

# GO

*WORLD OF CARE  
AT GRAND HYATT HONG KONG*

# GRAND

GRAND | HYATT™

## OUR PHILOSOPHY

Grand Hyatt Hong Kong is committed to protecting the planet and the communities in which we operate to help ensure that current and future generations can live healthier and better lives.

For daily hotel operations, we are taking a number of advancing sustainability actions and actively seeking out alternatives and innovations to advancing care for the planet, people and responsible business. We are also committed to complying with relevant regulations and permits, and to working on continual improvement of our environmental performance.

Through World of Care, we embrace our responsibility and opportunity to work together to shape a more sustainable world and future.



# ESG FRAMEWORK: WORLD OF CARE

Hyatt's purpose to care for people so they can be their best guides every aspect of our business, including how we tackle important environmental and social issues. Building on our purpose, our global Environmental, Social, Governance (ESG) platform World of Care elevates our efforts to care for the planet, people and responsible business.





The background of the image is a lush tropical scene. It features numerous tall palm trees with long, slender trunks and large, feathery fronds. In the lower-left foreground, there is a large, light-colored stone sculpture of a fish, possibly a grouper, facing right. The fish is positioned on a dark, rectangular base. The overall lighting is bright, suggesting a sunny day, with some shadows cast by the foliage. The text is overlaid on this scene.

# CARING FOR THE PLANET

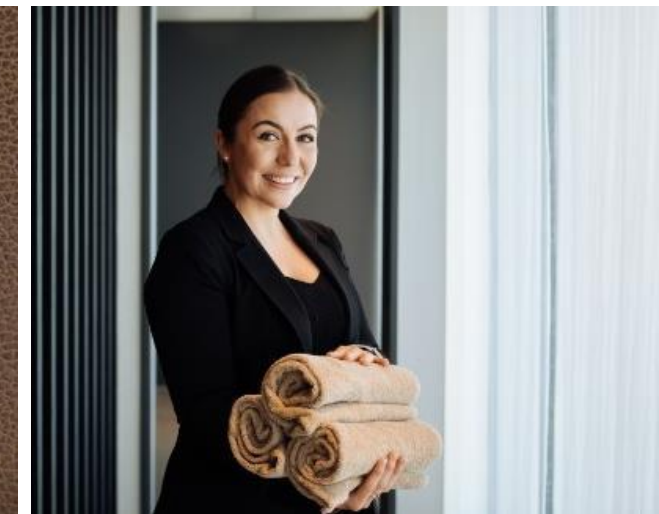
We are committed to advancing environmental action so that destinations around the world are vibrant



# CARBON EMISSIONS AND WATER

We strive to operate our property efficiently to reduce emissions and water use. We use **EcoTrack** to track sustainability metrics including greenhouse gas emissions, energy, water, waste and recycling.

- Energy consumption for 2024 was **reduced by 3.78% per sqm** compared to our 2019 baseline.
- Active adjustment of air-conditioning temperatures to reduce energy required for cooling.
- Lights are turned on in meeting rooms only when needed.
- Our daily operational reports are used to effectively schedule heating and cooling needs.
- Through our Conserve programme, linens are changed every third day unless requested otherwise, and guests may choose to reuse towels by leaving them hanging.





## WASTE AND CIRCULARITY – REDUCTION OF PLASTICS AND WASTE

- All single use small bottles in our rooms were switched to large format amenities.
- Instead of plastic, our key cards are made from responsibly sourced wood certified by the Forest Stewardship Council (FSC™).
- Leftover soap bars are sent to Soap Cycling to be recycled.
- We request that suppliers deliver items in reusable packaging instead of single use cartons and foam boxes.
- Recycling bins are available on almost every guest floor and in back-of-house areas to encourage waste separation among guests and our associates.
- Water served using carafes is the default offering for all guestrooms, meetings and events.



# WASTE AND CIRCULARITY – FOOD SURPLUS DONATION & UPCYCLING

We channel surplus food from our kitchens to our partner – **Foodlink Foundation**, a local charity dedicated to fighting hunger by delivering safe-to-eat surplus food to those in need, and reduce the pressure on our city's landfills. A total of **19,267 meals** were provided with **8,029kg** food donated by the hotel in 2024.

