

Siloso Beach Resort Sustainability Report 2020



The unique story of Siloso Beach Resort in its journey towards corporate sustainability

Siloso Beach Resort Sustainability Report 2020

This report follows the latest **ISO 26000** guidelines on Social responsibility as well as the **GRI Standards**.

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Sources of Report Data:

Yearly report data was sourced and compiled by various departments, including human resources, reservations, CSR, and finance.

Limited Data was available for 2020 report, due to disruption from COVID-19 pandemic. The data for year 2018 has been retained where data for year 2019 is not available.



SILOSO BEACH RESORT

S e n t o s a

Staying for Good

www.silosobeachresort.com 2

Our sustainability practices have been recognized at the highest level



PRESIDENT'S AWARD FOR THE ENVIRONMENT



This award is conferred on

SILOSO BEACH RESORT

for being an outstanding example of a corporate entity which places environmental sustainability at the core of its business and operating philosophy.

Your significant and exemplary efforts will serve as an inspiration for others to follow.



A handwritten signature in black ink, appearing to read 'Tony Tan'.

Tony Tan Keng Yam
President of the Republic of Singapore

24 September 2013

PRESIDENT'S AWARD FOR THE ENVIRONMENT



SILOSO BEACH RESORT

Siloso Beach Resort is a true exemplary of a corporate entity which places environmental sustainability as a core tenet of its operating philosophy and uses it to drive every business decision.

Siloso Beach Resort was conceived and designed with environmental preservation in mind. Built as an eco resort at the onset, Siloso Beach Resort was conceptualized in 2003 with the flora and fauna, and all natural habitats in its surrounding area preserved. Unconventional construction techniques were used to build over 200 hotel rooms while preserving over 200 fully grown trees and planting another 450 trees post construction. At the resort, the trees are literally integrated with the building structure.

Beyond preserving the flora coverage and biodiversity, the resort was constructed in a way that maximises natural lighting through an open concept that also allows freedom in movement of birds and insects through the resort premises. It enhances natural cooling by featuring an all natural spring water landscape pool. The resort also makes use of a very significant amount of re-used materials in the built structure, and taps on rainwater harvesting and purification extensively.

The resort has embarked on other green initiatives such as the growing of a roof top garden. Vegetables are produced organically at the garden using a composting system that is managed on site. Part of the produce from the garden is served at the resort's restaurant which prioritises purchase of food from local and regional food sources to reduce carbon footprint.

Siloso Beach Resort has also been running a very active corporate social responsibility (CSR) programme which speaks of a high level of commitment to outreach on sustainable initiatives. Some of the CSR programmes include the "biodiversity.sg" website which it developed and promoted in collaboration with various organisations including Conservation International, Singapore Environment Council, World Wide Fund for Nature, and the National University of Singapore; and providing complimentary specialised eco-tours to resort guests, schools, and walk-in visitors.

A leader amongst corporate entities, Siloso Beach Resort truly deserves to be the first 'hotel' to be awarded the President's Award for the Environment 2013.

Siloso Beach Resort Sustainability Report 2020

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This report is about the **unique story of SBR** which includes a **sustainability report** according to the **GRI Standards guidelines**, and also a range of case studies on best sustainability practices.



SBR's United Nations Global Compact Commitment



Global Compact 10 Principles

UN Global Compact

As of **1st February 2012**, SBR is proud to be a member of the United Nations Global Compact.

About the United Nations Global Compact

The United Nations Global Compact is a call to companies everywhere to voluntarily align their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption, and to take actions in support of UN goals, including the Millennium Development Goals. Endorsed by chief executives, the UN Global Compact is a leadership platform for the development, implementation, and disclosure of responsible corporate policies and practices. Launched in 2000, it is the largest corporate responsibility initiative in the world – with over 8,000 signatories based in more than 135 countries.

For more information: www.unglobalcompact.org.

The UN Global Compact asks companies to embrace, support and enact, within their sphere of influence, a set of core values in the areas of human rights, labour standards, the environment and anti-corruption.

Engaging in the Global Compact and implementing the principles will help SBR to:

- *improve organizational integration of environmental, social and governance issues. address the company's expanded business opportunities and risks;*
- *improve operational efficiencies;*
- *access the experiences and good practices of peers;*
- *acquire practical know-how;*
- *attract, motivate and retain employees;*
- *increase trust in the company and renew its license to operate;*
- *improve corporate reputation and brand image;*
- *engage in a proactive and constructive dialogue with civil society and other stakeholders;*
- *strengthen stakeholder relations, both globally and locally;*
- *establish better links with the United Nations;*
- *take a leadership role on critical issues & network with other organizations;.*
- *respond to financial market expectations and improve access to capital.*

Categories	Global compact 10 principles
Human rights	<ul style="list-style-type: none"> • Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and • Principle 2: make sure that they are not complicit in human rights abuses
Labour	<ul style="list-style-type: none"> • Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining; • Principle 4: the elimination of all forms of forced and compulsory labour; • Principle 5: the effective abolition of child labour; and • Principle 6: the elimination of discrimination in respect of employment and occupation.
Environment	<ul style="list-style-type: none"> • Principle 7: Businesses should support a precautionary approach to environmental challenges; • Principle 8: undertake initiatives to promote greater environmental responsibility; • Principle 9: encourage the development and diffusion of environmentally friendly technologies
Anti-corruption	<ul style="list-style-type: none"> • Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery

SBR fully supports and follows the 10 principles of the UN Global Compact



The year 2019 was successful and challenging for Siloso Beach Resort. While facing an increasingly competitive local hotel landscape as well as industry manpower challenges, we still managed to make progress in our journey towards sustainability. Some existing initiatives have been reinforced, such as our strong as ever Eco Tour (over 21,000 attendees reached, exceeding our most optimistic targets) and new ones developed, such our collaboration with ITE College East to assist in developing their own vermicomposting program.

I am very proud to mention our latest recognition, the **Enabling Employers Award 2019, Leader Award** (which is the highest tier). Organized by SG Enable, the Enabling Employers Awards recognize the collective effort of organisations and individuals who have demonstrated commitment towards hiring and integrating people with disabilities in the workforce. The “Leader Award” is given to the resort in recognition of our efforts to provide opportunities and create an inclusive work environment for our staff with disabilities.

Following SBR receiving the Enabling Employer’s Award, we were also involved in the development of the **Enabling Mark**, which is “a national-level accreditation framework by **SG Enable** that benchmarks and recognises organisations for their best practices and outcomes in disability-inclusive employment”. Between 2019 – 2020, SBR was a contributing organization in the feedback and stress-testing developmental phases of the Enabling Mark.

Another important milestone for the resort was the launch of our new website in mid-2019, which features improved and mobile-friendly design, new sustainability-related content, and a streamlined direct booking system. The new website allows us to better manage our bookings, promotions, and content – which all lead to an improved online visitor experience.

Unfortunately 2020 saw the emergence of a new global challenge, in the COVID-19 pandemic, with tragic loss of life and livelihoods around the world. SBR was an early adopter of mask-wearing for all staff and other social distancing measures. We have taken the initiative to help with the Singapore government’s robust COVID-19 response, and thus SBR has transitioned to a government facility since end of March 2020. During this period, we have been doing some renovation work, including adding a wheelchair ramp to our swimming pool to boost our accessibility. We greatly look forward to our planned re-opening in the early part of 2021.

