

# SUSTAINABILITY REPORT

2024



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### *A timeless* LANDMARK

Grand Hotel d'Angkor first opened its doors in 1932, providing what was then considered to be "luxury" accommodation for the first wave of travellers coming to see the famous Angkor Temples. Reopened in 1997 after an extensive restoration by Raffles, the hotel now offers the splendour of a bygone era to a new wave of travellers exploring all that Siem Reap has to offer.

Set in over 15 acres of beautifully-landscaped French gardens and built around its iconic swimming pools, the hotel provides a relaxing retreat from the temples and the bustling town of Siem Reap.

Step back in time as you take the original timber elevator to your room. The hotel offers accommodation, services and facilities in a relaxed atmosphere with Cambodian hospitality and Angkorian charm.

**"PIONEERING THE ART OF RESPONSIBLE HOSPITALITY, CONNECTING CULTURES WITH HEARTFELT CARE. OUR SHARED VISION FOR THE ACCOR PURPOSE."** *OUR SHARED*

*VISION FOR THE ACCOR PURPOSE.*

We have been a pioneer in sustainability to our hotels, guests, employees and stakeholders to stay, eat and explore. Holding a strong responsibility in the transition towards a hospitality model that operates within the planetary boundaries, towards a more sustainable agricultural model and towards more conscious ways of traveling and exploring.

Today, the challenges have shifted scale. We can no longer perpetuate old models. We must build a contributive model, where we participate in solving problems rather than creating new ones.

Social and environmental transition, in a global Group like ours, is instrumental. At a time when the world of tomorrow has to be built still, our sector, which has always fueled imagination, experiences, stories, must contribute to building it, while giving meaning to our actions and our businesses. This is why our strategy aims to transform not only the hotel experience, but also the culinary experience and the travel experience of our guests. It is a paradigm shift that is taking place, with science at its core. However, no transformation can occur overnight. We must raise awareness, train, support, anticipate and plan, to rethink how we operate at every stage and throughout our value chain.

This is why we are launching our first Annual Sustainability Report to shape this narrative, informing our stakeholders, sharing our strengths and weaknesses, whilst being transparent with our progress on our different strategies.

# “HOTEL SUSTAINABILITY COMMITTEE”

The purpose of your sustainability committee is to execute Raffles’s sustainability strategy, through the development of a localized sustainability plan that is relevant to the local environment you operate in. This should be aligned with Raffles’s approach to embedding sustainability into the organization, and should be aligned with Raffles’s overarching sustainability goals. Sustainability Champion & Committee It is mandatory for each Raffles property to develop a sustainability committee, led by a sustainability champion.

- Executive Member - A member of the hotel’s executive committee must be involved in the leadership of the hotel’s sustainability committee. Sustainability Champion - The sustainability champion should a leader in the hotel.
- Sustainability Committee - The sustainability committee should include, but is not limited to, representatives from the following departments: Food & Beverage, Engineering, Procurement, Talent & Culture, Front Office, Housekeeping, Procurement, PR and Marketing. Sustainability Champion Responsibilities
- Act as key the contact between Raffles’s sustainability team and your local sustainability committee. Drive sustainability initiatives at a hotel level. Proactively share sustainability communications from Raffles, ensuring that every Heartists has access to updates and information.
- Proactively share hotel level sustainability initiatives, best practices and feedback with the Raffles sustainability team. Committee Responsibilities
- Develop an Action Plan The sustainability committee is responsible for determine annual key priorities, metrics and targets aligned with Raffles’s global goals. The sustainability committee should develop an action plan with should clearly define the actions necessary to meet the hotel’s annual sustainability goals, and who will be responsible for implementing each action.
- Implement Action Plan The Sustainability committee is responsible for working together to implement the sustainability actions at your hotel. Raise Awareness and should ensure that all employees are aware of Raffles’s sustainability commitments, the importance of sustainability to our organization, past efforts, and future direction, and how they can each contribute.

## Sustainability at Raffles Grand Hotel d’Angkor

As the vibrant and **authentic heart** of our **global destinations**, loved by generations, Raffles has long been a **privileged environmental and social leader**.

We believe that by **acting responsibly** in relation to all those **whose lives we touch – our guests, our colleagues, our communities** – we can **empower an experience** of every **destination** that is positive, inspiring and enchanting.

For over a century, we have **preserved cultural, natural and local heritage throughout** our sphere of influence, shaping human encounters of meaning and relevance. With the next **100 years long term commitment** in our sights, we are excited to see where **this journey will lead**.

## Custodians of Community

Preserving local, natural and historical heritage is in our **DNA**. This legacy is our springboard, our starting point for embracing all things sustainable throughout our sphere of influence.



# Stay

# Eat

# Explore

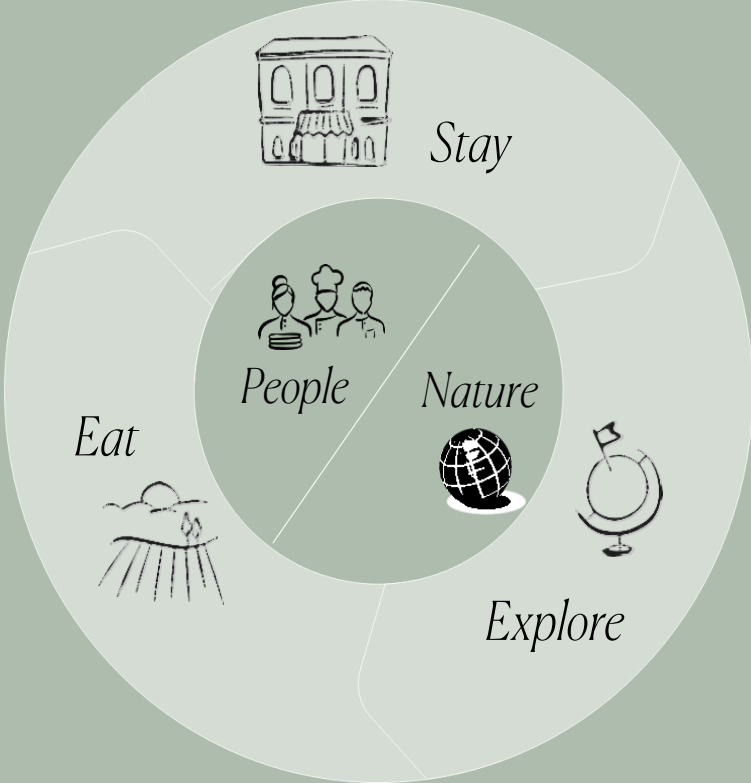
- HUMAN RIGHTS
- DEI & CSR
- SOCIAL ELEVATOR
- CARBON
- WATER
- WASTE

- FOOD WASTE
- RESPONSIBLE SOURCING
- SHIFT FOOD CONSUMPTION

- LOCAL COMMUNITIES
- BIODIVERSITY
- SUSTAINABILITY AWARENESS

This framework is based on: **TWO** fundamental science-based axes, People and Nature, placed at the heart of the approach, which infuse **THREE** operational **PILLARS**: Stay, Eat and Explore.

Our Commitment To move our company towards a contributory model, where we give back more than we take in.



The purpose of this Ethics and CSR Charter is to help you to understand our expectations for all Accor staff members at every echelon of the business, worldwide and without exception, by defining fundamental principles illustrated by various examples of situations encountered in our daily work.

These principles are not designed as a mere reminder of our need to comply with the law. Their objective is also to promote fair, honest and exemplary professional conduct in every case and circumstance.

Ethical conduct is a duty for each and every one of us.

The aims of this Ethics and CSR Charter can only be achieved through the commitment, focus and sense of responsibility of each individual. It is a foundation of Accor's values, reputation, corporate image and the trust invested in the Group by stakeholders:

employees, guests and customers, suppliers, local communities,  
public authorities and society in general.

The directives, instructions and guidelines contained in this Ethics and CSR Charter are not optional or discretionary:

/you should comply with them in their spirit and to the letter; and  
/you should set an example in how you behave and in what you do.

You will be proud to belong to an ethical and values-based  
company.

The Ethics and CSR Committee

# CODE OF ETHICS



# HIGHLIGHTS FOR 2023



**15029**

Overall Room Sold

**177**

Staff Member

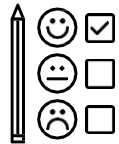


**27198**

Overnight Guests

**% 95**

Local Staff



**93.60**

Guest Satisfaction Score

**4**

Charity & social activities



**3**

Awards



# HIGHLIGHTS FOR 2024 - AWARD



We are honored to receive the Agoda Customer Review Award with a remarkable score of 9.2! This recognition reflects our commitment to providing exceptional service, luxurious accommodations, and unforgettable experiences for our valued guests.



We are proud to have been honored with the Booking.com Traveler Review Award for 2024, with an outstanding rating of 9.2! This achievement reflects our dedication to offering unparalleled service, luxurious accommodations, and exceptional experiences.



We are delighted to be named the Best Luxury Hotel in Cambodia 2024 by Trip.com! This prestigious recognition honors our commitment to providing exceptional luxury, world-class service, and unforgettable experiences.





## Quality Management

We recognize our impact on the environment and we aim to reduce it by every manner that are available without compromising the excellence in our way to welcome our guests. As collaboration with stakeholders is more pivotal in reaching our ambition, staying focused on five priorities: control over carbon emissions data, measuring and reducing food waste, eliminating single use plastics, sustainable reporting and diversity, equity & inclusion

## Waste Management

Hotels are chief consumers of resources, and they immensely contribute to the generation of waste. In the era of Green Economy and green strategies recycling would benefit not only the environment but also the industry. It is essential for a hotel industry to have an effective waste management system which focuses on reducing waste, reusing useful materials and recycling them. Commercial processes tend to generate a lot of waste and require regular maintenance and expensive waste disposal.

## Resource Management

Resource management as part of Sustainable Management is all about doing more with less. Nobody likes waste, especially in hotel business. Resource management is centered on optimization and efficiency. When you know what you need to make a business successful, you can effectively understand how to plan resources in an efficient way.

## Responsible Sourcing Green Purchasing

Environmentally preferable purchasing involves choosing products and services that will have no negative effect on the human body, society and the environment when competing with products and services that serve the same purpose, adding to the traditional parameters of price, quality and functionality.