We are also collaborating with a home grown kombucha brand **On The Wagon** to brew sustainable kombucha using pineapple peels from our hotel. An average of **30kg** pineapple peels are collected and upcycled every month.

**Foodlink**  
Replacing hunger with a smile 膳心連





# WASTE AND CIRCULARITY – TRACK AND ANALYSE FOOD WASTE

To better understand and improve our food waste management, the hotel has been investing in a food waste management system since 2023. Lumitics is a solution that seamlessly measures all food waste and tracks it using AI image recognition technology to analyze the food items being thrown away. With the data and reports generated, the hotel can review and optimize food production and purchasing in the future to reduce food waste. There was about **50% food waste reduction in 2024** compared to 2023.







## RESPONSIBLE SOURCING – SUSTAINABLE SEAFOOD & CAGE-FREE EGGS

Our food and beverage philosophy, ***Food. Thoughtfully Sourced. Carefully Served.***, guides the way we design menus to better serve our guests, our communities and our planet.

We are committed to increasing responsibly sourced seafood, with a focus on MSC and ASC certifications. **55% of our seafood inventory are being certified sustainable.** We are also proud members of the Hong Kong Sustainable Seafood Coalition.

We have also made important progress in responsible egg sourcing, achieving **97% of our eggs sourced from cage-free sources.**



## THRIVING DESTINATIONS – SUPPORTING CLIMATE-FRIENDLY PRACTICES

We collaborate with local charity **Zero Foodprint Asia** to help regional farmers shift to more climate friendly practices. An additional 1% has been added to the bills at designated restaurants and bars, which are channelled towards supporting local farmers' efforts to sequester carbon through regenerative agriculture and to grow more nutritious produce. In addition, we also created a circular economy with an NGO, **New Life Psychiatric Rehabilitation Association** by giving them our coffee grounds and lobster shells to use as natural fertilizer used on their farm and we purchase the vegetables they grow. Oyster shells from our buffet outlet are also recycled to support **The Nature Conservancy Hong Kong's** oyster reef restoration projects at the waters surrounding Hong Kong International Airport and Tolo Harbour.





A woman in a black hotel uniform is smiling and holding a silver tray with two wine glasses. She is standing in a restaurant or hotel lobby with tables and chairs in the foreground and background. The lighting is warm and the atmosphere is professional.

## CARING FOR PEOPLE

We care for the holistic wellbeing of our colleagues, guests, owners and communities and are committed to advancing a culture of opportunity for all.



## COMMUNITY ENGAGEMENT

Our hotel is committed to supporting local children-focused charities. We believe that by investing in the well-being of the children in our community, we can help create a better future for everyone. Over the years, we have partnered with **Heep Hong Society** and **Make-A-Wish Hong Kong** for fundraising and volunteering. They work towards providing education, rehabilitation and support to children in need.

During the festive season in 2024, we also partnered with an upcycling supplier **Dress Green** to launch a limited-edition Shih Tzu plush toy. Each toy was crafted from our hotel's old uniforms and linens by the elderly and people with disabilities from the enterprise, providing job opportunities for these talented individuals.



# WELLBEING ALWAYS

We continually challenge ourselves to improve how our guests and colleagues feel, fuel, and function.

Wellbeing is the ultimate realization of our purpose – we care for people so they can be their best. Hyatt's commitment to wellbeing is all encompassing, and we

We celebrate **Hyatt's Global Day of Gratitude**, **Global Month of Service**, and other international awareness days, including **Global Wellness Day** and **World Mental Health Day** with different activities with colleagues and guests. Also, our associates' canteen offers balanced meals with vegetables and salad daily.





## DIVERSITY, EQUALITY & INCLUSION

Inclusion and diversity are at the core of Hyatt's purpose. We are deeply involved in actions that create a culture of opportunity for all.

Our pastry team created a rainbow cake for Pride Month celebration; and to celebrate International Women's Day, we expressed gratitude to our female associates with a wellness gift pack, special menu at our associate restaurant, complimentary make-up tutorial class and more.



A modern hotel suite with a large window overlooking a city skyline at dusk. The room features a light-colored sofa, a round coffee table with a fruit bowl, a dining table with two chairs, and a large red pendant lamp. The text "CARING FOR RESPONSIBLE BUSINESS" is overlaid in the center.