SBR remains committed to the initiatives and principles of the UN Global Compact and that we will unconditionally continue to do so in the years ahead. SBR has taken a number of practical actions to implement the Global Compact principles:





Managing Director

Statement 2020 (continued)

Human rights: We have always been following the UN Global Compact's ten principles including on human rights. SBR has never had any infringement of these principles and we intend to keep it this way. Going beyond just adhering to these principles we actually have put into place a range of practices that help to raise awareness on stronger human right policies especially with regards to social employment and supporting a range of social community events.

Labour: We have reinforced and implemented a number of measures which make us a more responsible employer. One of our best successes in this area has been our ability to retain our employees with disabilities, many of whom have started with us a few years back and are still part of our team. In 2018 our employment of PWD remains at more than 20% of our workforce. Some of our other initiatives include work-life balance programs for the staff, improvement of facilities and systems for safety, staff usage and comfort. In 2016 we have had all of our Manager/HOD staff trained in Risk Management Framework Implementation, and continue to maintain good risk management practices to ensure the safety of our staff and guests.

Environment: As always our commitment to environmental causes remains strong. While we have continued with existing strong measures and programs, we also have developed new initiatives. In order to better identify opportunities for improving energy efficiency, and have recently completed a comprehensive energy efficiency audit of our advanced heat-recovery chiller system. We have also committed to eliminating use of unsustainable palm oil, and have already made the significant step of switching our cooking oil to sustainable palm oil. As a hotel with a strong sustainability focus, it is important to align our brand with initiatives that resonate with guests seeking greener stay alternatives.

Anti-corruption: SBR has never had any case of corruption. We have put in place all the proper measures to avoid such including regular third party external audits and transparency in financial information through reporting initiatives.

We are proud to see a continuous improvement from our last report which showcases that our initiatives are not short-term efforts but have been constantly developing and growing.

I look forward to reporting on our progress next year and our continuous support to the UN Global Compact.

Sincerely,

Mr Kelvin Ng
 Managing Director, Siloso Beach Resort



SILOSO BEACH RESORT
 Sentosa



Welcome to our Eco-Resort!



Siloso Beach Resort is an **Ecological Resort** on the island of Sentosa in Singapore





SBR's Central Court & pool by night

Vision: The Resort aims to set the environmental benchmark to allow our guests and the community to experience a quality eco-friendly environment that encourages them to adopt environmentally friendly initiatives

Mission: The Resort will continuously strive to reduce its ecological impact by adopting best practices and applying appropriate new technologies

Values: At the resort we believe that:

- Our commitment to the environment begins with our employees, stakeholders, customers and community. It requires both enormous dedication and real ingenuity and is a long term process;

- Each one of us needs to change our critical behaviors and be environmentally conscious on a daily basis;

- Community and customers are essential to our long term success and we need their involvement and support to build a successful and sustainable environment program;

- We need a complete and holistic approach in tackling environmental challenges;

- Our plans, strategies, people and processes must be built on the foundations of continuous improvement.

- Providing quality services and accommodation to our customers



SBR environmental statement:

*“SBR is committed to provide a memorable leisure experience while adopting and showcasing environmental and sustainability best practices. Our model is to **first protect nature, then to reduce, reuse and recycle**”*

SBR’s open air concept is reflected in its design throughout the resort...only 28% is actually covered area

The story of Siloso Beach Resort



Siloso Beach Resort
Staying for Good

This Sustainability Report, **the eighth** of the series, is set to mark a new era at Siloso Beach Resort (SBR). **SBR is a very unique hotel in many ways** and this report intends to highlight the reasons why.

Following the implementation of numerous sustainable initiatives, best practices and policies, it became apparent that the next step for SBR to embark on would be to produce a sustainability report that would provide **a highlight of the journey into a single document.**

SBR is proud to be one of the few hotels which was **purposely built, from its conception, to be an Eco Hotel** and to apply best sustainable practices throughout all its operations. The commitment of SBR to be a reference in the sustainability field is strongly present in daily operations.

This report tells the Story behind the mindset that has led to what SBR is today, the different stages of development and the unprecedented commitment of its management to set the benchmark of a new era of sustainable business models in the leisure industry and to continually pursue in this direction.

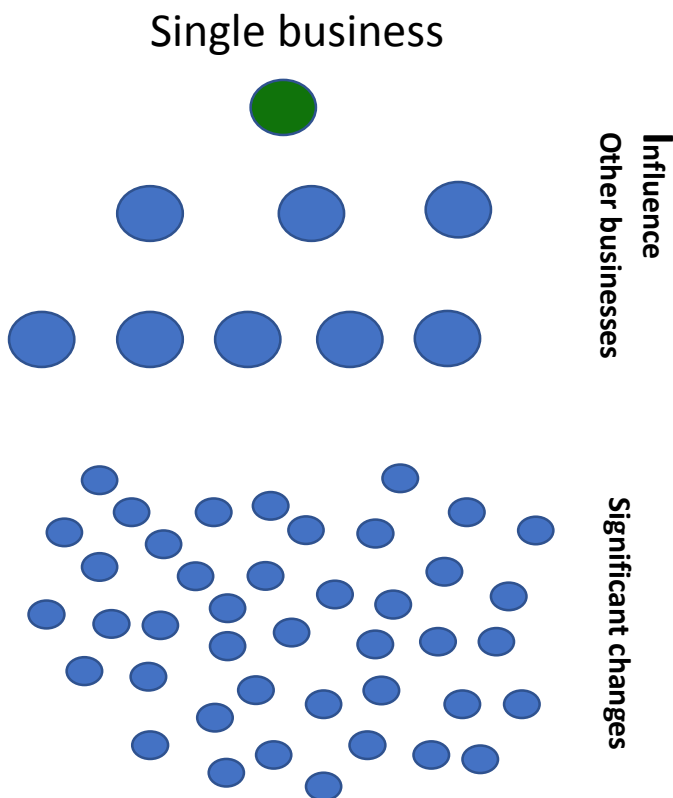
Realisation of a rapidly changing world

One of the main drivers behind SBR adopting a sustainable business model is the realisation and acceptance by its management that we live in a fast changing world in which environmental issues are high on the agenda and in which businesses have an important role to play in helping limit its impacts on the environment. Global concerns such as climate change, pollution, biodiversity losses, fresh water depletion and more, are of great concern to current and future generations and something needs to be done.

SBR believes that it can play its part by reducing environmental impacts on its premises through the adoption of sustainable practices at all levels of operations but also by sharing its opinions and initiatives with society through its CSR programs. It is apparent that while one single organisation can only make small and often insignificant differences on a national or even global scale through its daily operations, it can have very significant impacts on a larger scale by influencing various stakeholders and society at large.

It is precisely this potential to make a real change by **influencing the numerous guests** who transit through the facilities that has pushed SBR in this direction. The hotel industry is one that has the most potential to influence many people, yet it is also one of the sectors that has made little progress in this field.

One single business adopting and showcasing sustainable practices can influence many others to adopt a similar development path:



Constructing an eco-resort from the very start

SBR's view is that in this type of business (built environment/hospitality) integrating sustainable practices from the very beginning (and in particular the construction phase) is key as there is only so much that can be achieved in reducing environmental impacts post-construction. If a developer is in a position to implement sustainable thoughts from the very beginning, then it should be done at this stage.



