



Raffles Boston

Sustainability Management Plan

2024

Raffles Boston hotel and Sustainable Development

Raffles Boston hotel is located in the heart of the Back Bay neighborhood, surrounded by historic brownstones, storied cultural institutions, bustling sidewalk cafes and boutiques, offering an unmatched experience for those who want to discover the City of Notions at its finest.

With stunning views of the Charles River and the city skyline, this stately home where culture meets indulgence both honors tradition and celebrates local creativity, seamlessly blending the timeless and the new to let you see Boston for all that it is.

At Raffles Boston hotel we believe it is our responsibility to care for our planet and shape a more sustainable future of travel.

Scope and Objective

The primary purpose of this Sustainability Management Plan (SMP) is to guide decision making, management, and daily operations of the hotel to be in a sustainable manner. This Sustainability Management Plan also sets a plan to increase the welfare of employees, guests and protect the environment which surrounds us in Boston.

The scope of this Sustainability Management Plan covers all activities at Raffles Boston hotel and is integrated with all colleagues, guests, partners, owners, stakeholders, and the environment at large.

We consider Green Globe to be the premier global certification for sustainable travel and tourism. The Green Globe framework offers us the opportunity to structure our sustainability strategy systematically. Green Globe also drives us to continuously assess and improve our sustainability strategy and initiatives. Obtaining the Green Globe certification will further strengthen the hotel's commitment to sustainable tourism and operations.

To develop this sustainability policy in a way that is appropriate to the size and scale of the hotel we assessed the company's current sustainability and environmental programs and initiatives; defined measurable objectives which are adapted to the company's size and activities; and developed a sustainability strategy based on four pillars: environmental, social & community-based, and health and safety.

This plan is evolving; supported by our General Manager and employees; and available internally and externally through our website.

Sustainability Management

1. The Business has developed a Sustainability Management Plan that is appropriate to its size and scale.

Our establishment shall maintain this Sustainability Management Plan, complying with the requirements included in this section. Raffles Boston hotel will provide and draft policies and procedures that:

- Are appropriate to the nature and scope of the hotel's activities;
- Are aligned with the four key SMP areas, i.e. Environmental, socio-cultural, quality and health & safety issues;
- Include a commitment to continual improvement of the SMP;
- Include a commitment to comply at a minimum with the current applicable legislations, regulations;
- Provide a framework for setting and reviewing SMP objectives and targets;
- Are documented, implemented, maintained and communicated to all colleagues;
- Are available to all interested and affected parties, and
- Are reviewed periodically to ensure they remain relevant and appropriate to our Sustainability Management Plan.

1.1. Legal Compliance

As of the date hereof and to the knowledge of the business the hotel operates in compliance with current local and national regulations, particularly in terms of health, safety, labor rights, and the environment. The hotel maintains up-to-date insurance policies and other necessary instruments to protect the well-being of both guests and staff.

1.2. Customer Satisfaction

Raffles Boston hotel utilizes TrustYou, a customer experience platform, to collect guest comments, feedback, and inputs through a post-stay customer satisfaction survey. This survey includes a question on sustainability and provides guests the opportunity to provide any additional comments in regards to our initiatives. We also utilize online platforms such as Google, Resy, TripAdvisor, Booking.com, and Expedia to monitor and collect feedback. We believe that customer feedback is a valuable source of constructive information that must be taken into consideration for continuous improvement purposes.

1.3. Accuracy of Promotional Materials

All communication and promotional materials at Raffles Boston hotel go through the Sales and Marketing team and is in line with the company standards (ACCOR & Raffles), local regulations and cultural norms. Our promotional materials do not promise more than can be reasonably expected by customers. All promotional materials are clear, complete and truthful information is given about products and service conditions.

1.4. Local Zoning, Design and Construction

The construction of Raffles Boston hotel underwent the Article 80 review process for the city of Boston. The Article 80 process may include, but is not limited to, review of the project's impacts on transportation, public realm, the environment, and historic resources.

The Raffles Boston hotel site was previously developed and located in a densely populated urban area. The Raffles Boston hotel site did not develop hardscape on the following: land that was public parkland, prime farmland, threatened or endangered habitats, within 100 feet of wetlands, previously undeveloped land lower than 5 feet above 100 flood lines or land within 50 feet from a water body.

1.5. Experiential and Interpretive Tourism

Raffles Boston hotel is committed to providing exceptional guest experiences that showcase the natural surroundings and culture of Boston. We encourage guests to discover the environment and cultural heritage through our curated guest experiences. Local community members lead the programs and guide our guests. Raffles Boston hotel has an array of local partnerships to enhance our guest's stay in alignment with their specific needs and personal interests.

