



RAFFLES

MAKATI

SUSTAINABILITY REPORT

2023 - 2024

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OUR COMMITMENT ON SUSTAINABILITY



At Fairmont and Raffles Makati, we position ourselves as industry leaders in sustainable tourism, showcasing our unwavering commitment to environmental and social responsibility. We dedicate ourselves to providing luxurious experiences that minimise our impact on the planet while positively contributing to the local community. Through a comprehensive range of initiatives, we make significant strides in reducing our carbon footprint, conserving resources, and promoting sustainable practices. Our efforts include implementing energy-saving measures, establishing recycling programs, and supporting local communities while promoting biodiversity, all guided by the principles of Accor's Environmental, Social, and Governance policy.

We publicly share our Sustainability Management Plan on our official website and have established an Environmental Task Force, known as the Green Team, to implement and monitor sustainable practices. Our team actively raises awareness about sustainability among both staff and guests. We have implemented food waste management systems and hired an energy conservation consultant to further enhance these initiatives. Additionally, we launched the Gaia 2.0 Utility and Sustainability Reporting System to consistently track our consumption and sustainability actions.

In recognition of our dedication, we earned the prestigious Green Globe Certification in 2023, making us the first hotel in the Philippines to receive this honour and solidifying our forefront position in sustainable hospitality. We also became one of the first hotels in Manila to install electric car charging facilities, demonstrating our commitment to reducing emissions and promoting cleaner transportation. Alongside our environmental initiatives, we prioritise social responsibility through our partnership with the Make-A-Wish Foundation, allowing us to grant special wishes to children in need and bring joy and hope to their lives. We also foster a diverse and inclusive workplace, celebrating Earth Day, Women's Day, and other important social causes.

As we look to 2024, we have a series of ongoing and upcoming projects aimed at enhancing our sustainability footprint even further. We collaborate with Integrated Waste Management on composting initiatives, and in August, we reviewed and released new policies, including a ban on disposable heating fuel throughout our properties. We continue to enhance our food waste management systems to reduce waste further. Our commitment to celebrating environmental and social events remains strong, with plans to observe Earth Day, World Food Day, and Solidarity Week. These initiatives reflect our dedication to responsible tourism, ensuring that our luxury experiences are both mindful of and respectful to the environment and the community.

ABOUT THE PROPERTY

Since we opened in December 2012, Raffles and Fairmont Makati have set the standard for luxury hospitality in the heart of Manila's financial district. Our prime location at the central business district, offers guests easy access to iconic landmarks such as the Zuellig Building and Ayala Museum, as well as popular shopping destinations including Greenbelt Malls, SM Makati, Glorietta, and Landmark.

With a total of 312 accommodations—comprising 280 guest rooms and suites from Fairmont and 32 suites from Raffles—we redefine modern luxury. Each room features floor-to-ceiling windows that showcase stunning views of the city skyline or our palm-lined swimming pool. Guests can elevate their stay by choosing a Fairmont Gold room, granting them exclusive access to the private Fairmont Gold Lounge, where complimentary refreshments are available throughout the day along with evening canapés.

Our hotel offers eight (8) dining destinations designed to cater to various culinary preferences, accompanied by over 1,700 square metres of flexible meeting and event spaces. This includes an impressive 900-square-metre ballroom, perfect for gala or balls. For relaxation, guests can unwind at the Fairmont Spa, take a dip in the outdoor pool, or work out in our modern and well-equipped Fitness centre.

We are committed to sustainable hospitality and responsible tourism, focusing on environmental stewardship and community upliftment. This vision shapes a guest experience characterised by mindfulness, respect, and authenticity. Cultural enrichment is also a key aspect of our offerings. Since 2013, Raffles Makati has partnered with the National Bookstore for its Authors-in-Residence Program, inviting bestselling authors to engage with guests and support the literary community, aligning perfectly with our sustainability values.

Our dedication to excellence has garnered several accolades, including the “Hotel of the Year” award from the Manila Overseas Press Club in 2023. We are also proud to be nominated for the upcoming Le Trophée Bleu: Sustainability Awards 2024, honouring our initiatives that align with the 17 Sustainable Development Goals.

Raffles and Fairmont Makati serve as a tranquil haven in one of the Philippines’ premier business and lifestyle hubs. We welcome guests with the warmth and sophistication that define the Raffles and Fairmont legacy, ensuring that every stay is a memorable celebration of luxury, sustainability, and cultural connection.





2023
SUSTAINABILITY EFFORTS

Pioneering Sustainability as the First Luxury Hotel to Earn Green Globe Certification

Fairmont and Raffles Makati has proudly become the first luxury hotel in the Philippines to receive the prestigious Green Globe certification, demonstrating our strong commitment to sustainable and responsible operations. As the highest standard for sustainable and environmentally conscious practices in travel and tourism, the Green Globe certification evaluates criteria that include sustainable management, socio-economic development, cultural heritage, and environmental protection.



“Receiving Green Globe certification is not only a monumental accomplishment for Raffles and Fairmont Makati but also sets a benchmark for the hospitality sector in the country. We are deeply committed to leading the way in sustainable practices and hope to inspire other establishments to take proactive measures in environmental conservation and community engagement”

Bernd Schneider,
cluster general manager of Raffles and Fairmont Makati,

We are also one of the first hotels in Manila to offer electric car charging facilities, partnering with Solarius Energy to encourage the use of electric vehicles. This initiative helps expand the network of EV chargers and contributes to a greener future. Our commitment to sustainability includes a range of eco-friendly measures, such as eliminating single-use plastics, maintaining an onsite bee farm and herb garden, using hybrid vehicles, and installing an in-house water bottling system. We actively participate in recycling programs with collection bins for upcycling PET bottles and conduct awareness campaigns for both our staff and guests on environmental and social responsibilities.

To manage our resources efficiently, we monitor utility services, employ an energy conservation consultant, and comply with sustainability requirements. These efforts help us minimize environmental impacts while promoting responsible practices aligned with ESG principles, focusing on energy and water conservation, waste reduction, and community programs.

