



RESPONSIBLE BUSINESS REPORT 2023

THINK
PEOPLE · COMMUNITY · PLANET

Contents



06

Strategy and Performance

- 07 2023 Milestones and Highlights
- 08 5-Year Strategic Plan
- 10 Stakeholders
- 11 Materiality Assessment
- 12 Organization and Governance
- 13 Memberships
- 15 Sustainable Development Pathway
- 17 Awards and Recognition



03

Introduction

- 03 About Radisson Hotel Group
- 04 Letter from the Executive Vice Chairman



19

Think People

- 21 Employment and Employability
- 23 Culture and Engagement
- 25 Talent Acquisition
- 27 Talent Management
- 29 People Development
- 31 Diversity, Equity and Inclusion
- 33 Human Rights
- 36 Business Ethics and Compliance
- 39 Safety and Security



42

Think Community

- 44 Community Engagement
- 45 SOS Children's Villages
- 46 Partnership in Action
- 47 Community and Planet
- 48 Disaster Relief
- 49 Water, Sanitation and Hygiene



50

Think Planet

- 52 Net zero Trajectory
- 53 Carbon Footprint
- 55 Energy Footprint
- 58 Carbon Offsetting and Projects
- 60 Water Footprint
- 61 Sustainable Buildings
- 63 Responsible Consumption
- 64 Sustainable Stays
- 65 Hotel Operations
- 66 Sustainable Transportation
- 67 Responsible Food and Beverage
- 70 Biodiversity
- 71 Responsible Supply Chain



74

Appendices

- 75 Sustainable Stays
- 79 UN Sustainable Development Goals
- 80 UN Global Compact Compliance
- 81 GRI Standard Disclosures
- 83 Sustainability Accounting Standards Board Disclosures
- 84 Risks And Mitigation Overview
- 85 Carbon Footprint Performance
- 86 Slavery and Human Trafficking Statement
- 89 Scope and Boundaries
- 90 Auditors Report

About Radisson Hotel Group

Radisson Hotel Group (RHG) is a leading international hotel group with ten distinctive hotel brands, and more than 1,320 hotels in operation and under development in over 95 countries and territories. The Group's overarching brand promise is Every Moment Matters with a signature Yes I Can! service ethos.

The Radisson family of brands portfolio includes Radisson Collection, art'otel, Radisson Blu, Radisson, Radisson RED, Radisson Individuals, Park Plaza, Park Inn by Radisson, Country Inn & Suites by Radisson, and prizeotel, brought together under one commercial umbrella brand, Radisson Hotels.

Radisson Rewards is RHG's loyalty program which delivers an elevated experience that makes Every Moment Matter. As the most streamlined loyalty program in the sector, Radisson Rewards offers its members exceptional advantages as well as the ability to access their benefits from day one across a wide range of hotels in Europe, the Middle East, Africa, and Asia Pacific.

Radisson Meetings provides tailored solutions for any event or meeting, including hybrid solutions placing guests and their needs at the heart of its offer. Radisson Meetings is built around three strong service commitments: Personal, Professional, and Memorable, while delivering brilliant basics and being uniquely carbon offset.

More than 70,000 team members work at RHG and the hotels licensed to operate in its systems.

Since 2019, RHG is part of Jin Jiang International Co., Ltd. Jin Jiang International is the leading travel and hospitality conglomerate in China and the second-largest hotel group in the world in terms of the number of rooms. (Source: MKG Ranking 2022). Unless otherwise stated, the information in this report refers to the 2023 calendar year.

10
brands

1,320+
hotels

221,000
rooms

95+
countries
and territories

70,000+
team members

€1,200M
revenue

Letter from the Executive Vice Chairman

At Radisson Hotel Group (RHG), we take pride in our global culture and our sustainability ambitions. We have a clear commitment to reach net zero by 2050 and are focused on making a positive impact on the planet, the people, and communities, whilst always delivering an exceptional guest experience and offering our signature ‘Yes I can!’ service.

2023 was an exceptional year on many levels for RHG, including Responsible Business. As a global Responsible Business leader committed to net zero by 2050 and focused on Think People, Planet and Community, we continued to transform our hotels and processes to be more sustainable. At the same time, we continued to meet consumers’ growing demand for sustainable travel and demonstrated exceptional growth in revenue, operating, and profit margins, and the number of rooms and hotels we added to our expanding portfolio.

We proceeded with the roll-out of the Hotel Sustainability Basics (HSB) in our hotels and currently 50% of hotels are underway and 179 hotels are HSB verified. Furthermore, after receiving approval of our short term SBTi in 2022, in 2023, we received validation of our net zero science based targets making our net zero trajectory fully aligned with the ambitious goals set out in the COP21 Paris Agreement. This validation signals our vision to decouple carbon emissions from the business growth, reduce greenhouse gas emissions by 46% by 2030, and expresses our vision to be net zero by 2050. Our efforts have already yielded significant results, with a notable 35% reduction in carbon footprint per square meter since 2019.



Letter from the Executive Vice Chairman

Together with our asset owners, our net zero focus remains on the levers of energy efficiency in buildings and operational habits, renewable energy sourcing, and green buildings, including the electrification of our current portfolio. This has led to an increased number of green building certifications, a 30% reduction in energy usage intensity compared to 2019, and marked progress in the implementation of renewable energy solutions. The responsible management of water remains a priority as we work to ensure equitable water use and implement water-saving technologies across our properties, which has resulted in a 5% reduction in our water footprint per occupied room since 2022. Additionally, we have expanded our focus to map out our scope-3 footprint by integrating comprehensive data measurement and planning for effective reduction measures.

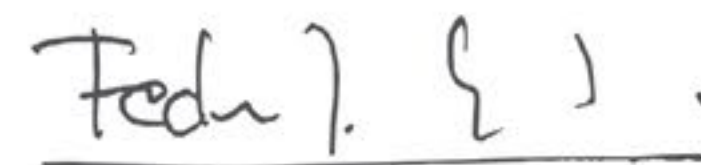
We highly value the importance of working with and contributing to local communities, as well as the positive impact we are making in our supply chain. We are proud of our long standing partnerships with global organizations like SOS Children's Villages International and Just a Drop which support important social and environmental impact work worldwide. We integrate these initiatives seamlessly into our personalized guest experiences, demonstrating our ability to anticipate and fulfil guests' requests to be more involved in sustainability initiatives.

Collaboration is key to our sustainability efforts, which is why we partner with trusted eco-labels and organizations like the Sustainable Hospitality Alliance, World Travel & Tourism Council, and Global Business Travel Association.

RHG has a bigger role to play, looking beyond the company's borders by positively influencing thousands of hotels and travelers around the world and encouraging them on their sustainability journey. Together, we're driving responsible and sustainable travel practices through initiatives like Net Positive Hospitality and the Hotel Sustainability Basics, setting a new reliable and verifiable standard for the industry.

As we look ahead, 2024 is positioned to be a foundational year to address CSRD reporting requirements, respond to EU empowering consumers and EU green claims directives, implement innovative renewable energy solutions, and work towards net zero across our hotels by innovating and creating leading pilot business cases. I am confident that RHG will continue to lead the way in responsible growth, working towards net positive hospitality in the industry.

In conclusion, sustainability isn't just a goal for us—it's a core value that drives everything we do. Thank for your unwavering support of our sustainability journey and dedication to our shared vision of making Every Moment Matter, every day, every time, and everywhere.



FEDERICO J. GONZÁLEZ
Executive Vice Chairman, Radisson Hotel Group



Strategy and Performance



2023 Milestones and Highlights

Following its commitment to the Glasgow Declaration and to be net zero by 2050, Radisson Hotel Group (RHG)'s near-term and net zero science-based carbon reduction targets for 2030 and 2050, respectively, were approved by SBTi. The Group has activated its decarbonization strategy with the development of a renewable energy sourcing pathway and comprehensive Build Planet guidelines to transition its portfolio to green hotel buildings.

As a leading supporter of the cross-industry Pathway to Net Positive Hospitality and Hotel Sustainability Basics, RHG is supporting essential initiatives to accelerate responsible tourism worldwide. Building on its long heritage as a leading sustainable hotel group, RHG has been recognized for its strong employer value proposition internally through the outstanding results of the team members' survey Radisson Listens, and externally as #3 Best Employer in the Travel and Leisure industry by the leading business magazine, Forbes.

Think People

3rd

Forbes Best Employer in the Travel and Leisure industry, listed for 3rd consecutive year

83%

Radisson Listens overall team member engagement score

1.5M

hours spent in training and development

32%

women in leadership positions

8th

slavery and human trafficking statement issued

188

hotels certified by Safehotels

Think Community

36,700

volunteer hours from corporate office and hotel team members

29,500

people provided with safe drinking water for life through our towel re-use program

157

hotels actively supporting SOS Children's Villages

€1.3M

donated in cash and in-kind by corporate offices and hotels to nonprofit organizations

Think Planet

35%

reduction of carbon emissions per square meter vs 2019

5%

water footprint reduction per occupied room vs 2022

79

hotels use 100% renewable electricity

87,000

tons of carbon offset since 2019

165

hotels certified with eco-labels

179

hotels verified with Hotel Sustainability Basics

970

electric car charging stations

Responsible Business Performance Indicators

Energy per square meter (kWh)



Energy per occupied room (kWh)



Water footprint per occupied room (liters)



Carbon footprint per square meter (kgs CO₂e)



Carbon footprint per occupied room (kgs CO₂e)



Due to business disruptions caused by the COVID-19 pandemic, the performance 2021 is irregular.

5-Year Strategic Plan

While global travel and tourism continued to recover from the impact of the pandemic, RHG celebrated a strong 2023 overall result. RHG has a clear commitment to becoming net zero by 2050 and continues to include Responsible Business initiatives as fundamental milestones in the company's 5-year strategic plan.

RHG has aligned its Responsible Business trajectory with the Pathway to Net Positive Hospitality. The ambitious 2023 – 2027 strategic plan includes Responsible Business focus areas and targets for our hotels globally. These targets are aligned with the UN Sustainable Development Goals.

Demonstrating its strong commitment to sustainability, RHG had its near-term science-based emission reduction targets by 2030 and science-based net zero targets by 2050 fully approved by SBTi. As a leading advocate for the award-winning Hotel Sustainability Basics, RHG urges all hotels to adopt this cohesive set of minimum initiatives to promote responsible travel and tourism.

Additional targets within RHG's Responsible Business program include augmenting renewable energy sourcing, achieving a 30% reduction in water footprint by 2026, eliminating single-use plastics, and integrating sustainability into the guest experience. Initiatives such as the Group's pioneering carbon offsetting with

Radisson Meetings and its contributions to water, hygiene, and sanitation projects in water-scarce communities, exemplify RHG's industry-leading efforts.

In addition to being a key strategic company-wide initiative, Responsible Business influences other essential elements of the 5-year strategic plan, such as Business Development, Strategic Sourcing, Food & Beverage Procurement, our Brand and Guest Experience, Operations, and Meetings & Events.

RHG is actively formulating strategies to integrate biodiversity protections, combining climate change impact mitigation with nature restoration aligned with the industry's vision of Nature Positive. The Group's commitment to Responsible Business practices extends to promoting and safeguarding human rights within its operational sphere and supply chain.

RHG remains dedicated to creating shared value in communities, particularly in the realms of food, shelter, and better futures, with a special emphasis on children and youth-at-risk.

RHG continues to strengthen its sustainability performance with key partnerships and by driving the travel industry's transformation towards a sustainable standard. Working alongside other industry stakeholders, RHG is demonstrating the positive impact which sustainability can have on the wider industry by creating additional opportunities for the Pathway of Net Positive Hospitality.

Our ambitious and award-winning Responsible Business program has three core areas to ensure our team members care for our guests, our people, and our planet, and that we always act in an ethical way.





Think People

Our commitment to ethical practices is evident in our daily interactions with all people, spanning from our guests and team members to our suppliers, owners, and investors. The promotion of ethical business practices lies at the heart of our company's beliefs.

This focus is manifested in the way we create a welcoming and secure environment for our guests. We actively cultivate an inclusive and diverse culture by promoting the awareness of human rights throughout our sphere of influence, within our hotels, and across the broader value chain.

RHG aspires to be an employer of choice, consistently attracting and nurturing talent. We ensure that all the necessary tools are provided to our team members to forge meaningful careers and deliver unforgettable experiences—Memorable Moments—to our guests.



RHG's Responsible Business pillars contribute to the UN Sustainable Development Goals.



Think Community

Engaging in Responsible Business is a daily practice for us. Collaborating with our team members in both our hotels and offices, RHG forms partnerships with various organizations to contribute positively to the environment and the local communities in which we operate. Our aim is to create shared value by providing access to human necessities such as food, shelter, water, sanitation, and hygiene for those in need. Additionally, we strive to generate employment opportunities by fostering better futures and promoting a healthier planet for all.

Community partnerships serve as the catalysts for shared value and sustainable success. RHG places significant emphasis on its partnership with SOS Children's Villages International, an NGO operating in over 130 countries and territories, dedicated to ensuring that all children grow up in safe and caring family environments. The commitment to global water health is evident in RHG's collaboration with Just a Drop, a reputable international charity focused on providing safe drinking water to water-stressed communities.

Within our hotels, we actively contribute to creating better futures for vulnerable youth, marginalized groups, and individuals with disabilities through various programs designed to impart employability and life skills.



Think Planet

RHG is dedicated to promoting a net positive impact on the planet. With approved near-term and net zero science-based targets for 2030 and 2050, respectively, RHG is aligned with the industry's net zero methodology to systematically reduce its environmental footprint. This involves reducing carbon emissions, energy consumption, and water usage, while concurrently enhancing sustainable consumption and resource management.

Having committed to the SBTi Net zero standard through participation in the Business Ambition for 1.5°C campaign and the UNFCCC Race to Zero, RHG has verified net zero targets. Furthermore, the company embraces the Nature Positive approach outlined in the Post-2020 Global Biodiversity Framework.

Significant strides have been made by RHG in pursuit of these sustainability goals. The strategic focus includes advancing renewable energy, implementing green building designs, responsible sourcing of food and beverages, eliminating single-use plastics, promoting green mobility, and establishing the Hotel Sustainability Basics. Sustainability is seamlessly integrated into the guest experience through pioneering initiatives like 100% Carbon Neutral Meetings*, along with contributions to water, hygiene, and sanitation projects in communities facing water scarcity.



* Review of program name, awaiting full clarity of the interplay between the EU Empowering Consumers, EU Green Claims Directives and EU Carbon Removal Certification Framework.

Stakeholders

The impact of RHG on both social and environmental fronts plays a pivotal role in determining the short and long-term success of our organization and its stakeholders. We adhere to elevated standards of performance by advocating for business practices that are socially and environmentally sustainable.

Through our Responsible Business program, we ensure the sustainability of our operations by consistently evaluating our current standing and exploring avenues for improvement. RHG has identified nine key stakeholder groups within its Responsible Business framework. The selection of these stakeholders is primarily based on the extent to which we can influence or impact them economically, socially, or environmentally (ESG). Clear commitments have been established with each stakeholder group, and we actively nurture our relationships through transparent dialogue and engagement efforts.



Team members
We educate and equip our team members with the relevant information and tools to make conscious decisions in favor of environmental, ethical, and social issues in their work and private lives.



Community
We take an active role in the global Responsible Business network and contribute to the local communities in which we operate.

Governments and authorities
We require our office and hotel team members to abide by local and international legislation, especially regarding labor laws, health, and safety, human rights, and the environment.



Membership organizations and industry associations
We develop and maintain public-private partnerships with membership organizations to be a driving force for sustainability within and beyond the hospitality industry.



Suppliers
We strive to purchase products and services from suppliers who demonstrate environmental and social responsibility to advance the areas of human rights, labor, environmental sustainability, and anti-corruption, as well as UN Sustainable Development Goals.



Property owners and franchises
We work together with asset owners and franchises to find innovative solutions that satisfy economic, environmental, and social objectives towards our ambition to be net zero by 2050.



Corporate clients
We inform and involve corporate clients such as travel management companies, meeting planners, (change full stop to comma) and online travel agents who are seeking to become aware of the environmental and social impact of their purchases.



Shareholders and investors
We provide Jin Jiang International with timely, accurate, and transparent information on Responsible Business performance, related risks, and opportunities.



Guests
We inform, educate, engage, and enable our guests and Radisson Rewards members to participate in Responsible Business activities at our hotels.

Materiality Assessment

For RHG, implementing transparent reporting mechanisms and staying ahead of evolving environmental regulations are crucial steps toward ensuring a resilient and sustainable future in the hospitality sector.

The sustainability challenges we face in the hospitality industry include various operational risks. Security, demographics, regulatory changes, reputational damage, biodiversity protections, resource scarcity, waste management, and business ethics are all issues that will influence the nature in which our industry will continue to operate in the future. To mitigate these risks, RHG invests in robust sustainability frameworks, engages in stakeholder dialogue, and adopts innovative technologies to enhance resource efficiency.

RHG recurrently undertakes a materiality assessment to identify and evaluate key sustainability priorities and redefine strategic opportunities. RHG's materiality assessment is based on a selection of both internal and external sources. Stakeholder engagement for the materiality assessment includes performance reviews, company culture assessments, hotel owner meetings, partnership reviews, sustainability surveys, investor discussions, sensor checks, and other stakeholder meetings and workshops.

RHG must manage the impact of key environmental, social, and economic topics for our business and the wider hospitality industry. Our Responsible Business program has three core areas to help address the most important material topics identified.

Think People – we address any health, safety, and security risks and prioritize the wellbeing, employment, and development of our team members. Think People also addresses human rights and business ethics, anti-corruption, and anti-bribery practices in our operations as well as our supply chain.

Think Community – we address the risks of poverty, hunger, and lack of quality education in the communities where we operate. Additionally, we focus on providing access to clean water and sanitation globally. This is done through community engagement and the development of shared value.

Think Planet – we address biodiversity loss and climate action, resilience, and the urgent need for environmental requirements to restrict global warming to 1.5°C of pre-industrial levels. Beyond the risks of extreme weather conditions, drought, and flooding, we also consider the impact of elements such as food security and the risk of social unrest.

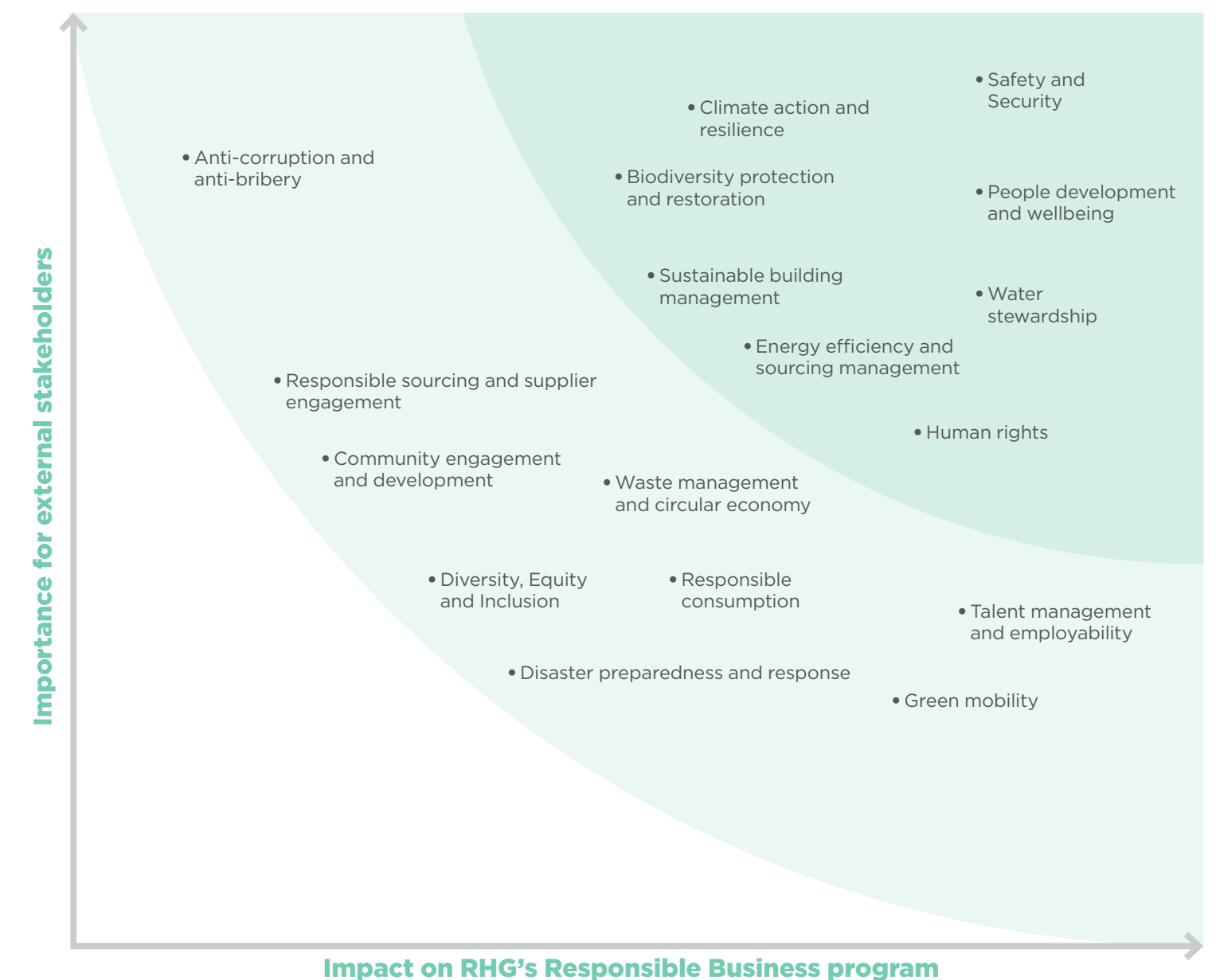
Our Responsible Business targets and actions must also contribute to the UN Sustainable Development Goals. Aligned with international reporting frameworks and standards, including the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB), RHG has completed a materiality assessment to identify key issues, focus areas, priorities, and opportunities.

As a proud partner of various industry associations and membership organizations, including the Sustainable Hospitality Alliance and the World Travel & Tourism Council (WTTC), RHG is committed to advancing sustainability across its operations and using its influence to drive positive change and sustainability action among different stakeholder groups. We work closely with senior executives from other leading hospitality companies to address challenges, share expertise,

and develop practical solutions to enable the whole industry to operate responsibly and grow sustainably.

External contextual information, trend reports, and research available from sources such as the World Economic Forum Yearly Global Risks Report, UNEP Global commitment progress report, GlobeScan sustainability survey, and UNWTO and WTTC reports all inform our understanding and planning for Responsible Business targets.

The mapping of risks and mitigation for RHG's materiality topics can be found here.



Organization and Governance

RHG's Responsible Business policy is embedded in all levels of our organization. Applying a dual approach, we integrate both top-to-bottom and bottom-to-top strategies to foster extensive engagement, and participation throughout all facets of our operation to maximize our impact on sustainability.

Organization

<p>Board of directors</p> <p>The board of directors is responsible for the Responsible Business report and is periodically informed about our Responsible Business progress.</p>	<p>Executive management team</p> <p>The global executive committee, including the Executive Vice Chairman, is frequently updated on strategies, plans, and the progress of the Responsible Business 5-year strategic plan.</p>
<p>Global Responsible Business team</p> <p>The global Responsible Business team establishes and executes the strategy while fostering collaboration across departments. This team collaborates closely with both the area support office teams and the hotels.</p>	<p>Hotel teams</p> <p>Under the guidance of the Regional Responsible Business Coordinators and leadership of their General Manager, hotel teams are tasked with integrating the Responsible Business program into their daily operations and delivering periodic updates to the hotel owners.</p>

Regional coordinator network

A network comprising of 40 designated Regional Responsible Business Coordinators across Europe, the Middle East, Africa, and Asia Pacific establishes regional targets aligned with the global strategy. This network oversees the progress of hotels in their respective regions with support from the managing director.

It is highly recommended for hotels to have a Hotel Responsible Business coordinator, and currently, 83% of all hotels boast a dedicated Responsible Business team. The Responsible Business coordinators and their teams collaboratively formulate action plans aligned with both regional and global priorities.



Reporting and compliance

Sustainability performance indicators and attributes for all hotels are collected in the THINK Hub, a sustainability data management software powered by BeCause. Additionally, Utility and waste statistics for leased and managed hotels are collected in our financial reporting system once a month. Hotels report their Responsible Business performance in

the yearly Responsible Business status report. The survey is aligned with various reporting frameworks and contains 200-plus checkpoints on People, Community, Planet. 57% of our hotels submitted an answer to the status report. The overall HCMI reporting increased by 22%. Analysis and benchmarking of the hotel sustainability data is done using the THINK Performance Tool, powered by Power BI.

Restatement of information

The energy consumption and Scope 1 and 2 GHG emissions for 2022 have been restated due to discovery of an incorrect conversion for some of the energy sources (natural gas, purchased chilled water, and purchased steam) and the inclusion of market-based emissions factors for the UK. As a result of the restatement, energy consumption was reduced by 21% and scope 1 and 2 GHG emissions were reduced by 12% from the original stated figures.

Environmental issues

RHG checks the environmental compliance of all hotels. In 2023, no hotel reported environmental compliance issues.



Memberships

The hospitality sector has the potential to create a lasting positive effect on lives, communities, places, and economies. Collaborations can enhance and expedite the adoption of sustainable development practices. RHG aims to develop public and private partnerships with key external stakeholders to foster sustainable success within and beyond the hospitality industry.



UN Global Compact

RHG has been a United Nations Global Compact signatory since 2009. The UN Global Compact is a voluntary initiative encouraging businesses and organizations worldwide to align their operations and strategies with ten universally accepted principles in the areas of human rights, labor, environment, and anti-corruption. RHG is committed to integrating these principles into our practices and reporting on its progress.

With more than 17,000 companies and 3,000 non-business signatories based in over 160 countries, as well as 69 Local Networks, the UN Global Compact is the largest corporate sustainability initiative in the world. Access the UN Global Compact Compliance table for more information [here](#).



Sustainable Hospitality Alliance

The Sustainable Hospitality Alliance represents how the hospitality industry is taking collective responsibility forward by ensuring that destinations and communities are being supported and protected now and for future generations. RHG is an active member of the Sustainable Hospitality Alliance and works with other leading hospitality companies and strategic partners to address key challenges affecting the planet and its people, as well as developing free practical resources and programs to enable the wider industry to operate responsibly and grow sustainably.

Members include 27 world-leading hotel companies with a combined reach of over 50,000 hotels, spanning 270 brands and totaling over 7 million rooms.



UN Tourism

UN Tourism (formerly UN World Tourism Organization) is the United Nations agency responsible for the promotion of sustainable, responsible, and universally accessible tourism. UN Tourism plays a vital role in supporting the hospitality industry by advocating for policies that promote sustainable development, providing training and capacity building, conducting research and data analysis, promoting sustainable tourism practices, and providing support during crises.

UN Tourism and RHG are aligned on essential themes, including sustainability, education, and people-centered policies. UN Tourism and RHG will continue to work together to achieve concrete results in the short, medium, and long term.

Additionally, RHG is a signatory of the UN Tourism's Glasgow Declaration on Climate Action in Tourism.



World Travel and Tourism Council

The World Travel and Tourism Council (WTTTC) is the global authority on the economic and social contribution of travel and tourism. The WTTTC promotes sustainable growth and works with governments, destinations, businesses, and international institutions to create jobs, drive exports, and generate prosperity. RHG is an active member of the Council. The Council's main goal is for the travel and tourism sector to be seamless, secure, safe, inclusive, and sustainable whilst working towards a greater public-private sector collaboration.



Memberships



One Planet Network

RHG is a member of the One Planet Sustainable Tourism Program. The UN One Planet Sustainable Tourism Program has the overall objective to enhance the impact of sustainable development on the tourism sector by 2030. This can be achieved by developing, promoting, and scaling up sustainable consumption and production practices that boost the efficient use of natural resources, while producing less waste and addressing the challenges of climate change and biodiversity loss.



Energy and Environment Alliance

The Energy and Environment Alliance serves its 24,000 member-owned hotel properties worldwide. Urgency in limiting global warming to 1.5°C demands an accelerated decarbonization pathway, necessitating swift action from businesses. The Alliance's primary focus is increasing carbon reduction rates within the hospitality industry, offering support through collaborative knowledge sharing, facilitating sustainable energy procurement, and optimizing energy productivity. RHG joined the Alliance in 2023 to contribute to this crucial mission.



GBTA

The Global Business Travel Association (GBTA) is the world's largest professional association representing every facet of the global travel industry marketplace. The GBTA's focus is to equip members with the knowledge and resources necessary to navigate the rapidly changing business travel landscape.

This can be achieved through education, research, networking, and advocacy delivered on demand. Since 2021, RHG has been a member of the GBTA's Sustainability Committee which provides global leadership and resources to help balance the social, economic, and environmental impact of members' business travel programs.



Overseas Security Advisory Council (OSAC)

RHG is one of the founding members of the US State Department's Overseas Security Advisory Council (OSAC) Hotel & Lodging Sector Committee (HLSC). The Committee exchanges information on potential threats, conducts joint training sessions annually, and enables members to monitor for emerging threats. This exchange of information is vital to helping safety and security teams understand evolving threats. In 2022, RHG held the chair of the Hotel & Lodging Sector Committee.



GSTC

The Global Sustainable Tourism Council is a non-profit organization that develops and manages global sustainable tourism standards. These standards provide guidelines for businesses and destinations to adopt sustainable practices in tourism, encompassing environmental, social, and economic considerations. The GSTC aims to promote sustainability in the tourism industry by encouraging responsible and ethical practices to minimize negative impacts on the environment and local communities.

RHG's membership in the GSTC is part of the Group's strategic focus to drive cross-industry cooperation and establish transparent and measurable standards for sustainability within the hospitality industry, as well as foster increased coordination between the private and public sector. RHG continues to partner with global ecolabels such as Green Key, Earth Check, and Green Tourism, all recognized by the GSTC which audit our hotels' sustainability performance.



Sustainable Development Pathway

Building on its long heritage as a leading sustainable hotel group, RHG remains committed to the UN Sustainable Development Goals with its Responsible Business pillars and sustainability targets set for its hotels globally. RHG is committed to supporting essential initiatives which accelerate responsible tourism worldwide, including the implementation of the cross-industry Pathway to Net Positive Hospitality and Hotel Sustainability Basics.

UN Sustainable Development Goals

The 2030 Agenda for Sustainable Development, unanimously adopted by all United Nations Member States in 2015, outlines a collective roadmap for global peace and prosperity. The 17 goals and 169 targets serve as an urgent call to action for nations, both developed and developing. RHG aligns its efforts with the Sustainable Development Goals (SDGs).

Achieving the SDGs by 2030 poses a significant global challenge. Progress has been made in some areas, but challenges and disparities persist. Meeting the SDGs by 2030 requires accelerated and concerted efforts from governments, businesses, civil society, and individuals worldwide.

While challenges remain, RHG's continued commitment, innovation, and collaboration has contributed to substantial progress toward achieving the SDGs by 2030. Regular monitoring, assessment, and the adaptation of RHG's Responsible Business program and strategies will be crucial to address evolving global circumstances. For specific details on RHG's

contributions, please refer to the provided table outlining its impact on the UN SDGs [here](#).

Glasgow Declaration

The Glasgow Declaration on Climate Action in Tourism is a catalyst for increased urgency to accelerate climate action in tourism and to secure strong commitments in support of the global goals.

RHG is a signatory of the Glasgow Declaration and encourages other hospitality groups to join the call for strong action to halve emissions by 2030 and reach net zero emissions as soon as possible before 2050. To this end, RHG is continuing to build on its existing strategic sustainability initiatives and commitments.

Nature positive biodiversity

The significance of nature in travel and tourism is essential. It plays a crucial role in the growth and prosperity of the sector, offering essential ecosystem services and contributing to the distinctiveness of global destinations. Beyond its role in tourism, nature provides clean air, fresh water, and food, fostering human development

and enhancing resilience to viral pandemics. Simultaneously, it offers viable solutions to mitigate the damaging impacts of climate change.

RHG is collaborating with the WTTC on the Nature Positive approach by integrating biodiversity safeguards into standards for reducing carbon emissions, the impact of pollution, and the unsustainable use of resources to protect and restore nature and its wildlife. RHG is committed to a Nature Positive approach under the Post-2020 Global Biodiversity Framework.



SUSTAINABLE
DEVELOPMENT
GOALS

Sustainable Development Pathway

Pathway to Net Positive Hospitality

The Pathway to Net Positive Hospitality aims to enable every hotel to improve their environmental impact, whatever their starting point is on their sustainability journey. To bring this vision to life and enable the industry to progress in a strategic way while using common definitions, the Sustainable Hospitality Alliance and its members, including RHG, supported by the WTTC, have created an action-focused Net Positive Pathway.

Net Positive strategies aim to put back more into society, the environment, and the global economy than they take out. By working together as an industry, we have the collective power to ensure that our destinations and communities are protected and regenerated now and for future generations. Net Positive Hospitality brings together people, planet, places, and prosperity to create a better and more sustainable future for all.

