

RAFFLES

HOTEL LE ROYAL PHNOM PENH

SUSTAINABILITY REPORT 2024



RAFFLES

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HOTEL LE ROYAL PHNOM PENH

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OUR HISTORY

Our story begins in the early 20th century, when architect and urbanist Ernest Hébrard takes on the task of transforming Phnom Penh. His visionary plan includes constructing a grand hotel. When it opened in 1929 – the tallest building in Phnom Penh – the guest of honour was HM Sisowath Monivong, and the royal link remains today, reflected in our crest, gifted by the royal family, the ceiling art and secret recipes known only to our chefs. In 1996 the building was restored to its former glory and sensitively extended; 20 years later the façade is repainted in its original lotus white.

Raffles Hotel Le Royal opens onto an elegant, tree-lined street in central Phnom Penh. It's a short walk to Wat Phnom, and 10 minutes to the riverfront, with the National Museum, Royal Palace and the Russian Market all a short tuk-tuk ride away. Phnom Penh International Airport is a 45-minute drive.

OUR VISION



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“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”



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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 Hotel Le Royal

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

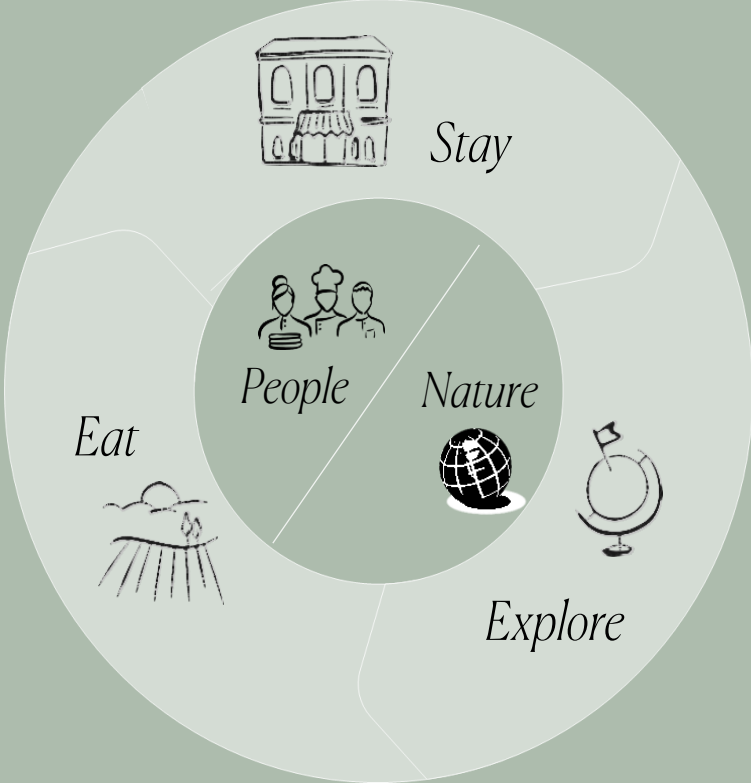
- HUMAN RIGHTS
- DEI & CSR
- SOCIAL ELEVATOR
- CARBON
- WATER
- WASTE

- 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



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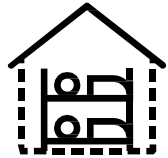


11146

Overall Room Sold

180

Staff Member

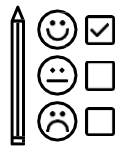


16085

Overnight
Guests

% 95

Local Staff



94.42

Guest Satisfaction Score

5

Charity & social activities

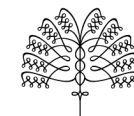


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Awards



Highlights for 2024 - AWARD



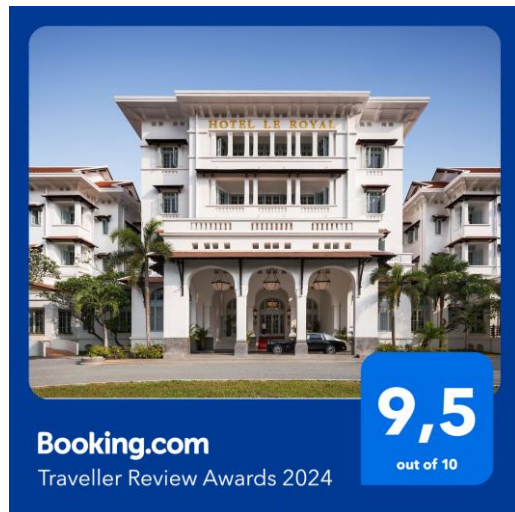
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We are honored to receive the Agoda Customer Review Award with a remarkable score of 9.0! This recognition reflects our commitment to providing exceptional service, luxurious accommodations, and unforgettable experiences for our valued guests.



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.



We are proud to have been honored with the Booking.com Traveler Review Award for 2024, with an outstanding rating of 9.5! This achievement reflects our dedication to offering unparalleled service, luxurious accommodations, and exceptional experiences.



We are thrilled to be recognized as a Rising Star 2023 by Trip.com! This accolade reflects our dedication to delivering exceptional experiences, luxurious accommodations, and outstanding service.



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

Resource Management

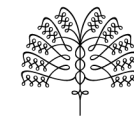
Resource management as part of Sustainable Management is all about doing more with less. Nobody likes waste, especially in hotel business. Resource management is centered on optimization and efficiency. When you know what you need to make a business successful, you can effectively understand how to plan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

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.

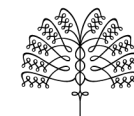
Responsible Sourcing Green Purchasing

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.