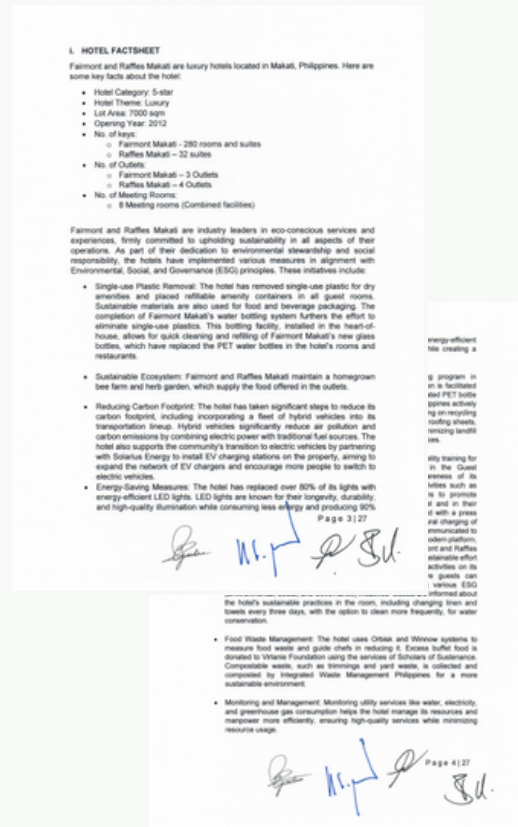
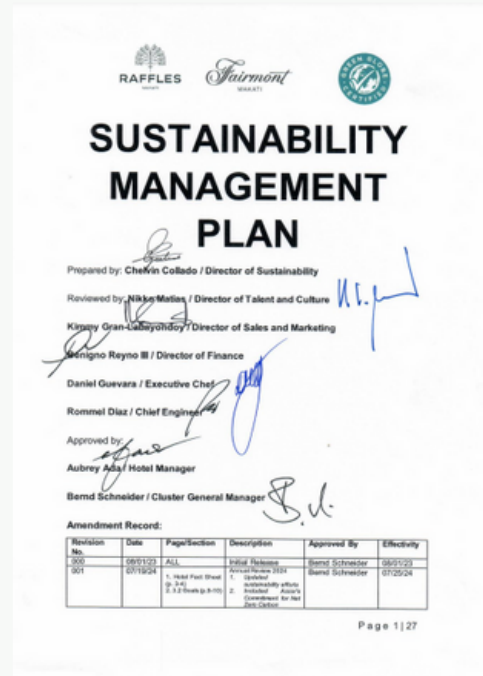
Sustainability Management and Environmental Plans

In 2023, we at Fairmont and Raffles Makati published our Sustainability Management Plan and Environmental Plan, which we recently updated on July 25, 2024. You can easily access and read these documents on our official websites.

We have developed a Sustainability Management Plan tailored to our size and operations, ensuring that sustainability is an integral part of our daily activities and decision-making. This plan outlines clear policies and actionable steps that highlight our commitment to the environment, society, and economy. Aligned with Accor's overall sustainability goals, Fairmont and Raffles Makati aim to create a positive impact on both people and nature by fostering an equitable workplace and supporting our local community. We also plan to achieve Net Zero carbon emissions by 2050 while adopting a "Nature Positive" approach that emphasizes careful resource use and ecosystem protection in accordance with global agreements.

Our plan includes initiatives focused on energy and water conservation, waste reduction, and responsible food practices. By adhering to these principles and collaborating with local ecosystems, we meet Accor's strategic sustainability goals and set a high standard for the hospitality industry. Additionally, we have implemented methods to track, analyze, and enhance our sustainability efforts. We share our progress with both internal and external stakeholders to keep everyone informed and engaged.

In conclusion, our Sustainability Management Plan reflects our commitment to leading by example in the hospitality industry. By integrating sustainable practices into our operations, Fairmont and Raffles Makati not only contribute to global sustainability goals but also inspire other businesses to prioritize environmental and social responsibility. Through continuous improvement and transparent communication, we are paving the way for a more sustainable future for our guests and the broader community.



Policies and Procedures Implemented in 2023

In 2023, we at Fairmont and Raffles Makati implemented and released five Accor policies along with twenty-three of our own hotel policies, totaling twenty-eight new policies and procedures. We expect these 28 new policies to bring significant benefits across various areas of our operations. Overall, these policies demonstrate our dedication to responsible and sustainable business practices, leading to a range of positive impacts.



Access to Basic Services



Accor Human Rights Policy



Accor Group Water Policy



Anti-Bribery & Corruption



Biodiversity & Landscaping Management



Chemical Storage & Handling



Code of Behaviour for Heritage & Culture Visits



Conduct of Business Not Affecting Local Livelihood



Employee Protection



Environmental Awareness



Environmental Friendly Products & Suppliers, and Endangered Species



Equitable Hiring



F&B: Environmental Impact



Gaia 2.0 Utility & Sustainability Reporting Platform Policy



GHG Reduction Long Term Plan



Green Globe Employees Training

Policies and Procedures Implemented in 2023



Green Globe Packaging Minimisation



Hotel Purchasing Guide 2023



Incorporation of Culture in Doing Business



Local and Fair Trade Procurement



Paperless Express Check-Out Process



Policy Against Commercial, Exploitation, particularly of children and adolescents including sexual exploitation



