

Building Sustainability

BANYAN TREE HOLDINGS LIMITED
SUSTAINABILITY REPORT 2016



BANYAN TREE
HOLDINGS

Banyan Tree was founded with the core value of driving sustainable development. As a global hospitality group operating in diverse locations, Banyan Tree's concept of sustainability seeks to create long term value for multiple stakeholders and destinations. The company's triple bottom line of economic, social, and environmental success helps direct sustainable development by aiming to inspire associates, guests, and partners to take a wider consideration encompassing a long-term view when making business decisions.



Scan this QR Code to access to the online version of the Banyan Tree Sustainability Report 2016.

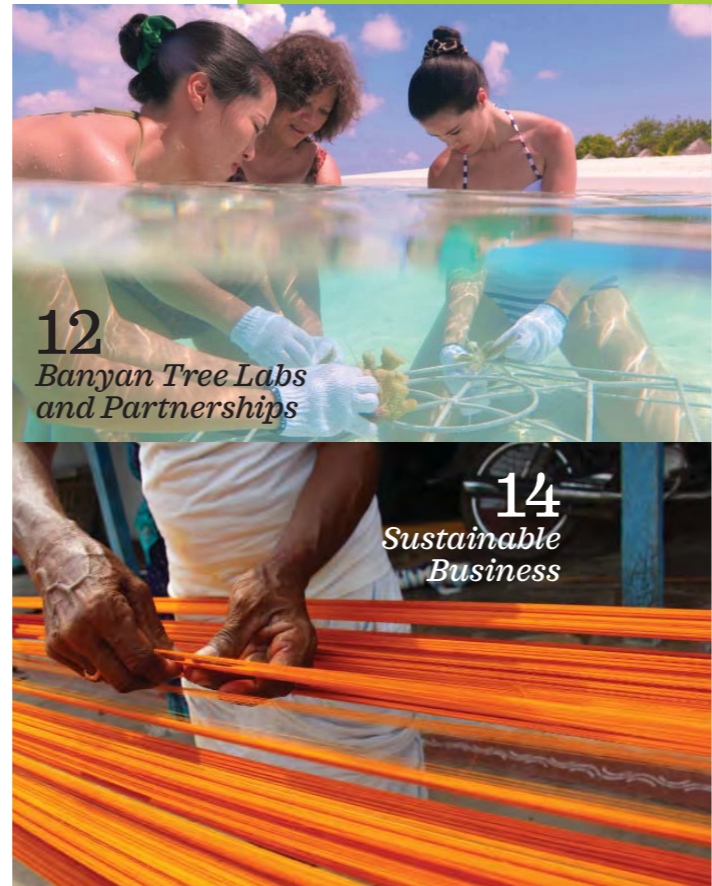
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Contents



Introduction

- 2 Our History of Sustainability
- 4 Our Core Values
- 5 Building a Brand... for Good
- 6 Sustainable Tourism Development

Embracing the Environment

- 8 Efficient Operations
- 10 Projects by Location
- 12 Banyan Tree Labs and Partnerships

Sustainable Business

- 14 Gallery, Spa, and MATTER
- 16 Workplace Diversity



Empowering People

- 17 Seedlings Mentorships & Seedlings Café
- 18 Education
- 20 Community Impact

Additional Information

- 22 Corporate Governance
- 23 Future Directions

Our History of Sustainability

Sustainability has been a core value for Banyan Tree even before the first hotel opened...

1992

- American Express and International Hotel Association Environmental Award for remediating "toxic site" into Laguna Phuket

1994

- Banyan Tree Phuket opens, launching the brand

1996

- Banyan Tree Gallery opens first retail outlet in Phuket

2001

- Green Imperative Fund (GIF) mechanism launched

2003

- Banyan Tree Maldives Marine Lab starts construction as the first resort based research centre in Maldives

2004

- Banyan Tree's Corporate Social Responsibility Committee established

2005

- Phuket Tsunami Recovery Fund (PTRF)
- Asian Tsunami Recovery Fund (ATRF)
- Banyan Tree becomes a founding member of United Nations Global Compact in Singapore
- Ms Claire Chiang begins 4 year term as the inaugural president for Singapore Compact for CSR, now known as Global Compact Network Singapore



Bang Tao Bay early 1980's

2015

- Stay for Good framework expands to include Meet for Good, Eat for Good, Gift for Good, and Spa for Good
- Cleaning initiative commences group wide
- Over 25,800 guests participate in sustainability themed optional guest activities

2006

- Earth Day appreciation events launched across resorts
- Banyan Tree Holdings debuts trading on the Singapore Exchange
- Banyan Tree publishes its first ever Sustainability Report

2007

- Resource Conservation launched to support efficient operations across the group
- Greening Communities launched to raise awareness for climate change
- Seedlings Mentorships launched to empower young people via education and mentorship

2008

- Banyan Tree Lijiang earns EarthCheck Silver Certified status



Bang Tao Bay early 2006

2009

- Banyan Tree Global Foundation established

2010

- 2011 Condé Nast Traveler World Savers Awards- Overall Winner for Large Hotel Chains
- EarthCheck selected as strategic partner for certifying sustainable operations

2011

- Three pillar approach to sustainability includes Operational efficiency, Protecting biodiversity, and Developing local capacity

2012

- Banyan Tree Lijiang earns EarthCheck Gold Certified status, the first in China
- GPS Development Services Ltd enters an alliance partnership with EC3 Global to offer more completely integrated sustainable development services

2013

- Laguna Lăng Cô earns certification to EarthCheck's Precinct Planning and Design Standard, the first in South East Asia
- Social enterprise eatery Seedlings Café opens in Hoi An, Vietnam

2014

- Build for Good and Stay for Good frameworks are launched
- Four future developments earn certification to the EarthCheck Design Standard
- Seedlings Café Phuket begins training of young adults

...when the company won the 1992 American Express International Hotel Association Environmental Award for remediating a "toxic" tin mine site.

Our Core Values



Ho KwonPing
Executive Chairman
Banyan Tree
Holdings Limited

Claire Chiang
Chairperson
Banyan Tree
Global Foundation

“The sustainability agenda requires leadership to walk the talk by developing a management infrastructure to execute the various strategies in achieving the goals set in creating value for the environment, business, and community.

It is a collective effort, one step at a time, that the Banyan Tree community, including our associates, partners, and hotel guests, together contributed in creating a quality environment for all. We have learnt from experts and implemented many initiatives that taught us how to execute better.