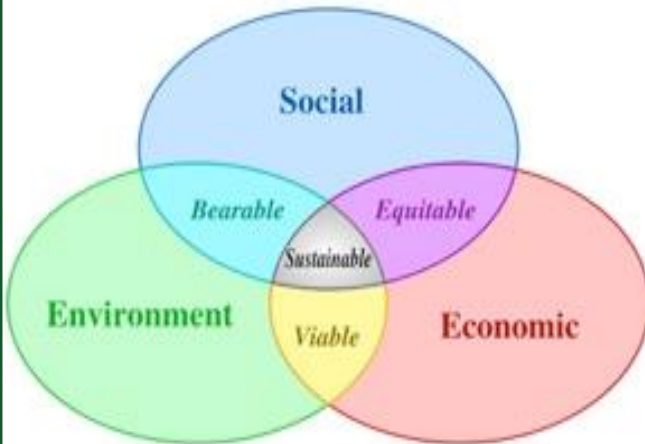


At Siloso Beach Resort (SBR) the concept of sustainability is not new, in fact even before the hotel was built more than **ten** years ago, it was decided that SBR would adopt a sustainable business model. Three key decisions were made which were considered highly unusual at the time:

Our 3 guiding principles:

- 1) The natural terrain would be preserved;*
- 2) The trees would be preserved;*
- 3) The resort would have minimum covered area.*

Since then the concept of sustainability has been well established and remains a core component of the business model with strong initiatives at all levels of operations:



Unique Environmental attributes: with features such as truly innovative environmentally friendly construction techniques; the longest self-sustained rooftop garden in Singapore; the only 100% spring water landscape swimming pool in Singapore; and numerous other unique environmental practices and initiatives in a hotel environment.

Socially responsible: with features such as SBR Eco Tours; regular sponsorship of sustainability events; and its latest CSR program: The Biodiversity.sg website, SBR continuously gives back to society and actively promotes the concept of sustainability.

Economically viable: with average high hotel occupancy, SBR is not only an environmentally conscious hotel but an economically viable business as well that will continue to use its facilities as a showcase of sustainable practices and a test-bed of environmentally friendly technologies.

Siloso Beach Resort, Sentosa, is **a recognised eco-hotel**, with awards such as the President’s Award for the Environment, Watermark Honorary Award, and ASEAN Business Award (CSR Category).

Our philosophy

“Making money? Our life, besides making money, is also about happiness, enjoyment, health, and continuity. This is our company philosophy..”

..How can businesses continue into the future if they cannot anticipate the world environmental problems?

It is for the simple fact that consumer awareness will lead to less profitability in the long run for those who do not practice sustainability.”

Mr Ng Swee Hwa
Chairman/Owner of Siloso Beach Resort





Introduction

Our journey towards sustainability

At Siloso Beach Resort (SBR), we like to see ourselves as a very special hotel when it comes to sustainability and environmental values and I would like to highlight what I mean by this:

Our vision of a sustainable business

Even before SBR was conceived more than 10 years ago, it was decided that it would become an eco-hotel. This hotel would not only adopt unique sustainable features in its design, but also act as a showcase of best sustainable practices to all our stakeholders.

Coming from a construction background, I have noticed first hand over the years the level of very significant impacts that this sector has on our environment. It was our vision that perhaps the construction of a hotel, which showcases how things can be done differently while still remaining a viable business model, could play a significant role in progressing towards a less impactful industry sector.

Since this vision was first conceptualized, we have gone a long way and are still growing strong into what has become our journey towards sustainability.

The construction phase

This journey did not start without major obstacles. At the time of construction, our vision of a sustainable hotel was seen as very unusual by many of our contractors and stakeholders and it took determination and passion to proceed in making it a reality, the way we wanted it to be.

Perhaps one of our strongest and most unusual determination was **to preserve all the existing trees** on site. The location on a forested part of Sentosa and on a hill side did not prove easy. In order to preserve these trees, we had to apply **most unusual construction techniques**. These measures have allowed us to construct a 200 room hotel while **preserving over 200 fully grown trees and planting another 450 trees** post construction. At SBR, the trees are literally integrated within the building's structures.

Going beyond preserving the vegetal coverage and its inhabiting biodiversity, the buildings were constructed in a way that:

- *Maximise natural lighting through an open concept;*
- *Maximize natural cooling through efficient design as well as the implementation of unique features such as what remains (to the best of our knowledge) the longest self-maintained roof top garden in Singapore;*
- *Making use of a very significant amount of re-used materials in the built structure;*
- *Making use of the natural shape of the terrain (for example, our landscape swimming pool has been placed on top of an existing maintenance road).*
- *Rainwater harvesting and purification passive features;*

At SBR, we believe that real sustainability can only come from **good initial design** to minimize environmental impacts and maximise energy efficiency through passive means. This is what we are actively trying to promote.

Post-construction

Following the success of the construction phase, it quickly became apparent that much more could be achieved than just growing the business without further consideration for the environment. On the contrary, we had to take advantage of this unique position to continue on our path of sustainability through retrofitting and Cleantech investments.

As such, numerous initiatives and investments have gone into further reducing the environmental impacts post-construction. To site a few:

Water minimization through numerous water saving features including an elaborate water treatment system. This system makes use of an underground **natural spring reservoir** which was discovered during construction (all the water for gardening and other applications such as the pool is not making use of any precious tap water but instead uses a natural resource that we have the chance of having on site);

At SBR we have a holistic, progressive and continuous approach to sustainability



Energy use minimization through smart appliances (best in class energy efficient lighting solution) but most notably through the early investment in a heat exchange system which was one of the first to be installed in Singapore;

Management and outreach

The next logical step in our journey towards becoming a more sustainable business model was to relook into our management to **incorporate sustainable practices at all levels of operations**. This was already implemented since the beginning but we went into a great deal of effort to revamp our policies and staff training methods to push the concept of sustainability even further and making sure that it is well integrated and communicated throughout the organization, not just as guidelines, but more like **a corporate culture**.

CSR

CSR was the most visible change in our outreach initiative. The level of commitment to outreach on sustainable initiatives through our CSR programs is truly an achievement. SBR has since been running successful outreach programs to various schools and organisations.

Some of our most visible outreach platforms to date include the **Biodiversity.sg platform** (www.biodiversity.sg) as well as our successful **Eco Tours** which we use to communicate our practices to various stakeholders (to date more than **21,000** people from sectors as diverse as schools, universities, corporations, government agencies...have undertaken our eco tours).

We regularly outreach on global environmental issues through our contribution to various media platforms including www.eco-business.com (one of Asia-Pacific's largest environmental business communities). We are regularly featured in press releases as well as articles and blogs on sustainability best practices not just in Singapore but increasingly on an international level.

Donations

We regularly donate to various environment or social related causes should it be in the form of sponsorship of events, direct donations or providing facilities.



We have donated to various environmental and social causes including a **single donation for the amount of half a million dollars** to the National University of Singapore for the purpose of raising funds to bring real dinosaur bones to Singapore.

Special projects and R&D

SBR has embarked on a range of special projects that many might see as unusual in a hotel environment. Some of these projects include:

-Roof top gardening: where **we produce our own vegetables organically** using an experimental worm composting system that we manage on site. Part of the production goes back to our F&B department.

-The display of **real dinosaur bones on site** in order to promote the Lee Kong Chian Natural History Museum and outreach on conservation issues.