Protection of Endangered and Threatened Marine Species



Protection of Historical and Archeological Artifacts in Sustainable Tourism



Protection of Sites in Sustainable Tourism



Respecting and Preserving Traditions and Property of Local Population in Tourism



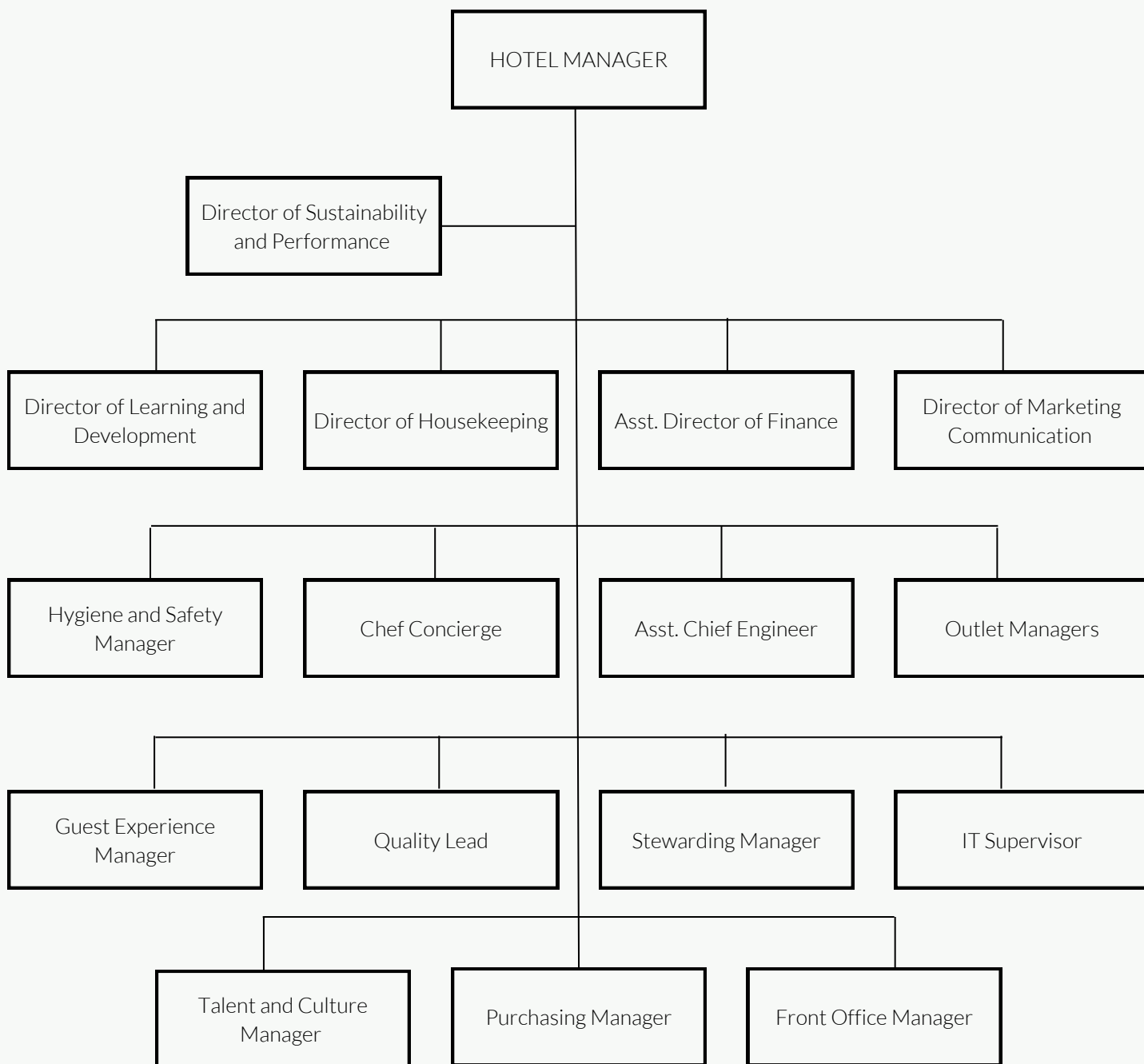
Responsible Procurement Charter



Wildlife Captivity and Impact

Meet the Green Team: Sustainability Committee

The hotel has created an Environmental Task Force, called the Green Team, to lead and oversee its environmental initiatives. This team consists of employees from various departments who collaborate to implement and monitor sustainable practices. By uniting diverse expertise and perspectives, the Green Team effectively manages and continuously improves environmental initiatives. This collaborative approach ensures that the hotel remains committed to sustainability and innovation.



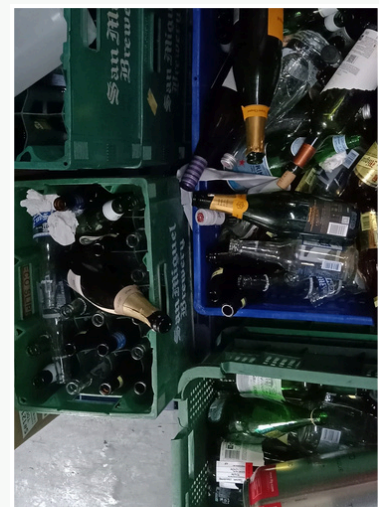
Eco-friendly Ride: Offers BMW Bike for Guests Use

In 2024, Fairmont and Raffles Makati proudly introduce BMW bikes for guests to use and enjoy. This new service showcases the hotel's dedication to sustainability and commitment to providing exceptional guest experiences. With the BMW bikes, guests can explore the city using an eco-friendly transportation option during their stay. This initiative enhances convenience and supports Fairmont and Raffles Makati's efforts to reduce its carbon footprint and promote environmentally responsible practices. Guests can anticipate a seamless and stylish way to discover the city while benefiting from sustainable transportation.

Turning Trash into Value: Waste Recycled into Practical Solutions

Fairmont and Raffles Makati actively partner with Green Trident to promote sustainability and reduce water pollution. The hotel collects, segregates, and recycles waste to make a positive impact. During the transition to glass bottles and bottling facilities, the hotel strategically placed collection bins for cleaned and used PET bottles throughout the property. They donate the contents of these bins to Green Trident, which recycles the materials to help keep the oceans clean. In the last two months of 2023, Fairmont and Raffles Makati donated 2,329.50 kg of recyclable waste.

As of September 2024, the hotel has provided a total of 20,371 kg to Green Trident, which transforms this trash into plastic pallets, recycled paper, and other useful products. This partnership not only addresses the critical issue of ocean pollution but also turns waste into valuable resources. By donating recyclable materials, the hotel demonstrates that thoughtful and strategic actions can create a significant environmental impact. This initiative reflects a strong commitment to sustainability and sets a benchmark for others in the hospitality industry to follow.



Minimising Carbon Footprint: Sustainable Transportation Initiatives



Fairmont and Raffles Makati actively works to cut its carbon footprint with new green transportation measures. In 2023, the hotel uses hybrid vehicles in its fleet, which reduce air pollution and carbon emissions by combining electric power with regular fuel. To further promote electric vehicle (EV) adoption, the hotel partners with Solarius Energy to install EV charging stations on-site. This initiative not only adds convenience for guests but also contributes to the city's expanding network of charging stations, encouraging a broader shift toward sustainable transportation options. Reducing carbon footprints is essential for tackling climate change and protecting the environment. By using hybrid vehicles and installing EV charging stations, Fairmont and Raffles Makati takes meaningful steps to reduce pollution and support the transition to cleaner energy. These actions not only help decrease air pollution but also promote more sustainable transportation choices, contributing to a healthier planet for future generations.