- Sustainability Management Plan (SMP)
- Sustainability Committee Member Policy
- Prevention of Child Exploitation Policy
- Human Rights and Equality Policy
- WATCH Training (We act together for Children)
- HACCP Standard Training
- Fire & Safety Training
  
- Anti-Bribery and Corruption Policy
  
- Code of Ethics & CSR
- Computer Shut-Down Policy
- Environmental Policy
  
- Sustainability Community and Culture Policy
- Removal single-use plastic

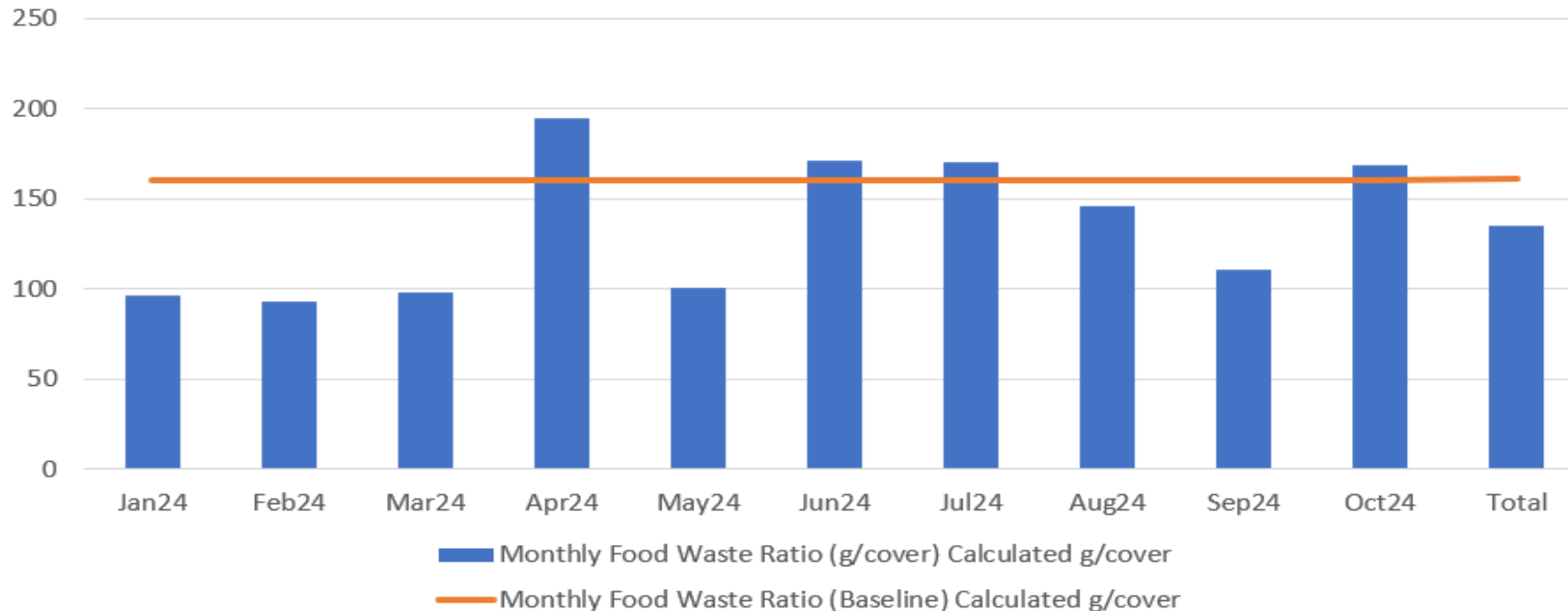


# RESOURCE MANAGEMENT – FOOD WASTE MONITOR & REDUCTION 2024



Data Stream(s)	Type	UOM	Jan24	Feb24	Mar24	Apr24	May24	Jun24	Jul24	Aug24	Sep24	Oct24	Total
<b>Monthly Food Waste Ratio (g/cover)</b>	<b>Calculated</b>	<b>g/cover</b>	<b>96</b>	<b>93</b>	<b>98</b>	<b>195</b>	<b>100</b>	<b>171</b>	<b>170</b>	<b>146</b>	<b>111</b>	<b>168</b>	<b>135</b>
Monthly Food Waste Ratio (Baseline)	Calculated	g/cover	161	161	161	161	161	161	161	161	161	161	161
Monthly Food Waste Reduction	Calculated	%/cover	-67%	-73%	-64%	18%	-60%	6%	6%	-10%	-45%	4%	-19%

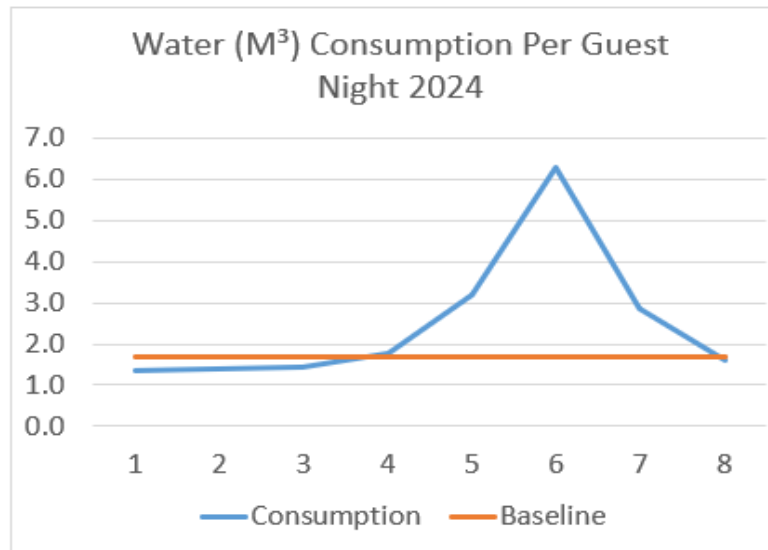
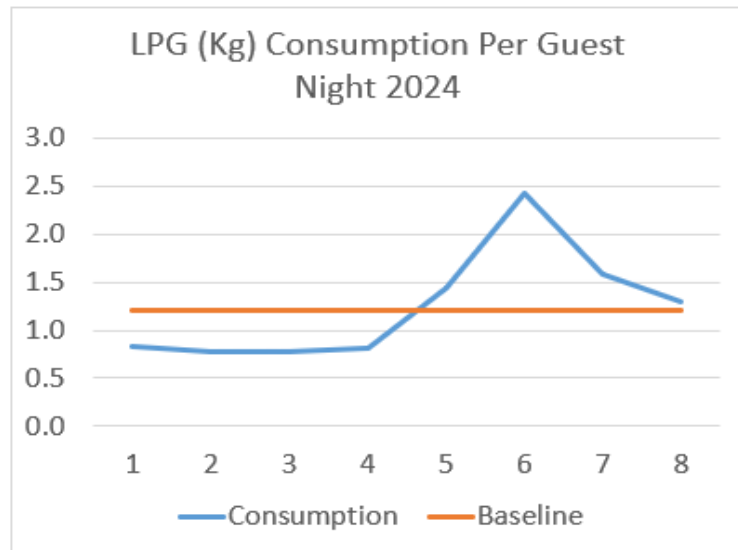
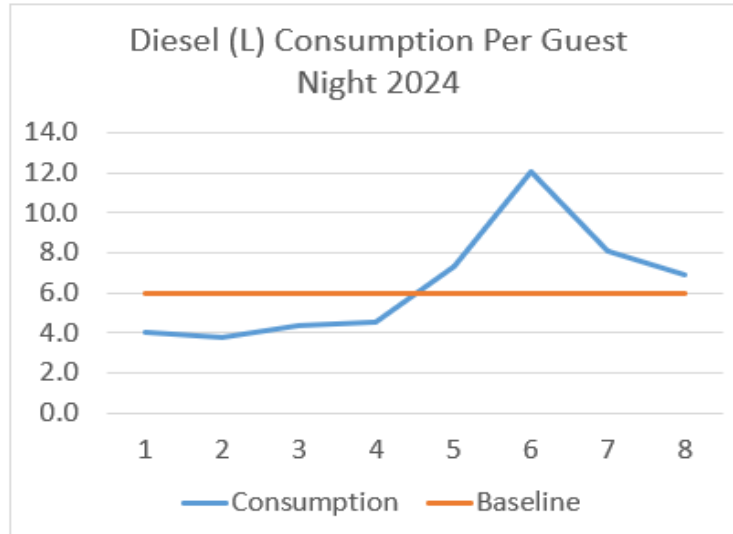
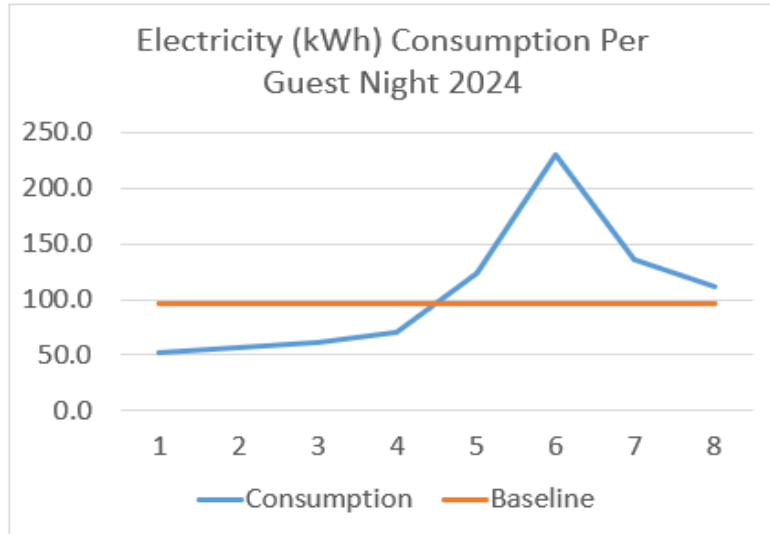
RGA-Monthly Food Waste Reduction Ratio Per Cover 2024



We are committed to reduce waste in all areas of operation and back of the house by sharing, training and implementing policy:

- Waste Management Policy
- Sustainability Management Orientation to employees
- Communication Poster at BOH and FOH
- We have achieved the reduction up to -19% more than our goal of -5%
- Cooperate with partners to distribute our waste separation such as Recycling Buyers by categories of Plastic Bottles, Cans, Cardboard and Glass Bottles, Food Waste to Compost Project.