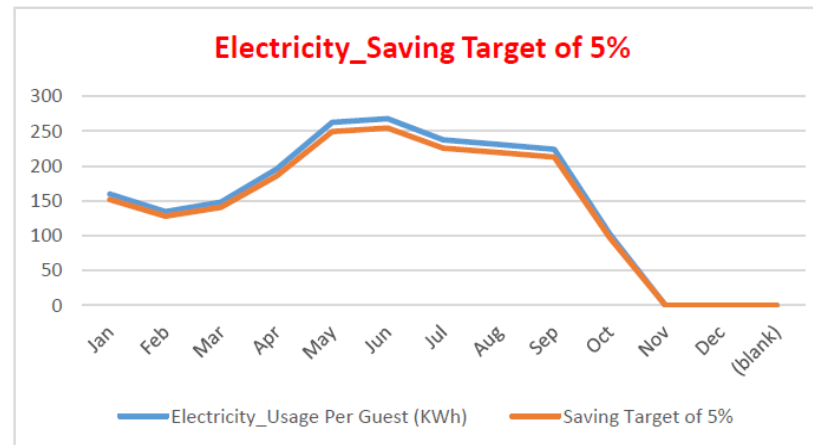
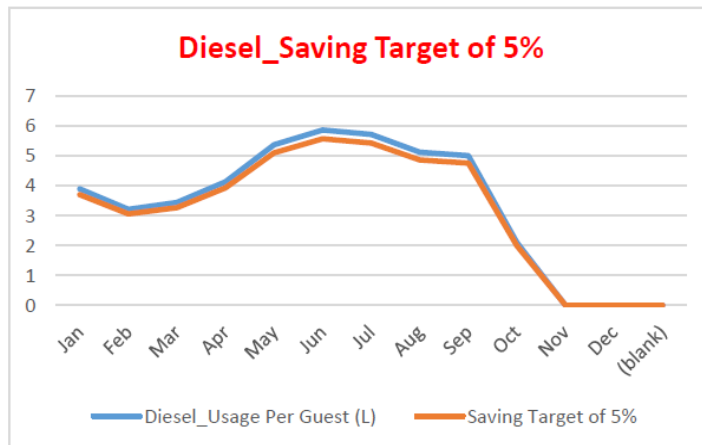
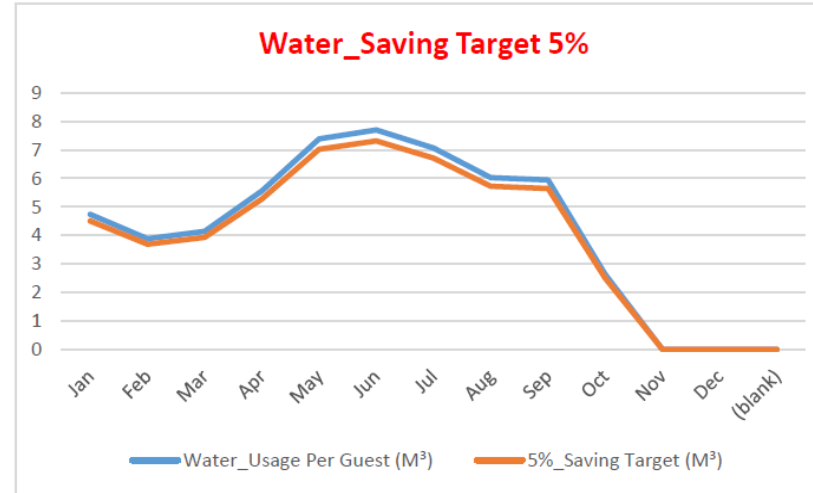
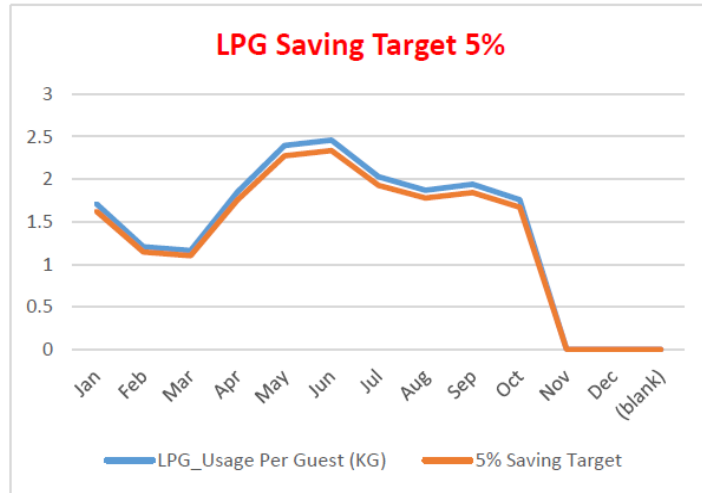
- Sustainability Management Plan (SMP)
- Sustainability Committee Member Policy
- Prevention of Child Exploitation Policy
- Human Rights and Equality Policy
- WATCH Training (We act together for Children)
- HACCP Standard Training
- Fire & Safety Training

- Anti-Bribery and Corruption Policy
- Code of Ethics & CSR
- Computer Shut-Down Policy
- Environmental Policy
- Sustainability Community and Culture Policy
- Removal single-use plastic