We are proud that from the very beginning when we started Banyan Tree, the ethos of “embracing the environment and empowering people” has been an inalienable value we believed in to define the way we build, operate, engage and inspire.

As we embark on a transformational change with our two new global partners – AccorHotels and Vanke – our collective impact in achieving sustainability will create a bigger footprint across the globe.

Thank you for being a part of our journey; it has been meaningful as it was motivating for all.”

Mission

We want to build globally recognised brands which, by inspiring exceptional experiences among our guests, instilling pride and integrity in our associates and enhancing both the physical and human environment in which we operate, will deliver attractive returns to our shareholders.

This involves:



creating an enchantingly memorable experience for **guests and customers** through our services and products;



providing our **associates** with fair and dignified employment which enhances their ability to contribute to the company's growth and elevates their job prospects with Banyan Tree and beyond;



enabling long term prosperity for the **communities** in which we operate. This is achieved via our business conduct and operations as well as by harnessing our competencies to address issues facing the community;



exercising caution with respect to the environmental impacts of our operations, and taking an active role in the protection and remediation of our **global ecosystems**;



conducting business with **suppliers and vendors** in a dignified, fair, and transparent manner, while working in partnership to enhance societal benefits and reduce environmental impacts;



generating sustained, long-term returns on investment for our **shareholders**

Building a Brand... *for Good*

To deliver on our mission, we have conceptualised our values based on a “for Good” framework.

All aspects of our business seek to have a positive impact on our stakeholders, so when guests and clients support us, they are doing Good for the communities and ecosystems. This starts with design and construction (**Build for Good**), runs through a guest’s time at our resorts (**Stay for Good** along with **Meet for Good** and **Eat for Good**), and extends to Spa and Gallery outlets across the globe (**Spa for Good** and **Gift for Good**).



Spa for Good

- Showcase for local heritage and ingredients
- Vocational training through Banyan Tree Spa Academy



Gift for Good

- Community craft showcase and global storefront
- “Retail with a difference”



Stay for Good

HOTEL OPERATIONS
Efficient and engaged with communities, including sustainable supply chain

GREEN IMPERATIVE FUND MECHANISM
Guest & Hotel Matching

SUSTAINABILITY THEMED GUEST ACTIVITIES
Passive, Active, Engaged

SITE-SPECIFIC EFFORTS
Social & Environmental

ANNUAL CELEBRATIONS

GREENING COMMUNITIES TOGETHER
First week in June

FEEDING COMMUNITIES TOGETHER
Mid-October

Meet for Good

- Sustainable events venue
- Provide sustainable events
- Second-party verified sustainable

Eat for Good

- Social enterprise eatery
- Provide vocational training for young adults



Build for Good

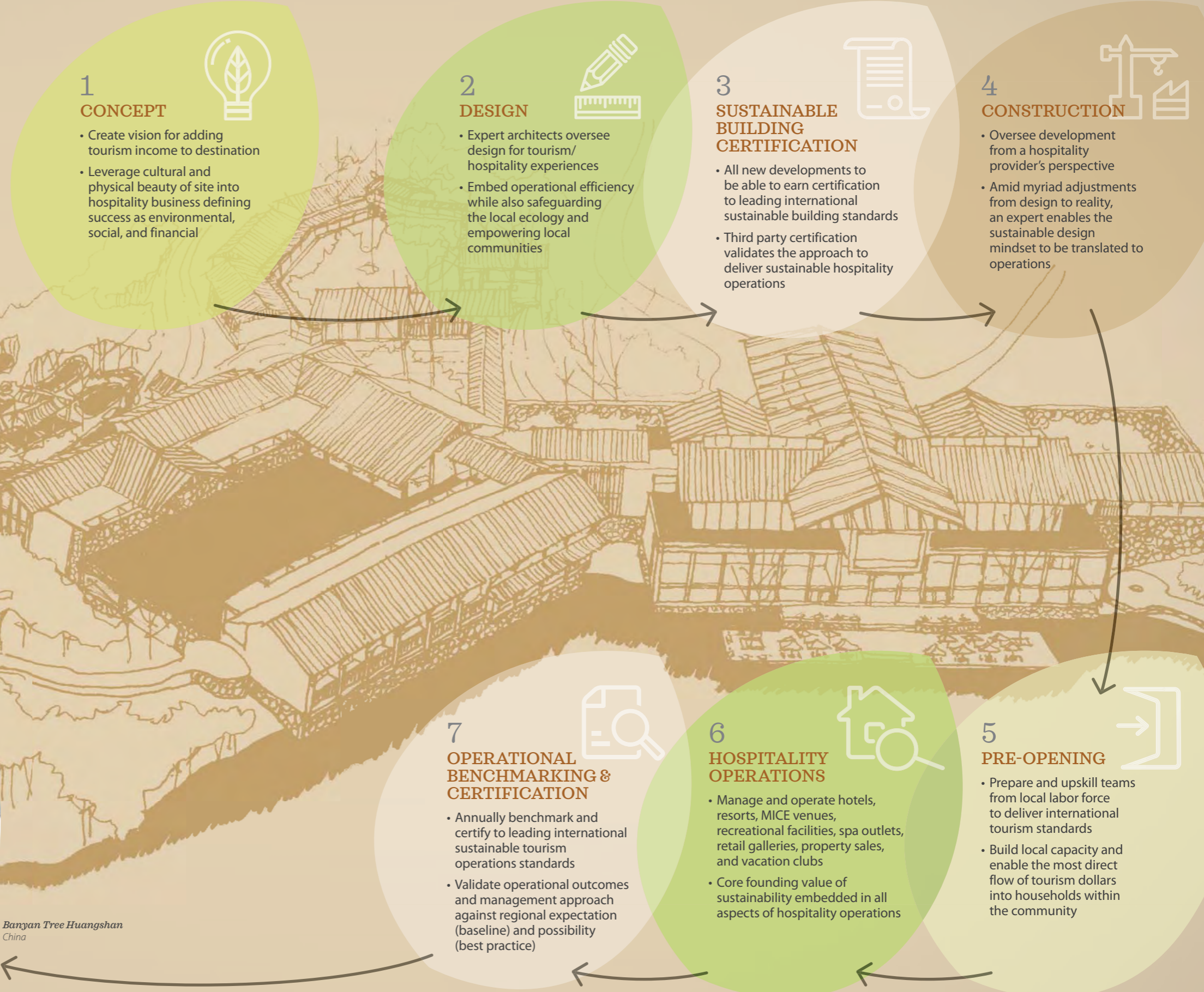
- Local architecture and materials
- Protect/remediate site
- Third-party certified

In 2016, Banyan Tree launched its effort to engage and monitor the sustainability of hotel supply chains. Created as a collaboration between EarthCheck and Banyan Tree, the tool was built to easily incorporate increased depth of review as well as allowing second- and third-party review and verification of vendor responses.