1.6. Communications Strategy

Raffles Boston hotel has a comprehensive communications strategy to inform visitors and guests about our sustainable policies, programs, and initiatives. Our strategy includes:

- Informing guests about water conservation, waste management, and energy conservation practices;
- Encouraging guests to support our sustainability strategy through guest room communication materials;
- Including our sustainability practices in our sales communication items;
- Offering information on local restaurants to our guests; and

- Promoting our sustainability initiatives on social media platforms.

1.7. Health and Safety

Raffles Boston hotel prioritizes the well-being of our guests, staff, and local community by implementing the necessary health and safety measures. Our policy includes:

- Ensuring facilities are kept in good sanitation and cleaning conditions;
- Implementing a preventive maintenance program for all facilities, tools, and equipment;
- Creation of a Health and Safety Committee;
- Training all staff on health and safety at work by our Director of Security;
- Taking necessary safety measures for guest recreational activities; and
- Equipping workshop areas with appropriate PPE and completing monthly checks to ensure that all teams have the relevant PPE.

We have an experienced team of engineers and technicians who maintain the facilities and equipment to ensure they are in good working conditions.

Drums and storage containers/areas located on the property are clearly marked, use spill containment measures to collect spills/drips/leaking of chemicals, and are checked regularly for leaks and replaced as necessary. MSDS (Material Safety Data Sheets) for all chemicals used on the property are displayed or available where the chemicals are stored. If a Material Safety Data Sheet lists a control or safety measure for a specific chemical, these are employed or available at the point of storage. Finally, attention is paid to the separation and storage of chemicals that may react to each other such as chlorine and hydrochloric acid.

By adhering to these standards, we fulfill our responsibility to maintain a safe and secure environment for everyone involved in our operations.

1.8. Disaster Management and Emergency Response

Raffles Boston hotel prioritizes the health, safety, and the well-being of our customers and staff during a possible disaster. Our policy includes:

- Appropriate hotel disaster and emergency management plans for fire, active shooter, weather events, and chemical spills;
- Regular testing and maintenance of emergency lighting, generators, fire equipment, and safety gear; and

- Conducting regular emergency action drill training and annual fire and emergency evacuation drills for staff.

By implementing these measures, we guarantee a swift and effective response to emergencies while prioritizing the safety and well-being of everyone on our premises.

Environmental Policy

At Raffles Boston hotel we believe it is our responsibility to care for our planet and shape a more sustainable future of travel. We commit ourselves to carrying out our operations sustainably, and taking concrete actions to minimize our impact on the environment.

In delivering this commitment, Raffles Boston hotel will:

- Meet applicable environmental legislations and environmental standards;
- Monitor & document energy consumption, water consumption, and waste creation using monthly utility bill data;
- Value and preserve the natural heritage of Boston, thus enabling our guests to enjoy an authentically local experience;
- Promote efficient use of materials and resources across our property, especially water, energy, and food;
- Work diligently to minimize our waste and food waste streams by reducing, reusing, and recycling materials;
- Set environmental objectives and targets and issue progress reports annually;
- Continually monitor and identify opportunities for improvement of our environmental and sustainability strategy;
- Promote awareness and educate our colleagues on environmental issues and sustainable working practices;
- Train colleagues on sustainability practices relevant to their role;
- Engage our guests, colleagues, suppliers, contractors and the local community in our initiatives to preserve the environment and consider their opinions and feedback when setting our environmental programs and procedures;
- Conduct purchasing in line with our Sustainable Purchasing Policy;
- Participate in efforts to improve environmental protection at local levels; and
- Issue an annual Sustainability Continuous Improvement report on new initiatives and activities relating to our environmental strategy and report on energy, water consumption and waste creation.

1. Environmental Awareness

- We will maintain awareness among our colleagues on environmental issues, the preservation of local cultures, and the necessity for everyone to act responsibly.
- We will communicate to our colleagues the environmental practices that need to be implemented at the workplace and other measures that they can apply in their lives.
- We will encourage our colleagues to participate in and support our environmental initiatives.
- We will communicate our environmental commitment to guests and allow them to support us in our initiatives.
- We will extend awareness of environmental issues and best sustainability practices to the local community.

2. Reduction of Greenhouse Gas Emissions

Objective: Measure and analyze our energy consumption to identify opportunities to increase energy efficiency and reduce greenhouse gas emissions.

