



SUSTAINABILITY MANAGEMENT PLAN

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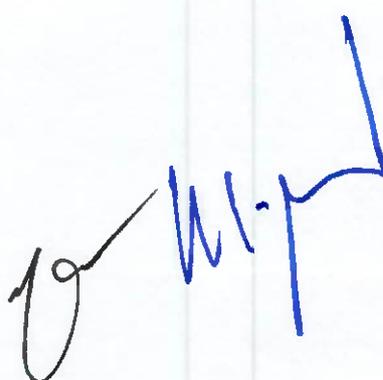
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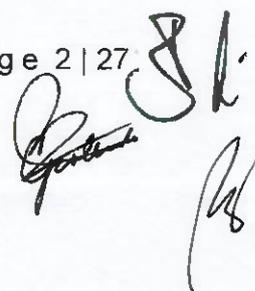
Revision No.	Date	Page/Section	Description	Approved By	Effectivity
000	08/01/23	ALL	Initial Release	Bernd Schneider	08/01/23
001	07/19/24	1. Hotel Fact Sheet (p. 3-4) 2. 3.2 Goals (p. 9-10)	Annual Review 2024 1. Updated sustainability efforts 2. Included Accor's Commitment for Net Zero Carbon	Bernd Schneider	07/25/24
002	06/26/25	1. Hotel Fact Sheet (p. 3-5) 2. A8 Communication Strategy (p. 15) 3. D2.3 Waste Management (p. 23-24)	Annual Review 2025 1. Sustainability Efforts – included full Electric vehicle and Energy Audit by Terao 2. Communications Strategy – included specific details (English as main language) 3. Waste Management – included composting, updated recycling scope	Bernd Schneider	07/01/25

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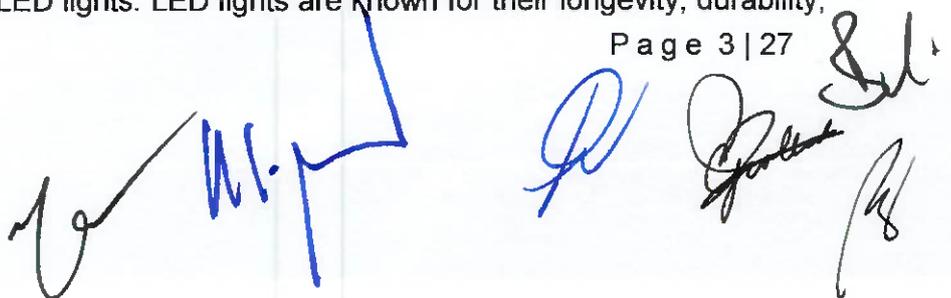
i. HOTEL FACTSHEET

Fairmont and Raffles Makati are luxury hotels located in Makati, Philippines. Here are some key facts about the hotel:

- Hotel Category: 5-star
- Hotel Theme: Luxury
- Lot Area: 7000 sqm
- Opening Year: 2012
- No. of keys:
 - Fairmont Makati - 280 rooms and suites
 - Raffles Makati – 32 suites
- No. of Outlets:
 - Fairmont Makati – 3 Outlets
 - Raffles Makati – 4 Outlets
- No. of Meeting Rooms:
 - 8 Meeting rooms (Combined facilities)

Fairmont and Raffles Makati are industry leaders in eco-conscious services and experiences, firmly committed to upholding sustainability in all aspects of their operations. As part of their dedication to environmental stewardship and social responsibility, the hotels have implemented various measures in alignment with Environmental, Social, and Governance (ESG) principles. These initiatives include:

- **Single-use Plastic Removal:** The hotel has removed single-use plastic for dry amenities and placed refillable amenity containers in all guest rooms. Sustainable materials are also used for food and beverage packaging. The completion of Fairmont Makati's water bottling system furthers the effort to eliminate single-use plastics. This bottling facility, installed in the heart-of-house, allows for quick cleaning and refilling of Fairmont Makati's new glass bottles, which have replaced the PET water bottles in the hotel's rooms and restaurants.
- **Sustainable Ecosystem:** Fairmont and Raffles Makati maintain an in-house bee farm and herb garden, with both honey and herbs sustainably harvested and used in the hotel's culinary offerings.
- **Reducing Carbon Footprint:** The hotel has taken significant steps to reduce its carbon footprint by incorporating both hybrid and fully electric vehicles into its fleet. These vehicles help lower air pollution and carbon emissions by using cleaner energy sources. To further support the shift to sustainable mobility, the hotel has partnered with Solarius Energy to install EV charging stations on the property—helping expand the city's EV infrastructure and encouraging more people to make the switch to electric vehicles.
- **Energy-Saving Measures:** The hotel has replaced over 80% of its lights with energy-efficient LED lights. LED lights are known for their longevity, durability,



and high-quality illumination while consuming less energy and producing 90% less heat than traditional halogen lights. By embracing this energy-efficient lighting solution, the hotel contributes to a greener future while creating a comfortable environment for guests and staff.

- **Recycling Program:** The hotel operates a robust recycling program in collaboration with Green Trident Philippines. Waste segregation is facilitated for all hotel waste, including guest-generated waste, with dedicated PET bottle collection bins for back-of-house operations. Green Trident Philippines actively collects and processes the hotel's solid recyclable waste, focusing on recycling and upcycling to produce sustainable products such as paper, roofing sheets, and boards. This initiative reflects the hotel's commitment to minimizing landfill waste and implementing responsible waste management practices.
- **Staff and Guest Awareness:** In addition to mandatory sustainability training for colleagues and the inclusion of sustainability questions in the Guest Satisfaction Survey, the hotel consistently enhances awareness of its sustainability efforts. Colleagues are actively involved in activities such as cleanup initiatives, tree planting, fundraising, and donations to promote environmental and social responsibility both within the hotel and in their personal lives. The hotel's EV charging ports were introduced with a press launch attended by media partners, who witnessed the inaugural charging of an electric vehicle at the hotel. All of the hotel's initiatives are communicated to guests through an innovative Digital Sustainability Mural. This modern platform, placed strategically in a high-traffic location between the Fairmont and Raffles Lobby, uses no disposable resources for updates, making it a sustainable effort in itself. The hotel also features its sustainability efforts and activities on its website. Additionally, the hotel launches campaigns where guests can contribute to environmental and social causes, supporting various ESG (Environmental, Social, and Governance) initiatives. Guests are informed about the hotel's sustainable practices in the room, including changing linen and towels every three days, with the option to clean more frequently, for water conservation.
- **Food Waste Management:** The hotel uses Orbisk and Winnow systems to measure food waste and guide chefs in reducing it. Excess buffet food is donated to Virlanie Foundation using the services of Scholars of Sustenance. Compostable waste, such as trimmings and yard waste, is collected and composted by Integrated Waste Management Philippines for a more sustainable environment.
- **Monitoring and Management:** Monitoring utility services like water, electricity, and greenhouse gas consumption helps the hotel manage its resources and manpower more efficiently, ensuring high-quality services while minimizing resource usage.

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- **Energy Efficiency Audit and Planning:** In the last quarter of 2024, the hotel engaged Terao Asia to conduct a comprehensive energy efficiency audit. The assessment covered key areas such as lighting, HVAC, and electrical systems, with the goal of identifying opportunities to reduce energy consumption, minimize waste, and lower operational costs. This initiative underscores the hotel's commitment to environmental responsibility and improving guest experience through more efficient and sustainable operations. A multi-year energy conservation plan has since been developed, guided by Terao Asia's expert recommendations.
- **Sustainability Compliance:** Raffles and Fairmont Makati is the first luxury hotel in the Philippines to receive the Green Globe Certification in 2023. Green Globe is the global leader in sustainable tourism certification. Additionally, the hotels were part of Accor's Planet-21 program, a sustainability initiative implemented across Accor properties worldwide. The hotel achieved a high level of compliance and was awarded Gold certification.