The Pathway recognizes the wealth of initiatives and resources designed to support the industry and aims to develop a holistic, action-based approach for sustainable hospitality. The hospitality value chain will play a key role in achieving the vision set out by the Pathway for hotel developers, owners, investors, and franchisees who can all make a sustainable impact through the various life cycle stages of a hotel.

The Pathway has four stages with increasing targets which account for the different stages of sustainability maturity and ambition across the industry.

Starting: Hotel Sustainability Basics

Hotel Sustainability Basics, a universally acknowledged set of sustainability indicators, serves as a coordinated standard that every hotel should adopt as a minimum requirement. Developed by the industry, for the industry, these indicators encompass the 12 fundamental actions essential for hotel sustainability. RHG has been a prominent advocate for the Hotel Sustainability Basics since its establishment and has included the Basics criteria in the Group's brand standards for all brands to implement over the next three years.

Advancing: Robust sustainability action plans

The Group's ambitious and award-winning Responsible Business program allows hotels to advance their sustainability pathway with a robust and structured plan of action. The program identifies key focus areas and targets under the pillars of People, Community, and Planet to ensure that we care for our guests, our people, and our planet and always act in an ethical way. Additionally, we strongly encourage hotels to advance and have their sustainability pathway verified by an acknowledged third-party eco-label like Green Key, Green Tourism, Earth Check, or a recognized Global Sustainable Tourism Council (GSTC) eco-label.

Accelerating: Net zero by 2050

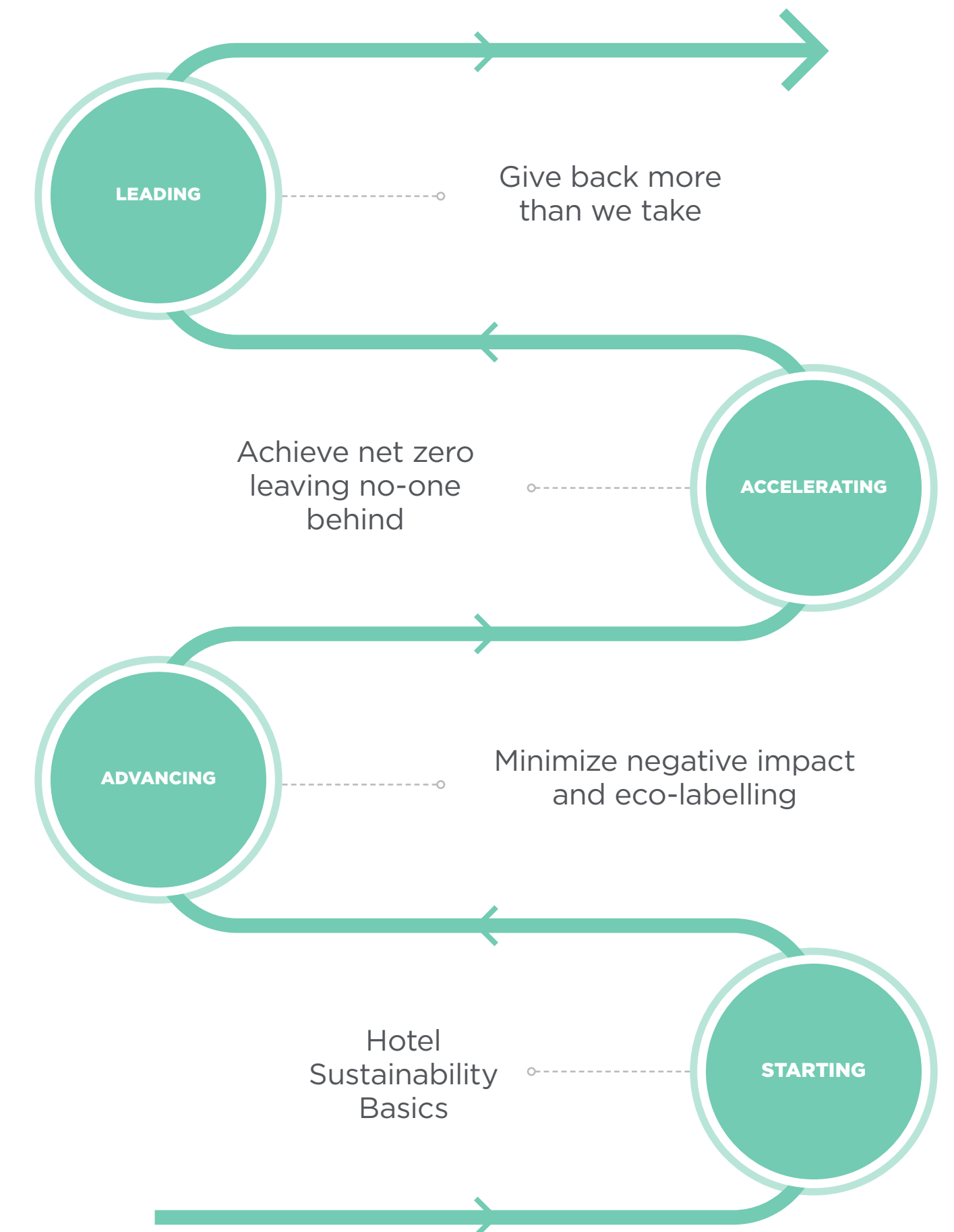
With approved science-based Net zero targets, RHG is committed to accelerating net zero across its operations and using its collective influence to drive action among supply chains and stakeholders. RHG has identified key levers and is developing its strategy further to address its carbon footprint reduction needs for scope 1, scope 2, and scope 3.

Leading: Net positive hospitality

A net positive business has been defined by Paul Polman and Andrew Winston as one which improves the well-being of everyone it impacts and at all scales – every producer, every operation, every region, and country, and for every stakeholder, including team members, suppliers, communities, customers, and for future generations to cultivate the planet itself.

Imagine what net positive could look like when businesses solve the biggest challenges rather than contributing to them. Although achieving net positive is a long-term journey, our belief is that every hotel around the world can and must aim for regenerative environmental and social impacts. RHG has the ambitious spirit to be the kind of company that supports the regeneration of the world.

Pathway to Net Positive





Awards and Recognition

RHG has set a benchmark in the industry by consistently pushing the boundaries of sustainability, earning widespread recognition for its commitment to making a positive impact on the environment and society through its exemplary Responsible Business program.

Awards and recognition

Sustainability and Security guest recognition

The Responsible Business and Safety and Security scores in the Guest Satisfaction Survey (GSS) play a crucial role as a valuable instrument for RHG. They offer key insight that assists hotels in prioritizing actions. Using the survey's features, RHG can benchmark sustainability and security performance by hotel property, brand, and region. GSS does not encompass online reviews.

Key areas of opportunities that guests highlight, include addressing Responsible Business communication on actions and initiatives more effectively and developing methods to promote sustainable guest behavior. These findings from the Guest Satisfaction Survey align with online reviews, showing a growing interest in sustainability.

Additionally, guests also requested a reduction of single use plastic usage at properties, such as bottles, amenities, and other items, as well as more information on energy and water saving opportunities in hotels.

Guest Satisfaction Score: Responsible Business



Guest Satisfaction Score: Safety & Security



Forbes top employer

RHG is recognized as the third best employer worldwide in the Travel and Leisure industry by Forbes Magazine. 2023 marked the third consecutive year that RHG was recognized as one of the World's Best Employers. Read more [here](#).

Global travel hall of fame for sustainability

RHG received the 2023 Sustainable Business Award at the Global Travel Hall of Fame during World Travel Market. The award acknowledges RHG's exceptional contributions to the tourism sector and looking beyond mere business success. Being recognized for going beyond mere business success, RHG's sustainability program is celebrated for positively impacting the industry's trajectory to net positive hospitality. The award is a testament to our exemplary initiatives that inspire others in the global travel industry to pursue excellence and nurture the next generation of travel leaders.

Environmental Impact Award

RHG was also recognized at A World for Travel with the Environmental Impact Award for its decades of leadership undertaken in the industry and its role in the development of the Hotel Sustainability Basics. This award recognizes RHG's focus on growing sustainable travel and strengthens our engagement in convening the industry in leading initiatives, including the Pathway to Net Positive Hospitality, defined by the Sustainable Hospitality Alliance.

Local Sustainability Recognition

Our collective commitment to a more sustainable travel industry is also supported on a local level by our hotels, whose efforts have been recognized on several occasions.

International leader in Oslo

Radisson Blu Plaza Hotel, Oslo received the International Sustainable Award – Luxury Awards for its leading green initiatives. This prestigious accolade highlights the hotel's unwavering commitment to sustainability, responsible business practices, and community support. The program emphasizes business ethics, supply chain sustainability, carbon footprint reduction, and employability initiatives aligned with RHG's Responsible Business program. Radisson Blu Plaza Hotel, Oslo was Norway's first hotel to receive the Swan Eco Label in 2002, and now holds the Green Key Certification. Additionally, the hotel recently installed 120 EV charging points, underlining its dedication to sustainability.

Sustainable travel destination

Karlsruhe, Germany earned the coveted title of a Sustainable Travel Destination and one of the first partners of the Karlsruhe Tourism office, Radisson Blu Hotel Karlsruhe was awarded its Sustainable Travel Destination certification. The seal emphasizes that sustainability is not just a checklist, but a vibrant, joyous incorporation of sustainability into daily life. The certification is a testament to the concerted efforts, partnership, and support of Karlsruhe, marking a significant step in its journey

to becoming one of Germany's most sustainable city break destinations. With plans and projects for the future, this achievement represents a commitment to ongoing sustainability and collaborative progress.

Hospitality awards

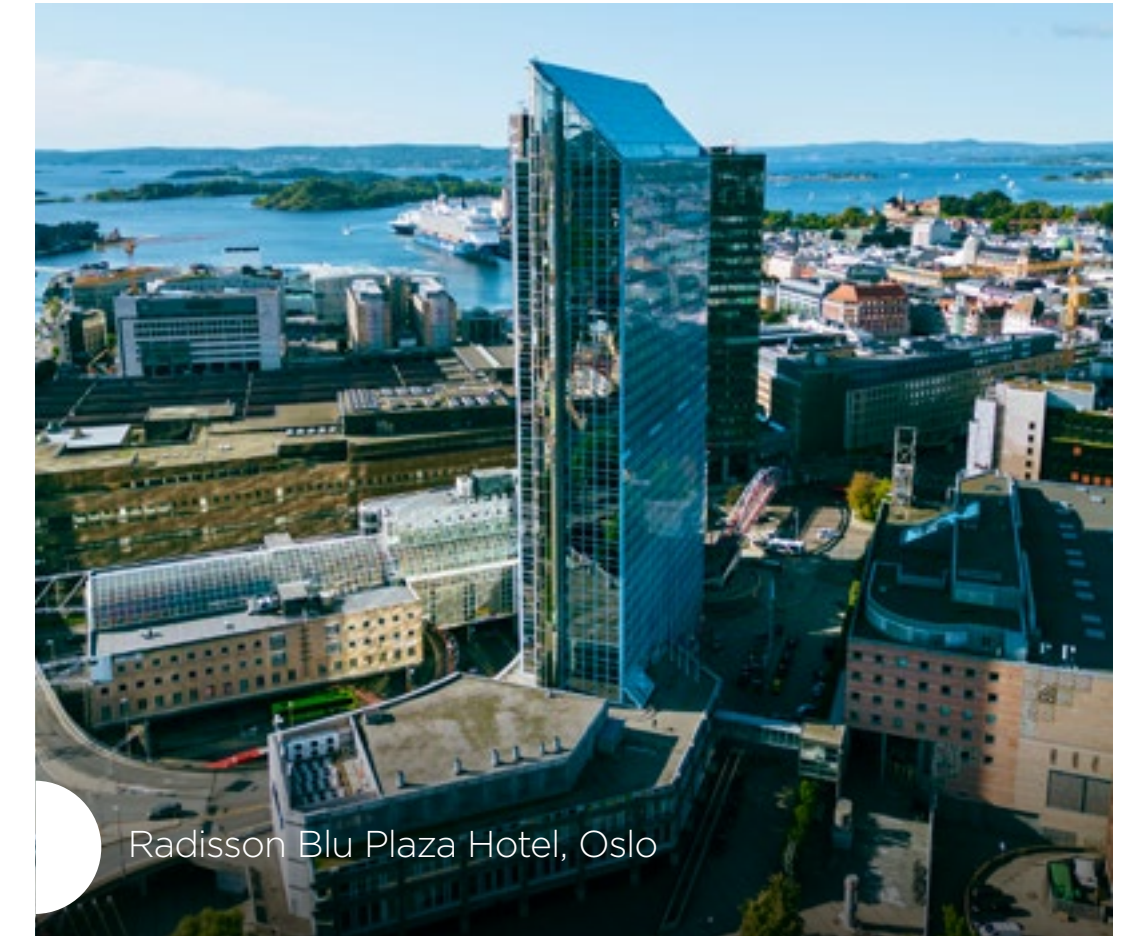
Two of our hotels also won the Hospitality Awards by Hospitality ON, known as the 'Oscars of Hospitality', for their outstanding Responsible Business work.

Radisson Blu Hotel, Marrakech Carre Eden received the Best Responsible Action Award for its in-hotel nursery project – a first in Morocco – where the property cares for children of team members whilst their parents work at the hotel. Radisson Blu Hotel, Beirut Verdun received the Charity Initiative Award for their Youth Employability program in partnership with SOS Children's Villages.

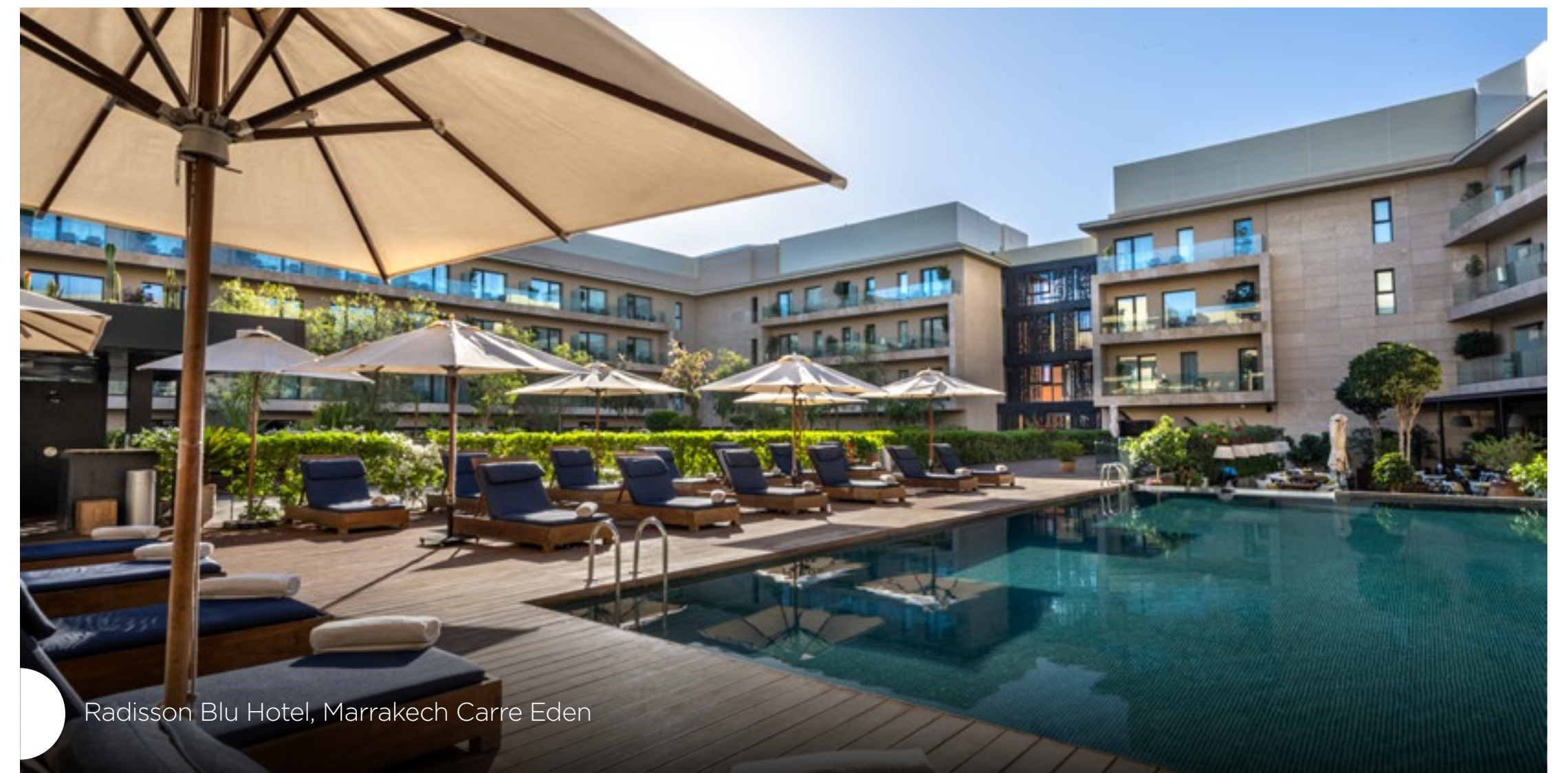
Additionally, Radisson Blu Hotel, Bremen won the first prize from the Tourism Board of the city for Sustainability in Action 2023. Finally, Radisson Hotel Budapest BudaPart received the award of Sustainable Hotel of the Year at the Klasszis TopDesign Awards 2023.



Radisson Blu Hotel Karlsruhe



Radisson Blu Plaza Hotel, Oslo



Radisson Blu Hotel, Marrakech Carre Eden

Think People





3rd

World's Best Employer for the Travel and Leisure industry by Forbes Magazine



83%

overall team member engagement score in Radisson Listens



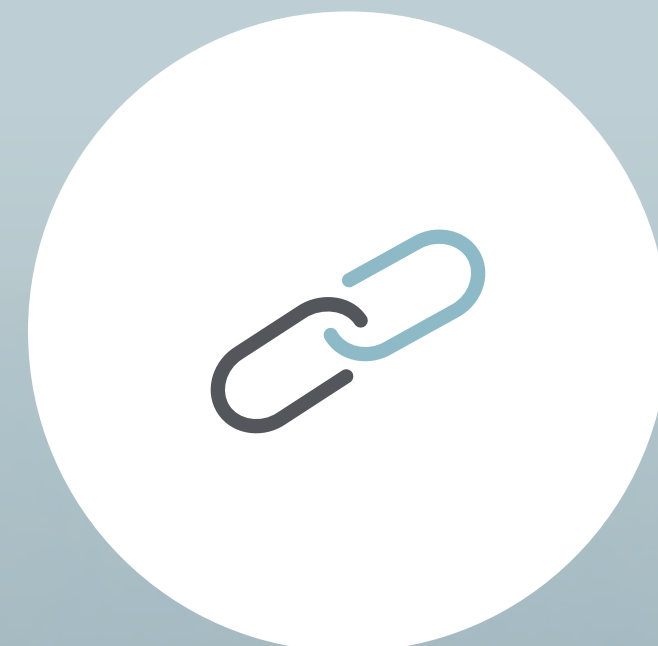
1.5M

hours spent in training and development



8th

slavery and human trafficking statement issued



32%

women in leadership positions



188

hotels certified by Safehotels

Employment and Employability

At RHG, we want to be an employer of choice by constantly attracting and growing talent. As a global company, we have all the tools in place to help team members develop meaningful clear and fast-tracked careers and deliver Memorable Moments to our guests.

Employment

RHG employs a diverse workforce with team members representing 146 different nationalities, as of 2023. The team is composed of 33% women, 66% men and 1% other, as well as 2% which identify as having a disability. These statistics are based on information from RHG's HR Information System. Notably, 19% of our total workforce is categorized as outsourced labor, predominantly within the housekeeping, security, food & beverage, and gardening service teams.



146

Nationalities



19%

Outsourced team members



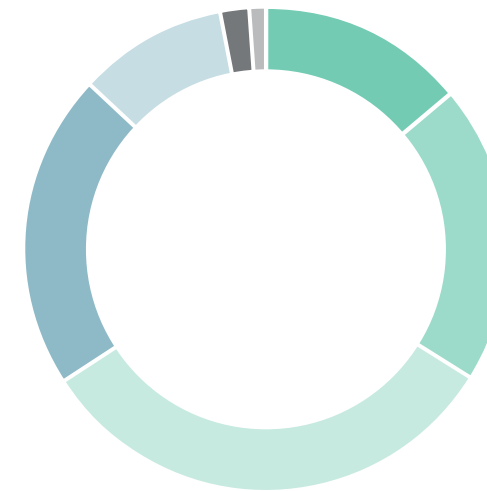
2%

Team members with disability

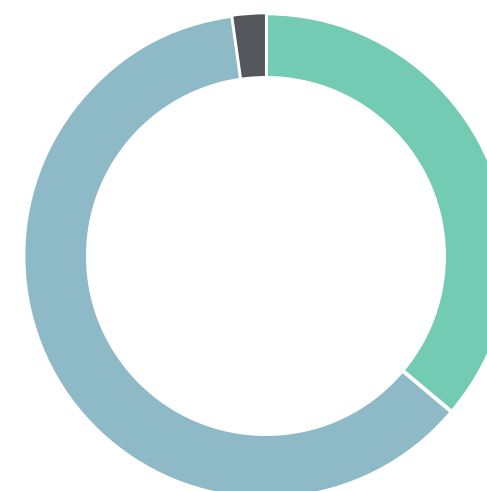
Empowering and social dialogue

RHG enables and encourages two-way communication and consultation between team members and management. In 2023, 36% of RHG's team members were covered by collective bargaining agreements. Of the hotels operating in countries where this is not possible, 88% practice other forms of workplace cooperation to improve our team members' welfare and to develop mutually acceptable solutions for common challenges.

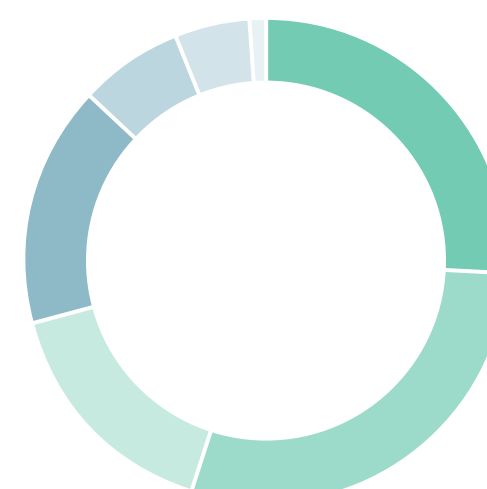
In adherence with the European Union Directive on Works Councils (94/45/EC), RHG has established a European Works Council comprising of representatives from our central management team, appointed team members, and the Global Chief Resources Officer. The Council's Annual Meeting convened in person in 2023 and discussed a range of subjects with team member representatives, including RHG's company finances, business development, performance, ethics and human rights reporting, and Responsible Business activities, among other pertinent issues.



TEAM MEMBERS BY AGE	
Below 24	14%
Between 25 - 30	20%
Between 31 - 40	32%
Between 41 - 50	21%
Between 51 - 60	10%
Between 61 - 65	2%
Above 65	1%



TEAM MEMBERS BY GENDER	
Female	33%
Male	66%
Non-binary/Other	1%



TEAM MEMBERS BY SENIORITY	
Below 1 Y	26%
Between 1 - 2 Y	29%
Between 3 - 5 Y	16%
Between 6 - 10 Y	16%
Between 11 - 15 Y	7%
Between 16 - 25 Y	5%
Above 26 Y	1%



Employment and Employability

Supporting employment opportunities for youth at risk

Addressing global youth unemployment is a crucial responsibility shared worldwide. According to the International Labour Organization (ILO), currently a staggering 73 million young individuals face unemployment globally, putting them at risk for long-term challenges in the labor market.

Recognizing its role in tackling this issue, RHG is committed to providing accessible training and employment opportunities for vulnerable youth, and has created employment positions for underprivileged young individuals. In 2023, our hotels opened their doors to 13,055 trainees, including 787 at-risk participants by engaging them in various trainee and apprentice programs to empower them with valuable skills and experiences.

Hospitality Unite

In response to the conflict in Ukraine, the hospitality industry united with a shared goal to support refugees by providing them with employment opportunities in receiving countries. RHG, together with other leading hospitality brands and in collaboration with the Sustainable Hospitality Alliance and the recruitment platform Harri, created Hospitality Unite which is a centralized space for hotel brands to post job opportunities. Hospitality Unite is a simple online system where refugees can apply and interview for roles while in transit or looking to leave their countries. The website is available in both Ukrainian and English and is shared

with refugees via disaster relief agencies as well as Ukrainian and other local media outlets. RHG continues to work with the Sustainable Hospitality Alliance to share experiences, learnings, and best practices to support current and future refugee crises.

Youth development in Cairo

As a net positive accelerator, Radisson Blu Cairo Heliopolis is actively engaged in breaking barriers in Egypt's hospitality sector through its participation in an innovative youth employability program. The recent graduation of the first candidate marks a significant milestone in addressing youth unemployment and fostering inclusivity within the industry.

In partnership with the Sustainable Hospitality Alliance, supported by the German Federal Ministry for Economic Cooperation and Development, and implemented by Deutsche Gesellschaft für Internationale Zusammenarbeit, the hotel is creating sustainable employment opportunities. By collaborating closely with local training partners, non-profit organizations, and other stakeholders, the program aims to remove barriers to employment, in particular for young women. As part of the Sustainable Hospitality Alliance's broader initiative, RHG's involvement demonstrates the Group's commitment to driving positive change and fostering a more inclusive hospitality industry.

Tent partnership for refugees

Tent is a global organization that helps global businesses improve the lives of refugees. RHG's team in Poland completed a needs analysis and are starting to build a solution for refugees coming into the country which will be implemented in 2024.

DuoDay in Bremen

In 2023, Radisson Blu Hotel, Bremen reinforced its commitment to learning and development by participating in the DUOday campaign. Team members collaborated with individuals with disabilities to form duos to create a more inclusive work environment. One notable collaboration involved Femke, who spent a day at the hotel alongside her apprentice Nicola. Femke and Nicola contributed their skills and perspectives by engaging in shadowing members in different hotel departments and participating in a team meeting. The experience proved to be both enriching and exciting for all participants and highlighted the hotel's dedication to inclusivity. Radisson Blu Hotel, Bremen is exploring additional opportunities to enhance its inclusiveness further and continue making a positive impact.



Culture and Engagement

RHG's cultural values focus on a guest-centric experience, reinforcing its commitment to ensuring that Every Moment Matters for guests, owners, and talent.

Guided by our Culture Beliefs, every team member is empowered to create a memorable experience for each guest across all properties and workplaces. Living our brand promise means embracing each moment as a chance to serve, enhance, innovate, enjoy, learn, push boundaries, develop, exceed expectations, and leave a lasting impression.

Our Culture Beliefs

Building a global culture that fosters team engagement and a proud sense of belonging is a critical business priority. When team members agree and care about our company beliefs, they feel more engaged and motivated to perform their best. RHG has identified the following beliefs which serve as the foundation of our shared company culture:

- We deliver memorable moments every day, everywhere, every time
- We enjoy serving with our "Yes I Can!" spirit
- We grow talent, talent grows us
- We are many minds, with one mindset
- We value open and direct interactions to build trust
- We believe anything is possible
- We have fun in all that we do

Yes I Can!

RHG recognizes its team members who embody a genuine Yes I Can! spirit by presenting them with a Yes I Can! pin. Furthermore, the company hosts annual Seniority Awards to acknowledge team members who have dedicated five, 10, 15, 20 years, and beyond to the company. Team members are honored with an anniversary diamond pin for each five-year milestone, and the number of diamonds bestowed increases in accordance with their years of service. In addition, the awarded team members also receive a framed diploma signed by Federico J. González, the Group's Executive Vice Chairman.



Recognized as a top employer

RHG was honored by Forbes Magazine as the world's third best employer worldwide in the Travel and Leisure industry. This is the third consecutive year that RHG has been recognized as one of the world's best employers and is a true sign of our commitment to our team members. It brings us an important step closer to achieving our goal of being the people-focused hotel company of choice for guests, owners, and talent.

Talent recognition

RHG is a people-oriented company aligned with our Every Moment Matters (EMM) brand promise. Across all regions and countries, we celebrate the EMM Awards annually. The EMM Awards are peer-to-peer recognition awards, in which all hotels and offices participate by nominating their colleagues for how they live up to our culture beliefs. Apart from celebrating the awards locally in each hotel and office around the world, a global celebration was hosted for the second consecutive year by our Executive Vice Chairman, announcing seven global winners virtually. This year, in addition to the awards for each of our seven Culture Beliefs, we created a new category called 'Winner of the Year' which awarded the team member who was nominated the most overall per belief globally.

The EMM Awards bring the whole company together to recognize our people, the most important asset that we have. It has become the most important recognition in our company and a true symbol and celebration of our company ambassadors.



Culture and Engagement

Connect

RHG facilitates global team engagement via various channels, including live streaming, newsletters, video messages, and intranet updates to provide team members with regular opportunities to connect with the business strategy, the company's five-year plan, and the leadership team. "Radisson Talks" and "Radisson Conversations" offer monthly business updates and inspiring career stories, respectively, to foster a sense of community. "Virtual coffee with leaders" provides an informal platform for team members to interact with executives in a casual setting.

RHG recognizes and celebrates its team members through People Engagement Campaigns. The "Moment Makers" campaign highlights individuals who embody the company's culture beliefs by delivering memorable moments consistently. In 2023, seven team members worldwide were recognized as Moment Makers, with special emphasis on two individuals, Barbara Awwad and Allan Berling Christensen, who celebrated 50 years with the company.

Our 'Pioneers' campaign features women who have demonstrated leadership and innovation by achieving significant milestones or pioneering new initiatives.

Radisson Listens

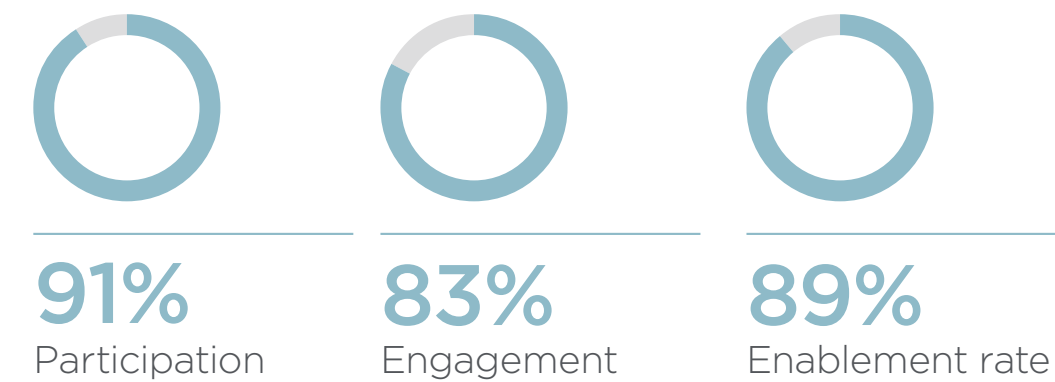
Team member engagement is key to delivering memorable moments to our guests and to achieving our business goals. As our company continues to evolve, it is important for us to understand how our talent around the world feels about working at RHG. We are a diverse and inclusive people-focused business and care about the wellbeing of all the team members in all countries where we do business.

We want to make sure that all team members are fulfilled by their jobs and can fulfil their professional ambitions within our company. The anonymous annual engagement survey is collected and analyzed by an independent company. Data can be compared with the feedback from similar hotels, countries, regions, or across the entire brand. The data shows where the hotel or office meets or exceeds team members' expectations and which areas need more attention. Following the publication of results, hotels put a specific action plan in place to maximize the identified strengths and improve performance in weak areas.

Radisson Listens was rolled out across all hotels and offices in November 2023. There was strong participation, with a 91% response rate, representing a higher participation rate vs other best-in-class companies. Our overall team member engagement score increased to 83% globally which is 18% above the norm of the Global Leisure and Hospitality industry.

As an organization, we have made three commitments to our teams:

- All team members must take part in a meeting where they are shown their team's engagement results (for teams of more than five members) – leaders must ensure this takes place.
- All team members are able to voice their opinion freely – leaders must facilitate a conversation to ensure this happens.
- An action plan must be implemented for each team (no matter how small) – leaders are responsible for ensuring this happens.



Radisson Listens – Pulse Survey

In 2023, the Pulse Survey functionality was introduced after the Global Engagement Survey. These small, quick surveys were established globally to allow for real time feedback from team members between the yearly Global Engagement Survey cycles and encourage regular discussions with teams around engagement.

Radisson Flex

Radisson Flex is our hybrid work model, offering all support office team members a choice of when, where, and how they work. Team members benefit from the social engagement and collaboration offered by an office environment combined with the innovative technology support which connects them and enables them to work remotely as aligned with their personal preferences. This flexibility empowers every individual to strike a personal balance, ultimately enhancing their overall performance and driving optimal results.

Mental health first aid

Mental health and wellbeing are essential for overall quality of life, productivity, resilience, and fostering positive relationships and experiences. In the United Kingdom, RHG introduced a mental health and wellbeing policy, emphasizing our commitment to supporting all team members' mental health. A key aspect of this initiative was the implementation of accredited Mental Health First Aid (MHFA) training, empowering team members to serve as MHFA Ambassadors. Over the past two years, RHG has expanded the MHFA Community from 23 to 35 members across our hotels and offices in the United Kingdom, with eight training courses conducted. RHG actively promotes awareness events such as 'brew Monday', 'mental health awareness week', and 'wear it green' day. MHFA plays a crucial role in providing initial support and guiding individuals to appropriate resources and assistance.