Energy Efficiency Initiatives: LED Lighting Upgrade



Fairmont and Raffles Makati have taken a significant step toward sustainability by replacing over 80% of the hotel's lights with energy-efficient LED bulbs. LED lights are a greener option, using less energy, lasting longer, and producing 90% less heat than traditional halogen bulbs. This upgrade not only reduces the hotel's energy consumption and carbon footprint but also creates a more comfortable environment for guests and staff. By choosing LED lighting, the hotel supports a sustainable future and enhances overall efficiency.

Dedication to Sustainability: Promoting Awareness Through a Digital Canvas



Fairmont and Raffles Makati are committed to sustainability by educating both staff and guests about the hotel's eco-friendly initiatives. We provide mandatory sustainability training for staff and involve them in activities like cleanups, tree planting, and fundraising to promote environmental and social responsibility. We inform guests about these efforts through a Digital Sustainability Mural, strategically located between the Fairmont and Raffles lobbies. This modern display minimizes disposable resources and updates in real-time, improving communication about sustainability.

We also highlight our initiatives on the hotel's website and encourage guests to support environmental and social causes through various campaigns. In-room notices remind guests about water conservation practices, such as changing linens and towels every three days unless requested otherwise.

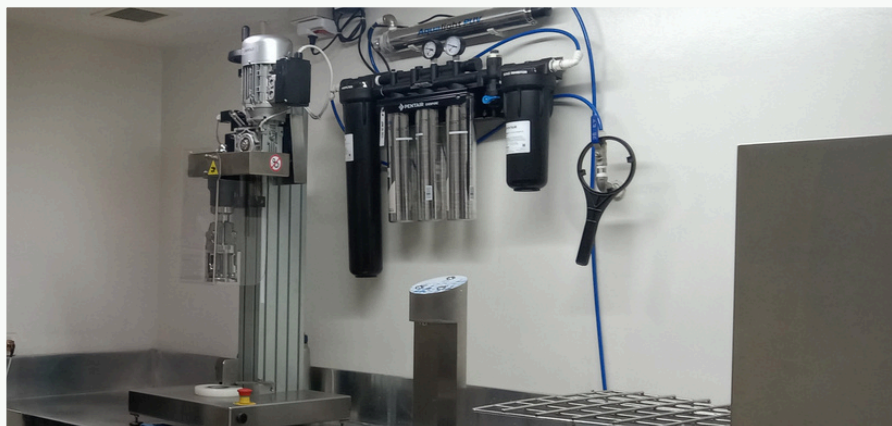
The Digital Sustainability Mural features engaging videos that provide a quick yet thorough overview of our sustainability projects. Eye-catching images and clear descriptions draw viewers' attention and inspire action. This digital format allows us to update information easily in real-time, reducing the need for printed materials and benefiting the environment.

Guests and partners have praised our innovative approach. They share their admiration through reviews and direct messages to management, while our business partners recommend the hotel for several sustainability awards. This positive feedback demonstrates the success of the Digital Sustainability Mural in promoting environmental responsibility and attracting guests and companies who care about sustainability.

At Fairmont and Raffles Makati, we show that luxury and environmental care can coexist. The Digital Sustainability Mural not only informs but also inspires, making it a key element of our strategy to foster a culture of sustainability among our guests and partners.



A Sustainable Future: Shift to Refillable Bottles and Eco-Friendly Packaging



Fairmont and Raffles Makati have eliminated single-use plastic for dry amenities and switched to refillable containers for wet amenities in all guest rooms. We also use eco-friendly materials for food and drink packaging. A key aspect of our green efforts is the new water bottling system, located in the hotel's back-of-house area, which reduces single-use plastics. This system quickly cleans and refills glass bottles, replacing the old PET water bottles in rooms and restaurants. Our new system supports Fairmont and Raffles Makati's goal of decreasing plastic waste while ensuring a steady supply of refillable glass bottles.

Gaia 2.0 Utility and Sustainability Reporting: A Big Step for Accor's Green Future

In 2023, Accor introduced the Gaia 2.0 Utility and Sustainability Reporting system. This new tool is a big step in the company's ongoing efforts to protect the environment and run its business in a sustainable way. Gaia 2.0 helps Accor keep track of how much energy and resources the hotel uses and what actions they take to be more eco-friendly. Gaia 2.0 is more than just a reporting system; it collects data about how much energy, water, and other resources each hotel uses. This helps Accor see where the hotel is using resources excessively and find ways to use them more efficiently. Since starting Gaia 2.0, Accor has focused on being consistent and open about its sustainability efforts.

The system ensures that all the data is collected in the same way, so the reports are accurate. This honesty helps build trust with guests, employees, investors, and government agencies. By sharing what the hotel is doing to be more sustainable, it shows how Accor is serious about making continuous improvements. Gaia 2.0 gives Accor the information which the hotel needs to take action. For example, if Fairmont and Raffles Makati is using too much energy, Accor can introduce new, energy-saving technologies or practices. If the company see a pattern of high water usage, Accor can implement water-saving measures that really work. The launch of Gaia 2.0 fits well with Accor's bigger sustainability goals.

The company has been a leader in sustainable hospitality, which aims to reduce environmental impacts. Gaia 2.0 supports these programs by providing the data needed to make informed decisions and take meaningful actions. As Gaia 2.0 continues to grow, it will become even more important in helping Accor meet new environmental challenges and rules. By improving how the hotel report and act on sustainability, Accor is not only working towards a greener future for the company but also setting a good example for the entire hotel industry.

Protecting Children's Rights through Accor's WATCH Program



Fairmont and Raffles Makati actively safeguard children's rights and combat all forms of sexual exploitation through the Accor WATCH Program (W.A.T.C.H. - We Act Together for Children). In partnership with ECPAT (End Child Prostitution, Pornography and Trafficking for Sexual Purposes), the hotel has established a robust prevention and alert procedure to address this serious crime.

To ensure that every employee can contribute effectively to this cause, Fairmont and Raffles Makati includes child protection training in its New Heartist Orientation. This training emphasizes the importance of vigilance and proactive measures in preventing exploitation, reflecting the hotel's commitment to upholding children's rights and complying with legal standards.