Sustainable Tourism Development

Banyan Tree's core values are embedded into every step of the development process, from initial concept through to ongoing operations that are measured and third party certified against industry average and best practice levels.

Banyan Tree is one of the few, if not the only, vertically integrated hospitality companies capable of taking developments from initial tourism concept through to ongoing sustainable operations year after year. Our teams have established track records of delivering on every step of the development process, not just for individual hotels, but also for precinct level integrated developments and resorts.



Banyan Tree Huangshan
China

Efficient Operations



Continuing an initiative launched in 2007 to conserve natural resources, Banyan Tree furthered this commitment in 2010 by rolling out the EarthCheck Certified program across all resorts. Because EarthCheck is the leading benchmarking, certification and environmental management program used by the travel and tourism industry, it is also the most relevant and rigorous global framework for monitoring and reporting sustainable tourism practices and achievements. For more details about the EarthCheck methodology and approach, please visit www.earthcheck.org.

In 2016, 35 of our sectors had already achieved EarthCheck Bronze Benchmarked status, 28 had already completed certification (either Gold or Silver). Overall this means that 27 of the 39 hotels in which we have management or ownership interest, are already active within EarthCheck operational benchmarking and certification.

EarthCheck Certified 2016

1 Gold Certified



Banyan Tree Lijiang

7 Bronze Benchmarked



Angsana Tengchong - Hot Springs Village
Angsana Xi'an Lintong
Banyan Tree Seychelles
Banyan Tree Club & Spa Seoul

Banyan Tree Yangshuo
Banyan Tree Headquarters Singapore
(2 office sector buildings)

27 Silver Certified



Banyan Tree Ringha
Banyan Tree Vabbinfaru
Angsana Ihuru
Banyan Tree Ungasan
Laguna Bintang
(Banyan Tree, Angsana, and Golf)
Banyan Tree Mayakoba
Banyan Tree Samui
Masion Souvannaphoum Hotel by Angsana

Laguna Lăng Cô
(Banyan Tree, Angsana, Golf, Admin Office, and Laguna Services)
Laguna Phuket
(Banyan Tree, Angsana, Golf, Laguna Holiday Club, Angsana Villas Resort, LRH Admin Office, and Laguna Services community)
Banyan Tree Sanya
Banyan Tree Bangkok
Banyan Tree Macau
Banyan Tree Cabo Marqués
Angsana Velavaru

1 Earthcheck Member



Cassia Phuket

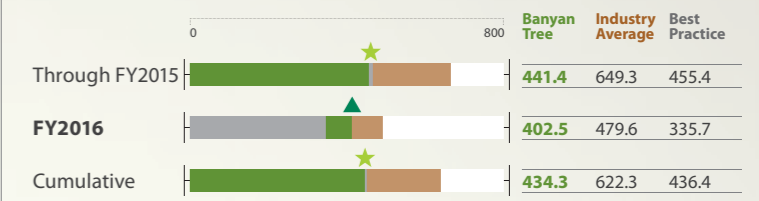
Energy

(Megajoules per Guest Night)



2.95%
increase from 2015

Group



Individual Resort 2016 Highlight



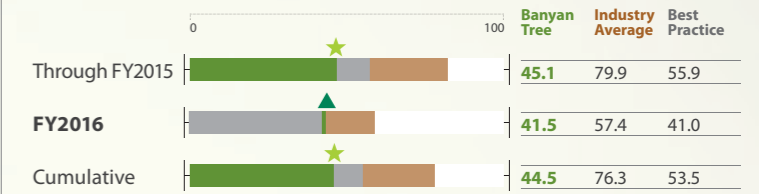
Greenhouse Gas Emissions

(Kilograms Carbon Dioxide equivalent per Guest Night)

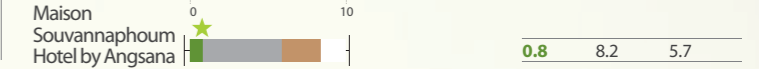


5.37%
decrease from 2015

Group



Individual Resort 2016 Highlight



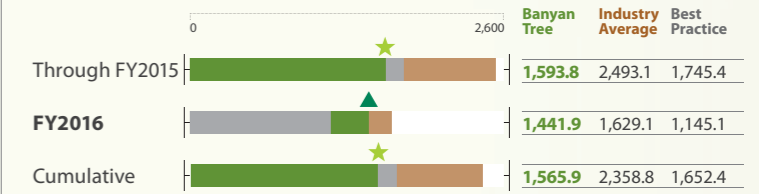
Potable Water

(Litres per Guest Night)



17.18%
decrease from 2015

Group



Individual Resort 2016 Highlight



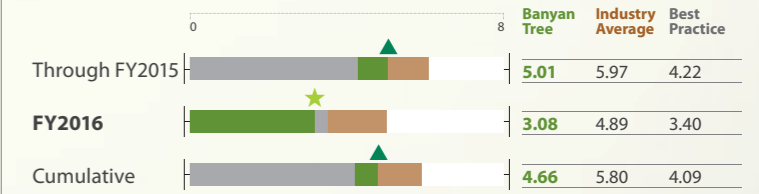
Waste Sent to Landfill

(Litres per Guest Night)

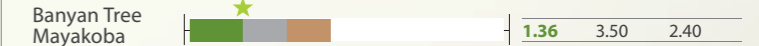


13.55%
decrease from 2015

Group



Individual Resort 2016 Highlight



★ At or better than Best Practice ▲ At or better than Industry Average

Scope: Group data includes all hotels listed as EarthCheck Certified (Gold or Silver) and EarthCheck Bronze Benchmarked on page 8, with the exception of 2016 data for Banyan Tree Ringha, Banyan Tree Macau, and Banyan Tree Seychelles.

Data Validation: For EarthCheck Bronze Benchmarked sectors, the data has been clarified and validated by EarthCheck; for EarthCheck Certified sectors (Silver or Gold), the data has been clarified and validated by EarthCheck and also verified by third-party auditors.

