic Equipment (WEEE) in order to prevent and reduce the impact and damage to the environment.

This agreement is made between the two parties in a spirit of responsibility and without coercion.

Signed and acknowledged by
EcoBatt Energy Investment International Co., LTD



Party "A" Chheuy Bona
Date 24/07/24

Signed and acknowledged by
RAFFLES ROYAL HOTEL PTE., LTD



Party "B" Mr. Thomas Bianco
Date 22/07/24

WASTE WEIGHT RECORD AND REDUCTION GOAL 2024 – REPORT FROM GAIA2.0

Date Display: Calendar Year 2024																		
Participant: HASE0 - RAFFLES HOTEL LE ROYAL - RLR																		
Data Streams	Section	Type	UOM	Jan24	Feb24	Mar24	Apr24	May24	Jun24	Jul24	Aug24	Sep24	Oct24	Nov24	Dec24	Total	Reduction	Remarks
(2.1) Plastics	(2) Non-hazardous waste / Recyclable - Diverted	Usage	kg			46				47	45	43				181		
(2.2) Paper	(2) Non-hazardous waste / Recyclable - Diverted	Usage	kg								147	135				282		
(2.3) Cardboard	(2) Non-hazardous waste / Recyclable - Diverted	Usage	kg	122.5		400				40						562.5		
(2.6) Metals	(2) Non-hazardous waste / Recyclable - Diverted	Usage	kg	16.7		22.5				4		4				47.2		
Recyclable waste - TOTAL	(2) Non-hazardous waste / Recyclable - Diverted	Calculated	kg	139.2		468.5				91	192	182				1072.7		
(3.3) Cooking oils, kitchen fat & grease	(3) Non-hazardous waste / Organic - Diverted	Usage	kg								46.5		87			133.5		
Organic Waste - TOTAL	(3) Non-hazardous waste / Organic - Diverted	Calculated	kg								46.5		87			133.5		
(5.3) Waste to landfill	(5) Residual waste - Non-diverted	Usage	kg	1904	1957	2169	1539	2303	1934	1840	2060	2752.1				18458.1		
(5) Residual Waste - TOTAL	(5) Residual waste - Non-diverted	Calculated	kg	1904	1957	2169	1539	2303	1934	1840	2060	2752.1				18458.1		
(7.2) Recyclable waste	(7) Collection & sorting costs	Currency	KHR	114000		227750				58100	204700	148800				753350		
(7.5) Residual waste	(7) Collection & sorting costs	Currency	KHR	6257855.104	6234442.507	6182661.076	6258189.514	6258189.514	6285963.409	6273292.001	6273292.001	6222741.82				56246626.95		
Collection & sorting costs - TOTAL	(7) Collection & sorting costs	Calculated	Euro	1441.4287	1414.8465	1470.1534	1435.6838	1435.6838	1422.8507	1425.3766	1458.3805	1406.4718				12910.8759		
% of Diverted Waste	(8) KPIs	Calculated	%	0.0681		0.1776				0.0471	0.1038	0.062	1			0.2431		
Collection cost per kilogram of waste	(8) KPIs	Calculated		0.7055	0.723	0.5574	0.9329	0.6234	0.7357	0.7382	0.6345	0.4794				0.6811		
Collection costs per Guest Night	(8) KPIs	Calculated		0.7362	0.6244	0.6485	0.8536	1.0827	1.1997	1.0645	1.0142					0.903		
Total Diverted Waste	(8) KPIs	Calculated	kg	139.2		468.5				91	238.5	182	87			1206.2		
Total Diverted Waste per guest night	(8) KPIs	Calculated	kg	0.0711		0.2067				0.068	0.1659					0.1279		
Total Diverted Waste per square meter	(8) KPIs	Calculated	kg / Sq. m	0.0593		0.1997				0.0388	0.1017	0.0776	0.0371			0.0857		
Total Recyclable Waste per cover	(8) KPIs	Calculated	kg	0.0146		0.0432				0.0113	0.0229					0.023		
Total Residual Waste per cover	(8) KPIs	Calculated	kg	0.2	0.2	0.2	0.2	0.2175	0.2472	0.2276	0.2452					0.2172		
Total Waste	(8) KPIs	Calculated	kg	2043.2	1957	2637.5	1539	2303	1934	1931	2298.5	2934.1	87			19664.3	-70%	Seeking corporation with Chipmong Ecocycle and Compost Project to divert food waste and other dry waste from Landfill
Total Waste per Guest night	(8) KPIs	Calculated	kg	1.0435	0.8636	1.1634	0.915	1.7368	1.6307	1.4421	1.5984					1.2992		
Total Waste per square meter	(8) KPIs	Calculated	kg / Sq. m	0.871	0.8343	1.1243	0.6561	0.9818	0.8244	0.8232	0.9798	1.2508	0.0371			0.8383		