# CARING FOR RESPONSIBLE BUSINESS

We embrace our responsibility to create fair, ethical, and transparent business.

# CODE OF BUSINESS CONDUCT & ETHICS

Our Code of Business Conduct and Ethics provides a framework for making ethical business decisions and outlines our stance against corruption and bribery. Key elements of the Code include:

- Doing What's Right
- Care Enough to Speak Up
- How We Treat One Another
- How We Protect Information and Assets
- How We Demonstrate Integrity in Our Business Dealings
- How We Communicate Honestly and Transparently
- How We Act as Responsible Professionals
- How We Care for Our Communities and the Planet



# DATA PRIVACY & SECURITY

We are committed to protecting the privacy and security of the data we collect by investing in industry leading security technology that can be used to manage and mitigate cybersecurity risks.

Global privacy policy for guests:

<https://www.hyatt.com/en-US/info/privacy-policy-global>

Global privacy policy for employees:

<https://www.hyatt.com/en-US/info/employees-privacypolicy-global>

# GOVERNANCE

We are committed to sound principles of corporate governance. Our business is conducted by our colleagues and officers under the direction of the President and CEO and the oversight of the Board of Directors. The Corporate Governance Guidelines, Code of Business Conduct and Ethics and Charters of each of the Board Committees provide the framework for corporate governance at Hyatt Hotels Corporation. The Corporate Governance Guidelines, the Code of Business Conduct and Ethics and the Charters of each of the Board Committees can be accessed by clicking on the links below.

## COMMITTEE CHARTERS

- [Audit Committee Charter](#)
- [Talent and Compensation Committee Charter](#)
- [Finance Committee Charter](#)
- [Nominating and Corporate Governance Committee Charter](#)

## GOVERNANCE DOCUMENTS

- [Amended and Restated Bylaws](#)
- [Amended & Restated Certificate of Incorporation](#)
- [Corporate Governance Guidelines](#)

## BUSINESS ETHICS

- [Code of Business Conduct and Ethics](#)
- [Human Rights Statement](#)
- [Supplier Code of Conduct](#)



# AWARDS AND RECOGNITIONS

2024

THIS IS TO CERTIFY THAT

**GRAND HYATT HONG KONG**

HAS BEEN ASSESSED AS MEETING SILVER CERTIFICATION  
(1 YEAR) REQUIREMENTS OF THE EARTHCHECK  
COMPANY STANDARD v4.1

ACCOMMODATION - BUSINESS HOTEL

CERTIFICATION INCLUDES THE FOLLOWING ELEMENTS:

GRAND HYATT HONG KONG IS A HOTEL SITTING ON 66,933 SQUARE METRES OF LAND IN AN URBAN ENVIRONMENT LOCATED AT 1 HARBOUR ROAD, WAN CHAI, HONG KONG. THE PROPERTY CONSISTS OF 542 ROOMS AND SUITES, 9 RESTAURANTS AND BARS, 22 EVENT VENUES, 1 SPA, 1 FITNESS CENTRE AND 1 SWIMMING POOL.



Stewart Moore, CEO  
EarthCheck  
5/189 Grey Street  
South Brisbane  
Queensland, 4101  
Australia



Certification Date: 29/10/2024  
Expiry Date: 29/10/2025

GH Hotel Company Limited  
1 Harbour Road  
Wan Chai  
Hong Kong

# AWARDS AND RECOGNITIONS



- **Caring Company (2004 - 2024)**

Nominated by NGO partners Child Development Centre, The Hong Chi Association and Heep Hong Society, Grand Hyatt Hong Kong has been recognized with the Caring Company award for 20 years consecutively.

- **Food Made Good 2024 Two-star Score - One Harbour Road**
- **ESGBusiness 2023 Sustainable Agriculture Award - Hong Kong**
- **ESGBusiness 2023 Collaborative Partnership Award - Hong Kong**
- **Hong Kong Awards for Environmental Excellence 2021**
- **Food Wise Eateries 2021**  
Tiffin, One Harbour Road, Steakhouse, Kaetsu and Event catering
- **WWF One Planet Awards 2019 (Hotel Category)**  
For sustainable food best practice





**THANK YOU**