These comprehensive efforts not only reduce the environmental impact of Fairmont and Raffles Makati but also contribute to a more sustainable future by conserving resources, promoting responsible practices, and aligning with ESG principles. The hotels' commitment to sustainability extends to energy and water conservation, waste reduction, and raising awareness among staff, guests, and the community.

ii. PURPOSE

The primary purpose of the Sustainability Management Plan at Fairmont and Raffles Makati is to guide decision-making, management, and daily operations of the hotel in a sustainable manner. The key objectives of the plan include:

- **Developing the business sustainably:** The plan aims to ensure that the hotel's growth and development take into account environmental, socio-cultural, quality, and health & safety considerations.
- **Compliance with environmental laws and regulations:** The management plan demonstrates the hotel's commitment to complying with the environmental laws and regulations of the Philippines.
- **Monitoring and audit program:** The plan establishes a monitoring and audit program to ensure compliance with the Sustainability Management Plan and relevant environmental legislation. This program also helps in early detection of any significant environmental impacts resulting from the hotel's activities.
- **Mitigation measures:** The plan outlines mitigation measures to minimize the impact of the hotel's activities on the surrounding environment. This includes strategies to control pollution, minimize waste, conserve resources through effective practices such as Reduce, Reuse, and Recycle.
- **Framework for environmental management:** The plan establishes a framework for environmental management, ensuring the implementation of identified

mitigation measures and fostering a culture of sustainability throughout the hotel.

- **Minimum standard:** The Sustainability Management Plan sets forth the minimum standard acceptable to Fairmont and Raffles Makati, emphasizing the hotel's commitment to going beyond basic sustainability requirements.

By implementing this plan, Fairmont and Raffles Makati aim to operate in an environmentally responsible manner, contributing to the well-being of the local community, and setting a high standard for sustainable practices in the hospitality industry.

iii. SCOPE

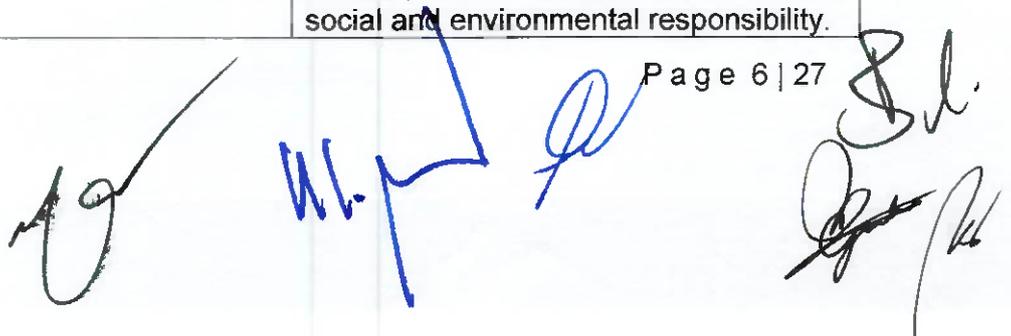
The Scope of the sustainability management plan at Fairmont and Raffles Makati encompasses all activities within the hotel, including its integration with colleagues, customers, business partners, owners, other stakeholders, and the surrounding environment. This plan is designed to address sustainability considerations across various aspects of the hotel's operations, ensuring that sustainable practices are embedded in all areas of the business. By engaging with internal and external stakeholders, Fairmont and Raffles Makati aim to foster a collaborative approach towards sustainability and promote responsible environmental and social practices within the hotel and its broader ecosystem.

iv. REFERENCE

Green Globe Certification Standard & Guide to Certification

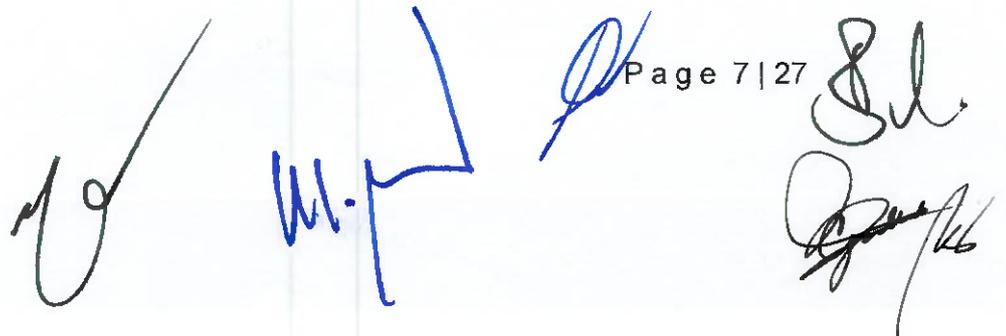
v. DEFINITIONS, TERMS & ABBREVIATIONS

Environment	Surroundings in which an organization operates, including air, water, land and natural resources, flora, fauna, humans, and their interrelation.
Environmental Aspect	Element of an organization's activities or products or services that can interact with the environment
Environmental Impact	Any change to the environment whether adverse or beneficial, wholly or partially resulting from organizations environmental aspects.
ESG	Environmental, Social, and Governance
Green Globe	Green Globe is a worldwide certification program for sustainable travel and tourism, which focuses on economic, social and environmental responsibility.



P & P	Policies and Procedures
PPE	Personal Protective Equipment
Planet 21 Program	Accor's commitment to sustainable development dates back many years, with practical initiatives such as the creation of an environment department 20 years ago, of a Hotel Environment charter in 1998 and the adoption of many solutions aimed at contributing to the development of local communities, optimizing water and energy consumption and reducing its hotels' environmental footprint.
SMP	Sustainability Management Plan
SMS	Sustainability Management System
Sustainable Development	Development that meets the needs of the present without compromising the ability of future generations to meet their own needs.
The Hotel	Fairmont and Raffles Makati
WATCH Program	We Act Together for Children Program

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A. SUSTAINABILITY MANAGEMENT PLAN

1. Vision

Fairmont and Raffles Makati are committed to sustainability and have undertaken initiatives to minimize their environmental impact and to prioritize sustainable management and operations.

As part of this commitment, Fairmont and Raffles Makati have embraced the Green Globe Certification Program, recognized globally as a label for sustainable travel and tourism. This program audits its members based on internationally accepted sustainability criteria.

The core belief at Fairmont and Raffles Makati is that caring for the environment and communities is a shared responsibility. They understand the importance of making a positive impact on the lives of individuals they encounter every day. As responsible global citizens, they actively embrace this responsibility.

To fulfill their commitment, Fairmont and Raffles Makati aim to implement sustainable practices that not only minimize their ecological footprint but also empower their colleagues and guests to become catalysts for change. By working together, they strive to protect and care for the environment, promoting a sustainable future for all.

2. Mission

- **Respect**

- current laws and regulations and internal standards
- cultural, religious, philosophical and moral traditions
- people: our customers, suppliers and partners, our employees
- the environment, minimizing our impact
- free competition, rejecting any form of corruption
- the company: placing the hotel's interests above personal interests, working to preserve
- historical and architectural heritage, cultivating a sense of belonging

- **Prevent**

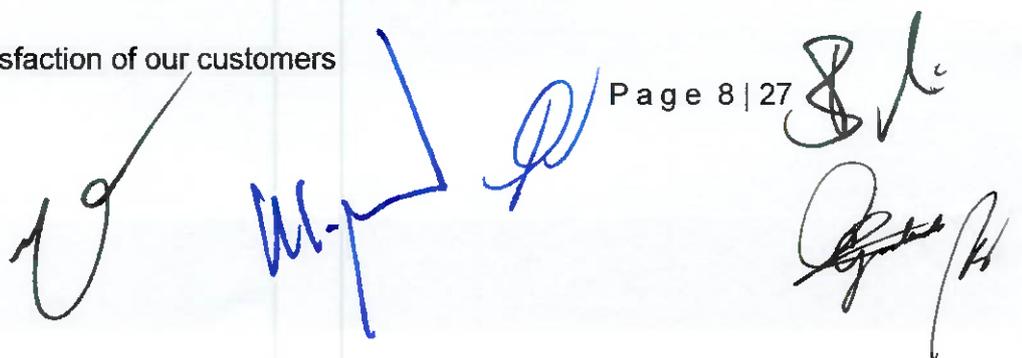
- workplace accidents and ensure the safety and health of employees
- fraud and misconduct
- discrimination, harassment, and unethical practices
- environmental pollution

- **Communicate** in a transparent and fair manner

- in the clauses of our contracts
- on the nature, price & quality of our services
- with our customers, partners, employees and shareholders
- in internal controls of accounts and financial reporting

- **Participate**

- in the satisfaction of our customers



- in employees' development
- in local economic and social development
- In community and local government initiatives that support sustainability related actions
- **Improve**
 - our sustainability performance continuously and systematically

A1. Implement a Sustainability Management Plan

1. Introduction and Purpose:

The purpose of this policy is to establish a comprehensive Sustainability Management System that aligns with the business's reality, scale, and addresses environmental, sociocultural, quality, health, and safety considerations.

