

SUSTAINABILITY POLICY MANAGEMENT PLAN

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HOTEL FACT SHEET

Sofitel Sydney Darling Harbour is a hotel that artfully combines French elegance with local culture to create exceptional experiences. Located in Sydney's Darling Harbour, across from the International Convention Centre.

Hotel Category: 5 Star

Hotel Theme: French

Opening Year: 2017

Number of Keys: 590

Number of Restaurants: 1

Number of Meeting Rooms: 7

From the pre opening stage of the hotel planning, to this day, sustainability is top of mind for this purpose built hotel.

- From the first day our Ambassadors start at the hotel, they are introduced to our sustainability practices and how they can support.
- We have decreased the use of single use plastics in the guest rooms by 100% since 2019.
- We support Soap Aid. *Soap Aid is a not for profit organisation recycling and sending critical soap to communities facing major hygiene challenges.*
- The hotel ensures a detailed recycling program is in place which includes paper, plastic, cardboard, oil and glass.
- Energy consumption is monitored daily.
- The hotel has implemented water saving methods throughout the hotel.

PURPOSE

The primary purpose of the Sustainability Management Plan is to guide the decision making, management and the daily operations of the business in a sustainable manner.

- To develop the business in a sustainable manner considering the environmental, socio-cultural, quality, and health and safety issues.
- To demonstrate management commitment to comply with the environmental laws and regulations of Australia.
- To develop a monitoring and audit program to ensure compliance to the Sustainability Management Plan and relevant environmental legislation and the early detection of any significant environmental impacts from the activities of the business.
- To establish a framework for environmental management to ensure the implementation of the identified mitigation measures.

SCOPE

The scope of the Sustainability Management Plan covers all activities at the Sofitel Sydney Darling Harbour and its integration with all ambassadors, guests, owners and other stakeholders.

SUSTAINABILITY MANAGEMENT PLAN

VISION

Accor is firmly committed to setting an example in its relations with host communities and the natural environment. While the global economy offers considerable opportunities for development, it also gives us special responsibilities.

Now more than ever we are faced with the challenge of ensuring that our practices respect the Earth and its inhabitants.

At Sofitel Sydney Darling Harbour, we acknowledge, that striving to be a world class hotel, includes ensuring that sustainable practices are one of our top priorities. It is our responsibility to launch, promote and federate initiatives designed to support the economic and social development of our community.

Through our actions we can achieve this by:

- Promoting Local Development – We offer fair trade products wherever possible to lead the fight against poverty.
- By sharing our commitments with our business partners and ensuring they share the same values.
- By developing partnerships with not for profit organisations to benefit local communities.

Protecting the Environment

We support the Accor Groups commitment to developing our business while respecting the planet. Our extensive global presence provides us with the opportunity to reduce the negative impact of our operations and lead our industry toward more environmentally friendly practices.

We do this by:

- Developing and deploying Accor's environmental improvements initiatives, help meet their objectives and track our environmental performance through appropriate indicators.
- Raise awareness among Ambassadors and guests.
- Use resources developed by Accor to ensure an effective, aligned approach.
- Leverage the support of our suppliers and other partners.

Limit our energy consumption and our impact on climate change

We do this by:

- By integrating the notion of total cost and by considering energy savings when deciding on spending for the hotel.
- By ensuring energy saving solutions introduced by Accor are deployed with urgency.
- By giving priority to renewable energies where possible.

Conserve Water Resources

We do this by:

- By involving our teams in finding ways to conserve water around the hotel.
- By testing innovative solutions designed to reduce consumption.
- By promoting the use of washing, cleaning and personal hygiene products that are more respectful of water resources than others.

Manage Waste

We do this by:

- By encouraging our ambassadors to sort waste and using a local recycling channel to do so.
- By providing our guests with waste sorting solutions.
- By ensuring that the hazardous waste is effectively recycled.

Protect Biodiversity

We do this by:

- By taking biodiversity concerns into consideration in our consumption of wood, fish, plant based products and other natural resources.