Enhancing Energy Efficiency: Collaboration with an Energy Conservation Consultant

Fairmont and Raffles Makati have engaged an Energy Conservation Consultant to spearhead the hotel's efforts in adopting energy-efficient practices. The consultant conducted thorough audits to identify areas where we could reduce energy use and developed customized strategies for the hotel. With the consultant's guidance, we have implemented a range of sustainable measures, establishing a structured approach to enhance energy conservation. This collaboration not only helps us lower our energy consumption but also strengthens our commitment to sustainability and efficient resource management.

Enhancing Breakfast with an Innovative Hybrid Buffet Experience

Fairmont and Raffles Makati have enhanced their breakfast offerings by transitioning from a full buffet to a hybrid setup. Spectrum, the hotel's dining venue, combines the variety and indulgence of a traditional buffet with the convenience and customization of à la carte options. This approach allows guests to enjoy a wide selection of dishes while ensuring a more personalized and efficient dining experience.

Guests can savor a range of international cuisines, freshly prepared by the hotel's culinary team, along with an assortment of breads, cheeses, cold cuts, and freshly baked goods. For those who prefer à la carte or made-to-order meals, the chefs prepare dishes according to guest preferences. This hybrid setup maintains the luxury and quality expected from Fairmont and Raffles Makati while enhancing guest satisfaction by offering greater flexibility and reduced waiting times.



Usage of Cage-Free Eggs

Fairmont and Raffles Makati actively commit to using cage-free eggs, showcasing the hotel's dedication to high standards, food safety, and sustainability. Fairmont Makati prioritizes cage-free eggs to enhance animal welfare and improve product quality. Additionally, Fairmont and Raffles Makati support responsible dining and environmental goals by sourcing eggs from hens raised in humane conditions.

This commitment to cage-free eggs not only promotes better animal welfare but also sets a sustainability standard in the hospitality industry. By choosing cage-free eggs, the hotel positively contributes to the local food ecosystem and demonstrates Fairmont and Raffles Makati's leadership in responsible sourcing.



The Hotel's Vibrant Herb Garden Brimming with Homegrown Goodness



Fairmont and Raffles Makati embodies luxury and comfort while actively prioritizing sustainability and the use of fresh, high-quality ingredients. A standout initiative of the hotel is its on-site herb garden, which provides an abundance of homegrown herbs for its culinary creations.

By cultivating its own herbs, Fairmont and Raffles Makati aligns with its sustainability goals. This practice minimizes the need for transporting ingredients over long distances, effectively reducing carbon emissions. In this way, the hotel reinforces its commitment to environmentally friendly practices and sustainable hospitality.

The herb garden showcases the hotel's dedication to providing an exceptional dining experience for guests. With freshly grown herbs at their disposal, the chefs can elevate the flavor of each dish, delivering a freshness that is truly unmatched.

Rooftop Bee Sanctuary: A Delightful Showcase of Sustainable Luxury

Raffles and Fairmont Makati embrace sustainability through their innovative rooftop bee farm, which hosts three thriving colonies of bees. Located in the heart of the city, these bees pollinate nearby Acacia and Narra trees, creating a unique citrus-infused honey that the hotel proudly features in its culinary offerings. From breakfast spreads to special afternoon tea sets, this homegrown honey adds a fresh, natural touch that enhances the guest experience.



The bee farm serves not only as a source of premium honey but also as a symbol of the hotel's commitment to environmental responsibility. By nurturing their own colonies, the hotel actively contributes to the local ecosystem, fostering plant life and supporting biodiversity in an urban environment. This initiative underscores the hotel's dedication to sourcing ingredients locally and sustainably, ensuring that every dish is made with fresh and responsibly produced components. Raffles and Fairmont Makati's bee farm plays a vital role in its broader sustainability strategy, seamlessly blending luxury with eco-friendly practices. Through this project, the hotel sets a high standard for responsible hospitality, enriching the experience of guests while benefiting the environment.

Buzzing with Delight: A Sweet Sustainability and Harmony



In June 2023, Fairmont and Raffles Makati transformed Teatime at the Writers Bar with the introduction of the Honeylicious Afternoon Tea spread, showcasing delectable honey-infused treats crafted from the hotel's own bee farm harvest. The Fairmont brand emphasizes sustainability as a core value, and our bee farm boasts six thriving colonies that produce rich honey. Our bees pollinate nearby acacia and narra trees, resulting in a delicious citrusy flavor. This honey delights guests year-round at the breakfast buffet and occasionally features in special themed afternoon tea sets.

The savory platter presents classic pairings of honey with soft cheeses, fruits, and nuts, including Honey Gorgonzola and Arugula Sandwiches, Honey Glazed Chicken with Cranberry Jam Sandwiches, Spinach Crepes with Honey Goat Cheese and Walnut Mousse, Smoked Salmon with Honey Dill Cream Cheese on Pumpnickel, and Honey Dates wrapped in Prosciutto Skewers.

On the sweet side, the plates offer inventive flavor combinations that strike a perfect balance without overwhelming sweetness. Highlights include Dark Chocolate Honeycomb, Tahini and Honey Macarons, Raspberry Pâté de Crème with Honey Nuts, Honey Lemon Ginger Mousse, Burned Butter and Honey Profiteroles, and Honey Osmanthus Infused White Chocolate Tart. The set also includes Classic and Honey Scones, served with jars of clotted cream, jam, and honey.

Planting for the Future: ALI Carbon Forest Volontour



In November 2023, Fairmont Makati hosted a special tree-planting event exclusively for its staff as part of the hotel's dedication to sustainability and environmental stewardship.

The enthusiastic team united to plant thousands of native trees in the local area. These trees will help purify the air, provide habitats for wildlife, and contribute to a healthier planet. Environmental experts guided the staff, ensuring proper planting techniques and educating them on the importance of tree care. This event offered an excellent opportunity for staff members to bond, learn, and make a positive impact on the environment.

This tree-planting day is just one of many initiatives by Fairmont Makati aimed at promoting a greener future. The success of the event emphasizes the hotel's commitment to sustainability and highlights the collective efforts of its team to make a meaningful difference for the environment.

Honouring Strength and Unity Through Empowering Inclusive Initiatives

Fairmont and Raffles Makati actively foster diversity, inclusion, and empowerment within their workplace. This commitment shines through a variety of initiatives and events designed to create a supportive and equitable environment for all employees, and the hotel continues to celebrate these impactful moments.

