

SUSTAINABILITY REPORT 2025

RAFFLES SINGAPORE



RAFFLES

SINGAPORE





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At Raffles Singapore, we believe true sustainability lies in stewardship. By caring for our environment, our people and our rich heritage, we ensure that what makes Raffles exceptional continues to inspire future generations.

Thomas Goval
Hotel Manager

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RAFFLES SINGAPORE

DESIGNED BY NATURE, SUSTAINED WITH CARE

Raffles Singapore has honoured both its rich heritage and a commitment to sustainable stewardship since its opening in 1887 to its meticulous restoration completed in 2019.

Designated a National Monument since 1987, the hotel underwent a two-year conservation process that carefully preserved its historic façades, original materials, courtyards and gardens while integrating modern infrastructure to improve environmental performance and guest comfort.

This work reflects a dedication to maintaining the property's architectural and cultural legacy for the next century.



RAFFLES SINGAPORE

DESIGNED BY NATURE, SUSTAINED WITH CARE

In addition to heritage preservation, Raffles Singapore has taken meaningful steps towards sustainability. The hotel has been awarded the Green Globe certification, acknowledging comprehensive sustainable management and operations that balance luxury with environmental responsibility.

The sustainability initiatives demonstrate how Raffles Singapore weaves respect for the past with thoughtful practices for the future. This is achieved through preserving its historic character and advancing sustainability in ways that resonate with both local and global environmental goals.



OUR *sustainability* CONCEPT

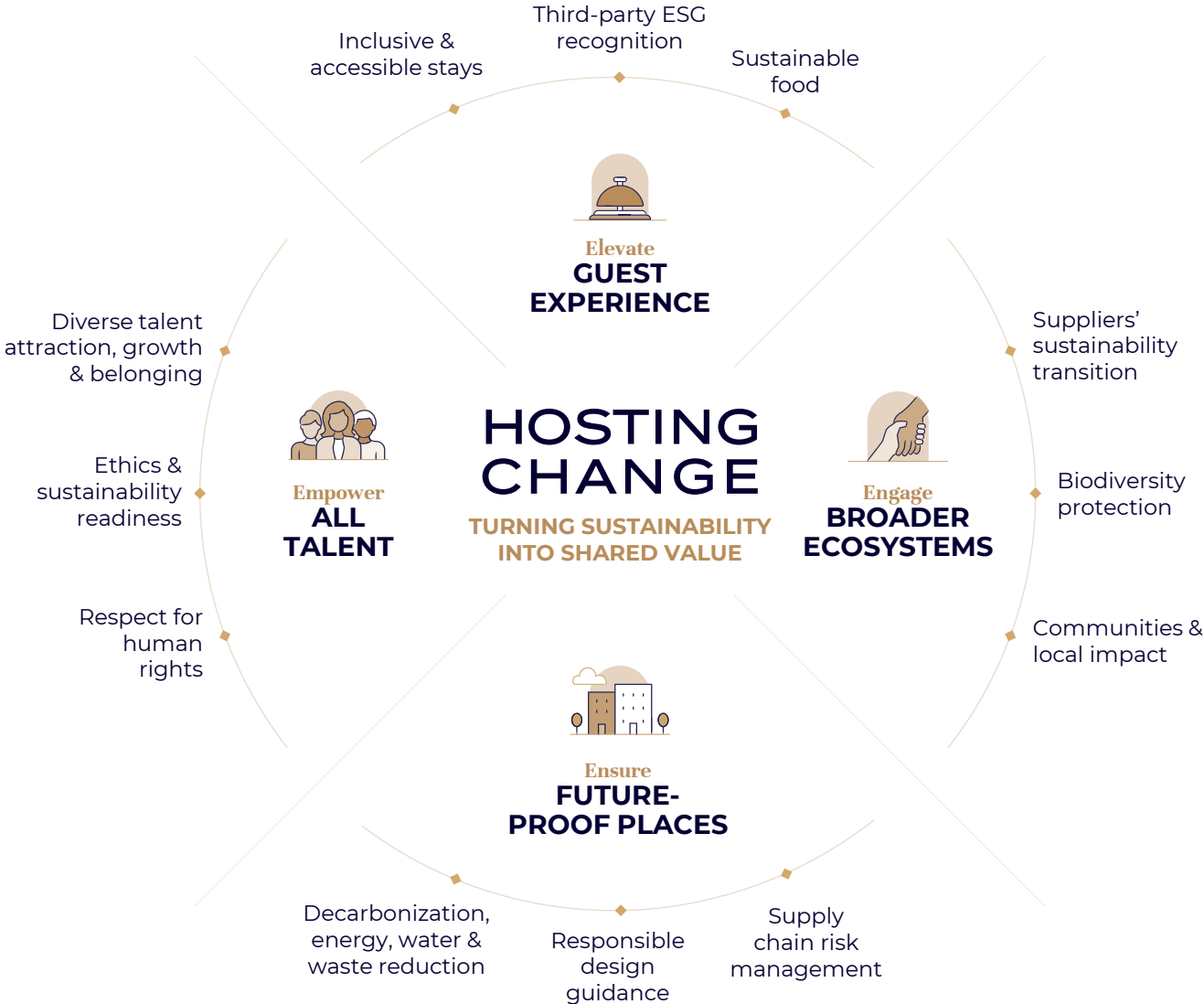
At Raffles Singapore, sustainability is embedded in how we deliver exceptional guest experiences, operate responsibly and contribute to the communities we serve.