With global warming, Water conservation is therefore becoming essential and as a responsible company, we will:

- Produce our own water and use reusable bottle for our guest
- and refill water for our staff
- Reduce water losses by regularly checking for leaks
- Install sensors, regulators and other water-saving devices
- Ensure efficient use of [laundry equipment](#) – LD operation flexibility
- Sensitize both our [colleagues and guests](#) on the [responsible use of water](#)
- Offer guests the option of reusing towels and sheets – [Green Card](#) in room
- Set targets for minimizing water consumption, monitor and analyze periodically
- Continually find ways to reduce water consumption



Low flow faucet

Dual Flush

**Turn off valve
When you brush**

**Turn off valve
if not use**



Date Display: Calendar Year 2023 & 2024

Participant: HASE0 - RAFFLES HOTEL LE ROYAL - RLR

Data Streams	Section	Account	Type	UOM	Jan23	Feb23	Mar23	Apr23	May23	Jun23	Jul23	Aug23	Sep23	Oct23	Nov23	Dec23	Total
Water	Purchased Water	W803692	Cost	KHR	25717550	28176075	28176075	26116875	26116875	24098600	24098600	23316475	23316475	21541050	21541050	21958175	294173875
Water	Purchased Water	W803692	Usage	m^3	9843	10791.5	10791.5	10011.5	10011.5	9247	9247	8945	8945	8261	8261	8419	112774
1	Guest Cover		Usage	Pax	1787	1787	1853	1485	1045	1722	649	569	1301	759	1262	1746	
2	AV Water Per Guest		Usage	m^3	5.51	6.04	5.82	6.74	9.58	5.37	14.25	15.72	6.88	10.88	6.55	4.82	
Data Streams	Section	Account	Type	UOM	Jan24	Feb24	Mar24	Apr24	May24	Jun24	Jul24	Aug24	Sep24	Oct24	Nov24	Dec24	Total
Water	Purchased Water	W803692	Cost	KHR	21958175	25343350	25343350	24992875	24992875	23439900	23439900	23082850	23082850				215676125
Water	Purchased Water	W803692	Usage	m^3	8419	9718.5	9718.5	9580	9580	8986	8986	8856.5	8856.5				82701
1	Guest Cover		Usage	Pax	1958	2266	2267	1682	1326	1186	1339	1438	1400	0			
2	AV Water Per Guest		Usage	m^3	4.30	4.29	4.29	5.70	7.22	7.58	6.71	6.16	6.33	#DIV/0!	#DIV/0!	#DIV/0!	
Compare	2023 & 2024		Usage	% Per Cover	-28%	-41%	-36%	-18%	-33%	29%	-112%	-155%	-9%	#DIV/0!	#DIV/0!	#DIV/0!	
Goal	2024		Usage	% Per Cover	-5%												





SOCIAL/ECONOMIC Community Development

CSR policy: the policy states that the resort recognizes its role and responsibilities in contributing to the sustainable development of the communities in which it operates. This policy aims at maximizing the return on community investments and their impact on the local community. We have identified unique areas of involvement where we can actively support our local communities and engage in a mutually rewarding way with our stakeholders.