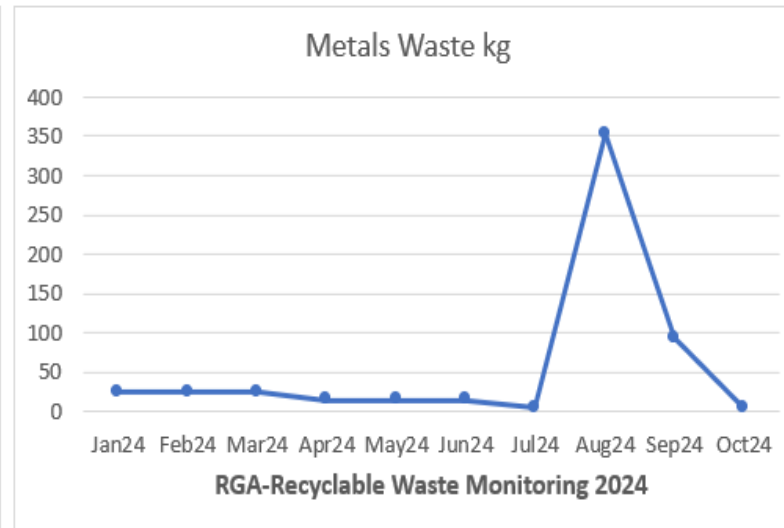
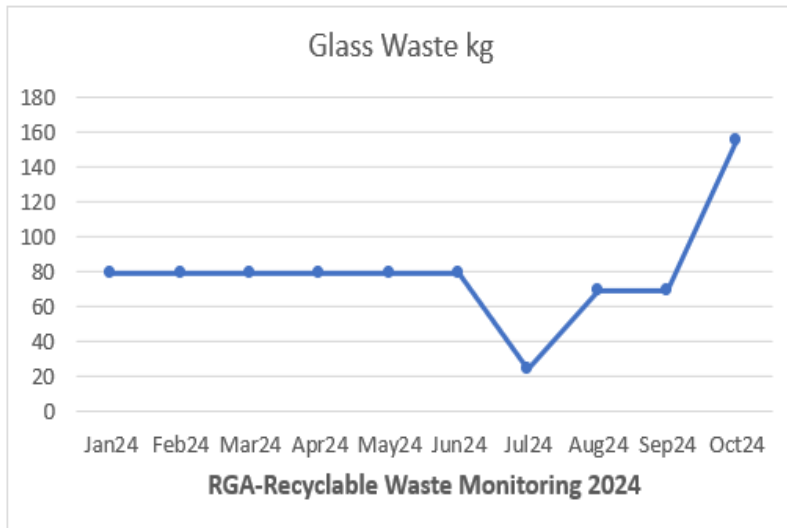
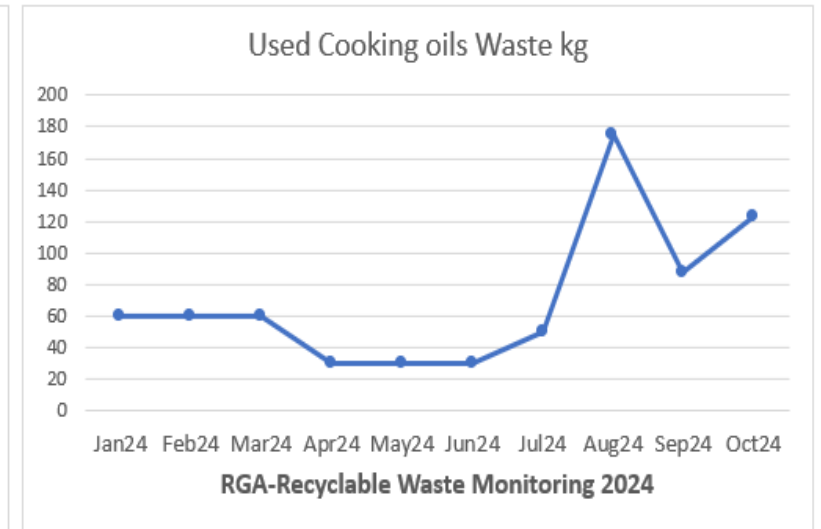
# RESOURCE MANAGEMENT – LPG, WATER, DIESEL & ELECTRICITY



## Implementing:

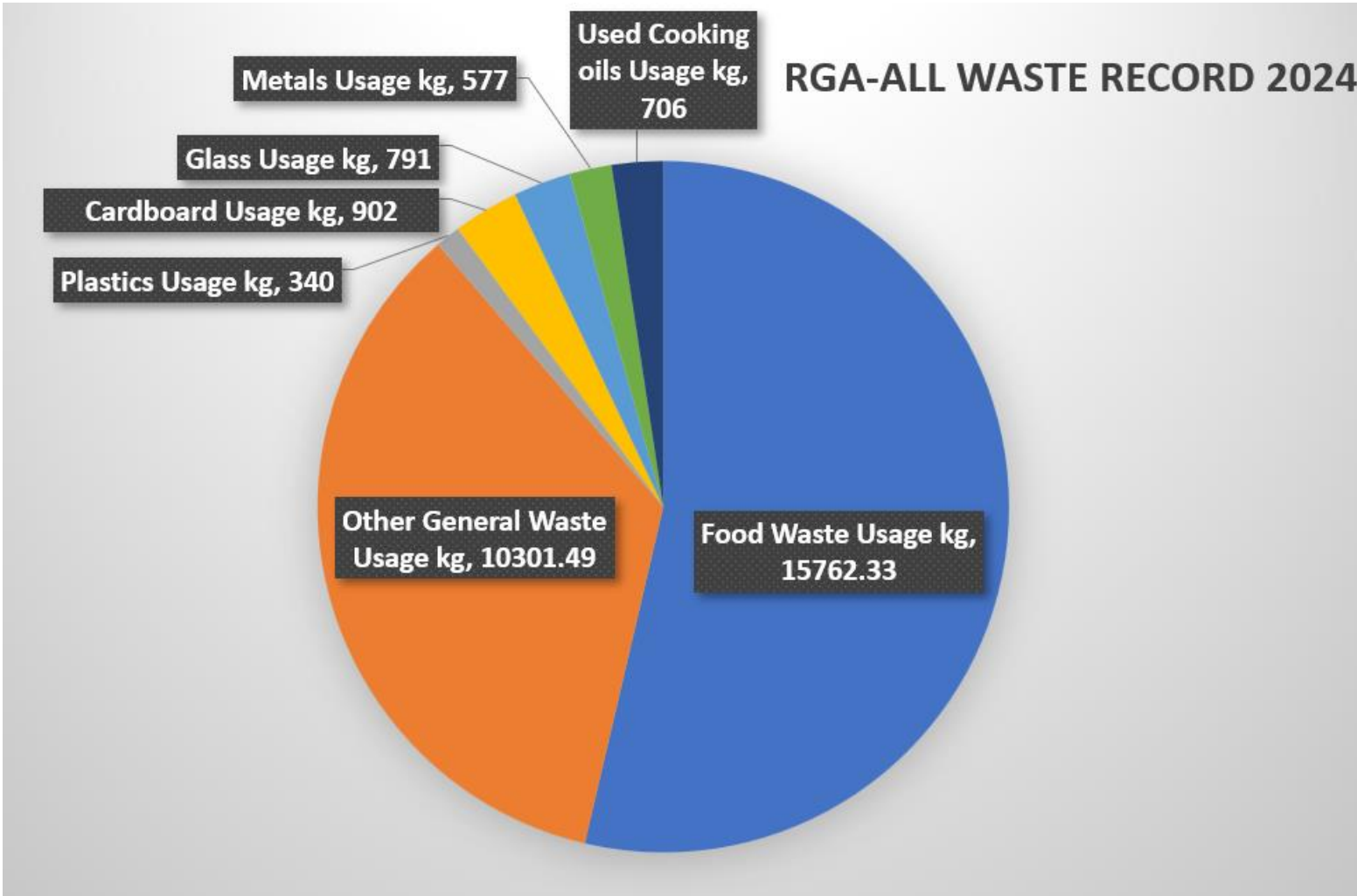
- Light Reduction Procedure
- Computer Shut Down Policy
- Earth Hour Every year
- Regular clean Air-conditioning and HVAC
- Install more Sensor Control
- Plumbing system that significantly reduces water use
- Daily monitoring and analyzing water consumption
- Towel and linen programs – Green Cards
- Energy Audit and action plan on Investment Budget CAPEX.

# WASTE MANAGEMENT - RECYCLING WASTE MANAGEMENT



- Monthly monitoring and action on reduction
- Glass bottle to sand project to reduce waste to landfill.
- We will use the data calculation in 2024 as a baseline to guide the reduction and action plan for 2025.

# WASTE MANAGEMENT – MONITORING & REDUCTION



Type of Waste	Type	UOM	Total	%
Food Waste	Usage	kg	15762.3	54%
Other General Waste	Usage	kg	10301.5	35%
Plastics	Usage	kg	340	1%
Cardboard	Usage	kg	902	3%
Glass	Usage	kg	791	3%
Metals	Usage	kg	577	2%
Used Cooking oils	Usage	kg	706	2%
<b>Total All Waste</b>	<b>Calculated</b>	<b>kg</b>	<b>29379.82</b>	<b>100%</b>

- Monthly monitoring and action on reduction
- We are still searching partner for Compost Project / Animal Feeding in order to reduce food waste to landfill of 54% by 2025.
- We will use the data calculation in 2024 as a baseline to guide the reduction and action plan for 2025.

# WASTEMANAGEMENT - RECYCLING WASTE PARTNERS



<p>RECYCLING WASTE - PLASTIC BOTTLE, CANS, CARDBOARD</p>	<p>Cooperate partner with recycling buyer Mr. Da, Tel: +855 12 614 702 : Purpose end user is to sell off to Thailand and Vietnam for recycling process</p>
<p>RECYCLING WASTE - USED COOKING OIL</p>	<p>Cooperate partner with <b>Damnak Athlas Oils Co.,Ltd</b> : Purpose for DAO's sustainable biodiesel production process. Buyer desires to purchase UCO from the Seller for legal processing and exports.</p>
<p>GLASSTO SAND PROJECT GAEA WASTE COMPANY</p>	<p>Cooperate partner with <b>GAEA Waste Company</b> for the Project of Glass to Sand</p>
<p>OTHER DRY WASTE - GAEA WASTE COMPANY</p>	<p>Cooperate partner with GAEA Waste Company : Waste to landfill (collect food waste and other dry waste)</p>
<p>OTHER DRY WASTE - ECOCYCLE WASTE MANAGEMENT</p>	<p>Searching for new project available with <b>Chip Mong Ecocycle</b> to convert other solid waste into cement production <b>(Plan in Progress)</b></p>
<p>COMPOST PROJECT</p>	<p>Currently we did not have compost onsite and we still searching for the resource of Compost Project to reduce our waste to landfill. <b>(Plan in Progress)</b></p>
<p>HAZARD WASTE MANAGEMENT</p>	<p>Cooperate partner with <b>EcoBatt Energy Cambodia</b> to collect Battery &amp; E-Waste</p>

# WASTE MANAGEMENT - SUMMARY

We have concluded contracts to treat all types of **waste** (transportation, processing, disposal, neutralization, and placement). Legal entities that carry out further waste management have the necessary licenses for the relevant type of activity.

The following types of waste have been collected separately and transferred for recycling: **cans, cardboard, plastic (PET, HDPE, PVC, PP), glass, metal, food, oil**. The segregated collection system extends to conference areas and office spaces. Separate waste containers appropriately labeled and easily accessible to guests and staff. There is the monitoring of waste generated by category, and this data is benchmarked in GAIA2.0 system. Retired **linens** are given to Talent & Culture Department to donate to Orphanage and Local NGOs.

All **batteries, and other electronic wastes** are collected separately and collect by Eco Batt Energy Cambodia, pursuant according to Article of Royal Decree No. 447, Sub-Decree No. 16 on the Management of Battery and E-Waste from start-up to final disposal, to prevent from the spreading of harmful substances from battery waste into the environment, to prevent the import of waste batteries for the purpose of storage, processing and disposal, and to improve the implementation of Basel Convention on the Control of Transboundary Transport and Disposal of Hazardous Waste. Willing to participate in the performance of our duties by collecting batteries and other Waste from Electrical and Electronic Equipment (WEEE) in order to prevent and reduce the impact and damage to the environment.