UTILITIES CONSUMPTION REPORT

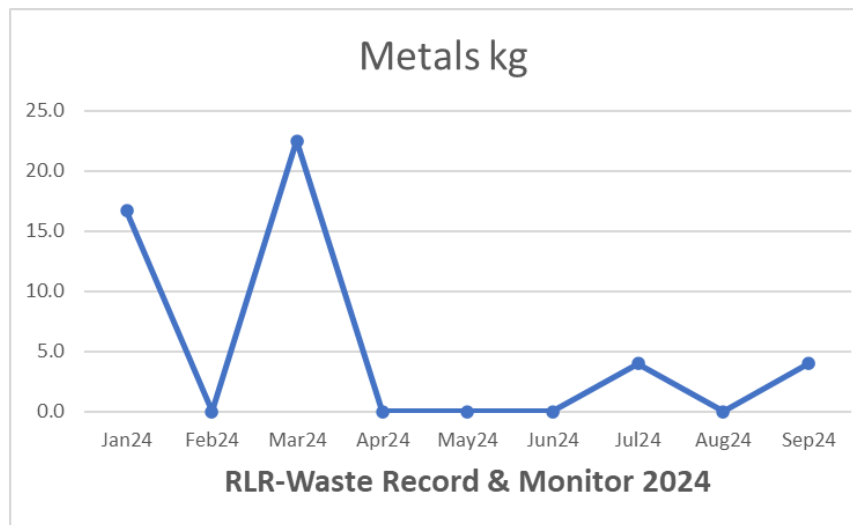
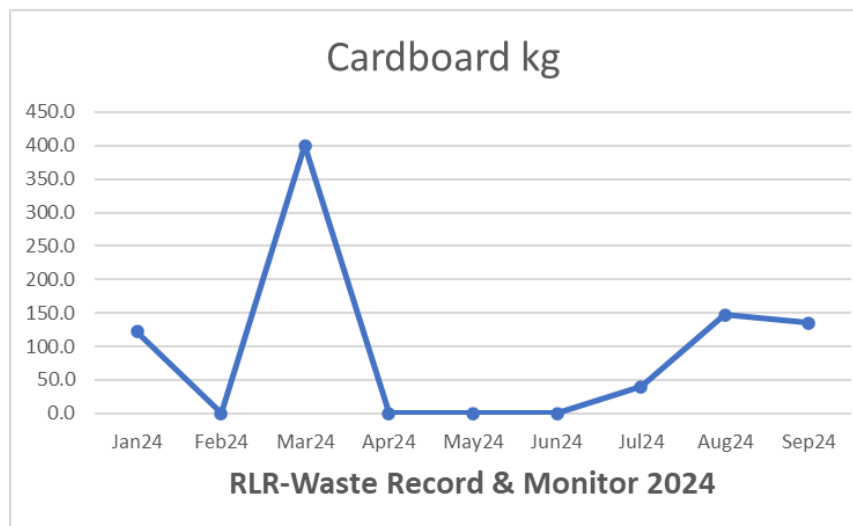
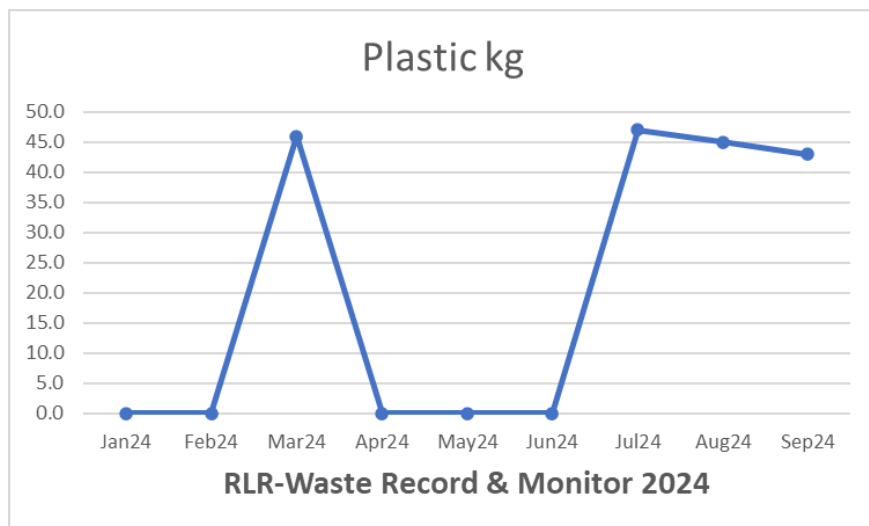
Utilities Consumption Per Guest



- 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
- We can use the data calculation in 2024 as a baseline to guide the reduction and action plan for 2025.



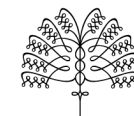
Resource Management - Recycling Waste Management



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 can use the data calculation in 2024 as baseline to guide the reduction and action plan for 2025
- 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.

Waste Management - Recycling Waste Partners



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| | |
|--|--|
| <p>RECYCLING WASTE - PLASTIC BOTTLE, CANS, CARDBOARD</p> | <p>Cooperate partner with recycling buyer Mr. Chea Sok, Tel: +855 90 934 999 : 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 Damnak Athlas Oils Co.,Ltd : 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</p> | <p>Cooperate partner with ONLY ON PLANET COMMUNITY for the Project of Glass to Sand</p> |
| <p>OTHER DRY WASTE (OPTION1)</p> | <p>Cooperate partner with CINTRI Waste Company : Waste to landfill (collect food waste and other dry waste)</p> |
| <p>OTHER DRY WASTE (OPTION2)</p> | <p>Searching for new project available with Chip Mong Ecocycle to convert other solid waste into cement production (Plan in Progress)</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. (Plan in Progress)</p> |
| <p>HAZARD WASTE MANAGEMENT</p> | <p>Cooperate partner with EcoBatt Energy Cambodia to collect Battery & E-Waste</p> |

Waste Management



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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.