2. Key Areas

I. Environmental: The hotel will be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems & landscapes, and local environmental activities.

II. Socio-cultural - The hotel will be involved in corporate social responsibility actions, community development, local employment, fair trade, support local entrepreneurs, respect local communities, implement a policy against commercial exploitation, equitable hiring, employee protection and last but not least, that our business do not jeopardize the provision of basic services, such as water, energy, or sanitation to neighboring communities.

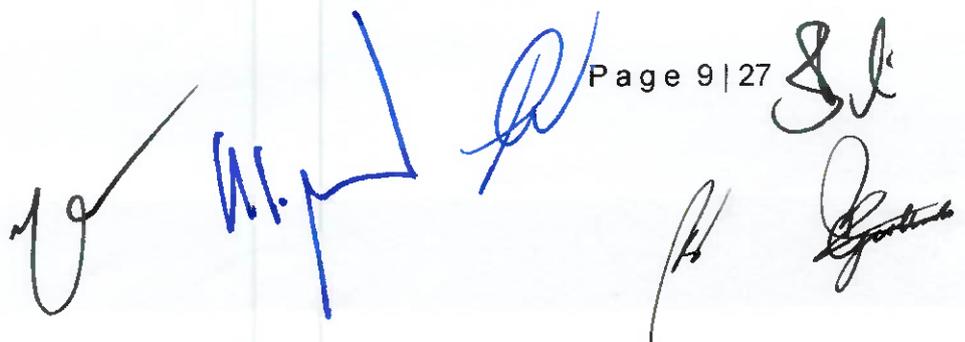
III. Quality - Any activity that can sustain itself economically through creating competitive advantages within the industry with inspired service that not only meets, but exceeds guest expectations; it continues to contribute to the economic well-being of the surrounding community through local ownership, employment, buying local products, etc. A sustainable business should benefit its colleagues, customers, business partners, owners, other stakeholders.

IV. Health & Safety - The hotel complies with all established and local health and safety regulations, and ensures that both guest and colleagues are safe and secure in the environment they work and visit.

3. Sustainability Management Plan:

3.1 The Business has developed a Sustainability Management Plan that is appropriate to its size and scale, integrating sustainability principles into its core operations and decision-making processes.

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3.2 The Sustainability Management Plan includes transparent policies, procedures, and implementation plans that clearly communicate the organization's goals and objectives related to environmental, socio-cultural, and economic performance.

Fairmont and Raffles Makati are dedicated to advancing sustainability in alignment with Accor's broader goals. Their vision centers on making a positive impact on people and nature by fostering an inclusive, ethical workplace and enhancing community well-being. The hotels are committed to achieving Net Zero carbon emissions by 2050 and pursuing a "Nature Positive" approach, which involves responsible resource management and ecosystem preservation in accordance with global conservation agreements.

The Sustainability Management Plan outlines the hotels' commitment to sustainable operations, including energy and water conservation, waste reduction, and responsible food practices. By embedding these principles into their core activities and engaging with local ecosystems, Fairmont and Raffles Makati align their operations with Accor's strategic objectives and set a high standard for sustainable hospitality within the industry.

3.3 The Sustainability Management Plan incorporates monitoring, analysis, and evaluation to measure and improve sustainability performance.

3.4 The Sustainability Management Plan is communicated internally and externally to ensure awareness and engagement of stakeholders.

4. Environmental Policy:

4.1 The Sustainability Management Plan includes an Environmental Policy that addresses key environmental issues and establishes the business's commitment to minimizing its ecological footprint.

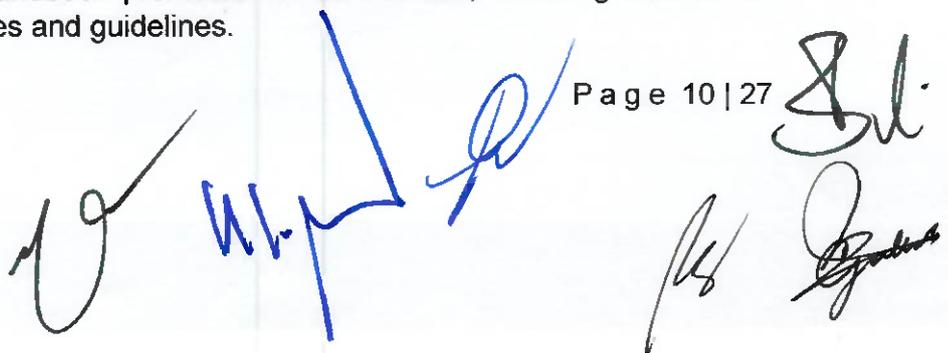
4.2 The Environmental Policy is published on the organization's intranet and public website, ensuring accessibility to both internal and external stakeholders.

4.3 The Environmental Policy is effectively communicated to customers, employees, and owners, fostering a shared understanding and commitment to sustainable practices.

5. Ethical Code and Employee Handbook:

5.1 The Business has an ethical code for directors and staff, outlined in the Employee Handbook, which is provided to all staff members.

5.2 The Employee Handbook promotes ethical conduct, including adherence to sustainability principles and guidelines.



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6. Annual Policy Review:

6.1 All sustainability, environmental, and purchasing policies undergo an annual review to ensure their relevance, effectiveness, and alignment with changing circumstances.

6.2 The review process assesses the need for policy updates and identifies areas for improvement to enhance sustainability performance.

7. Environmental Task Force (Green Team):

7.1 The Business establishes an Environmental Task Force, also known as the Green Team, to facilitate and maintain environmental initiatives.

7.2 The Green Team consists of staff members from various departments who collaborate to implement and monitor sustainable practices.

7.3 Green Team Members:

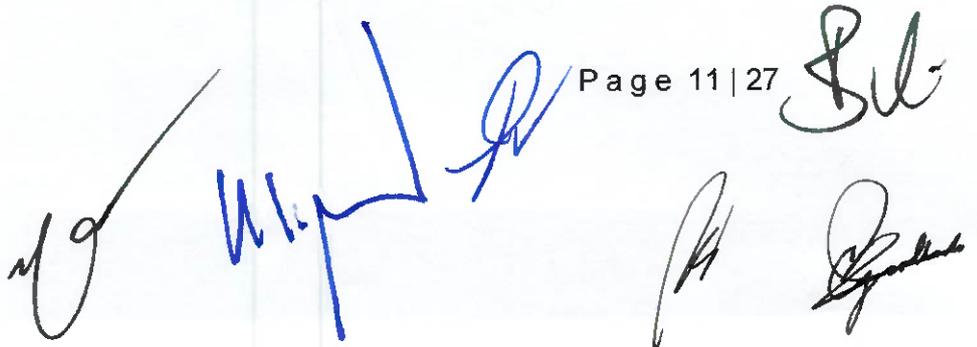
Hotel Manager
Director of Sustainability and Performance
Director of Learning and Development
Director of Housekeeping
Asst. Director of Finance
Asst. Chief Engineer
Chef Concierge
Director of Marketing Communication and Brand Activations
Hygiene and Safety Manager
Outlet Managers
Guest Experience Manager
Quality Lead
Talent and Culture Manager
Stewarding Manager
IT Supervisor

8. Stakeholder Engagement:

8.1 Programs are implemented to allow stakeholders, such as staff and customers, to provide input into the management and operation of the business.