- Raffles Boston hotel opened in September 2023 and in 2024 we are establishing our baseline energy consumption.
- Raffles Boston took direct investment in greenhouse gas reduction initiatives during construction to increase the energy efficiency of the hotel.
 - The Energy Recovery Unit's contain enthalpy wheels to remove heat and moisture in the summer and add heat and moisture in the winter.
 - Variable Frequency Drives are used on all major pieces of equipment such as HVAC, pumps and motors.
 - We utilize our Building Management System to monitor the building and the Engineering team completes rounds every shift to ensure the space temperatures are appropriate.
 - Continue with preventative maintenance of the equipment.
- We will continue to analyze opportunities to be more energy efficient.
- Reduce our usage of fossil fuels in our energy mix.
- Increase our usage of renewable energy (General Manager has signed a contract to purchase Green-e certified National RECs for 40% our electricity consumption through 2025).
- Maintain equipment to be in ideal and efficient working conditions.
- Monitor, measure, and report our monthly electricity and heating consumption and costs.
- Specify, record, and monitor energy usage and reduction targets.
- Conduct and analyze energy efficiency audits to identify potential energy efficiency projects.

- Analyze and install energy reduction and efficiency projects.
- Utilize timers and sensors to enhance the building's energy efficiency.
- Continue to install all LED lighting fixtures.

Raffles Boston hotel will record and monitor progress towards future energy reduction goals monthly. Monthly energy usage can also be reported as GHG emissions including a breakdown of Scope 1 and 2 emissions. Raffles Boston was built using LEED Gold Standards as guidance to be built as an environmentally friendly building.

3. Sustainable transportation

Raffles Boston hotel offers transportation services using our house luxury fully electric vehicle for our guests. Raffles Boston hotel provides guests with a list of alternative forms of transportation to promote lower carbon transportation and exploring Boston by foot. Finally, Raffles Boston hotel has accessible electric vehicle charging stations through our third-party valet service.

4. Water Consumption

Objective: Raffles Boston hotel recognizes the importance of working to lower our water consumption. Raffles Boston hotel measures and analyzes our water consumption to identify opportunities to lower consumption. Our water reduction strategy is based on various key initiatives.

- The Raffles Boston hotel opened in September 2023, and in 2024 we will establish our baseline water consumption. Once we have this baseline, we will set water reduction targets.
- Raffles Boston made direct investments in water efficiency initiatives during construction to lower the hotel's water usage.
 - All fixtures installed have water-saving devices built in.
 - As part of the rounds, the team looks for active leaks and repairs them.
- We will analyze opportunities to decrease water consumption from our operations.
- We specify, record, and monitor water usage and reduction targets.
- We monitor, measure, and report our monthly water consumption and costs.
- We offer guests the option to participate in our linen and towel reuse program.
- We repair water leaks and ensure that water-saving devices in the guest rooms are installed and functioning properly.
- We prefer regional plants in our landscaping that require less water.
- We will continue to use low-flow devices.

Our water sourcing is sustainable and does not adversely affect environmental flows. Both black and grey waste water are managed in non-polluting ways and do not affect public

health. No bodies of water are polluted with toxic and/or hazardous products from our operations. Raffles Boston hotel's water is managed by the Boston Water and Sewer Commission and tested for water quality by Massachusetts Water Resource Authority.

5. Policy for managing pollutants

Our policy for managing pollutants, effluents, and emissions is based on key initiatives:

- We installed and regularly inspect our ultra-high efficiency condenser boilers.
- Water and wastewater are managed by the Boston Water and Sewer Commission.
- We handle the vast majority of our waste through a specialized company committed to environmental sustainability.
- We test HVAC systems monthly to ensure compliance with local and national standards and regulations.
- We participate in our local recycling and composting program.
- The products and chemicals used for housekeeping are managed and serviced by Ecolab to ensure optimal chemical compositions and operational efficiency.
- The construction of the Raffles Boston hotel includes various noise control measures.
- We manage lighting using a timer system.
- We raise awareness and train our employees on the responsible use of chemicals.

Waste Management

We prioritize reducing waste, reusing materials, and recycling at Raffles Boston hotel. Our Waste Management Plan includes the following key initiatives:

- We limit the use of disposable packaging.
- We use recyclable products and materials whenever possible.
- We use large-format refillable toiletries in all guest rooms, the spa, and the fitness center.
- We have eliminated single-use plastics in the guest experience and are working to continue removing single-use plastics from our operations.
- We are searching for effective alternatives for challenging-to-replace single-use plastic items.
- We support and participate in our local recycling program (the Raffles Boston hotel also participates in recycling programs for cooking oils, toner and ink cartridges, and coffee capsules).
- We compost our organic waste.
- We monitor, measure, and report our food waste.
- We identify and implement robust food waste reduction initiatives.