Education: Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector. This is done by taking on interns from local educational establishments and supporting their growth and development. Further job opportunities are offered within the company.

Healthcare: Supporting initiatives aimed at enhancing the health and well-being of local communities. We look into schemes of donating and sponsoring the health facilities at local community.

Cultural Preservation: Supporting initiatives aimed at enhancing the ability of small businesses that are strategically linked to business needs to perform more effectively to create economic growth. We regularly buy from local producers and support local food suppliers.

Environmental Protection: Supporting initiatives that help protect the integrity of the environment. we have initiated a program to our guest to join the tour of wildlife conservation and impact environmental in Cambodia.

We also want to support to all party that take initiatives to use innovative products and services to help solve environmental problems.⁷⁸



Local Employment: Raffles proactively supports the recruitment and development of Cambodian nationals at various managerial level positions across its operational. The element of local employment is supported by:

- Equal Employment Opportunity policy (part of the Accor & Raffles Ethics and Conduct Policy)
- Corporate Social Responsibility Charter
- Workplace Health and Safety policy

Fair Trade: Fair trade within our properties is to ensure the use of right methods to select suppliers and procure goods and services at the right quality, price, time, source and delivery while protecting the company.

Local Entrepreneurs: We do engage in organizing events and activities that portray the local culture, creating event that Local craftsmen to visit our property to enable them to enhance their art show to our guest, giving guests a chance to interact with them and learn about local cultures & art.

Respect Local Population & Culture: Guests and colleagues are made aware of the local culture. All efforts are made, where applicable, that due respect is given to the local values and beliefs, and we commit to safeguarding the culture and ensuring that the local community shares in the benefits of tourism.



Exploitation: Our property is in strict compliance with the Cambodia Labour Law. Hence, appropriate policies are in place against the employment of children, sexual harassment and exploitation.

The element of avoidance of exploitation is supported by:

- Equal Employment Opportunity policy (part of the Accor & Raffles Ethics and Conducts Policy)
- Code of Conduct policy (part of the Accor & Raffles Ethics and Conduct policy)

Equitable Hiring

We promote diversity and equality on all levels of the business, and no colleagues or applications are discriminated against in any way. All positions are filled based on competence. Our resort adheres to all local laws and regulations concerning labour laws and offers conditions and wages superior to the minimum requirements.

Women candidates are encouraged to apply across all levels of the business.

Colleague Protection

Salaries and benefits meet national regulations, and all payments required by law into insurance and pension funds are made on behalf of all colleagues. Overtime is paid for hours worked beyond the established work per labour law. Week hours and working hours do not exceed the legal maximum.



Basic Services: The activities of the business have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner. The activities of the business, generate many secure jobs and reflect a positive influence on the community.

Local Livelihood: The activities of the business contribute to the economy of the community by creating jobs and buying from local sourcing, supporting all activities to bring income to the local people such as community art, handicraft and conservation tourist area.

Bribery and Corruption: Raffles prohibits all forms of bribery, directly or through third parties, including employees from soliciting, arranging or accepting bribes.

No direct or indirect contributions to political parties, etc, are made, as a way of obtaining an advantage in business transactions.

We will not deal with contractors and suppliers known or reasonably suspected to be paying bribes. Due diligence is undertaken in evaluating prospective contractors and suppliers to ensure that they have an effective anti-bribery Program.

The element of avoidance of bribery and corruption is supported by:

- Raffles Ethics and corporate social responsibility charter
- Anti-bribery and corruption policy



[Our Accor Sustainability DNA:](#)

- Preserving local community
- Local culture and heritage
- Privileged environmental and social leader
- To move our company towards a contributory model, [where we give back more than we take in.](#)
- [\(Curate Tour Program\)](#)





Season of the Art:

We have an exclusive collaboration with a local art gallery “The Gallerist” to showcase the best of contemporary Cambodian cuisine and artistic creations. Guests and colleagues are made aware of the local culture. All efforts are made, where applicable, that due respect is given to the local values and beliefs, and we commit to safeguarding the culture and ensuring that the local community shares in the benefits of tourism.