8.2 Examples of engagement initiatives include steering committees, employee forums, and customer feedback programs, providing opportunities for stakeholders to influence policy and management decisions.

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9. Continuous Improvement Report:

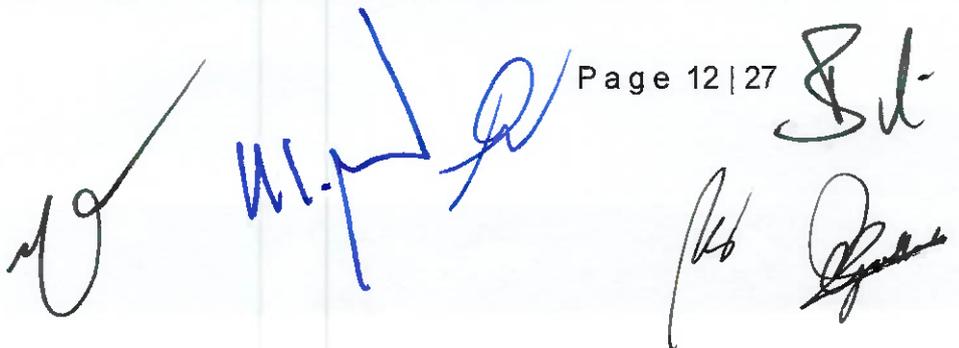
- 9.1 The Business produces a report that highlights new initiatives and activities undertaken during the previous year.
- 9.2 The report will cover areas including, but not limited to:
- New Indicators complied with;
 - New initiatives; and
 - Improvements or lack thereof in Energy and Water consumption, Carbon/GHG and Waste production, and any other measurements related to sustainability.
- 9.3 The report demonstrates the organization's commitment to continuous improvement within its operations, showcasing progress aligned with the size and scope of the business.

A2. Legal Compliance

The hotel operates in full compliance with Philippine laws and regulations, ensuring adherence to all relevant local legislation. This includes comprehensive compliance with health, safety, labor, and environmental aspects. The hotel maintains up-to-date insurance policies and other necessary instruments to protect the well-being of both guests and staff.

Specifically, the hotel adheres to the following rules:

1. **Compliance with Legislation and Regulations:** The hotel diligently complies with all applicable Philippine legislation and regulations, ensuring that its operations align with legal requirements.
2. **Environmental Compliance:** The hotel meets all local environmental laws, standards, and regulations, demonstrating a commitment to environmental stewardship and sustainable practices within the Philippines.
3. **Guest and Staff Protection:** As an integral part of our commitment to guest and staff safety, the hotel has implemented a comprehensive range of measures. These include robust disaster management and emergency response protocols, clearly visible safety signage, provision of PPE, and the use of waivers in recreational areas to ensure the well-being of our guests. Furthermore, we provide insurance coverage for both guests and colleagues, offering added peace of mind during their time with us. Our colleagues also benefit from a dedicated medical HMO plan, which includes dental coverage. To further enhance well-being and security, our staff undergo rigorous training programs, regular emergency drills, and we maintain 24/7 security coverage to ensure a safe environment around the clock.
4. **Maintenance of Legal Requirements:** The hotel maintains a well-defined procedure for consistently updating and maintaining an accurate list of legal requirements within the Philippines. This process ensures that the hotel remains



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aware of and compliant with any changes or additions to relevant laws and regulations.

A3. Employee Training

1. Employee Training on Environmental and Sustainability Initiatives:

1.1 The business conducts comprehensive employee training programs on environmental and sustainability initiatives.

1.2 Specific actions are taken to educate employees on environmental issues, including neighboring communities, customers, employees, and owners.

1.3 Support is provided to existing environmental education programs or initiatives in the area.

2. Staff Training on Socio-Cultural, Quality, and Operating Issues:

2.1 Policies are in place to ensure staff training on socio-cultural issues related to property operations.

2.2 Training programs are implemented to enhance staff understanding of the property's quality system and operating procedures.

2.3 Employees receive training on disaster management and emergency response protocols.

3. Awareness of Environmental Policy and Training on Resource Conservation:

3.1 Employees are familiarized with the property's environmental policy, objectives, and its relevance to their roles.

3.2 Waste management training is provided during staff sustainability orientation to promote proper waste disposal and recycling.

3.3 Training programs highlight the importance of reducing water and energy consumption.

4. Availability of Training Materials and Policies:

4.1 All training materials, manuals, and staff policies related to environmental initiatives and sustainability practices are accessible on the organization's intranet.

A4. Customer Satisfaction

The hotel is driven by a strong commitment to deliver exceptional customer satisfaction, with full support from the dedicated Guest Experience Team. Collaborating closely with all departments, the organization aims to prioritize guest satisfaction by maintaining a robust system for measuring performance and promptly addressing any areas of improvement.

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To effectively monitor and evaluate customer satisfaction, Fairmont and Raffles Makati utilize various tools and methodologies:

- Voice of Guest (TrustYou): Regular Guest Satisfaction Surveys are sent to guests as soon as they check-out, allowing valuable insights to be collected and facilitating continuous improvement based on guest feedback.
 - Regular customer satisfaction surveys are conducted to systematically measure and evaluate customer sentiment, empowering the organization to proactively address areas for improvement. These surveys serve as vital tools in the ongoing pursuit of elevating service quality and upholding sustainable practices.
 - In line with the hotel's commitment to sustainability, customer satisfaction surveys incorporate specific questions to gauge guest sentiment on sustainability-related aspects.
- Leading Quality Assurance: The organization undergoes rigorous audits conducted by Leading Quality Assurance, ensuring compliance to Brand standards, surpassing industry standards and consistently delivering exceptional service quality.
- Guest comment cards: Guest feedback is actively encouraged through comment cards, providing valuable insights that contribute to enhancing the guest experience.
- 3rd party online platforms: Fairmont and Raffles Makati closely monitor and engage with guests on prominent online platforms, including TripAdvisor, Booking.com, Expedia, Google Reviews, and various social media channels.

The organization has established a robust mechanism to receive and document customer inputs, complaints, and comments. This enables swift and effective corrective actions to be taken when necessary, ensuring a continual focus on improving services.

A5. Accuracy of Promotional Materials

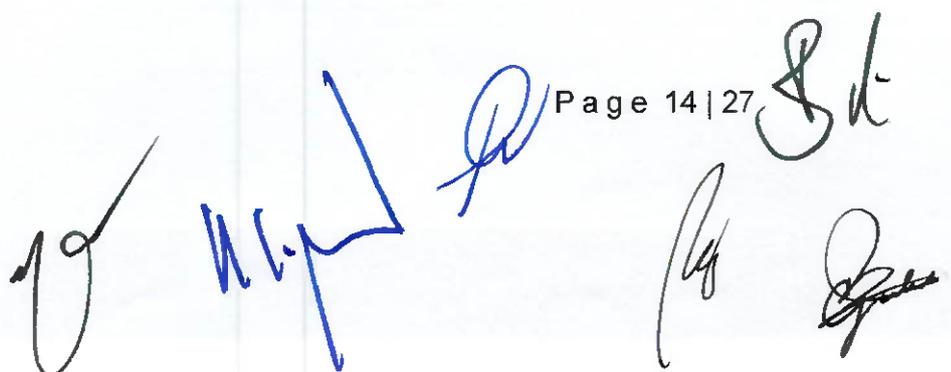
The hotel's Sales and Marketing team is responsible for all promotional communication. They ensure that promotional materials adhere to the Hotel Brand Group guiding principles, local regulations, and cultural norms. Our priority is to provide truthful and clear information to customers.

The hotel's policy on promotional materials includes:

1. Truthful and accurate representation of products and services, without making unrealistic promises.
2. Clear and complete information about product and service conditions.

This applies to all employees involved in promotional activities and reflects our commitment to transparency and customer satisfaction.

