

Hotel Sustainability Policy – InterContinental Singapore Robertson Quay

Policy Statement

InterContinental Singapore Robertson Quay is committed to promoting sustainability by protecting the environment, supporting local communities, promoting the River Valley/Robertson Quay area and preserving cultural heritage. Our policy also extends to ensuring economic viability, upholding human rights and prioritizing health, safety and risk management.

Sustainability is at the core of our operations and business choices, aligning with the principles of the Global Sustainable Tourism Council (GSTC) Criteria. Additionally, we aim to form partnerships with our stakeholders to promote a culture of sustainability across our operations, supply chain and the communities where we conduct business.

This policy serves as the guiding document for our continuous improvement journey towards a more sustainable future.

This policy will be communicated to all staff, guests, suppliers, and stakeholders.

1. Sustainable Management and Planning

We are dedicated to effective sustainability planning and management, ensuring that our commitment is integrated into all aspects of our business.

- **Legal Compliance:** We will comply with all relevant local, national, and international legislation and regulations, including those related to environmental protection, labour laws, and health and safety.
- **Sustainability Team:** A dedicated "Green Team" or a designated Sustainability Manager will be responsible for overseeing the implementation, monitoring, and continuous improvement of our sustainability initiatives. This team will include representatives from all key departments.
- **Action Plan:** We will maintain a comprehensive sustainability action plan with clear, measurable goals and targets related to energy, water, waste, and social impact.
- **Tracking:** Measure, track and analyse our environmental and social impact across our operations.
- **Communication:** We will actively communicate our sustainability efforts and performance to staff, guests, and the public through various channels. Ensure that all information provided is accurately presented in promotional materials and marketing communication with regards to our organization, products and services, including any sustainability claims.
- **Guest Engagement:** We provide guests with information on our sustainability initiatives and encourage their participation through responsible behaviour. Monitor guest satisfaction including aspects of sustainability and take corrective action where needed.
- **Colleague Engagement:** Provide opportunities for staff to engage in the development and implementation of sustainability initiatives, through education and training.

- **Supplier Relations:** We will prioritize and encourage suppliers and partners who demonstrate a commitment to social and environmental responsibility, favouring local and sustainable sourcing.
- **Asset Lifecycle:** Incorporate sustainability in all stages of the building and infrastructure lifecycle, including compliance with all applicable zoning requirements and laws related to protected areas and heritage considerations.

2. Socioeconomic Benefits to the Local Community

We believe that our success is directly linked to the well-being of our local community. We are committed to maximizing the economic and social benefits of our operations for local residents.

- **Local Employment:** We prioritize hiring local residents and provide them with fair wages, safe working conditions, and opportunities for professional development.
- **Equity:** Ensure that labour rights are respected and employees are paid at least a living wage. Employees are offered regular training, experience and opportunities for advancement.
- **Local Sourcing:** We actively seek to purchase goods and services from local businesses, including food, beverages, and crafts, to support the local economy and reduce our carbon footprint.
- **Community Support:** We engage with the local community through partnerships, donations, or other forms of support for local projects related to education, health, or social welfare. We will have a clear grievance mechanism for the local community to voice concerns.
- **Fair Practices:** We will operate with transparency and integrity, adhering to fair business practices and protecting human rights. We have a zero-tolerance policy for any form of exploitation, including forced labour or child labour.
- **Inclusion:** Ensure accessibility for all, including persons with special needs.

3. Cultural Heritage Preservation

We respect and celebrate the cultural heritage of our destination and are committed to its preservation and enhancement.

- **Cultural Preservation:** We will protect and promote the cultural heritage of our area. We will not sell, trade, or display any artifacts that are of archaeological or historical significance.
- **Guest Education:** We provide guests with information about local traditions, customs, and heritage sites, and encourage them to engage with the local culture in a respectful and meaningful way. We will raise awareness of responsible tourism and travel among our guests in areas where we operate.
- **Support for Local Culture:** We support local artisans, musicians, and performers by showcasing their work and incorporating it into the guest experience where appropriate. We will incorporate elements of local culture into our property, while respecting the intellectual property rights of local communities.

- **Respectful Interaction:** We will encourage and train our staff to be knowledgeable and respectful of local traditions and to share this knowledge with our guests.

4. Environmental Protection

We are committed to minimizing our environmental footprint through efficient resource management, pollution prevention, and biodiversity conservation.

- **Energy Management:** We monitor and actively work to reduce our energy consumption by using energy-efficient appliances.
- **Water Conservation:** We implement water-saving technologies, such as low-flow fixtures, and establish a linen and towel reuse program. We will monitor our water consumption and set targets for reduction.
- **Waste Reduction and Recycling:** We will implement a comprehensive waste management program based on the principles of **Rethink, Refuse, Reduce, Reuse, Repurpose, and Recycle**. We will minimize the use of single-use plastics and separate waste for recycling and composting.
- **Pollution Prevention:** We will take measures to prevent and mitigate pollution, including the proper storage and disposal of chemicals, the use of environmentally friendly cleaning products, and the reduction of vehicle emissions. We avoid non-biodegradable toiletries and sunscreens containing oxybenzone or octinoxate. We also avoid pesticides, insect repellents containing DEET, and other persistent chemicals where environmentally responsible alternatives are available.
- **Biodiversity Conservation:** We will take responsibility for the land on which we operate, supporting and contributing to local biodiversity conservation efforts. We will use native plants in our landscaping and take care not to introduce invasive species.
- **Supply chain management:** We give preference to environmentally sustainable suppliers and products, including capital goods, food, beverages, building materials and consumables.
- **Procurement:** We make responsible purchasing decisions for consumable and disposable goods to minimise amount of waste generated.

Review and Reporting

This policy will be reviewed annually to ensure its continued relevance and effectiveness. We will measure our performance against our sustainability goals and communicate our progress to all stakeholders. Our commitment to sustainability is a continuous journey, and we are dedicated to learning and improving our practices for the benefit of our planet, people, and profits.

InterContinental Singapore Robertson Quay Management - 1 September 2026