Through Accor’s Hosting Change strategy, we are committed to creating shared value through environmental stewardship, social responsibility and business excellence across all our operations.

Guided by four strategic pillars, we champion responsible hospitality that strives to elevate guest experiences, empower people, engage our wider community and safeguard our future.

In doing so, we preserve the distinctive character and meaningful connections that have defined the Raffles Singapore experience for generations.

At Raffles Singapore, we don’t just adapt to change, we host it.



GOING THE *extra* MILE TO LEAD THE INDUSTRY SHIFT



Ensure **FUTURE-PROOF PLACES**

- Supply chain risk management
- Responsible design guidance
- Decarbonization, energy, water & waste reduction



Empower **ALL TALENT**

- Respect for human rights
- Ethics & sustainability readiness
- Diverse talent attraction, growth & belonging



Elevate **GUEST EXPERIENCE**

- Inclusive & accessible stays
- Third-party ESG recognition
- Sustainable food



Engage **BROADER ECOSYSTEMS**

- Suppliers' sustainability transition
- Biodiversity protection
- Communities & local impact

GOING THE EXTRA-MILE

We future-proof our hotel through responsible design and infrastructure upgrades aligned with industry-leading sustainability and energy efficiency benchmarks, such as BCA's Green Mark. We also set annual targets for energy and water reduction. Waste reduction is supported by recycling and upcycling initiatives across departments.

We empower all colleagues by providing training and professional development opportunities based on merit, ensuring everyone, regardless of background, can progress in their careers. We also create safe channels for open communication, including anonymous feedback platforms, so every voice is heard, respected, and acted on where needed.

From welcoming guests with diverse needs to initiatives such as the annual Green Globe certification and zero-waste culinary practices at Butcher's Block, we strive to create stays that are both meaningful and responsible.

We work closely with our suppliers to encourage more sustainable sourcing options and support their transition towards greener practices. We also protect local biodiversity through responsible wildlife management and give back to the community we operate in through regular meaningful CSR initiatives.



2025 SUSTAINABILITY KPIS

Item	Key Performance Indicators (KPIs) Attained
Energy & Carbon	<p>10% energy intensity (kWh/m²) reduction compared to 2023</p> <p>Validation of multi-year investment plan completed, with cooling tower and chiller replacement planned and budgeted for 2026 and 2027</p> <p>Green energy feasibility assessment and reporting completed</p> <p>Carbon scope 3 questionnaire completed</p>
Water	<p>11% water intensity (m³/occupied room) reduction compared to 2024</p> <p>Compliance with luxury flow rates standards for showers and basin taps in suites, kitchens, and spa</p>
Gala 2.0 Reporting	Monthly energy & water reporting completed
Ecolabels	Green Globe certification renewed
Waste	Establishment of a reliable waste baseline through 100% reporting
Single-Use Plastics	Single-use plastic elimination or alternatives sourced for all non-exempted items
Food Waste	Hotel specific food waste reduction goal compared to 2024 average food waste ratio achieved (< 151 g/cover)
Sustainable Food	Implementation of Foodsteps carbon impact menu assessment of dishes in Tiffin Room
Training	Completion of mandatory school for change modules by GM, HM, Executive Committee and Sustainability Manager