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A6. Local Zoning, Design and Construction

The hotel has established comprehensive policies and procedures to ensure compliance with legal requirements and sustainable practices. These policies cover:

1. Strict adherence to local land acquisition, land rights, zoning, and protected or heritage area legislation.
2. Respect for traditional rights of local communities and indigenous peoples during land acquisition processes.
3. Compliance with local zoning and legal requirements for alterations to protected and designated heritage sites.
4. Regular assessments to optimize community development plans while minimizing negative impacts.

Furthermore, the hotel uses sustainable design and construction practices, including:

1. Initiatives to enhance the aesthetic, cultural, historic, and natural assets of the hotel and its surroundings.
2. Proactive measures to prevent negative impacts on adjoining lands and communities.
3. Accessibility for people with special needs, ensuring compliance with local standards and legislation for equal access to primary facilities and services.

A7. Experiential or Interpretive Tourism

The hotel is fully committed to providing exceptional experiential tourism programs that showcase the natural surroundings and local cultural experiences. We ensure compliance with industry standards by:

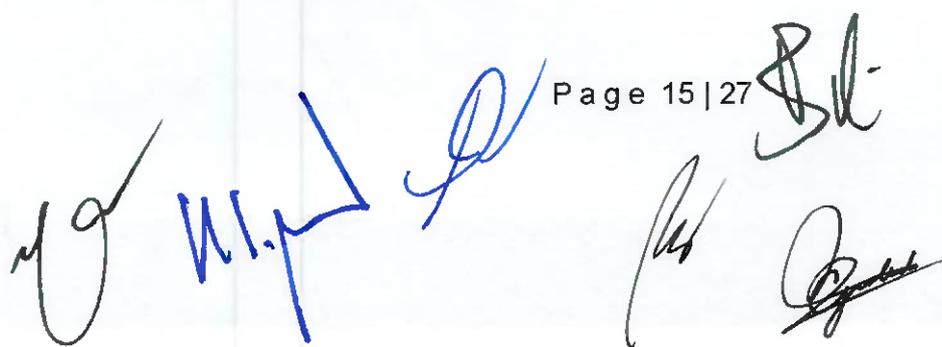
1. Educating guests about the natural surroundings, local culture, and cultural heritage.
2. Promoting appropriate behavior while visiting natural areas and cultural sites.
3. Offering access to local environmental and cultural experiences.
4. Providing comprehensive information through various delivery mechanisms.
5. Training our staff in delivering experiential tourism programs.
6. Involving local inhabitants in program development and guiding guests when suitable.

Our compliance with these standards guarantees a high-quality tourist experience, emphasizing customer satisfaction and respect for the environment and cultural heritage.

A8. Communications Strategy

The hotel has a comprehensive communications strategy to inform visitors and guests about our sustainable policies, programs, and initiatives. As indicated in our policy, our strategy includes:

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1. Informing guests about water conservation, waste management, and energy conservation practices.
2. Encouraging guests to support our environmental, energy, and CSR efforts.
3. Providing multilingual information as needed or upon guest request, with English as the primary language of communication in line with national context.
4. Offering information on local "green or eco-certified" establishments.
5. Being a member of local "green" or sustainable business programs/associations.

Through effective communication, we aim to engage all stakeholders in our sustainability goals and inspire positive contributions from each individual.

A9. Health and Safety

The hotel prioritizes the well-being of our customers, staff, and local community by complying with relevant health and safety measures. Our policy includes:

1. Ensuring facilities are kept in good sanitation and cleaning conditions.
2. Implementing a preventive maintenance program for all facilities, vehicles, tools, and equipment.
3. Providing health and safety conditions as required by staff and guests.
4. Taking necessary safety measures for guest recreational activities.
5. Equipping workshop areas with appropriate PPE.

By adhering to these standards, we fulfill our responsibility to maintain a safe and secure environment for everyone involved in our operations.

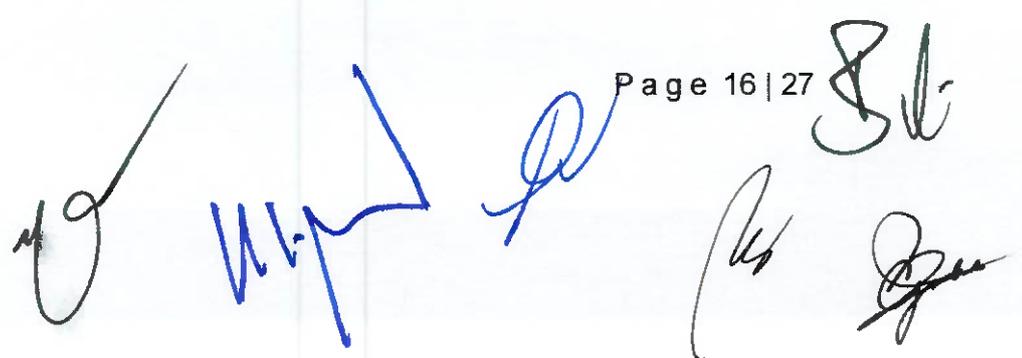
A10. Disaster Management & Emergency Response

The hotel prioritizes the health, safety, and well-being of our customers and staff during a disaster. Our policy includes:

1. Appropriate disaster management plans for fire, weather events, earthquakes, and chemical spills.
2. Regular testing and maintenance of emergency lighting, generators, fire equipment, and safety gear.
3. Conducting regular emergency action drills and annual fire and emergency evacuation drills for staff, guests, and visitors.

By implementing these measures, we ensure a swift and effective response to emergencies, protecting the well-being of everyone in our premises.

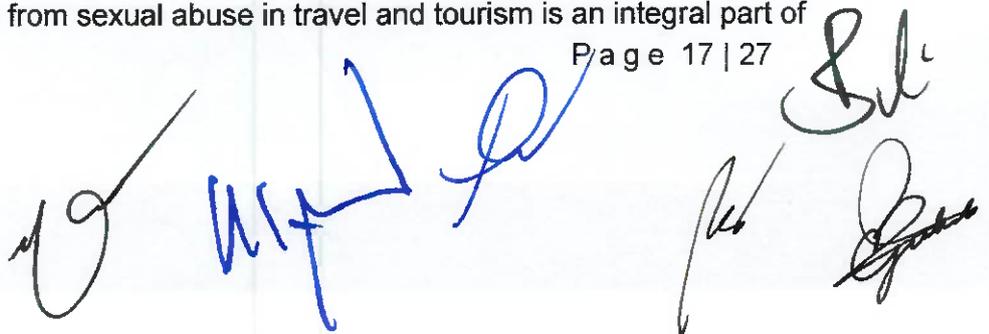
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B. SOCIAL / ECONOMIC

The hotel is dedicated to fostering community development, supporting local economies, and promoting responsible business practices. Our commitment is reflected in the following standards:

1. Community Development:
 - We actively support social and infrastructure initiatives, including education, health, and sanitation, based on community priorities.
 - We provide resources, education, training, financial assistance, or in-kind support to improve local livelihoods and engender community support for our operations.
2. Local Employment:
 - We prioritize hiring local residents, including in management positions, and offer necessary training for their development.
 - By promoting local employment, we enhance community involvement, integration, and economic benefits, while preserving the authentic character of our services.
3. Fair Trade:
 - We purchase local and fair-trade services and goods whenever available, promoting local businesses and supporting sustainable economic practices.
 - By opting for local goods and services, we contribute to the local economy, reduce ecological footprint, and enhance the visitor experience.
4. Support for Local Entrepreneurs:
 - We offer opportunities for local small entrepreneurs to develop and sell sustainable products based on the area's nature, history, and culture.
 - Through partnerships and designated spaces, we promote local cultural activities and products, fostering economic diversification and community pride.
5. Respect for Local Populations:
 - We have developed a code of conduct in collaboration with the local community to ensure respectful and responsible tourism activities.
 - Our plan includes regular and open communication with community officials to maintain a cooperative agreement and preserve cultural heritage.
6. Prevention of Exploitation:
 - We have implemented a policy against commercial exploitation, particularly of children and adolescents, including sexual exploitation.
 - We denounce such practices to local authorities and actively work towards protecting vulnerable populations.
 - AccorHotels is deeply committed to combating all forms of sexual abuse of children that may occur on its premises. Their comprehensive program, WATCH (We Act Together for CHildren), serves this purpose. Protecting underage children from sexual abuse in travel and tourism is an integral part of



AccorHotels' Ethics and Corporate Social Responsibility Charter, endorsed by the Group's Chairman and CEO and distributed throughout the organization and to partners. All hotel employees receive training as part of this program, emphasizing their dedication to safeguarding children and promoting a safe environment.