Every month we sent **100–150** kg of **used cooking oil to Damnak Atlas Oils** where cooking oils have been used for cooking or frying in its daily business operation. In [Raffle Grand Hotel d'Angkor's](#) continuing commitment to practicing Environmental Sustainability and, promoting REDUCE, REUSE, RECYCLE to better manage waste, [Raffle Grand Hotel d'Angkor](#) is partnership with Damnak Atlas Oils Co. Ltd for DAO's sustainable biodiesel production process.





# RECYCLING WASTE MANAGEMENT PARTNERS



អេកូបាត អេនឺជី អ៊ិនវេសមិន អ៊ិនវេណសិនណល ឯ.ក  
 ECOBATT ENERGY INVESTMENT INTERNATIONAL CO., LTD

## Membership

**Batteries Waste and Waste from Electrical and Electronic Equipment (WEEE)  
 Collection Agreement**  
 No: WEEE-MA-202407-00029

This Agreement is made and effective on 08<sup>th</sup> July 2024

### Between

EcoBatt Energy Investment International Co.,Ltd. a Company incorporated under Cambodian laws and having its registered address at #39, Street 2011, Phum Cheangtong, Sangkat Krang Thnong, Khan Sen Sok, Phnom Penh, Kingdom of Cambodia, Phone number: 099 399 188, Email: [contact@ecobatt-energy.com](mailto:contact@ecobatt-energy.com) , Website: [www.ecobatt-energy.com](http://www.ecobatt-energy.com) , represented by **Mr. Chheuy Bona, WEEE Manager** (hereinafter referred to as "Party A ") as a Collector.

### And

Institution/Company: **Hotel Raffles Grand Hotel d'Angkor** having its registered address at 1 vithei Charles de gaulle, khum svay dangkum, siem reap Province Kingdom of Cambodia, Phone number: +885 63 963 888, email: [joseph.colina@raffles.com](mailto:joseph.colina@raffles.com) , website: <https://raffles.com/siemreap> represented by **Mr. Joseph Colina, General Manager** (hereinafter referred to as "Party B ") as a customer.

### Preface:

- Pursuant to Article of Royal Decree No. 447, Sub-Decree No. 16 on the Management of Battery and E-Waste from start-up to final disposal, to prevent from the spreading of harmful substances from battery waste into the environment, to prevent the import of waste batteries for the purpose of storage, processing and disposal, and to improve the implementation of Basel Convention on the Control of Transboundary Transport and Disposal of Hazardous Waste.
- Due to the parties are willing to participate in the performance of their duties by collecting batteries and other Waste from Electrical and Electronic Equipment (WEEE) in order to prevent and reduce the impact and damage to the environment.

PURPOSE OF SEPRATION HAZARD WASTE – BATTERY & E-WASTE  
 ECOBATT ENERGY CAMBODIA

**Damnak Atlas Oils Co. Ltd.**  
 Sangkat Chom Chao 2,  
 Khan Posenchei 120910,  
 Phnom Penh, Cambodia



## SUPPLY AGREEMENT

This Supply Agreement ("Agreement") is made and entered into as of July 1<sup>st</sup>, 2024, (the "Execution Date") by and between:

- 1) **Damnak Atlas Oils Co. Ltd ("DAO")**, a private limited company, registered under Cambodian Law, holding Tax Identification number (TIN) : K010-902303522, located at warehouse #300, St. Lum, ThmorKol 2 Village, Sangkat Chaom Chao 2, Khan Po SenChey, Phnom Penh, Cambodia, Contact number: (+855) 92278007, represented by Mr. NIEV PHEARUN, holding Identity Card No: 180599708, Position: Director, hereinafter referred as ("Buyer")

### AND

- 2) **RAFFLES GRAND HOTEL D'ANGKOR**, a private limited company duly registered under Cambodian Law, with commercial registration number **00025167**, Tax Identification number (TIN) **L001-100046169**, Vithei Charles De Gaulle, Svay Dangkum, Siem Reap, Cambodia, represented by **Mr. JOSEPH COLINA**, General Manager, Email: [Joseph.colina@raffles.com](mailto:Joseph.colina@raffles.com) hereafter referred to as ("Seller")

WHEREAS RHM Hotel owns restaurants where cooking oils have been used for cooking or frying in its daily business operation. In Raffles Grand Hotel d'Angkor, Hotel's continuing commitment to practicing Environmental Sustainability and, promoting REDUCE, REUSE, RECYCLE to better manage waste, Raffles Grand Hotel d'Angkor is willing to partner with Damnak Atlas Oils Co. Ltd, by selling their used cooking oil for DAO's sustainable biodiesel production process.

PURPOSE OF RECYCLING WASTE – USED COOKING OIL – DAMNAKATHLAS OILSCO.,LTD

# RECYCLING WASTE MANAGEMENT PARTNER



Global Action for Environment Awareness

KINGDOM OF CAMBODIA  
NATION RELIGION KING

## WASTE COLLECTION TRANSPORTATION AND DISPOSAL AGREEMENT

(hereinafter the "Agreement")

### BY AND BETWEEN

Global Action for Environment Awareness Public Limited Company (GAEA. Plc.) having a place of business at Preykuy village, Ampel Commune, Brasat Bakong District, Siem Reap City, Siem Reap Province, Hotline: 18 00 208 687, Tel: 012 605 623 / 069 987 158, Email: [info@gaea.com.kh](mailto:info@gaea.com.kh), represented herein by Mrs Sokhour Prum, Customer Service Manager.

(hereinafter "Party A")

### AND

RAFFLES GRAND HOTEL PTE. LTD., having a place of business at the following address: Vithei Charles de Gaulle, Sangkat Svay Dang Kum, Siem Reap City, Siem Reap Province. Tel: 063 963 888, Represented herein by Mr. Joseph COLINA, General Manager.

(hereinafter "Party B")

(Party A and Party B being hereinafter collectively referred to as the "Parties" and individually as a "Party")

### GLASSTO SAND PROJECT - GAEA WASTE COMPANY

In 2024 we have sent Glass Bottle Waste to sand project around 1,000 kg to GAEA Waste Management Company from its daily business operation. In Raffle Grand Hotel d'Angkor is continuing commitment to practicing Environmental Sustainability and, promoting REDUCE, REUSE, RECYCLE to better manage all types of waste.

WHEREAS the Party B requires the services of a company to collect, transport and dispose of its solid waste from its place of business.

WHEREAS Party A has the authority, requisite expertise and equipment to provide Party B with solid waste collection, transportation and disposal services, the Parties have agreed to enter in this agreement, the whole under the terms and provisions and subject to the conditions hereafter set forth;

### NOW, THEREFORE, THE PARTIES HAVE AGREED AS FOLLOWS:

1. The preamble hereto shall constitute an integral part hereof
2. The present status of Party B is Hotel. And both parties agree to reconsider the terms and conditions of this agreement through a written notice if there will be any change in the status of Party B.
3. Party A undertakes to collect and transport the solid waste produced by Party B at its place of business (as indicated above) 6 times per week and one time per week, on Sunday, for the glass recycling project collection.
4. Party B agrees to package, store, and dispose its solid waste in an appropriate manner where Party A's waste disposal vehicles can easily access and collect.

# FOOD WASTE MANAGEMENT – GUEST PLATE WASTE MONITORING WITH ORBISK SYSTEM

## Engagement:

- Provide staff training on how to REDUCE food waste
- Take what you can eat - Start from less - Eat them all
- Action on Orbisk System Report of improving the food menu, food portion, taste, display, pricing etc.
- Communication poster to share awareness - Matter to Climate Change.
- Waste separation bin & Signage (Recycle bin, Wet/Food Waste, Dry Waste & Other)
- Maintain record food waste weighing to all venues for GAIA 2.0 performance and action plan on reducing food waste.
- To do composting onsite or cooperate with 3<sup>rd</sup> party for [\(Compost Project\)](#)
- Measurement, Reporting & Supporting documentation: Certify in Gaia 2.0 & Orbisk System :  
Record all venues : Preparation, Overproduction, Plate Waste, Spoilage
- Reduction Target: -5% target 2024

## Food Waste management objectives:

- Reduce food waste from each outlets operation (BOH & FOH)
- Reduce plate waste of our guests – Buffet to A La Carte / Hybrid
- Reduce plate waste for our staff – Take as you need Eat as you Take
- Food waste : **161** gram/cover, Target baseline **151** gram/cover by 2030

## JOINING FORCES WITH TWO CUTTING EDGE START-UPS:

*Orbisk and Winnow* both provide artificial intelligence-based solutions. By measuring precisely and classifying food waste by category and meal period, hotels have access to very detailed data that help them adjust menus and quantities produced.

These solutions are already used in nearly 300 hotels around the globe.



At its own level, Accor asks hotels to report food waste in Gaia 2.0, a dedicated online reporting tool, enabling benchmarking between brands, hotels and regions.



# RESPONSIBLE SOURCING - BIODEGRADABLE COFFEE PODS, REUSABLE BOTTLE



Water bottling station aim to reduce plastic water bottle in yearly average usage of 48,255 bottles.



100% Biodegradable Coffee Capsule

The scientists found that one plastic tea bag releases around 116 billion microplastics and 3.1 billion smaller nano plastic particles into the cup. Those, in turn, end up in the drinker's digestive system. That's why we eliminated all single-use plastics in the guest rooms.

The Single Use Plastic (SUP) Policy commits Hotels to act to remove and/or reduce the use of Single Use Plastic from all operations and services as well as working towards finding positive solutions for reducing unnecessary waste across hotels. The ultimate goal is to achieve a single use plastic-free organization across our workforce, operations and assets.



Reusable stainless steel water bottles available for guests to purchase.



Support local handcraft cotton Kroma scarf

With the need to improve our environment, we have made some positive changes to our room amenities and toiletries. To provide as many eco-friendly alternatives as possible and we thought we would share some of these with you.

### Eco-friendly toothbrushes

Bamboo Dental Kits have considerably reduced the amount of single-use plastic we are making. The bamboo toothbrush has a biodegradable handle and these have already proved to be extremely popular!



Support local ceramic products for in-room amenities.



Cocktail mix with Local Herb "Grand Angkor Sling"

### Environmentally friendly sanitary bags

Eliminating plastic bags is an important step if you want to Go Green. Within our boxed and sachet amenities, we have changed our sanitary bags from plastic to paper. They'll do the same job but will have far less impact on the environment.

### Eco-friendly packaging for hotel amenities

Our goal is to cut out cello wrap wherever possible, so our Bamboo Dental and Vanity Kits are sealed in paper boxes.