ENVIRONMENTAL FOOTPRINT

ENERGY & CARBON FOOTPRINT

Emission	Unit	2025
Total emissions	tCO ₂ e	3733
Scope 1	tCO ₂ e	325
	Percentage	8.70%
Scope 2	tCO ₂ e	2287
	Percentage	61.28%
Scope 3	tCO ₂ e	1121
	Percentage	30.02%

Energy	Unit	2023	2024	2025
Total energy consumed	kWh	14,100,284	13,456,040	13,387,417

In 2025, total energy consumption decreased to 13.39 million kWh, representing a **10% normalised reduction** from our baseline. Our carbon footprint totalled 3,733 tCO₂e, driven primarily by purchased energy and value chain emissions. These results reflect our ongoing efforts to improve operational efficiency and reduce emissions while preserving the heritage and excellence at Raffles Singapore.



DIGIVALET

PERSONALISED SUITE MANAGEMENT SYSTEM

Thoughtfully designed with both comfort and sustainability in mind, each suite features DigiValet, a seamless in-room technology platform accessible via an iPad, enabling guests to personalise lighting, curtains and air-conditioning settings with ease.

Air-conditioning can be set to Eco Mode to support responsible energy use, while vacant suites automatically adjust to 25°C when unoccupied, helping to minimise unnecessary consumption.

Across the hotel, energy-efficient LED lighting and motion-sensor technology in selected public areas contribute to a more mindful approach to resource conservation, without compromising the refined guest experience synonymous with Raffles Singapore.



WATER STEWARDSHIP

PERSONALISED SUITE MANAGEMENT SYSTEM

Water	2024	2025
Total water consumed (m3)	107,846	103,617
per occupied room (m3)	3.75	3.34
Potable water (m3)	69000	67,582
NEWater (m3)	38846	36.035

11% water reduction per occupied room in 2025 compared to 2024 baseline

In water-scarce Singapore, responsible water stewardship is an important part of our sustainability journey. Raffles Singapore sources its water from PUB’s municipal supply and uses non-potable NEWater for cooling towers, reducing reliance on potable water.

Water-saving aerators have been installed in suite, spa, gym and staff shower facilities, helping to conserve water while maintaining guest comfort. Across our lush gardens, a combination of manual watering and drip irrigation supports efficient water use.



PROCUREMENT ENABLED BY SUSTAINABILITY

Raffles Singapore partners with like-minded suppliers who share our commitment to quality, craftsmanship and environmental responsibility.

- **In-suite amenities:** Sourced from Palatino Hospitality and thoughtfully designed using alternatives to single-use plastics, we do our best to reduce waste across the guest journey.
- **Minimising use of disposable bottles:** Guests are offered premium drinking water in reusable glass bottles by BE WTR, while Nordaq's on-site water purification and bottling system supplies reusable glass bottles across our restaurants, bars and events.
- **Bathroom amenities:** Provided through bulk refillable dispensers, significantly reducing single-use plastic consumption without compromising the elevated experience expected at Raffles Singapore.
- **Supporting local craftsmanship and community:** Through curated welcome amenities, including artisanal chocolates from Singapore-based chocolatier Mr Bucket, we offer guests a distinctive sense of place upon arrival.





ZERO WASTE
philosophy
 AT BUTCHER'S
 BLOCK

IMUA MENU AT BUTCHER'S BLOCK

At Butcher's Block, Chef Jordan Keao's mastery with various ingredients shines through in the seasonally evolving IMUA menu.

IMUA is a powerful Hawai'ian phrase meaning 'moving forward with strength and spirit'. It beautifully embodies the culinary mastery and philosophy of Chef Jordan Keao, expressed through wood-fire cooking, whole-animal butchery and a commitment to zero waste.