- We organize clean-ups in our surrounding community.
- We provide reusable cups to hotel employees to minimize the use of disposable cups.
- We reuse hangers provided by external laundry services.

Raffles Boston hotel records monthly waste volume/weight and costs data. Waste reductions goals will be specified and measured against. Food waste is measured daily in all of our outlets and food waste reduction goals are specified.

6. Sustainable Purchasing Policy

Raffles Boston hotel adheres to Accor's [Responsible Procurement Charter](#). Raffles Boston hotel recognizes that our purchasing decisions have an impact on the environment. Our purchasing strategy can also positively impact local communities and the environment through the goods and services we choose to purchase and companies we partner with. Raffles Boston hotel chooses to encourage the production of goods with environmental certifications and environmental initiatives in mind. Our objective through this policy is to ensure that environmental criteria are integrated into the selection of our current and future suppliers. Our Sustainable Purchasing Policy includes the following initiatives:

- Incorporating environmental criteria into purchasing policies and procedures;
- Encouraging and using eco-friendly products;
- Using recycled, compostable and bio-degradable products;
- Creating standards on frequently purchased items to insure items are purchased in line with our sustainability initiatives;
- Increase our purchasing of seasonal, organic, and locally produced food;
- Continue to only use eco-labeled products and cleaning agents with our housekeeping team;
- Encourage and prefer vendors who provide and take back reusable packaging, if a vendor offers this service Raffles Boston hotel will utilize it;
- Explore the possibilities of further reuse and/or recycling with vendors;
- Promote sustainable supply chains by seeking vendors who have environmental certifications, sustainability programs/commitments, and purchasing policies;
- Purchase paper products for internal printing with recycled content and sustainable forestry certifications;
- Prefer to purchase paper products that have sustainable forestry certifications;
- Prefer service suppliers who have third party certifications in sustainability and eco labels; and
- Integrate animal welfare into our purchasing decisions (e.g., no eggs from caged hens).

7. Destination Protection

The environment and culture of Boston is one of the main attractions to visitors. To develop sustainable tourism and protect the destination of Boston we will:

- Ensure the protection of the natural and cultural values of the area while developing and creating activities for our guests;
- Participate in future local efforts to restore ecological habitats in Boston;
- Offer tours and activities to our guests which are respectful of the environment and local communities;
- Promote local food and cultural attractions; and
- Work with local organizations and local guides when developing cultural attractions and tours.

8. Biodiversity and Protection of Wildlife

Raffles Boston hotel promotes biodiversity and the protection of wildlife. To promote biodiversity, we will:

- Not impact local wildlife or plants;
- Not impact the habitat of local wildlife or plants;
- Support local initiatives that protect local wildlife and habitat (with financial resources or with our time);
- Work to increase the amount of seafood and fish on our menus which is Marine Stewardship Council certified;
- Ensure that invasive plants and animals are not introduced during our operations;
- Not display or sell products made from threatened or protected plants and animal species;
- Participate in ecological restoration initiatives in the local area; and
- Not detain any captive wildlife on property.

Endangered species, products thereof, or items stemming from unsustainable practices are not sold, traded, or displayed on the property grounds. We prohibit the use of invasive alien species in our gardens, landscapes, and other areas of operations.

Raffles Boston hotel is also working with local wildlife and conservation experts to further develop our biodiversity and conservation strategy. This may include staff volunteering and cultivating guest experiences in Boston's urban parks. Finally; Raffles Boston planted two native Pin oaks at the hotel. These species were chosen because they are native and adapted

to the urban environment that Raffles Boston is in. If in the future, these trees require care Raffles Boston will work with an urban forester or arborist to properly maintain them.

9. Sustainable Food and Beverage

Raffles Boston's food handling program is in line with industry best practices. To promote and build sustainable food systems Raffles Boston hotel has and will continue to:

- Measure our food waste, define and implement robust reduction initiatives;
- Set food waste reduction goals;
- Offer at least one vegetarian and vegan option at all our outlets per meal period;
- Purchase a portion of protein from antibiotic free farming practices;
- Work to increase the amount of seafood and fish on our menus which are Marine Stewardship Council certified;
- Prefer to purchase locally and serve seasonal food;
- Provide warnings for food allergy items;
- Provide recyclable or compostable "to-go" containers for food;
- Not serve endangered species; and
- Our drinking water and ice used for human consumption is demonstrably safe.

