

ROOTED

Quarterly Report for Sustainability

SECOND QUARTER 2020



EMBRACING THE ENVIRONMENT

FOOD FOR THE FUTURE

Banyan Tree Group Opens Organic Farm in Chiang Mai with Chef Turned Farmer

Championing sustainably sourced food, Banyan Tree Group has soft-opened ORI9IN, the first gourmet organic farm in Chiang Mai, Thailand, with chef-turned-farmer James Noble of The Boutique Farmers.



ORI9IN will officially open to the public this October and will feature a zero-waste fine-dining experience for guests.



Chef James Noble whipping up a White Menu meal.

Set on 350 acres of land, ORI9IN features retained farming and farm rental spaces to grow specific ingredients, as well as to test and grow overseas products for over 15 top Michelin-starred restaurants and hotels in Thailand.

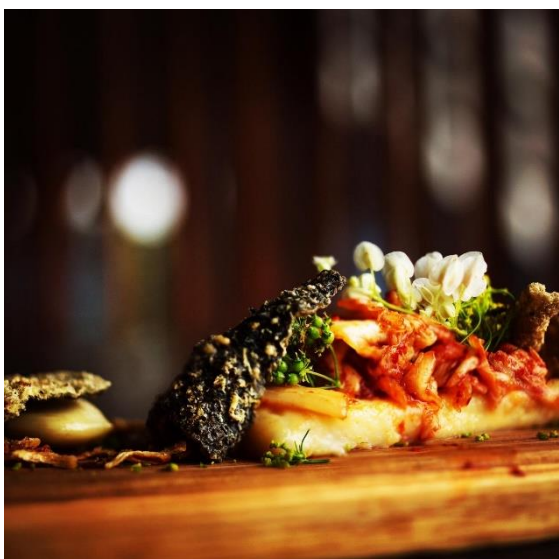
Families can also rent land, bond over farming and enjoy their harvests, which will be delivered to their homes weekly. The farm's community garden grows a variety of vegetables, including aubergine, kale, chillies, pumpkins, green beans, basil, lemongrass, garlic and tomatoes. It also provides complimentary vegetable harvesting to villagers daily.

"This new farm in Chiang Mai is our flagship pilot for sustainable farming for healthier eating, and we definitely have intentions to expand. A partnership grounded on the passion for a sustainable future through food, this enterprise leverages the post COVID-19 quest for better health and wellbeing," said Ms Ho Renyung, Vice-President, Brand HQ of Banyan Tree Group.

The farm will officially open to the public this October and will feature a zero-waste fine-dining experience for guests. The farm's restaurant, named Waiting For May, is home to the world's first white menu experience: Guests simply write their preferences on a piece of white paper, and then Mr Noble and his team will whip up a meal based on those preferences.

A joint venture with Banyan Tree Group, the farm is the brainchild of Mr Noble and Khun May of The Boutique Farmers Pak Nam Pran. "Luxury is changing. Fine dining is changing. What people want from the new norm is to know where their food is coming from. They care much more about the process than whether there's a white cloth on the table. This is the future," said Mr Noble.

A 30-minute drive from Chiang Mai, the farm will offer ticketed options for different experiences and a first-hand experience of crop planting. On a visit to ORI9IN, guests will also be able to purchase the farm's fresh produce.



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EMBRACING THE ENVIRONMENT



WORLD ENVIRONMENT DAY 2020

Banyan Tree Group joins hands with the global community for World Environment Day

From lush green tropical jungles to rainbow-coloured coral reefs, nature is incredibly beautiful. We are not only grateful for the diverse ecosystems surrounding our properties in stunning locations worldwide, but actively seek to protect and nurture them.

In celebration of World Environment Day, our properties held meaningful activities for associates, guests and partners to raise awareness of green issues and make a positive impact. As the world recovers from COVID-19, Banyan Tree Group is also serving as a member of the **EarthCheck Global Hygiene Taskforce** to help the tourism and travel industry meet health and hygiene challenges.

Here are the highlights from our properties:

Laguna Bintan partnered with Raja Ali Haji Maritime University (UMRAH) to organise a webinar on sustainability and engineering in the tourism sector. They also held a reef clean-up session and health and fitness activities.

Banyan Tree Chongqing Beibei planned a series of green activities for associates, including a meat-free day at the associate canteen, clean-your-plate campaign and paper recycling and weeding. Guests who donated US\$2 and joined in paper recycling activities received a recycled bag.