Each ingredient, whether meat, fish or vegetable, is incorporated into the menu's dishes. Through this, Butcher's Block has managed to reduce food waste to as little as **3.5g per guest**, showing how quality of the food needs not be compromised due to sustainability efforts.



FOOD AND BEVERAGE

FOOD WASTE MONITORING AND POST TREATMENT IN ALL KITCHENS



Across our kitchens, the Orbisk AI-powered food waste monitoring system helps us track and analyse food waste in real time. Insights gathered enable our culinary teams to refine menu planning, portion sizes and ingredient usage, reducing unnecessary waste.

Where possible, untouched surplus items such as pastries and fruit are repurposed for staff consumption. Unavoidable food waste is processed through our biodigester, which converts it into greywater for safe treatment through Singapore’s municipal wastewater system.



Food Waste (FW) Figures (2025)	Amount
FW treated by biodigester	37,397 kg
Carbon reduction from FW treatment	6,080 kg
Total FW tracked by Orbisk	42,075 kg
% of FW digested	89%



SCALING RECYCLING

IMPROVING WASTE DIVERSION EFFORTS

Given the significant volume of waste generated across hotel operations, we have implemented a structured waste segregation and recycling programme. Recyclable materials, including paper, cardboard, glass, plastic and metal are separated at source and collected by a licensed recycling partner for processing.

In 2025, we expanded our waste management efforts to include e-waste collection for items such as small electronics, light bulbs and batteries, ensuring responsible disposal in compliance with Singapore’s environmental regulations. This systematic approach reduces the amount of waste sent to Semakau Landfill and supports the circular use of materials as part of the hotel’s broader environmental management practices.



Waste Figures (2025)	Amount
General waste disposed	641,750 kg
Paper/Cardboard recycled	26,120 kg
Metal recycled e.g. aluminum cans	3,010 kg
Plastic recycled e.g. bulk beverage containers	8,975 kg
Glass recycled e.g. wine bottles	9,220 kg
E-Waste recycled e.g. light bulbs	280 kg
Food recycled e.g. used cooking oil, digested food waste	37,397 kg
% of all waste recycled	11.7%



FROM WASTE TO RESOURCE

INNOVATIVE WASTE REDUCTION AND UPCYCLING EFFORTS BY BUTLER TEAM

The Raffles Singapore Butler team drives waste reduction through creative upcycling initiatives. Consumed nut jars are repurposed into candle holders, while scrap leather is transformed into personalized luggage tags and keychains for guests.

The team has also redesigned its chocolate welcome amenity service. Instead of receiving a pre-selected assortment, guests are now invited to choose their preferred chocolates with guidance from their assigned butler. This personalized approach reduces food waste while creating more meaningful guest interactions.

Through creative reuse and thoughtful service enhancements, the Butler team demonstrates how small operational changes can both elevate the guest experience and support environmental stewardship.



REPURPOSING SOAP WITH A PURPOSE

SOAP BARS COLLECTION FOR SUSTAINABILITY AND A GOOD CAUSE

Since July 2025, we have partnered with Soap Cycling Singapore to collect and recycle partially used soap bars from guest suites.

Collected by the housekeeping team, the soap bars are cleaned, sanitised and remanufactured into new soap, which is then distributed to migrant workers in Singapore and underserved communities in neighbouring countries. This initiative reduces waste sent to landfill while supporting improved hygiene and health outcomes.

To raise awareness and encourage participation, Soap Cycling also conducted a hands-on workshop for hotel colleagues, providing insight into the soap recycling process and the broader social impact of the programme.

By extending the lifecycle of used soap bars, the initiative demonstrates how everyday operational practices can create meaningful environmental and community benefits.



OWNERSHIP AMONG COLLEAGUES

The Sustainability Committee actively engages colleagues through education and participation initiatives that promote environmental awareness and action.

These initiatives strengthen sustainability awareness, encourage cross-departmental collaboration, and empower colleagues to integrate responsible water use into their daily operations.

WORLD WATER DAY



In March 2025, World Water Day activities encouraged colleagues to learn about water conservation in Singapore and make personal pledges to reduce water consumption at work and home.

ACCOR WATER WEEK



During Accor Water Week in July 2025, colleagues from Engineering, Housekeeping, Spa and Kitchen operations participated in targeted learning sessions on practical water-saving measures relevant to their roles.