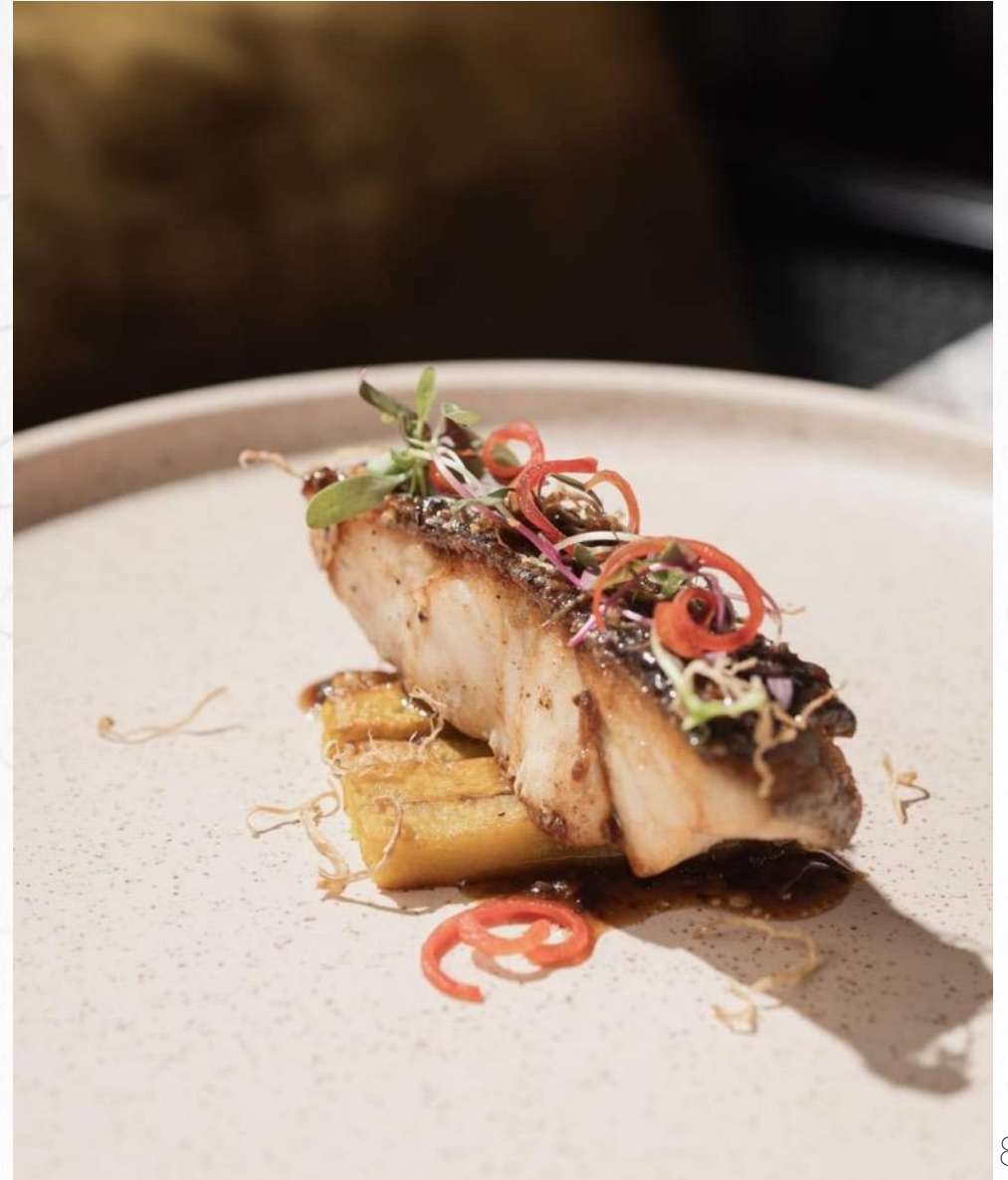


Discover The Gallerist.