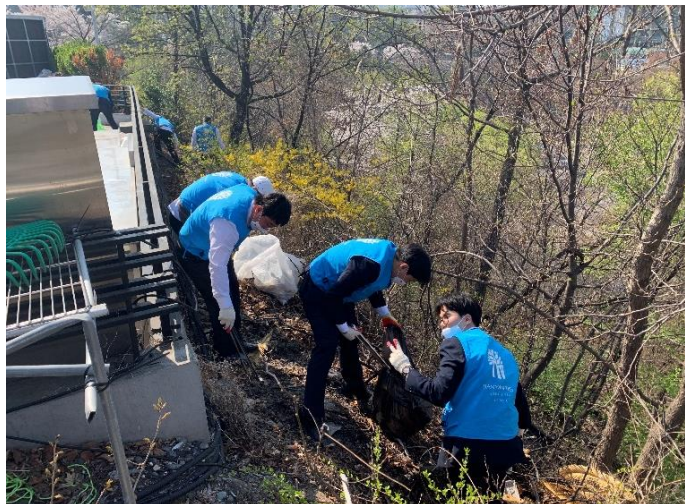
Maison Souvannaphoum Hotel by Angsana revisited the place where they had planted trees with students of the children culture centre and employees of the Natural and Environmental Department. They cleared the area of rubbish and trimmed trees. Also, the hotel's sustainability champion took part in a live panel on the climate crisis.

Banyan Tree Sanya emphasised self-care and a greener planet through its series of morning yoga, poolside breakfast and paper recycling activities, involving 30 guests and 20 associates.



EMBRACING THE ENVIRONMENT

PROPERTY HIGHLIGHTS: KEEPING OUR ENVIRONMENT CLEAN AND GREEN



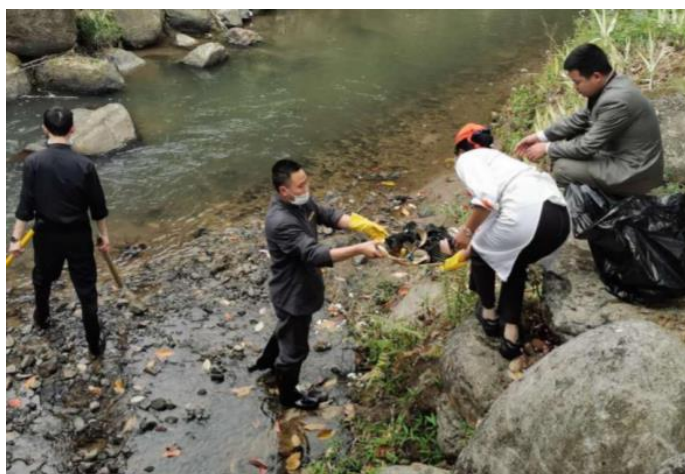
Banyan Tree Club & Spa Seoul

Associates got together to clean their surrounding community, collecting 20kg of trash and leaving their environment clean and green for the public.



Banyan Tree Sanya

The team at Banyan Tree Sanya organised a beach clean-up to remove harmful algae blooms and pick up 187kg of trash.



Banyan Tree Tengchong

General Manager Mr William Xu and his associates rolled up their sleeves to pick up rubbish at a nearby river, pushing through despite the hot weather. The team collected 106.39kg of trash and left the river cleaner for the community.



Banyan Tree Kuala Lumpur

A team of 50 associates took time off their schedules to clean up areas surrounding the hotel and beautify their community.

EMPOWERING PEOPLE

SAFETY AND HYGIENE DURING COVID-19

Banyan Tree Group Launches SafeSanctuary, an Integrated Health and Wellbeing Programme Globally

In preparation for the return of travel, Banyan Tree Group is committed to going the extra mile to ensure a Safe Sanctuary for both associates and guests.



Partnering with Bureau Veritas to co-develop a proprietary label and set of protocols, Banyan Tree Group has launched the SafeSanctuary Programme, an integrated health and wellbeing programme that incorporates protocols of assurance and wellbeing standards. This is being rolled out progressively from June 2020 throughout all properties.

The SafeSanctuary Seal demonstrates the rigour of Protect, Provide and Prevent, to assure all guests and associates of the Group's enhanced health and safety measures at all guest touchpoints as they plan, book and stay with us. This programme has over 40 areas of enhanced protocols, including screening procedures, hygiene stations, and redesigned processes throughout the guest and associate experience. Highlights of the programme include:

Protective assurance protocols

Rigorous cleaning and distancing protocols are applied through the guest and associate journey, focusing on high-traffic public areas as well as high-touch areas in-room with EPA-approved and recommended cleaning agents. Appropriate distancing is encouraged through signage and with ambassadors in public areas such as pools, lobbies, restaurants and other facilities. There are limited capacity quotas in enclosed areas and for group activities. Guest amenities, linens and bedding are thoroughly steamed and arrive fully protected in-room, ensuring a pristine and comfortable night of sleep.