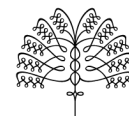
The following types of waste have been collected separately and transferred for recycling: **cans, cardboard, plastic (PET, HDPE, PVC, PP), glass, metal, food, oil**. The segregated collection system extends to conference areas and office spaces. Separate waste containers appropriately labeled and easily 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 50–80 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 Hotel Le Royal's continuing commitment to practicing Environmental Sustainability and, promoting REDUCE, REUSE, RECYCLE to better manage waste, Raffle Hotel Le Royal is willing to partner with Damnak Atlas Oils Co. Ltd for DAO's sustainable biodiesel production process.



RECYCLING WASTE MANAGEMENT



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Exhibitor Feature



BOOTH NO. C085



Co-located with:



Organised by:



GLASS TO SAND PROJECT - ONLY ONE PLANET

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



- 6.1** Both Parties covenant that it has full right, power, authority, and capacity to enter into this Agreement and to consummate the transactions contemplated hereby.
- 6.2** The Buyer covenants that the used cooking oil purchased under this Agreement must be used solely for Bio diesel production and other purposes permitted by Cambodian Law and regulations.

The Parties hereto have caused this Agreement to be executed by their duly authorised representatives.

"The Seller"

Mr. THOMAS BIANCO, Executive Assistant Manager,

"The Buyer"

Mr. NIEV Phearun, Director

RECYCLING WASTE - USED COOKING OIL - DAMNAKATHLAS OILS CO.,LTD

RECYCLING WASTE MANAGEMENT



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EcoBatt-Energy
CAMBODIA

អេកូបាត អេនឺជី អ៊ិនវេសមិន អ៊ិនធើណេសិនណាល ឯ.ក

ECOBATT ENERGY INVESTMENT INTERNATIONAL CO., LTD

Membership

Batteries Waste and Waste from Electrical and Electronic Equipment (WEEE) Collection Agreement

No: WEEE-MA-202407-00030

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.

This agreement is made between the two parties in a spirit of responsibility and without coercion.

Signed and acknowledged by

EcoBatt Energy Investment International Co., LTD



Party "A" Chheuy Bona

Date 24/07/24

Signed and acknowledged by

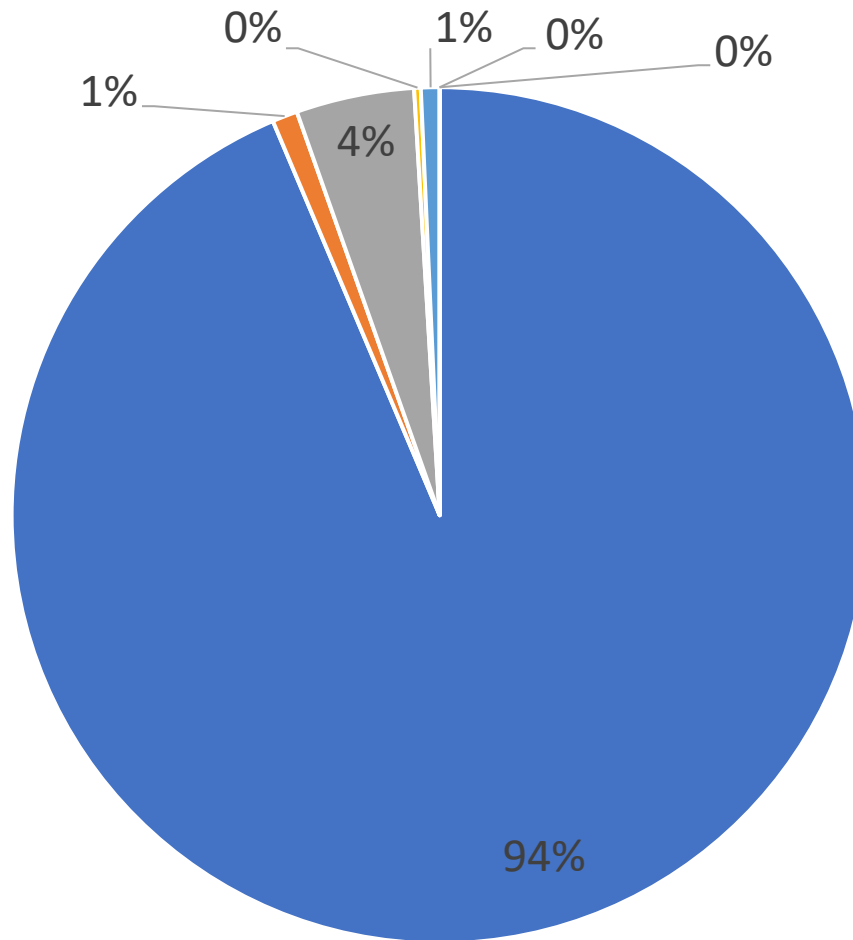
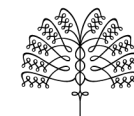
RAFFLES ROYAL HOTEL PTE., LTD



Party "B" Mr. Thomas Bianco

Date 22/07/24

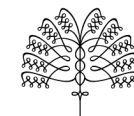
HAZARD WASTE – BATTERY & E-WASTE – ECOBATT ENERGY CAMBODIA



Total Waste: 18928.76 kg

- Food Wasted 17722.56 Kg
- Plastics 181.00 Kg
- Cardboard 844.50 Kg
- Metals & Cans 47.20 Kg
- Used Cooking oils 133.50 Kg
- Battery 0.00 Kg
- E-Waste 0.00 Kg

Food Waste Management



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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 3rd 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 : 200 gram/cover, Target baseline 151 gram/cover by 2030

JOINING FORCES WITH TWO CUTTING EDGE START-UPS:

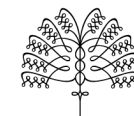
Orbisk and Winnow both provide artificial intelligence-based solutions. By measuring precisely and classifying food waste by category and meal period, hotels have access to very detailed data that help them adjust menus and quantities produced.