- **RiiSE Fourth Anniversary:** The hotel recently celebrated the fourth anniversary of RiiSE, Accor's international diversity network, with "Jazz Up Your Uniform." Employees showcased their creativity by modeling sustainable uniform designs that highlighted respect, teamwork, and women's empowerment.
- **Shop for a Cause:** In a fundraising event, employees donated pre-loved items, raising PHP 100,430.00 for children with cleft lips and palates. This initiative funded surgeries and treatments for eight children, underscoring the hotel's generosity and community spirit.
- **World DuoDay:** To encourage inclusion for people with disabilities, the hotel invited young adults with special needs from the Virlanie Foundation to shadow employees for a day. This experience fostered understanding and inclusivity while providing valuable insights into the hospitality industry.
- **Supporting Margaretha Home for the Blind:** The hotel organized an outreach program for visually impaired girls that featured games, food, plush toys, and Christmas carols. This joyful event showcased the talents of the girls and highlighted the hotel's dedication to supporting disadvantaged communities.
- **International Women's Day Celebration:** The hotel extended its celebration into a week-long series of activities, including yoga, a webinar on gender equality, a wellness workshop, a self-defense class, massages, and an appreciation event. These activities empowered female employees, providing opportunities for relaxation while fostering strength and resilience.

These initiatives have significantly improved the hotel's culture and employee morale, enhancing teamwork, communication, and support. Fairmont and Raffles Makati's commitment to diversity, inclusion, and empowerment not only creates a positive work environment but also promotes gender equality. By embracing these values, the hotel supports its employees while making a meaningful impact on the wider community. The dedication to diversity and inclusion is evident in the hotel's various initiatives, which foster a welcoming and supportive workplace that champions respect and equality, ultimately enriching the lives of both employees and the community.

Transforming Dreams into Reality: Granting Wishes for John Paul and Carla

Fairmont Makati proudly partners with the Make-A-Wish Foundation® to bring joy to children facing serious illnesses. Through this partnership, the hotel fulfilled two special wishes: one for John Paul and another for Carla, positively impacting their lives in significant ways.



Despite battling Acute Lymphoblastic Leukemia, John Paul dreamed of becoming an engineer like his uncle. The hotel's Engineering team provided him with a wonderful experience as an engineer for a day, lifting his spirits and instilling hope for the future.

Carla, who was diagnosed with Pulmonary Arterial Hypertension and Down Syndrome, also had her wish granted by the hotel's team. A vibrant child, Carla is active in her church and inspired by her father, a pastor. She wished for a debut celebration with her family and friends, featuring her favorite dish, lechon.



Together, the hotel and the Make-A-Wish Foundation organized a magical party that brought immense joy to Carla and her loved ones. These heartfelt initiatives created lasting memories and brought happiness and inspiration to both John Paul and Carla during challenging times. Raffles and Fairmont Makati continue to make a positive difference in the lives of those in need through their compassionate efforts.

Cheers to Earth Day: Raising a Glass with Eco-Friendly Cocktails



Fairmont and Raffles Makati celebrates Earth Day by offering delicious cocktails that support a worthy cause and reinforce its status as the first hotel to achieve Green Globe certification, leading the way in sustainable hospitality. From April 18 to 24, guests savor exclusive green cocktails that honor Earth Day while contributing to vital conservation efforts in partnership with the World Wildlife Fund (WWF). Among the featured drinks are Tala, a refreshing mix of gin, lemon juice, cucumber basil juice, elderflower syrup, and egg white, garnished with cucumber and a basil film; Urduja, a bold blend of lambanog, Midori, Malibu Rum, lime juice, and pomelo saccharum rum; and Gabriella, a robust cocktail made with gin, green chartreuse, maraschino liqueur, lime, and cucumber, garnished with cucumber and an Amarena cherry. Each sip not only delights guests but also supports WWF's global conservation initiatives, as all proceeds from the event go toward their important work. Fairmont and Raffles Makati's Earth Day celebration exemplifies the hotel's commitment to sustainability and actively engages guests in making a positive impact on the planet.



2024
ONGOING EFFORTS

Sustainable Donation Initiative: Nourishing Minds, One Meal at a Time



In 2024, Fairmont and Raffles Makati actively donates excess buffet food from Spectrum to the Virlanie Foundation. This partnership enhances the hotel's ongoing support for Virlanie, which began in 2023. So far, the hotel has donated a total of 1,328 kg of food, significantly impacting those in need by providing essential meals and reducing food waste. By redirecting surplus food to the Virlanie Foundation, the hotel promotes the well-being of vulnerable communities while championing sustainability. Such efforts are vital, as they not only address hunger but also foster a sense of community and shared responsibility.



Nurturing Transformation: The Hotel's Composting Triumph



In May 2024, Fairmont and Raffles Makati partnered with Integrated Waste Management (IWM) to boost the hotel's sustainability efforts through composting. Since then, the hotel has successfully composted 10,614.70 kg of organic waste, demonstrating its commitment to reducing its environmental footprint. This achievement showcases the positive impact of the hotel's collaboration and dedication to sustainable practices. These efforts not only benefit the environment but also promote a circular economy. Fairmont and Raffles Makati believes that every action contributes to a greener future.