-**Numerous** environmental outreach messages onsite through various means such as mascots, display panels, in house environmental TV channels and more, which we use to promote awareness on the most pressing global and local environmental issues such as Global Climate Change, pollution, biodiversity losses, water conservation...

Our credentials as a small business promoting sustainability practices:

SBR is the winner/recipient of several awards :

- Singapore President's Award for the Environment;*
- Asia Responsible Entrepreneurship Award*
- Enabling Employer Award*
- PUB Watermark Award*
- Community in Bloom Award*
- Landscape Excellence Assessment Framework Award*
- NEA's Eco Friend Award*
- The Singapore Honorary PUB Watermark Award;*
- ASEAN Business Award for CSR;*
- Singapore Environment Achievement Awards (Top achiever);*
- The Singapore Sustainability Award;*
- Singapore Special Mention CSR Award;*
- One of the first hotels in South East Asia to be certified as an Eco Hotel from TUV Rheinland (from 2009– 2012)*
- One of the first hotels in Singapore to join The UN Global Compact;*
- And numerous other recognitions...*



Introduction

Our journey towards sustainability

Commitment

At SBR, we are convinced that **corporate sustainability is the only way forward** and we will continue on our journey towards continuous improvement in this direction. We believe that a single small business like ourselves can play a role by not just adopting such practices to our own business but, in our opinion even more importantly, to remain active in sharing these practices by **outreaching to society** and possibly inspiring many others to adopt a similar development path.

Perhaps our most driving conviction behind all of this is that as a hotel, we are indeed in a position to influence and possibly educate people from all kinds of origins, nationalities, business sectors and interests, on a range of pressing environmental issues. The feeling that we are actually doing this is one of our greatest achievements.

I hope that the above very brief highlights give you an overview of what we are trying to do for the environment and sustainability in general even though we are just a small business, and that the following report could inspire many other businesses to embark on this journey of sustainability with us.

Sincerely,

Mr Kelvin Ng,
Managing Director, Siloso Beach Resort



SBR's waterfall



Pic: Our latest eco pond

*“At Siloso Beach Resort, Sustainability is not just a practice, it is a **core component** of our management which drives every decision that we make”*



REPORT PROFILE

102-1 Name of the Organization

Siloso Beach Resort Pte Ltd.

The name of the resort simply reflects the location name: Indeed, SBR is adjacent to Siloso Beach on Sentosa Island, Singapore.

102-2 Activities, Brands, Products & Services

Siloso Beach Resort services are in the leisure industry which include:

- Providing hotel rooms for stay; Facilities: e.g. swimming pool, waterfall, water slides, children playground, in-house TV channels, exhibits of various type on site (mostly biodiversity)
- Food and beverage: SBR has a single restaurant café in which breakfast and daily meals are served.

Company logo:



SILOSO BEACH RESORT

S e n t o s a

SBR brands its services under Siloso Beach Resort

SBR is directly involved in providing these services and does not outsource for aspects directly related to main business stream. As a family owned and operated business, unlike most other hotels, SBR does not outsource the management.

Contractors are involved from time to time for aspects such as:

- Consultancy
- Architecture
- Legal affairs

Hotel services information:

In 2006, Siloso Beach Resort opened its doors to guests on Siloso beach in the beautiful island of Sentosa – Asia’s leading leisure destination and Singapore’s premier island resort – that offers an exciting array of themed attractions, award-winning spa retreats, lush rainforests, golden sandy beaches, resort accommodations, world-renowned golf courses, a deep-water yachting marina and

luxurious residences. Nestled within its lush foliage surrounding and overlooking the breath-taking South China Sea, our Resort hosts a wide range of accommodations with 156 rooms, 10 family rooms, 16 roof garden suites and 12 uniquely-designed villas.

Enjoy and relax amongst the balmy shades of flora to the soothing sounds of cascading waters with amenities and facilities that include a unique natural spring water swimming pool, waterfall feature, water slides, hot water spa pool and a gym room. Dine in the Resort’s Eco Alfresco Café for a more meaningful experience as dishes are designed and prepared with herbs and spices that are hand-picked from its rooftop sustainable farming – a fresh and healthier choice while minimizing carbon footprints.

While making every guest’s moment in our Resort a wonderful memory, our Resort gives priority to the environment and its preservation. Over 200 trees that are native to Sentosa were architecturally circumnavigated and protected during the Resort’s construction. In addition, more than 1000 fruit trees, flowering plants, exotic ferns, and herbs were carefully selected and planted.

Honoured by achieving the President’s Award for the Environment, the Watermark Honorary Award and the ASEAN Business Awards (CSR Category), SBR will continue to drive environment impact reduction efforts in the conservation of resources, minimizing waste, and preservation of nature.



Being socially responsible, SBR actively provides employment to people with special needs – giving them a chance to learn, develop and earn their own keep. Most importantly, engaging them in activities that build their confidence and celebrate their special talents.

Sparing no effort to the good of our environment and community, SBR truly is a natural sanctuary that delivers a unique green experience by engaging guests to discover something new about nature and people, each and every time they stay. **Siloso Beach Resort – Staying for Good.**

Product responsibility:

SBR does not sell any banned or similarly questionable products. We follow the **DMAS (Direct Marketing Association of Singapore) marketing code of conduct**. However, we are not one of the members and the code of practice serves as a general guideline. We review this voluntary codes on a yearly basis.



102-3 Location of Headquarter

Location: SBR operates from a single site in **Sentosa**. Sentosa is a small island off the Southern coast of Singapore. It is part of Singapore and is easily accessible through various types of transportation such as monorail, public bus or boardwalk.

Registered address: **Singapore, 51 Imbiah Walk Sentosa Singapore 099538**

Disclosure 102-4 Location of Operations

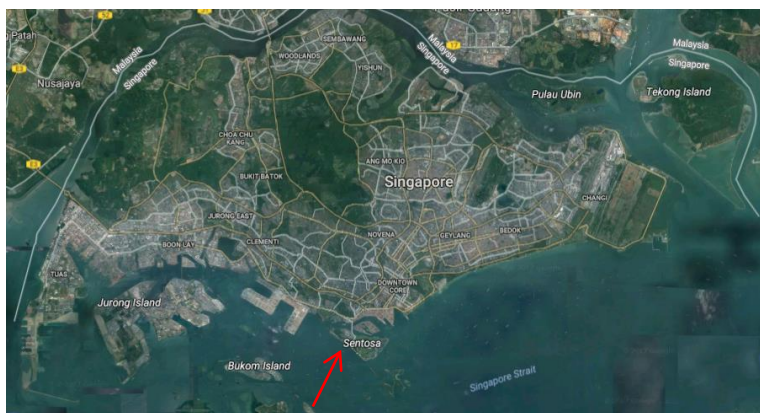
Number of countries where the organization operates:
Just 1

Despite the fact that SBR only operates in Singapore, the sustainability initiatives that it adopts are relevant in any country. This is due to the international nature of the guests staying at the facilities (from over 50 countries). SBR hopes to spread the environmental awareness to its guests through various environmental initiatives such as complimentary eco-tours.