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



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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

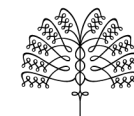
Environmentally friendly sanitary bags

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



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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.

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.

After implementing the dispensers for shower gel and soap consumption decreased on average by (\$125) per month. Thus, a total of (\$1500) was saved from January 2023 until the end of the year.

The plastic laundry bags has been removed from the application. The average monthly consumption was 11146 x 2 Bags x 300Riels (Saved 22,292 bags = \$1671.75) was saved from January 2023 until the end of the year.



Responsible Sourcing

RLR-Room Amenities No Single Use Plastic



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Responsible Sourcing

Eco-Friendly Packaging No Single Use Plastic



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100% Biodegradable
Paper Coffee Cup and
Straw



100% Biodegradable
Paper Box Food
Packaging



100% Biodegradable Fork,
Spoon and Knife

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.



No Plastic Key Card



Room Amenities Paper Box Packaging

Responsible Sourcing



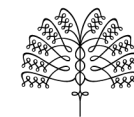
RAFFLES
HOTEL LE ROYAL PHNOM PENH



RLR-Room Amenities
No Single Use Plastic

Raffles Boutique
Promote Community Art and Culture
Support Local Product – Silver – Statue –
Silk Scarf – Local Art Painting.

Responsible Sourcing



RAFFLES
HOTEL LE ROYAL PHNOM PENH

The d'Asie

TEA FOR HOTEL USE

SENCHA GREEN TEA 2gr/China
Our organic Sencha green tea is a revivifying drink, perfect for everyday use. Its taste and health benefits provide you with sustainable energy throughout the day.

CHUN MEE TEA 2gr/China
Chun Mee tea, offers a sweet and floral flavor. This Chinese green tea is appreciated for its freshness and delicate aroma.

JASMIN TEA 2gr/China
Jasmine tea is a green tea flavored with jasmine flowers. Appreciated for its floral and sweet aroma, it is a soothing drink.

ANGKOR TEA 2gr/Cambodia
Angkor tea is a refined blend of black and green teas, offering a balanced infusion.

PAI MU TAN TEA 1.5gr/China
Pai Mu Tan tea is known for its sweetness. Originating from China, this therapeutic blend, ideal for moments of relaxation.

EVENING TEA 1.5gr/Cambodia
Evening tea is a soothing blend of plants, perfect for relaxing before sleep. With its soft and comforting notes, it promotes a peaceful and restful night's sleep.

BREAKFAST TEA 2gr/Sri Lanka
Breakfast tea is a robust blend of black teas. It is an energizing infusion.

EARL GREY TEA 2gr/Cambodia
Earl Grey tea is a refreshing blend of black tea, with a delicate and refined taste it is perfect to de-stress.

CHAI MIX TEA 3gr/Cambodia
Chai tea mix is a spicy blend of black tea. Its flavor makes it a comforting and energizing drink.

OOLONG TEA 2gr/China
Oolong tea is an Organic Product. Drink daily. Makes you feel fresh, fragrant, smart, sweet and delicious and healthy.

LEMONGRASS TEA 1.5gr/Cambodia
Lemongrass tea is a refreshing infusion with lemony notes. It has soothing and digestive properties.

LEMON BLACK TEA 2gr/Cambodia
Lemon black tea is a refreshing infusion with lemon. It is an invigorating and refreshing drink.



BLACK KAMPOT PEPPER PGI
រម្មេងកំពតក្រូច FROM 7,95 €

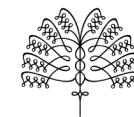
FRESH SALTED KAMPOT PEPPER PGI
រម្មេងកំពតក្រូច FROM 9,22 €

MONDULKIRI BLACK PEPPER
រម្មេងក្រៅមណ្ឌលកិរី FROM 7,95 €


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

Responsible Sourcing – Local Vegetables and Chicken Eggs Free Cage



RAFFLES
HOTEL LE ROYAL PHNOM PENH

**CAMBODIAN STANDARD
DEVELOPMENT & SUPPLY CO., LTD
(CSDS)**

Food Safety Standards

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

Cambodian Standard Development & Supply Co., Ltd so-called CSDS (Green O Farm is that original names since 2009) has started a full-fledged business in the form of procurement of agricultural products from farmers in the 25 provinces to supply common needs in restaurants, hotels, schools, hospitals, supermarkets, safe vegetable & fruit shops, and sport clubs which located in Phnom Penh as well as some other provinces in the country.



CSDS IS A SAFE REPOSITORY OF NOURISHING SUPPLIES.



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).

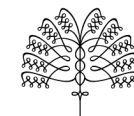
- Office appliances and equipment
- Trash bins for waste separation
- Paper for printing FSC certified
- Toilet paper and paper towels with certified FSC
- Consumable guest accessories (soap, shampoo, shower gel)
- Lamps (LED lights)
- Coffee and tea (Local, Organic, Eco-certified)
- Eco-packaging materials (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.



