

ROOTED

Quarterly Report for Sustainability

THIRD QUARTER 2020



EMBRACING THE ENVIRONMENT

LIVING WELL AND GREEN

Admire COVID-19, Banyan Tree Group Champions a Sustainable Future through Food

As a global leader in sustainability and wellbeing, Banyan Tree Group has introduced a series of pioneering initiatives to drive a sustainable future through food.



A sustainable fishery in Lăng Cô, Central Vietnam, employs traditional fishing methods.

Food choices greatly impact not only our health, but our collective future. Consumer surveys post-COVID have shown that over 75% of consumers will choose to live healthier lifestyles after this pandemic, with food choices and nutrition ranking as one of the top areas for change. Leading the curve in responsible business, Banyan Tree Group has introduced a series of pioneering initiatives to bring personal wellbeing and the greater good closer together.

Sustainable Supply Chain

In 2019, Banyan Tree Group implemented a Code of Conduct for suppliers to map supply chain transparency, with over 900 suppliers registered to-date. This year, in line with marine conservation goals, the Group has implemented a 25% benchmark of sustainable seafood sourcing by 2025 from sustainable fisheries. Banyan Tree Global Foundation's experts will review seafood species served at each location and support identification of sustainably certified alternatives.

Dr Steve Newman, Director of Banyan Tree Global Foundation, said: "It is our hope that this period, challenging as it is for the world, will prove to be a catalyst to review what, where and how we source, and an impetus for a responsible approach. By increasing community resilience through supporting local procurement, we believe that the quest for better personal wellbeing through food choices is an opportunity for us to make a difference, now."

Value-aligned F&B Partnerships

The Group has also embarked on collaborations in different areas of the food value chain. A soon-to-launch one is with Grassroots Pantry, a pioneering brand in Hong Kong at the fore of plant-based cuisine in Asia's fine dining scene. A capsule menu featuring plant-based, immunity-boosting foods and sustainable kitchen practices, is to launch later this year. The menu will debut in the Group's Phuket properties followed by a roll-out in all its hotels globally. The Group will also partner with Country Foods to introduce plant-based products (meat, dairy and protein alternatives) into its supply chain, starting with its Thailand hotels.

Biodynamic Retained Farming

Championing local procurement and sustainably sourced food, the Group has soft-opened ORI9IN – the first gourmet organic farm in Chiangmai, Thailand. Read our [Q2 issue](#) for more on ORI9IN.

Ms Ho Renyung, VP, Brand HQ of Banyan Tree Holdings, added: "Our ambition is not to be the largest, but to be here the longest, and that means being stewards for our shared future. #17 of the UN's Sustainable Development Goals is Partnerships – as a brand that values ecosystem thinking and diversity, these initiatives will further our primary mission to create sanctuaries of living well."



Banyan Tree Group is collaborating with Grassroots Pantry to elevate plant-based cuisine.

EMBRACING THE ENVIRONMENT



WORLD TOURISM DAY 2020

Creating Value for Communities through Tourism

Marking World Tourism Day 2020, we celebrated the tourism industry's unique ability to create value for communities. Supporting long-term societal prosperity is central to Banyan Tree Group's drive to provide aid and opportunities to communities where we operate. These efforts range from promoting cultural heritage, responsible sourcing for Banyan Tree Spa's indigenous products, to upskilling the local workforce through our Seedlings and lifelong learning programmes.

This year, our properties worked with associates, guests, volunteers and government partners to boost domestic tourism in the midst of the COVID-19 pandemic. Many also took this opportunity to organise green initiatives to make a positive impact on their environment and community.

Here are the highlights from our properties:

Laguna Bintan worked with the Indonesian government to host the Coordination Meeting of COVID-19 Handling and National Economy Recovery Committee, with strict safety and hygiene protocols in place. Close to 200 people gathered at the event, including senior ministers and government officials, who held important discussions regarding the country's tourism, economic recovery and pandemic measures.