Talent Acquisition

In today's competitive market for top talent, being a credible employer and a great workplace is critical to remaining competitive as it increases the company's overall market potential and growth opportunities.

Employer value proposition

People are at the core of our business success and future. RHG's employer value proposition (EVP) is aligned with the workforce's evolving expectations to strike the right balance between rewards and benefits as well as work and personal time. This proposition serves as a potent tool for instilling purpose and attracting young talent to the hospitality industry.

Leveraging professional social networks has proven highly effective in elevating the awareness of RHG as a premier employer. Through social media, RHG enhances candidates' recruitment experiences by furnishing them with comprehensive insight into working at RHG and empowering potential hires to make informed decisions.

Additionally, social platforms serve as avenues to amplify the voices of RHG's ambassadors through compelling storytelling. By orchestrating multiple employer branding campaigns, RHG has fortified its standing among the top hospitality companies, fostering increased engagement and recognition for the Group.

Ambassador program

In 2023, RHG launched the "#LifeAtRadisson" ambassadorship program as an extension of our online go-to-market strategy of nine channels which communicate our EVP.

50 individuals from across our 10 brands present in all regions in which we operate were involved in the pilot group. These individuals were selected based on their capability to influence and their trend setting capacity within the Moment Maker community. This select group was strategically positioned to play a key role in effectuating a transformative shift, as they are authentic brand advocates. They were instrumental in sharing their firsthand experiences that are truly reflective of the distinctive qualities of our EVP with a global audience and extend our reach and influence significantly.

This initiative helped our efforts to build a true community within our organization by fostering a deep sense of belonging amongst our current team members. Simultaneously, prospective candidates were presented with more than a job opportunity; they were offered a compelling narrative of a meaningful career within an organization that prioritizes diversity, inclusivity, and continuous development.

The narratives shared by our 50 ambassadors served as powerful testimonials to illustrate how our EVP translates into tangible, impactful experiences within the organization. With this pilot group, we achieved increased team member retention and solidified our reputation as an employer of choice within the industry.



Talent Acquisition

Attract tomorrow's talent

RHG is constantly aiming to attract and retain diverse talent from around the globe. Throughout 2023, our local Talent Acquisition teams were visible at key recruitment events, bringing the world of hospitality to people of all backgrounds.

Team member benefits

Special benefits are extended to all global team members, including exclusive rates for team members, their friends, and family when staying at our hotels. In addition, discounts on food and beverage services along with other hotel amenities are provided, complemented by reduced prices on various items facilitated by the Procurement Department. Team members have access to a diverse array of developmental opportunities, including training courses offered through Radisson Academy aimed at supporting their professional growth and advancement.

69% of our hotels offer health checkups for team members as an ongoing commitment to the health, safety, and overall wellbeing of our team.

EM Cup

For the second consecutive year, RHG participated in the European Mise en Place Cup (EMCup) as part of the business jury. The theme was 'Tradition Vs Trend - Break the Mold'. Together, the jury and schools involved were allowed the opportunity to brainstorm and debate whether old traditions have been overtaken by modern trends in hospitality.



3,861

job vacancies



87

average applicants per vacancy



47%

of visits to the corporate website are to the main Careers section



69%

of hotels offer health check ups for team members



25,000

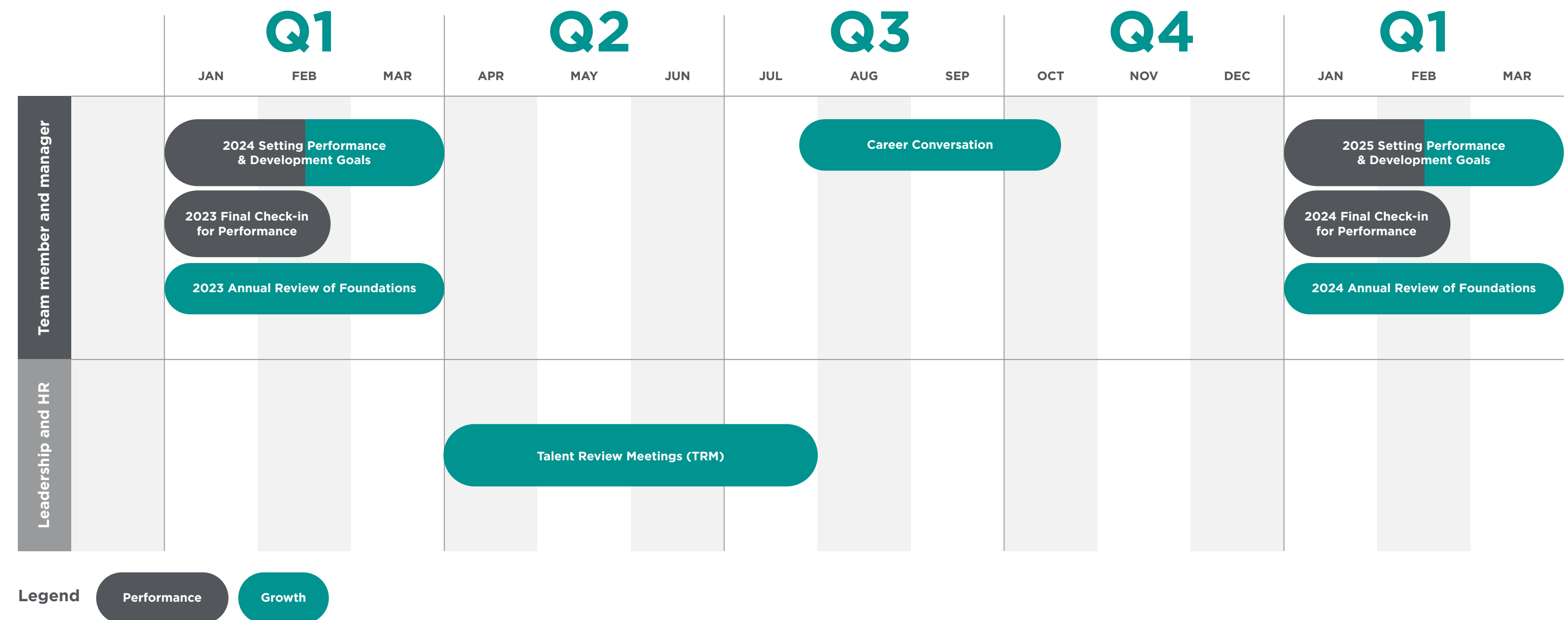
hotel bookings made using team rates



Talent Management

At RHG, we recognize that developing our teams and delivering a consistent cycle of performance management, development, and feedback are key to unlocking the potential within our team members and our company's overall business success.

Workday, the leading human capital management platform, is used by RHG to support the Performance and Development (P&D) cycle along with other core HR elements, such as on-boarding, learning and development, career development, compensation, and benefits. The P&D cycle targets driving business objectives alongside supporting team members' progress towards individual development goals. We are committed to offering team members from all levels and specialities across the business a range of opportunities for growth by building engaging and impactful development plans bespoke to their needs. Managers are driven to identify their key talent.



Talent Management

At RHG, our passion revolves around people, the very essence of our hospitality philosophy. Grounded in our culture belief, 'We deliver memorable moments every day, everywhere, every time' we are committed to creating unforgettable moments every day, everywhere. Our "Yes I Can!" service ethos guides our interactions with guests and is integral to our people-centric culture that fuels our drive to be among the top three hotel brands globally. Our talent management strategy prioritizes internal growth by developing meaningful career paths using technology-driven processes, internal talent brokerage, and robust training programs at Radisson Academy, including Accelerate—a rapid career development initiative propelling candidates to a General Manager role in just 8 to 11 months.

Leadership and talent foundations

RHG's leadership and talent foundations established the criteria for how we want our team members to perform their work and were developed to ensure that we have consistent performance standards across the globe. Additionally, they give us one common language and a balanced approach to measuring performance and bringing our culture beliefs to life.

Foundations cards and game

To support managers with development and growth conversations with team members, we launched the Leadership Foundation cards. The cards facilitate development conversations in a gamified approach, based on our Foundations. Additionally, an online game was developed for the same purpose.

Careers

As part of our ongoing commitment to providing meaningful career moments and advancement possibilities, RHG launched several new career development tools and initiatives in 2023. RHG created a dynamic new career proposition that aligns with the changing expectations of the new generation of hoteliers focused on core company values, responsible business, and digital engagement. Grounded in three pillars – Broad, Clear and Fast – the Group's career proposition offers a dynamic approach to professional growth, irrespective of one's background and origin.

'Broad' opens doors to the Group's growing international portfolio in 95+ countries, emphasizing cross-functional mobility and clear policies for international assignments.

'Clear' brings structure and transparency, with defined career tracks, career mapping tools, and personalized learning opportunities.

'Fast' injects dynamism into each team member's role, with career acceleration programs, leadership commitment, and clear growth timelines.

Global career month

To offer more interactive and digital development opportunities, the Group launched its first virtual Global Career Month. This initiative played a pivotal role in elevating the Group's new career proposition by providing key insights into executive career paths and fostering engaging conversations about how to build dynamic and fulfilling careers at RHG. The inaugural Career Month featured over 45 internal and external speakers, including all RHG's Executive Committee leaders, who together hosted 40+ engaging and targeted virtual sessions. These sessions brought together more than 1,000 team members virtually daily and created local impact through on-property activation. Team members had the opportunity to engage with industry experts to learn about their tips and tricks to build a great successful and meaningful a memorable career, to be inspired by stories of successful team members who have had strong career paths at RHG, to network with other team members, and to gain insightful knowledge about the tools and systems available to support their career growth.



People Development

Investing in our people's growth is at the core of our culture with 'We grow talent, talent grows us'. We remain committed to building a vibrant learning environment and empowering our team. We believe that continuous learning keeps our teams engaged, equipped with the latest skills, and prepared for future challenges. As Radisson Academy approaches its fifth anniversary, we celebrate our commitment to continuous learning and new development opportunities for our teams.



204K+
trainings completed



77%
increase in training completions since Radisson Academy launch in 2019



8,200+
team members completed at least one training



900+
virtual and face-to-face training sessions hosted



4.8 of 5
average rating for our internal courses by participating team members



1M+
hours of training available on Radisson Academy Online and Typsy



18.5
hours of training on average per team member



People Development

Radisson Academy online

Through Radisson Academy Online, all hotel team members can access personalized training, as well as continuous learning and career development opportunities. Managers actively support their teams through role-based assignments, training reports, and interactive dashboards, fostering closer collaboration and leadership involvement.

2023 marked Radisson Academy's fifth anniversary. To celebrate, RHG launched 52 new internal developed courses covering diverse areas like Meeting & Events, Revenue Management, Radisson Rewards, Housekeeping and Food and Beverage. Training completion has soared to over 110,000 since 2020, and our trainings show consistent high satisfaction ratings (4.8 out of 5). We remain committed to empowering our teams with the knowledge and skills they need to thrive.

Radisson Academy live

Our Live Academy delivers instructor-led Business and Leadership Development training, to encourage networking, knowledge sharing, and experience exchanges. After a successful 2022 relaunch, 2023 saw renewed interest in Radisson Academy with sessions hosted across seven locations, enabling participation from diverse geographies. Over 1,100 participants from 24 countries connected and honed their skills in Finance, Meeting and Events, Food and Beverage, Profitability, Presentation, Resilience, Leadership, and more.

Radisson Academy certifications

RHG introduced Radisson Academy Certifications, a series of training programs aimed at enhancing the functional and strategic capabilities of our teams, thus enabling faster career acceleration. Throughout 2023, RHG not only consolidated the Certifications offering with 9,000 completed certifications, but also successfully launched new impactful content. In collaboration with Credly, a platform for issuing and sharing digital badges, RHG empowered learners by issuing over 1,200 badges throughout the year. This partnership allows participants to showcase their credentials externally and share their acquired skill sets via their social media profiles.

Radisson Academy on-the-Job

On-the-job training is another integral part of Radisson Academy. Learning is based on the 70:20:10 model which shows that people achieve 70% of their learnings from doing on-the-job practice & assignments, 20% from developmental relationships, and 10% from coursework and training. Delivered on-property by the department on-the-job trainer, this method is highly effective to learn Standard Operating Procedures (SOPs), service flows, recipes, and other processes.

Hospitality fundamentals by Typsy

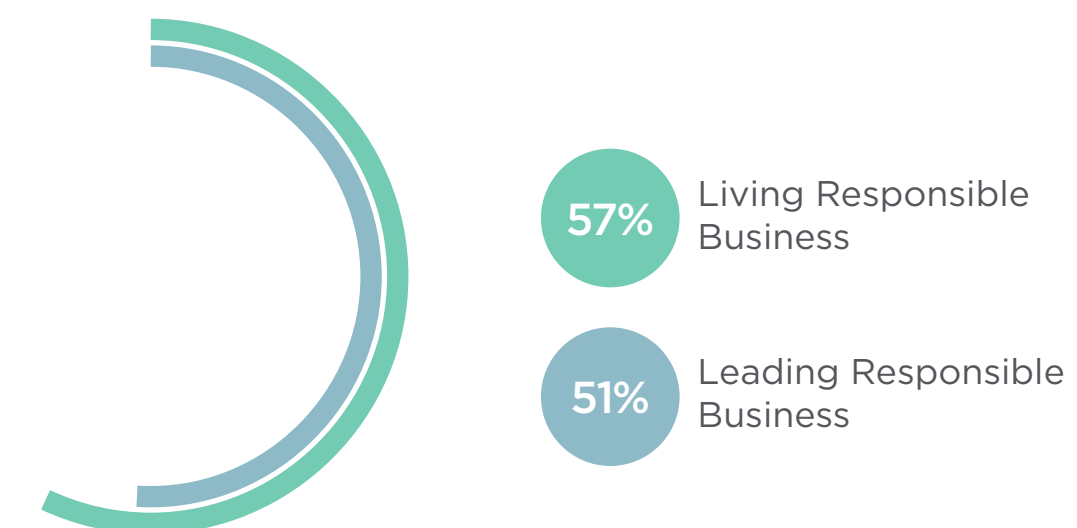
Since 2019, RHG has been working with Typsy, an education technology learning platform of choice in the global hospitality industry. Integrated seamlessly with our Radisson Academy Online ecosystem, Typsy's extensive library of over 1,900 bite-sized video lessons has fueled over 48,000 course completions, totaling 45,100 training hours for over 8,000 team members.

Global responsible business training

Our team embraces Responsible Business principles daily, within their homes, within the hotel setting, and in local communities, and always strives to shape a better future and planet. Responsible Business engagement commences with our global Responsible Business training program.

The Living Responsible Business training is available in 21 languages and employs a gamified approach during classroom training. It covers various topics, including ethics, equity, diversity, inclusion awareness, community support, eco-footprint reduction, waste sorting, and addresses sensitive issues like combatting sex trafficking and forced labor. Over 400 Responsible Business trainers globally conduct on-property workshops.

Additionally, our leaders undergo "Leading Responsible Business" training, an interactive online learning module focused on eco-footprint reduction, youth employability, responsible recruitment and sourcing, human rights promotion, and our partnership with SOS Children's Villages.





Diversity, Equity and Inclusion

Diversity, Equity and Inclusion (DEI) are at the forefront of our business strategy. We are committed to creating workplaces that foster inclusion and a strong sense of belonging and make people feel like they can bring their true self to work.

We understand Diversity as a broad spectrum of individual characteristics that make each team member unique by celebrating our diverse cultures, races, genders, generational perspectives, and multiple abilities. This is beautifully encapsulated in our company belief, “we are many minds, with one mindset”.

Culture diversity

Operating in 95 countries and territories, diversity is part of our DNA. Our global workforce includes 146 nationalities, ethnicities, and races.

With our hotels and 15 global offices, growth opportunities including cross-functional or international assignments are available to everyone to broaden our team members’ horizons and encourage them to embrace new perspectives.

Diversity, equity and inclusion training

In 2023, RHG revamped its critical trainings to prioritize Diversity, Equity and Inclusion in an effort to ensure the workplace is free from biases and harassment. Notably, onboarding reviews now include a dedicated Diversity, Equity and Inclusion

section outlining the company’s commitments. The Accelerate program, designed for Heads of Department aspiring to become General Managers, incorporates Diversity, Equity and Inclusion training to empower leaders to build inclusive teams.

Furthermore, the Head of Department Foundations for Success program initiated in 2022 with a focus on unconscious biases, saw 237 Heads of Department complete the program in 2023. These initiatives underscore RHG’s commitment to cultivating an inclusive workplace culture through ongoing learning to prevent discrimination.

Accessibility for all

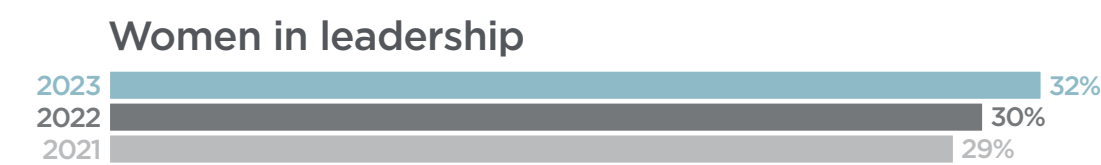
All hotels in the RHG portfolio are required to provide an environment which is accessible to everyone, regardless of their abilities. At the end of 2023, 5% of all the rooms in our hotels were accessible.

Diversity, Equity and Inclusion

Balanced leadership

RHG is committed to balanced leadership by enabling more women to take on leadership roles within the company.

Currently, the leadership team consists of 32% female leaders, including director-level and above at offices and from General Manager level at hotels. This represents an increase of 16% since 2018. In some countries, such as the Nordics and the Baltics, these percentages are higher, and 44% of our General Managers are female.



We are committed to increasing the number of females in leadership roles and have established a target of 35% Women in Leadership by 2025 and 50% by 2030. To achieve this vision, we have implemented key actions across the different stages of the team member life cycle.



In 2023, RHG took significant strides towards fostering gender diversity and inclusion, internally and externally by establishing dedicated talent pools focused specifically on female profiles. Notably, the external talent pool aimed at female

General Managers resulted in a remarkable 30% of external hires for GM positions in 2023 being female, showcasing an impressive 11% increase as compared to the previous year.

RHG also demonstrated its commitment to gender equality by defining transparent career plans and fast tracks with balanced 50% female participation in all development programs and critical training initiatives. The company undertook a comprehensive review of rewards packages and policies, with a particular focus on addressing the gender pay gap and cultivating more inclusive working conditions.

Additionally, RHG implemented a progressive parental coverage policy across all offices, enhancing local government aid to cover approximately 100% of the gross base salary for team members. This initiative is designed to provide comprehensive support for team members navigating parental responsibilities.

Furthermore, RHG showcased female leadership testimonials across its internal and external channels as part of its Female Pioneers campaign, celebrating and highlighting the achievements of women leaders in the organization. These initiatives collectively underscore RHG's commitment to creating a diverse and inclusive workplace.

Talent review meetings

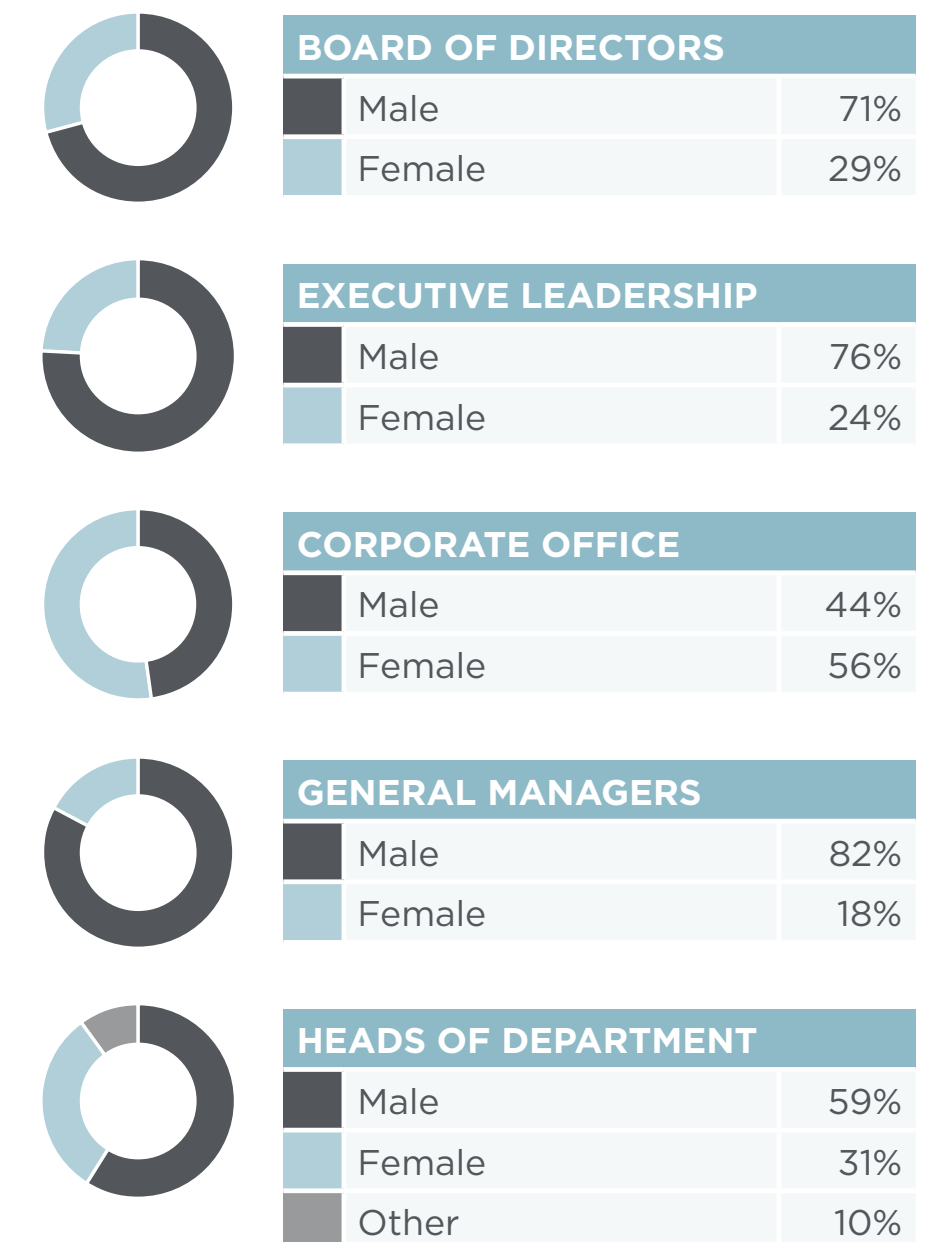
RHG has taken clear action to prevent discrimination in professional development and promotion processes. The increase in balanced leadership was achieved through our recruitment process which always ensures a gender-balanced number of applicants is included on the final shortlist for General Managers and Director and above positions.

Furthermore, we annually assess team members through talent review meetings, where we identify high potential candidates and build personalized career plans that have a clear gender focus aimed at developing inspiring and long-lasting journeys for our people.

The calibration of potential versus performance was conducted for over 8,000 team members in 2023, which led to the creation of development plans and fostered internal moves.

Compensation and benefits

RHG's Remuneration Policy aims to achieve a market positioning that attracts and retains the necessary talent and promotes long-term value generation and sustainability. RHG remains committed to ensuring internal equity and external competitiveness, as well as equal pay for all genders. In addition to emphasizing equal pay as part of our core values, we operate a fair pay policy and issue gender pay gap reports where necessary.



Human Rights

RHG strives to conduct all business operations in a way that promotes and enhances human rights within our sphere of influence. RHG abides by the UN's Guiding Principles on Business and Human Rights for collective action, which are embedded in our policies and procedures. We are committed to raising awareness of human rights risks and to addressing risks that arise in the labor supply chain.

Key human rights and employment principles are reflected in two RHG policies which both complement our Code of Business Ethics and clarify the principles by which we live and work in our hotels and offices. These policies are:

- **Human Rights Policy:** covering our engagement with issues such as ethical business conduct, the protection of children's rights, combating human trafficking, and the protection of our team members' rights.
- **Employment Principles:** covering RHG's promises to our team members. These include non-discrimination, freedom of association, and the development of in-house talent.

Both policies are publicly available and are communicated on internal channels to all hotels and corporate team members.

Eliminating trafficking and modern slavery

RHG is committed to combating modern slavery and human trafficking by educating team members about the issues involved, as well as encouraging our partners, stakeholders, and the broader business community to take a stand against slavery and human trafficking.

We operate to high standards advocating for social and environmental sustainable business practices. Our aim is to address vulnerabilities in the hospitality industry, to combat and eliminate any form of modern slavery, and to operate our business without slavery, sexual exploitation, the exploitation of children, or forced, bonded and compulsory labor. As highlighted in our Supplier Code of Conduct, RHG is encouraging its partners, suppliers, and the broader business community to take a stand against human trafficking and modern slavery.

For more detailed information, access our latest slavery and human trafficking statement [here](#).



Human Rights

Responsible recruitment and employment

Adults and children around the world remain victims of modern slavery. This problem is a reality, albeit one that many people today are unaware of. Hotel operations in numerous regions rely on the talent of migrant workers hired as team members or contracted through employment agencies. Migrant workers are amongst the most vulnerable groups in the labor force, due to their immigration status.

RHG does not accept forced labor in its operations or supply chain. Our responsible recruitment and employment framework helps to ensure we take a proactive approach to preventing forced labor in every part of our business.

These expectations are met within our company and in the practices of labor agencies and outsourced labor suppliers used by RHG. The industry's principles regarding forced labor are imbedded in our responsible recruitment and employment framework.

RHG's commitment to tackling forced and bonded labor in its operations and supply chain:



Human Rights

Toolkit to combat modern slavery

RHG developed a toolkit for responsible recruitment and employment, designed to combat modern slavery. It supports hotels to raise awareness of – and prevent – forced labor in the recruitment and employment process. The toolkit is available to all hotels, helping hotel management and HR teams in their endeavors to combat the problem. In 2023, 69% of our hotels actively used the toolkit. Our efforts are focused on protecting migrants and outsourced team members, which represents a significant part of the workforce in our hotels.

The Leading Responsible Business training for all heads of department and general managers contains a specific training module detailing how to use the toolkit. Additionally, RHG has also made available the Risks of Modern Slavery in Labor Sourcing training, designed to help human resources, procurement, and legal teams to identify and address the risks of modern slavery in hotel operations and the supply chain. Real-life case studies are used to underpin the training.

The toolkit for responsible recruitment and employment has been reviewed by the United Nations International Organization of Migration and recommendations were implemented in 2022.

Remediation plan

Provides guidance on what actions to take when certain risks are identified

Recruitment agency due diligence

Controls the business risk, outlining what due diligence to perform when using recruitment agencies

Team member awareness

Back of house engagement tools

Guidance documents

Advice on promoting ethical recruitment practices with details of how to engage with recruits and team members

Worker interviews

Helps to highlight possible cases of abuse or recruiter-induced human trafficking

Training

Educates team members to increase awareness, mitigate risks, and give guidance on due diligence processes

Self-assessment questionnaire

Helps to identify potential gaps and human rights vulnerabilities in our hotel business processes and to pinpoint the vulnerabilities of third-party intermediaries



ECPAT

Children throughout the world are at risk of trafficking and prostitution. They also face serious online dangers, including grooming, sextortion, and the proliferation of child sexual abuse images.

RHG is committed to helping protect children-at-risk by working as a proud partner of ECPAT. ECPAT is the leading policy organization striving to end the commercial sexual exploitation of children by promoting awareness, advocacy, policy, and legislation. ECPAT works at local, regional, national, and international levels by supporting shelters for survivors; training and law enforcement; influencing governments and conducting a wide range of research. ECPAT provides a wealth of resources aimed at helping the hospitality industry and hotel team members prevent trafficking.

RHG joined ECPAT's Tourism Child-Protection Code of Conduct (The Code), the world's only voluntary set of business principles that can be implemented by travel companies to prevent sexual exploitation and trafficking of children. The Code is a joint venture between the tourism private sector and ECPAT, providing awareness, tools, and support to the travel and hospitality industry.

One of our core actions in support of the Code is to ensure all team members are trained in a special Child Protection module. This module is part of our mandatory, classroom based, Living Responsible Business training and includes case-based scenarios to encourage discussion amongst participants.



Business Ethics and Compliance

All interactions within RHG as well as with our team members, partners, stakeholders, and local communities are based on the highest principles of business ethics. Since 2009, RHG is a signatory of the United Nations Global Compact which provides companies with 10 principles on Human Rights, Labor, Environment, and Anti-Corruption. Our commitment to ethical excellence is the Group's heartbeat.

Code of business ethics

Our Code of Business Ethics (the Code) governs how we do business. It enables us to take positions on key issues of business ethics with a single voice. The code includes ten principles which guide us whenever a business decision needs to be made. Those principles are:

1. We respect the law
2. We show respect for all persons in all situations
3. We think ethically
4. We act fairly
5. We do not discriminate against anyone for any reason
6. We are honest and transparent
7. We are loyal to our employer
8. We do not exploit the company's resources
9. We think of safety at all times
10. We take care of the earth

The Code addresses the topics of conflict of interest, fraud, money laundering and facilitation of tax evasion, anti-trust and anti-competitive practices, corruption, and bribery.

Business Ethics and Compliance

Ethics hotline

A key element of business ethics at RHG also encapsulates the whistleblowing policy. Any team member with concerns or questions about the Code is encouraged to raise these directly with their supervisor, human resources department, or person of trust in the hotel or regional organization.

Infringements of laws or the Code, as well as matters pertaining to a team member's rights, obligations, or working conditions are to be reported directly to their supervisor. If the person(s) to whom the team member reports an ethical problem or questionable practice is not responsive or if there is reason to believe that reporting to the person(s) indicated is inappropriate in a particular case, the team member can report the matter of concern using the independently operated business ethics hotline. In no event will any action be taken against the team member for reporting ethical problems or information on questionable practices in good faith. The business ethics hotline can be accessed via ethics.radissonhotels.com. Any specific complaint launched on the ethics hotline will be investigated by the Ethics Leadership Group.

The Ethics Point platform is independently operated by a third-party organization, Navex Global. Team members can use the site to file presumed breaches of the Code and report any other concerns anonymously, except where local law restricts the company from accepting anonymous reports. Investigations are conducted in a timely and sensitive manner. The site is available in 11 languages.

Compliance certificate

Additionally, designated team members are required to submit compliance certificates annually. This includes the executive leadership team, area vice presidents, managing directors, regional directors, general managers, and financial controllers. Key responsibilities for these team members include:

- Leading by example and acting in accordance with the Code in all day-to-day work
- Ensuring that the Code is alive and adhered to in each team
- Ensuring they are familiar with the Code as team members may ask for advice and guidance on certain issues
- Identifying compliance risks and making the appropriate decisions regarding issues relevant within their areas of responsibility

Ethics training

The Code applies to every person who works for RHG and its companies. The Code is distributed to all team members digitally via the HR planning system, Workday, or through the team members' handbook. It is also included in our internal procedures manual. All team members are trained in the Code of Business Ethics, its implications, and the reporting processes. Training occurs in the onboarding sessions and the classroom-based Living Responsible Business training module.

Anti-corruption

RHG does not make any contributions or give support (direct or indirect) to political parties or individual politicians. RHG has received certain governmental subsidies and loans in countries in Europe, including France, Switzerland, Sweden, Norway, and United Kingdom for payroll, costs, and rent.



Business Ethics and Compliance

Anti-bribery Compliance

Compliance with the UK Bribery Act and the US Foreign Corrupt Practices Act (FCPA) is promoted by:

- Making anti-bribery part of our Code of Business Ethics
- Training team members
- Including anti-bribery and anti-corruption related provisions in partner contracts
- Confirming compliance by all team members in management positions once every year

It must be noted that no cases of corruption were reported through our Ethics hotline in 2023.

Data privacy

The General Data Protection Regulation (GDPR) sets out detailed requirements for companies and organizations on collecting, storing, and managing personal data. Because people are at the heart of our business, we fully recognize the importance that privacy and data protection represents to all individuals.

In line with GDPR requirements, RHG is fully committed to ensuring the security and protection of the personal data it processes and to providing a compliant and consistent approach to data protection. Further to previous data handling publications, our Hotel Data Handling Policy and Administrative Office Data Handling Policy have been created to explain GDPR's essential information requirements.

In addition, the RHG GDPR training designed for hotel team members and supervisors uses typical hotel situations to explain the dos and don'ts, so team members learn how to apply EU GDPR regulations in reservations, front office, and Food and Beverage operations.

Safe spaces

We create communities where everyone's voice is heard and valued and that foster team spirit and collaboration. To achieve this, it is fundamental that spaces are safe and that our team members are provided with the tools to report any misconduct.

Our Code of Business Ethics outlines the measures we have in place in the case of alleged harassment and our onboarding program has a focus on how to spot and stop harassment. We have a clear sexual harassment policy in all the countries where we operate. All of our programs and protocols have been created in accordance with RHG's Code of Business Ethics.