Siloso Beach Resort Sentosa – 51 Imbiah Walk Sentosa Singapore 099538, +65 6722 3333

From the airport, travel along East Coast Parkway (ECP) Expressway. Exit Telok Blangah Road. Turn left to Sentosa Island, before Vivo City. After passing the Sentosa Gantry, turn right at the roundabout, heading towards Siloso Point. You will be travelling along Artillery Avenue, leading to Siloso Road. At the T-junction, take a right turn, still following Siloso Road, then the first left turn. This would put you on the road Imbiah Walk where the Resort is located. Follow the road and upon seeing the security guard post, head straight up and to the left.





Country	Reason of importance
Europe	Europe has taken a lead over many South East Asian (SEA) countries on the sustainability agenda. SBR has great pride in sharing its initiatives with European guests as a lot can be gained in learning from best overseas practices within the European union
North America	Same as above
South East Asian countries	Being countries close to home, SBR believes that it can influence local SEA guests to apply similar changes within their own countries
All other countries	SBR believes that there is a win-win situation in interacting with guests from any countries both through learning foreign best sustainability practices and influencing overseas guests to apply SBR practices in their own countries.

One of the driving forces for adopting a sustainable business model lies in the fact that **as a hotel environment, numerous people from various countries and background transit** through the facilities.

This also means that there is a great potential to **passively educate** the guests on a range of sustainable best practices while spending a good time at the resort. As a socially responsible corporate citizen, SBR believes it can play its part in educating the society at large.

SBR sees itself as **a local operation with an international outreach.**

102-5 Ownership and Legal Form

Siloso Beach Resort is a privately owned and managed eco-resort.

Chairman/Owner: Mr Ng Swee Hwa
Managing Director: Mr Kelvin Ng

People from all around the world transit through SBR which makes it a prime sustainability awareness hub



The fact that SBR is a privately owned and managed eco-resort plays an important role in the unique sustainable initiatives which have taken place at the resort since its conception.

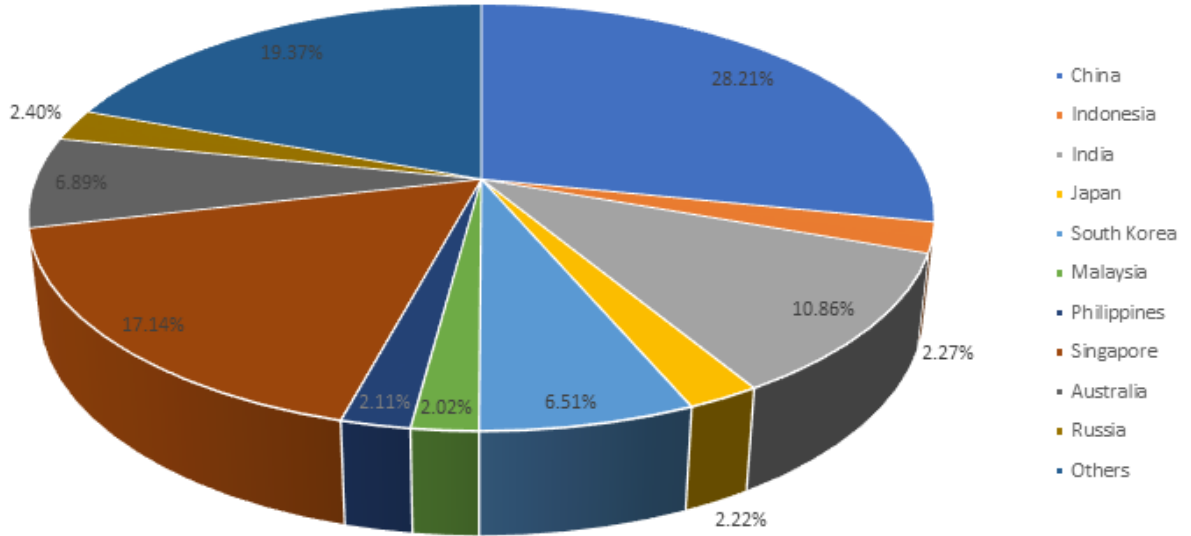
Indeed, most hotels around the world are not managed by the owners themselves but usually outsourced to management companies. However, as the management of an eco-hotel is very unique and requires passion and attention to details in order to achieve minimization of impacts at all levels, the owners at SBR have chosen to manage the hotel themselves.

Limitation factor: Additionally, many hotels are part of bigger chains and the management is often located overseas. Even if local managers have strong commitments to make a change by adopting a sustainable business model, decisions are often out of their hands which makes procedures much more complicated.



102-6 Markets Served

Guest Origin by Country 2018



SBR accommodates guests from **all around the world**.

As a hotel business, anyone willing to stay at SBR is welcomed to do so and SBR does not apply any discrimination of any kind on the origin of its guests.

Sector served: SBR serves clients from all types of sectors (no discriminations)

Types of customers: SBR serves all types of customers (no discriminations)

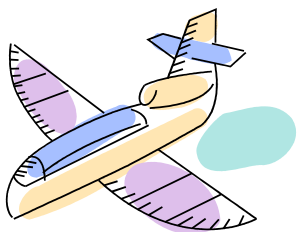
Business and markets:

SBR categorises its market into 3 categories:

Local: Singapore

Regional: South East Asia

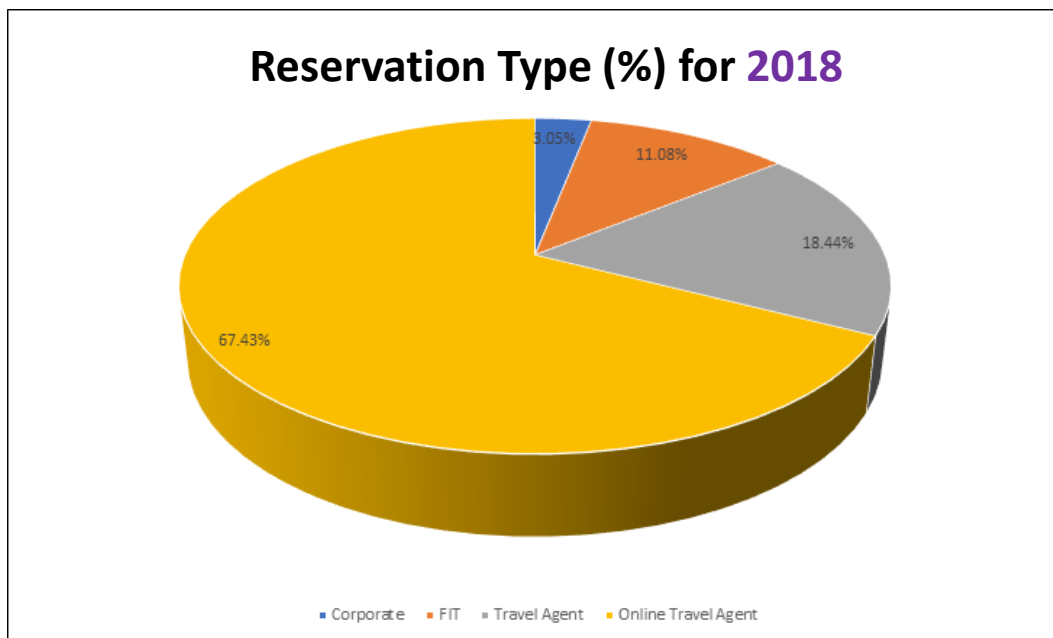
International: the rest of the world





Reservation modes

At SBR , the guests bookings originate from four main forms:



SBR has had to date **a soft marketing campaign policy**. Indeed, marketing outreach has never been very aggressive at SBR in a sense that the hotel has relied a lot on **word-of-mouth awareness** of its facilities and services rather than active promotion through brochures and other means.