In Thailand, **Banyan Tree Krabi** raised awareness of sustainable tourism through its "Krabi...We Love" social media campaign, which invited guests and members of the community to post about Krabi's tourist attractions or local cultural activities. **Banyan Tree Phuket** and **Angsana Phuket** organised a clean-up, with 24 volunteers clearing 82.9kg of trash along a beach front so others in the community can continue to enjoy it.

Banyan Tree Yangshuo in China similarly conducted a community clean-up activity and collected 20kg of rubbish during the effort.

Our properties in Malaysia, **Banyan Tree Kuala Lumpur** and **Pavilion Hotel Kuala Lumpur Managed By Banyan Tree**, organised an internal face mask design competition to promote domestic travel and remind all to wear a mask for safety. Themed "Cuti-Cuti Malaysia", which means traveling within Malaysia, the competition drew 20 creative design entries from associates.

EMBRACING THE ENVIRONMENT

PROPERTY HIGHLIGHTS: KEEPING OUR ENVIRONMENT CLEAN AND GREEN



Banyan Tree Ringha

In August, the resort organised a clean-up along Shu Du Gang Riverside. The team comprised of 11 associates and 10 guests who walked more than two kilometres, clearing over 53kg of trash along the way.



Banyan Tree Tamouda Bay

To prevent food wastage, the resort donated leftovers to the Association de Défense des Animaux et de la Nature (ADAN), an animal shelter in Tetouan. In agreement with the shelter, associates will regularly donate leftovers, such as vegetables, meat and fish, and are encouraged to volunteer with the shelter.



Maison Souvannaphoum Hotel by Angsana

The resort took part in a joint clean-up with hotels located around Luang Prabang. The effort involved 40 participants, who cleared 450kg of waste from the streets.



Laguna Bintan

Over the last three years, Laguna Bintan has worked with WCD Kepri to organise the World Cleanup Day event in Indonesia's Riau Islands. This year's event was held in September, with 954 participants joining to collect over 12,000kg of waste in 14 locations around the Riau archipelago. Strict safety measures were in place, and each location had a maximum of 100 participants.

EMPOWERING PEOPLE

WORLD MENTAL HEALTH DAY 2020

Banyan Tree Group Prioritises Mental Wellbeing for Guests and Associates Alike

Amidst the ongoing pandemic and its ensuing uncertainty, Banyan Tree Group rolls out group-wide initiatives to promote wellbeing and mindfulness.



With the ongoing pandemic and its ensuing uncertainty, mental health conditions are rising across the globe. Marking World Mental Health Day 2020, Banyan Tree Group has announced three pioneering group-wide initiatives to promote wellbeing, particularly mental wellbeing, during COVID-19 and beyond. In doing so, it advocates for more corporate leaders to invest in mental health and align to WHO's call to action to redress the historical neglect of this area.

“As the first step towards a journey of recovery and building resilience, we have prioritised mental wellbeing and the skills of effective self-care. While this was an initiative we conceived of pre-COVID, the pandemic has only elevated its importance. Anxiety levels are at an all-time high globally. We are in an industry that continues to be severely affected. As leaders, it's our job to help alleviate that for our teams at this time. Simply, we can only look after our guests when we look after our associates,” said Ms Ho Renyung, Vice President of Brand HQ, Banyan Tree Holdings.

As an inside-out journey, the Group's people-first approach led it to revamp its group-wide training modules to express its service culture of 'I am with you'. Leaning on tenets of empathy, positive psychology and mindfulness-based stress reduction (MBSR), the modules build in an experiential learning and facilitative approach. Led by the Banyan Tree Management Academy and Wellbeing teams, this is an internal learning revolution that promotes resilience, self-awareness, and self-care.

In addition, the Group is laying the groundwork to support associates' wellbeing with the launch of Project T, a tele-therapy service which partners with likeminded externally-certified wellbeing practitioners. Strictly confidential and available in English, Chinese and Thai languages, associates benefit from complimentary professional sessions to learn stress management techniques, to apply at work and in their personal life.