Safety and Security

The world has re-opened following the pandemic, and we have seen a return of demand for both business and leisure travel, but we must continue to remain vigilant and keep people safe. It is essential that our hotels – and the wider industry – have a common plan in place to ensure the safety and security of guests, team members, and business partners. Our guests want to be welcomed in hotels that ‘always care’; where their safety and security are always a top priority.

Our Safety and Security program is used across all our offices and hotel brands to protect our guests, team members, properties, and reputation.



Safety and Security

TRIC=S

RHG structures its program for Safety and Security around the foundational TRIC=S framework, which allows us to engage our teams and localize our approach to safety and security.

TRIC=S stands for:

Threat assessment +
 Risk evaluation and mitigation +
 Incident response capability +
 Crisis management, communication, and continuity =
 Safe and Safe & Sellable Hotels

Since the development of TRIC=S, the role of corporate Safety and Security shifted from a reactive and centralized command-and-control model to a more proactive, decentralized, and dynamic role. This change enables safety and security to play a vital part in supporting our growing number of hotels in many different locations and the ever- evolving risk landscape.

The TRIC=S framework encompasses five cornerstones: The Fire Safety cornerstone focuses on the prevention or reduction of the risk of fire at hotel properties by having equipment, procedures, and regular training in place. It also ensures fire prevention is taken into consideration when renovating or refurbishing hotels.

The Guest and Team member Safety and Security cornerstones work to limit the risk of any guest or team member becoming ill, injured, or suffering any loss while staying at, or working in, our hotels.

The Operational Security cornerstone aims to actively prevent any operational disruptions in the hotel. Any disruptions that may occur should be as limited as possible in cost, length, and severity.

Data and Cyber Security are essential for the protection of personal data and the IT infrastructure of hotels, offices, and central systems of our performant IT backbone. RHG has a dedicated specialist team with detailed prevention and protection measures in place.



Safehotels

RHG was the first major international hotel group to partner with Safehotels since 2015. Safehotels is recognized by hotel and travel industry associations, UNISDR, GBTA, ICCA and Chubb and Willis Towers Watson a major Insurance Company, and certifies hotels against their own, independent 'Global Hotel Security Standard'.

In 2021, an ISO technical committee produced the ISO 31030 Travel Risk Management Guidance for Organizations. The guidelines mainly focus on actual travel and include sections on 'Accommodation selection' and 'Considerations for accommodation in higher- risk locations', where hotels can be 'assured' to certain security requirements through third party certification/accreditation programs, which aligns perfectly with RHG's partnership with Safehotels.

The Safehotels certificate allows RHG to add external validation to its industry-leading safety and security program, TRIC=S and to create additional value for guests, team members, and investors. The yearly Safehotels audit validates nearly 265 criteria, including security equipment, team awareness and training, fire security, crisis management and first aid response. It is increasingly being endorsed and embraced by global clients. At the end of 2023, 188 RHG properties worldwide had gained Safehotels certification.



188

hotels Safehotels certified



Safety and Security

Radisson Hotels Safety protocol

One of our highest priorities is the health, safety, and security of our guests, team members, and business partners.

RHG continues to follow the official guidance on COVID-19 prevention and the inclusion of the essential actions of the Radisson Hotels Safety protocol in its brand standard for all hotels and brands.

Crisis management, communication, and continuity

RHG applies a global incident and crisis management process to respond effectively to incidents, prevent events from escalating, and rapidly mobilize resources to manage any crisis. Our crisis management process follows the internationally recognized hierarchy of responsibilities on the following levels:

- 'Gold' strategic level, focusing on business continuity
- 'Silver' tactical support level
- 'Bronze' operational level

The concept allows for a flexible response, rapid assessment, and escalation of an incident as determined by the nature, severity, and scale of incident. Trainings and desktop exercises are carried out regularly. The company-wide response framework is supported by in-depth procedures for specific subject matters such as Data, Cyber, and IT security.

Data and cyber security awareness training

Like many industries, hospitality is increasingly dependent on digitization and mobile transactions. There have been numerous highly publicized incidents of hacking and data breaches around the world. Our cyber security teams endeavor to identify cyber risks in advance and determine the threat exposure to mitigate them and prepare for possible incidents or disruption.

This includes, among other measures, requiring all team members who have access to our networks, to complete a yearly online training in the secure use of equipment and data as well as social engineering and phishing risks.

OSAC Hotel and Lodging Sector Committee

RHG believes in collaboration in and across industries to build strong networks and enhance the safety and security of its properties and people. RHG is a founding member of the US State Department's Overseas Security Advisory Council (OSAC) Hotel and Lodging Sector Committee (HLSC), formerly called the Hotel Security Working Group. The committee exchanges information on potential and emerging threats, conducts joint training sessions, and enables members to share information and good practices.



A group of people holding hands in a circle, symbolizing community, with a blue circular overlay on the left side.

Think Community



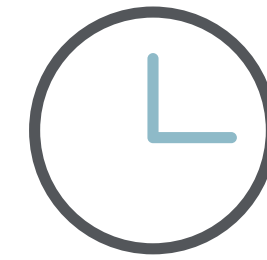
€1.3M

donated to charity
by RHG corporate
offices and hotels



**Global
Partner**

SOS Children's
Villages is our
charity partner



36,700

team members
volunteering hours



29,500

people provided
with safe drinking
water for life

Community Engagement

Part of our pathway to Net Positive Hospitality is to create shared value in the communities in which we operate. Net Positive is about understanding the relationship between our footprint (negative impacts) and our handprint (positive social contributions) to ensure we have a lasting positive effect.

RHG is leveraging its handprint to proactively mitigate any negative impact on social causes, driven by our enthusiastic encouragement of win-win connections to both global and local communities. Our collective efforts are dedicated to fostering thriving and healthy communities and destinations.

RHG collaborates with organizations dedicated to community and environmental support. We aim to create shared value by providing basic human necessities such as food, shelter, water, sanitation, and hygiene, thereby creating employment opportunities for better futures, and by fostering a healthier planet for all.

Community partnerships are the drivers that create shared value and positive social and environmental impact. RHG nurtures important partnerships with SOS Children's Villages and other charitable partners by

supporting local communities through cash and in-kind donation initiatives.

RHG's dedication to global water stewardship is evident in its varied sustainability programs, such as the Towel Reuse and Green Housekeeping initiatives, supporting Just a Drop, a recognized international charity committed to providing safe drinking water to communities facing water scarcity.

In our hotels, we are enabling better futures for vulnerable youth, marginalized groups, and persons with disabilities through programs that deliver employability and life skills. In addition, our teams around the world are introducing and supporting a variety of disaster relief initiatives.



€1.3M

cash and in-kind donations



€10.30

donations per available room



€1.1M

volunteer time equivalent*

* Based on Independent Sector Value of Volunteer Time calculator



Partnership with SOS Children's Villages

SOS Children's Villages is the world's largest organization focused on supporting children and young people without parental care or at risk of losing it, across over 130 countries and territories.



Partnership with RHG

Since 2018, RHG has been successfully partnering with SOS Children's Villages to contribute to their mission of ensuring that children and young people grow up with the care, relationships, and support they need to become their strongest selves.

The organization focuses primarily on strengthening families to prevent family separation, providing care and protection for children without adequate parental care, and advocating for children's rights and systemic change to ensure all children can grow up in supportive environments. Through their family strengthening programs, SOS Children's Villages reach es more than 500,000 people and provides alternative care for around 70,000 children and young people.

157

hotels in 25 countries actively supporting SOS Children's Villages

Local partnership approach

RHG actively encourages its hotel teams to establish connections with local SOS Children's Villages offices with the aim of supporting the upbringing and education of children to prevent any child from growing up alone. This involves providing financial assistance and collaborating on initiatives such as internships and work-training programs. These efforts aim to create uplifting experiences for children and young people supported by SOS Children's Villages to allow them to gain insight into the hospitality business and prepare them for their future careers.

Radisson Rewards members' support

RHG's collaboration with SOS Children's Villages also extends through to the Group's Radisson Rewards loyalty program. Members can donate their Radisson Rewards points to assist the charity in its crucial endeavors. Loyalty points are utilized to support children in their development, including access to education and a nurturing family environment. Notably, there is no restriction on the number of points a member can generously donate.

17.3M

Radisson Rewards points donated

€670K+

donations to SOS Children's Villages since start of partnership



Partnership in Action

Locally, hotels partner with SOS Children's Villages in their respective communities to create shared value in multiple ways. Hotel and office teams around the world supported SOS Children's Villages with a number of initiatives.

Popup café in Riga

Radisson Blu Latvija Conference & Spa Hotel marked their Action Month by setting up a pop-up café outside the hotel's entrance, on the corner of the main street in Riga. Every morning fresh coffee, croissants, and delicious pastries were offered in exchange for donations. Riga citizens loved the opportunity to not only donate and enjoy a fresh cup of coffee on their way to work, but also found out more about the SOS Children's Villages in Latvia. In just four days €3,000 was collected and donated to SOS Children's Villages.

Christmas celebrations in Cape Town

Our team in Cape Town organized a Christmas Carnival Day at the SOS Children's Village. It was a day of celebration for the kids as they played on the jumping castles, enjoyed festive face painting, and danced to the DJ. The highlight of the day was a visit from Santa who gave every child a heartfelt gift. The support team at SOS Children's Village Cape Town was also given gifts of appreciation, acknowledging their unwavering dedication and tireless efforts in creating a caring and loving environment for the children.

Youth development in Dhaka

In collaboration with SOS Children's Villages Bangladesh, Radisson Blu Water Garden Hotel, Dhaka and Radisson Blu Hotel, Chattogram Bay View have spearheaded several impactful initiatives. Among these, internship opportunities have been extended to six young individuals, aimed at nurturing their journey toward independence. Through these internships, youth participants gained invaluable insights into workplace etiquette, culinary skills through chef training, food and room service protocols, as well as front desk operations. This hands-on experience proved instrumental in equipping them with practical skills and fostering their professional growth.

Moreover, team members have generously provided mentorship to children and young adults, covering diverse topics such as mock interviews, CV writing techniques, and practicing leadership and communication abilities. This mentorship not only empowered the participants but also instilled them with confidence on how to navigate the hospitality industry.



Popup café in Riga



Youth development in Dhaka



Christmas celebrations in Cape Town

Community and Planet

RHG’s hotels, offices, and teams work to help communities around the globe. In addition to supporting our local communities, our hotels also continue their efforts to connect with social and environmental sustainability initiatives. Moreover, RHG prioritizes community engagement through environmental volunteering. Our teams contribute their time and energy to various initiatives aimed at making a positive difference on the community and the planet in local areas.

20th Action Month

RHG celebrated its 20th Action Month around the world in 2023. Actions and initiatives for the planet and the community brought together hotel and corporate office teams – and our guests – from across the globe to contribute to local communities by investing time, care, and effort.



Hotel and office teams supported their local communities with countless actions, including fundraising through fun activities, financial contributions by rounding up bills in hotel restaurants, supporting local food shelters, distributing furniture, and other in-kind donations to local community partners. Many hotels worked towards a better future by organizing blood donations in partnership with the Red Cross.

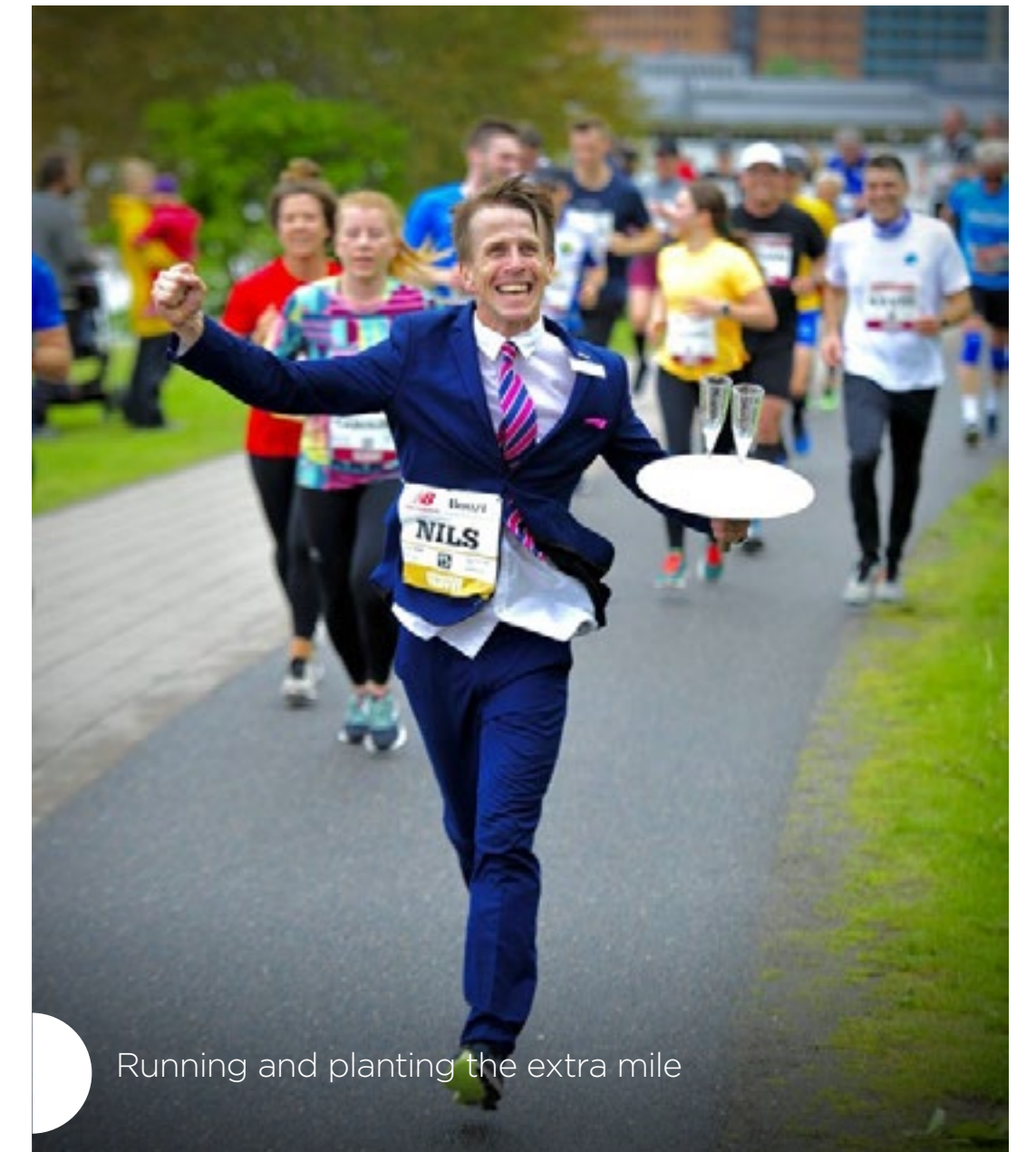
Teams also proactively engaged in positive nature-focused activities, for example the planting and restoration of vital forests and woodlands. They also participated in local clean-up efforts in cities, at the beach or ocean, along rivers or in the forests, and explored alternative clean-up initiatives. Additionally, they volunteered at animal rescue centers or sustainable farms, and even organized eco-tourism trips for hotel guests.

Sustainable Diwali celebration

Radisson Blu Guwahati took part in the “Swachh Diwali, Shubh Diwali” campaign to highlight the cultural significance of Diwali while promoting a clean and eco-friendly approach. The hotel actively supported the campaign by advocating for a Single Use Plastic Free Diwali and collaborated with ‘We for You’ NGO by selling green and sustainable products. Additionally, the hotel engaged in volunteer activities by contributing with in-kind donations and celebrating Diwali with the children at Ananda Ashram in Guwahati, Assam.

Running and planting the extra mile

In an extraordinary feat, Nils Tarring, the Director of Sales & Marketing at Radisson Blu Scandinavia Hotel Gothenburg, embarked on a remarkable journey, running over 281 kilometers from Copenhagen to work. Covering the distance equivalent to more than six marathons in just five days, Nils, was accompanied by his dedicated team and together they ran a total distance of 1,033 kilometers. For every kilometer covered, they pledged to plant a tree, resulting in the planting of over 1,000 trees, a number doubled by RHG as a testament to their deep commitment to environmental sustainability. Nils exemplified the Group’s Yes, I Can! spirit by waving a Radisson Blu flag and proving that true success often involves quite literally going the extra mile.



Running and planting the extra mile



Sustainable Diwali celebration

Disaster Relief

RHG team members uphold their commitment to making a positive impact by either introducing or supporting various disaster relief initiatives. In the spirit of hospitality which revolves around caring for people, our team members have actively contributed to local and global action during challenging times.

Earthquake aid donation campaigns

The earthquake that hit Turkey and Syria in 2023 deeply affected many people in both countries. As part of its safety and security protocol, RHG monitored the situation closely and offered care and support to the victims.

RHG set up a donation campaign in support of the Red Cross and the Red Crescent Turkey and Syria to help manage donations for both countries. Radisson Rewards members were also able to donate Radisson Rewards points to help those affected by the earthquake. All donations aided the Red Cross and the Red Crescent which coordinated the help and recovery relief efforts, and all Radisson Rewards point donations were converted into cash and sent to the relief partners. Radisson Rewards matched the first 10 million points donated which were converted into cash to support the relief efforts.

Team in action for Hatay

Melih Aydın, the Director of Sales at Radisson Residences Vadistanbul organized remarkable efforts in response to the earthquake in Hatay, Turkey, the most affected city. Melih tirelessly collected three truckloads full of essential goods, from food and water to clothing and bedding, to address the urgent needs of those affected by the earthquake. Accompanying the trucks to Hatay, he ensured safe and efficient delivery, demonstrating exceptional compassion and commitment. Melih's selfless actions exemplify the positive impact achievable through individual and collaborative efforts to aid those in need, making us proud to have him on our team.

Supporting Morocco's Earthquake victims

The earthquake that hit Morocco also deeply affected thousands of children, young people, and families, who required shelter, nutritional support, access to healthcare, and other basic needs.

RHG supported SOS Children's Villages through a disaster relief campaign, which coordinated help and recovery relief efforts. SOS Children's Villages has been working in Morocco for almost 40 years and collaborated closely with local authorities, other humanitarian organizations, and community leaders to order to coordinate efforts effectively and ensure a swift and impactful response.

RHG matched the donations including the Radisson Rewards membership point donations that were collected.



Water, Sanitation, and Hygiene

Imagine not having enough water to drink, cook, or wash. This is the daily reality for almost two-thirds of the world's population, enduring water shortages for at least one month annually, as described by the United Nations. RHG stands in solidarity with local communities residing in water-scarce regions globally and offers assistance through the provision of safe drinking water, sanitation, and hygiene initiatives.

Just A Drop partnership

RHG's dedication to water stewardship and community involvement is exemplified through its enduring collaboration with Just a Drop, an international water aid organization focused on implementing sustainable access to safe water, sanitation, and hygiene projects in water-stressed communities. Funds for Just a Drop are generated through RHG's Towel Reuse and Green Housekeeping programs. Each time a guest opts to forgo housekeeping services or reuses their towel for an additional night, participating hotels contribute to Just a Drop projects, encompassing activities like digging wells, pump installation, and sanitation initiatives. Through the Towel Reuse and Green Housekeeping programs initiatives, over 20 sustainable projects have been funded in countries such as India, Kenya, Nicaragua, Peru, Uganda, and Zambia. These projects are strategically designed to deliver lasting benefits, ensure access to clean

water for decades, enhance health conditions, and generate employment opportunities. Many of the projects are transformative for the children they support, as they get access to safe water, improved hygiene levels with hand washing stations and soap making, and enable girls to attend school more regularly as a result of the menstrual hygiene program. Additionally, from an environmental point of view, each towel reused saves approximately 15 liters of water and each time housekeeping service is foregone, 45 liters of water are saved. Since the start of these initiatives, the total savings are equivalent to approximately 38 Olympic swimming pools worth of water.



14 million
towels reused since 2015



29,500
people supported with clean drinking water



23
projects



Lumu Secondary School, Kenya

Through its water aid programs, RHG has funded the support of the Lumu Secondary School project in Kenya. The comprehensive program included the construction of a rainwater harvesting tank, three handwashing stations, hygiene education, menstrual hygiene management, and a soap-making initiative. Prior to these initiatives, the school faced challenges due to its limited water supply, forcing high expenses from water vendors to compromise the children's health and education. As a result of the support and program's contributions, a rainwater harvesting tank was successfully constructed, providing 230 students and teachers with access to clean, safe water year-round. Ongoing efforts with parents and teachers ensure project sustainability that fosters a healthier and more conducive learning environment for future generations.

Green housekeeping with Park Plaza hotels

The Park Plaza hotels have raised the bar in Green Housekeeping. Not only is each hotel saving significant amounts of water, energy, and cleaning detergents, as guests forgo housekeeping services, the hotel also donates €1.00 automatically to Just a Drop in Cambodia, Zambia, Nicaragua, and Kenya.

Soap for Hope

Across our portfolio, more than 20% of our hotels actively engage in Soap for Hope™ or comparable initiatives. Originated by our global supplier and partner, Diversey, Soap for Hope™ represents a groundbreaking soap recycling project. It involves repurposing leftover soap from our hotels by transforming it into new and sanitized bars. The resulting bars serve a dual purpose, either generating income through sales or being generously donated to those facing need.

Soap in rural India

Radisson Blu Guwahati actively engaged in the Soap for Hope project, collecting 37.5 kg of partially used soaps. This initiative not only reduced solid waste but also enhanced livelihoods and hygiene standards in rural India. In partnership with Diversey, the hotel reprocessed the soaps with cold press machines to create new bars which were distributed to underprivileged communities through the NGO Doctors for You. The local community was involved in the soap-making project which provided employment and skills, addressed local hygiene concerns, and showcased the hotel's commitment to Responsible Business practices.

The image is a composite of two mountain landscapes. The left side shows a serene scene with a calm, turquoise lake reflecting the surrounding green hills and distant mountains. The right side shows a more rugged mountain range with steep, rocky slopes, patches of snow, and a dirt path winding through a lush green meadow. A lone hiker is visible on the path. The entire image is overlaid with a semi-transparent teal gradient that is darker on the left and fades towards the right.

Think Planet

Committed to science-based net zero by **2050**



SBTi

approved near-term and net zero targets



100%

hotels fully committed to Hotel Sustainability Basics by 2024



35%

carbon reduction per square meter since 2019



5%

water footprint reduction per occupied room since 2022



79

hotels use 100% renewable electricity



970

electric car-charging stations



87,000

tons of carbon offset since 2019



53

hotels with green building certifications

Net Zero Trajectory with Science Based Targets



Since 1989, RHG has been building on its extensive legacy as a prominent Responsible Business, and enhancing its sustainability performance by dedicating itself to the net positive hospitality industry pathway.

RHG has published approved net zero science-based targets and taken significant steps to define its Paris-aligned emissions trajectory to become Net zero by 2050. By signing the Glasgow Declaration, the Group is continuing this call to action and building on its existing strategic sustainability initiatives and commitments. The Group's primary focus is to manage its global hotel portfolio sustainably by aiming for the lowest carbon, energy, water, and waste footprint within both its operations and across the broader value chain. Achieving this goal involves close collaboration with hotel teams, property owners, builders, and architects. RHG actively uses smart technologies to implement its decarbonization strategy, minimize energy and water consumption, and engage with suppliers, team members, and guests to decrease waste and promote circular models.

Net zero task force

To accelerate its decarbonization strategy, RHG has established a net zero task force. This task force convenes quarterly for strategic meetings to establish priorities, review advancements, and approve the creation of tools and resources for diverse decarbonization impact areas. Comprising members from finance, legal, technical services, franchised services, operations, brands, procurement, food and beverage, and Responsible Business, the task force collaborates to drive the Group's decarbonization initiatives forward.

Science Based targets

In 2023, RHG received confirmation and validation of its net zero Science Based Targets (SBTs), aligned with its commitment to be Net zero by 2050. RHG's near-term targets were approved in 2022 and RHG also joined both the Business Ambition for 1.5°C campaign and the UNFCCC Race to Zero. Authentication conforming with the corporate net zero criteria - version 5.0 - was provided by the Science Based Targets initiative (SBTi), a partnership between experts of CDP (Carbon Disclosure Project), the United Nations Global Compact, World Resources Institute, and the WWF. RHG is amongst the top companies in the world who have aligned their targets with COP climate goals and set their carbon reduction targets according to science.

Approved Science Based Targets

As near-term targets, RHG commits to reducing absolute scope 1 and 2 GHG emissions 46.2% by 2030 from a 2019 base year in addition to reducing absolute scope 3 GHG emissions from fuel and energy related activities and franchises 27.5% within the same timeframe.

As long-term targets, RHG commits to reducing absolute scope 1, 2, and 3 GHG emissions 90% by 2050 from a 2019 base year. As net zero targets, RHG commits to reaching net zero GHG emissions across the value chain by 2050.



Carbon Footprint

RHG is committed to tackling climate change and supporting efforts to keep the increase of global warming below the 1.5°C trajectory. RHG’s decarbonization strategy is a key part of its net zero transformation. As part of this strategic road map, the Group focuses on key impact levers to reduce GHG emissions for scope 1, scope 2, and scope 3 emissions.

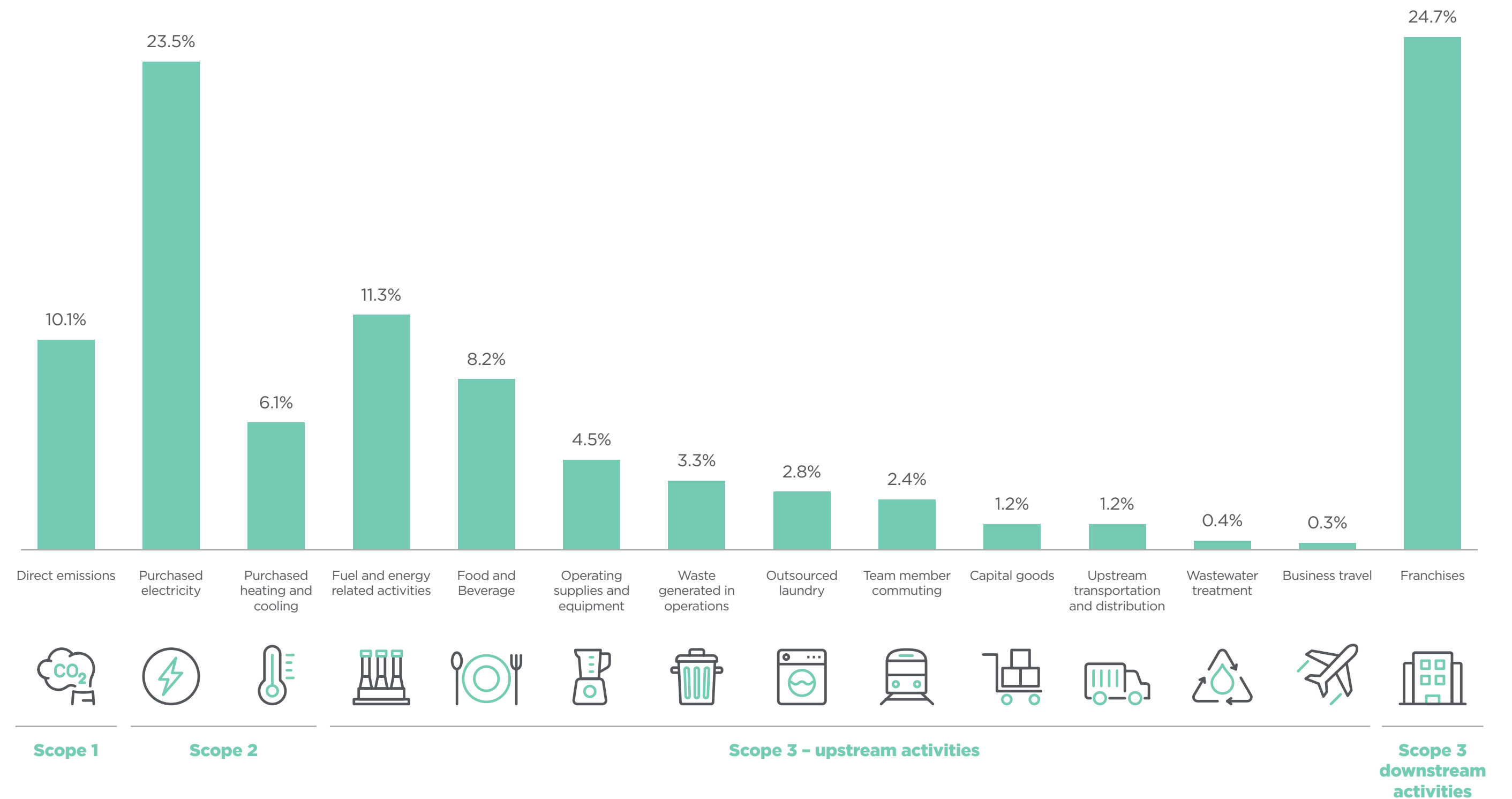
Carbon Footprint

RHG analyzes its carbon dioxide equivalent (CO2e) emissions in line with the GHG protocol. It reports on its carbon footprint using the market-based approach grouped into scopes, including the energy footprint of its franchised portfolio. The Group’s scope 1 and 2 emissions for its leased and managed portfolio are primarily from energy consumption. Scope-3 emissions are from indirect emissions from its supply chain, including the energy footprint of its franchised hotel portfolio. For a detailed overview of RHG’s carbon footprint progress, access the carbon footprint performance table [here](#).

RHG’s CO2e Emissions by Scope 1 and 2 in 2023 (tons)



RHG’s CO2e Emissions by Scope 1, 2, and 3 in 2023 (percentage)



Carbon Footprint

RHG carbon footprint

The direct emissions (scope-1) from RHG's carbon footprint represent 10% of total emissions. Indirect emissions, including scope-2, account for 30% of emissions, while scope-3 represents 60% of total emissions from the Group's activities. Within scope 3, the largest elements include the franchised hotel operations and purchased goods and services. In 2023, the carbon footprint of scope 1 and 2 per square meter was 62kg of CO₂e, 35% lower than in 2019. The Group's total scope-1 and scope-2 carbon footprint totaled 526,452 tons of CO₂e, a reduction of 15% compared to 2019.

RHG's carbon footprint data of 2023 has been third-party verified, see [here](#).

Hotel Carbon Footprint Measurement

The Hotel Carbon Measurement Initiative (HCMI) is a key systematic tool for hotels to consistently measure and disclose carbon emissions. Aligned with the GHG Protocol Standards, this methodology was developed in collaboration by the Sustainable Hospitality Alliance, the World Travel & Tourism Council, and global hotel companies such as RHG. It is applicable for use by hotels worldwide. The methodology underwent updates in 2016 and 2022, with another scheduled for 2024. The latest iteration of the HCMI methodology was used to calculate the Group's carbon footprint. HCMI encompasses on-site energy usage, emissions from refrigerants, and, if relevant, carbon emissions from outsourced

operations like laundry. Green Key International has made the HCMI tool publicly available in English and Chinese with the support of RHG. Additionally, BeCause has integrated the HCMI tool in RHG's sustainability data management system.

Cornell Hotel Sustainability Benchmark

The Cornell Hotel Sustainability Benchmarking Index (CHSB) is a global initiative led by the industry for collecting and benchmarking data on energy, water, and carbon emissions from over 25,000 hotels. Participants encompass major hotel brands, operators, and owners worldwide. Since 2021, RHG has been utilizing a portion of the annual CHSB index, aiding in benchmarking our hotels' performance against industry peers and supplying crucial aggregated datasets for progress monitoring. Furthermore, RHG actively participates in the CHSB advisory group.

