



FOUR SEASONS

# FOUR SEASONS *FOR GOOD*

**OUR COMMITMENT TO PEOPLE AND OUR PLANET**

**GSTC2024 SINGAPORE**

# OUR PORTFOLIO

As of year-end 2023, Four Seasons managed 128 hotels and resorts and 53 residential properties in major city centres and resort locations in 47 countries, with more than 50 projects at various stages of planning or development.

## North America

- 28 Hotels
- 23 Resorts
- 30 Residences



## Europe

- 15 Hotels
- 6 Resorts
- 4 Residences



## Middle East & Africa

- 15 Hotels
- 7 Resorts
- 8 Residences



## Central & South America

- 3 Hotels
- 1 Resort
- 1 Residence



## Asia-Pacific

- 20 Hotels
- 10 Resorts
- 10 Residences



○ Hotels and Resorts

● Private Residences

## OUR GLOBAL PRESENCE

128

Hotels and Resorts

47

Countries

53

Residential Properties

16 M

Nearly 16 million square feet of luxury residential space

# PLANET

We're passionate about leaving the world better than we found it. We don't just want to be best in the world, we need to be the best for the world. That's why we are focused on protecting and regenerating the planet with love and care, so the only impact we have is for good.



1

Designing sustainable environments



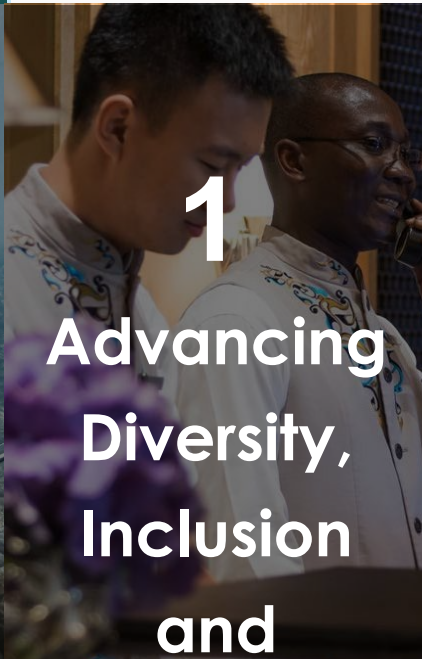
2

Minimizing our footprint



3

Connecting to the environment locally



1

Advancing Diversity, Inclusion and



2

Creating life-changing opportunities



3

Giving back locally

## FOCUS AREAS

# PEOPLE

We're dedicated to building a better future for our people and the communities around us. From enabling our diverse teams to reach their full potential, to giving back with genuine heart – together we are focused on creating a positive and enduring impact, for good.

# PLANET ACHIEVEMENTS

100%

Of our hotels use large format bathroom amenities

93%

Of our hotels eliminated plastic water bottles, saving over 11M bottles per year

80%

Of our hotels have local biodiversity and conservation projects

74%

Of our hotels offer EV chargers (439 globally)

- Calculated our property-level and portfolio-wide environmental footprint back to 2018
- Established annual energy, carbon, water and waste reduction targets for every property
- Committed to eliminate single use plastics from the guest experience
- Implemented our Sustainable Food and Beverage program and committed to cut food waste in half by 2030
- Established our Sustainable Design Standards requiring all new construction and major renovations to achieve LEED Gold or higher



# PEOPLE ACHIEVEMENTS

Top 10%

Corporate ranking on inclusion and belonging as identified by our survey partner, Glint

340+

Employees supported through the Golden Rule Relief Fund

80%

Properties with Four Seasons for Good Teams

\$18.8M+

Raised for cancer research by Four Seasons offices and hotels

- Advanced our global DIB strategy through education, programming, and infrastructure
- Created positive impact through cancer research support, community partnerships and local apprenticeship programs at our properties and offices globally
- Activated our Golden Rule Relief Fund to provide rapid financial assistance to our employees and communities impacted by disaster
- Evaluated our human rights risks globally, developed due diligence guidelines, and launched enhanced training for hotel teams



# RESORTS PRESENT *CHALLENGES & OPPORTUNITIES*



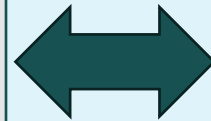
- Resource intensity and usage
- Local infrastructure and sourcing
- Sensitive ecosystems
- Seasonality
- Community expectations

## CHALLENGES



- Renewable/alternative solutions
- Self-sufficiency and supplier development
- Preservation and conservation
- Dynamic management
- Deep community impact

## OPPORTUNITIES



# ENHANCED *SUSTAINABILITY STANDARDS*

STRUCTURED AROUND THREE KEY PILLARS



## ENVIRONMENT

Achieve recognized environmental certifications (LEED Gold or approved equivalent).