# DISPENSERS FOR SHOWER GEL/SOAP/LAUNDRY BAG

Dispensers are an excellent eco-friendly solution. Dispensers enable us to offer guests amazing toiletries without using and throwing away as much plastic. Generously sized bottles can be refilled time after time and can also be a cost-effective solution for hotels.

***After implementing the dispensers for shower gel and soap consumption decreased on average by (\$105) per month. Thus, a total of (\$1,260) was saved from January 2023 until the end of the year.***



The project is to remove single use plastic from guest facing especially from guest room. The Laundry bag will replace the plastic bag which is beneficial to our environment and helping the business to reduce the cost as it is reusable clothes materials.

***The plastic laundry bags has been removed from the application. The average monthly consumption was 15029 x 0.5 Bags x 300Riels (Saved 7,514 bags = \$563.59) was saved from January 2023 until the end of the year.***





100% Biodegradable Paper Coffee Cup and Straw



100% Biodegradable Paper Box Food Packaging



100% Biodegradable Fork, Spoon and Knife



No Plastic Key Card



Room Amenities Paper Box Packaging

Recent years have marked a rise in awareness about the detrimental impacts of plastic pollution. Plastic clogs up waterways, floats along the surface of the ocean, kills marine life and wildlife, and is even found in human tissue. New research has also shown that plastic, when exposed to solar radiation, releases methane (a potent greenhouse gas) and ethylene, especially as it degrades. Seventy-nine percent of the world's plastic is not recycled. Most of that previously recycled plastic is now being landfilled or incinerated.

Biodegradable takeout containers are made from plants that are regrown annually. This means that they are sustainable and can be produced again and again. By using fiber from sugarcane to produce food containers, this waste is upcycled rather than wasted.

Today, the whole world is taking measures to curb plastic usage and trying to find biodegradable alternatives to plastic. One such solution that has recently gained global attention is Cornstarch products. We have changed our takeaway containers from plastic to PAPER/cornstarch.

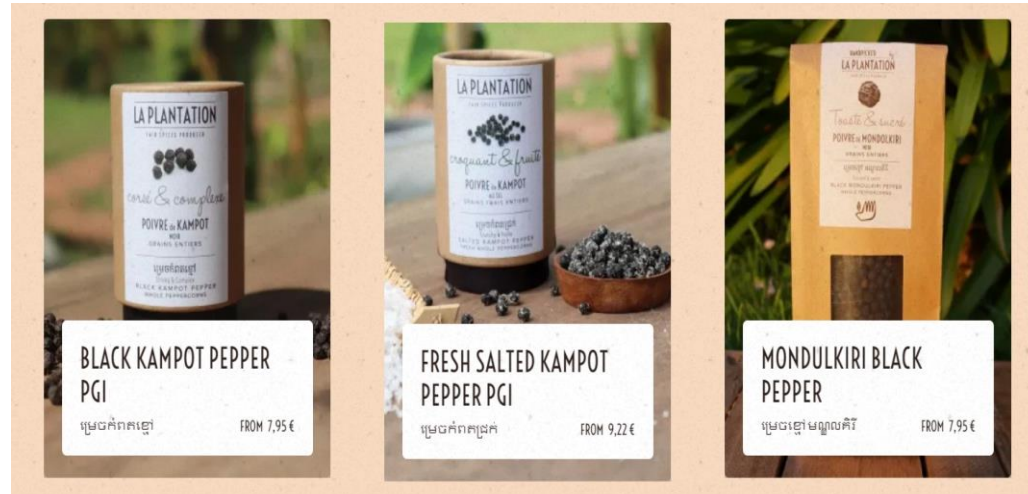
Providing a unique solution to the existing pollution and danger from the excessive use of one-time use plastic products. So, providing consumers with one of the eco-friendly products, made from PAPER/cornstarch, can address and replace plastic-based commodities tormenting the environment.

We are aware that the hotel industry has a large share in this amount of waste. We set out bold and far-reaching goals to have all rooms free of single-use plastics in the locations where we operate. In lieu of alternative packaging, we're investing in our properties. We strive to be a pioneering company with a goal to become single-use plastic-free while continuing to elevate the quality of the experience of its clients.









**Local Sourcing :**  
We regularly buy from local producers and support local food suppliers. Khla Tea from Cambodia with local flavor from organic production.

**Organic and Local Product from Kampot Province**  
Organic & Local Pepper Product from Kampot Province, Cambodia



## happy chickens

Everyone deserves to live a happy life, chickens included. Nestled within Siem Reap's countryside, our farm proudly serves as a home for chickens to live out life as a chicken should.



### Local Sourcing :

Chicken eggs free cage  
Farm in Siem Reap  
Province & Phnom Penh



### Local Sourcing :

Organic Salad Production  
Happy+Co Farm,  
Siem Reap



# RESPONSIBLE SOURCING - GREEN PURCHASING

An environmentally responsible procurement policy was developed, which implies a preference for at least the following groups of goods that have Eco-labels or have any environmentally preferable characteristics (absence or reduced content of harmful components in comparison with analogs, energy efficiency, the presence of secondary raw materials in the composition).

There are many examples of good practice in purchasing. They relate to the specifications of the good or service (Purchase better), its overall consumption (Purchase less), its environmental and social added value (Purchase ethically) and also the unit price of the good or service purchased (Purchase cheaper).

- Office appliances and equipment
- Trash bins for waste separation
- Paper for printing FSC certified
- Toilet paper and paper towels with certified FSC
- Consumable guest accessories (soap, shampoo, shower gel)
- Lamps(LED lights)
- Coffee and tea (Local, Organic, Eco-certified)
- Eco-packaging materials (fork, spoon, coffee cup, food box, reusable water bottle, etc..)

Control of the implementation of the environmentally responsible procurement system in the organization and work closely with Purchasing Manager to ensure the best practice is maintained.

We exclusively use FSC certificated paper products in our hotel, which ensure that harvested trees are either replaced by planting new ones or naturally regenerated. We want to ensure that future generations can witness and enjoy forests as much as we can.



The mark of  
responsible forestry



# RESPONSIBLE SOURCING - REMOVE SINGLE-USE PLASTIC

“Raffles Grand Hotel d’Angkor reaffirms its ambition to remove single-use plastic, by extending the removal to its hotels back of house operation by end 2025”

## Straws, Stirrers, Cotton Buds

- Straws
- Stirrers
- Cotton buds

## Wet Amenities

- Shampoo
- Shower gel
- Moisturizer
- Conditioner
- Kids bathroom amenities

## Cups

- Cups and Wrapping

## Dry Amenities

- Dental kit
- Vanity kit
- Sanitary bag
- Shaving kit
- Shower cap
- Loofah
- Comb
- Hair brush
- Shoe shine
- Shoe horn
- Sewing kit

## F&B Related Items

- Take away & dishes
- Sugar packaging

## F&B Related Items (cont'd.)

- Honey/jam/chocolate spread
- Butter / Margarine packaging
- Yogurt packaging
- Soda Packaging
- Juice Packaging
- Snacking Packaging
- Condiment packaging
- Individually wrapped candy
- Other F&B individual packaging
- F&B Meeting offer
- Guest-facing Clingfilm wrap
- Tea packaging
- Toothpicks
- Coffee pods / sachets

## Other items in guest-experience (excluded F&B)

- Pillow packaging
- Laundry bags
- Individual packaging on clean linen & towel
- Bathrobe packaging
- Slippers packaging
- Tissue box
- Plastic bag
- Key cards
- Hygiene ribbons around toilets
- Gifts
- Pens & Packaging
- Pencils & Packaging

## Water Bottles

- Water bottles In room
- Water bottles In other areas

## Additional Guest-Facing SUP (Global Tourism Plastic Initiative list)

- Door hangers
- Disposable ashtrays
- Disposable corkscrews
- Disposable shirt collar and pant clips
- Mouthwash bottles
- Glass covers
- Disposable swim caps
- Disposable undergarments
- Disposable plastic plates

## Back of House – Kitchen

- Disposable gloves
- Tasting spoons
- Disposable baking transfer sheets
- Disposable molds for baking
- Disposable aprons
- Disposable piping bags

## Back of House – Other Areas

- Containers for cleaning products
- Detergent bottles
- Disposable sponges
- Disposable gloves

Each year more than 35 million tons (31.9 million metric tons) of plastic pollution are produced around Earth and about a quarter of that ends up around the water.

A policy of banning single-use plastics from all hotels, which comprehensively addresses the growing plastics crisis would phase out certain single-use plastic products. To stop serving drinks with plastic straws and instead provides biodegradable alternatives upon request. We have changed plastic straws from plastic to Paper or Rice Straw.



## OUR ACTIVITIES AND ENGAGEMENT:

- CSR policy: (Corporate Social Responsibility):
- Support Community: Education – Healthcare - Cultural Preservation
- Environmental Protection:
  - Wildlife conservation and impact environmental in Cambodia
  - Zero waste and remove single-use plastic, encourage using long term materials, Practice 5Rs
  - Support to all party that take initiatives to help solve environmental problems.
  - Support local product rather than import product that affect climate change due to transportation
  - No pollution and able to manage wastewater treatment before discharge
  - Water and energy saving to reduce carbon footprint
- Local Employment:
  - Support Recruitment and development of Cambodian national local employment
- Bribery and Corruption: Prohibits all forms of bribery, directly or through third parties, including employees
- Fair Trade: Right methods to select suppliers and procure goods and services at the right quality, price, time, sources

- Local Entrepreneurs: We do engage in organizing events and activities that portray the local culture, art, handcraft
- Exploitation: Respect Labor Law, against the employment of children, sexual harassment and prostitution
- Respect Local Population & Culture:

Guests and colleagues are made aware of the local culture, respect local values and beliefs, and we commit to safeguarding the culture and ensuring that the local community shares in the benefits of tourism.
- Equitable Hiring:
  - We promote diversity and equality on all levels of the business, and no colleagues or applications are discriminated against in any way.
  - All positions are filled based on competence and Women candidates are encouraged to apply across all levels of the business.
- Colleague Protection: Salaries and benefits meet national regulations established work per labour law.
- Basic Services: The activities of the business have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner, generate many secure jobs and reflect a positive influence on the community.



# SOCIAL ELEVATOR - SOCIAL ACTIVITIES

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- 01 Blood Donation
- 02 Tree Planting
- 03 Support Female Artisans “Manava Cambodia”
- 04 Angkor Wat International Half Marathon



Moreover, we also take part of giving hand and space to LOCAL Partner to be able to engage with our guest:

- Supporting Local artists through quarterly property exhibitions and events -Partnering with local curators for off-site excursions
- Providing a platform for local musicians to be part of hotel events -Collaborating with community-based business to create personalized products
- Christmas Tree Lighting Ceremony by open entrance for local community to visit the Christmas event and food offering

# SOCIAL ELEVATOR – BLOOD DONATION

Raffles Hotel Grand d'Angkor is proud to announce our support for a crucial cause—blood donation to Siem Reap Provincial Hospital. In 2024, 25 of our dedicated employees volunteered to participate in this life-saving activity.