Projects by Location

Safeguarding the environment is central to Banyan Tree's goal of sharing the original beauty of any of our locations with our guests. Numerous site and region specific initiatives seek to support and instil environmental awareness among our associates, our guests, and the local communities supporting our resorts.



Tree Planting



Where

Bintan, Phuket, Koh Samui, Huangshan, Xi'an, Yangshuo, Tengchong, Chongqing, Hangzhou, Fuxian Lake, Luang Prabang, Bangkok

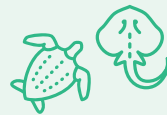
Objective

Raise awareness about climate change by planting trees.

Results

While the group wide Greening Communities initiative was placed on hiatus for 2016 to review monitoring of the program, many resorts conducted their own tree plantings with 3,330 community members, associates and guests planting 25,391 trees.

Turtle and Stingray Awareness



Where

Bintan, Vabbinfaru, Ihuru, Velavaru, Phuket, Mayakoba

Objective

Promote oceanic conservation and awareness about turtle and stingray lifecycles.

Results

Over 5,348 guests took part in Turtle feeding (Bintan and Maldives) and Turtle measuring & cleaning sessions (Maldives) while some 13,714 people took part in Stingray feedings (Maldives). A further 2,282 guests, associates, and community members joined to release over 320 turtles in Bintan, Maldives, Phuket, and Mexico. All sessions included pre-activity briefings.

Guided Walks and Tours



Where

Bintan, Koh Samui, Vabbinfaru, Ihuru, Mayakoba, Cabo Marqués

Objective

Promote conservation and allow guests to learn more about the local ecosystem in a more active manner.

Results

Over 8,040 guests took part in bird watching (Bintan, Koh Samui, Cabo Marqués), Citizen Science snorkelling surveys (Vabbinfaru, Ihuru), and land based guided hikes, walks, evening strolls, and sessions (Bintan, Koh Samui, Mayakoba).

Guided Snorkeling and Reef Care



Where

Vabbinfaru, Ihuru, Velavaru, Koh Samui

Objective

Promote oceanic conservation, especially the importance of coral reefs in ocean habitats.

Results

Some 626 people took part in guided snorkelling sessions in Maldives and Koh Samui, with 190 guests, associates, and community members transplanting 6,545 pieces of coral broken off by natural tidal action and which otherwise would have died. Another 419 guests and associates took part in reef cleaning efforts on Vabbinfaru and Ihuru.

Community Clean Ups



Where

Bintan, Phuket, Bangkok, Koh Samui, Luang Prabang, Lǎng Cō, Macau, Ringha, Lijiang, Fuxian Lake, Hangzhou, Sanya, Tengchong, Chongqing, Yangshuo, Shanghai, Xi'an, Vabbinfaru, Ihuru, Velavaru, Mauritius, Mayakoba, Cabo Marqués

Objective

Help clean communities by removing trash.

Results

Over 51,380kg of trash was picked up from riverbeds, beaches and other locations in host destinations by over 4,670 associates, community members and guests. Angsana Tengchong Hot Springs Village accounted for over half of that total with weekly river clean ups and twice monthly road clean ups.

Shark Conservation



Where

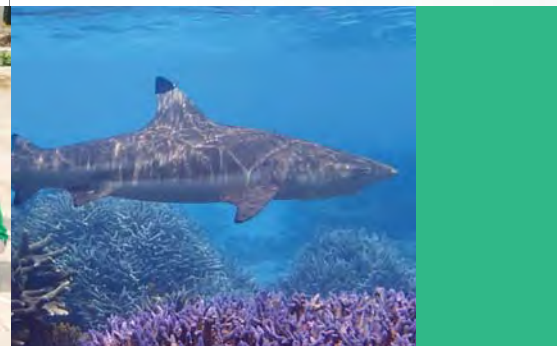
Vabbinfaru, Ihuru, Velavaru

Objective

Monitor shark populations in Maldives to support healthy oceans as sharks are vital to ocean ecosystems.

Results

Banyan Tree Maldives Marine Lab recorded historical shark distributions through interviews of 34 former shark fishers and tracked current shark distributions through underwater video surveillance and guests' citizen science observations during recreational snorkelling and diving excursions, with guest observations contributing 436 sightings.



Earth Hour and Earth Day Celebrations



Where

Bintan, Phuket, Hangzhou, Xi'an, Lijiang, Vabbinfaru, Ihuru, Koh Samui

Objective

Raise awareness for climate change via global celebrations.

Results

551 guests, associates and community members took part in activities commemorating Earth Hour and Earth Day, with Maldives adding World Biodiversity Day and World Environment Day celebrations as well.

Resort Gardens



Where

Lǎng Cō, Lijiang, Tengchong, Huangshan

Objective

Raise awareness about sustainable food sources and local ingredients.

Results

Some 425 guests and associates toured, tended or otherwise took part in on-property organic gardens, often also including follow up culinary demonstrations or classes for guests.

Free Conservation Presentations



Where

Bintan, Vabbinfaru, Ihuru, Velavaru

Objective

Promote conservation and build awareness about the local ecosystem of the destination.

Results

Over 740 guests joined free briefings on conservation about Bintan Indonesia as well as the Indian Ocean and Maldives.

Banyan Tree Labs *and Partnerships*

With a dual mission to support field research and increase awareness for ecosystems supporting tourism businesses, Banyan Tree Labs seek to not only unlock deeper knowledge of ecosystems, but to help visiting guests better understand and appreciate the host destination.

Launched in 2003 on Banyan Tree Vabbinfaru to provide visiting scientists with basic marine research facilities and support, the Banyan Tree Maldives Marine Lab became the first resort based research facility in the Maldives. In 2006, the Lab opened another branch on Angsana Velavaru, and in 2007 a sibling facility, the Banyan Tree Bintan Conservation Lab, opened to support both marine and terrestrial research in a coastal hillside forest in Indonesia's Riau Archipelago.



"... some of the best looking and most successful [reef] restoration I've ever seen anywhere in the world..."