7. Equitable Hiring and Employee Protection:

- We promote equitable hiring practices for women and local minorities, including in management positions, while prohibiting child labor.
- We respect international and national legal protections for employees and ensure payment of a living wage.

8. Access to Basic Services and Local Livelihoods:

- We ensure that our activities do not jeopardize access to basic services such as water, energy, and sanitation for individuals or neighboring communities.
- We strive to minimize any adverse impact on local livelihoods, including land and aquatic resource use, rights of way, transport, and housing.

9. Bribery & Corruption Prevention:

- We have implemented a comprehensive program to prevent bribery, articulating our values, policies, and procedures.
- Our anti-bribery program strengthens our integrity, credibility, and commitment to corporate responsibility.

By adhering to these standards, we contribute to sustainable development, local empowerment, and the well-being of our community.

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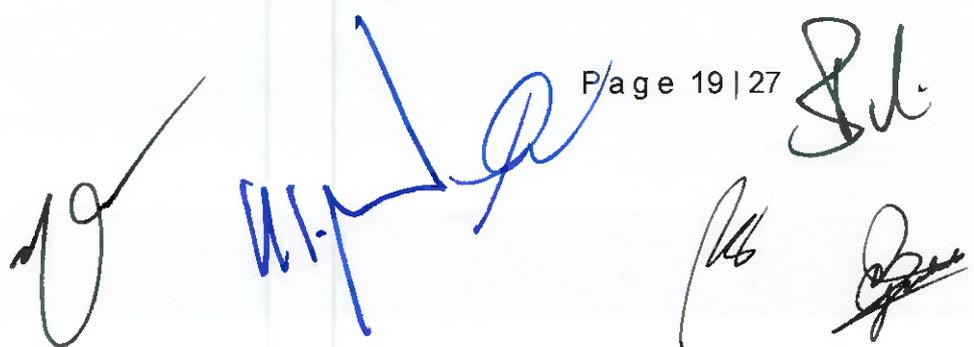
C. CULTURAL HERITAGE

The hotel is committed to preserving cultural heritage, minimizing visitor impact, and promoting appreciation for local customs and traditions. Our policy includes the following standards:

1. Code of Behavior:
 - We follow established guidelines or a code of behavior for visits to culturally or historically sensitive sites.
 - By observing respect for local cultures and historic locations, we minimize visitor impact and enhance enjoyment while promoting community pride.
2. Historical Artifacts:
 - We do not sell, trade, or display historical and archaeological artifacts, except as permitted by law.
 - By adhering to norms, regulations, and conventions, we contribute to the protection of these artifacts and promote the preservation of the area's heritage.
3. Protection of Sites:
 - We actively support the protection of historical and archaeological sites, working in collaboration with law enforcement and interested markets.
 - By preventing international trade exploitation and promoting responsible tourism, we contribute to the preservation of these sites and their cultural significance.
4. Incorporation of Culture:
 - We incorporate elements of local art, architecture, or cultural heritage in our operations, design, decoration, food, or shops.
 - Respecting the intellectual property rights of local communities, we aim to preserve unique skills, foster community ties, and avoid misinterpretations or conflicts.

By embracing and respecting cultural heritage, we contribute to the sustainability and authenticity of our destination, while fostering positive relationships with the local community.

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D. ENVIRONMENTAL POLICY

D1.1 Purchasing policy

The hotel prioritizes the use of environmentally friendly products in our purchasing decisions. Our policy includes the following standards:

1. Building Materials and Capital Goods:
 - Our purchasing policy favors environmentally friendly building materials and capital goods.
 - We strive to choose products that conserve energy, utilize recycled materials, and minimize greenhouse gas emissions.
2. Food and Consumables:
 - We prioritize the purchase of environmentally friendly food and consumables whenever possible.
 - We evaluate providers based on their commitment to responsible waste management and their efforts to minimize environmental impact.

By adhering to these standards, we contribute to the reduction of negative environmental impacts associated with our operations. We believe that responsible purchasing is a powerful tool for promoting sustainability and supporting environmentally conscious providers.

D1.2 Consumable Goods

The hotel is committed to reducing the purchase and use of disposable and consumable goods. Our policy includes the following standards:

1. Measurement and Monitoring:
 - We measure and monitor the purchase of disposable and consumable goods to gain insights into our consumption patterns.
 - By tracking this data, we can identify areas where reductions can be made and develop strategies for waste reduction.
2. Active Reduction Efforts:
 - We actively seek ways to reduce the use of disposable and consumable goods throughout our operations.
 - By implementing strategies such as reusable alternatives, bulk purchasing, and responsible consumption practices, we aim to minimize our environmental impact.

Through responsible consumption and continuous monitoring, we strive to achieve cost savings while minimizing our waste streams and promoting sustainable practices.



D1.3 Energy Consumption

The hotel recognizes the importance of measuring energy consumption, indicating sources, and implementing measures to decrease overall energy use. Our policy includes the following standards:

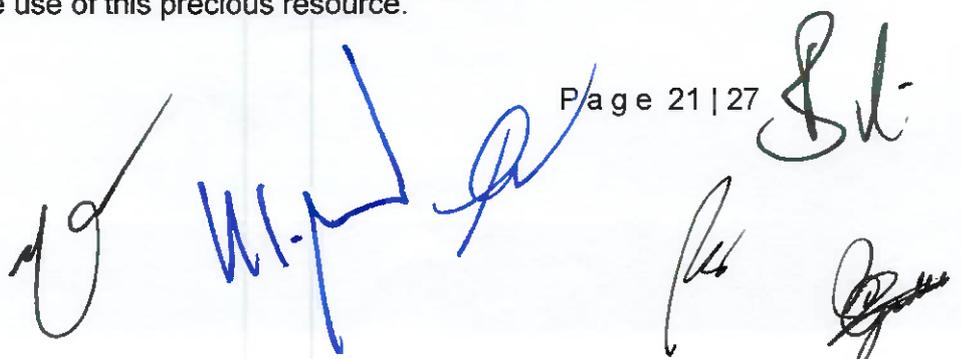
1. Measurement and Monitoring:
 - We measure and monitor our energy consumption to gain insights into our usage patterns.
 - By tracking this data, we can identify areas where improvements can be made and develop strategies for reducing energy consumption.
2. Source Indication:
 - We clearly indicate the sources of our energy, whether renewable or non-renewable.
 - Transparency in communicating our energy sources promotes awareness and encourages the use of sustainable alternatives.
3. Energy Efficiency Measures:
 - We adopt measures to decrease overall energy consumption throughout our operations.
 - This includes implementing energy-efficient practices, training staff on energy conservation, providing incentives for energy efficiency initiatives, and conducting routine preventive maintenance on mechanical equipment.

By prioritizing energy efficiency, we aim to conserve natural resources, reduce greenhouse gas emissions, and mitigate the environmental impacts associated with energy consumption.

D1.4 Water Consumption

The hotel is aware of the significance of tracking water usage, identifying its origins, and implementing strategies to reduce overall water consumption. Our policy incorporates the following guidelines:

1. Measurement and Monitoring:
 - We measure and monitor our water consumption to gain insights into our usage patterns.
 - By tracking this data, we can identify areas where improvements can be made and develop strategies for reducing water consumption.
2. Source Indication:
 - We clearly indicate the sources of our water, whether from local supplies or alternative sources such as rainwater harvesting or recycled water.
 - Transparency in communicating our water sources promotes awareness and responsible use of this precious resource.

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3. Water Conservation Measures:

- We adopt measures to decrease overall water consumption throughout our operations.
- This includes implementing water-saving practices, such as installing water-efficient fixtures, promoting guest awareness of water conservation, and conducting regular maintenance to address leaks and inefficiencies.