Responsible Sourcing - Remove Single-Use Plastic



RAFFLES
HOTEL LE ROYAL PHNOM PENH

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

| | |
|--|---|
| <p>Straws, Stirrers, Cotton Buds</p> <ul style="list-style-type: none"> • Straws • Stirrers • Cotton buds <p>Wet Amenities</p> <ul style="list-style-type: none"> • Shampoo • Shower gel • Moisturizer • Conditioner • Kids bathroom amenities <p>Cups</p> <ul style="list-style-type: none"> • Cups and Wrapping <p>Dry Amenities</p> <ul style="list-style-type: none"> • Dental kit • Vanity kit • Sanitary bag • Shaving kit • Shower cap • Loofah • Comb • Hair brush • Shoe shine • Shoe horn • Sewing kit <p>F&B Related Items</p> <ul style="list-style-type: none"> • Take away & dishes • Sugar packaging | <p>F&B Related Items (cont'd.)</p> <ul style="list-style-type: none"> • 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 <p>Other items in guest-experience (excluded F&B)</p> <ul style="list-style-type: none"> • 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 |
|--|---|

| |
|---|
| <p>Water Bottles</p> <ul style="list-style-type: none"> • Water bottles In room • Water bottles In other areas <p>Additional Guest-Facing SUP (Global Tourism Plastic Initiative list)</p> <ul style="list-style-type: none"> • Door hangers • Disposable ashtrays • Disposable corkscrews • Disposable shirt collar and pant clips • Mouthwash bottles • Glass covers • Disposable swim caps • Disposable undergarments • Disposable plastic plates <p>Back of House – Kitchen</p> <ul style="list-style-type: none"> • Disposable gloves • Tasting spoons • Disposable baking transfer sheets • Disposable molds for baking • Disposable aprons • Disposable piping bags <p>Back of House – Other Areas</p> <ul style="list-style-type: none"> • 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.





- 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



RAFFLES
HOTEL LE ROYAL PHNOM PENH

- 01** Blood Donation
- 02** Linen donation to PSE school
- 03** Linen donation to Sunrise organization
- 04** Used soap donation to Starfish organization
- 05** Phnom Penh Marathon



Moreover, we also take part of giving hand and space to NGOs and Partner to be able to do project and fundraising:

- Sunrise Garage Sales – offered complimentary space 2024
- White Hats Dinner – offered complimentary space, reduced price menu, complimentary wine corkage, sponsor flight ticket and accommodation for Celebrity Chef 2024
- Christmas Tree Lighting Ceremony 2023 – we shared some profit to Sunrise Village
- AEFC Christmas Market – offered complimentary space 2023
- AEFC Board Meeting – offered complimentary space 2023

SOCIAL ELEVATOR - CHARITY



RAFFLES
HOTEL LE ROYAL PHNOM PENH

Blood Donation to Kantha Bopha Hospital, Phnom Penh

Raffles Hotel Le Royal is proud to announce our support for a crucial cause—blood donation to Kantha Bopha Hospital in Phnom Penh. In 2024, 20 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.



| |
|---|
| Bill To: |
| Company name: RAFFLES ROYAL HOTEL PLE., LTD |
| Address: #92, St. Doun Penh, Sangkat Wat Phnom, Khan Doun Penh, Phnom Penh |
| Tax identification Number (TIN): L001- 100046150 |

Invoice

| No | Performance Date/ Time | Description | Quantity | Unit price | Total |
|----------------|---|---|----------|------------|-----------------|
| 1 | September 2024 5:00 p.m. – 7:00 p.m. | Play musical instrument (Roneat Ek) On 01-Sep-2024 – 30-Sep-2024 | 25 | \$15.00 | \$375.00 |
| Deposit | | | | | 0 |
| Balance | | | | | \$375.00 |
| Total | | | | | \$375.00 |

NOTE: Day off every Sunday (6 days: 1/ 08/ 15/ 22/ 29)

Paid by: _____

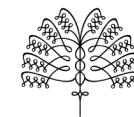
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Support Community Art and Culture - Perform Khmer Traditional Music Instrument at Lobby, welcoming guests. Retain and engage our guest to traditional music atmosphere.

CHAMPEY ACADEMY OF ARTS
Preserve, Protect, and Promote Cambodia culture
to be pass to the next generation.



SOCIAL ELEVATOR - DEI & CSR



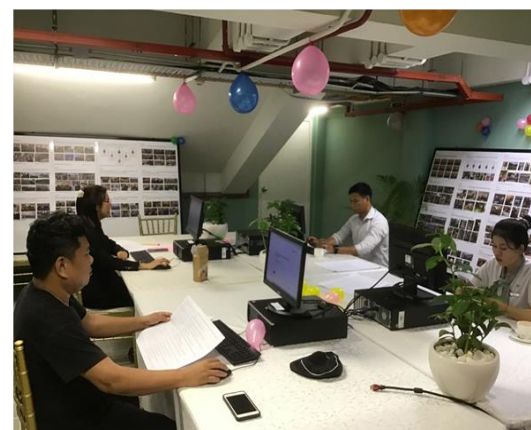
RAFFLES
HOTEL LE ROYAL PHNOM PENH



CSR: Corporate Social Responsibility:
To support the local communities, Raffles Hotel Le Royal has generously donated used linen and soaps to several organizations, including:

1. Sunrise Cambodia
2. Pour Un Sourire d'Enfant (PSE)
3. Starfish Organization - ISF Cambodia

This contribution reflects the hotel's commitment to sustainability and community welfare.