Professor Alasdair Edwards
Professor of Coral Reef Ecology,
Newcastle University School of Biology



Crown of Thorns Starfish (COTS)

In 2016, the Banyan Tree Maldives Marine Lab removed 1,800 COTS from over 32km of reef with 452 volunteer guests and associates, bringing the total to 7,753 COTS removed since 2001



Coral Nurseries

Since 2001, the Lab has planted 23 coral gardens, and restored some 961m² of reef, planting some 15,854 corals



Turtle Conservation

Since 2001, 225 turtles have "graduated" from Banyan Tree's Turtle Head Start, an increase on natural survival of 23,800%. On average each turtle remains in the programme for 14.4 months, and is released at an average size of 34.3cm (carapace length) and weight of 5.8 kg after weighing just 20g upon hatching



Coral Reefs

Among the most productive and biologically diverse ecosystems, coral reefs support the livelihoods of 275 million people worldwide. However, globally and increasingly widespread and severe natural and human impacts threaten coral reefs, making conservation efforts even more critical. Banyan Tree Marine Labs target coral reef protection by Reef Monitoring, Reef Restoration, and Reef Protection.

REEF MONITORING

In 2015, Banyan Tree Maldives Marine Lab initiated an annual assessment of 10 reefs in North Male Atoll, adding 8 more reefs from South Nilhande Atoll in 2016. Two years in, the surveys have revealed severe coral bleaching in 2016, with coral mortality up to 87% on some reefs.

REEF RESTORATION

Despite the coral bleaching in 2016, the Lab's coral reef restoration efforts since 2001 have proven that transplanting fragments of coral

facilitates more rapid reef recovery. Coral nurseries set up by the Lab in 2015 can now rear nearly 1,000 corals to support low cost reef recovery by coral transplantation.

REEF PROTECTION

Voracious coral predators, Crown of Thorns Starfish (COTS) and outbreaks of them are one of the major threats to reefs in the Indo-Pacific. Rapid reaction to such outbreaks are vital, thus the importance of the Lab's citizen science efforts to monitor COTS sightings while guests snorkel and dive in the area.

Turtle Conservation

Classified as endangered since 1986, Green sea turtles use the Maldives for breeding and nesting.

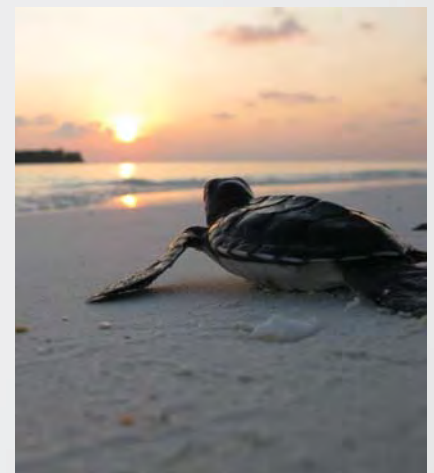
AWARENESS

Banyan Tree Maldives Marine Lab created, published, and distributes a Green sea turtle booklet in Dhivehi (Maldivian language) sharing the life cycle and plight of turtles in the Maldives. This complimentary publication has been disseminated to 26 islands in 26 atolls, and compliments the Lab's regular school

visits which amounted to 42 students learning about sea turtles in 2016.

TURTLE HEADSTART

With only 1 in 600 hatched Green sea turtles surviving in the wild, increasing survival rates of juvenile turtles by just a small amount may have a significant impact on adult populations. Banyan Tree Maldives Marine Lab takes a small proportion (10%) of hatchlings to join a Turtle Headstart program to increase survival in the vulnerable first year or two of life.



Collaborations

Since founding, the Maldives Marine Labs and Bintan Conservation Lab have engaged with, hosted, and otherwise supported peers across traditional industry boundaries to unlock synergies, explore fresh opportunities, and nurture mobility of information and resources.

Partners have included non-government organizations like United

Nations Development Program (UNDP); International Union for Conservation of Nature (IUCN); United Nations Educational, Scientific and Cultural Organization (UNESCO); Wildlife Conservation Society (WCS); 15 Universities from 11 countries; as well as leading experts in their respective fields such as Prof Wolf Hobburtz and Dr Tomas Goreau for electrified reef regeneration (1996-2001); Dr Nicholas Pilcher for

satellite tracking of turtles hatched in Maldives (2001-2004); coral spawning in Maldives with Prof Peter Harrison (2004-2008); Dr Graeme Gillespie to describe the herpetofauna of Bintan (2007); Prof Daphne Fautin to discover 9 species of anemone new to Maldives (2009); and Dr Kyle Morgan and Dr Paul Kench for parrotfish's role in creating coral islands in Maldives (2010-2011).

Gallery, Spa, and MATTER

The company's three retail and wellness segments actively leverage their business conduct to not only provide valued products and services for guests and customers, but also to create value for communities of suppliers while safeguarding the latent value of the global ecosystem. Providing global touch points for guests of Cassia, Angsana, and Banyan Tree branded hotels, Gallery, Spa, and MATTER seek to retain meaningful connections with guests even after they've departed the resort, extending the lifestyle values of the Group's brands into guests' daily lives and homes.



Banyan Tree Gallery

The Group's socially responsible retail arm, Banyan Tree Gallery is based on the concept of "retailing with a difference", supporting village-based craft with over thirty active communities in Asia through its sourcing strategy for its in-property boutiques.

Since the first Banyan Tree Gallery opened in Phuket Thailand in 1996, the retail arm has continually sought to reflect the beauty of the destination's culture while promoting and providing incomes for traditional and "vanishing" crafts. Gallery also provides design expertise, procurement, and logistical services for amenities at the Group's resorts, hotels, and spas while also developing proprietary spa products for retail and for use in spa operations.



76 outlets in
24 countries

*One of the largest
retail chains
in hospitality*



Community
Collaborations

*56 ongoing with
127 since founding*



Women
Empowerment

*Commissioned over
100 products from
women communities
impacting 29 women
communities across
7 countries*



Voice for Ethnic
Crafts and Culture

*Helps conserve the
culture and heritage
of destinations while
sustaining livelihoods and
skills of artisans through
gainful employment*



Banyan Tree Spa

As the first luxury oriental spa in Asia, Banyan Tree Spa combines an exotic blend of ancient health and beauty practices and reintroduces them through wellness therapies and natural home spa products.

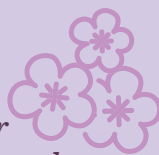
The leading Asian spa operator and pioneer of the tropical garden spa, Banyan Tree Spa first opened in 1994 in Phuket, Thailand offering time-honoured Asian healing therapies and beauty remedies through its award-winning wellness therapies and spa products.

Unique Sense of Place



A traditional therapeutic and soothing remedy, the Cajuput Oil used in Lăng Cô Vietnam Spa outlets is produced in the nearby communes of Loc Thuy and Loc Tien. Purchasing oil directly from producers more directly connects local businesses to benefits of international tourism while also introducing resort guests to the benefits of Cajuput Oil.