By prioritizing water conservation, we aim to minimize our environmental impact, contribute to water resource sustainability, and align with global efforts to address water scarcity and climate change.

D2.1 Greenhouse Gas Emissions

The hotel understands the importance of monitoring greenhouse gas emissions and implementing measures to minimize and offset them as part of our commitment to combatting climate change. Our policy includes the following standards:

1. Measurement and Monitoring:

- We measure greenhouse gas emissions from all sources controlled by our business to gain insights into our carbon footprint.
- By tracking this data, we can identify areas where emissions can be reduced and develop strategies to minimize our impact on climate change.

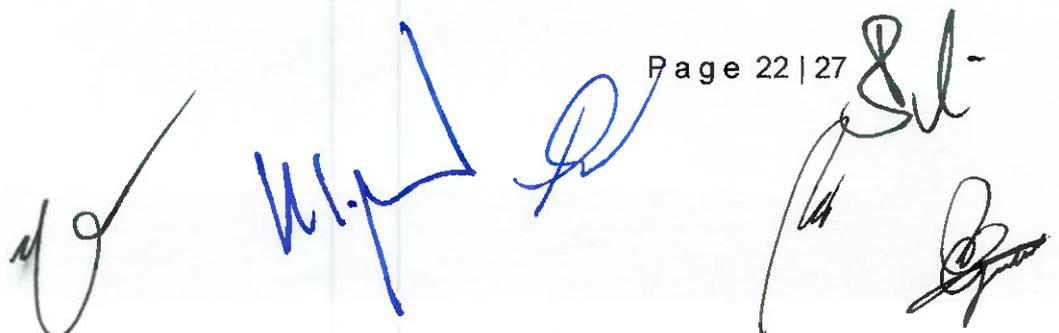
2. Emission Reduction Measures:

- We implement procedures to reduce greenhouse gas emissions from transportation, heating, cooling, electricity use, and waste management.
- This includes adopting energy-efficient technologies, promoting sustainable transportation options, optimizing energy use, and implementing waste reduction and recycling programs.

3. Offsetting Emissions:

- For emissions that cannot be directly reduced, we invest in properly regulated offset projects whenever possible.
- Offsetting our emissions allows us to support initiatives that contribute to carbon sequestration or clean energy development, helping to mitigate the overall impact of our operations on climate change.

By actively managing our greenhouse gas emissions, we aim to reduce global warming, promote energy independence from non-renewable sources, and achieve operational cost savings, while contributing to a more sustainable future.

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D2.2 Wastewater

The hotel places a strong emphasis on the effective treatment and reuse of wastewater, including gray water, as part of our commitment to reducing aquatic pollution, protecting ecosystems, and promoting human health. Our policy includes the following standards:

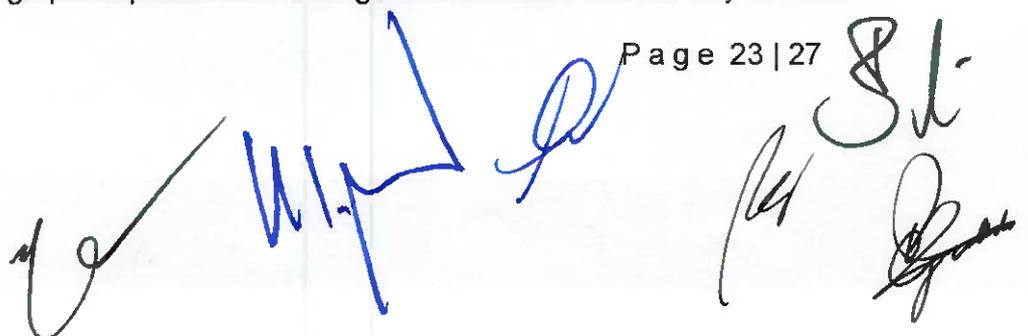
1. **Effective Wastewater Treatment:**
 - We employ measures to manage both black and grey wastewater in a non-polluting manner, ensuring it does not pose risks to public health.
 - By implementing proper wastewater management practices, we avoid contaminating bodies of water with toxic or hazardous substances.
2. **Sustainable Wastewater Reuse:**
 - Whenever feasible, we actively explore opportunities to reuse treated wastewater.

By adhering to these standards, we strive to preserve water resources, minimize environmental impacts, and contribute to sustainable water management practices.

D2.3 Waste Management Plan

The hotel acknowledges that waste has become a significant environmental and socio-economic challenge, impacting land degradation, water quality, and public health. As part of our commitment to sustainable tourism operations, we prioritize waste reduction, reuse, and recycling. Our policy includes the following standards:

- **D2.3.1 Plan and Reduce:**
 - We have implemented a solid waste management plan with measurable goals to minimize waste that cannot be reused or recycled.
 - By setting targets and implementing waste reduction strategies, we aim to minimize the amount of waste that ends up in landfills and incinerators, mitigating negative environmental impacts.
- **D2.3.2 Reuse:**
 - We have a comprehensive strategy in place to promote the reuse of materials and minimize waste sent to landfill.
Through initiatives such as donation programs, packaging reduction, and promoting the use of reusable items, we extend the lifespan of materials and minimize waste generation.
- **D2.3.3 Recycle:**
 - Through effective waste sorting practices, the hotel ensures that all types of waste—including construction and operational waste—are sorted for reuse, recycling, or composting.
 - Recycling bins are placed in guest rooms and back-of-house areas to encourage participation from both guests and staff. We actively educate



our community on proper waste segregation to maximize recycling and reduce landfill disposal.

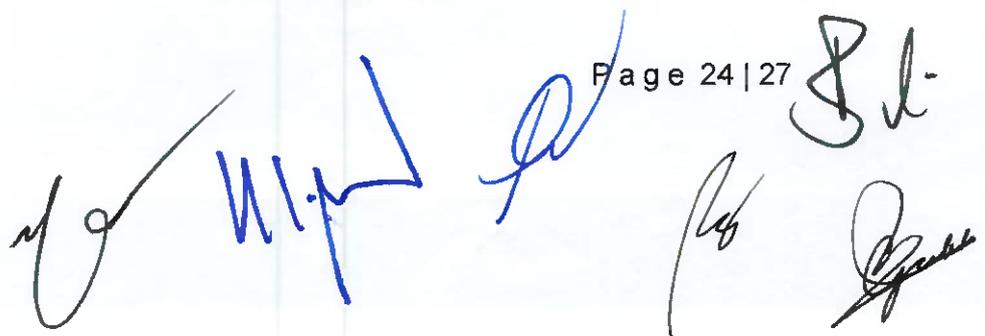
- We actively educate our guests and staff on proper waste sorting practices to maximize the recycling of materials and minimize waste disposal.
- To strengthen our recycling program, the hotel partnered with a specialized waste management company to handle all solid waste streams. This includes plastic, Tetra Pak, carton, cardboard, paper, glass, and electronic waste—ensuring a comprehensive recycling approach.
- In addition, Fairmont and Raffles Makati have partnered with a composting company to further reduce organic waste. This initiative underscores our commitment to minimizing environmental impact and promoting a circular economy.
- These efforts are aimed at minimizing waste, promoting recycling, and fostering a culture of environmental responsibility throughout the hotel.

The hotel is committed to sustainable waste management practices, focusing on waste reduction, reuse, and recycling. Our initiative aims to foster an environmentally responsible culture and contribute to a more sustainable future.

D2.4 Harmful Substances

The hotel places great importance on reducing and effectively handling potentially harmful substances utilized in our daily operations. Our approach encompasses the following guidelines:

1. **Minimization and Substitution:**
 - We minimize the use of harmful substances, including pesticides, paints, swimming pool disinfectants, and cleaning materials.
 - When available, we substitute these substances with innocuous products that have lower environmental and health impacts.
2. **Proper Chemical Management:**
 - We ensure that all chemical use is properly managed throughout their lifecycle, from storage to application and disposal.
 - This includes implementing safe handling procedures, storing chemicals appropriately, and adhering to regulations for their use.
3. **Environmental and Health Considerations:**
 - We recognize that the misuse and improper handling of harmful substances can lead to air, soil, and water pollution, impacting the local environment, flora, fauna, and human health.
 - We promote the use of natural substitutes and alternative technologies that have less impact on the environment and human health, whenever possible.