The commitment of our staff to giving back to the community aligns with our company values, and we are grateful for their generosity and contribution to this essential service. Through their selfless actions, they are helping to ensure that the hospital continues to provide critical care to children in need.



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ជាតិ សាសនា ព្រះមហាក្សត្រ

**មន្ទីរពេទ្យបច្ចេកទេសសៀមរាប**  
**មជ្ឈមណ្ឌលផ្តល់ឈាមខេត្តសៀមរាប**

**របាយការណ៍អ្នកបម្រើសេវា**  
Raffles Grand Hotel d'Angkor  
ថ្ងៃទី ២៨ ខែ ឧសភា ឆ្នាំ២០២៤

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អ្នកធ្វើរបាយការណ៍  
  
១៧ ត្រីមាស ១

## BLOOD DONATION LIST – 25 EMPLOYEES FOR 2024



# SOCIAL ELEVATOR – TREE PLANTING

## TREE PLANTING

Creating meaningful connection through curated experiences, local employment, giving back and collaborating with community-based organizations.

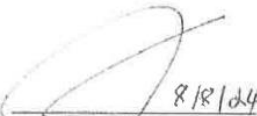
Support social communality restoration activities planting the tree with HR Club Siem Reap, Cambodia.

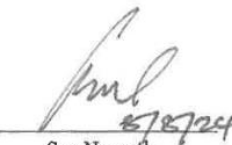
10 big trees (4m long & 1-2y old)  
To improve the beauty green road in Siem Reap.




### Tree Planting Proposal

<b>Proposal Title</b>	<b>:</b>	<b>CSR - Tree Planting</b>
<b>Location</b>	<b>:</b>	<b>Road 30m, Siem Reap</b>
<b>Date</b>	<b>:</b>	<b>10th August 2024 @ 8am</b>
<hr/>		
Tree ( 10 *\$12.00)	:	\$ 120.00
Raffles Logo printing	:	\$ 6.00
<hr/>		
<b>Total Cost</b>	<b>:</b>	<b>\$ 126.00</b>

Prepared by:  8/18/24  
Eung Chantra  
Cluster Director of Talent & Culture

Acknowledged by:  8/18/24  
San Naroath  
Financial Controller

Approved by:  08/18/24  
Joseph Colina  
General Manager

*Please issue the payment  
to Ms. Hov Piseth.  
Sath*





# SOCIAL ELEVATOR – VISIT & SUPPORT LOCAL COMMUNITY



- CSR: Corporate Social Responsibility: To celebrate International Women’s month, Raffles Grand Hotel d’Angkor has partnered with manava\_cambodia, who supports female artisans by providing education and empowerment training to Cambodian women in Siem Reap. A percentage of the proceeds from the sales of Khmer Afternoon Tea in March will be donated to the families of the Cambodian women in Krobey Riel Village, Siem Reap Province.



# SOCIAL ELEVATOR – ANGKOR WAT INTERNATIONAL HALF MARATHON



## Event Purpose:

- Runners from all over the world participate to support a ban on the manufacture and inhumane use of anti-personnel mines. Entry fees and additional financial support foster independence among landmine victims by helping provide prosthetic limbs, social reintegration programs, and supporting other relevant and needed programs such as education and prevention of any serious new diseases in Cambodia. Another important part of charity also goes to the support Poor Children in hospitals such as Angkor Children Hospital and Kantha Bopha Children Hospital.
- Thanks to international supports from around the world, both healthy and disabled people are inspired and encouraged by the competition, greatly benefiting many communities in need throughout Cambodia.



Artisans Angkor is a Cambodian social business which was originally created to revive Khmer cultural heritage while helping young rural people finding work near their home village. Since its creation at the end of 1990s, Artisans Angkor has strived to provide professional skills to communities with limited educational opportunities and has offered good working conditions and social advantages to its employees. It has now opened 48 workshops in Siem Reap province and it provides employment to over 1100 people, including more than 800 artisans. Over the years, Artisans Angkor has become a real showcase of Khmer workmanship for its silk fabrics and garments, stone and wood carving, lacquer ware, polychrome products, silver plating and silk painting.

Diwo gallery & AK Arts, Diwo Gallery 1 features a selection of the most refined Khmer statue and Buddha's. And displays home decor, books and a permanent exhibition of Thierry Diwo's photography. Located at 5 minutes from the center of Siem Reap

Eric Stocker, Natural Lacquerware and Gilding Traditional Technics base in Siem Reap Province. The workshop also support the community and empower women. Most of artisans come from Krousar Thmey Foundation which operates through three programs: education for deaf or blind children, child welfare and cultural & artistic development in Cambodia.





“Samorn Silver Shop” is local silver shop with wide range of silver production by local handicraft In Siem Reap Province



MANAVA project supporting women craftsmanship in Siem Reap, their artisans have owned their craft for generations, passing the knowledge down from mother to daughter. Each basket is carefully handwoven by their small team of rural artisans in a village near Siem Reap, Cambodia, where women work happily together in a comfortable and sage workshop.



Local & Handmade Shoes from Cotton Fabric From Kingdom of wov (KOW)



# SOCIAL ELEVATOR - LOCAL BOUTIQUE SHOP SUPPORT LOCAL PRODUCT HANDICRAFT, ART, CULTURE



Recycle fishing net convert to souvenir accessory & bags  
SMATERIA means to transform a material and give it new life.



Handicraft statue, silk & silver from Master Artisans Art Gallery



Local Tea from Khla Tea



Silk Scarf from Soieries du Mekong



# SOCIAL ELEVATOR - GREEN TRANSIT OPTION



Inspired by Raffles' spirit of adventure, hop on one of our eco-friendly handmade bamboo bicycle to take in the sight of Siem Reap with other option available for Electric TukTuk .

# SOCIAL ELEVATOR - SUSTAINABILITY AWARENESS

## SOCIAL/ ECONOMIC Community Development

CSR policy: the policy states that the resort recognizes its role and responsibilities in contributing to the sustainable development of the communities in which it operates. This policy aims at maximizing the return on community investments and their impact on the local community. We have identified unique areas of involvement where we can actively support our local communities and engage in a mutually rewarding way with our stakeholders.

Education: Supporting initiatives focused on vocational training and skills development that improve employability in the tourism and hospitality sector. This is done by taking on interns from local educational establishments and supporting their growth and development. Further job opportunities are offered within the company.

Healthcare: Supporting initiatives aimed at enhancing the health and well-being of local communities. We look into schemes of donating and sponsoring the health facilities at local community.

Cultural Preservation: Supporting initiatives aimed at enhancing the ability of small businesses that are strategically linked to business needs to perform more effectively to create economic growth.

We regularly buy from local producers and support local food suppliers.

Environmental Protection: Supporting initiatives that help protect the integrity of the environment. we have initiated a program to our guest to join the tour of wildlife conservation and impact environmental in Cambodia.

We also want to support to all party that take initiatives to use innovative products and services to help solve environmental problems.

Local Employment: Raffles proactively supports the recruitment and development of Cambodian nationals at various managerial level positions across its operational. The element of local employment is supported by:

- Equal Employment Opportunity policy (part of the Accor & Raffles Ethics and Conduct Policy)
- Corporate Social Responsibility Charter
- Workplace Health and Safety policy

Fair Trade: Fair trade within our properties is to ensures the use of right methods to select suppliers and procure goods and services at the right quality, price, time, source and delivery while protecting the company.

Local Entrepreneurs: We do engage in organizing events and activities that portray the local culture, creating event that Local craftsmen to visit our property to enable them to enhance their art show to our guest, giving guests a chance to interact with them and learn about local cultures & art.

Respect Local Population & Culture: Guests and colleagues are made aware of the local culture. All efforts are made, where applicable, that due respect is given to the local values and beliefs, and we commit to safeguarding the culture and ensuring that the local community shares in the benefits of tourism.



Exploitation: Our property is in strict compliance with the Cambodia Labour Law. Hence, appropriate policies are in place against the employment of children, sexual harassment and exploitation.

The element of avoidance of exploitation is supported by:

- Equal Employment Opportunity policy (part of the Accor & Raffles Ethics and Conducts Policy)
- Code of Conduct policy (part of the Accor & Raffles Ethics and Conduct policy)

Equitable Hiring

We promote diversity and equality on all levels of the business, and no colleagues or applications are discriminated against in any way.

All positions are filled based on competence. Our resort adheres to all local laws and regulations concerning labour laws and offers conditions and wages superior to the minimum requirements.

Women candidates are encouraged to apply across all levels of the business.

Colleague Protection

Salaries and benefits meet national regulations, and all payments required by law into insurance and pension funds are made on behalf of all colleagues. Overtime is paid for hours worked beyond the established work per labour law. Week hours and working hours do not exceed the legal maximum.

Basic Services: The activities of the business have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner. The activities of the business, generate many secure jobs and reflect a positive influence on the community.

Local Livelihood: The activities of the business contribute to the economy of the community by creating jobs and buying from local sourcing, supporting all activities to bring income to the local people such as community art, handicraft and conservation tourist area.

Bribery and Corruption: Raffles prohibits all forms of bribery, directly or through third parties, including employees from soliciting, arranging or accepting bribes.

No direct or indirect contributions to political parties, etc, are made, as a way of obtaining an advantage in business transactions.

We will not deal with contractors and suppliers known or reasonably suspected to be paying bribes. Due diligence is undertaken in evaluating prospective contractors and suppliers to ensure that they have an effective anti-bribery Program.

The element of avoidance of bribery and corruption is supported by:

- Raffles Ethics and corporate social responsibility charter
- Anti-bribery and corruption policy

## Monitoring and Reporting:

To maintain the outlined SMP, Raffles will ensure:

- All energy, water and gas usage are tracked daily
- Waste is measured for individual waste streams
- Food waste is measured from all venues and digested
- Monthly energy, water, gas, general waste and food waste are recorded on Accor's sustainability tracking system – Gaia 2.0
- Monthly Sustainability Committee Member meeting and update the status & improvement initiative
- Semester Employee Town Hall to update general development information and new criteria implemented
- Sustainability Management Plan is reviewed annually for compliance with the Green Globe criteria as listed above

Once on board, all colleagues are trained face-to-face on the following aspects as part of their 1 full day orientation:

- Raffles History and Culture
- Raffles Employee Policies
- Emergency Preparedness and Occupational Health and Safety
- Raffles Sustainability Policy
- Raffles Sustainability Management Plan
- Environmental impacts in relation to their roles and how colleagues can do their part to reduce the impact

Further awareness around our initiatives are raised for colleagues with a Sustainability Committee who meet once a month. Examples of agenda actions are shown below:

## Training and Awareness:

All colleagues, prior to their employment, are given guidelines on:

- Social Media Policy
- Gift Policy
- Information Security Policy
- Personal Protection Policy
- Colleague Handbook
- Ethics and Corporate Social Responsibility Charter
- Anti-Bribery & Corruption Policy
- Colleague Benefits
- Sustainability Management Plan

- Updates from Accor Hotels around Sustainability Best Practices and Goals
- Review of current and future sustainability initiatives
- Review of any sustainability related guest feedback
- Plan for Events around Sustainability, featuring:
  - Accor Solidarity Week – Annual Impact Report
  - Raffles Sustainability Keys date – ex. Earth Day
  - Sustainable **Grand Angkor Sling** – Local Herb
  - Food Waste Management
  - Circular Economy Initiatives
  - Sustainability-related field-trips
- Once planned, these events and initiatives are shared through internal channels such as message boards, email blasts and direct department communication.