Providing for Contactless Journeys

Going contactless as much as possible, in-room directories and restaurant menus are being replaced with digital options for convenient access on personal devices. Check-in and check-out processes and experiences such as personal health and fitness classes, cooking sessions or wellbeing consultations, may be conducted in-room to enable a vacation prioritising privacy.

Preventing through Continuous Education & Training

All associates are educated continuously on the evolving nature of this health situation, along with guests and surrounding communities. Education and training are fundamental to ongoing success, and the centralised Banyan Tree Management Academy will increase its subject-specific training standards worldwide. Hygiene Managers on each property and key personnel will apply audit technology that allows implementation of the new protocols.

Wellbeing Now and for the Future

The Group, known for pioneering wellbeing for guests and associates, is rolling out an Organisational Wellbeing index to assess and respond to associates' wellbeing, as well as a regional Tele-therapy service to help support emotional and mental health. Self-care, mindfulness and resilience modules are already available for both associates and guests. Within the SafeSanctuary programme, additional global standards will focus on deep rest through sleep, activities emphasising the connection to Nature, and culinary offerings emphasising plant-forward menus and ingredient integrity.

Looking Ahead

Banyan Tree Group's primary mission is to create sanctuaries to live well, and is dedicating all efforts to ensure a Safe Sanctuary for guests' return.

EMPOWERING PEOPLE

PROPERTY HIGHLIGHTS: PROTECTING OUR COMMUNITY DURING COVID-19



Banyan Tree Phuket & Angsana Laguna Phuket

In support of the local medical community, associates delivered 100 lunch boxes to doctors, nurses and staff at Vachira Phuket Hospital every day between 8 to 14 April.



Laguna Bintan

Together with 14 resorts and tourism destinations in Lagoi, Laguna Bintan gave 3,700 relief packages to residents of Teluk Sebong who are in need. Each relief package consisted of food items like rice, sugar, coconut oil, milk and soy sauce.



Banyan Tree Tamouda Bay

To support members of their community, Banyan Tree Tamouda Bay provided those in need with fresh fruits, vegetables and eggs, collected and packed by associates.



Banyan Tree Vabbinfaru & Angsana Ihuru

As we tide over COVID-19, our associates performed a cover of 'Heal The World' by Michael Jackson to keep people's spirits up. Enjoy their cover and music video, shot in the charming Ihuru island in the Maldives:

IGTV: <https://bit.ly/2yORGOD>

YouTube: <https://bit.ly/2Vqlb0T>

Facebook: <https://bit.ly/2XxWHFS>

EMPOWERING PEOPLE

PROPERTY HIGHLIGHTS: PROTECTING OUR COMMUNITY DURING COVID-19



Banyan Tree Samui

Associates from Banyan Tree Samui donated drinks and snacks to Koh Samui Hospital workers at various COVID-19 screening checkpoints around the island.



Laguna Phuket

In Phuket, small gestures in the community continues with the setting up of "The Little Sharing Pantry". People are invited to donate dried or non-perishable food items for anyone in need during this time.



Banyan Tree Tianjin Riverside

Protecting our community also means protecting ourselves and our guests. As part of increased safety measures, Banyan Tree Tianjin Riverside provided masks, gloves and disinfectants to all associates. Associates are also treated to boiled pear soup, a natural remedy for cough and sore throat.



Laguna Lăng Cô

In an effort to protect both associates and the environment, Laguna Lăng Cô has distributed washable and reusable antibacterial cloth masks to associates, instead of single-use ones. Additionally, hand scrubs are set up at public areas for all to use.

GROUP HIGHLIGHTS



Sustainable Supply Chain

To date, over 1,000 suppliers have completed our required Code of Conduct, affirming their commitment to the United Nations (UN) Sustainable Development Goals and ten principles of the UN Global Compact to protect people and the planet. Next, we will map our supply chain and work with suppliers to evangelise our sustainability ethos.



EarthCheck Progress

Since our last quarterly update, Banyan Tree Lijiang achieved the Platinum Award. Gold Certifications were retained by Laguna Bintan, Laguna Lăng Cô, Banyan Tree Bangkok and Banyan Tree Cabo Marques, while Banyan Tree Seychelles retained the Silver Certification.



Food Waste Reduction

With World Food Day approaching in October, we have piloted food waste tracking in the Maldives to establish a baseline. As we target food waste reduction and diversion from landfill, our pilot shall be expanded across the group, and supported by sustainable seafood purchasing targets by end of the year.



Gender Pay Gap

We have completed a pilot review of the Gender Pay Gap as part of our initiative to ensure equity in the workplace. We aim to upscale this pilot across the group and share findings and establish targets in our next annual report.