By adopting these practices, we aim to minimize pollution, protect the local environment, safeguard water supplies for communities, and promote the health and well-being of our guests, staff, and the surrounding ecosystem.

D2.5 Other Pollutants

With a strong commitment to environmental stewardship, the hotel implements a robust pollution management plan to minimize emissions, effluents, and waste. Through staff training and effective control measures, we mitigate gas, pollutant spray, odor emissions, and noise, ensuring a pleasant and sustainable environment. Our policy includes the following standards:

1. Pollution Management Plan and Staff Training:
 - We have a comprehensive pollution management plan in place to minimize emissions, effluents, and waste.
 - Our staff undergo training to identify and address potential pollution sources during their daily activities, fostering an environmentally responsible culture.

2. Emission and Odor Control:
 - Measures are adopted to minimize gas, pollutant spray, strong odor emissions, and unpleasant noises.
 - We employ appropriate controls and technologies to reduce these impacts and ensure a pleasant environment for guests and surrounding communities.

Our pollution reduction measures and focus on emission and odor control reflect our dedication to environmental responsibility and the well-being of our guests and communities, contributing to a harmonious and sustainable environment.

D3 Conserving Biodiversity, Ecosystems, and Landscapes

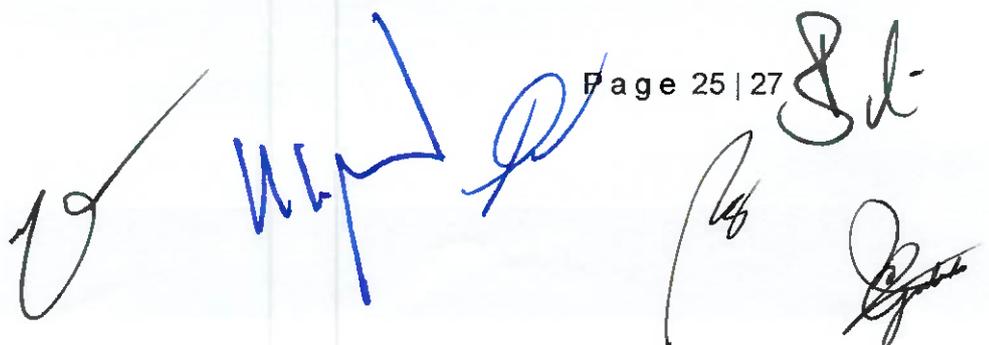
The hotel is dedicated to conserving biodiversity, ecosystems, and landscapes as part of our commitment to sustainable tourism. Our policy includes the following standards:

D3.1 Wildlife Species:

- We ensure that any utilization of wildlife species, whether for consumption, display, sale, or international trade, is part of a regulated activity that guarantees sustainability.
- By adhering to local regulations and conservation practices, we aim to avoid non-sustainable consumption and promote responsible utilization of wildlife resources.

D3.2 Wildlife in Captivity:

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- We do not keep captive wildlife, except for properly regulated activities that enhance conservation efforts.
- If wildlife is kept in captivity, it is done in accordance with local regulations and international conservation standards, ensuring suitable housing and care for the animals.

D3.3 Landscaping:

- We use native species for landscaping and restoration whenever possible, taking measures to prevent the introduction of invasive alien species.
- By utilizing native flora that is adapted to local conditions, we reduce the need for irrigation and chemical use, preserving the character of the natural environment and minimizing impacts on biodiversity and local ecosystems.

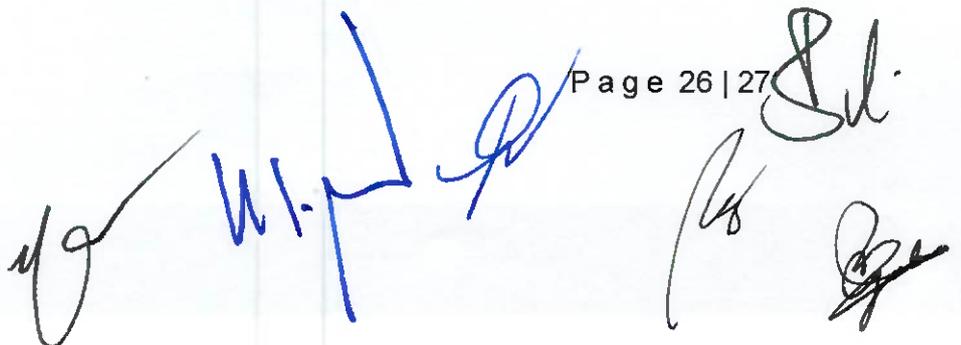
D3.4 Biodiversity Conservation:

- We contribute to biodiversity conservation by supporting natural protected areas and areas of high biodiversity value.
- Our contributions can range from active participation in conservation projects to financial support, ensuring the preservation of natural resources and the enhancement of biodiversity conservation efforts.

D3.5 Interactions with Wildlife:

- We ensure that interactions with wildlife do not adversely affect the viability of wild populations, and any disturbance to natural ecosystems is minimized and rehabilitated.
- In cases where disturbances occur, we take measures to minimize impacts and engage in compensatory contributions to conservation management activities.

By integrating these standards into our operations, we actively contribute to the protection of biodiversity, conservation of ecosystems, and responsible interactions with wildlife.

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vi. CONCLUSION

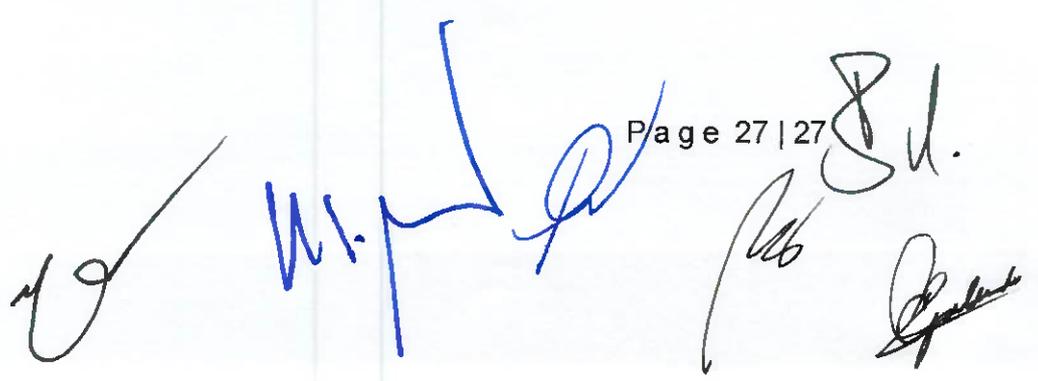
In summary, at Fairmont and Raffles Makati, we are dedicated to sustainable business practices, encompassing ESG principles. We have implemented a comprehensive sustainability management system that considers environmental, socio-cultural, quality, health, and safety issues. By adhering to relevant legislation and prioritizing staff training in sustainable practices, we ensure the highest standards of ESG compliance.

Customer satisfaction is essential, and we measure and improve our services accordingly. Our promotional materials provide accurate information, and we respect local land acquisition and zoning regulations. We prioritize sustainable construction and design practices, incorporating ESG considerations into every aspect of our operations.

We support community development initiatives, hire locally, and promote fair-trade principles. Our policies protect against the exploitation of children and ensure gender equity. We pay employees a living wage and prioritize the use of environmentally friendly products.

We actively manage our energy and water consumption, waste, and pollution. We treat wastewater effectively and seek to minimize waste that is not reused or recycled. We strive to reduce greenhouse gas emissions and offset them when necessary.

At Fairmont and Raffles Makati, we are committed to preserving the environment, supporting local communities, and providing our guests with an exceptional and responsible travel experience. Our dedication to ESG principles underscores our comprehensive approach to sustainability, ensuring a positive impact on the environment, society, and corporate governance.

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