## HEALTH AND WELL-BEING

Follow select Fitwel standards that support the health of our guests, residents and team members.



## NET ZERO

Address site- and region-specific environmental concerns by focusing on net zero carbon, waste or water.

# EIGHT FOCUS AREAS

## GUIDE AND INFORM THE DESIGN, CONSTRUCTION AND OPERATION OF OUR PROPERTIES

### BIOPHILIC DESIGN

Introduce elements of nature for well-being of guests and employees

### SUSTAINABLE SOURCING

Ensure materials used during construction and operations are sustainably sourced

### EMBODIED CARBON AND LIFE CYCLE ASSESSMENT

Implement strategies to reduce greenhouse gas emissions

### EFFICIENCY, LOW-CARBON SOLUTIONS AND RENEWABLE ENERGY

Investigate opportunities for design of highly efficient buildings

### CLIMATE RISK AND RESILIENCE

Ensure projects are designed to withstand changed climate conditions

### SMART BUILDING SOLUTIONS

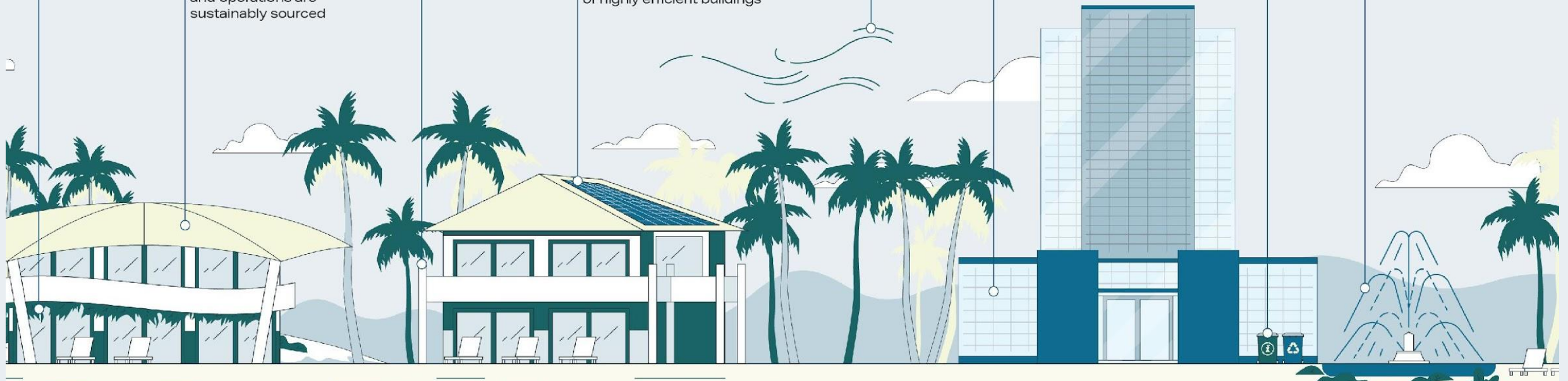
Implement innovative practices throughout a building's lifetime

### WASTE MINIMIZATION

Identify infrastructure needs to minimize waste associated with design and construction

### WATER EFFICIENCY

Design building systems for efficient use and reuse of water during operations



Sustainability Standards supplemented with ambition for all existing properties globally to achieve a sustainable tourism or green build certification



# FOUR SEASONS *FOR GOOD* IN ACTION

## FOUR SEASONS SAFARI LODGE SERENGETI



## FOUR SEASONS RESORTS MALDIVES





FOUR SEASONS

THANK YOU

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