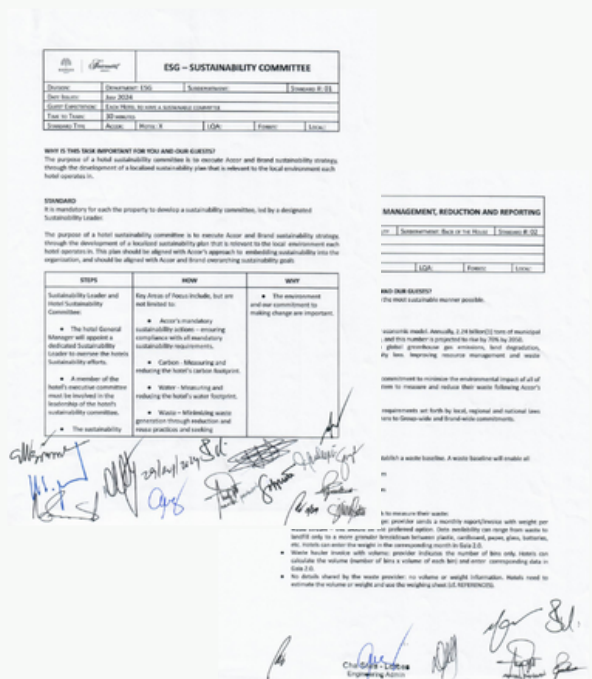
Eliminating Disposable Heating Fuels



In August 2024, Fairmont and Raffles Makati announced a new policy that bans disposable heating fuels, such as diethylene glycol, ethanol, and methanol, across all its properties by January 31, 2025. This policy underscores the hotel's commitment to health, safety, and environmental sustainability. Disposable heating fuels, typically used to keep food warm, contribute to non-biodegradable waste and pose risks to both the environment and public health. By eliminating these fuels, Fairmont and Raffles Makati aims to reduce its ecological footprint while enhancing guest safety. This initiative is part of the hotel's broader strategy to adopt greener alternatives and set a standard for sustainability in the hospitality industry.

Promoting Sustainability: Introduction of New Policies

In 2024, Fairmont and Raffles Makati thoroughly reviewed all Accor and hotel brand policies and launched three new sustainability initiatives: banning disposable heating fuel, enhancing waste management and reporting, and establishing an ESG Sustainability Committee. The ban on disposable heating fuels such as diethylene glycol, ethanol, and methanol reduces environmental impact and health risks by eliminating hazardous single-use substances. The new waste management policy focuses on minimizing waste, promoting recycling, and ensuring accountability through detailed tracking and reporting. The ESG Sustainability Committee will oversee sustainable practices, drive continuous improvement, and ensure alignment with global sustainability standards. These initiatives reflect the hotel's commitment to protecting the environment and fostering a safer, healthier future.



Unveiling the All-Electric BMW i7: Driving Towards a Greener Future



Fairmont and Raffles Makati has added electric and hybrid vehicles to its transportation lineup, including an all-electric BMW i7 and five new hybrid vehicles. This initiative aims to reduce gas emissions from fossil fuels, thereby improving air quality in the surrounding area.

This effort demonstrates the hotel's strong commitment to environmental stewardship and sustainable practices in the hospitality industry. By incorporating hybrid and electric vehicles into its fleet, the hotel not only lowers its carbon footprint but also sets a standard for eco-friendly transportation solutions.

Fairmont and Raffles Makati remains dedicated to advancing these sustainability initiatives, ensuring that every aspect of its operations contributes to a greener, healthier planet. Guests can now enjoy the benefits of reduced emissions and improved air quality, further enhancing their experience at the hotel.

Minimizing Food Waste with Effective Food Waste Management Systems



Fairmont and Raffles Makati actively implements advanced food waste management systems as part of the hotel's ongoing sustainability efforts. By utilizing the Orbisk and Winnow systems, the hotel measures food waste and provides chefs with insights to help reduce it. Excess buffet food is donated to the Virlanie Foundation, while compostable waste, such as food trimmings and yard waste, is collected and processed by Integrated Waste Management Philippines to contribute to a more sustainable environment. This initiative reflects a strong commitment to minimizing food waste and promoting environmental responsibility.

The newly established systems efficiently track, manage, and reduce food waste across the hotel's operations. By focusing on accurate waste monitoring and implementing effective waste reduction strategies, Fairmont and Raffles Makati aims to significantly lower its food waste output. This proactive approach aligns with global sustainability goals, enhances operational efficiency, and reduces environmental impact. Through these measures, Fairmont and Raffles Makati sets a precedent for responsible food management in the hospitality industry, striving for a more sustainable and eco-friendly future.

Embracing Sustainability: A Commitment to Meaningful Celebrations

Fairmont and Raffles Makati actively celebrates key global events such as Earth Day, World Food Day, and Solidarity Week, showcasing the hotel's dedication to sustainability and social responsibility. By participating in these observances, the hotel raises awareness about environmental issues, promotes sustainable practices, and fosters a sense of global solidarity.

These celebrations create opportunities for engaging both guests and staff in meaningful conversations about important topics, driving positive change within the hospitality industry and beyond. Through its involvement in these significant events, Fairmont and Raffles Makati reinforces its commitment to a greener and more inclusive future.



Aviation Wellness Fun Run: Join the Race for Health!



In March 2024, the Heartists at Fairmont and Raffles Makati participated in the Aviation Fun Run, seizing the opportunity to promote health and wellness while supporting a worthy cause.

The team's enthusiasm and teamwork shone as they ran together, highlighting the hotel's dedication to community engagement. Fairmont and Raffles Makati's participation emphasizes the importance of staying active and contributing to community events.

Women's Day: Pound Unplugged Activity

In March 2024, to celebrate Women's Day, the female employees of Fairmont and Raffles Makati participated in a "Pound Unplugged" yoga activity. This event aimed to empower and uplift women while promoting wellness and self-care. Participants enjoyed a refreshing yoga session that blended fitness and relaxation, fostering a strong sense of community and support among colleagues.



Caritas Manila Donation



In April 2024, Fairmont and Raffles Makati donated to Caritas Manila, showcasing the hotel's commitment to community support and social responsibility. This contribution helps those in need and strengthens the partnership with local charitable organizations.

Make-A-Wish: Chef for a Day

In April 2024, Fairmont and Raffles Makati granted another wish through the "Make-A-Wish: Chef for a Day" program for Denzel and Bea. This special event allowed the children to spend a day in the kitchen, working alongside talented chefs to create delicious dishes. The hotel team collaborated to make this day unforgettable, demonstrating its commitment to community engagement and spreading joy to children. This event highlights the hotel's dedication to making a positive impact in the lives of others.



World Wish Day Celebration



In April 2024, Fairmont and Raffles Makati hosted a special event for children in celebration of World Wish Day, bringing joy and excitement to the kids. The hotel team organized fun activities and surprises, ensuring that the day was memorable for all participants. This celebration reflects Fairmont Makati's commitment to giving back to the community and spreading happiness. The event emphasized the importance of making wishes come true and creating positive experiences for children in need.

MMC Blood Donation Drive

In May 2024, employees of Fairmont and Raffles Makati participated in a blood donation drive in partnership with the Manila Medical Center (MMC). This initiative demonstrated the hotel's commitment to community health and social responsibility. The generous contributions from the Heartists aimed to support local hospitals and save lives. Staff participation in this meaningful event had a significant impact not only on those in need but also on the donors themselves.



