

SUSTAINABILITY MANAGEMENT SYSTEM POLICY

1. Purpose

This policy outlines Sofitel Singapore Sentosa Resort & Spa 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, Sofitel Ambassadors 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

Sofitel Singapore Sentosa Resort & Spa 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 pollution caused by single-use plastics. We will continue to evaluate additional initiatives such as the installation of filtration taps in all guestrooms and suites to replace eco-green bottled water
- b. Continue to reduce energy consumption and improve energy savings through ongoing use of LED bulbs in all guestrooms and suites, public areas and back-of-house areas
- c. Enhance energy-saving measures by replacing the main chillers with a higher-efficiency chiller system
- d. Continue to improve indoor air quality with scheduled preventive maintenance to ensure consistent compliance with air quality standards
- e. Ensure products and services are procured and delivered with sustainability in mind
- f. Enhance employee engagement and training on sustainability issues
- g. Strengthen partnerships with suppliers and stakeholders to promote sustainable practices throughout our value chain





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 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. **Quarterly 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: 24 June 2024