Our Sustainability Management Plan encompasses 4 key areas:

1. **Environmental** – to be actively involved in conserving resources, reducing pollution, conserving biodiversity, ecosystems and landscapes.
2. **Sociocultural** – to be involved in corporate social responsibility actions, community development, local employment, fair trade, respect local communities, equitable hiring and employee protection.
3. **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. A sustainable business should benefit its colleagues, customers, business partners, owners and other stakeholders.
4. **Health & Safety** - Sofitel Sydney Darling Harbour complies with all established health and safety regulations, and ensures that both guest and staff protection instruments are in place.

A. SUSTAINABLE MANAGEMENT

A1. Implement a Sustainability Management Plan (SMP)

Sofitel Sydney Darling Harbour shall establish and maintain the SMP complying with the requirements included in this section. The Sofitel Sydney Darling Harbour shall formulate policies and procedures that:

- Are appropriate to the nature and scale of the organisations activities.
- Are aligned with the 4 key Sustainability Management Plan areas (I.e. Environmental, Socio-Cultural, Quality, and Health & Safety issues)
- Include a commitment to continual improvement of the Sustainability Management Plan.
- Include a commitment to comply with all applicable legislations.
- Provide a framework for setting and reviewing objectives and targets.
- Are documented, implemented, maintained and communicated to all employees.
- Are reviewed periodically.

A2. Legal Compliance

The Sofitel Sydney Darling Harbour is licensed according to Australian Law and in compliance with all relevant local legislation including health, safety, labour and environmental aspects, and insurance policies.

A3. Employee Training (Ambassador Training)

Recruitment, training and annual performance reviews at Sofitel Sydney Darling Harbour is in line with the job descriptions and corporate policies. Job descriptions and corporate policies are designed to define the skills, knowledge and attributes that make the organisations individuals successful.

A.4 Customer Satisfaction

At Sofitel Sydney Darling Harbour customer satisfaction is supported by our Guest Experience Team. The Guest Experience Team help the hotel operate in a way that focuses on continual improvement and long term sustainability. It works with all departments in the business to ensure our guests are always our first priority. This is done by having a system in place that allows us to measure how well we are doing, as well as the opportunity to respond to guests that have any concerns from a recent stay.

The tools we use to monitor quality performance include:

- Voice of the guest
- TripAdvisor
- Leading Quality Assurance Audits (LQA)
- Guest comment cards
- Social media channels

A5. Accuracy of Promotional Materials

All communication regarding promotional material at Sofitel Sydney Darling Harbour goes through the Marketing Team and is within the Hotel Brand guiding principles, local regulations and cultural norms. Any dissatisfaction from our guests is tracked through the guest feedback forms.

A.6 Local zoning, design and construction:

DESIGN AND STRUCTURE

Sofitel Sydney Darling Harbour sustainable designs:

Key Efficiency Features:

- High efficiency chilled water plant
- High efficiency motors
- Fan and pump selections
- Variable air volume (VAV) air distribution
- Efficient lighting and control
- Good façade performance
- Gas domestic and heating hot water (no electric heating)
- Energy and water metering and monitoring
- Unoccupied guest room control – lighting and air conditioning
- Heat recovery on guest room exhaust/ventilation
- Lighting – Majority of the building are using LED light fittings.
- GAIA 2.0

A.7 Interpretation

We inform our guests about the local environment, local culture and culture heritage through various means. May it be electronic or something as simple as a Bedtime Story Bookmark.

A.8 Communications Strategy

We communicate with our guests and visitors to the hotel and the website in a comprehensive manner. Our sustainable operations involve our guests, example, we have placed green cards in the rooms in order to give our guests an option whether or not they want the bed linen or towels to be replaced, hence giving them the opportunity to play a direct role in water and energy conservation.

SYDNEY DARLING HARBOUR

A.9 Health and Safety

We follow strict environmental, health and safety laws, regulations and procedures to conserve and protect the environment and to create a workplace where we bring the best out of our colleagues whilst avoiding the risk of injury. Colleagues are appropriately trained so as to make them aware of the health and safety issues while working and guests are made aware of hazards by using appropriate signage.