For a long time, SBR has remained a “hidden secret”. Many locals who have come to the resort have been surprised that they did not hear about the place before through advertising.

One of the reasons behind this lies in the philosophical concepts behind SBR that **self-awareness** is always favored over active and often excessive marketing. It appears to SBR that allowing guests to judge for themselves and communicating on what they have experienced to others is a more sincere way of spreading the word on the resort.

Word-of-mouth awareness is a preferred marketing mean at SBR

It is only in recent years that awareness on the resort has spread including through its unique environmental and sustainability initiatives which have attracted a lot of visibility and public interest both in Singapore and beyond.

SBR has a soft marketing policy because we believe that awareness of our resort through word of mouth is a more sincere approach

102-7 Scale of the Organization

2010: audited
 2011: unaudited
 2012: unaudited
 2013: unaudited
 2014: unaudited
 2015: unaudited
 2016: audited
 2017: audited

Number of employees: SBR is a reasonably scaled hotel with **around 84 employees**

Number of operations: 1 single operation on Sentosa

Net sales (\$\$):

•2011: 13,005,658.00
 •2012: 11,615,059.00
 •2013: 11,234,395.00
 •2014: 11,226,071.00
 •2015: 11,732,427.00
 •2016: 11,131,539.00
 •2017: 10,638,516.00
 •2018: **11,335,645.00**

Total capitalization (\$\$):

•2011: 10,795,185.00
 •2012: 10,089,480.00
 •2013: 6,561,821.00
 •2014: 4,769,523.00
 •2015: 2,911,835.00
 •2016: 4,463,173.00
 •2017: 5,512,738.00
 •2018: **4,289,671.00**

Quantity of services provided:

3 main services:

Room accommodation, meetings/events facilities, and food & beverage.

Sub-categories:

Breakfast, café, laundry, room charges, room services, romantic packages, tel/fax, internet access, shuttle services, pool bar, spa.

Beneficial ownership:

- Ng Swee Hua
- Ng Yu Teck

Sales/revenues by region: 100% from Sentosa site in Singapore

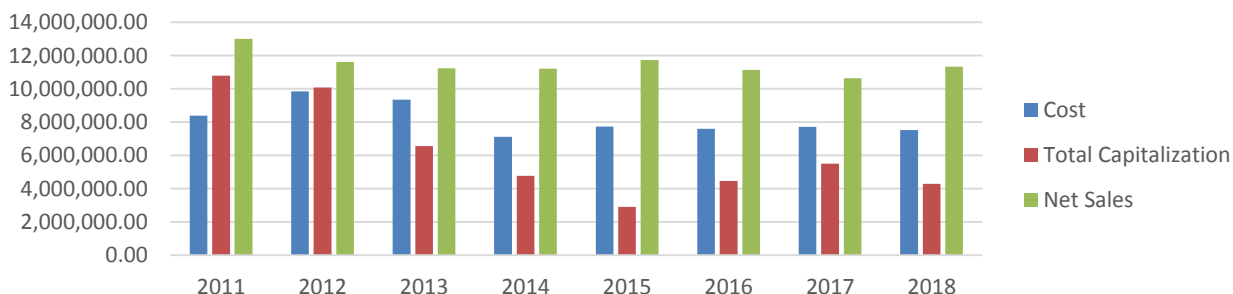
Costs (\$\$): (Cost is exclusive of depreciation)

•2011: 8,387,625.00
 •2012: 9,853,503.00
 •2013: 9,344,790.00
 •2014: 7,124,375.00
 •2015: 7,738,767.00
 •2016: 7,609,743.00
 •2017: 7,709,675.00
 •2018: **7,517,674.00**



Prof Monitor: "SBR has succeeded in demonstrating that adopting a sustainable business model can also lead to a viable financial growth. Still too often, most businesses today only look into the short term financial profits of the organization even if this means to take little consideration for the environment. In SBR's view, such development models cannot sustain in the long term"

Financial Data for 2011 to 2018



EMPLOYMENT



102-8 Information on Employees and Other Workers

Total workforce: 84 employees (2018)

Employment Contract	Male	Female
Permanent	49	34
Temporary	1	0

Region: All our workforce is **on a single site** which is the island of Sentosa

Employment Type	Male	Female
Full-time	43	30
Part-time	6	4

***All data are retrieved from the Human Resource department**

Our workforce can be described as:

Qualified
Friendly
Versatile
Hard working
Eco conscious
Dedicated
Diverse
Attentive



SBR is a single site operated business. All of our workforce is actually at our hotel.

We have a relatively well sized workforce in the range of 60-100 employees which varies from time to time.

The **balance between men and women is well distributed**, and the numbers tend to change slightly with part timers intakes.

We are also constantly having long term **interns**. They are part of our workforce during the attachment.



SBR is an equal opportunity employer

We support:

- Diversity
- People in need
- Fairness
- Honesty
- Responsibility

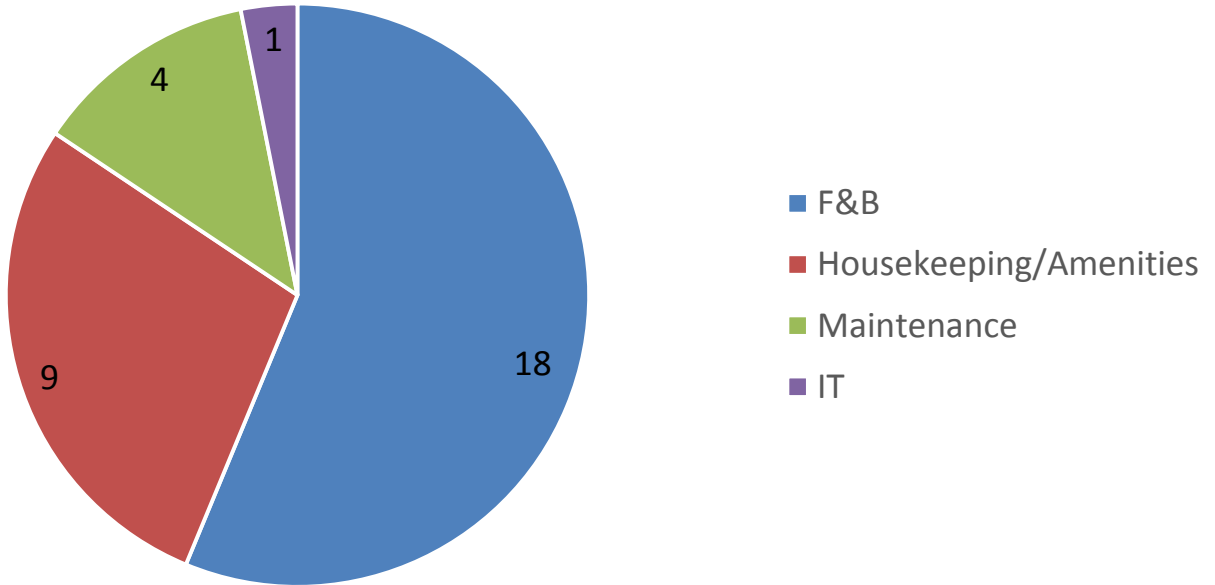
We support The UN Global Compact 10 Principles

