



Sustainability Management System Policy

1. Purpose

This policy outlines Raffles Sentosa Singapore commitment to sustainable practices and defines actions that will guide our efforts to integrate sustainable practices into all aspects of our operations. By building upon long-standing initiatives that impact our environment, guests, Raffles Heartists and community, we endeavour to accelerate change in alignment with Accor's global commitment and the Singapore Green Plan 2030.

2. Scope

This policy applies to all employees, contractors, collaborating partners such as Sentosa Development Corporation (SDC) and stakeholders involved in our operations, including vendors.

3. Policy Statement

Raffles Sentosa Singapore is committed to fostering sustainable practices by minimising our environmental impact, promoting social responsibility, and ensuring economic viability in line with our business goals.

4. Key Principles

- a. **Environmental Stewardship:** We will minimise our environmental footprint by reducing waste and conserving resources.
- b. **Social Responsibility:** We will uphold human rights, promote diversity and inclusion, and support community development initiatives.
- c. **Economic Viability:** We will ensure long-term economic viability by integrating sustainable practices that enhance efficiency and reduce costs.

5. Objectives

- a. As of 31 December 2022, all Accor properties globally have eliminated guest-related single-use plastics, to reduce environmental pollution caused by single-use plastics.
- b. Continue to enhance water efficiency by implementing leak detection, monitoring water pressure, and reducing back-of-house hand wash basin timers.
- c. Reduce energy consumption by optimising motion sensors, outdoor lighting, and adjusting energy settings, including temperatures in the back of house.
- d. Sustain the building's Green Mark Gold status through ongoing energy, water, and sustainability initiatives.
- e. Ensure that responsible waste management practices are followed, including reduction, segregation, recycling, and proper disposal.
- f. Enhance biodiversity by implementing integrated pest management, using native and drought-resistant plants in landscaping, and monitoring plant health regularly.



g. Ensure the health, safety, and well-being of all employees, contractors, and guests by implementing Work Safety and Health (WSH) policies, conducting regular training, and maintaining ongoing risk monitoring.

h. Ensure products and services are procured and delivered following sustainability criteria to minimise environmental and social impacts.

i. Promote employee engagement and provide sustainability training to build awareness and responsibility, embedding sustainable practices into daily operations.

j. Strengthen partnerships with suppliers and stakeholders to promote sustainable practices across our value chain, and commit to sourcing locally to support local suppliers and reduce transportation emissions.

6. Implementation and Responsibilities

a. **Leadership Commitment:** Senior management will provide the necessary resources and support to implement this policy.

b. **Employee Involvement:** All employees are responsible for understanding and adhering to this policy. Sustainability goals will be integrated into the orientation programme and regular training programmes.

c. **Sustainability Team:** A dedicated sustainability team will oversee the implementation of this policy, monitor progress, and report on performance.

d. **Training and Awareness:** Regular training programmes will be conducted to ensure all employees are aware of their roles in achieving our sustainability objectives.

7. Monitoring and Reporting

a. **Performance Metrics:** We will continue to develop key performance indicators (KPIs) to track progress against our sustainability objectives.

b. **Regular Audits:** Regular internal and external audits will be conducted to ensure compliance with this policy.

c. **Monthly Meetings:** This will be conducted to ensure Performance Metrics are adhered to and enable new initiatives to be proposed and implemented.

8. Continuous Improvement

We are committed to continuous improvement in our sustainability performance. Feedback from stakeholders will be actively sought and used to refine and enhance our policies and practices.

9. Review and Revision

This policy will be reviewed annually and updated as necessary to reflect changing circumstances and new sustainability challenges.

Approval

This Sustainability Management System Policy has been approved by:

Cavaliere Giovanni Viterale
Cluster General Manager

Date: 5 December 2025