Highlights:

- Guests are instructed verbally and by signs to take care when the floor is wet.
- Swimming pool depth is clearly marked.
- If any large events are to be held within the property by external organisers, a clear method statement risk assessment, floor plans, insurance policies, are requested from the organiser. Such that a clear gap analysis is conducted, and appropriate preventative measures from our end are also taken.
- All paint is environmentally friendly.

SOCIOECONOMIC

B.1 Local Employment

Sofitel Sydney Darling Harbour proactively supports the recruitment and development of local ambassadors at various managerial level positions across its operational and support function.

B.2 Fair Trade

Fair trade within Sofitel Sydney Darling Harbour is driven by the purchasing policy. Wherein purchasing ensures the use of correct methods to select suppliers and procure goods and services at the right quality, price, time, source and delivery while protecting the company.

B.3 Exploitation

Sofitel Sydney Darling Harbour is in strict compliance with local legislation. Hence, appropriate policies are in place against the employment of children, sexual harassment, and exploitation.

- Equal Employment Opportunity Policy
- Business Conducts and Ethics Policy

B.4 Equitable Hiring

Sofitel Sydney Darling Harbour promotes diversity and equality on all levels of the business, and no employees or applicants are discriminated against in any way. All positions are filled on the basis of competence. Our hotel adheres to all local laws and regulations concerning labour laws, and offer conditions and wages superior to the minimum requirements. We employ people of many nationalities and women candidates are encouraged to apply across all levels of the business.

Salaries and benefits are in line or exceed national regulations, and all payments required by law into superannuation funds are made. Overtime is paid for hours worked beyond the established work in accordance with the Australian Government Labour Agreement, HIGA.

B.5 Basic Services

The activities of the business have not impacted or jeopardized the resources or services in the local area or neighbouring communities in any negative manner. The activities of the business generate a number of secure jobs and reflect positive influence in the community.

C. CULTURAL HERITAGE

The ambassadors at Sofitel Sydney Darling Harbour are trained to guide guests towards the cultural sights and events and/or entertainment/restaurants that guests are most interested in. Historical and archaeological artefacts are not sold, traded or displayed. Business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage.

D. ENVIRONMENTAL

In line with the Sofitel Sydney Darling Harbour Sustainable Development, the use of our purchasing policies to buy sustainable uses the buying power to stimulate market demand for green products and services.

Highlights

- Refrigerator and freezer temperatures are measured and monitored on a constant basis by the culinary staff. Energy usage is specified and recorded.
- Energy efficient equipment is purchased wherever possible, and only used when needed. Bed linen, duvets and towels that are too worn for hotel use, however still usable, are donated to charity.
- Native plants or low water plants used in landscaping are used to minimize water in the outdoor garden.
- Sofitel Sydney Darling Harbour have asked for specific glass, cardboard and paper recycle bins, and encourage guests to help us with our recycling. A food waste program has been introduced to minimise the food waste across the hotel. A food waste composting machine, the Pulpmaster, is used to produce food for farm animals.
- All back office computer and electronic equipment is shut down when the work day is over. Meeting room lights and equipment is shutdown when not in use. All appliances are set at the most efficient level, to save energy, money and appliances.

ENERGY CONSERVATION

At Sofitel Sydney Darling Harbour we always try to work towards a greener future and we strive to implement innovated technologies whatever is best for our guest, the environment and also for Accor Hotels.

Highlights:

- HVAC – Optimize BMS System and review settings.
- Lighting – Majority of the building are using LED light fittings.
- Heating Boilers – Installed new electrical heater to assist pool heating.

We are very aware that sustainability is an ongoing journey, therefore the Sustainability Management Plan will be reviewed annually. Our Sustainability Management Plan is supported by the following Policies and Procedures along with other supporting documents:

- Health, Safety and Environmental Policy
- Purchasing Policy
- Recruitment Policy
- Business Conduct and Ethics
- Continuous Improvement Report