Marikina River Clean-Up Drive



In May 2024, the Heartists at Fairmont and Raffles Makati participated in a clean-up activity along the Marikina River, reinforcing the hotel's commitment to environmental stewardship and community involvement.

The team collaborated to collect waste and debris, helping to restore the river's natural beauty and promote a healthier ecosystem. This initiative showcased the collective power of the Fairmont and Raffles Makati community in making a positive difference.

Pride Month Parade Participation

In June 2024, Fairmont and Raffles Makati proudly participated in the Pride Month parade, celebrating diversity and inclusion in the workplace. The hotel team joined the vibrant festivities, expressing their support for the LGBTQ+ community.

This participation underscores Fairmont and Raffles Makati's commitment to fostering an inclusive environment where everyone is celebrated and respected. The event emphasized the importance of unity and love, reinforcing the hotel's dedication to social responsibility.



Donations for Affected Heartists During Typhoon Carina



In response to the devastation caused by Typhoon Carina in July 2024, Fairmont and Raffles Makati organized donations for affected Heartists. The hotel team united to provide support and assistance to colleagues in need during this challenging time.

Through their collective efforts, the team gathered essential necessities, demonstrating solidarity and compassion within the hotel community. This initiative reflects the hotel's commitment to caring for its employees and fostering a supportive work environment.

DEAFinitely United Seminar for Awareness

In September 2024, Fairmont Makati hosted the Deafinitely United seminar to celebrate its deaf employees and promote understanding and inclusivity. Staff members engaged in activities to learn about deaf culture and basic sign language, fostering a more inclusive and supportive work environment. This event highlights Fairmont and Raffles Makati's commitment to diversity and inclusion in the workplace.





2024
UPCOMING EFFORTS

Gear Up for Green Globe: Desktop Sustainability Audit Preparation



As Fairmont and Raffles Makati prepares for its annual desktop sustainability audit, it prioritizes its commitment to environmental stewardship. After successfully achieving Green Globe certification last year, the hotel now focuses on maintaining and enhancing its sustainable practices.

This year's audit introduces updated requirements. While last year's certification mandated compliance with 51% of over 300 criteria, this year's process requires full compliance with 56 specific mandatory sustainability measures. This streamlined focus enables the hotel to concentrate its efforts on key areas that significantly impact its environmental footprint.

The team is diligently gathering evidence to demonstrate compliance, ensuring that every aspect of the hotel's operations aligns with Green Globe standards. They are addressing each requirement with care, focusing on waste management, energy efficiency, responsible sourcing, and community engagement.

Fairmont and Raffles Makati's dedication to sustainability not only protects the environment but also enhances guest experiences, positioning the hotel as a leader in eco-friendly practices within the hospitality industry. As the team prepares for the upcoming audit, the hotel is committed to showcasing its ongoing efforts and passion for sustainability, paving the way for continued recognition as a Green Globe-certified hotel.

Upcoming Energy Audit: Boosting Efficiency and Promoting Sustainability



From October 14 to 18, 2024, Fairmont and Raffles Makati will conduct an energy audit. Manuel Ramos from Terao Asia will soon announce the auditor who will assess the hotel's energy usage, focusing on lighting, heating, cooling, and electrical systems. One of the main goals of the audit is to identify opportunities for using energy more efficiently, thereby reducing waste and lowering costs.

This audit demonstrates the hotel's commitment to environmental responsibility and aims to improve overall energy efficiency. The findings will benefit both the environment and the guest experience by ensuring more efficient and eco-friendly operations.

Expanding Plant-Based Selections: Discover Our Signature Vegan Dishes on the Menu



In move to promote sustainability and meet changing culinary preferences, Fairmont and Raffles Makati is excited to expand its plant-based offerings by introducing signature vegan dishes to its menus. This initiative reflects the hotel's commitment to sustainability and its goal of providing diverse, high-quality dining experiences for all guests.

The new vegan menu features a variety of innovative dishes that highlight the natural goodness of locally sourced ingredients. Guests can enjoy vibrant salads, hearty main courses, and delicious desserts, all meticulously prepared to ensure that each bite is a delightful experience.



The signature vegan dishes also demonstrate Fairmont and Raffles Makati's broader sustainability goals. By reducing its reliance on animal products, the hotel takes a meaningful step toward lowering its carbon footprint and promoting a more sustainable food system. This initiative is part of a larger effort by the hotel to integrate eco-friendly practices into its operations, from waste management to energy conservation.

Energy, Water, and Waste Reduction: Achievements and Ongoing Initiatives



Raffles Makati aims to achieve a 5% reduction in energy consumption by the end of 2024 compared to its usage in 2023. The hotel will conduct an energy audit soon to identify opportunities for more efficient energy use, thereby minimizing waste and costs. Looking ahead, Raffles has developed a multi-year plan to achieve a 30% reduction in energy consumption by 2030. In 2023, the hotel fully covered its energy consumption with Renewable Energy Certificates (RECs), resulting in net-zero carbon energy for the year. The REC for 2024 is expected to be generated about six months after the end of the year.



Raffles Makati has successfully reduced its water consumption by 10.54% from January to August 2023 compared to the same period in 2024.



As of August 2024, Raffles Makati has composted 2,122.94 kg of organic waste through its partnership with Integrated Waste Management (IWM). Additionally, the hotel partnered with Green Trident to divert 468.92 kg of recyclable waste in 2023 and a total of 3,538.6 kg of waste by August 2024. Demonstrating its commitment to social causes, Raffles has donated 1,328 kg of food to the Virlanie Foundation from January to August 2024. Furthermore, the hotel has reduced food waste by 5.5% when comparing the full year of 2023 to the year-to-date figures for September 2024.

Fairmont and Raffles Makati is deeply committed to sustainability and community support. The hotel actively demonstrates its dedication to making a positive impact on both the environment and society through ongoing initiatives. These current efforts are just the beginning; Fairmont and Raffles Makati is eager to continuously improve and discover new ways to protect the planet for future generations. With an unwavering promise to pursue a greener and more sustainable world, Fairmont and Raffles Makati ensures that today's actions lay the groundwork for a brighter tomorrow.