ENVIRONMENTAL STEWARDSHIP BEYOND THE HOTEL

ENGAGING COLLEAGUES IN ENVIRONMENTAL
AWARENESS AND COMMUNITY INITIATIVES

The hotel continues to support national environmental efforts through annual tree-planting activities aligned with NParks' OneMillionTrees movement.

In the latest planting exercise, colleagues from across departments came together to plant 50 trees in the Yew Tee neighbourhood, contributing to urban biodiversity, carbon sequestration and climate resilience.

Beyond the environmental benefits, the initiative fostered a shared sense of responsibility and strengthened colleague engagement in sustainability beyond the workplace.



SHOP FOR GOOD AT RAFFLES BOUTIQUE

Raffles Singapore continues its partnership with Community Chest Singapore through the “Shop for Good” initiative, extending a longstanding commitment to supporting communities and fostering social responsibility.

A dedicated space within Raffles Boutique showcases handcrafted merchandise created by beneficiaries of Community Chest supported social service agencies and social enterprises. Participating agencies rotate quarterly, offering a curated selection of purpose-driven products throughout the year.

Through this initiative, guests can support meaningful causes through their purchases, with proceeds benefiting the participating agencies and enterprises. By connecting retail experiences with social impact, the programme creates opportunities for communities while encouraging conscious consumer choices.



Metta - Thermal Flask
\$19.90



Metta - Vanda Miss Joaquim Collection
\$29.90



The Art Faculty Wine Bag - Exotic Botany
\$38.00



The Art Faculty Wine Bag - All Things SG
\$38.00



QUARTERLY FLEA MARKET FOR A CAUSE

CREATING SOCIAL IMPACT THROUGH
CIRCULAR CONSUMPTION

At the end of each quarter, colleagues participate in a flea market where pre-loved items are donated, reused and given a second life.

Items ranging from clothing to household goods are sold within the hotel community, encouraging reuse while reducing waste. All proceeds are donated to beneficiaries supported by Community Chest.

The initiative promotes a culture of sharing and sustainability, while transforming everyday items into meaningful support for those in need.



VOLUNTEERING FOR A GOOD CAUSE

PARTNERSHIP WITH ArtDIS



In 2025, Raffles Singapore colleagues partnered with ArtDIS to support students with special needs through a pottery-making activity that fostered creativity, learning and meaningful interaction.

Working alongside the students, colleagues helped craft pottery cups that were later featured in the hotel's Mid-Autumn Festival mooncake boxes. Beyond the finished product, the initiative celebrated inclusion, collaboration and community connection.

The partnership reflects the hotel's commitment to volunteerism and creating positive social impact through meaningful community engagement.

FOOD DISTRIBUTION WITH WILLING HEARTS



Colleagues also partnered with Willing Hearts, a non-profit organisation that provides daily meals and support to underprivileged communities in Singapore.

Through a volunteer session focused on meal preparation, including washing and cutting vegetables, colleagues contributed to the efforts behind large-scale food distribution.

Together, these initiatives reflect the hotel's commitment to giving back and fostering a culture where service extends beyond guests to the wider community.



CREATING MAGIC WITH SINGAPORE SYMPHONY ORCHESTRA

Since 2023, the “Magic Hour” partnership with the Singapore Symphony Orchestra (SSO) has brought live music to the public through bi-monthly performances at The Lawn.

These open-air concerts provide an accessible platform for guests and the wider community to enjoy world-class musical performances, fostering greater appreciation for the arts.

The collaboration also includes an artiste residency programme, where visiting SSO musicians work with the hotel team to curate intimate dining experiences that combine music and gastronomy, creating unique and memorable guest experiences.

Together, these initiatives reflect the hotel’s commitment to supporting the arts and enriching the cultural landscape of the community.



BRINGING LOCAL HERITAGE AND CULTURE TO LIFE

Through collaborations with The Intan, a private Peranakan museum, the hotel offers guests unique opportunities to experience Singapore's Peranakan heritage.

Guests can enjoy an intimate guided tour led by owner and curator Alvin Yapp, gaining deeper insights into Peranakan traditions, craftsmanship and culture. Extending this cultural exchange, the Raffles Singapore x The Intan Atelier collaboration at Raffles Boutique showcases curated products inspired by Peranakan artistry and design.