A local art gallery committed to supporting artists by providing them with a platform to showcase their work to local and global audiences. Guests from Raffles Hotel Le Royal may enjoy 10% off from selected artworks.



Cultural Preservation & Local Sourcing : Supporting initiatives aimed at enhancing the ability of small businesses that are strategically linked to business needs to perform more effectively to create economic growth. We regularly buy from local producers and support local food suppliers.





- Biodiversity boosts ecosystem productivity where each species, no matter how small, has an important role to play. To protect biodiversity, we will:
- Reduce our use of insecticides, weed killers, fungicides, use organic fertilizers
 - Use environmentally friendly products for cleaning
 - Buy sustainably harvested seafood and agricultural products
 - Water plants in a rational way, water as plant need, as per weather, as per variety plant, avoid wasting water
 - Use indigenous plants for landscaping and minimizing light and noise
 - Ensure that invasive alien species are not introduced in our gardens and landscapes
 - Not detain any captive wildlife on properties grounds, except for wildlife breeding farms, rescue or reintroduction, according to law and best practices
 - Not display or sell products made from threatened or protected plant and animal species
 - Participate in ecological restoration initiatives in the local area whenever possible
 - Protect land-based and wildlife and not disturb it in any possible way. ([Biodiversity Matter](#))



Monitoring and Reporting:

To maintain the outlined SMP, Raffles will ensure:

- All energy, water and gas usage are tracked daily
- Waste is measured for individual waste streams
- Food waste is measured from all venues and digested
- Monthly energy, water, gas, general waste and food waste are recorded on Accor's sustainability tracking system – Gaia 2.0
- Monthly Sustainability Committee Member meeting and update the status & improvement initiative
- Semester Employee Town Hall to update general development information and new criteria implemented
- Sustainability Management Plan is reviewed annually for compliance with the Green Globe criteria as listed above

Training and Awareness:

All colleagues, prior to their employment, are given guidelines on:

- Social Media Policy
- Gift Policy
- Information Security Policy
- Personal Protection Policy
- Colleague Handbook
- Ethics and Corporate Social Responsibility Charter
- Anti-Bribery & Corruption Policy
- Colleague Benefits
- Sustainability Management Plan



Once on board, all colleagues are trained face-to-face on the following aspects as part of their 1 full day orientation:

- Raffles History and Culture
- Raffles Employee Policies
- Emergency Preparedness and Occupational Health and Safety
- Raffles Sustainability Policy
- Raffles Sustainability Management Plan
- Environmental impacts in relation to their roles and how colleagues can do their part to reduce the impact

Further awareness around our initiatives are raised for colleagues with a Sustainability Committee who meet once a month. Examples of agenda actions are shown below:

- Updates from Accor Hotels around Sustainability Best Practices and Goals
- Review of current and future sustainability initiatives
- Review of any sustainability related guest feedback
- Plan for Events around Sustainability, featuring:
 - Accor Solidarity Week – Annual Impact Report
 - Raffles Sustainability Keys date – ex. Earth Day
 - Sustainable **Phnom Penh Sling** – Local Herb
 - Food Waste Management
 - Circular Economy Initiatives
 - Sustainability-related field-trips
- Once planned, these events and initiatives are shared through internal channels such as message boards, email blasts and direct department communication.