Nature Based Wellness



Made up of over 95% natural and over 80% fully biodegradable ingredients, each collection of retail spa products embodies over 100 hours of research, development, and testing.

Empowering Employment



With the vision of developing its own signature techniques, treatments, and training philosophy, Banyan Tree Spa Academy was launched in May 2001. Accredited by Thailand's Ministry of Education and Ministry of Public Health, the Spa Academy has been instrumental in Banyan Tree Spa entering the Travel Trade Gazette's Hall of Fame for winning the award for Best Spa Operator annually since 2004.

To commemorate the 20th anniversary of Banyan Tree Gallery, we produced a book titled "The Pride of Craft", paying homage to the artisan communities who have contributed their work over the years. The content is now featured in each of our rooms via the resort TV channel, conveying the importance of supporting community craft producers.

Sustainable Artisan Employment



HANDMADE

Works with 977 artisans across 7 communities and 5 heritage fabric techniques

MATTER



Gallery's in-house brand that collaborates with artisans and designers to reinterpret heritage prints, techniques and styles, producing modern apparel and textile products that appeal to the next generation of conscious consumers.

Founded in 2014, MATTER began with the intention to make where and why something is made, and by whom, matter. Acquired by Banyan Tree in 2016, MATTER retains its threefold mission to foster designer-artisan collaborations, inspire consumers to value provenance and process, and pioneer industry change and sustainability for rural textile communities.

Workplace Diversity

Central to any sustainable business and empowerment effort is how a company treats its own community of internal stakeholders: associates/employees. Empowering associates via a sustainable workplace is the first step to engaging external communities.

“Mrs and Mrs Banyan Tree”

Banyan Tree is proud to play a role in not only guests enjoying the romance of travel, but also helping serve as a catalyst for associates finding love and romance, becoming couples and starting on the journey of partnership with a significant other.

In Thailand alone, 49 people found their “other half” while both were under the employment of Banyan Tree. Many researchers have found that having a spouse, partner, or romantic interest at work can increase associate satisfaction and retention while also enhancing motivation, excitement, and even dealing with stress.



Mr and Mrs Banyan Tree: Mr Sakariya Jangwang (Steward, Banyan Tree Phuket) and Mrs Arisa Jangwang (Customer Service Representative, Laguna Golf Phuket), 3 children and 17 years married.



From Left to Right: Tanwa (3rd generation), Nim (2nd generation), Bew (3rd generation), and Prasit (1st generation).

Three Generations enabled by Laguna Phuket

Twenty-seven years ago, a young man from Pasak town in Phuket joined Laguna Services Company (LSC) as a Heavy Machinery Mechanic. Prasit was his name and he supervised all the truck and tractor logistics at the Laguna Phuket construction site before any hotels existed. Over his years of work, he witnessed firsthand the creation of a tourism hub from an old abandoned tin mine.

Not only the place where he could build his career, Laguna Phuket was where Prasit felt he could build a family, starting a few years after joining the company. Recognising education as fundamental for prosperity as well as success and happiness, he enrolled his daughter, Nim, to study at Laguna Phuket Kindergarten (LPK). The three year course at LPK guided Nim to be free-spirited, yet grounded, and

overall self-reliant. Enjoying being close to her Dad, Nim cherishes the memories of her Dad dropping her off and picking her up every day, the absolute joy of riding on her Dad’s motorbike to and from school in Laguna Phuket.

Fast forward to today, Nim is a mother of two – 10-year old Bew, and a 5-year old Tanwa. Bew finished her early formative learning years at LPK and is now enrolled in Thepkrasatri primary school. She often helps her younger brother Tanwa with his LPK homework. In his third and final year at LPK, Tanwa is now in a builder-creator phase, playing with jigsaw puzzles and building blocks, with thoughts of becoming a heavy machinery mechanic like his Grandfather.

From Prasit to Nim and on to Bew and Tanwa, the three generations of the family have been empowered by Laguna Phuket.

EMPOWERING PEOPLE

Seedlings Mentorships



Launched in 2007 to nurture young people at risk of societal exclusion, Seedlings Mentorships is a two-phased programme aiming to provide young people with the motivation and means to complete their education in order to transcend the poverty cycle.



1. Mentorship

Young people between the age of 12 and 18 are mentored by volunteering associates who've undergone mentor training.



2. Scholarships

Banyan Tree provides financial support for young people who face challenges in affording to continue their education.

Structured topics help guide mentor-mentee interactions to reinforce communal values along four key areas:

○	○	○	○
Social Heritage, culture, arts & crafts	Enviromental Natural conservation activities	Academic Interests Language training and basic computer skills	Health & Sports Nutrition and healthy lifestyle

In 2011 and 2012, a third phase of "Internship" was de-emphasised and removed to reinforce the overall message of the power of an education, including a tertiary education. Since then, mentees completing their secondary education have been encouraged to attend university under scholarship from Banyan Tree.

87



young people under scholarship and mentorship in 2016

8



programme graduates now in university under Banyan Tree scholarships

Over
662



work days provided for associates in 2016 to serve as volunteer mentors for young people

Seedlings Cafe

A social enterprise eatery aiming to empower young adults via vocational training, Seedlings Café leverages Banyan Tree's Food & Beverage expertise to create a lasting positive impact upon host communities by providing vocational training and work experience for young adults at risk of societal exclusion.

1. Selection

Young adults at risk of societal exclusion are reviewed for opportunities to enter the F&B industry.

2. Training

F&B training is provided by hotel F&B departments while Training teams provide basic life skills training.

3. F&B Internship at hotel

Training includes internships within hotel F&B outlets.



4. Jobs

Graduates spend 9 months working at Seedlings Café before permanent job placement at local F&B outlets, including outlets beyond the hotel's operations.

Education

Education is the key long term enabler for an individual's societal contribution, career and earning potentials, and overall empowerment. To support education at the primary, secondary, and tertiary levels, Banyan Tree has implemented various site and region specific efforts.



Laguna Phuket Kindergarten



Established as a Child Care Centre in 1992 before formally converting to a kindergarten under the guidance of Thailand's Ministry of Education in 2008, Laguna Phuket Kindergarten is widely acknowledged as one of the best in Thailand.

Where
Phuket

Objective
Provide early childhood education supporting emotional and intellectual habits and skills for independent life-long learning.