35%

Carbon reduction per square meter since 2019

24%

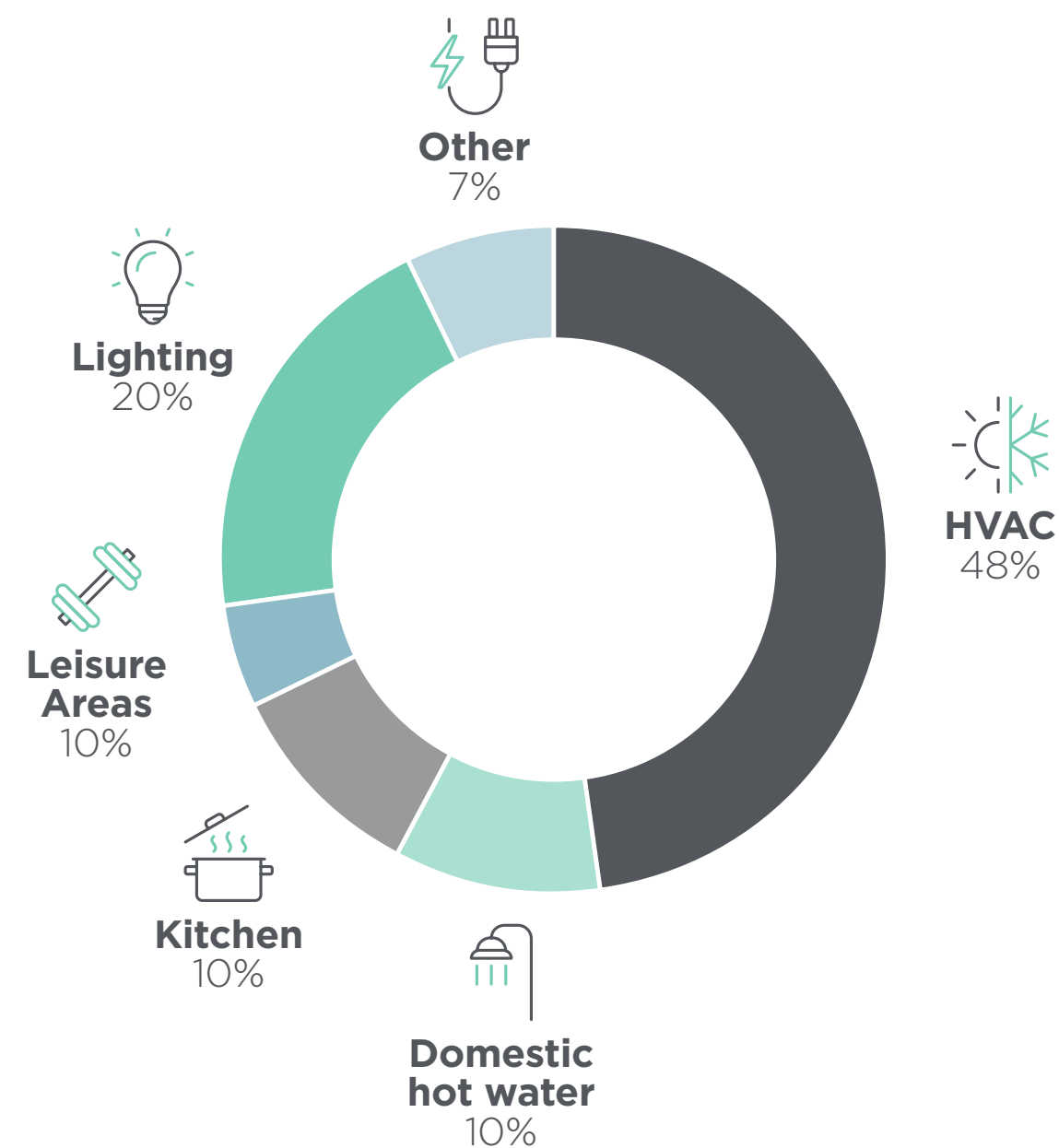
Carbon reduction per occupied room since 2019



Energy Footprint

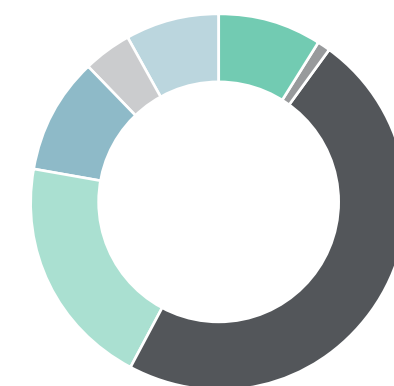
Reducing energy footprints and quantifying the Group’s environmental impact through consumption is vital. In addition, responsible energy practices are crucial to minimize environmental consequences and create a sustainable, interconnected world. RHG actively monitors its energy performance, energy efficiency, renewable energy sourcing, and electrification. The Group’s strategy remains focused on providing stakeholders across its entire portfolio with guidance, tools, and resources to promote sustainability initiatives.

Average energy use in hotels



RHG energy footprint

In 2023, the Group’s energy intensity per square meter was 177 kWh and 90 kWh per occupied room, which represents a 4% reduction in energy use compared to 2022. RHG’s absolute energy footprint amounted to 1,505 GWh, a reduction of 6% compared to 2019.



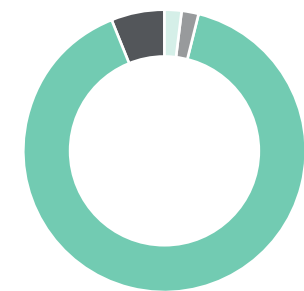
ENERGY MIX	
Renewable electricity purchased	9%
Renewable electricity produced	1%
Non-renewable electricity purchased	48%
Natural gas	20%
District heating	10%
District cooling	4%
Other	8%



Energy Footprint

Renewable energy

RHG's primary goal is to have a positive impact on climate change by reducing its reliance on fossil fuels. RHG is actively engaged in an energy transition focused on the implementation of renewable electricity solutions for optimal carbon reduction. The Group's decarbonization strategy includes a commitment to decreasing its carbon footprint by expanding its use of renewable energy sources and increasing the procurement of renewable electricity. RHG's overarching renewable energy sourcing strategy encourages this transition throughout its portfolio, with a specific focus on 22 key markets which have the largest number of RHG properties, representing 66% of the total energy volume for leased and managed hotels. The strategy's deliverables include procurement and owner playbooks which help guide teams with renewable energy sourcing. Hotels are encouraged to install systems to generate renewable energy onsite. The majority of the renewable energy mix comes from other options including Green Tariffs, PPAs, and EACs.



RENEWABLE ENERGY MIX	
Onsite	2%
Offsite Production	2%
Utility Green Tariff	90%
Energy Attribute Certificates	6%

In 2023, 79 of the Group's hotels operated on 100% renewable electricity and 76% of the leased hotels are using renewable electricity. The aim is to expand this to all leased hotels by the end of 2024. On average, 9% of the energy mix used at RHG comes from renewable sources.

Energy efficient Equipment

RHG puts considerable effort in monitoring the hotel's engineering departments and coordinates with hotels to agree on different energy reduction measures.

Aligned with its carbon reduction targets, the Group is leveraging past experiences and adopting best practices to expand the scope of its sustainability initiatives significantly. All new hotel designs and constructions prioritize energy-efficient MEP (Mechanical Electrical Plumbing) technology.



Concurrently, the Group invests in retrofits for existing properties to enhance energy efficiency, guest comfort, safety, and security in areas like lighting, heating, ventilation, and air-conditioning (HAVC) systems.

The Group's overarching strategy emphasizes intelligent energy consumption to drive best practices and embrace innovation. RHG aims to optimize HVAC system performance through Building Management

Systems by employing smart thermostats and quick-return tools, such as motion sensors, daylight sensors, thermal insulation, and replaceable HVAC filters which enhance profitability through energy savings.

Solar in the snow

Radisson Blu Mountain Resort, Beitostølen added 130m² of solar panels to its existing solar installation which delivers an impressive annual production of 23,000 kWh. Positioned on the hotel's conference wall, these solar panels symbolize more than just a present-day illumination. They ignite a vision for a brighter, sustainable future. The panels operate throughout the year, even harnessing reflected light from snow during winter for optimal energy production.

Solar power in sunny Lanzarote

Radisson Blu Resort, Lanzarote harnesses the power of renewable energy sources to minimize its environmental footprint. Solar photovoltaic (PV) panels have been installed to generate 100% of the hotel's daytime energy consumption, ensuring a clean and sustainable energy supply. Additionally, a geothermal plant is utilized to produce renewable energy, serving multiple purposes, such as heating water, operating the air conditioning system, and maintaining comfortable temperatures in the hotel's swimming pools.

Thermodynamic solar system in Dubai

Recently, Radisson Blu Hotel, Dubai Media City adopted a thermodynamic solar system for hot water production by utilizing an air-source heat pump and solar blocks to achieve a target temperature of 60°C. This system now serves as the main provider of Domestic Hot Water (DHW), relegating the previous electrical system to backup status. Impressively, the hotel immediately noticed a 65% reduction in both electrical consumption and associated carbon emissions for hot water, thanks to the new renewable energy-based setup. This transition underscores the hotel's commitment to sustainability by offering 100% hot water generation through eco-friendly means.

Innovation: Group captive in India

Radisson Blu Nashik has developed a Group Captive contract that marks a notable development in the Indian hospitality sector. This innovative renewable energy model which is exclusive to India, enables hotel owners to pool resources to secure renewable energy at a more competitive rate than traditional utility providers. The benefits are substantial, including the avoidance of additional charges such as cross-subsidy and surcharges, culminating in approximately 60% savings on electricity expenses. The payback period for such ventures typically ranges from a mere six months to two years. This approach is considered a novelty and unique in the Indian market. Radisson Blu Nashik's proactive adoption of this model underscores their unwavering dedication to innovation and sustainability.



Energy Footprint

Move to Zero

After the successful “Own Your Energy”, campaign in 2023, RHG launched the ambitious campaign “Move to Zero”. The Group’s continued focus on incorporating energy efficiency basics into team habits and actions not only reduces the carbon footprint of each hotel, but also reduces each hotel’s monthly energy costs. Creating good net zero habits is an essential part of this approach. As part of the Group’s Hotel Sustainability Basics commitment, it is educating its teams on how a small change in day-to-day habits can make a big impact. The “Move to Zero” campaign aims to pave the path to net zero by taking coordination action together with all team members across the globe.

RHG’s preventive maintenance program guarantees a guest experience without unwelcome surprises, while yielding substantial cost savings. Routine tasks within the preventive maintenance program includes regular cleaning of air vents and filters, inspections of plumbing, water supply systems, and electrical checks.

Following the “Own your Energy” campaign, RHG is increasing its efforts to reduce CO₂e emissions in scopes 1, 2 and 3 emissions. The Group focuses specifically on energy, water, vegetarian, plastics waste, green mobility, and green planting. The underlying message is that multiple small steps towards carbon footprint reduction can make a big impact. The campaign’s ongoing communications strategy helps team members develop lasting net zero habits.

Carbon Offsetting

RHG's global initiative to offset the carbon footprint of every meeting and event held in any of its hotels worldwide automatically has had a significant positive impact on the planet. Additionally, RHG is exploring additional ways to increase the support of social and environmental offsetting projects.

Radisson Meetings

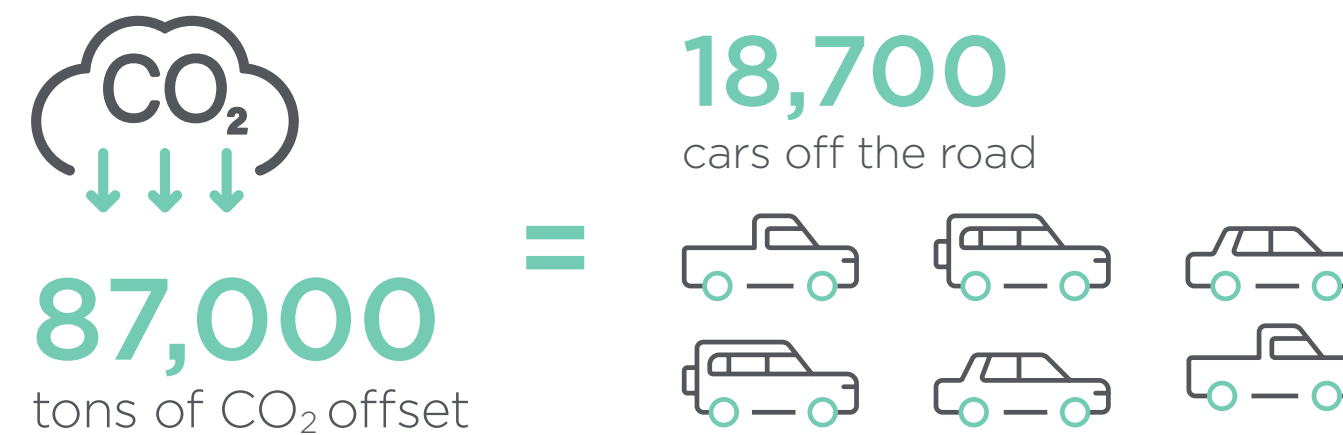
Since the launch of the carbon offsetting initiative for all meetings at RHG* in 2019, the program has offset 87,000 tons of CO₂e, the equivalent of taking 18,700** petrol driven cars off the road, in partnership with First Climate and Carbon Footprint Ltd. This is done at zero cost to the client. The carbon footprint of each meeting is calculated using the HCMI methodology.

RHG financially supports projects that help reverse climate change and promote positive sustainable development. Selected projects are natural climate solutions which are Gold Standard or Verified Carbon Standard certified and linked to the fulfillment of UN Sustainable Development Goals.

Rewards members' offsetting

Radisson Rewards loyalty members can offset their carbon footprint by using their loyalty points. In addition, members can choose to contribute their Radisson Rewards points to offset the environmental impact of their stay. These points support different projects, for example, one initiative dedicated to the conservation of the rainforest community in Peru, specifically addresses deforestation concerns and

fosters a sustainable income through the harvesting of Brazil nuts. The initiative has successfully united numerous local families and small-scale concession holders in the Peruvian Amazon. There is no cap on the number of points a member can contribute to this cause.



2.2M Radisson Rewards points donated to offset guest travel footprints

Net zero Nights

During the COP28 climate conference in Dubai, RHG launched its "Net zero Night" campaign which ensured that every guest night between 30th November and 12th December 2023 across its entire UAE portfolio of 16 hotels, became Net zero. Sustainability became the default option for guests and RHG led this positive change by purchasing Renewable Energy Certificates for 3,525 MWh and Certified Carbon Credits, offsetting 1,500 CO₂e through the REDD+ project in the Rimba Raya reserve in Borneo. The project supports various community-based projects, operates under a Verified Carbon Standard, and earned Triple Gold Validation under CCB standard for sustainable forest management. This project not only aligns with the Group's environmental objectives but also advances UN Sustainable Development goals.

* Review of program name, awaiting full clarity of the interplay between the EU Empowering Consumers, EU Green Claims Directives and EU Carbon Removal Certification Framework.

**The US Environmental Protection Agency



Carbon Offsetting Projects

Since introducing its carbon offsetting initiative in 2019, RHG has supported 18 global environmental and social projects. These efforts involve setting up biogas plants in underdeveloped regions of India and China, utilizing manure and kitchen waste for thermal energy, installing cleaner cooking stoves and water treatment systems in Kenya and Bangladesh, initiating a sustainable Brazil nut harvesting program in Peru for local community income, and supporting wind farm projects in Turkey, India, and the USA, contributing to clean electricity production.

South Africa: Longyuan Mulilo De Aar wind project

A wind farm has been installed in the Pixley Ka Seme district, 30 km northeast of Longyuan Mulilo De Aar Wind Energy facility which is the main developer of this project. The wind farm supplies wind-generated electricity to the grid of South Africa. Consisting of 96 wind turbines with a capacity of 144MW, the wind farm has achieved a total GHG reduction of 60,000 t CO₂e.

Borneo: Rimba Raya Reserve project promotes biodiversity

The 64,000-hectare Rimba Raya Reserve in Borneo is dedicated to the preservation of many endangered species, including the extinction-threatened Bornean Orangutan. Its sustainable forest management is the first REDD project to have earned a Triple Gold Validation under the CCB Standard for its sustainable forest management endeavors. To date, the Rimba Raya Reserve project has financially supported 13 local community initiatives, including a water filtration scheme and a shrimp aquaculture co-operative.

Vietnam: Dak Nong hydropower project

Developing renewable energy sources with the vast natural resources available in the country is crucial for Vietnam. These energy sources are at the core of the hydropower project located at the Dak Nong Province. The project involves the installation of two cascades with

a capacity of 144MW along the Dong Nai River. These two cascades are expected to generate 636,900MWh of clean energy per year. Moreover, the project doesn't rely on weather or rainy seasons as it uses a dam which makes the project reliable and constant, and eliminates the need for fossil fuel powered generators, which in turn, prevents it from creating an energy surplus.

China: green field wind farm

The Huaneng Tongliao Kezuozhongqi Haorigetu Wind Farm Project located near the city of Tongliao in China's Inner Mongolia Autonomous Region is a new green field wind farm. Annually, it will generate almost 700GWh of clean electricity which will be fed into the North China Power Grid. This sustainable power source will replace fossil-fuel-produced-electricity to meet the energy needs of roughly 180,000 people.

India: wind power Theni

The 9.9 MW wind power project in the Theni district in Tamil Nadu demonstrates the Group's local commitment to resource efficiency. This project aims to provide electricity to the state's electricity grid through effective utilization of renewable resources which foster sustainable economic growth while preserving the environment.

Zambia: safe water project

The goal was to bring safe water to the rural population of Zambia as less than 50% of the population has access to safe water. This has been achieved by installing borehole handpumps that bring clean water from aquifers. The project also oversaw the renovation and maintenance of these safe water sources, trained the community in WASH (Water, Sanitation, and Hygiene) practices, and provided them with the tools to maintain these sources for the future.



Rimba Raya Reserve project



Safe water project in Zambia

Water Footprint

While water which covers 70% of our planet, may seem abundant, freshwater which is essential for drinking, bathing, and agriculture, is remarkably scarce, constituting only 3% of the world's water.

With two-thirds of the world's water frozen in glaciers or otherwise inaccessible, 1.1 billion people lack water access, and 2.7 billion face water scarcity for at least a month yearly. Climate change continues to exacerbate the situation with frequent droughts and floods.

The management of water as a limited and valuable resource poses major sustainable development challenges. The benefits of better water management are good for business, people, and the planet.

RHG is committed to equitable water use and is implementing technologies to limit consumption in its operations to contribute to vital sustainable development goals.

RHG Water footprint

In 2023, the Group's water intensity per square meter was 1,667 liters and 852 liters per occupied room, which represents a 5% reduction in water use compared to 2022. RHG's absolute water footprint amounted to 14,230,536 cubic meters, an increase of 5% compared to 2022.

Water stress in operations

Around 45% of all the water used by RHG properties is consumed in high or extremely high water-stressed areas. These are places where water is scarce, of poor quality, or not easy to access. RHG is continuing its efforts to reduce water consumption with the installation of water-saving technologies and water-smart landscaping, as well as the use of gray water and rainwater where possible, and the education of both team members and guests.

Water initiatives

Specific actions have been designed to help hotels reduce their water consumption further. RHG's action plan template and water stewardship toolkit provide solutions for technical plants, guest rooms, kitchens, pools, and landscaping. Hotels install water saving technologies in areas where water consumption is high, and guest engagement initiatives such as the towel reuse and green housekeeping programs focus on collective action.

578,000m³

of gray water collected and re-used

43,000m³

rainwater is collected and used

Hotel Water Footprint Measurement

In collaboration with other members of the Sustainable Hospitality Alliance, RHG has formulated a standardized approach to measure and disclose water consumption throughout the entire hotel industry. The Hotel Water Measurement Initiative (HWMI) methodology empowers each hotel to gauge and report the water footprint associated with any specific hotel stay, meeting, or event consistently.

The tool allows RHG to measure and compare water usage by using the same consistent methodology as other hotel companies. HWMI generates common observations about water usage in the tourism and travel industry. Green Key International has made the HWMI tool publicly available in English and Chinese with the support of RHG. Additionally, BeCause has integrated the HWMI tool in RHG's sustainability data management system.

Hotel water storage

Radisson Blu Resort Temple Bay Mamallapuram practices strong water management practices. This includes installing 33 rainwater harvesting tanks to capture rainwater for irrigation across 44 acres of outdoor vegetation. Additionally, the resort aims to achieve indoor water savings by installing aerators in sink taps and showers, as well as implementing dual flush systems in toilets. Furthermore, the utilization of greywater for site irrigation reduces the hotel's reliance on potable water for outdoor applications. The resort seeks to enhance its environmental sustainability and minimize water consumption while maintaining the quality of the guest experiences.



Sustainable Buildings

With up to 75% of today’s buildings, including hotels, expected to be still in use by 2050, the hospitality industry must prioritize sustainable standards for new builds and retrofitting existing hotels at scale to meet net zero targets. RHG is committed to reducing the carbon, energy, and water footprints of new builds, conversions, and refurbishments.

RHG uses eco-modelling tools to create a business case for sustainable buildings, particularly in emerging markets, through close cooperation with property owners, investors, builders, and architects.



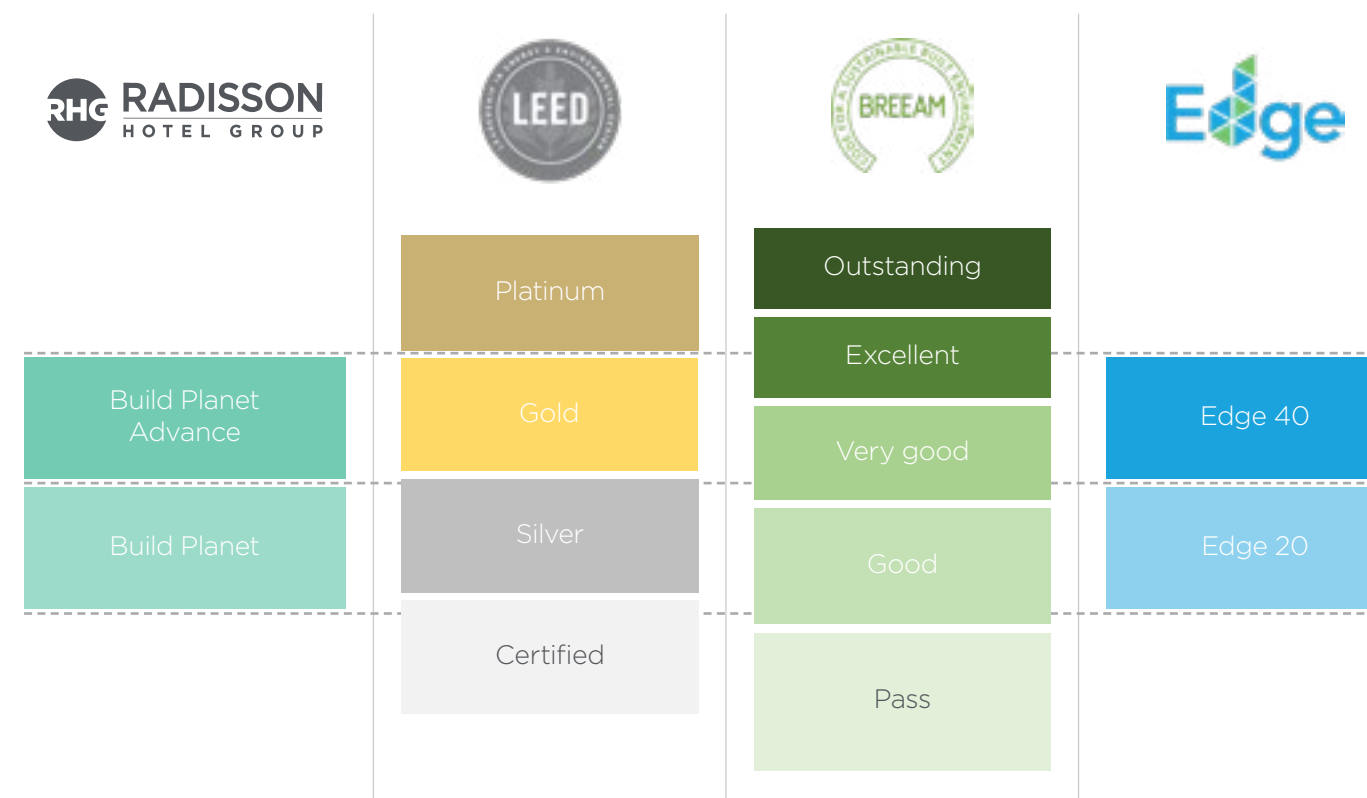
53
hotels with green
building certifications

Build Planet hotels

To future proof RHG properties, the Group has enhanced its construction guidelines by integrating three key sustainable building certifications: LEED, BREEAM, and EDGE. These standards ensure measurable reductions in water and energy use and are applicable to both existing and new hotel buildings across all RHG brands. LEED and BREEAM are focused on the building score, whilst EDGE is focused on water and energy savings.

The Build Planet and Build Planet Advance guidelines ensure a thorough gap assessment is conducted to provide hotels with a detailed report of adaptable and implementable corrective measures, aligned with space constraints and local regulations. Measures include using sustainable materials, selecting environmentally purchasing options, addressing indoor air quality, waste management, and prioritizing impactful water and energy sources.

The implementation of these measures is aligned with RHG’s decarbonization strategy to mandate a minimum threshold of water and energy reduction.



Sustainable Buildings

EU Taxonomy

The European Commission has developed a comprehensive policy on sustainable finance to meet its 2050 net zero goal. This includes the EU Taxonomy Regulation aimed at facilitating sustainable investment by creating a unified classification system for environmentally sustainable business activities. It seeks to define 'green' activities in a credible manner.

RHG's Build Planet requirements are directly aligned with EU Taxonomy requirements. These standards assist hotel owners in complying with the taxonomy regulations by highlighting specific corrective measures marked as EU Taxonomy compliant. This collaboration aims to enhance transparency and support sustainable practices in line with regulatory objectives.

First EDGE Hotel in Zambia

Radisson Blu Mosi-Oa-Tunya, Livingstone Resort in Zambia has been awarded the EDGE (Excellence in Design for Greater Efficiencies) certification which recognizes resource efficiency in new residential and commercial buildings. The resort's green building system prioritizes water and energy savings, along with reducing embodied energy in materials. As a result, the resort surpasses local counterparts by 31% in water efficiency and 41% in energy efficiency, while also utilizing 31% less embodied energy in materials. Notably, this achievement results in an annual reduction of 513 tons of operational CO₂ emissions. Radisson Blu Mosi-Oa-Tunya, Livingstone Resort is the first RHG hotel property in Africa to attain EDGE certification, highlighting its commitment to sustainability.

BREEAM in use in Brasov

Radisson Blu Aurum Hotel, Brasov, has attained BREEAM Outstanding certification in Part 1 Asset Performance under BREEAM In-Use. BREEAM, a leading global green building certification, evaluates operational efficiency of residential and commercial buildings. It is comprised of two segments: Part 1 evaluates the asset's performance, and Part 2 focuses on management performance in order to promote sustainable practices across the asset's life cycle. This achievement underscores the hotel's commitment to environmental stewardship and sustainable operations.

Sustainability at Porsche Design Tower

Located in Stuttgart's tallest building opposite the renowned Stuttgart Theater, the new Radisson Blu Hotel at Porsche Design Tower embraces a steadfast commitment to sustainability. Operating solely on 100% renewable electricity and utilizing district heating, the hotel promotes environmental responsibility. Constructed with FSC-certified wood and low-emission materials, the hotel aspires to achieve a Gold-level certificate from the German Sustainable Building Council. Additionally, chargers for electric vehicles and bicycles are conveniently available on-site, promoting sustainable mobility further.



Responsible Consumption

RHG collaborates with suppliers to curb waste, encourage recycling, and develop circular models to reduce landfill and incineration volumes, thus impacting the Group's scope 3 emissions. Responsible consumption revolves around assessing material usage, actively managing food waste, eliminating single-use plastics, and opting for durable alternatives. Hotels can embrace diverse tactics to propel themselves towards a circular economy.

This includes waste reduction strategies like composting organic matter and recycling paper, plastic, and glass. Procuring locally produced goods minimizes transportation emissions and bolsters nearby economies. Upcycling furniture and amenities extends these products' lifespans while providing guests with unique experiences. Partnering with suppliers prioritizing eco-friendly products further advances circularity. Educating team members and guests on waste sorting practices contributes actively to a culture of responsible business practices within the hotels.

Phasing out single use plastics

RHG has strengthened its worldwide strategy to minimize the use of single-use plastics (SUP) across its operations. This comprehensive plan targets SUP items such as water bottles, straws, stirrers, cutlery, plates, and miniature soap amenities within hotel operations. Instead, hotels offer guests reusable and eco-friendly alternatives.

Moreover, RHG collaborates with fellow hotels and industry partners to exchange best practices, supplier suggestions, and valuable insights to facilitate a collective shift away from single plastic usage within the hospitality sector.

Bulk amenity dispensers

As part of the Group's commitment to the Hotel Sustainability Basics, RHG is actively transitioning to using bulk amenity dispensers as replacements for single-use liquid bathroom amenities across all hotels. This initiative is expected to eliminate 57 million miniature amenity bottles annually and reduce plastic usage by nearly 500 tons. Roll-out times vary by country following the pandemic. Dispenser solutions are sourced locally, and hotels receive guidance on recycling soap dispenser containers. These recyclable bottle dispensers include vegan cosmetic products devoid of any animal-derived ingredients, reinforcing the Group's dedication to environmental responsibility.

Dry amenities range

The Group's new range of dry amenities for each RHG brand is packaged responsibly, utilizing stone paper and FSC cardboard. Stone paper packaging is crafted from calcium carbonate bonded with high-density polyethylene resin, offering durability akin to cellulose-based paper. FSC Cardboard packaging sources materials from well-managed forests and recycled sources.

Additionally, the dry amenities are made with PSM materials, incorporating plant-based elements like corn and potatoes mixed with plastic fillers such as polypropylene, reducing reliance on fossil fuels. Soy ink derived from soybean oil is used for printing, further diminishing the Group's use of fossil raw materials.

Transitioning to reusable water bottle solutions

Hotels are urged to minimize the use of single-use plastic water bottles in service areas by implementing reusable water bottles and filtration systems. Hotels must adhere to RHG's water bottle hierarchy, eliminate plastic bottles in meetings and events, and promote tap water usage whenever possible.

Furthermore, a coordinated approach to establishing in-house bottling plants and procuring water filtration solutions from a new collective group supplier has been implemented at the hotel level. This approach not only addresses the hotel's waste footprint but also reduces reliance on water bottle transportation, distribution, and disposal processes.



65%

of our hotels have a recycling program in place



31%

waste diverted from landfill

Eliminating Single Use Plastics



91%

hotels using soap dispensers in public washrooms

49%

hotels using soap dispensers in guest bathrooms



91%

eliminated single use plastic straws



65%

eliminated single use plastic water bottles

Sustainable Stays

As part of RHG’s pathway to net positive hospitality, hotels are encouraged to advance their sustainability pathway with a robust and structured sustainability plan of action and gain a recognized third-party verification or certification for their sustainability efforts.

Eco-label

Obtaining a third-party eco-label not only ensures transparency and credibility for the hotel’s sustainability achievements but also aids RHG’s hotels in identifying areas for improvement and potential opportunities.

RHG partners with globally recognized eco-labels accredited by the Global Sustainable Tourism Council (GSTC), which conducts thorough audits of the hotels’ sustainability performance. The ongoing collaboration with esteemed eco-labels such as Green Key, Earth Check, and Green Tourism underscores RHG’s commitment to adhering to GSTC standards for accommodation and reinforces the validation and audit of its hotels’ sustainability performance.

Green Key

RHG continues to maintain its long-standing partnership with Green Key. Green Key offers a robust framework for hotels to engage in environmental management, address sustainability concerns, and raise awareness. The stringent environmental standards are upheld through documentation and regular on-site audits. For clients and guests, the Green Key eco-label highlights the hotel’s dedication to minimizing the environmental impact of each guest’s stay. Hotels accredited with the Green Key eco-label must adhere to nearly 100 sustainability criteria which include energy management, waste control, water usage, and social responsibility.

Hotel Sustainability Basics

This is an excellent way for hotels to showcase their sustainability performance to corporate clients, guests, and talent, and improve their positive impact on the planet. The Hotel Sustainability Basics verification supports hotels with the first step on delivering sustainable stays, aligned with the Group’s vision and commitment to operate in a more sustainable manner. This is the starting point of the pathway, which can be followed by a third-party eco-label.

Elements of Hotel Sustainability Basics

EFFICIENCY	PLANET	PEOPLE
<ul style="list-style-type: none"> Measure and reduce energy use Measure and reduce water use Identify and reduce waste Measure and reduce carbon emissions 	<ul style="list-style-type: none"> Linen reuse program Green cleaning products Vegetarian options No single-use-plastics straws and stirrers Replace single-use-plastics water bottles Replace single-use-plastic mini toiletry bottles 	<ul style="list-style-type: none"> Community benefit Reduce inequalities



163
hotels are eco-labeled



179
hotels are Hotel Sustainability Basics verified

This report includes the list of sustainable stay hotels [here](#).



The team of Radisson Collection Royal Hotel, Copenhagen with the Green Key eco-label



Hotel Operations

Green hotel operations prioritize sustainability by focusing on energy and water conservation, waste reduction, and eco-friendly practices. Utilizing renewable energy and implementing recycling programs are integral to reducing environmental impact while enhancing guest experiences. RHG's operational focus on system solutions and sustainability practices streamlines day-to-day business, centralizes knowledge, optimizes processes, and reduces the Group's environmental footprint.

Radisson operations app

RHG partners with Hotelkit, an all-in-one hotel operations platform which offers a quick, easy way to manage day-to-day business efficiently and transparently. The platform allows hotels to streamline their paper processes which saves an average of 8,000 sheets of paper per hotel annually. This digitalization reduces reliance on calls and printouts, with all vital information securely stored on the cloud.

The app also facilitates effective communication and ensures adherence to brand standards. It fosters team member engagement by simplifying onboarding and provides ongoing training resources. Moreover, it promotes sustainability and safety compliance through articles and how-to-videos. This tool enhances transparency, knowledge sharing, and camaraderie among team members across departments, regardless of their roles.

Green Housekeeping

Guests staying multiple days can opt-out of daily housekeeping which in turn, conserves water, cleaning products, and energy. This initiative significantly impacts the environment by saving 10,000 kWh of energy and reducing 7T of CO₂e, 803,000 liters of water, as well as 511 liters of chemicals annually for a 200-bedroom hotel with a 70% occupancy and 10% adoption rate. If a guest opts for Green Housekeeping, they can choose to support Just a Drop, the Group's water charity partner

which provides access to sustainable clean drinking water, sanitation, and hygiene solutions for communities in rural Africa and Asia. The hotel will donate 1 euro on the guest's behalf.