- DEI: Diversity, Equity, Inclusive
- CSR: Corporate Social Responsibility: All staff members are aware and regularly informed of the Accor Group's Ethics and Corporate Social Responsibility Charter
- The Group's whistleblowing system ("Accor Integrity Line") has been communicated to all staff members

SOCIAL ELEVATOR - MARATHON



RAFFLES
HOTEL LE ROYAL PHNOM PENH

The Raffles Hotel Le Royal team participates in the Phnom Penh Half Marathon every year. This annual event celebrates Queen Norodom Monineath Sihanouk's birthday, aligns with World Environment Day, and honors Olympic Day. The event's slogan supports charity and a "Green City," promoting well-being and friendship.



SOCIAL ELEVATOR

Support Local Product & Handicraft, Art, Culture



RAFFLES
HOTEL LE ROYAL PHNOM PENH



The beginning of an adventure **SAMAI RUMS**
Known for the richness of its natural resources, Cambodia has an abundance of top quality sugarcane; perfect to produce the thick caramel molasses which forms the base of all our Samai rums. Yet nobody had explored these possibilities. Bringing the Latin traditions of rum production to its Asian roots, our founders and team began their mission to create Cambodia's first premium rum distillery and brand from scratch. Gathering a team of passionate experts, Ms. Moang Darachampich, the first rum master distiller in the kingdom, joined the adventure to create the exquisite rums that you know today.



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.



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.



Romyda Keth was born in Phnom Penh in 1966. When she was five she left Cambodia with her parents who were in the diplomatic corps. Following several years in Prague the family moved on to Paris in 1973. After studying at the Paris School of Fine Arts for a number of years, Romyda enrolled in the Esmod School of Fashion Design, also in Paris. But before she had even completed her apprenticeship program there, the American chain store Macy's offered her a position as a designer, enabling her to work on her own sketches. **AMBRE DESIGN**

SOCIAL ELEVATOR

Support Local Product & Handicraft, Art, Culture



RAFFLES
HOTEL LE ROYAL PHNOM PENH



Silk Scarf from Soeries du Mekong



Support Cambodia Organic Cashew Product for kitchen and restaurant outlets.



Local Organic Tea from Khla Tea



Local Pepper from La Plantation Farm



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



Company was Establishment in 2008: Company owner has own Factory and coffee farm, is located in Mondulkiri province. According of coffee processing thus, the owner has own raw materials as roasting and blending machine, grinding and packing machines; as company owner's coffee was increasingly popular in national and international markets thus, the company owner has submitted about the legal permission from Ministry of Commerce to setup full registration own Company in Mondulkiri Province in 2011 called by "Coffee MK Mondulkiri Co., Ltd" is private limited company. Our coffee products' famous and popular in to national and international markets.

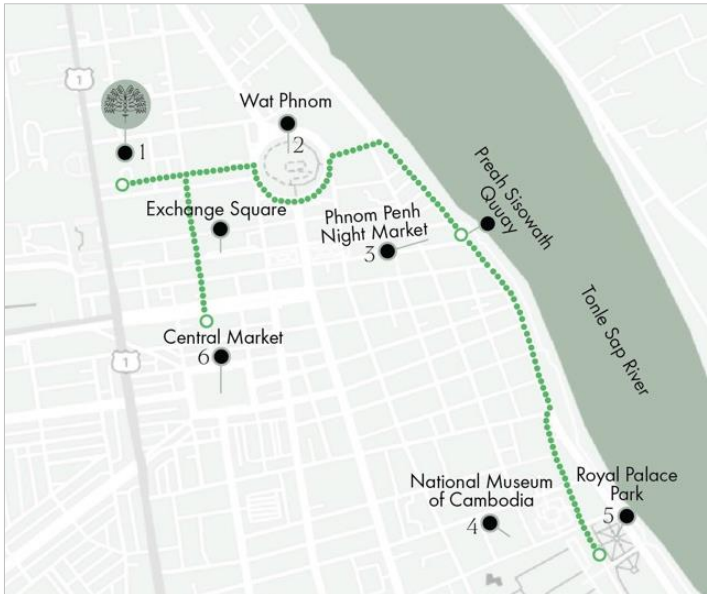
SOCIAL ELEVATOR - GREEN TRANSIT OPTION



RAFFLES
HOTEL LE ROYAL PHNOM PENH



To support eco-friendly transport and local business, we are partnered with Vana Adventure Travel for bicycle rental. Guests may rent a bike to explore the city, or guests may choose self guided walking tour map which is available at the concierge.




RAFFLES
HOTEL LE ROYAL PHNOM PENH

Live Green self - guided tour

1. Raffles Hotel Le Royal
2. Wat Phnom (900m)
3. Phnom Penh Night Market (1.3km)
4. National Museum (2.1km)
5. Royal palace park (2.4km)
6. Central Market (1km)

➤ Reducing energy consumption will help to reduce environmental impact and reduce energy costs.