Results
Enrolment of 173 children aged between ages three and six, with 12 certified teachers, and 11 guests

and 27 associates volunteering as helpers for classes, including reading to the children during story time. Total enrolment since 2001: 3,214 students (with 814 having graduated from the three year programme).

School Donations



Engage with local schools to provide support when possible, some opportunities allow guests to be a part of the support.

Where
Lãng Cô, Lijiang, Hangzhou, Chongqing, Tengchong, Cabo Marqués, Bintan

Objective
Provide needed supplies, infrastructure, or learning equipment to schools to enhance school children's education.

Results

20 guests and 16 associates helped provide clean water for a local school Vietnam; 14 guests and 6 associates donated benches and stationary to Wenhai Primary in China; 14 associates donated school supplies to a hearing impaired school in Hangzhou, China; 3 guests and 20 associates provided snacks for 100 students and their parents at a special education school in Chongqing, China; 73 guests and 70 associates combined to support a local autism school by helping the school move, support a young student facing especially difficult situation, and celebrate the year-end holidays together in Tengchong, China; 13 community members and 10 associates combined to prepare and paint a local kindergarten in Acapulco; and Bintan provided training for 7 kindergarten teachers.

Scholarship



Direct assistance to enable young people to continue their educations.

Where
Phuket and Bintan

Objective
Provide educations for promising students who face difficulties in affording costs of school.

Results
Bintan provided 4 university scholarships for 4 Seedlings Mentorships young people while the Laguna Phuket Scholarship Program provided 16 students with scholarships of 89,500 Baht.

Children’s Day



Special recreational sessions to observe Children’s Day.

Where
Koh Samui, Ringha, Lijiang, Cabo Marqués

Objective
To benefit and promote the welfare of children, especially via education.

Results
Some 62 associates spent Children’s Day in Thailand, China, and Mexico playing games, sharing meals, and donating school materials to 453 school children.

Laguna Phuket Community Learning Centre



Free English language training centre converted to support wider communal learning.

Where
Laguna Phuket, established in 2007 and expanded in 2014

Objective
Provide long term vocational and life skills training and community enrichment for those impacted by the 2004 Indian Ocean tsunamis.

Results
8,250 learners have participated in programs ranging from English language to Chinese culture, and from performance arts to general life skills.



Summer Camp and More



Educational and recreational activities for school children.

Where
Lăng Cô and Xi’an

Objective
Provide fun and educational opportunities and activities for children during school holidays.

Results
3 associates and the 76 guests delivered two sessions of the “English is Fun” summer camp concept to 210 local children in Vietnam, while a summer camp play put on for 20 children from the Shaanxi’ Aiding Centre led to Angsana Xi’an Lintong helping fund a heater for the center later in the year.

Children’s Safety



Train and educate school children in relevant safety matters.

Where
Lăng Cô and Mayakoba

Objective
Help increase water safety for children (Vietnam) and help prevent child abuse and trafficking (Mexico) by raising awareness in the community.

Results
6 associates and 14 guests taught first aid and swimming techniques to 29 local children Lăng Cô’s annual Swimming for Safety in Vietnam, and 50 young people attended a “My Body is My Treasure” talk aiming to prevent child abuse and trafficking the year.

Fully Booked! Mobile Learning Centre



A mobile classroom and library bringing learning and books to communities and schools around Phuket.

Where
Laguna Phuket since April 2014

Objective
Re-introduce reading, a basis of self-empowerment, to local community members who may lack adequate access to books.

Results
Over 1,100 students and 50 teachers in the Phuket and Pang-Nga areas benefitted from the weekly visits including sessions on Sufficiency Economy Learning and English language, with 11 guests serving as volunteer assistants.

Community Impact

Enabling long term societal prosperity for communities is central to Banyan Tree's ability to create value for stakeholders. Our resorts have implemented numerous site and region specific initiatives addressing community empowerment issues identified by host communities.



Feeding Communities Together



Where

Bintan, Phuket, Bangkok, Koh Samui, Luang Prabang, Lăng Cồ, Macau, Ringha, Lijiang, Sanya, Tengchong, Chongqing, Xi'an, Huangshan, Maldives, Seychelles, Mayakoba, Cabo Marqués

Objective

Support and engage with communities by providing meals as either community celebrations or to underserved segments of the community.

Results

Over 10,117 meals were provided to community members ranging from rural schools to special needs schools and seniors.

In Kind Donations



Where

Bintan, Koh Samui, Mayakoba

Objective

Support local communities via donation of goods and materials identified as needed by host destinations.

Results

Soap for Hope, Bintan- since starting in October 2016, 27 guests and 10 associates sanitized and pressed over 7kg of left over guest room soaps to create 46 bars of recycled soap that was given to 4 local junior and senior high schools in Bintan.

Other in kind donations- 88 guests, associates, and community members joined forces to collect and donate shoes and other clothes to underserved young people (Koh Samui), as well as

linens and towels to the Exceptional Children's Association, furniture to local churches and small businesses, meals to the Firefighters Academy, and refrigerators, sportswear, and sports equipment to local schools (Mayakoba).

Blood Donations



Where

Phuket, Koh Samui, Lăng Cồ, Mayakoba

Objective

Support community health and blood banks by organizing blood donation drives.

Results

965 associates and community members donated over 756 units (about 340,000ml) of blood to local blood banks in Thailand, Vietnam, and Mexico.

Seniors Support



Where

Lǎng Cò, Chongqing, Xi'an, Phuket

Objective

Support marginalized senior citizens within host communities.

Results

327 people supported senior citizens in need by monthly visits to seniors homes (Lǎng Cò), donating meal and winter slippers (Chongqing), gifts and home repairs (Xi'an), or sharing meals (Phuket).

Health



Where

Lǎng Cò, Koh Samui, Hangzhou, Xi'an, Macau, Mayakoba, Cabo Marqués

Objective

Enhance health care opportunities for vulnerable segments of communities.

Results

Some 5,921 guests, associates, and community members supported with efforts including art exhibition for young disabled artists (Lǎng Cò); ongoing aluminum collection and monthly donations to the Prosthesis Foundation (Koh Samui); exhibitions of art from deaf-mute children (Hangzhou); fund raising for injured children and school expenses for children of injured community members (Xi'an); promoting good health and hygiene via United Nations International Yoga Day and Global Handwashing Day (Macau); pool parties for children with cancer and donations to homes for children with autism (Mayakoba); and fund raising for the Children's Rehabilitation Centers (Centro de Infantil Rehabilitacion) as well as for children with disabilities (Cabo Marqués).