Earth Hour and events for the planet

During annually recurring events like Earth Day, Earth Overshoot Day, and Earth Hour, many hotels seize these occasions to demonstrate their commitment to the planet by organizing unique guest events with minimal environmental footprint. These continue to be a testament to the Group's dedication to sustainability and creating meaningful experiences for all.

Lost and found forest

Faundit collaborates with RHG properties to streamline lost and found processes and reduce team member workload. Additionally, Faundit's initiative to plant trees with Tree-Nation generates secondary income for local communities and promotes environmental stewardship. Since August 2023, RHG has planted 740 trees, offsetting 107T of CO₂. In Tanzania, avocado trees were a primary focus, each with an official certificate, illustrating the Group's commitment to sustainability and community engagement.



582

hotels using the Radisson operations app



72%

of hotels have a Green Housekeeping program

Sustainable Transportation

RHG's commitment to net zero aligns perfectly with its e-mobility mindset to make green mobility essential for its hotels. By helping guests choose green transportation options, the Group is enhancing their overall experience, increasing EV network availability, and supporting environmental sustainability efforts. Offering electric vehicle charging, bike rentals, and low-emission shuttles and taxi services attracts eco-conscious guests and showcases RHG's dedication to environmental responsibility. RHG works with hotels and providers to integrate green mobility solutions into the Radisson Rewards loyalty program to ensure guests have peace of mind knowing they positively impact people, communities, and the environment by choosing RHG hotels.

Clean transport

Guests staying at RHG hotels can conveniently charge their electric vehicles using the Group's 970 electric car charging posts available across 194 properties. This amenity provides guests with a seamless charging solution to ensure they reach their next destination promptly. Furthermore, a growing number of RHG hotels are adopting eco-friendly transportation solutions, with 25% currently offering exclusively green taxi services featuring hybrid or electric vehicles. This commitment aligns with the Group's dedication to sustainability and enhances the overall guest experience.



30%

hotels offering bicycle hire



32%

hotels offer access to e-scooter sharing solutions



11%

hotels offer overnight rates including (discounted) public transport tickets

EV partnerships

RHG has partnered with Allego and PowerGo to introduce EV charging solutions across all European properties by 2025. In addition, the Group's collaboration with Sunfuel in India aims to equip over 100 RHG properties in the country with EV charging stations.

These partnerships aim to establish a comprehensive charging infrastructure, providing guests, clients, owners, and partners with access to regular, fast, and ultra-fast charging facilities. This initiative promotes sustainable transportation, provides additional capacity to the current charger network, and enhances the overall guest experience while strengthening partnerships within the community. Currently all our hotels in Cyprus, Luxembourg, Romania, Slovakia, Lithuania and Portugal are equipped with EC charging stations.

EV charging in Brunei

Following the hotel's Hotel Sustainability Basics verification, Radisson Hotel Brunei Darussalam installed an EV charging station with BMW, suitable for all European EV car types. The hotel celebrates being the first hotel in SEAP with an EV charging station. Additionally, the hotel offers complimentary electric vehicle (EV) charging to guests dining at the hotel. This offering aligns with the hotel's commitment to blending sustainability with exceptional service and encourages guests to use eco-friendly transportation.



970+

EV chargers in 194 hotels



18%

hotels offering hybrid or full electric taxi solutions



Responsible Food and Beverage

A substantial portion of RHG's carbon footprint originates from its Food and Beverage operations. RHG's Food and Beverage offerings not only enhance guests' well-being but also prioritize sustainability.

Our hotels actively support local and regional producers by sourcing as much in-season food as possible, thereby reducing their eco-footprint. Additionally, we promote responsible packaging practices that consider the entire lifecycle of the packaging. Our menus emphasize the use of fair-trade goods, vegetarian options, and organic products whenever feasible.

Food and Beverage direction

The designated Food and Beverages efficiency model for operations is in place for restaurants, bars, breakfast, and Meeting and Events, and targets food and beverage quality, consistency, profitability, reductions in food waste, the use of cleaning chemicals, as well as the balance between work and life for our team members.

Key features of the Food and Beverage transformation include:

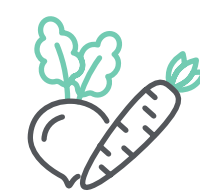
- Vitality and wellbeing
- Seasonally updated à la carte menus
- Organic, plant-based, fresh, and local products
- Reduction strategy of processed foods
- Environmentally-friendly options - keeping mono-packaging to a minimum
- Aesthetically presented food using local tableware

Utilizing the F&B transformation model, our hotels have implemented measures to reduce food waste effectively. These initiatives include pre-portioned sourcing, the adoption of zero-waste dishes, adherence to standardized recipes, cross-utilization of dishes across outlets, and the implementation of seasonally focused menus. These efforts not only lead to a decrease in cleaning and washing requirements but also contribute to a reduction in the use of chemicals and supply materials.

Moreover, we prioritize collaborating with suppliers who are committed to sustainable practices and offer product traceability.

Maintaining a healthy work-life balance for team members is paramount. By shifting towards a more agile staffing structure, we've achieved industry benchmark staffing levels. This restructuring has resulted in a notable reduction in working hours, affording team members more time and motivation to dedicate themselves to creativity in presentation. Consequently, this has led to improved quality and creativity, as well as profitability for our bars and restaurants.

Sustainable Food and Beverage



25%
vegetarian options on menu



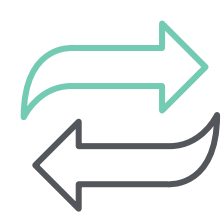
57%
of these are vegan options



58%
sustainable seafood



46%
locally sourced food <100km from the hotel



68

hotels in 2023 actioned their F&B transformation



Responsible Food and Beverage

Breakfast

With breakfast operations fully aligned with our Responsible Business program, our hotels can make a significant difference in their breakfast food offering, including an increase in organic and plant-based items, prioritizing increased local food sourcing and reducing the amount of processed foods.

Breakfast offering

43%
of the offering is plant-based

49%
offering is gluten-free

59%
of the offering is vegetarian

Meetings and Events

43%
of the offering is plant-based

49%
offering is gluten-free

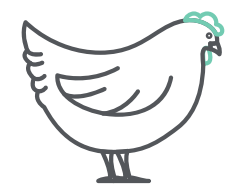
59%
of the offering is vegetarian

Cage-free eggs

RHG is committed to sourcing all its eggs from cage-free sources globally by 2025. At RHG, the welfare of animals raised for food is a high priority. RHG seeks to ensure decent welfare standards for animals that are reared for the ingredients used in the meals served in its hotels. This includes eggs and the use of egg products. With the support of the Humane League, an NGO focused on ending the abuse of animals raised for food, RHG is providing its hotels with educational materials and cage-free egg directories for procurement purposes.

🌐 Currently, 138 RHG properties are using eggs from cage free chickens. This includes free range and barn eggs.

Eggs used in hotels



69
European hotels use cage free eggs

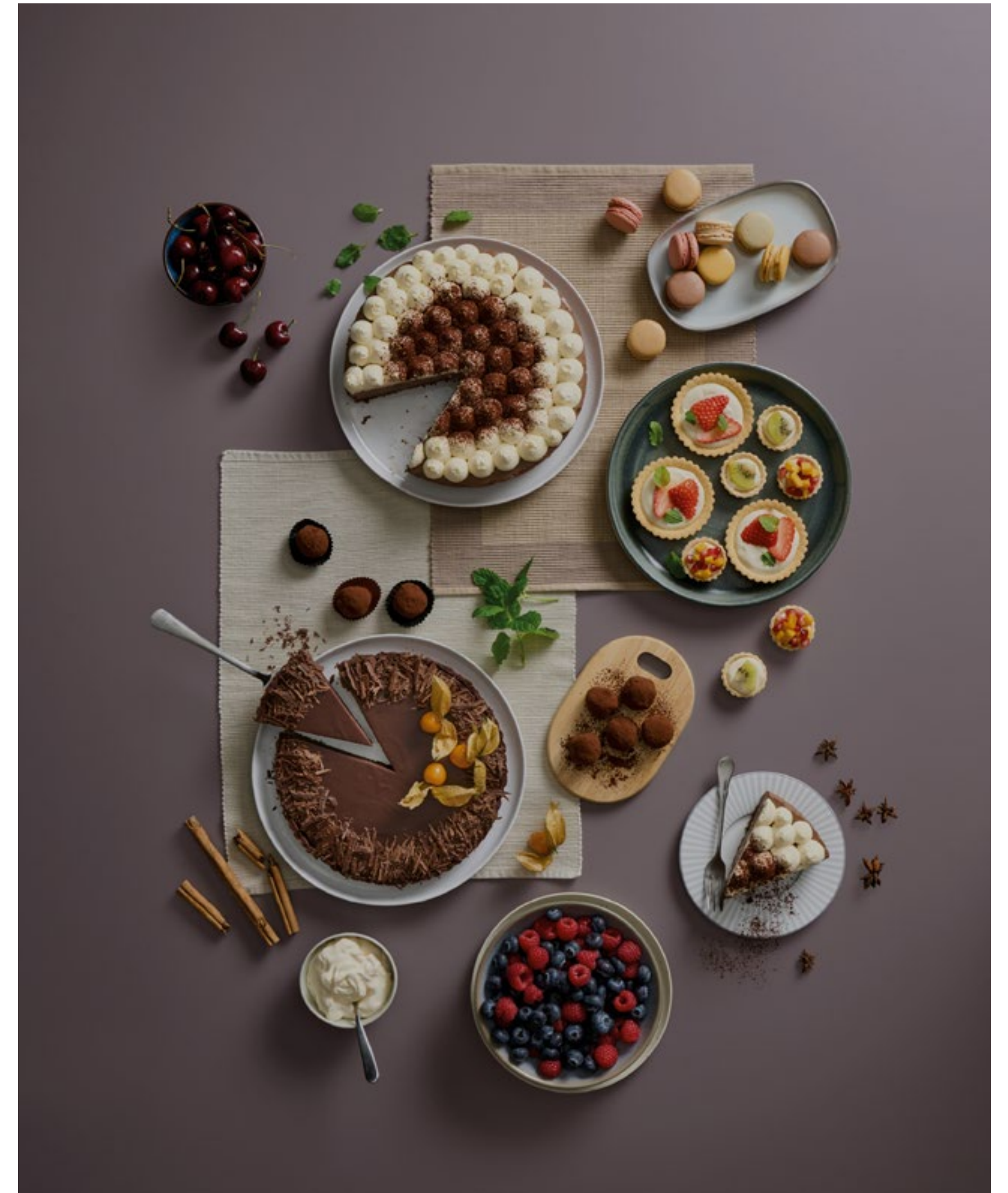
28
Middle East and African hotels use cage free eggs

41
Asia Pacific hotels use cage free eggs

Good food

Our Food and Beverage offering for Radisson Meetings, known as Good Food, is designed to provide a tempting, healthy, and sustainable dining experience. It offers flexibility to accommodate events of any size, featuring high-quality ingredients and menus with localized touches and appealing presentations.

Good Food aims to simplify catering decisions and cater to various dietary needs, ensuring a memorable and locally inspired experience for attendees. Our menus prioritize delicious and nutritious options to fuel productive gatherings, while also incorporating tempting elements to maintain a positive atmosphere and encourage conversation. RHG is committed to using the best sustainably sourced ingredients, aligning with its Responsible Business strategy and ambitions.

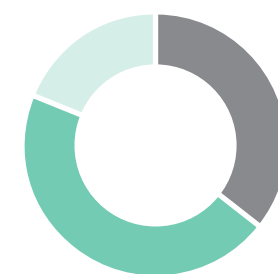


Responsible Food and Beverage

Tackling food waste

Food waste persists as a significant global concern, amplifying the world's carbon footprint due to the energy expended in food production and transportation. In line with our Food and Beverage transition, RHG is committed to curbing residual food waste destined for landfills or incineration. We recognize that excessive ordering, preparation, and trimming in restaurants can generate substantial waste.

Hence, we've instituted various measures to combat unnecessary food wastage, including portion control and proper food storage practices. By implementing these initiatives, we aim to mitigate our environmental impact and promote sustainable food management practices.



HANDLING FOOD WASTE	
Landfill/incineration	37%
Composted	48%
Donated to feed people/animals	15%

From Food Waste to Energy

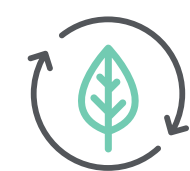
Radisson RED Aarhus has implemented a groundbreaking initiative to harness the power of food waste to generate renewable energy. The hotel's kitchen is equipped with a bio grinder which converts organic waste into usable energy for electricity. This waste is processed through a closed pipe system and stored in a tank onsite. The biomass is then transported to a nearby facility where it undergoes digestion to produce biogas, a clean energy source. The excess residual products from this process yield a valuable fertilizer with a reduced environmental impact. By minimizing transportation requirements to only 9 collections annually, CO2 emissions are significantly reduced. The system's annual output can power a typical household's electricity needs for approximately 44 months. This innovative approach underscores the hotel's commitment to sustainability and environmental stewardship.

Too Good to Go

Several RHG properties have joined forces with "Too Good To Go" to tackle food waste. This innovative partnership enables businesses to sell surplus meals remaining at the end of each shift or day, to minimize food waste. By utilizing the "Too Good To Go" app, RHG's European hotels can offer excess food at reduced prices, aiding in waste reduction efforts and environmental conservation.

Presently, 42 RHG hotels across Europe work with "Too Good To Go". Since the inception of this initiative and partnership, RHG has rescued 23,300 meals from waste, resulting in a remarkable reduction of 51 tons of CO2e emissions.

Meals saved with Too Good To Go



63 tons
CO_{2e} reduction



23,300 meals
saved

equivalent to 665 economy flights from Brussels to Madrid





Biodiversity

From neighborhood parks to natural reserves, biodiversity contributes to essential ecosystem services such as pollination, water purification, and soil fertility, which are vital for sustaining our well-being and supporting local economies. Moreover, biodiversity enhances the aesthetic appeal of landscapes, fosters cultural heritage, and provides recreational opportunities for residents and visitors alike.

RHG recognizes biodiversity's crucial role in local communities, encompassing the rich variety and abundance of plant and animal species within specific geographic areas. This biodiversity reflects the interconnectedness of life forms and ecosystems present within the community, influencing their resilience and overall health.

As part of the Group's staunch commitment to sustainability, RHG embraces a Nature Positive approach with the aim of achieving this vision by 2030. The Nature Positive approach entails integrating biodiversity protections into the Group's operations and value chains by working towards a future where the travel and tourism industries act as "Guardians of Nature."

Through coordinated actions, innovative solutions, and collaborative efforts with local stakeholders, RHG aims to safeguard biodiversity, mitigate negative environmental impacts, and promote nature-based solutions that benefit both people and the planet. By aligning with the industry's vision for a sustainable future, RHG contributes to the preservation of biodiversity and supports the Post-2020 Global Biodiversity Framework.



58%

of hotels have local tree planting initiatives



54%

of hotels have local natural environment restore program



29%

of hotels have onsite herb gardens



5%

of hotels have beekeeper initiatives

Responsible Supply Chain

As a global hotel group, RHG actively advocates for supply chain sustainability. The Group focuses on assessing the environmental and social implications of its services and product journeys, spanning from human rights management to sourcing materials. RHG collaborates with sustainable suppliers, offering integrated projects and solutions for its hotels.

Responsible sourcing

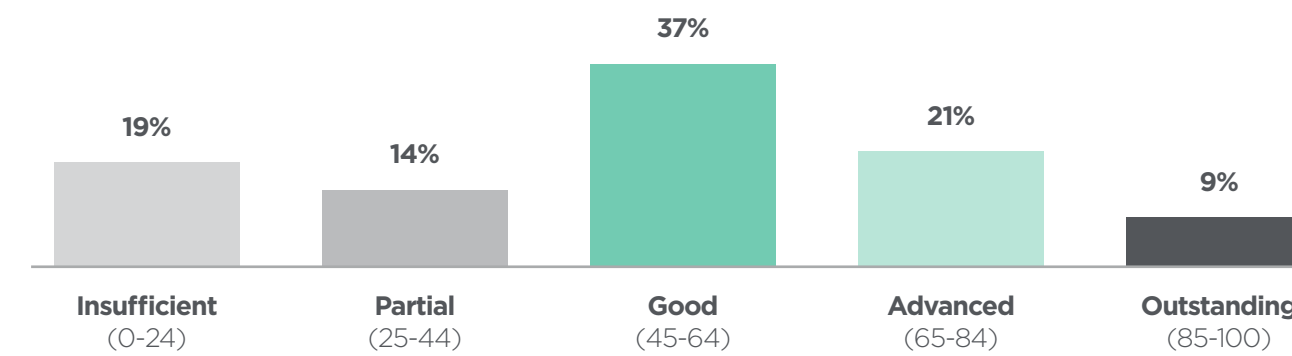
RHG undertakes the responsible management of its value chain as a sustainability priority, starting with its own team, through to its suppliers and guests. The Group is working to increase transparency, advance sustainable procurement, support risk identification and mitigation, and measure and reduce CO2e emissions of key suppliers. RHG's suppliers are key stakeholders for the company and an integral part of its pathway to net zero by 2050 across scopes 1, 2 and 3. The Group's sourcing strategy supports its efforts to integrate and promote responsible practices as well as apply sustainability criteria in all areas of the supply chain processes:

- Renewable Energy sourcing
- Net zero focused sourcing initiatives
- Local sourcing initiatives
- Eliminating single-use plastics
- Transition to cage-free eggs
- Partnership with EcoVadis for sustainability visibility in the supply chain

Supply chain diversity, equity and inclusion

RHG is actively focusing on diversity, equity, and inclusion within its supply chain by promoting an inclusive approach to procurement and ensuring its supplier base reflects the societies in which it operates. RHG is working on new criteria to assess suppliers' diversity and inclusion performance through selection qualification processes globally. The program is fundamental to increasing the quality of products and services RHG provides to its guests, together with increasing development and innovation.

RHG's supplier diversity, equity and inclusion maturity



SUPPLIER TYPE

Mature Markets	46%
Emerging Markets	54%



SPEND BREAKDOWN

Corporate	16%
Regional	48%
Local	36%



SUPPLIER TYPE BREAKDOWN

Corporate	8%
Regional	27%
Local	65%

Responsible Supply Chain

RHG adheres to a robust and rigorous process in selecting suppliers to ensure they meet the requirements laid out in its Supplier Code of Conduct.

Supplier Code of Conduct

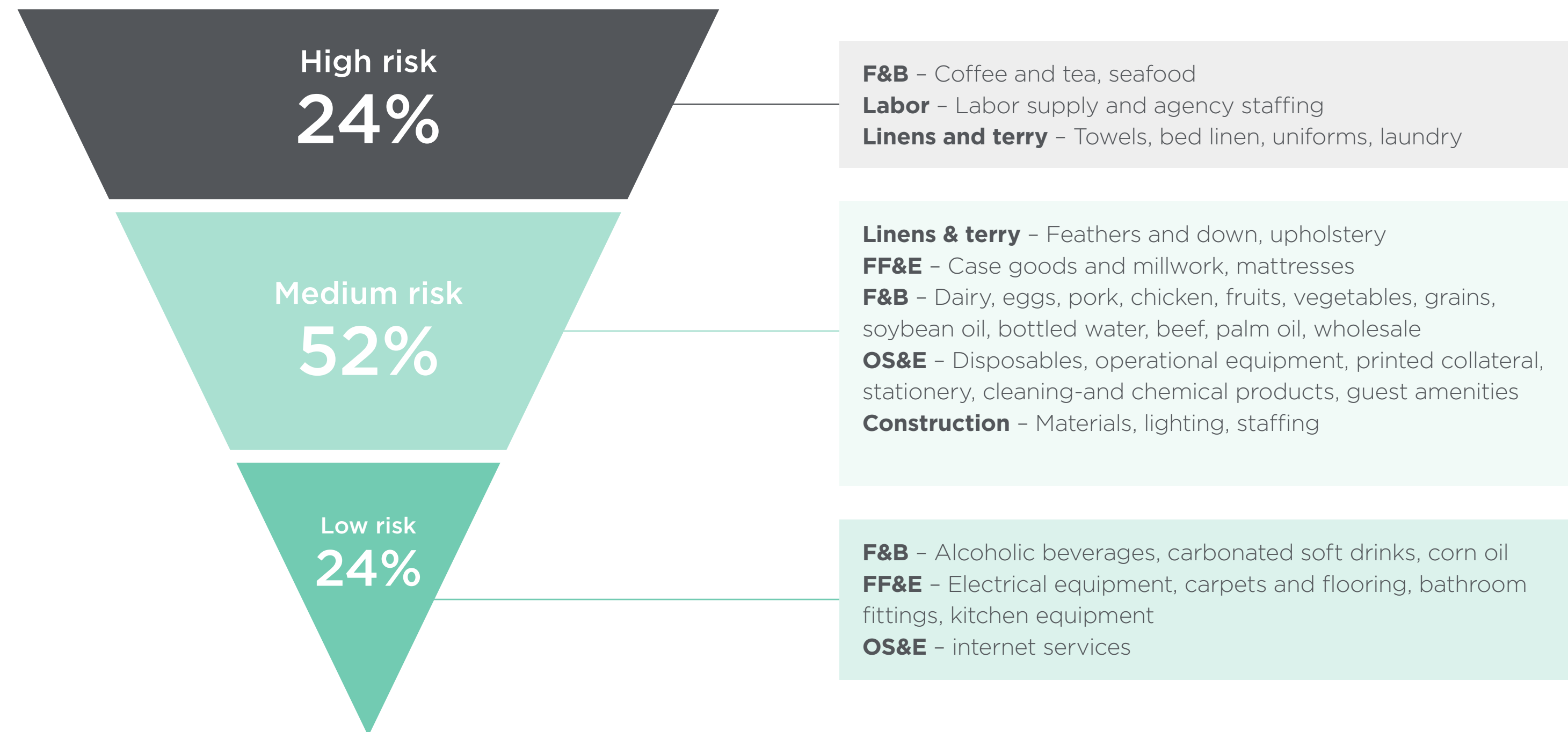
The Group's Supplier Code of Conduct establishes the minimum standards expected from its suppliers. This code encompasses obligations for both suppliers and the wider business community to exhibit social, ethical, and environmental responsibility. The Supplier Code of Business Conduct complements the Code of Business Ethics and is a mandatory agreement signed by all suppliers at both Group and hotel levels. Furthermore, it has been seamlessly integrated into the supplier agreement.

Access the latest Supplier Code of Conduct [here](#).

Managing and mitigating supply chain risks

An internal assessment shows that 76% of total procurement contracted spend falls into high and medium risk related products and services in terms of social and environmental impact. As part of its ongoing supplier due diligence, RHG continuously evaluates existing, new, and potential suppliers.

Internal risk assessment by category



Responsible Supply Chain

Risk mapping analysis

Using supplier risk mapping analysis, RHG evaluates each supplier's financial, environmental, and human resource status before signing or renewing a contract. The supplier risk mapping analysis is a continuous process that is used to assess suppliers, their capabilities, and their performance. It increases supplier visibility and allows RHG to understand and control the business risk of its supply chain better. It also allows capacity building of suppliers on environmental or social issues, including taking corrective actions and providing training.

RHG Supplier Risk Mapping Model



EcoVadis

RHG maintains its ongoing collaboration with EcoVadis to monitor and authenticate supplier sustainability performances as well as its own supply chain performance. As the globally trusted provider of business sustainability ratings, EcoVadis assesses over 100,000 companies yearly, evaluating their environmental, human rights, and ethical practices. Through this partnership, RHG strives to enhance transparency, promote positive initiatives for both people and the planet, and actively identify and mitigate risks.

The EcoVadis rating covers four themes: fair business ethics, the environment, sustainable procurement and labor practices, and human rights. EcoVadis aims to improve the environmental and social practices of companies by leveraging the influence of global supply chains. Each company is assessed by means of a questionnaire which is customized to the size of the business, its industry sector, and its countries of operation. The criteria are based on international sustainability standards such as the Global Compact Principles, the International Labor Organization (ILO) conventions, the Global Reporting Initiative (GRI) standard, the ISO 26000 standard, and the CERES principles.

EcoVadis client partnership

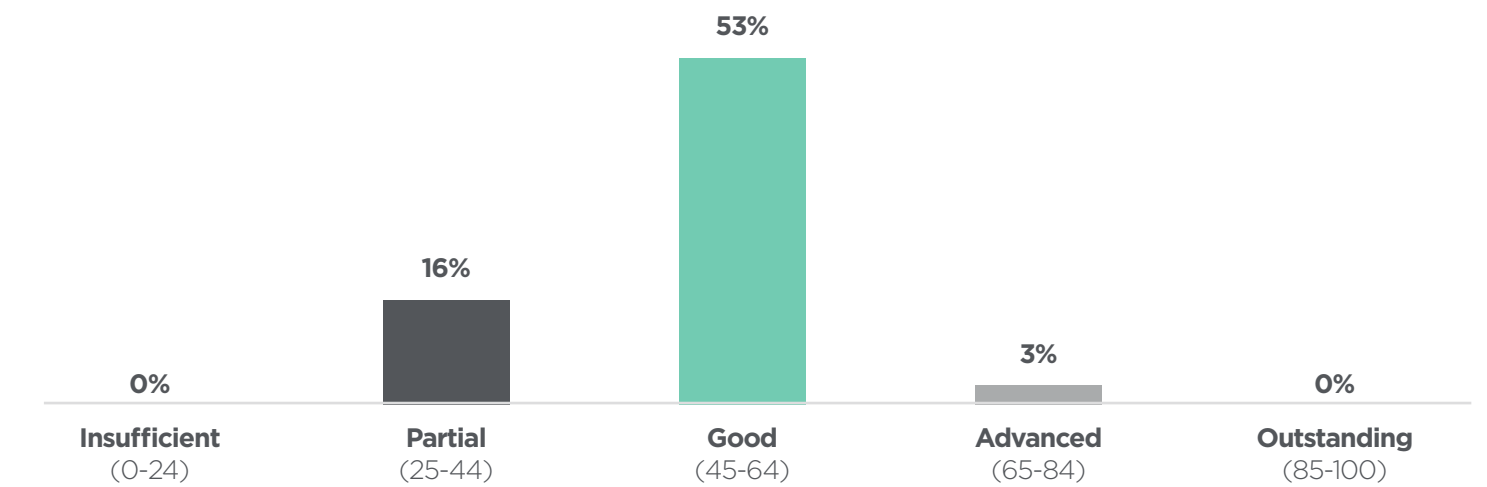
All corporate and regional suppliers are requested to complete the EcoVadis assessment. They are then issued their EcoVadis performance scorecard which can be used for supplier assessment and evaluation, and is an important discussion point in the Group's regular meetings with suppliers to improve their supply chain management and impact on RHG. Currently, 40% of global suppliers have been or are being assessed by EcoVadis.



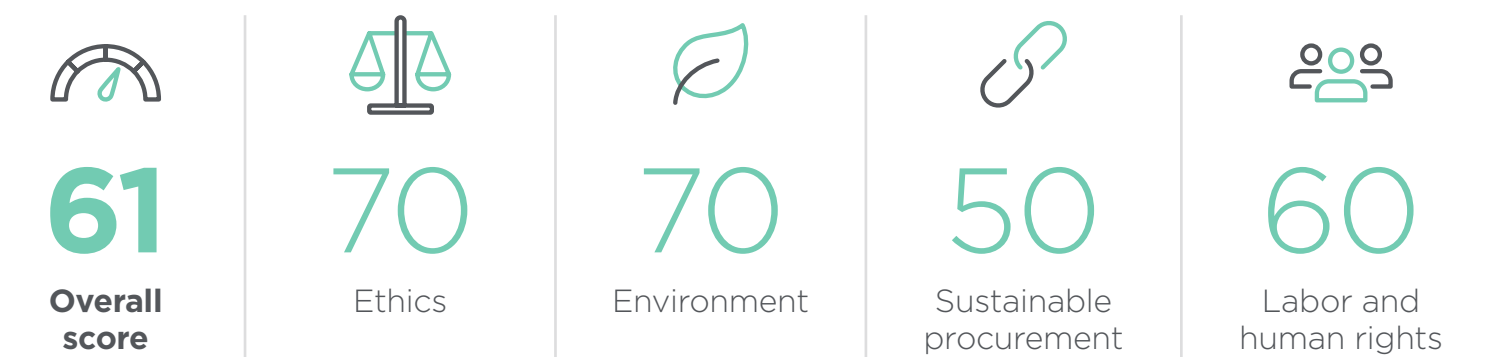
EcoVadis silver sustainable supplier

RHG has been rated as a sustainable supplier with a score performance at the silver medal recognition level by EcoVadis since 2017, putting the company in the top 8% of the accommodation industry and top 25% of performers worldwide.

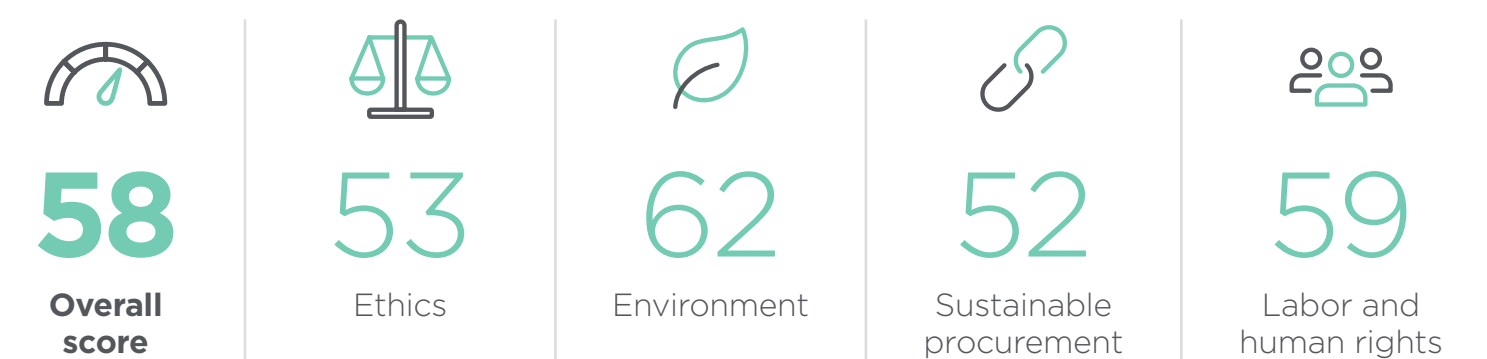
EcoVadis performance of assessed RHG suppliers



RHG Performance



RHG Supplier Performance



Appendices

A photograph of a wind farm on a grassy hillside. Several white wind turbines are visible, with one in the foreground on the right and others receding into the distance. A paved road leads towards the turbines. The background shows rolling hills and a cloudy sky. The entire image is overlaid with a semi-transparent teal filter.