102-9 Supply Chain

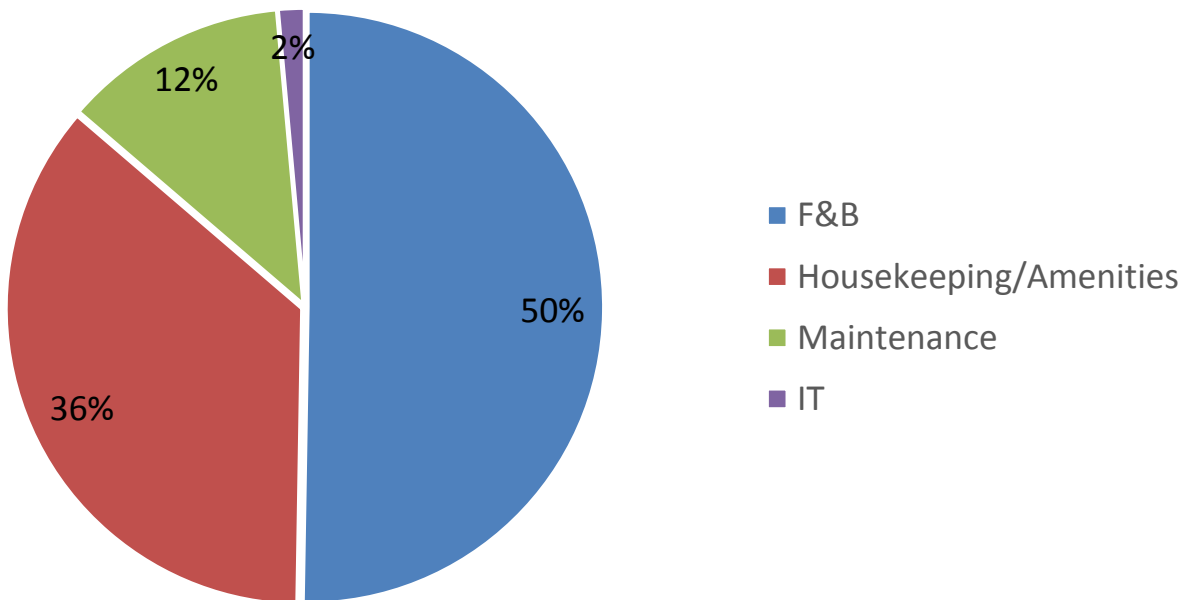
Total number of suppliers: **32** (includes suppliers with over \$5,000 SGD in contract value or purchases)

As most of our suppliers are related to F&B purchases, we tend to focus our efforts on this area. For example, in early 2018 we switched to using sustainable palm oil in our cooking.

Types of supplier by category 2018



Percentage of purchasing by supplier category 2018



102-10 Significant Changes to the Organization and its Supply Chain

There have not been any changes in the capital structure since the start of operations.

Development phases: There have been two main phases of development of the facilities:

- *Principal hotel wing (standard rooms, deluxe rooms and roof top suites)*
- *Villas wing*

Renovation work:

Main guest rooms: SBR is currently in a renovation phase which is ongoing and being conducted in several phases through the various room types.

Villa wing: SBR is currently modifying its villas to accommodate more family oriented guests.

General works: Small upgrades (e.g. new staircases/corridors, new floor mats...) are taking place throughout the resort.

Ongoing renovation!

Siloso Beach Resort is the **recipient of various prestigious awards and certifications** which it has received in recognition of efforts to reduce its impact on the environment, foster a company-wide culture of environmental awareness, and give back to society and nature through educational tours and CSR projects.



These awards and certifications are an important way to communicate to the stakeholders the sincerity of the commitment to preserving the environment. Through these achievements, we hope to set the environmental benchmark higher for the tourism industry in Singapore and South East Asia.



Below is a summary of SBR's latest awards:

Enabling Employer Award

SBR is honoured to have received the highest accolade "Leader Award" at the 5th Enabling Employers Awards on 26 July 2019. SBR also received the Progressive Employer Award in 2017.

Organized by SG Enable, the Enabling Employers Awards recognize the collective effort of organisations and individuals who have demonstrated commitment towards hiring and integrating people with disabilities in the workforce. The "Leader Award" is given to the resort in recognition of our efforts to provide opportunities and create an inclusive work environment for our staff with disabilities

SBR was among the 2 companies receiving the Leader Award, which is the highest tier in the Employer Awards category. In total, 111 companies were recognised at the ceremony.

Certainly the resort has seen many benefits from the program, both in terms of fostering greater independence and confidence for its employees with disabilities, as well as valuable contributions to the company operations and culture.



Asia Responsible Entrepreneurship Award

We are proud to announce that SBR is one of the winners of the Asia Responsible Entrepreneurship Award, in the Green Leadership Category. The Awards Ceremony was held on 2 June 2017 in Bangkok, Thailand.



“Since 2009, AREA has been hosted regionally, namely for the South Asia, East Asia, and Southeast Asia chapters awarding companies for their respective nations.

In 2015 Enterprise Asia had embarked on a more inclusive AREA 2015 chapter awarding the best CSR programmes from the whole of Asia.

The Ceremony sees to hundreds of attendees, including business and government leaders, diplomatic representatives, social and community leaders, local and international media.

As Asia’s leading award for responsible entrepreneurship, AREA aims to inculcate a culture of ethics and universal justice in the running of businesses as part of a sustainable entrepreneurial framework.” – enterpriseasia.org



Siloso Beach Resort

Staying for Good

Previous Year’s Awards

Landscape Excellence Assessment Framework 2016 & 2013

Siloso Beach Resort is proud to receive Singapore’s National Parks Landscape Excellence Assessment Framework (LEAF) Certification 2016 & 2013 – Outstanding Project!



Landscape Excellence Assessment Framework (LEAF) is a voluntary certification scheme by National Parks Board (NParks) that seeks to encourage property developers to focus on landscape enhancement as an integral part of development and marketing. Provide recognition for excellent efforts by developers in greenery provision, protection of trees, and encouragement of biodiversity.

PUB Watermark Award

The Watermark Award was introduced in 2007 to recognise individuals and organisations for their outstanding contributions and commitment to protect and raise awareness of Singapore’s precious water resources.



Siloso Beach Resort (SBR), which has been conferred the Watermark Honorary Award for its exemplary contributions towards water and environmental sustainability in Singapore, centres its efforts on reducing potable water usage in their operations and promoting public awareness on water conservation.



PUB Honorary Water Mark Award 2015



The PUB Honorary Water Mark Award was given to SBR for its outstanding water conservation projects but also its overall holistic approach to sustainability





Previous Year's Awards

Singapore President's Award for the Environment 2013



The President's Award for the Environment (PAE)

The President's Award for the Environment is the highest environmental accolade for individuals, organizations and companies that have made significant contributions towards environmental and water resource sustainability in Singapore. It recognizes and honors the sustained environment- and water-related contributions by environmental champions from the People, Public and Private (3P) sectors.

Beyond that, this prestigious award also aims to inspire more individuals, organizations and companies to step forward and join the effort to tackle our environmental challenges.



Siloso Beach Resort received the President's Award for the Environment from President Tony Tan Keng Yam on 24 September 2013, at the Singapore Environment and Water Awards Ceremony 2013.