Volunteers



Where

Mayakoba

Objective

Empower the community by supporting those who personally volunteered in service to their communities.

Results

Hosted some 200 community members for the Playa del Carmen Ceremony recognising those volunteers who have given their time in service for the larger community.

Children



Where

Lǎng Cò, Seoul, Xi'an, Mauritius, Juizhaigou

Objective

Provide support to children of host communities as they develop into future leaders.

Results

Over 180 guests, associates, and community members collaborated

to provide clean drinking water to schools (Lǎng Cò), support local child care centres with Kimchi making excursions and cleaning trips (Seoul), raise over 46,000RMB (just under US\$7,000) for a local Children's Welfare Institute (Xi'an), and share meals and activities with orphanage visits (Mauritius and even Juizhaigou before it opened).

Vocational Training



Where

Vabbinfaru, Velavaru, Xi'an

Objective

Provide young adults with vocational training and work experience.

Results

Provided 17 young adults with internships in various departments to give valuable workplace experience and training, including 1 converting to full time employment (Maldives) and some 100 associates providing undergraduates with internship training during university summer and winter breaks (Xi'an).



Corporate Governance

In 2001, Banyan Tree set up the Green Imperative Fund (GIF) as a mechanism to provide critical financial support to worthy environmental action and community based projects where Banyan Tree has a presence.

At Banyan Tree branded properties, guests are invited to support these efforts via a small contribution of US\$2 per room night, under an "opt-out" arrangement. At Angsana and Cassia properties, the amount is US\$1 per room per night. Hotels then match these guest contributions, dollar for dollar. To further link the performance of the resorts with support for social and/or environmental efforts, each property seeks to maintain a contribution of at least 1% of its profit.

Each year, every resort is allocated their Autonomous CSR budget

amounting to 20% of their previous year's GIF mechanism collection and contribution. This fund can be spent at the complete discretion of the property's General Manager and CSR Champion with the following 3 prohibitions:

- purchasing turndown gifts for guests,
- paying service charge to associates,
- paying wages.

Projects eligible for funding are those which create value for communities or environmental issues around the group's properties whereby the primary beneficiary is external

to Banyan Tree, with a maximum of 20% of the expense used for administrative purposes. A small portion can also be used for research and development as long as the results of such research are shared unreservedly and publicly.

Banyan Tree Global Foundation oversees the finances and allocation of these funds under its Singapore based Board of Directors: Chairperson Ms Claire Chiang, Co-Chairperson Mr Des Pugson, and Chief Financial Officer Mr Eddy See, and managed by Coordinating Director Mr Michael Kwee.

The contributions and disbursements in relation to all the funds tabled on the below are accounted for under Banyan Tree Global Foundation Limited, a company incorporated in 2009 as part of the ongoing effort to formalise Banyan Tree's sustainability efforts and structure. This entity is audited by Ernst & Young LLP, Singapore.

	2001 to 2015 US\$	FY 2016 US\$	Cumulative 2001 to 2016 US\$
Contributions			
Hotel guests	3,883,386	294,272	4,177,658
Hotel and resorts	4,453,668	395,089	4,848,757
Others including employees	1,323,983	–	1,323,983
Total contributions	9,661,037	689,361	10,350,398
Other income			
Bank interest	78,638	6,826	85,464
Disbursements			
Project related	4,519,632	272,823	4,792,455
General and administration	1,339,861	180,701	1,520,562**
Total disbursements	5,859,493	453,524	6,313,017
Income tax			
Income tax expense	377	(53)	324
Surplus	3,879,805	242,716	4,122,521

** Total cumulative general and administrative expenses is 14.69% of total cumulative contributions.

Future *Directions*

Banyan Tree’s approach to sustainability is built on the internally focused pillar of Increasing Operational Efficiency, and the two externally focused pillars of Protecting Biodiversity and Developing Local Capacity.



We remain committed to sustainability as a continual journey of improvements and progress towards creating value for multiple groups of stakeholders in order to Embrace the Environment and Empower People.

Internal Focus, *Operations:*

We remain committed to efficient operations benchmarked against industry and certified to relevant leading tourism standards. We will continue expanding the number of vendor-partners taking part in our Sustainable Supply Chain approach while also seeking to better measure upstream impacts of our retail brands, Banyan Tree Gallery and its MATTER label. Under our Meet for Good platform, we will refresh our push for verified sustainable event venues. With the upcoming Singapore Exchange guidelines for sustainability reporting, we will also focus on the additional steps to reflect the spirit of the guidance.

External Focus, *Environment:*

As have we firmly established our citizen science approach in Maldives, we will seek to expand these efforts to other resorts to support data capture from optional guest recreational activities. Since we expect 2017 to continue providing data for the Maldives Marine Lab’s shark census effort, we are cautiously optimistic about achieving a sample size large enough to share with relevant bodies to help influence research as well as further conservation efforts.

External Focus, *Community:*

We remain committed to developing capacity building programs in our community learning facilities and through vocational training in our social enterprises. We shall focus on children and disadvantaged segments in the community by addressing their basic material sustenance needs. The end goal is resourcing a host community that is better able to navigate future uncertainties and thrive towards a better future.

RESOURCE CONSERVATION

EarthCheck benchmarking & certification on energy, water, and waste



GREENING COMMUNITIES

Raise awareness for climate change by planting 2,000 trees per year



SEEDLINGS MENTORSHIPS

3 young people every 2 years



CLEANING

Organise and conduct at least 4 community clean ups a year



SUSTAINABILITY THEMED GUEST ACTIVITIES

Offer at least 5 optional sustainability themed guest activities



SOCIAL ENTERPRISES

Vocational training for young adults



GROWING CAPABILITIES

Support tertiary students by providing skills enrichment and ethics reinforcement opportunities



Since our inception, we have sought to be agents of social and economic development in areas where we have a presence. We strongly believe that our actions and inactions significantly impact our progeny, and that good businesses are also businesses that do good.

In line with Banyan Tree's continuing efforts to promote environmental sustainability, this report is a Forest Stewardship Council™ (FSC™) certified print job.

ABOUT THE FOREST STEWARDSHIP COUNCIL:
The Forest Stewardship Council (FSC) is an independent, non-governmental, not-for-profit organisation established to promote the responsible management of the world's forests. For more information, please visit: www.fsc.org.



This is an FSC-certified publication.



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