Appendix: Sustainable Stays*

HOTEL NAME	COUNTRY	HOTEL SUSTAINABILITY BASICS VERIFIED	ECO-LABEL CERTIFIED
Africa			
Radisson Blu Hotel, Cairo Heliopolis	Egypt		✓
Marina Resort Port Ghalib, a member of Radisson Individuals	Egypt		✓
Radisson Blu Hotel, Addis Ababa	Ethiopia	✓	✓
Park Inn By Radisson Nairobi, Westlands	Kenya	✓	
Radisson Blu Hotel & Residence, Nairobi Arboretum	Kenya	✓	
Radisson Blu Hotel, Nairobi Upper Hill	Kenya		✓
Radisson Blu Hotel, Antananarivo Waterfront	Madagascar	✓	
Radisson Hotel, Antananarivo Waterfront	Madagascar	✓	✓
Radisson Serviced Apartments, Antananarivo City Center	Madagascar	✓	✓
Radisson Blu Azuri Resort & Spa, Mauritius	Mauritius	✓	✓
Radisson Blu Poste Lafayette Resort & Spa, Mauritius	Mauritius	✓	✓
Radisson Collection Hotel, Bamako	Mali	✓	
Radisson Blu Resort, Taghazout Bay Surf Village	Morocco		✓
Radisson Blu Hotel & Residence, Maputo	Mozambique		✓
Radisson Hotel, Lagos Ikeja	Nigeria	✓	
Park inn by Radisson, Kigali	Rwanda	✓	
Radisson Blu Hotel & Convention Center, Kigali	Rwanda	✓	✓
Park Inn by Radisson, Polokwane	South Africa	✓	
Radisson Blu Hotel Sandton, Johannesburg	South Africa	✓	
Radisson Blu Hotel Waterfront, Cape Town	South Africa	✓	
Radisson Blu Hotel, Durban Umhlanga	South Africa	✓	✓
Radisson Blu Gautrain Hotel, Sandton Johannesburg	South Africa	✓	
Radisson Blu Hotel, Port Elizabeth	South Africa	✓	
Radisson Blu Le Vendome Hotel, Cape Town	South Africa	✓	
Radisson Hotel, Cape Town Foreshore	South Africa	✓	
Radisson Hotel & Convention Centre Johannesburg, O.R Tambo	South Africa		✓
Radisson RED Hotel, Johannesburg Rosebank	South Africa	✓	✓
Radisson RED Hotel, V&A Waterfront	South Africa	✓	✓
Radisson Blu Hotel, Juba	South Sudan	✓	
Radisson Blu Palace Resort & Thalasso, Djerba	Tunisia		✓
Radisson Blu Resort & Thalasso, Hammamet	Tunisia		✓
Radisson Blu Hotel, Lusaka	Zambia	✓	✓
Radisson Blu Mosi-oa-Tunya Livingstone Resort	Zambia	✓	

HOTEL NAME	COUNTRY	HOTEL SUSTAINABILITY BASICS VERIFIED	ECO-LABEL CERTIFIED
Europe			
Hotel Rathauspark Wien, a member of Radisson Individuals	Austria	✓	
Hotel Schillerpark Linz, a member of Radisson Individuals	Austria	✓	
Radisson Blu Hotel, Altstadt Salzburg	Austria	✓	✓
Radisson Blu Style Hotel, Vienna	Austria	✓	
Radisson RED Hotel, Vienna	Austria		✓
Radisson Hotel, Baku	Azerbaijan	✓	
Park Inn by Radisson, Leuven	Belgium		✓
Radisson Blu Astrid Hotel, Antwerp	Belgium	✓	
Radisson Collection Hotel, Grand Place Brussels	Belgium		✓
Radisson RED Hotel, Brussels	Belgium		✓
Radisson Blu Resort & Spa, Split	Croatia		✓
Radisson Blu Hotel, Prague	Czech Republic	✓	
Radisson Blu Scandinavia Hotel, Aarhus	Denmark	✓	✓
Radisson Blu Scandinavia Hotel, Copenhagen	Denmark		✓
Radisson Collection Royal Hotel, Copenhagen	Denmark	✓	✓
Radisson RED Hotel, Aarhus	Denmark	✓	
Palace Hotel Tallinn, a member of Radisson Individuals	Estonia		✓
Park Inn by Radisson, Central Tallinn	Estonia	✓	✓
Park Inn by Radisson, Meriton Conference & Spa Hotel Tallinn	Estonia	✓	✓
Radisson Blu Hotel Olumpia, Tallinn	Estonia	✓	✓
Radisson Collection Hotel, Tallinn	Estonia		✓
Radisson Blu Hotel, Oulu	Finland	✓	✓
Radisson Blu Marina Palace Hotel, Turku	Finland		✓
Radisson Blu Plaza Hotel, Helsinki	Finland		✓
Radisson Blu Royal Hotel, Helsinki	Finland		✓
Radisson Blu Seaside Hotel, Helsinki	Finland		✓
Radisson Blu Grand Hotel & Spa, Malo-Les-Bains	France		✓
Radisson Blu Hotel Paris, Marne-la-Vallee	France	✓	✓
Radisson Blu Hotel, Toulouse Airport	France		✓
Radisson Blu Hotel, Lyon	France		✓
Radisson Blu Hotel, Marseille	France	✓	✓
Radisson Blu Hotel, Nice	France		✓
Radisson Blu Hotel, Paris Boulogne	France		✓
Radisson Blu Hotel, Rouen Centre	France		✓
Radisson Blu Hotel, Batumi	Georgia	✓	
Radisson Blu Iveria Hotel, Tbilisi	Georgia	✓	
Tsinandali Estate, a Radisson Collection Hotel	Georgia	✓	

Appendix: Sustainable Stays*

HOTEL NAME	COUNTRY	HOTEL SUSTAINABILITY BASICS VERIFIED	ECO-LABEL CERTIFIED
Park Inn by Radisson, Berlin Alexanderplatz	Germany		✓
Park Inn by Radisson, Lübeck	Germany		✓
Park Inn by Radisson, Stuttgart	Germany	✓	
Prizeotel Bremen City	Germany	✓	
Prizeotel Hamburg City	Germany	✓	
Prizeotel Hamburg St.Pauli	Germany	✓	
Prizeotel Hannover City	Germany	✓	
Prizeotel Munich Airport	Germany	✓	
Radisson Blu Conference Hotel, Düsseldorf	Germany		✓
Radisson Blu Hotel, Bremen	Germany	✓	✓
Radisson Blu Hotel, Cottbus	Germany		✓
Radisson Blu Hotel, Dortmund	Germany		✓
Radisson Blu Hotel, Erfurt	Germany		✓
Radisson Blu Hotel, Hamburg	Germany		✓
Radisson Blu Hotel, Hamburg Airport	Germany		✓
Radisson Blu Hotel, Hannover	Germany		✓
Radisson Blu Hotel, Mannheim	Germany	✓	✓
Radisson Blu Hotel, Rostock	Germany		✓
Radisson Collection Hotel, Berlin	Germany	✓	
The Social Athens Hotel, a member of Radisson Individuals	Greece	✓	✓
Park Inn By Radisson, Budapest	Hungary		✓
Radisson Blu Béke Hotel, Budapest	Hungary	✓	
Park Inn by Radisson, Reykjavik Keflavik Airport	Iceland	✓	
Radisson Blu 1919 Hotel, Reykjavik	Iceland	✓	✓
Park Inn By Radisson, Shannon Airport	Ireland		✓
Radisson Blu Hotel & Spa, Sligo	Ireland		✓
Radisson Blu Royal Hotel, Dublin	Ireland	✓	
Radisson Blu St. Helens Hotel, Dublin	Ireland		✓
Radisson Blu Hotel, Milan	Italy		✓
Park Inn by Radisson Residence, Riga Barona	Latvia	✓	
Park Inn by Radisson, Riga Valdemara	Latvia	✓	
Radisson Blu Daugava Hotel, Riga	Latvia	✓	
Radisson Blu Latvija Conference & Spa Hotel	Latvia	✓	
Radisson Blu Ridzene Hotel, Riga	Latvia	✓	
Radisson Hotel, Old Town Riga	Latvia	✓	
Radisson Blu Hotel Lietuva, Vilnius	Lithuania	✓	✓
Radisson Hotel, Kaunas	Lithuania	✓	✓
Park Inn by Radisson, Luxembourg City	Luxembourg		✓

HOTEL NAME	COUNTRY	HOTEL SUSTAINABILITY BASICS VERIFIED	ECO-LABEL CERTIFIED
Radisson Blu Resort & Spa, Malta Golden Sands	Malta		✓
Radisson Blu Leograd Hotel, Chisinau	Moldova		✓
Park Inn by Radisson, Amsterdam City West	Netherlands	✓	✓
Park Plaza Eindhoven	Netherlands		✓
Radisson Blu Hotel, Amsterdam Airport	Netherlands	✓	✓
Radisson Blu Hotel, Amsterdam City Center	Netherlands		✓
Radisson Blu Airport Hotel, Oslo	Norway		✓
Radisson Blu Atlantic Hotel, Stavanger	Norway		✓
Radisson Blu Hotel, Bodø	Norway		✓
Radisson Blu Hotel, Tromsø	Norway		✓
Radisson Blu Plaza Hotel, Oslo	Norway	✓	✓
Radisson Blu Resort, Trysil	Norway	✓	✓
Radisson Blu Royal Garden Hotel, Trondheim	Norway		✓
Radisson Blu Royal Hotel, Bergen	Norway		✓
Radisson Hotel & Conference Centre Oslo Airport	Norway		✓
Radisson RED Oslo Økern	Norway		✓
Park Inn by Radisson, Krakow	Poland	✓	✓
Radisson Blu Hotel, Gdansk	Poland		✓
Radisson Blu Hotel, Krakow	Poland		✓
Radisson Blu Hotel, Wroclaw	Poland		✓
Radisson Blu Sobieski, Warsaw	Poland	✓	
Radisson Collection Hotel, Warsaw	Poland	✓	
Radisson Blu Hotel, Bucharest	Romania		✓
Radisson Blu Hotel, Cluj	Romania	✓	
Cosmos Yekaterinburg Hotel, a member of Radisson Individuals	Russia		✓
Radisson Collection Paradise Resort & Spa, Sochi	Russia		✓
Radisson Hotel, Rosa Khutor	Russia		✓
Radisson Sonya Hotel, St. Petersburg	Russia		✓
Radisson Collection Hotel Old Mill, Belgrade	Serbia	✓	
Radisson Blu Carlton Hotel, Bratislava	Slovakia	✓	
Radisson Blu Hotel, Madrid Prado	Spain	✓	
Radisson Blu Resort & Spa, Gran Canaria Mogan	Spain		✓
Radisson Blu Resort, Gran Canaria	Spain		✓
Radisson Collection Hotel, Bilbao	Spain		✓
Radisson Collection Hotel, Magdalena Plaza Sevilla	Spain		✓
Radisson RED Hotel, Madrid	Spain	✓	✓
Radisson Blu Airport Terminal Hotel, Stockholm-Arlanda Airport	Sweden	✓	✓
Radisson Blu Arlandia Hotel, Stockholm-Arlanda	Sweden	✓	✓

Appendix: Sustainable Stays*

HOTEL NAME	COUNTRY	HOTEL SUSTAINABILITY BASICS VERIFIED	ECO-LABEL CERTIFIED
Radisson Blu Hotel, Malmö	Sweden	✓	✓
Radisson Blu Hotel, Uppsala	Sweden	✓	✓
Radisson Blu Riverside Hotel, Gothenburg	Sweden	✓	
Radisson Blu Royal Viking Hotel, Stockholm	Sweden		✓
Radisson Blu Scandinavia Hotel, Göteborg	Sweden	✓	
Radisson Blu Waterfront Hotel, Stockholm	Sweden	✓	✓
Radisson Collection Strand Hotel, Stockholm	Sweden	✓	✓
Radisson Hotel, Zurich Airport	Switzerland	✓	
Radisson Blu Hotel, Basel	Switzerland		✓
Radisson Blu Hotel, Lucerne	Switzerland	✓	✓
Radisson Blu Hotel, Zurich Airport	Switzerland	✓	✓
Radisson Hotel & Suites Zurich	Switzerland	✓	
Radisson Blu Palace Resort & Thalasso, Djerba	Tunisia		✓
Radisson Blu Resort & Thalasso, Hammamet	Tunisia		✓
Nova Vista Eskisehir Centrum Hotel, a member of Radisson Individuals	Turkey		✓
Park Inn by Radisson Istanbul Atasehir	Turkey	✓	
Park Inn by Radisson, Istanbul Asia Kavacik	Turkey		✓
Park Inn by Radisson Izmir	Turkey	✓	
Radisson Blu Bosphorus Hotel, Istanbul	Turkey	✓	
Radisson Blu Hotel & Spa, Istanbul Tuzla	Turkey	✓	
Radisson Blu Hotel, Ankara	Turkey	✓	✓
Radisson Blu Hotel, Istanbul Sisli	Turkey		✓
Radisson Blu Hotel, Trabzon	Turkey		✓
Radisson Blu Hotel, Istanbul Pera	Turkey		✓
Radisson Blu Hotel, Kayseri	Turkey	✓	✓
Radisson Blu Resort & Spa, Cesme	Turkey		✓
Radisson Blu Hotel, Sakarya	Turkey	✓	
Radisson Collection Hotel, Vadistanbul	Turkey	✓	✓
Radisson Hotel, Istanbul Sultanahmet	Turkey		✓
Radisson Hotel, Izmir Aliaga	Turkey	✓	
Radisson Residences Avrupa TEM Istanbul	Turkey	✓	✓
Radisson Residences Vadistanbul	Turkey	✓	
Radisson Blu Hotel, Kyiv	Ukraine	✓	✓
Radisson Blu Hotel, Kyiv Podil	Ukraine	✓	
Park Inn by Radisson, Aberdeen	United Kingdom		✓
Park Inn by Radisson, Cardiff City Centre	United Kingdom	✓	✓
Park Inn by Radisson, Manchester City Centre	United Kingdom		✓

HOTEL NAME	COUNTRY	HOTEL SUSTAINABILITY BASICS VERIFIED	ECO-LABEL CERTIFIED
Park Inn by Radisson, Peterborough	United Kingdom		✓
Park Inn by Radisson, York City Centre	United Kingdom		✓
Radisson Blu Hotel, Birmingham	United Kingdom		✓
Radisson Blu Hotel, Bristol	United Kingdom	✓	✓
Radisson Blu Hotel, Durham	United Kingdom		✓
Radisson Blu Hotel, Edinburgh City Centre	United Kingdom		✓
Radisson Blu Hotel, Glasgow	United Kingdom		✓
Radisson Blu Hotel, Leeds City Centre	United Kingdom		✓
Radisson Blu Hotel, Liverpool	United Kingdom		✓
Radisson Blu Hotel, London Stansted Airport	United Kingdom		✓
Radisson RED Hotel, Liverpool	United Kingdom	✓	
Radisson RED Hotel, London Heathrow	United Kingdom		✓

HOTEL NAME	COUNTRY	HOTEL SUSTAINABILITY BASICS VERIFIED	ECO-LABEL CERTIFIED
Middle East			
Radisson Blu Hotel, Kuwait	Kuwait	✓	
Radisson Blu Martinez Hotel, Beirut	Lebanon	✓	
Hormuz Grand, a Radisson Collection Hotel	Oman	✓	
Park Inn by Radisson, Muscat	Oman		✓
Radisson Blu Hotel, Muscat	Oman		✓
Radisson Blu Hotel, Doha	Qatar	✓	✓
Park Inn by Radisson, Al Khobar	Saudi Arabia	✓	
Park Inn by Radisson, Damman	Saudi Arabia	✓	
Park Inn by Radisson, Jubail Industrial City	Saudi Arabia	✓	
Park Inn by Radisson, Makkah Aziziyah	Saudi Arabia	✓	
Park Inn by Radisson, Riyadh	Saudi Arabia	✓	
Radisson Blu Hotel, Buraidah	Saudi Arabia	✓	
Radisson Blu Hotel, Dhahran	Saudi Arabia	✓	
Radisson Blu Hotel, Jeddah Corniche	Saudi Arabia	✓	
Radisson Blu Residence, Dhahran	Saudi Arabia	✓	
Radisson Blu Hotel & Residence, Riyadh Diplomatic Quarters	Saudi Arabia	✓	
Radisson Blu Hotel, Jeddah Plaza	Saudi Arabia	✓	
Radisson Blu Hotel, Yanbu	Saudi Arabia	✓	
Radisson Blu Hotel, Riyadh Convention and Exhibition Center	Saudi Arabia	✓	

Appendix: Sustainable Stays*

HOTEL NAME	COUNTRY	HOTEL SUSTAINABILITY BASICS VERIFIED	ECO-LABEL CERTIFIED
Radisson Blu Hotel, Riyadh Qurtuba	Saudi Arabia		✓
Radisson Blu Resort, Jizan	Saudi Arabia		✓
Radisson Hotel, Riyadh Airport	Saudi Arabia	✓	✓
Park Inn by Radisson, Jeddah Madinah Road	Saudi Arabia	✓	
Mansard Riyadh, a Radisson Collection Hotel	Saudi Arabia	✓	
Nofa Riyadh, A Radisson Collection Resort	Saudi Arabia	✓	
Park Inn by Radisson Abu Dhabi, Yas Island	United Arab Emirates	✓	
Park Inn by Radisson, Dubai Motor City	United Arab Emirates	✓	
Radisson Blu Hotel, Abu Dhabi Al Ain	United Arab Emirates	✓	
Radisson Blu Hotel, Abu Dhabi Yas Island	United Arab Emirates	✓	
Radisson Blu Hotel, Ajman	United Arab Emirates		✓
Radisson Blu Hotel, Dubai Canal View	United Arab Emirates	✓	✓
Radisson Blu Hotel, Dubai Deira Creek	United Arab Emirates	✓	
Radisson Blu Hotel, Dubai Media City	United Arab Emirates	✓	
Radisson Blu Hotel, Dubai Waterfront	United Arab Emirates	✓	
Radisson Blu Hotel & Resort, Abu Dhabi Corniche	United Arab Emirates	✓	✓
Radisson Blu Residence, Dubai Marina	United Arab Emirates	✓	
Radisson Hotel, Dubai Damac Hills	United Arab Emirates	✓	
Radisson RED Hotel, Dubai Silicon Oasis	United Arab Emirates	✓	✓
Radisson Resort Ras Al Khaimah, Marjan Island	United Arab Emirates		✓
Radisson Beach Resort Palm Jumeirah, Dubai	United Arab Emirates		✓

HOTEL NAME	COUNTRY	HOTEL SUSTAINABILITY BASICS VERIFIED	ECO-LABEL CERTIFIED
South East Asia Pacific			
Radisson Blu Plaza Hotel, Sydney	Australia	✓	
Radisson Hotel, Brunei Darussalam	Brunei	✓	✓
Radisson Hotel, Hangzhou Qianjiang	China	✓	
Radisson Blu Hotel, Shanghai New World	China	✓	
Radisson Blu Hotel, Wuhan ETD Zone	China	✓	
Radisson Blu Hotel, Zhengzhou Huiji	China	✓	✓
Radisson Blu Plaza, Chongqing	China	✓	
Radisson Blu Resort, Wetland Park Wuxi	China	✓	
Radisson RED Hotel, Shanghai Wujiaochang	China	✓	
Park Plaza Beijing Science Park	China		✓
Park Plaza Beijing Wangfujing	China	✓	

HOTEL NAME	COUNTRY	HOTEL SUSTAINABILITY BASICS VERIFIED	ECO-LABEL CERTIFIED
Radisson Collection Hotel, Hyland Shanghai	China	✓	✓
Radisson Collection Hotel, Wuxi	China	✓	
Radisson Collection Hotel, Xing Guo Shanghai	China	✓	
Radisson Collection Hotel, Yangtze Shanghai	China	✓	
Radisson Blu Hotel, Liuzhou	China	✓	
Radisson Collection Resort, Nanjing	China	✓	
Radisson RED Hotel, Guangzhou South Station	China	✓	
Radisson Hotel, Tianjin Aqua City	China	✓	
Radisson Blu Hotel, Kashgar	China	✓	
Radisson Blu Hotel, Hangzhou Xintiandi	China		✓
Radisson Hotel, Suzhou	China		✓
Radisson Blu Resort, Fiji	Fiji	✓	
Country Inn & Suites by Radisson, Sector 12	India		✓
Radisson Blu Hotel, Atria Bengaluru	India	✓	
Radisson Blu Hotel, Indore	India		✓
Radisson Blu Hotel, Ludhiana	India		✓
Radisson Blu Hotel, Mumbai International Airport	India		✓
Radisson Blu Hotel, Pune Kharadi	India	✓	
Radisson Blu Marina Hotel, Connaught Place	India	✓	
Radisson Blu Plaza Hotel, Hyderabad Banjara Hills	India	✓	
Radisson Hotel, Bhopal	India		✓
Radisson Hotel, Mumbai Andheri MIDC	India	✓	
Radisson Hotel, Mumbai International Airport	India	✓	
Radisson Hotel, Sector 29 Gurugram	India		✓
Namah Resort Jim Corbett, a member of Radisson Individuals	India		✓
The White Hotel Katra, a member of Radisson Individuals	India		✓
Radisson Golf and Convention Center Batam	Indonesia	✓	
Radisson Blu Hotel, Bali Uluwatu	Indonesia		✓
Radisson Lampung Kedaton	Indonesia	✓	
Park Inn by Radisson Bacolod	Philippines	✓	
Park Inn by Radisson, North EDSA	Philippines	✓	
Radisson Blu Resort, Galle	Sri Lanka	✓	
Radisson Blu Plaza Hotel, Bangkok	Thailand		✓
Radisson Suites Bangkok Sukhumvit	Thailand		✓
Radisson Blu Resort, Cam Ranh	Vietnam	✓	✓
Radisson Blu Resort, Phu Quoc	Vietnam	✓	✓
Radisson Resort Phan Thiet	Vietnam		✓
Radisson Hotel, Danang	Vietnam		✓

Appendix: UN Sustainable Development Goals



Appendix: UN Global Compact Compliance

PRINCIPLES OF THE GLOBAL COMPACT	RADISSON HOTEL GROUP SYSTEMS AND PROCESSES	
HUMAN RIGHTS		
Principles 1: Businesses should support and respect the protection of internationally proclaimed human rights.	<ul style="list-style-type: none"> Living and Leading Responsible Business Training Team member Handbook 	<ul style="list-style-type: none"> Supplier Code of Conduct and agreements Human Rights Policy
Principle 2: Businesses should make sure that they are not complicit in human rights abuses.	<ul style="list-style-type: none"> Code of Business Ethics ethics.radissonhotels.com Policy against the Facilitation of Prostitution 	<ul style="list-style-type: none"> Supplier Code of Conduct and agreements Human Rights Policy Responsible recruitment and employment toolkit
LABOR		
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	<ul style="list-style-type: none"> Human Resources Guidelines Team member Handbook European Workers Council 	<ul style="list-style-type: none"> Supplier Code of Conduct and agreements Employment Principles
Principle 4: Businesses should support the elimination of all forms of forced and compulsory labor.	<ul style="list-style-type: none"> Code of Business Ethics Supplier Code of Conduct and agreements Employment Principles 	<ul style="list-style-type: none"> Human Rights Policy Responsible recruitment and employment toolkit
Principle 5: Businesses should support the effective abolition of child labor.	<ul style="list-style-type: none"> Code of Business Ethics Supplier Code of Conduct and agreements 	<ul style="list-style-type: none"> Employment Principles Human Rights Policy
Principle 6: Businesses should support the elimination of discrimination in respect to employment and occupation.	<ul style="list-style-type: none"> Human Resources Guidelines Team member Handbook Living and Leading Responsible Business training Policy on Recruitment and Selection Transfer Policy 	<ul style="list-style-type: none"> Policy on Sexual Harassment and Illicit Activities Social Networking Policy Supplier Code of Conduct and agreements Employment Principles Human Rights Policy
ENVIRONMENT		
Principle 7: Businesses should support a precautionary approach to environmental challenges.	<ul style="list-style-type: none"> Responsible Business and Environment Policy Build Planet Technical Standards 	<ul style="list-style-type: none"> Environmental reporting and targets
Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility.	<ul style="list-style-type: none"> Responsible Business and Environment Policy Commitment to net zero Build Planet Technical Standards 	<ul style="list-style-type: none"> Think Planet tools Living and Leading Responsible Business training Supplier Code of Conduct and agreements Hotel Sustainability Basics
Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies.	<ul style="list-style-type: none"> Build Planet Technical Standards Think Planet tools Renewable Energy Sourcing strategy 	<ul style="list-style-type: none"> Carbon Neutral Meetings Eco-labeled hotels
ANTI CORRUPTION		
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	<ul style="list-style-type: none"> Global Information Security Policy Code of Business Ethics Anti-bribery training Ethics training 	<ul style="list-style-type: none"> Anti-Fraud Policy Internal Audit Supplier Code of Conduct and agreements

Appendix: GRI Standard Disclosures

DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGE NUMBER	REASON FOR OMISION
GENERAL DISCLOSURES			
ORGANIZATIONAL PROFILE			
102-1	Name of the organization	89	
102-2	Activities, brands, products, and services	89	
102-3	Location of headquarters	89	
102-4	Location of operations	89	
102-5	Ownership and legal form	89	
102-6	Markets served	89	
102-7	Scale of the organization	89	
102-8	Information on employees and other workers	21	
102-9	Supply chain	71	
102-10	Significant changes to the organization and its supply chain	89	
102-11	Precautionary Principle or approach	89	
102-12	External initiatives	13	
102-13	Membership of associations	13	
STRATEGY			
102-14	Statement from senior decision-maker	4-5	
ETHICS AND INTEGRITY			
102-16	Values, principles, standards, and norms of behavior	23	
GOVERNANCE			
102-18	Governance structure	12	
STAKEHOLDER ENGAGEMENT			
102-40	List of stakeholder groups	10	
102-41	Collective bargaining agreements	21	
102-42	Identifying and selecting stakeholders	10	
102-43	Approach to stakeholder engagement	10	
102-44	Key topics and concerns raised	9	

DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGE NUMBER	REASON FOR OMISION
REPORTING PRACTICE			
102-45	Entities included in the consolidated financial statements	89	
102-46	Defining report content and topic boundaries	89	
102-47	List of material topics	11	
102-48	Restatements of information	-	
102-49	Changes in reporting	89	
102-50	Reporting period	89	
102-51	Date of most recent report	89	
102-52	Reporting cycle	89	
102-53	Contact point for questions regarding the report	90	
102-54	Claims of reporting in accordance with the GRI Standards	89	
102-55	GRI content index	81-82	
102-56	External assurance	90	

DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGE NUMBER	REASON FOR OMISION
TOPIC SPECIFIC GRI STANDARD			
PROCUREMENT PRACTICES			
103-1	Explanation of the material topic and its Boundary	71-73	
103-2	The management approach and its components	71-73	
103-3	Evaluation of the management approach	71-73	
204-1	Proportion of spending on local suppliers	71-73	
ANTI-CORRUPTION			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	84	
103-3	Evaluation of the management approach	84	
205-1	Operations assessed for risks related to corruption	37	
205-2	Communication and training about anti-corruption policies and procedures	37	
205-3	Confirmed incidents of corruption and actions taken	38	
ENERGY			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	84	
103-3	Evaluation of the management approach	84	
302-1	Energy consumption within the organization	56	
302-3	Energy intensity	56	
302-4	Reduction of energy consumption	56	
302-5	Reductions in energy requirements of products and services	56	
WATER			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	84	
103-3	Evaluation of the management approach	84	
303-1	Water withdrawal by source	60	
303-2	Water sources significantly affected by withdrawal of water	60	
303-3	Water recycled and reused	60	


Appendix: GRI Standard Disclosures

DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGE NUMBER	REASON FOR OMISSION
BIODIVERSITY			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	84	
103-3	Evaluation of the management approach	84	
304-2	Significant impacts of activities, products, and services on biodiversity	70	
304-3	Habitats protected or restored	70	
EMISSIONS			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	84	
103-3	Evaluation of the management approach	52-54	
305-1	Direct (Scope 1) GHG emissions	85	
305-2	Energy indirect (Scope 2) GHG emissions	85	
305-4	GHG emissions intensity	85	
305-5	Reduction of GHG emissions	54	
WASTE			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	84	
103-3	Evaluation of the management approach	63	
306-1	Waste generation and significant waste-related impacts	63	
306-2	Management of significant waste-related impacts	63	
306-3	Waste generated	63	
306-4	Waste diverted from disposal	63	
306-5	Waste directed to disposal	63	
ENVIRONMENTAL COMPLIANCE			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	84	
103-3	Evaluation of the management approach	84	
307-1	Non-compliance with environmental laws and regulations	-	
SUPPLIER ENVIRONMENTAL ASSESSMENT			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	84	
103-3	Evaluation of the management approach	71-73	
308-1	New suppliers that were screened using environmental criteria	71-73	
EMPLOYMENT			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	84	
103-3	Evaluation of the management approach	21	
401-1	New employee hires and employee turnover	21, 83	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	26	

DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGE NUMBER	REASON FOR OMISSION
TRAINING AND EDUCATION			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	84	
103-3	Evaluation of the management approach	29-30	
404-1	Average hours of training per year per employee	29-30	
404-2	Programs for upgrading employee skills and transition assistance programs	29-30	
DIVERSITY AND EQUAL OPPORTUNITY			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	84	
103-3	Evaluation of the management approach	31-32	
405-1	Diversity of governance bodies and employees	31-32	
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	21	
103-3	Evaluation of the management approach	21	
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	21	
CHILD LABOR			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	86-88	
103-3	Evaluation of the management approach	86-88	
408-1	Operations and suppliers at significant risk for incidents of child labor	86-88	
FORCED AND COMPULSORY LABOR			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	84	
103-3	Evaluation of the management approach	86-88	
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	86-88	
HUMAN RIGHTS ASSESSMENT			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	33-35	
103-3	Evaluation of the management approach	33-35	
412-1	Operations that have been subject to human rights reviews or impact assessments	86-88	
412-2	Employee training on human rights policies or procedures	86-88	
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	86-88	

DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGE NUMBER	REASON FOR OMISSION
LOCAL COMMUNITIES			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	43-49	
103-3	Evaluation of the management approach	43-49	
413-1	Operations with local community engagement, impact assessments, and development programs	43-49	
SUPPLIER SOCIAL ASSESSMENT			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	71-73	
103-3	Evaluation of the management approach	71-73	
414-1	New suppliers that were screened using social criteria	71-73	
PUBLIC POLICY			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	36-37	
103-3	Evaluation of the management approach	36-37	
415-1	Political contributions	37	
CUSTOMER HEALTH AND SAFETY			
103-1	Explanation of the material topic and its Boundary	84	
103-2	The management approach and its components	39-41	
103-3	Evaluation of the management approach	39-41	
416-1	Assessment of the health and safety impacts of product and service categories	39-41	

Appendix: Sustainability Accounting Standards Board Disclosures

ACCOUNTING METRICS					
SASB TOPIC	RELATED SASB CODE	SASB METRIC	CATEGORY	UNIT OF MEASURE	2023
Energy management	SV-HL-130a.1	Total energy consumed	Quantitative	Giga hour (GWh)	In 2023, RHG's total energy consumption was 1,505 GWh.
		Percent total energy from grid electricity		Percentage (%)	In 2023, 91% of energy consumed was from grid electricity.
		Percent total energy from renewables		Percentage (%)	In 2023, 9% of energy consumed was from renewable electricity.
Water management	SV-HL-140a.1	Total water consumed per square meter	Quantitative	Liters	In 2023, the water consumption per square meter was 1,670 liters per square meter.
		Total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress			In 2023, RHG's total water consumption is 14.2 million cubic meters, out of which, 22% of water consumption is from countries with extremely high baseline water stress and 20% consumption is from high water stress countries.
Waste management	FB-RN-150a.1	Percent diverted from landfills	Quantitative	Percentage (%)	In 2023, 31% of RHG waste is diverted from landfills.
Ecological Impacts	SV-HL-160a.2	Description of environmental management policies and practices to preserve ecosystem services	Discussion & Analysis	N/A	Responsible Business Report 2023 section on Biodiversity, Responsible Business and Environmental policy, Contentious food policy and Supplier Code of Conduct
Labor practices	SV-HL-310a.1	Voluntary and involuntary turnover rate for lodging facility employees	Quantitative	Rate	In 2023, RHG's voluntary turnover rate for managed team members (HODs and above) was 3%.
	SV-HL-310a.4	Description of policies and programs to prevent worker harassment	Discussion & Analysis	N/A	Responsible Business Report 2023 sections on Human Rights including Responsible Recruitment and employment program, Business Ethics and compliance, Diversity, Equity and Inclusion, and policies including Code of Business Ethics, Human Rights Policy, Employment Principles and Supplier Code of Conduct.
Climate change adaptation	SV-HL-450a.1	Number of lodging facilities located in 100-year flood zones 	Quantitative	Number	At year-end 2023, 189 lodging facilities were located in 100-year flood zones.
ACTIVITY METRICS					
	RELATED SASB CODE	SASB METRIC	CATEGORY	UNIT OF MEASURE	2023
	SV-HL-000.A	Number of available room-nights	Quantitative	Number	In 2023, RHG had 27.6 million available room nights.
	SV-HL-000.B	Average occupancy rate (%)	Quantitative	Rate	In 2023, the average occupancy was 62.5%
	SV-HL-000.C	Total area of lodging facilities	Quantitative	Square meters (m ²)	At year-end 2023, the total area of our lodging facilities was 8.5 million square meter.
	SV-HL-000.D	Number and percentage of managed lodging facilities	Quantitative	Number	At year-end 2023, RHG had 292 managed lodging facilities (representing 37% of our portfolio).
				Percentage (%)	
		Number and percentage of owned and leased lodging facilities			
		Number and percentage of franchised lodging facilities			At year-end 2023, RHG had 417 franchised lodging facilities (representing 53% of our portfolio).