Communication and Marketing

Raffles commits to engage all relevant stakeholders, guests in our Sustainability Management Plan and initiatives by ensuring that:

- Plan will be made accessible to the general public via our own website

To be actively part of our initiatives, we encourage our guests to:

- Engage with in-room marketing materials around sustainability
- Take part in sustainability initiatives organized by hotel
- Give feedback on how the stay for other guests and events can be held more sustainably
- Reduce waste and reuse amenities as much as possible
- Communicate information about our experiences which are tied to a sustainability element such as the sustainable **Phnom Penh Sling and the concept the Local Food Menu in Le Royal Restaurant.**

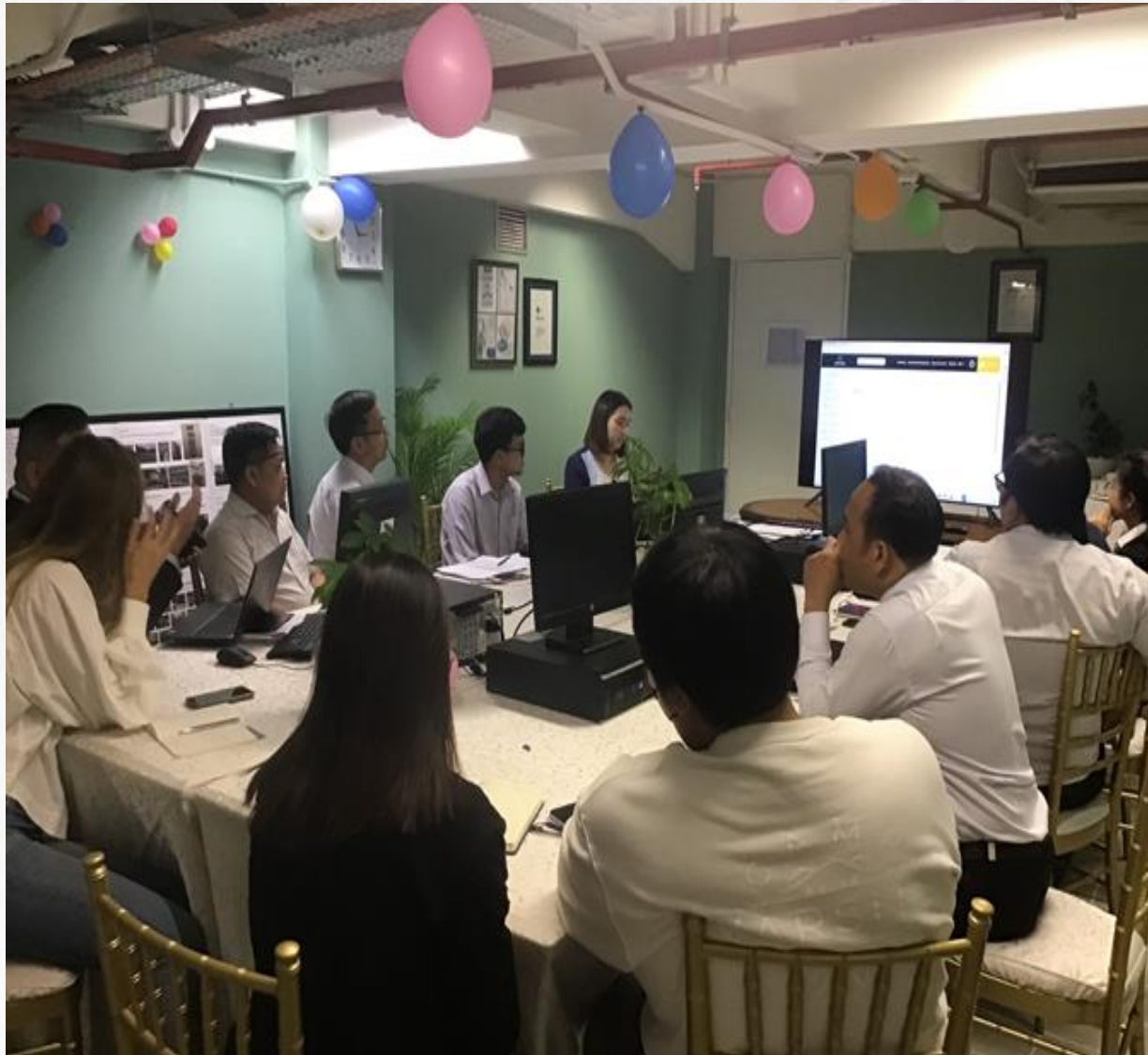
We market our initiatives through the below channels:

- Social media channels:
 - Facebook: <https://www.facebook.com/RafflesPP>
 - Instagram: https://www.instagram.com/raffles_phnompenh
 - Hotel website: <https://www.raffles.com/phnom-penh/>
- Partnerships with community development programs, centered around socioeconomic benefactors
- Promotion of partnerships through website and social media channels
- Menus which are kept up to date for locally sourced ingredients
- Colleague Engagement
 - Involving colleagues and communicating about the ongoing activities geared towards sustainability initiatives via regular email communications, daily briefings, notice boards
 - Ensuring all colleague activities are tied to at least one key pillar of sustainability such as during Housekeeping Week, Townhall and etc.

Our Engagement:

- **Curate tour** program for our guest (external program-promote local community, culture, art and craft)
- Corporate partnership with suppliers and all stakeholders toward sustainability development goals
- **Sustainability community membership**/partnership – NGOs/Green Association/HR Club/ Environment Department
- Through communication poster by manual/digital/QR Code/Room Directory /Green Card/TV Screen
- To share sustainability initiative to our guests & heartists through online platform, Website, Room Directory, Media
- Through our Sustainability Pillars: Stay, Eat and Explore
- Maintained LQA performance & HACCP healthy and safety standard
- Employee Training through Employee Handbook, Ethic & CSR Charter, WATCH Training “We act together for children”, Gift Policy, Anti Bribery & Corruption
- Guest Survey / Trust You System / Royal Service-ACDC System
- Online training course School for Change, All GMs to complete modules :

The Great Climate System (1h), The Collapse of Biodiversity (1h), Impact on Human Societies (1h), And new 2024 modules, Human Rights (15 min), Accor’s Sustainability Strategy (1h 30min)



OFFER HOSPITALITY TRAINING TO INTERN

Develop Cambodian Human Resources toward sustainable tourism.

Cooperate partner with Non-Profitable Tourism Training School such as:

1. Pour Un Sourire d'Enfant (PSE)
2. Academy of Culinary Arts Cambodia
3. Ecole d'Hotellerie et de Tourisme Paul Dubrule



TRAINING TOPIC OF SUSTAINABILITY MANAGEMENT TO COMMITTEE MEMBER

Providing sustainability management awareness to our committee members relate to Environment, Social and Governance



FIRE SAFETY TRAINING

- To increase awareness towards with Basic Fire Safety Knowledge and the measure to take with.
- To be able to identify and be aware of the peculiarity that working area pose with regards to the dangers of a fire.
 - Know how a fire occurs and the actions to take when it breaks out can save valuable lives
- To form the best protection against fire on its prevention, behavior, protection and prevention of fire especially in the context of your workplaces.



FIRE EVACUATION DRILL

This exercise is to ensure that the correct action in the different kinds of situation in order to fight with the fire effectively, to minimize on the damage to the hotel's property and to ensure safe evacuation of all people concerned, if necessary.