## Communication and Marketing

Raffles commits to engage all relevant stakeholders, guests in our Sustainability Management Plan and initiatives by ensuring that:

- Plan will be made accessible to the general public via our own website

### To be actively part of our initiatives, we encourage our guests to:

- Engage with in-room marketing materials around sustainability
- Take part in sustainability initiatives organized by hotel
- Give feedback on how the stay for other guests and events can be held more sustainably
- Reduce waste and reuse amenities as much as possible
- Communicate information about our experiences which are tied to a sustainability element such as the sustainable **Grand Angkor Sling** and the concept the **Local Food Menu in 1932 Restaurant**.

### We market our initiatives through the below channels:

- Social media channels:
  - Facebook: <https://www.facebook.com/RafflesSR>
  - Instagram: [https://www.instagram.com/raffles\\_siemreap](https://www.instagram.com/raffles_siemreap)
  - Hotel website: <https://www.raffles.com/siem-reap/>
- Partnerships with community development programs, centered around socioeconomic benefactors
- Promotion of partnerships through website and social media channels
- Menus which are kept up to date for locally sourced ingredients
- Colleague Engagement
  - Involving colleagues and communicating about the ongoing activities geared towards sustainability initiatives via regular email communications, daily briefings, notice boards
  - Ensuring all colleague activities are tied to at least one key pillar of sustainability such as during Housekeeping Week, Townhall and etc.

### Our Engagement:

- Curate tour program for our guest (external program-promote local community, culture, art and craft)
- Corporate partnership with suppliers and all stakeholders toward sustainability development goals
- Sustainability community membership/partnership – NGOs/Green Association/HR Club/ Environment Department
- Through communication poster by manual/digital/QR Code/Room Directory /Green Card/TV Screen
- To share sustainability initiative to our guests & heartists through online platform, Website, Room Directory, Media
- Through our Sustainability Pillars: Stay, Eat and Explore
- Maintained LQA performance & HACCP healthy and safety standard
- Employee Training through Employee Handbook, Ethic & CSR Charter, WATCH Training “We act together for children”, Gift Policy, Anti Bribery & Corruption
- Guest Survey / Trust You System / Royal Service-ACDC System
- Online training course School for Change, All GMs to complete modules : The Great Climate System (1h), The Collapse of Biodiversity (1h), Impact on Human Societies (1h), And new 2024 modules, Human Rights (15 min), Accor’s Sustainability Strategy (1h 30min)

# SOCIAL ELEVATOR – SUPPORT LOCAL COMMUNITY CULTURE & ART



Preserving culture and history, constantly support the economic grow to the community  
Your opportunity to forge a deeper connection with the destination through our collection of cultural discoveries.

## Our Accor Sustainability DNA:

- Preserving local community
- Local culture and heritage
- Privileged environmental and social leader
- To move our company towards a contributory model, [where we give back more than we take in.](#)
- [\(Resort Program\)](#)



# SOCIAL ELEVATOR – SUPPORT LOCAL COMMUNITY CULTURE & ART

## Local Entrepreneurs & Respect Local Population & Culture:

We do engage in organizing events and activities that portray the local culture, creating event that Local craftsmen to visit our property to enable them to enhance their art show to our guest, giving guests a chance to interact with them and learn about local cultures & art.

Guests and colleagues are made aware of the local culture. All efforts are made, where applicable, that due respect is given to the local values and beliefs, and we commit to safeguarding the culture and ensuring that the local community shares in the benefits of tourism.



## SPIRITUAL AWAKENING

Be blessed under the pagoda bell unearthed after the war and gifted to the hotel as a sign of peace.

With fragrant jasmine water and chants to purify the spirit, receive a monk blessing and allow a sacred string bracelet to be tied and kept on your wrists indefinitely.



# SOCIAL ELEVATOR – SUPPORT LOCAL COMMUNITY CULTURE & ART

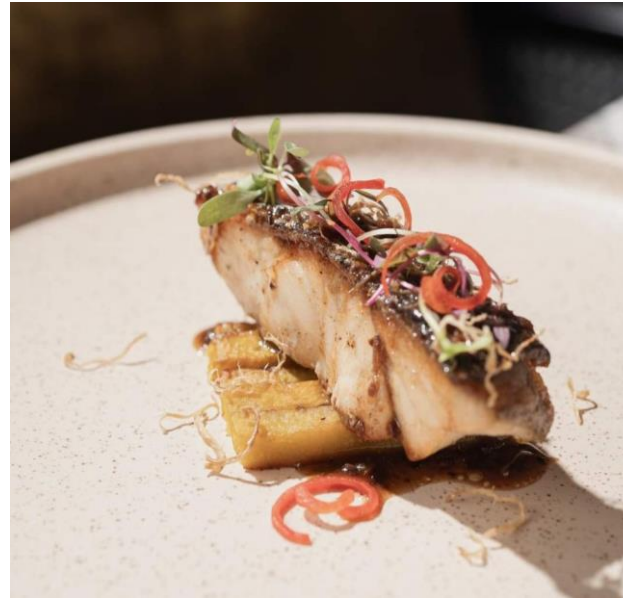


Discover the flourishing art scene of Siem Reap. A place of great inspiration and artistic expression hosting a community of illustrious artists and ateliers. Take a tour of the town's rich artistic life expertly guided by Robina Hanley, curator of Siem Reap Art Tour, who has been working with local artisans for over two decades to provide with the ultimate art insider experiences.



Support Local Phare Circus





## Cultural Preservation & Local Sourcing:

Supporting initiatives aimed at enhancing the ability of small businesses that are strategically linked to business needs to perform more effectively to create economic growth. We regularly buy from local producers and support local food suppliers.

## SUPPORT LOCAL KHMER RESTAURANT

Evi-Elli's Khmer Culinary Discovery will take you on an exciting cultural journey highlighting Siem Reap's well-loved gallery and restaurants as you cruise through Siem Reap by night.



# SOCIAL ELEVATOR - SUPPORT LOCAL COMMUNITY PRODUCT & SERVICE



Support Local Cooking Class, Local Product and Local Art.



Preserved Culture  
Dress Code





# SOCIAL ELEVATOR - SUSTAINABILITY AWARENESS



## OFFER HOSPITALITY TRAINING TO INTERN

Develop Cambodian Human Resources toward sustainable tourism.

Cooperate partner with Non-Profitable Tourism Training School such as:

1. Spoons Cambodia Organization
2. Sala Bai Hotel & School
3. Bayon Education & Development



## EXTERNAL TRAINING LUXURY BUTLER MINDSET

Under the watchful eyes of the legendary Raffles Butler, no details is too tiny and no request too grand. We create opportunity of self development growth to our employee and congratulate our dedicated team who finished the personalized luxury butler mindset training.

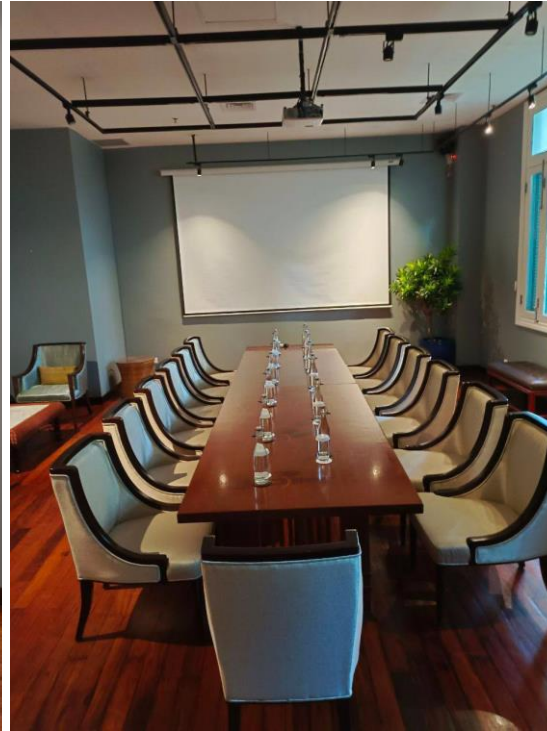


## TRAINING TOPIC OF SUSTAINABILITY MANAGEMENT TO COMMITTEE MEMBER

Providing sustainability management awareness to our committee members relate to Environment, Social and Governance



# SOCIAL ELEVATOR - SUSTAINABILITY AWARENESS



Eco-Friendly Meeting Set Up to reduce laundry chemical usage.  
Able to save energy and water  
No table clothes cover  
Using reusable water bottle

Eco-Friendly  
Biogent- Mosquito Trap  
Not to disturb other wildlife.





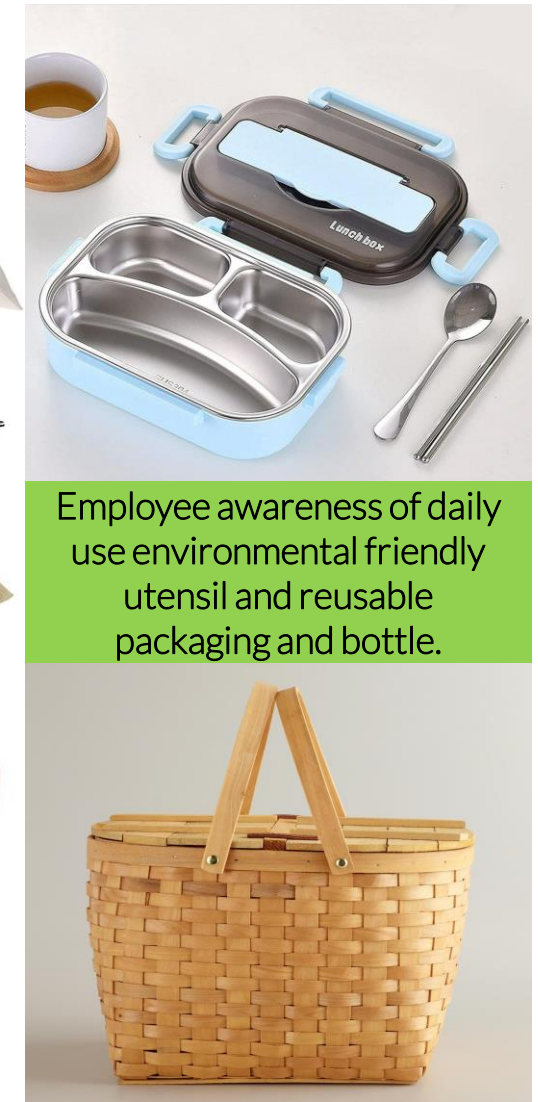
## FIRE SAFETY TRAINING

- To increase awareness towards with Basic Fire Safety Knowledge and the measure to take with.
- To be able to identify and be aware of the peculiarity that working area pose with regards to the dangers of a fire.
  - Know how a fire occurs and the actions to take when it breaks out can save valuable lives
- To form the best protection against fire on its prevention, behavior, protection and prevention of fire especially in the context of your workplaces.

