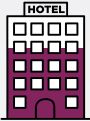


2030 GOALS

- Reduce waste in our managed operations by 50%
- Reduce food waste sent to landfill by 50% in our managed operations
- Send zero soap to landfill by recycling all used guest soap bars

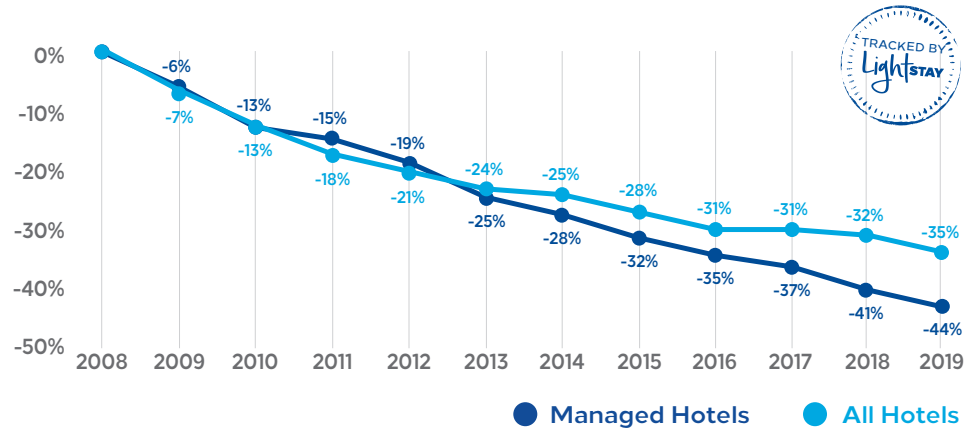


On Track

PROGRESS:

- 44% reduction in landfilled waste (managed hotels)
- 35% reduction in landfilled waste (all hotels)
- 88% of portfolio participating in soap recycling
- Food waste program established in the Americas and piloting in EMEA and APAC

LANDFILLED WASTE REDUCTION (MT/m²)



We work with our partners, including our waste haulers, suppliers and donation partners, to find innovative ways to address waste. Our waste reduction strategy seeks to reduce the overall amount of waste produced in our hotels, while taking steps to divert remaining waste from landfill through donation, composting, recycling, energy from waste incineration and other diversion opportunities. While we continually seek and deploy options and innovations to reduce waste across all aspects of our operations, in 2019 we were especially focused on three material areas of waste: soap recycling, food waste and single-use plastics.



35% of waste diverted from landfill

(managed hotels only)

SOAP RECYCLING

We are proud to have been the first hotel brand to make soap recycling a brand standard, and the first to set the commitment to send zero soap to landfill. We operate the largest soap recycling program in the industry, and in 2019 we expanded our soap bar recycling program to 5,300 hotels (88% of our portfolio) – including all hotels in the U.S. and Canada. Used soap from our guest rooms is collected by our housekeeping teams and sent to our soap recycling partners, such as Clean the World, Soap Aid, Soap Cycling and Sundara, who sanitize the soap and turn it into new bars for donation.

5,300

hotels participating



13M+

bars of recycled soap



Donated to those in need in

127 countries



In 2019 our All-Suites and Focused Service brands successfully completed the [Clean the World Challenge](#), recycling enough soap to create more than 2M new bars that have been distributed to communities in need.

FOOD WASTE

Our food waste reduction program is an integral component of our efforts to cut our environmental footprint in half by 2030. Food production is the single biggest cause of deforestation, water extraction, and habitat and biodiversity loss, and yet globally one-third of food is wasted. Based on waste audits at our hotels, we estimated that in 2017 approximately 41% of the waste that we produced was food waste. We are focused on improving our measurement capabilities to better understand our current food waste levels and reduce this amount, to help mitigate the related environmental impacts from food loss.

We have worked with WWF to deploy our comprehensive food waste reduction program to our hotels in the Americas, including expanding our [food donation program](#) to all managed hotels in the U.S. and Canada. In 2019, we piloted our food waste program in our Asia-Pacific and Europe, Middle East and Africa regions in preparation for 2020 rollout. The program, which leverages the [Hotel Kitchen](#) toolkit, guides hotels through techniques for reducing food waste in every step of the Food & Beverage process, from purchasing and menu planning to donation of excess edible items and disposal of remaining inedible food.

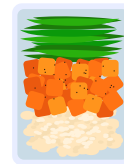
6M+

pounds of food waste diverted from landfills by Americas hotels



60%

reduction in buffet waste in 6 hotels in Egypt and the Middle East through use of food waste measurement technologies



890

hotels globally have implemented composting programs

SINGLE-USE PLASTICS

We take the global issue of plastic pollution seriously as a threat to the communities, environments and destinations in which we operate. We continue to refine our approach to reducing single-use plastics in our hotels, continually seeking opportunities to transition to reusable items where ever possible. In 2019, we took steps to reduce our use of disposable plastics, and we will further drive these efforts in 2020.

Announced that we will continue to transition from individual bath toiletries to [full-size dispensers](#) across our global portfolio by 2022



Removed plastic water bottles from all meetings and events at managed hotels in Asia Pacific and Europe, Middle East and Africa

Implemented global ban on plastic straws, cocktail picks and stir sticks



More than 1,000 hotels offer our Meet with Purpose sustainable meeting program, which includes a focus on reducing waste in meetings.



Conrad Maldives Rangali Island commissioned international artist John Melvin to create an art installation from plastic waste, to catalyze conversations on sustainability and environmental protection.

COLLECTIVE ACTION TOWARDS THE SUSTAINABLE DEVELOPMENT GOALS

- Member of the United States Department of Agriculture, Environmental Protection Agency, and Food and Drug Administration's U.S. Food Loss and Waste 2030 Champions network of organizations that have committed to fighting food waste