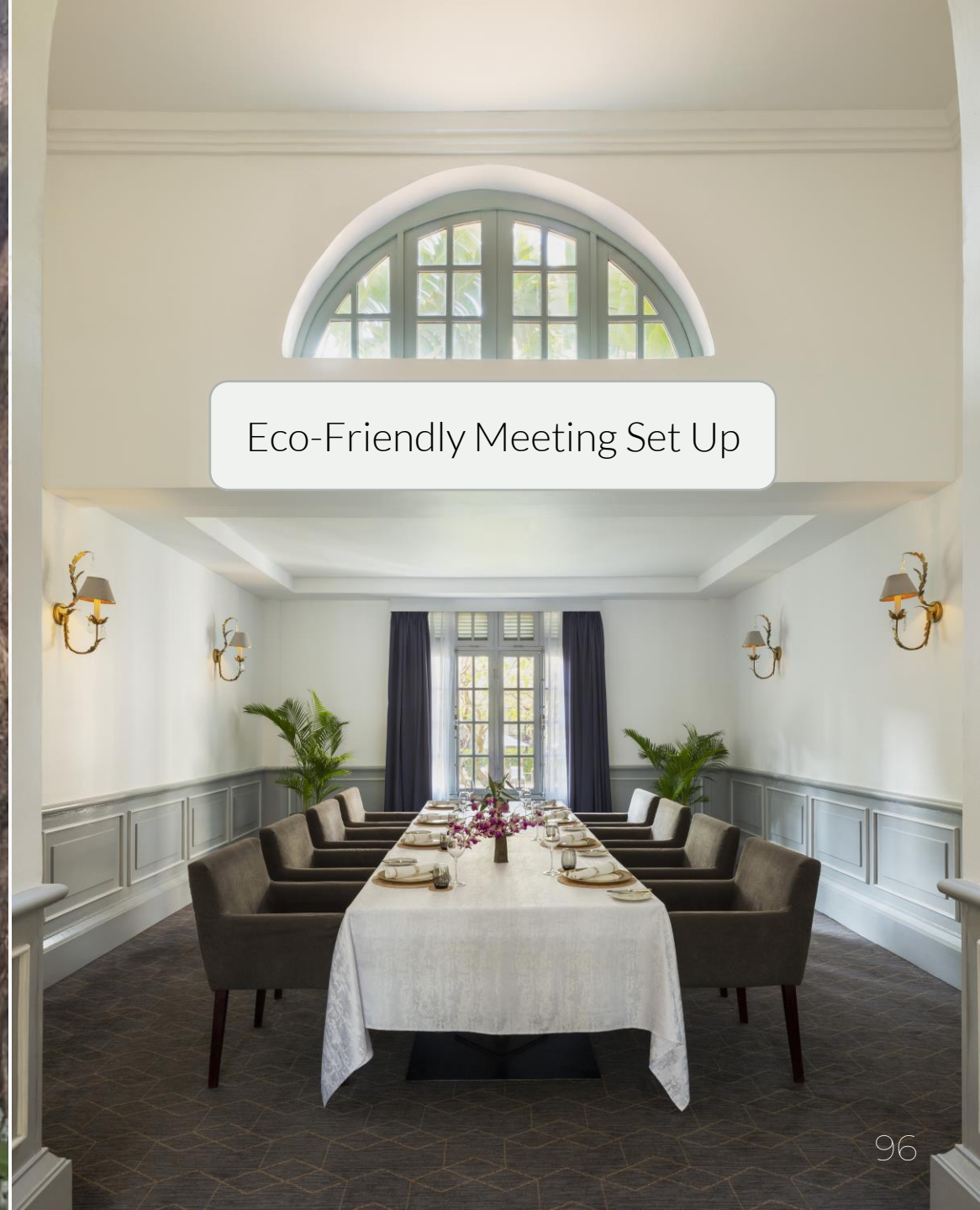
Support Local Cooking Class, Local Product and Local Art.



Eco-Friendly
Biogent- Mosquito Trap



Eco-Friendly Meeting Set Up





Preserved Culture
Dress Code



Favors Local Flower Display



5 STEPS TO ACHIEVE ZERO WASTE

REDUCE

Adopt minimalist tendencies

RECYCLE

Choose recyclable packaging



REFUSE

Say no to nonessentials



REUSE

Give items a second life



ROT

Compost all organic waste



Employee awareness of daily use environmental friendly utensil and reusable packaging and bottle.





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 2024 Sustainability Goals
- Raffles Annual Sustainability Report

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.