## FIRE EVACUATION DRILL

This exercise is to ensure that the correct action in the different kinds of situation in order to fight with the fire effectively, to minimize on the damage to the hotel's property and to ensure safe evacuation of all people concerned, if necessary.





Employee awareness of daily use environmental friendly utensil and reusable packaging and bottle.



# EMPLOYEE WELL-BEING



## Employee Canteen

Promise of taking care our employees through all benefits and rich delicious food, many varieties selection including tea, coffee and juice available at our staff canteen.



## Employee Changing Room

Providing newly equipped lockers and restrooms, ensuring full facilities and maintained cleanliness to enhance daily comfort and care to employees.



Employee's Football Field  
Keep healthy team spirit.



# EMPLOYEE WELL-BEING

## EMPLOYEE WELLBEING ANNUAL COLLEAGUE & HODS OUTING

Our Commitment to Employee Wellbeing at Raffles, we are dedicated to fostering a work environment that prioritizes the health, safety, and overall well-being of every employee. We believe that employee well-being is crucial not only for individual happiness and fulfillment but also for the success and sustainability of our company. This commitment is integral to our culture and guides our decisions and actions every day.

### EMPLOYEE WELLBEING

- Local health insurance
- Group personal accident insurance
  - Inhouse clinic
  - Staff uniform and laundry
- Service charge
- Annual Leave and Public Holiday provide as per labor law
  - Special leave and Maternity leave
  - Staff outing, sport team and HODs team building



Team Building, Strengthen Relationship, Team Work and maintain wellbeing quality life balance for our employees.



Heads of Department Outing Trip



Bluefintuna



Shark



Ray



Caviar



Grouper



Eel

- Banned the use of threatened wildlife animal meat from the menu
- Banned the use of threatened fish and seafood species from the menus
- The following 6 fish species should be banned in all regions: Shark, Ray, Bluefintuna, Grouper, Caviar, Eel
- Plant base food menu
  - 1 signature plant-based meal per outlet per meal period (at least)
  - Hybrid / A La Carte Breakfast menu experience modified to reduce buffet service
  - At least 1/4 of Vegetarian/Vegan menus on F&B offering (restaurant menus, breakfast buffet, snacks, mini-bars)
  - F&B offering favours mostly 50% (at least) of food sourced which is local, or organic or seasonal (for fruits and vegetables)
  - A vegetable garden is installed
- Why shift food consumption? How it affects to climate change? (Shift Food Consumption)



# SHIFT FOOD CONSUMPTION    ONSITE HERB GARDEN USING ORGANIC FERTILIZER



RGH- HERB  
GARDEN





# SAVING ENERGY – CARBON REDUCTION



## Event and Stay Carbon Reduction Charter

## NET ZERO CARBON CALCULATOR

### PRIORITY ACTIONS TO REDUCE THE CARBON EMISSIONS OF EVENTS AND ACCOMMODATION

When planning an event or stay, it is important to make choices to avoid and reduce its carbon footprint. **These actions should be considered and implemented before calculating and purchasing carbon credits to balance the remaining emissions.**



#### TRANSPORT

**Site accessibility:** locate the event in an area easily accessible by public and/or zero emission transport options. If the area is not connected to public transport, consider optimizing the journeys of the participants: carpooling, sharing VTC / taxis, shuttles, electric cars.

**Regional and international transport:** promote travel by train, if participants are in different countries consider holding hybrid meetings with *All Connect*.

**Transportation mode to get around during the trip:** encourage participants to use public transit, cycling, electric or hybrid vehicles ...



#### ACCOMMODATION

**Favor hotels already implementing responsible actions:** sorting and recycling waste, plastic reduction policy in place, eco-responsible hospitality products, energy efficiency practices, renewable energy supply contract and onsite generation etc.

**Choose to reuse sheets and towels** if more than one night.



#### FOOD AND DRINK

Choose **vegetarian menus**, or small meat portions.

Prefer menus with **local and seasonal products**.

**Adjust quantities** by informing on the number of participants upstream, and, if possible, their diets or food preferences.

**Prefer offer by plate or show-cooking**, over buffet in order to limit food waste.

Include the **donation of any surplus**.

Ask to **avoid individual food and beverage packaging** (e.g. refill drinks with tap water or filtered, no small packaging, no individual packaging of cookies...).

**Prefer reusable dishes** (without disposable plastic).



#### ORGANIZATION, GOODIES AND ON-SITE ACTIVITIES

**Digital communication:** information and plans by email or phone message instead of printed materials...

**Limited, targeted and eco-responsible paper communication:** recycled or eco-labelled paper, back-sided paper, vegetable inks, ...

Prefer **useful, reusable and eco-designed goodies**.

**Raise awareness of the process** ahead of the event.



#### STAYS

**Propose limited cooling & heating in event spaces** or transfer of conditioned air between indoor and outdoor spaces.

### LED Light installed – Saving Energy

To further decrease energy consumption, incandescent lights have been replaced with dimmable LED lights, creating a more comfortable and ambient atmosphere within the villas, rooms and throughout the resort, all while conserving energy.





# OUR SUSTAINABILITY GOAL 2025

No	Type	Raffles Hotel Grand d'Angkor Goals	Reduction Goal
1	Eco-Certification	Hotels certified by Green Globe	Done-Green Globe Certified
2	Carbon	100% of 2023 and 2024 energy data entered into GAIA 2.0	Done
3	Carbon	-5% energy reduction vs. 2024 prediction model (considering occupancy and weather)	With a 5% reduction
4	Carbon	Define a multi-year plan to achieve 30% energy reduction by 2030.	Energy Audit & CAPEX 2025
5	Water	100% of 2024 water data entered into GAIA 2.0	With a 5% reduction
6	Food Waste	Establish a food waste baseline in 2024	Done
7	Food Waste	Hotel to achieve hotel specific target of up to 5% food waste (based on 2024 baseline)	With a 5% reduction
8	Single-Use Plastic	Hotel to eliminate <b>Single-Use Plastic</b> items. (New 2024 items: umbrella cover, newspaper cover, wet-wipes, kitchen clingwrap)	100% from guest facing operation
9	Waste	100% of 2024 waste data entered into GAIA 2.0	with a 5% POR reduction
10	Gaia actions	All hotels to report on 'Sustainability Actions' in GAIA 2.0	Done
11	School for Change	All GMs to complete mandatory School for Change modules: Accor Sustainability Strategy & Human Rights	Executive Teams & Sustainability Managers to also complete modules in 2025
12	Green Transit	All hotels have a green transit offer by the end of 2024 (bicycles, EVs...)	Done
13	Local Impact	Hotels develop a network of local project and charities that guests can support and engage with during tailored experiences	Done
14	Responsible Sourcing	1 signature plant-based meal per outlet per meal period (at least) New breakfast experience (reducing buffet options convert to Hybrid or A La Carte) 50% (at least) of sustainable food sourcing (local, or organic or seasonal). %centage calculated on total food purchases.	Done

# SUSTAINABILITY TARGETS FOR 2025

In our sustainability reporting for 2024, we have set some short and long-term targets for us to work towards. As a hotel, we affect and influence the world around us every day. We aim to integrate the sustainable development goals more into the report and consider reporting on selected targets.

Plan Description	Reduction Goal
Pollution Prevention and Waste Management	Convert food waste of 54% from Landfill to Compost/Animal Feeding Project
Prevention of Single-Use Plastic In line with our SUP reduction policy to remove all single-use plastic from customer-facing areas	We have removed all single-use plastic from guest rooms. Target 2025 to remove all single-use plastic 100% from BOH
Energy Performance reduce energy consumption using 2024 as a baseline.	-5% Energy Reduction
Water Use Efficiency and Management reduce water consumption by using 2024 as a baseline	-5% Water Reduction
Social Activities organize charity events and masterclasses to raise funds and support NGOs	In 2024 we have done 4 Charity/Social activities Will continue to support local community as much as we can



# SUSTAINABILITY TARGETS FOR 2025

Responsible Department	Action Details
FRONT OFFICE	Create and implement a plan for the sale of package offers (The Curate Tour Program and Resort Program, Green Transit, Local Impact Project, Community Art & Culture support)
HOUSEKEEPING	Waste management in the guest rooms 100%, to reduce other general waste by 100% waste separation by categories waste
FOOD AND BEVERAGE	Reducing 5% of food waste in breakfast area Reducing disposable single use plastic items (take away boxes, cups and etc.)
KITCHEN	Update the a la carte menu: 30% vegetarian & vegan dishes To create waste-reducing recipes: (100% "Zero waste" menu) Cook Menu items by season meats and fruits
PURCHASING	To take sustainable procurement To work with suppliers to encourage a reduction in single-use products and plastic packaging To buy goods produced in local community to reduce food miles
TALENT & CULTURE	Educate employees on company's sustainability management including waste management, eco-friendly product and environmental friendly Volunteering at a local conservation program, Blood donation, Sustainability Training to community school Participate in Local Clean ups and planting tree project
SUSTAINABILITY	Training on Organic Waste Composting, Waste Separation, Saving water & energy Attend at least 3 meetings in the region with other hotels or leaders of large, medium and small businesses on the topic of sustainability Following Action Plan created for sustainability management of the hotel, to reduce by 5% of Non-hazardous waste & Recycle waste (Kg)
ENGINEERING	Saving Energy Usage (kWh) 5%, Saving Water Usage (cub.M) 5%, Saving Water Usage (L) 5%

## Improvement

The Raffles Annual Sustainability Report is designed so that relevant personnel are able to regularly review performance and identify key opportunities for improvement in the operation of the hotel in a sustainable manner.

The SMP & ASR incorporates the guidelines below which ensure there is a robust annual review of all sustainability, environmental and purchasing policies so that such policies and plans can be continually improved year-on-year.

- Accor Sustainability Strategy
- Raffles and Accor 2024 Sustainability Goals
- Raffles Grand Hotel d'Angkor Siem Reap Annual Sustainability Report to review on November 2025

In the event a non-compliance is identified with regards to sustainability, the Sustainability Committee will address the issue in a timely and satisfactory manner. Appropriate resources will be allocated to rectify the matter as directed by the Committee as well as the Executive Committee.

The SMP & ASR will act as an overall guide for all Raffles colleagues to take incremental steps towards a more sustainable experience for our guests, colleagues and stakeholders.