10. Green Meetings

Raffles Boston hotel incorporates sustainability into meetings which are held at Raffles Boston hotel. Our green meeting strategy includes the following initiatives:

- We calculate energy consumption and carbon emissions on an individual room/event basis;
- Provide optional programs to meeting attendees for event carbon footprinting through the Accor Net-Zero Carbon Calculator (a new tool to be released soon);
- Reuse table decorations and do not provide linens;
- Provide teleconferencing attendance options;
- Reuse meeting amenities;
- Print double-sided unless otherwise requested;
- Place recycling bins in all meeting rooms;
- Adjust air-conditioning and HVAC temperatures in accordance with the number of event attendees;
- Adhere to our sustainable food and beverage standards; and
- We fully document our venue sales methodology.

Overarching Objectives

- Achieve Green Globe certification
- Lead decision making to be more sustainable

Raffles Boston hotel complies with this Environmental Policy as far as reasonably possible.

2. Social and Economic

2.1. Community Development

Raffles Boston hotel is dedicated to fostering community development, supporting local economies, and promoting responsible business practices. Our commitment is reflected in the following standards and practices:

- We support neighboring community cultural activities and visit local communities throughout the year during our volunteer work.
- We sell locally made products for our guests in the minibar in all guest rooms.
- We display local art and books on Boston.
- We are a member of the local tourism association – Massachusetts Lodging Association.

2.2. Local Employment

Raffles Boston hotel proactively supports local employment across its operations. By promoting local employment, we enhance community involvement, integration, and economic benefits, while preserving the authentic character of our services.

Local employment is supported by Raffles Boston hotel by visiting local career fair events.

2.3. Fair Trade

Raffles Boston hotel purchases local and fair-trade services and goods to promote local businesses and sustainable practices. By opting for local goods and services, we contribute to the local economy, reduce our carbon footprint, and enhance the visitor experience. Our purchasing program is in alignment with the company standards (ACCOR & Raffles).

2.4. Support Local Entrepreneurs

Raffles Boston hotel supports local entrepreneurs and promotes local products in our services. We have curated the minibar in each guest room to be full of local products to the Boston area. Raffles Boston also has provided access to local companies to sell

directly to guests. This shows Raffles Boston hotel support for local entrepreneurs as it spreads awareness and guests can enjoy them.

2.5. Respect Local Populations

Raffles Boston hotel adopts measures to promote an understanding and respect of cultures and customs. During staff orientation there is a portion dedicated to diversity and inclusion.

2.6. Prevention of Exploitation

Social, gender, and racial discrimination are prohibited at Raffles Boston. Raffles prevents exploitation through the following measures:

- All employees are trained on Accor's mandatory human trafficking training, WATCH.
- We hire the best candidate for the role. We have a no tolerance policy on discrimination.
- We comply with domestic labor laws and social rights regarding exploitation.
- All colleagues receive a copy of the Ethics Charter when starting employment.

2.7. Equitable Hiring

Raffles Boston hotel promotes diversity and equality on all levels of the business, and no colleagues or applications are discriminated against. All positions are filled based on competence. Raffles Boston adheres to all local laws and regulations concerning labor laws and offers conditions and wages superior to the minimum requirements.

2.8. Access to Basic Services and Local Livelihoods

Raffles Boston hotel ensures that our activities do not jeopardize access to basic services such as water, energy, and sanitation for individuals or neighboring communities.

2.9. Bribery & Corruption Prevention

Raffles Boston hotel adheres to Accor's [Anti-bribery and Corruption Policy](#). Raffles Boston hotel 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.

3. Cultural Heritage

Raffles Boston hotel is committed to preserving cultural heritage, minimizing visitor impacts, and creating opportunities for our guests to have a positive impact on our local environment.

Our policy includes the following standards:

3.1. Code of Behavior

Raffles Boston hotel does not exploit the cultural intellectual property of the local communities.

3.2. Historical Artifacts

Raffles Boston hotel does not sell, trade, or display historical or archaeological artifacts (unless the corresponding permits are obtained).

3.3. Protection of Sites

Raffles Boston hotel complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage

3.4. Incorporation of Culture

Raffles Boston hotel incorporates elements of local art, architecture, and cultural heritage in our operations, design, decorations, and food. Guests are told about the site's history and culture upon arrival. and Raffles Boston hotel offers a variety of customizable opportunities to experience Boston's culture.

This concludes the Sustainability Management Plan for Raffles Boston hotel in 2024.

Sustainability is an ongoing journey; therefore, the Sustainability Management Plan will be reviewed annually.

Reference

Green Globe Certification Standard