Appendix: Risks and Mitigation Overview on Materiality Topics

MATERIALITY TOPIC	IMPORTANCE OF RISKS, RISK MANAGEMENT AND MITIGATION	PAGE NUMBER	SECTION
Guest awareness	Gives insights to help hotels prioritize sustainability actions and outperform competitors and enables RHG to identify which hotels performance better.	17	Awards and Recognition
Youth employment	Reducing youth unemployment is a global responsibility. RHG addresses the issue of unemployment and offer easy training, employment access and job opportunities to vulnerable and underprivileged youth.	22	Employment and Employability
Talent management and employability	Recognizing that developing our teams is critical for business success and to unlock the potential within our teams it is essential that we make a commitment to delivering consistent performance management.	27	Talent Management
People development	Helping us to achieve our vision of becoming one of the top three hotel brands in the world and to make RHG the company of choice for talent. People are at the core of everything we stand for - and what hospitality is all about.	29	People Development
Diversity, Equity and Inclusion	Fostering a culture and workplace that celebrates diversity and inclusion, ensuring equal opportunities for everyone. Guests and our talent deserve a safe environment in which they are valued for who they are.	31	Diversity, Equity and Inclusion
Protection of human rights	Striving to conduct all business operations in a way that seeks to promote and enhance human rights within our sphere of influence, abiding by the UN Guiding Principles on Business and Human Rights and being committed to raising awareness of human rights risks and to addressing risks that arise in the labor supply chain.	33	Human Rights
Responsible recruitment	Helping to ensure RHG takes a proactive approach to preventing forced labor in its operations and the wider value chain by promoting responsible recruitment and employment practices.	34	Human Rights
Business conduct, ethics and compliance	Enabling us to take positions on key issues of business ethics with a single voice. All interactions of our team members, partners, stakeholders, and local communities need to be based on the highest principles of business ethics.	36	Business Ethics and Compliance
Anti-corruption and anti-bribery	Complying with all applicable laws and regulations and conducting business in a manner consistent with RHG's commitment to doing business with integrity, mitigating the risk of corruption and bribery.	37	Business Ethics and Compliance
Safety and Security	Ensuring the safety and security of guests, team members and business partners, creating an environment where their safety and security are always a top priority. The Safety and Security program protects the different stakeholders, properties and brand reputation.	39	Safety and Security
Community development and engagement	Aiming to addresses the risks of poverty, hunger, lack of quality education and the availability of clean water and sanitation, globally and in the communities where we operate.	44	Community Engagement
Local volunteering	Focusing on giving back to the community by social and environmental volunteering. Our teams donate their time and effort to supporting numerous initiatives designed to have a positive impact on the local area.	44	Community engagement
Disaster support	Empowering team members to come together to make a difference by initiating or supporting a variety of disaster relief initiatives, to mitigate impacts of potential disasters and disruption of livelihoods and associated economic damage.	48	Disaster Relief
Climate action	Reducing RHG's carbon footprint to help limiting the impact of global warming and climate change for our communities, the natural environment, and the wider value chain. Working towards net zero CO ₂ e by 2050 enables RHG to be future proof.	52	Net zero Commitment
Water stewardship	Focusing to ensure water use is equitable throughout the communities in which we operate. RHG's water stewardship efforts include reducing its water footprint and supporting local communities who live in water scarce areas around the world - helping to provide safe drinking water, sanitation, and hygiene.	60	Water Footprint
Sustainable buildings	Expecting up to 75% of today's buildings, including hotels, to still be in use by 2050, RHG prioritizes sustainable standards for new builds and retrofitting existing hotels at scale to meet net zero targets.	61	Sustainable Buildings
Responsible supply chain	Promoting sustainability in our supply chain and working with sustainable suppliers to provide integrated projects and solutions for our hotels, reducing environmental, social, and reputational risks in the supply chain.	71	Responsible Supply Chain
Responsible consumption	Working with suppliers to prevent waste, driving development of circular models, increase recycling, reducing the volume of waste that goes to landfill, which addresses waste-related and reputational risks and costs associated.	63	Responsible Consumption
Hotel accreditation	Striving to ensure our hotels operate in the most sustainable way possible as sustainability is an important factor in our guests' decision to stay with us. Gaining third-party eco-label of our hotel's sustainability efforts ensures the hotel's sustainability achievements are fully transparent and credible.	64	Sustainable Stays
Food and Beverage	Addressing a significant part of RHG's carbon footprint, which originates in our Food and Beverage operations, reducing the use of meat options and ensuring decent welfare standards for animals are being promoted.	67	Responsible Food and Beverage
Biodiversity protection and restoration	Integrating biodiversity safeguards, reducing carbon emissions, the impact of pollution and the unsustainable use of resources, and to protect and restore nature and its wildlife.	70	Biodiversity

Appendix: Carbon Footprint Performance

With approved science-based targets, RHG committed and confirmed that it will reduce its absolute Scope 1 and Scope 2 GHG emissions by 46% by 2030, from a 2019 base year.

RHG also commits to reduce absolute scope 3 GHG emissions from fuel and energy related activities and franchises 27.5% within the same time frame.

RHG closely tracks and reports on key environmental, social, ethical and economic topics. We streamline Think Planet data collection for Asia Pacific, Europe, Middle East and Africa to monitor progress, identify priorities and opportunities.

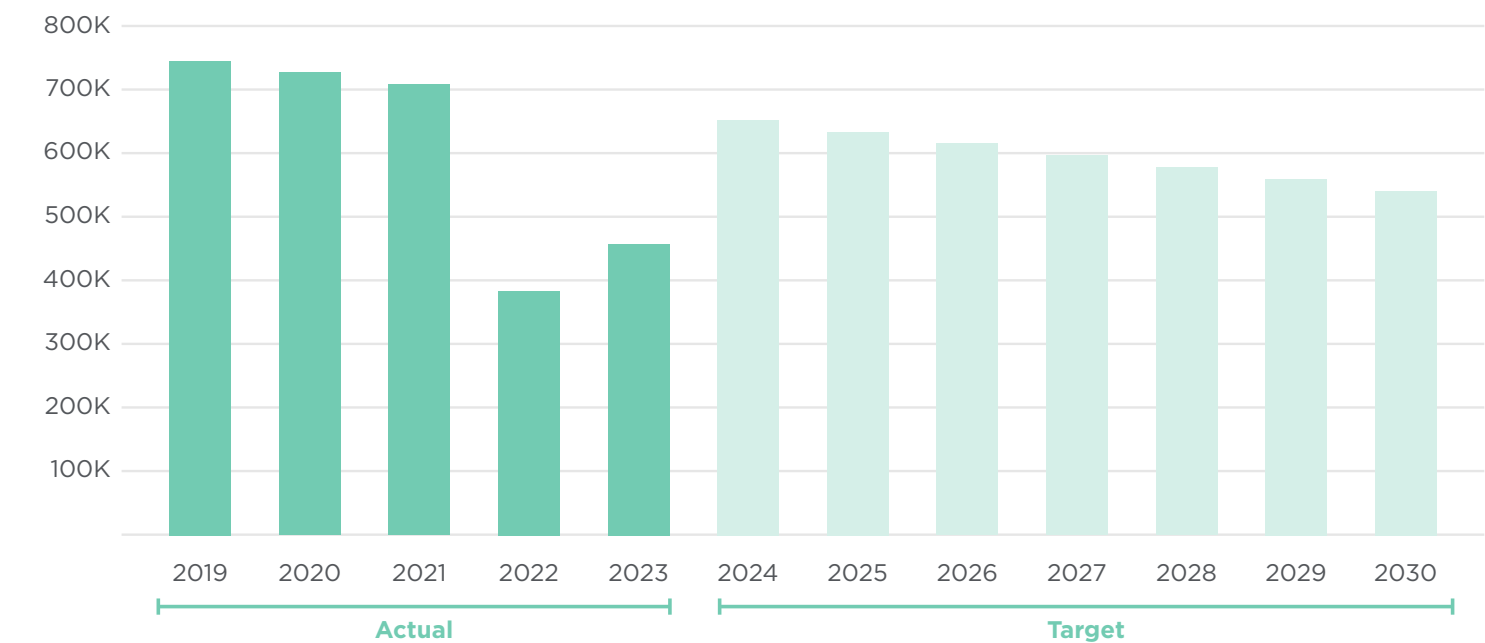
Transparent external reporting enables stronger stakeholder engagement and collaboration. It also allows RHG to perform industry benchmarking for its overall Responsible Business performance. We have obtained independent external consulting for the data in the greenhouse gas emissions performance table.

GREENHOUSE GAS EMISSIONS	2023	2022***	2021	2020	2019 - BASELINE
SCOPE 1 DIRECT EMISSIONS					
Emissions (MT CO ₂ e)	89,182	89,063	133,939	111,012	133,198
Emissions intensity (kg CO ₂ e/m ²)	10	11	18	16	19
Emissions intensity (kg CO ₂ e/OR)	5	6	13	14	9
SCOPE 2 INDIRECT EMISSIONS					
Market-based emissions (MT CO ₂ e)	437,271	450,300	424,836	373,438	522,821
Market-based emissions intensity (kg CO ₂ e/m ²)	51	55	57	53	76
Market-based emissions intensity (kg CO ₂ e/OR)	26	30	40	48	33
TOTAL SCOPE 1 + 2 EMISSIONS					
Market-based emissions (MT CO ₂ e)	526,452	539,362	558,775	484,450	656,019
Market-based emissions intensity (kg CO ₂ e/m ²)	62	66	74	69	95
Market-based emissions intensity (kg CO ₂ e/OR)	32	36	52	62	44
SCOPE 3 EMISSIONS					
Franchises — emissions (MT CO ₂ e)	449,245	381,146 **	734,455	455,469	742,436
Franchises — emissions intensity (kg CO ₂ e/m ²)	87	89	74	48	80

RHG science-based target progress and trajectory scope 1 and scope 2 (MT CO₂e)



RHG science-based target progress and trajectory scope 3 franchises and fuel and energy related activities (MT CO₂e)**



* Totally 86% of 2023 carbon footprint data of scope 1 and 2 is from actual sources. Remaining data has been extrapolated.

** Scope 3 absolute emissions of franchises in 2022 have significantly been reduced due to the acquisition of the franchised business and intellectual property of Radisson Hotel Group Americas by Choice Hotels International in June 2022. SBTi baseline will be recalculated by 2026 latest.

*** Restatement of 2022 carbon footprint, see [here](#).

Appendix: Radisson Hotel Group Slavery and Human Trafficking Statement 2024

Our aim is to combat and eliminate any form of modern slavery and to operate hotels free of any child exploitation as well as any kind of forced, bonded, or compulsory labor. We apply these principles to our operations and in our supply chain. This is our 8th Slavery and Human Trafficking Statement.

Previous Slavery and Human Trafficking Statements can be found [here](#).

ORGANIZATIONAL STRUCTURE, OUR BUSINESS AND SUPPLY CHAINS

ABOUT RADISSON HOTEL GROUP

Radisson Hotel Group (RHG/Radisson) is a leading international hotel group with 10 distinctive hotel brands and more than 1,340 hotels in operation and under development in +95 countries. RHG is rapidly expanding with a plan to significantly grow the portfolio. Radisson's overarching brand promise is Every Moment Matters with a signature 'Yes I Can!' service ethos.

The Radisson family of brands portfolio includes Radisson Collection, art'otel, Radisson Blu, Radisson, Radisson RED, Radisson Individuals, Park Plaza, Park Inn by Radisson, Country Inn & Suites by Radisson, and prizeotel brought together under one commercial umbrella brand Radisson Hotels.

Radisson Rewards is Radisson's loyalty program, which delivers an elevated experience that makes 'Every Moment Matter'. As the most streamlined program in the sector, members enjoy exceptional advantages and can access their benefits from day one across a wide range of hotels in Europe, Middle East, Africa, and Asia Pacific.

More than 70,000 team members work at RHG and at the hotels licensed to operate in its systems. RHG is directly involved in the operation of leased and managed hotels, while franchise owners and their managers have control over the operations of the franchised hotels. This statement applies to RHG hotels in Asia Pacific, Europe, the Middle East, and Africa. RHG is headquartered in Brussels, Belgium.

GOVERNANCE AND RECOGNITION

At RHG, we believe that people are at the core of everything we stand for. RHG's vision is to become the brand of choice for guests, owners, and talent. Our people-centric culture plays an important role in our business transformation and our business success. RHG

acknowledges the United Nations Guiding Principles on Business and Human Rights, which are embedded in our policies and procedures. They are consistent with our core beliefs and commitment to be an ethical business.

RHG endeavors to conduct its business operations in a manner that seeks to promote and enhance human rights within its sphere of influence. RHG is committed to raising awareness and mitigating human rights risks in its own operations as well as risks arising in the wider labor supply chain. This commitment is aligned with, and supported by, our Code of Business Ethics ("the Code") and the principles of the United Nations Global Compact. RHG has been a signatory to the Global Compact since 2009.

RHG aims to bring positive benefits to the communities in which its hotels and offices operate, through high-quality services, economic growth, employment opportunities, environmental protection initiatives, and community involvement. Our commitment to ethical excellence is our heartbeat, and we are recognized as a trusted global leader and a world leading responsible business.

EMPLOYMENT AND EMPLOYABILITY

In 2023, RHG accounts for 146 nationalities amongst its team members. Women comprise 33% of its team members, 66% are men, and 1% chose not to select a gender. 2% of team members have a disability. 81% team members have a full time or part time contract, while the remaining 19% have a contract without a fixed number of hours. Of our total workforce, 19% is outsourced labor, mainly for housekeeping, security, food & beverage, and gardening services.

WORKPLACE COOPERATION

Collective bargaining agreements cover 36% of our team members. Of the hotels operating in countries where this is not possible, 88% of hotels practice other forms of workplace cooperation. This allows management and team members to consult with each other to improve team members' welfare and develop mutually acceptable solutions for common challenges.

COMMITMENT TO COMBAT MODERN SLAVERY

RHG is committed to combatting modern slavery and human trafficking, educating team members on the slavery and trafficking issues, and encouraging its partners, stakeholders, and the broader business community to take a stand against slavery and human trafficking.

We operate to very high standards and advocate socially and environmentally sustainable business practices. Our aim is to identify and address vulnerabilities in the hospitality industry, combat and eliminate any form of modern slavery, and to operate our business without modern slavery, sexual exploitation, exploitation of children, as well as without child labor, servitude, or any forced, debt bonded, or compulsory labor.

RHG strives to ensure that:

- Every team member has a worker contract
- No team member is forced to work
- No team member is forced to handover government-issued identification, passports, work permits, or bank cards to a third party
- No team member is required to pay any fees in exchange for work
- No excessive deductions are made from any team member's wages

These expectations are also applied and included in the practices of schools, labor agencies, and outsourced labor suppliers which RHG utilizes.

TEAM INVOLVEMENT

Team members from different countries across the organization are involved in our anti-slavery and anti-trafficking initiatives. Strategy development and follow-ups are coordinated by the corporate responsible business department and corporate human resources team, working closely with the procurement team, both centrally and in the various geographical areas in Asia Pacific, Europe, the Middle East, and Africa.

STRUCTURE OF OUR SUPPLY CHAIN

RHG actively advocates for supply chain sustainability. RHG carefully selects suppliers who offer purchased goods or services. RHG's supply chain consists of suppliers who provide goods and services to leased, managed, and franchised hotels. Our supply chain has three types of supplier categories: local, regional, and corporate. Corporate and regional suppliers are managed by our corporate procurement team via centralized and regional procurement agreements. These suppliers provide a variety of products and services, including staffing, operational supplies, equipment, furniture, fixtures, food, drinks, amenities, linen, and cleaning supplies. Local suppliers are managed at the individual hotel level.

POLICIES AND PRINCIPLES

CODE OF BUSINESS ETHICS

The Code enables all RHG team members to take positions and act on key issues of business ethics with a single voice. It is a commitment to do what is right as well as to demonstrate and live our values, rules of conduct, behavior, and principles of action. The Code applies to all hotels owned, leased, and managed by RHG, as well as the director officers, team members, agents of RHG, its subsidiaries, and associated companies. The Code is distributed to all team members.

It's paramount that all team members know and understand the Code, act consistently with the Code and, if in doubt, seek guidance from their team manager, human resources manager, or the legal department. Management teams must be a role model, lead by example, and maintain, promote, and act in accordance with the Code in all daily operations.

All team members are trained in the Code, its implications, and reporting processes. The training, which is part of the immersion and induction program for new starters at RHG, is mandatory for all team members and includes a reference to the RHG's ethics platform. The latest version of the Code is aligned globally and incorporates recent legislative needs and changes.

HUMAN RIGHTS POLICY AND COMMITMENTS

RHG is committed to maintaining a high standard of business ethics, honesty, and integrity. The key human rights and employment principles are grouped into three documents.

Our Human Rights Policy and Human Rights Commitments cover RHG's engagement on issues such as ethical business conduct, protection of children's rights, combating modern slavery and human trafficking, protection of migrant workers, and protection of team member rights.

Our Employment Principles cover RHG's commitments to its team members such as non-discrimination, freedom of association, team member well-being, positive working environment, and internal development of talent.

These policy documents are publicly available, compliment the Code, and clarify the principles we live and work by in our hotels and offices.

Appendix: Radisson Hotel Group Slavery and Human Trafficking Statement 2024

SUPPLIER CODE OF CONDUCT

Our Supplier Code of Conduct contains obligations for suppliers and sub-suppliers and the broader business community. It requires them to take a stand against modern slavery and human trafficking. The Supplier Code of Conduct supplements the Code. Its principles represent the minimum social and environmental sustainability standards that RHG expects its suppliers to achieve.

The Supplier Code of Conduct prohibits the use of any form of modern slavery, human trafficking, exploitation of children or forced or compulsory labor. All work must be voluntary, and in no case should workers be mandated to relinquish government-issued identification, passports, visas, or work permits. Suppliers and sub-suppliers must ensure that the Employer Pays Principle is applied and that workers are not required to pay any recruitment fees or expenses as a condition of receiving work.

The Supplier Code of Conduct has been seamlessly integrated into the supplier agreements and must be signed by all suppliers at the corporate and regional levels. The Supplier Code of Conduct is included in the digital repository module for contract management in the procurement system. This process is monitored by the corporate procurement team.

Local hotel suppliers are required to follow the RHG Supplier Code of Conduct. However, we do not actively register which suppliers have signed at the local level.

RESPONSIBLE BUSINESS POLICY

The Responsible Business and Environmental Policy covers compliance with all applicable legislation regarding labor, health and safety, human rights, and the environment. It requires our hotels and offices to operate free of slavery, exploitation of people, or forced, bonded, or compulsory labor. The policy strives to follow best practices in each of these areas.

DUE DILIGENCE PROCESSES

AUDITS

Every hotel undergoes an internal audit every second year. Elements of the audit include control of background checks for all positions that handle cash as a part of their role, or other sensitive positions. The background check must be done by an external company. Other verified checks include supplier contract approval, work permits for team members from outsourced companies, reference checks on other partners of suppliers, and background checks on outsourced team members in accounting & finance, human resources, security, IT, front office, and food & beverage. An outsourced company cannot sub-contract any activities delivered to the hotel without written approval from RHG. In 2023, 47% of our managed and leased hotels in EMEA were audited.

RESPONSIBLE RECRUITMENT AND EMPLOYMENT

Hotels aim to apply responsible recruitment and employment practices when recruiting and employing outsourced team members. 71% of hotels undertake background checks on recruitment agencies. To mitigate the risk of modern slavery and human trafficking, RHG uses the responsible recruitment and employment framework. The framework includes the use of a toolkit which supports our recruitment practices.

TOOLKIT FOR RESPONSIBLE RECRUITMENT AND EMPLOYMENT

The toolkit for responsible recruitment and employment provides guidance on how to prevent modern slavery and promote ethical recruitment practices as well as details of how to engage with recruits and team members using worker interviews, how to increase awareness of modern slavery amongst team members, how to approach a recruitment agency, and what due diligence must be completed.

The toolkit also supports hotel management teams in their efforts to prevent modern slavery, especially concerning outsourced labor. The toolkit has been rolled out on our digital platform to all geographic areas in Asia Pacific, Europe, the Middle East, and Africa. In 2023, 69% of our hotels actively used the toolkit. The Leading Responsible Business training for all heads of departments and general managers includes a specific training module on how to use the toolkit. The toolkit for responsible recruitment and employment has been reviewed by the United Nations International Organization of Migration and recommendations were implemented in 2022.

SELF-ASSESSMENT QUESTIONNAIRE

The toolkit includes a hotel self-assessment questionnaire (SAQ). RHG has created this assessment tool in association with the specialized human rights consultancy Verité. The SAQ allows our hotels to identify potential gaps and vulnerabilities in the recruitment process. The SAQ is designed to gather information on risks of forced labor and human trafficking that hotels may be facing, and ultimately to help hotels and its third-party intermediaries to detect, remediate, and mitigate risks of labor abuse. It assesses the risk of forced labor or human trafficking in the business processes of third-party intermediaries which provide services related to the recruitment, selection, hiring, transportation, training, and management of migrant workers.

MIGRANT WORKER INTERVIEWS

The toolkit also includes a migrant worker interview template. This document provides a set of interview questions to use when conducting targeted migrant and foreign contract worker interviews. This tool is used to guide the hotel and help identify possible cases of abuse or recruiter-induced human trafficking.

REMEDIATION PLAN

Additionally, the toolkit includes guidance on how to implement a remediation plan for human rights risks and abuses that may be identified during the course of these assessments. It provides the team with guidance on what actions to take when certain risks are identified, and when cases of forced labor are uncovered or reported during assessments.

ETHICS PLATFORM

A cornerstone of the Code implementation is ethics.radissonhotels.com, a platform run by an independently operated third-party organization. Team members can use this site to report concerns anonymously. Any team member with concerns or questions about the Code is encouraged to raise these directly with their supervisor or person of trust in the hotel or regional organization. If this is not possible, the team member can report the issue online. The Ethics Leadership Group will investigate any specific report in an independent role. The site is available in 11 languages and can be utilized by all team members, outsourced team members, and agency workers. Of the 41 reports made in in 2023, none involved allegations concerning modern slavery and human trafficking.

SUPPLY CHAIN DUE DILIGENCE

SUPPLY CHAIN VISIBILITY

For RHG to understand and control the business risk to our supply chain, we use a range of tools to increase supplier and supply chain visibility, from first contact with a supplier to ongoing annual reviews.

RHG has an overarching accountability for the standards of its supply chain, the treatment of team members, and the safety of guests. The products, services, and activities of RHG's suppliers may impact its reputation and affect its level of trust with other stakeholders. It is imperative that RHG's suppliers follow the Supplier Code of Conduct and request the same from their supply chain, including third-party labor agencies.

In addition to compliance with the supplier agreement, we expect our suppliers to comply with the laws and regulations which apply in the countries and jurisdictions where they conduct business or deliver goods and/or services. All current corporate suppliers recognize RHG's Supplier Code of Conduct.

TENDERING PROCESS

The first engagement process a supplier goes through is the Request for Information (RFI) tendering process. This allows RHG to evaluate new and potential suppliers during the first phase of the tender process. The RFI contains multiple criteria, including a set of knock out criteria, allowing RHG to evaluate the supplier's financial, environmental, labor, and human rights status before signing a contract. We request all suppliers to register into EcoVadis or a similar supply chain assessment solution and provide reasonable evidence of compliance with RHG's Supplier Code of Conduct on request. The provided supplier information is assessed and non-compliance is discussed with the individual supplier accordingly.

SUPPLIER CONTRACT

RHG is committed to advancing the United Nations Global Compact's ten universally accepted principles as well as the United Nations Sustainable Development Goals. This is reflected in the Supplier Code of Conduct which is integrated in RHG's standard supplier contract. The contract also refers to obligations for suppliers, sub-suppliers, and the broader business community, including a clause against modern slavery and human trafficking.

Appendix: Radisson Hotel Group Slavery and Human Trafficking Statement 2024

RISK MAPPING ANALYSIS

RHG uses a risk mapping analysis as part of its supplier due diligence to enable the Radisson to understand supplier performance. Input from the hospitality risk-rating tool was used for the analysis. The industry risk rating tool created by RHG and other members of the Sustainable Hospitality Alliance allows hotels to obtain a more complete overview of each supplier risk profile. The rating weighs various criteria including geographic risk, industry, spend, volume, workforce risk, resources, impact, and likelihood of success. The framework allows RHG to prioritize its focus and to address low-level involvement of risk management with suppliers.

RHG partners with EcoVadis to assess RHG's corporate and regional suppliers on environmental, social, ethical, and sustainable supply criteria, and to foster a continuous improvement process. The criteria are based on international sustainability standards such as the Global Compact Principles, the International Labor Organization conventions, the Global Reporting Initiative standard, the ISO 26000 standard, and the Coalition for Environmentally Responsible Economies principles. In 2023, 40% of global suppliers were assessed or in the process of being assessed by EcoVadis. The average labor and human rights performance of all suppliers reviewed is 58.5%, above the average ethics performance which is 53.1%.

VIOLATIONS OF OUR SUPPLIER CODE OF CONDUCT

Suppliers are expected to comply with the standards of the Supplier Code of Conduct and with all applicable laws and regulations. In cases where modern slavery, human trafficking, exploitation of children, or forced and compulsory labor are discovered in the supply chain, they must be reported to RHG without delay. A specific email address is provided for this purpose. RHG encourages any stakeholder with concerns about the Supplier Code of Conduct and its implementation to discuss this directly with the supplier.

If RHG receives such a report, the supplier is requested to comment and if required, RHG may request the supplier to implement an improvement plan to correct the issue. If the supplier does not act or respond to the report or concern and is not willing to work on correcting the issue, they can be subjected to disciplinary action. This can include termination as a supplier, and/or review by local authorities.

Best practice suggests we try to work with the supplier to improve their practices rather than terminating their contract. Suppliers are requested to notify their employees and any sub-contractors who work for RHG, that they may report serious or sensitive concerns, or possible breaches of the Supplier Code of Conduct.

TRAINING

RESPONSIBLE BUSINESS TRAINING

We endeavor to educate and enable our team members to make conscious decisions in favor of environmental, ethical, and social issues every day, both in their private and professional lives. RHG's award-winning Responsible Business training program equips team members in its hotels and offices with expertise and skills on an array of topics, including a special emphasis on the roles which hotels play in tackling modern day exploitation. We train all our team members to recognize the risks of modern slavery, sexual exploitation, and human trafficking in our operations and the supply chain. We explain the benefits of strong measures to tackle slavery and human trafficking, as well as the consequences of failing to combat these problems. Training compliance is measured on an ongoing basis.

COMBATTING MODERN SLAVERY TRAINING

As part of the responsible recruitment toolkit, a specific training module is used to increase awareness of modern slavery. It provides guidance on due diligence processes. The training includes information on responsible practices and the use of the toolkit by Area and Hotel human resource teams and recruiters.

Additionally, RHG offers an online e-learning focused on risks in the labor supply chain. The 'Risks of modern slavery in labor sourcing' training, made available through the membership network of the Sustainable Hospitality Alliance, is designed to support human resources, procurement, and legal teams to identify and address the risks of modern slavery in hotel operations and the supply chain. The training also includes real-life case studies to underpin the learnings.

INDUSTRY PARTNERSHIPS

SUSTAINABLE HOSPITALITY ALLIANCE

The hospitality industry can be a force for good and make a positive contribution to tackle modern slavery and human trafficking. RHG is a "hospitality donor" member of the Sustainable Hospitality Alliance and works together with them to address challenges, share expertise, and develop practical solutions to enable the whole industry to operate responsibly and grow sustainably.

As part of the Sustainable Hospitality Alliance, we collectively work to raise awareness of human rights risks, embed human rights into corporate governance, and address risks arising in the labor supply chain and during construction. RHG is committed to the industry's Principles on Forced Labor which addresses human rights risks in the labor supply chain. These state that every worker shall have freedom of movement, no worker should pay for a job, and no worker should be indebted or coerced to work. RHG participates in the Human Rights working group as an active member.

CHILD PROTECTION AND ANTI-TRAFFICKING

Protecting victims of human trafficking is imperative to RHG. Through our partnership with ECPAT and as a signatory of the Tourism Child Protection Code of Conduct, we have taken a public stand and continue to work to prevent human trafficking, sexual exploitation, and the exploitation of women and children. We ensure all team members are trained in our human trafficking module. This module is part of our mandatory, classroom based, Living Responsible Business training. The module includes various case-based scenarios to train team members to identify suspicious behavior and how to report forced sexual exploitation to police. It encourages discussion amongst participants on what actions to take.

FUTURE STEPS

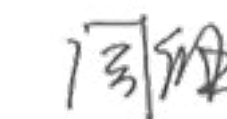
The risks of modern slavery and human trafficking in our operations and our supply chain need our constant attention. Because of the significant growth of our operations, we must monitor, manage, and mitigate risk in our operations and our supply chain continuously. We will continue to fight modern slavery and human trafficking to minimize and manage risks and develop better ways to increase the visibility of our actions in our operations and supply chain.

Over the coming year we plan to:

- Continue the refresher training for hotel teams on how best to use the toolkit for responsible recruitment and employment.
- Continue supplier engagement, evaluations, and risk mapping analysis for all suppliers of outsourced labor, all corporate suppliers, and all high-risk and high-volume regional suppliers to ensure they comply with our Responsible Business, Human Rights, and Preventing Modern Slavery policies.
- Continue our cooperation with other hospitality industry partners via the Sustainable Hospitality Alliance network and the human rights working group to identify and share best practices and participate in projects.
- Continue to review existing manuals, contracts, standards of operation, and audits to strengthen our aim to combat and eliminate any form of modern slavery.

SIGNED BY THE BOARD

This annual statement for the full financial year 2023 was approved by the Board of Directors of Radisson Hotel Group.



Zhou Wei
Chairperson

Appendix: Scope and Boundaries of this Report

Radisson Hotel Group is an international hotel group with ten distinctive hotel brands, and more than 1,320 hotels in operation and under development in over 95 countries and territories.

The Radisson family of brands portfolio includes Radisson Collection, art'otel, Radisson Blu, Radisson, Radisson RED, Radisson Individuals, Park Plaza, Park Inn by Radisson, Country Inn & Suites by Radisson, and prizeotel, brought together under one commercial umbrella brand, Radisson Hotels.

The 2023 Responsible Business Report describes the most material corporate responsibility and sustainability aspects of the operations of Radisson Hotel Group, not the full range of our actions and data. Unless otherwise stated, the information in this report refers to the calendar year 2023.

This report relates to the Radisson Hotel Group portfolio for Asia Pacific, Europe, Middle East, and Africa, unless otherwise stated. This includes 788 properties which were in operation on 31 December 2023. For all hotels, including those that were opened or discontinued their operations in 2023, data is only reported for the months they were in operation. RHG has limited the reporting boundaries to areas in which the company has full control over data collection and information quality. Downstream impacts are generally excluded as we do not currently have reliable tools to measure their effect.

This report contains information about RHG's Environmental, Social and Governance (ESG) strategy and performance. The report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option see [here](#) and integrates the recommendations of the Sustainability Accounting Standards Board (SASB) see [here](#).

Our business entity

Radisson Hotel Group is represented by Radisson Hospitality AB, managing hotels in operation in Europe, Middle East, Africa and Asia Pacific. Radisson Hospitality AB is headquartered in Brussels, Belgium.

Since 2019, Radisson Hotel Group is part of Jin Jiang International. Jin Jiang International Co., Ltd. is the leading travel and hospitality conglomerate, headquartered in Shanghai, China and is the second-largest hotel group by the number of rooms in the world. (Source: MKG Ranking 2022).

In June 2022, Radisson Hotel Group and Choice Hotels International, Inc. entered into an agreement whereby Choice Hotels International acquired the franchise business, operations and intellectual property of Radisson Hotel Group Americas.

This report includes Radisson Hospitality AB's 22nd annual Responsible Business Report. Data refers to our hotels in operation in Europe, Middle East, Africa and Asia Pacific. Specific hotel data including franchised hotels is indicated with 

Financial data presented in our Responsible Business Report is derived from audited annual accounts. For all external reporting, currencies have been converted to euros. Radisson Hospitality AB applies the precautionary principle. The Responsible Business Report also fulfils the statutory sustainability reporting requirements in the Swedish Annual Accounts Act (based on the EU Directive 2014/95).



Appendix: Auditors Report

AUDITOR'S REPORT ON THE STATUTORY SUSTAINABILITY REPORT

To the general meeting of the shareholders in Radisson Hospitality AB, corporate identity number 556674-0964

ENGAGEMENT AND RESPONSIBILITY

It is the board of directors who is responsible for the statutory sustainability report for the year 2023 and that it has been prepared in accordance with the Annual Accounts Act.

THE SCOPE OF THE AUDIT

Our examination has been conducted in accordance with FAR's auditing standard RevR 12 The auditor's opinion regarding the statutory sustainability report. This means that our examination of the statutory sustainability report is substantially different and less in scope than an audit conducted in accordance with International Standards on Auditing and generally accepted auditing standards in Sweden. We believe that the examination has provided us with sufficient basis for our opinion.

OPINION

A statutory sustainability report has been prepared.

Stockholm, 22 April 2024, PricewaterhouseCoopers AB

Auditor in charge and signed by
Eric Salander
Authorized Public Accountant

AUDITOR'S REPORT ON CARBON EMISSION INFORMATION

TÜV Rheinland's approach is risk-based, drawing on an understanding of the risks associated with modeling GHG emission information and the controls in place to mitigate these risks. Our examination included assessment, on a sample basis, of evidence relevant to the voluntary reporting of emission information. This statement should be read in conjunction with the full verification statement which is available [here](#).

CONCLUSION

TÜV Rheinland concludes with limited assurance that no evidence has been found that the presented CO2e assertion is not materially correct and is not a fair representation of the CO2e data and information, and is prepared following the requirements of GHG Protocol.

The auditor planned and performed the work to obtain the information, explanations and evidence that was considered necessary to provide a limited level of assurance that the CO2e emissions for the period 1 January 2023 - 31 December 2023 are fairly stated.

Cologne, 8 April 2024, TÜV Rheinland UK Ltd

Signed by
Paul Parker
Global Technical Specialist - Carbon

Eric Soroka
Auditor in charge



linkedin.com/company/radisson-hotel-group



instagram.com/radissonhotels



tiktok.com/@radissonhotels



x.com/radissonhotels



facebook.com/radissonhotels



radissonhotels.com/cares



youtube.com/radissonhotelgroup

Responsible Business team

responsiblebusiness@radissonhotels.com

RHG RADISSON
HOTEL GROUP

RADISSON
COLLECTION

Radisson BLU

Radisson

RED
Radisson

RADISSON
Individuals.

art'otel

PARK
PLAZA

park inn
by Radisson

COUNTRY
INN & SUITES
BY RADISSON

prizeotel

RADISSON
REWARDS

RH RADISSON
HOTELS

RADISSON
MEETINGS

#RADISSONCARES