To minimize energy consumption, we will:

- Take steps to make our workplace more energy efficient-energy audit
- Reduce the use of fuels & replace by renewable energies-green energy
- Maintain our machinery and equipment in good working condition
- Using energy-efficient equipment and low-energy appliances
- Ensure optimal use of machinery – cycling – manual mode
- Use timers, sensors and other devices that regulate energy consumption
- Save water, energy, gasoline, gas from daily operations
- Reduce energy loss by using insulated pipes to carry hot or chilled fluids
- Switch off light & turn off water valve after use

5. ENTIRE AGREEMENT

- a. THIS AGREEMENT, the schedules and appendix (if any) hereto, constitute the entire agreement of the Parties with respect to the subject matter hereof and supersede all existing agreements and any other oral, written or other communications between them concerning its subject matter.
- b. IN WITNESS WHEREOF this Agreement has been executed as of the day and year set out above.
- c. THIS AGREEMENT shall be executed in two (2) copies with equal validity. One copy is kept by the Customer and the other is kept by TADA. Parties have read and acknowledged the entire substance of the Agreement and hereby signed with their names and stamps.

On behalf of
MVL TADA (CAMBODIA) CO., LTD

On behalf of
Raffles Hotel Le Royal



Mr. Limkosal Ty
Head of Business

Dagmar Lyons
Dagmar Lyons
General Manager

J.C. byl
TADA CORPORATE

How can we serve you today?



Tuk Tuk
3 Seats



ONiON T1
(E-Tuk Tuk)
3 Seats



Car
4 Seats



SUV
4 Seats



Express

SOCIAL ELEVATOR - SUSTAINABILITY AWARENESS



RAFFLES
HOTEL LE ROYAL PHNOM PENH

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 **Phnom Penh Slings** – 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.

SOCIAL ELEVATOR - SUSTAINABILITY AWARENESS



RAFFLES
HOTEL LE ROYAL PHNOM PENH

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 **Phnom Penh Sling and the concept the Local Food Menu in Le Royal Restaurant.**

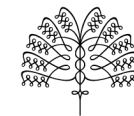
We market our initiatives through the below channels:

- Social media channels:
 - Facebook: <https://www.facebook.com/RafflesPP>
 - Instagram: https://www.instagram.com/raffles_phnompenh
 - Hotel website: <https://www.raffles.com/phnom-penh/>
- 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.

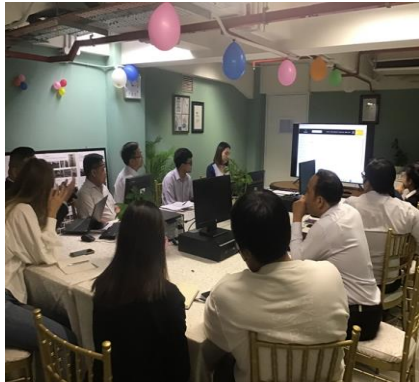
Our Engagement:

- **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 - SUSTAINABILITY AWARENESS



RAFFLES
HOTEL LE ROYAL PHNOM PENH



OFFER HOSPITALITY TRAINING TO INTERN

Develop Cambodian Human Resources toward sustainable tourism.

Cooperate partner with Non-Profitable Tourism Training School

such as:

1. Pour Un Sourire d'Enfant (PSE)
2. Academy of Culinary Arts Cambodia
3. Ecole d'Hotellerie et de Tourisme Paul Dubrue



TRAINING TOPIC OF SUSTAINABILITY MANAGEMENT TO COMMITTEE MEMBER

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



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.



SOCIAL ELEVATOR – SUPPORT LOCAL COMMUNITY



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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.](#)

Season of the Art:

We have an exclusive collaboration with a local art gallery “The Gallerist” to showcase the best of contemporary Cambodian cuisine and artistic creations. 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.



Discover The Gallerist.

A local art gallery committed to supporting artists by providing them with a platform to showcase their work to local and global audiences. Guests from Raffles Hotel Le Royal may enjoy 10% off from selected artworks.

EMPLOYEE WELL-BEING

Employee Wellbeing Annual Colleague Outing Program



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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.

Keep healthy team spirit.

Employee's Gym Room Facility.



Employee Wellbeing – Changing Room

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

SHIFT FOOD CONSUMPTION

6 fish species
should be banned



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Bluefintuna



Shark



Ray



Caviar



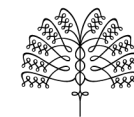
Grouper



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)

SAVING ENERGY – CARBON REDUCTION



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NET ZERO CARBON CALCULATOR

Event and Stay Carbon Reduction Charter

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.**



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.



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.

OUR Sustainability Goal



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| No | Type | Raffles Hotel Le Royal Goals | Reduction Goal |
|----|----------------------|---|--|
| 1 | Eco-Certification | Hotels certified by Green Globe | In Process |
| 2 | Carbon | 100% of 2023 and 2024 energy data entered into GAIA 2.0 | Done |
| 3 | Carbon | -5% energy reduction vs. 2023 prediction model (considering occupancy and weather) | -5% |
| 4 | Carbon | Define a multi-year plan to achieve 30% energy reduction by 2030. | Energy Audit from World Wide Fond for Nature (Singapore Limited) |
| 5 | Water | 100% of 2024 water data entered into GAIA 2.0 | with a 5% POR reduction by end of 2024 (on the number of m3 used) |
| 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 Single-Use Plastic 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 by end of 2024 |
| 10 | Gaia actions | All hotels to report on 'Sustainability Actions' in GAIA 2.0 | with at least 70% of actions engaged |
| 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



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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 | Recycle all of our wastes by 50% percent in 2025, using 2024 as a baseline |
| 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 | Last year 2023 we have done 5 Charity activities Will continue support as much as we can |

Sustainability Targets for 2025



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| 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% |
| FOOD AND BEVERAGE | Reducing 50% 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: 5% "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 Reduce Non-hazardous waste, Recycle waste (Kg) 30% |
| 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 Hotel Le Royal 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.