During this time, the Group has also pivoted its usual annual associate surveys to focus more on individual wellbeing. After a successful pilot in July, it will roll out an Organisational Wellbeing Index for all its associates globally in the end of the year. The index, with a set of 64 questions on lifestyle practices, is based on Banyan Tree's eight pillars of wellbeing: sleep, dietary awareness, interaction, intimacy & involvement, physical vitality, cultivating the mind, learning & development, harmony with nature and sustained practices.

The pilot survey had shown that associates scored high in relationship and the practice of virtues while sleep and physical fitness are two key areas for improvement. Based on each property's overall results pinpointing employees' wellbeing, headquarters will provide guidelines, training and activities for implementation. Whilst much of the wellness industry mentions new technologies, trends and products people must have to live well, it is the conscious practice of these simple basics, underpinned by helpful technology, that makes the personal journey of wellbeing truly sustainable.

Ms Ho added: “We all have stress in our life and we need a culture that is open to how we collectively and individually address that. There is no question that mental wellbeing is a vital component in building a resilient global workforce of the future. We have only just started this journey, but the feedback has been very positive. In sharing this, we hope more corporate leaders will focus on this area, especially in Asia.”

EMPOWERING PEOPLE

PROPERTY HIGHLIGHTS: CREATING VALUE FOR OUR COMMUNITIES



Banyan Tree Mayakoba

Despite the COVID-19 situation, associates remained in touch with students under the resort's Seedlings Mentorship programme. Maintaining regular contact through digital means, they provide these youths with guidance and help with school activities where needed.



Banyan Tree Lijiang

As part of its efforts to promote the area's local Naxi culture, Banyan Tree Lijiang organised 12 Naxi praying ceremonies in July, during which 130 participating guests prayed for their happiness and health.



Laguna Phuket

Since its inception in 1992, Laguna Phuket Kindergarten has continuously offered free child care services and preschool education to children of community members and associates. Amidst COVID-19, associates arranged health and dental check-ups with Bangkok Phuket Hospital and Cherngtalay Health Promoting Hospital to ensure students are in good health during this period.



Banyan Tree Vabbinfaru, Angsana Ihuru & Angsana Velavaru

With the support of Banyan Tree Global Foundation funding, our properties in the Maldives donated medical equipment to the nation's Ministry of Health to support efforts in curbing the spread of COVID-19. The team donated a high-end testing processor, which offers highly versatile and automated testing methods that can reduce the sample time by half. This data can also help to identify risk factors and guide plans for future healthcare needs.

GROUP HIGHLIGHTS



Award for Community and Social Responsibility

Banyan Tree Group recently clinched the Pacific Asia Travel Association (PATA) Gold Award for Community and Social Responsibility. The award acknowledges our Group's exemplary sustainability efforts over the past 25 years, including our 25th anniversary global sustainability initiatives in 2019 to raise awareness of environmental issues among guests, associates and partners worldwide.



Sustainability Strategy, Policies and Procedures

The global and local impacts of COVID-19 have given us opportunity to review our strategy and reset our sustainability processes for the future. We have drafted new guidance for our teams, formalising our procedures with new policies that govern how we implement and measure sustainability, addressing everything from sustainable seafood to gender equity to training and waste management.



Impact Assessment

Understanding impact and the shared value we create through our sustainability programmes, is essential to maximise the use of our funds to benefit people and the planet. This quarter, we developed an approach to quantify the impact of our efforts for financial, social, human and natural capital. We aim to share our findings in our annual report, and will iteratively improve this process over time.



Partnerships and Support

Now, more than ever, partnerships play a key role in helping businesses achieve success. In this spirit, Banyan Tree Global Foundation supported library renovations in Indonesia, and long-term environmental monitoring in the Maldives and Indonesia. We continue to partner with universities in the United Kingdom and Australia to support research, while also collaborating with Eco-Org to organise an innovation and sustainability event in the Maldives (<https://fenn.events/>).