Together, these initiatives celebrate local heritage and promote cultural appreciation while creating meaningful connections between traditional and contemporary experiences.



NEW



Small Porcelain Kamcheng

\$69.00

SOLD OUT



Handcrafted Peranakan Sugar Bowl
With Matching Spoon

\$69.00

SOLD OUT



Porcelain Hand-painted Taji Condiment

Dish

\$69.00

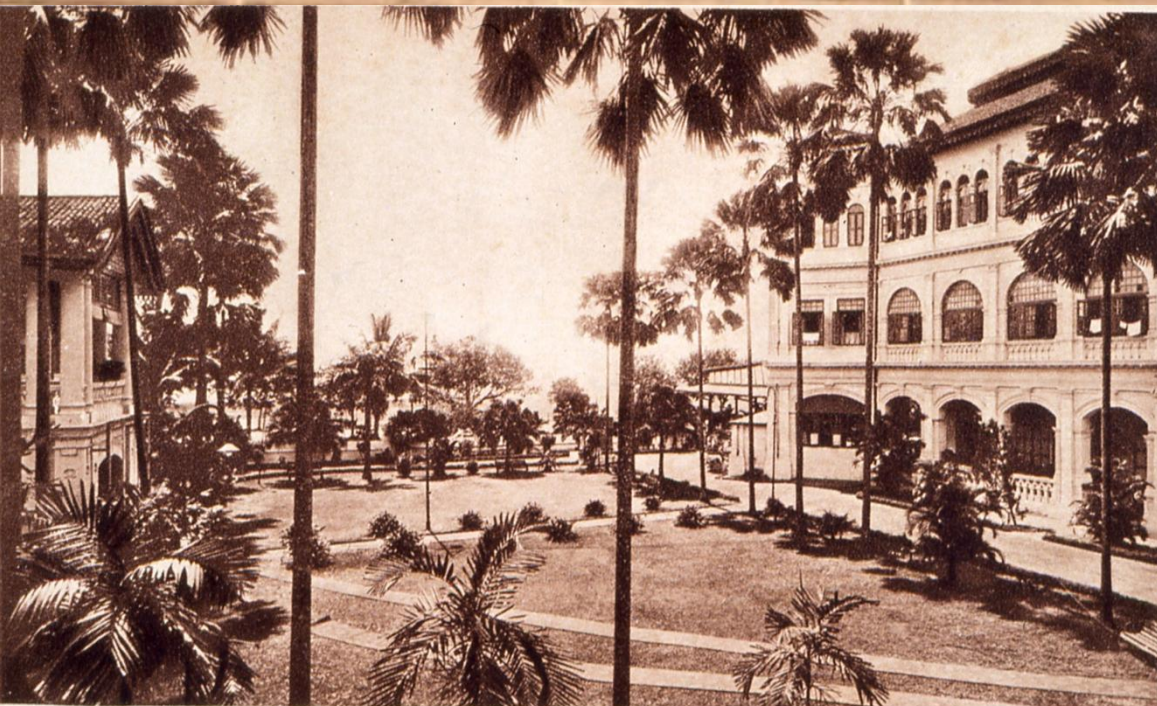


SHARING SINGAPORE'S HISTORY

As a designated National Monument, Raffles Singapore offers heritage tours that are open to both guests and the public. Led by the hotel's Resident Historians, the tours explore the property's rich history, iconic spaces and the stories that have shaped its legacy since 1887.

Designed to engage both history enthusiasts and casual visitors, the experience brings Singapore's cultural heritage to life through captivating narratives and historical insights. Participants also receive a commemorative memento and enjoy exclusive boutique and dining privileges.

By opening its heritage tours to the wider community, the hotel enables more people to connect with and appreciate an important part of Singapore's history.



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At Raffles Singapore, we host change with purpose and grace – advancing sustainability across its environmental, social and cultural aspects, while preserving the stories which have shaped our heritage.

Kaung Mon Thu
Sustainability Manager

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RAFFLES

A WORLD OF ELEGANCE & ENCHANTED GLAMOUR