

# Corporate Social Responsibility

Shangri-La's Corporate Social Responsibility (CSR) guiding principles are built on the following areas that reflect existing and emerging standards of CSR:

## THE ENVIRONMENT

Shangri-La is committed to environmental protection and stewardship.

Shangri-La's goal is to mitigate impacts on the environment by working with all stakeholders to promote and implement responsible environmental practices and continuous improvement.

Shangri-La recognises that resource conservation, biodiversity and pollution prevention are key to a sustainable environment, and will effectively integrate these concepts into its business decision-making.

All employees are responsible and accountable for operating in an environmentally responsible manner.

## HEALTH & SAFETY

Shangri-La is committed to protecting the health and safety of our customers, employees, suppliers and the public by providing a safe and healthy environment.

All security and Fire/Life/Safety staff in every hotel are thoroughly trained for emergency situations of all types.

Security and safety initiatives are implemented by each hotel based on the assessment of the local situation.

Shangri-La is committed to being a leader in food safety management systems.

All employees are responsible and accountable for contributing to a safe working environment and fostering safe working practices.

## EMPLOYEES & THE COMMUNITY

Shangri-La will ensure that employees are treated fairly and with dignity.

Shangri-La will provide an environment where employees may achieve their personal and career goals.

Shangri-La will apply fair labour practices, while respecting the national and local laws of the countries and communities where it operates. It will not knowingly engage or be complicit in any activity that results in human rights abuse.

Shangri-La embraces diversity in the workplace and is committed to providing equal opportunity in all aspects of employment. It will not engage in or tolerate unlawful workplace conduct, discrimination, intimidation, or harassment.

Shangri-La will provide employment and economic opportunities in the communities where it operates, contributing to their quality of life.

Shangri-La contributes to local communities by initiating and supporting philanthropic biodiversity cultural and civic projects.

## **SUPPLY CHAIN MANAGEMENT**

Shangri-La will work with its supply chains to effectively manage its direct and indirect environmental impact.

Shangri-La requires suppliers to meet local legal requirements relating to the environment, human rights and other regulatory work practices.

Shangri-La's supplier selection process will inform potential suppliers of its expectations, policies and processes, and its requirements of them in relation to CSR.

Whenever possible, Shangri-La will contribute to the local economy by providing procurement opportunities in the communities in which it operates.

## **STAKEHOLDER RELATIONS**

Shangri-La is committed to meaningful dialogue and relevant actions with all stakeholders and will engage them in a clear, honest, and respectful way.

# Solar Water Heating System

Recognising the serious threat that greenhouse gas emissions pose to the environment and the harm they may cause to our future generations, Shangri-La Hotel, Bangkok has taken a giant step to reduce its carbon footprint by investing Bt 13 million in its **solar water heating system**. Heating systems are one of the highest and most expensive energy consuming processes, especially in developing countries. Reducing dependence on traditional energy sources and maximising use of natural energy such as the sun proves to be the more sustainable choice.

A solar water heating system is a process of harnessing the power from the sun as a renewable energy source to warm water for both domestic and industrial usage. It encourages high productivity, especially in tropical climates. The hotel has installed the solar panels across a 938-square-metre space on its rooftop.

The installation of the hotel's solar water heating was completed in March 2011. It has enabled the hotel to heat 25 million litres of water a year, which is sufficient hot water supply for the 802 guestrooms of the Shangri-La Wing and Krungthep Wing. The hotel has reduced hot water energy consumption and its expenditure on liquefied petroleum gas by up to 30%, equivalent to an annual savings of 2.7 millions baht. In addition, by contributing to a clean and green environment, the solar water heating system yields many advantages, as listed below:

## **Economic Benefits:**

Shangri-La Hotel, Bangkok embraces this grand ideal of sustainable living through the conservation of energy. While "going green" requires a very high initial outlay, we trust that the savings will outweigh the lifetime energy costs, allowing us to achieve both economic and financial success. The solar water heating system by far offers the largest potential savings and at the same time, allows us to conserve non-renewable fuel for other applications and reduce dependence on foreign oil.

## **Environmental Benefits:**

By using clean energy to heat water instead of using a combustible source, fewer pollutants are being introduced into the environment. The emission of carbon dioxide, sulphates and nitrates has a direct impact on our health and our habitat and are the main factors that lead to the greenhouse effect. With the implementation of the in-house solar water heating system, the hotel has put a stop to 435 metric tonnes of CO<sub>2</sub> emissions annually.

It may look like a tiny step but hopefully, this tiny step will make a difference in the world.

All things considered, Shangri-La Hotel, Bangkok wholeheartedly strives to offer our guests comfort, facilities and resources that do no harm to our environment whatsoever, following in the footsteps of the company's corporate social responsibility mission, which states:

*"We strive to be a leader in corporate citizenship and sustainable development, caring for our employees and customers, seeking to enrich the quality for the communities in which we do business, and serving as good stewards of society and the environment."*

## Rooted in Nature

Shangri-La Hotel, Bangkok is committed to promoting greater traceability and transparency of where the hotel's food sources come from. The hotel wants to set a global standard for culinary social responsibility and create long-lasting commitment to the local community in the form of sustainable partnerships.

As a proud supporter of Thailand's Royal Project, the hotel recognises the farmers, fishermen and ranchers that make dining at the Shangri-La property in Bangkok not only delicious, but also sustainable. In this regard, the hotel introduced Rooted in Nature items into its menus to cherish the sustainable path that Shangri-La has set forth. The ingredients in these menus are locally grown, free of chemicals and pesticides, sustainably sourced, certified organic and certified free trade, featuring the finest locally and ethically sourced ingredients. The goal is to offer 50 per cent more sustainable and locally sourced items on the menus by 2017 and 75 per cent by 2020.

Diners can identify Rooted in Nature menu items by spotting the pea shoot logo beside the dish description on a la carte menus and buffet stations at all day dining restaurants and selected specialty restaurants. Rooted in Nature items on the menu must meet one or more of five guidelines for an ingredient that is prominent in that dish.

With Shangri-La's Rooted in Nature initiative, our hotel group aims to:

- support local agricultural and fishing communities,
- buy chemical pesticide-free local produce,
- source free-range livestock and poultry products, where possible,
- acquire sustainably sourced seafood caught through ethical means and serve organic and fair-trade products as indicated by national and local food safety standards.

In 2012, Shangri-La Hotels and Resorts announced its "Sustainable Seafood Policy" with the commitment to cease serving shark fin at all of its operated restaurants as well as in banqueting. This policy is a continuation of Shangri-La's journey towards environmental support.