Community In Bloom 2016 & 2014 – Platinum Band



Community In Bloom is a program by the National Parks Board to promote community gardening.

Our Eco-Resort achieved this recognition due to various green and community activities, including preservation of biodiversity, earthworm composting, and promoting sustainable growing methods to schools and the community.



Enabling Employer Awards 2014 – In Recognition

The Enabling Employers Awards gives recognition to organisations that have hired people with disabilities and have made efforts to integrate them with their workforce. About 14% of SBR's staff are persons with disabilities.



Previous Year's Awards

ASEAN Business Award (CSR Category, 2012)



The resort was recognized for its social and environmental programs as a “Most Admired ASEAN Enterprise” under the Corporate Social Responsibility award category for SMEs (Small-Medium Enterprises). The award recognizes admired ASEAN businesses in four areas: growth, employment, innovation and CSR. This award is unique because unlike previous awards received by the resort, this was regional and those applying for the award came from the various ASEAN countries. The criteria for the award was also heavily focused on not just the environmental impact, but also contributions to the community and society.

Singapore Sustainability Award (top achiever 2011)



In 2011, a total of 68 companies submitted for the Singapore Sustainability Awards, with 9 winners chosen among the various categories, with **SBR being the only Top Honour Winner in its category.**

Although SBR has achieved other awards, this one is the first to take all 3 aspects of sustainability into equal consideration: economic, social, and environmental.



Siloso Beach Resort
Staying for Good

Singapore Environment Achievement Awards (top achiever 2010)



The criterion for the SEAA focus on assessing the leadership displayed by the company, the real environmental improvement made as well as the ability of an organisation to establish procedures, train staff and innovate in order to achieve breakthroughs in environmental performance.

Siloso Beach Resort achieved recognition for its commitment to sustainability and ecological preservation and was awarded the SEAA Top Achiever Award for 2010. **Since the SEAA was started in 1997, this is the first time that the award has been given to a hotel.**

Eco-certified hotel from TUV Rheinland (from 2009 – 2012)

In 2009, TUV Rheinland performed a certification audit at Siloso Beach Resort with the objective to determine, whether the implemented environmental management system meets the requirements for obtaining the TUV Rheinland’s “Eco-Hotel” certification program. The certification requirements also encompassed ISO 14000 criteria for an environmental management system. We declined to renew our certification after 2012.

Singapore Compact Awards – Special Mention (2010)

At the 1st Singapore Compact CSR Awards, held during the international Singapore Compact CSR Summit, SBR received the Special mention Award for our strong commitment to the environment and corporate social responsibility.

Over the last 9 years, SBR has been awarded important awards & certifications for its sustainability efforts...

COMMITMENTS TO EXTERNAL INITIATIVES

Disclosure 102-11 Precautionary Principle or Approach

SBR has put into place stringent codes of conduct when it comes to adopting a precautionary approach at all levels of its operations. The SBR sustainability committee plays a crucial role in the company **applying the precautionary principle at all levels of operations and systematically.**

The below diagram highlights the procedure:



Recently SBR has undergone a **risk management training** and application in which external auditors have conducted a risk assessment audit. Following recommendations from the auditors, numerous changes have been made to manage risks in a most effective and ethical way.

“Prof Monitor, Why is it so important for SBR to apply the Precautionary approach?”

“Well Squirzy, you see every action that SBR takes has elements of risks involved. Without a precautionary approach, some decisions made could have serious impacts on aspects as diverse as our surrounding environment or even the safety of our guests and staff. It is a kind of safety net to ensure a good and ethical decision making process.”





102-12 External Initiatives

SBR adheres to a range of externally developed charters and principles. While some of them are government regulations, many are voluntary initiatives by SBR to follow these standards and often even exceed them.

While SBR implements many of its own regulations and principles, it is important to base these principles and adhere to a range of internationally agreed standards.

Adopting a range of externally developed standards also reinforces SBR’s management policies and insures that the company has a strong backbone and set of standard operation procedures (SOP’s) in place.

SBR is fully compliant with all government regulations

Below are **some** of the guidelines:

Standard	Where applied	Date of adoption	Stakeholders	Type
UN Global Compact	SBR	Since Feb 2012	Multi-stakeholders	Binding
Risk management	SBR	Since Jan 2012	Multi	bizSAFE level 3
Fire safety	SBR	since 2006	Multi	Legally binding
F&B/ food hygiene	SBR	since 2006	NEA	Legally binding
Eco Hotel Guidelines/TUV Rheinland	SBR	2009 - 2012	Multi	Voluntary
Eco Hotel guidelines/SEC	SBR	2011 - 2012	Multi	voluntary
Singapore Construction codes	SBR	Since construction	Multi	Legally binding

We also follow a range of voluntary standards and set some for ourselves

“Prof Monitor, SBR is a relaxed environment. I like it because it gives me a feeling of freedom and to do what ever I want!”

“Actually Squirzy, it is true that SBR values its laid-back atmosphere and freedom. SBR wants its guests to enjoy their stay above all. However, as a public environment SBR does have a range of strict regulations which are put into place and enforced to ensure guests safety and comfort.”



102-13 Membership of Associations

SBR is associated with a **range of stakeholder** organizations. While some are related to the hotel business many have been established through the **sustainability programs** and CSR outreach.

SBR believes that being a member of these associations extends its sphere of influence and in many instances allows it to **play its corporate citizen role**.



Association	Comment
Delta Senior School (DSS)	Just this year, SBR started our partnership with DSS where we will have 5 students from their horticulture program interning in our landscape department. If everything goes well, it will be extended to other departments (F&B and Housekeeping). We will continue to work with them to provide opportunities for people with mild intellectual disability .
eco-business.com	Asia-Pacific’s largest environmental business community. As a member and an approved client, SBR submits regular environmental related articles to this platform .
Mountbatten Vocational School	SBR provides internships to students of Mountbatten Vocational School who best match the people we are looking for. Currently, they are working in our F&B Department.
National Environment Agency	Learning Journey partner for PS21 Excel Convention 2010. SBR is the first learning journey partner from the private sector .
Sentosa Island Partner	Sentosa Island regularly organises meetings between its island partners and often by inviting third party organisations to discuss about future and potential development plans of the island.

Association	Comment
Global Compact Network Singapore	A primary point of contact for CSR related events and support in Singapore. As a member, SBR is regularly involved in seminars and meetings organized by this organization. SBR has also sponsored some of these events.
Singapore Environment Council	SBR is actively supporting the work of SEC through sponsorships or direct involvements.
PUB’s Friends of Water Network	SBR is an active member of the Public Utility Board’s Friends of Water Network, and supports efforts to promote water conservation .
St Andrew’s Autism Centre	SBR actively supports the integration of people with disabilities through its partnership with the organization.
Tripartite Alliance for Fair Employment Practices (TAFEP)	Inspired by TAFEP’s guide on Working with People with Disabilities , SBR created a handbook for our employees and managers to refer to. We implement and support fair employment practices in the workplace
UN Global Compact	Signatory/Member. The United Nations global CSR initiative is the world's largest CSR initiative that aims to drive more sustainable practices in businesses throughout the world. Since 2012.



Tripartite
Alliance for
Fair & Progressive
Employment
Practices



Association	Comment
Make a wish Foundation	SBR regularly donates to this foundation which aims to give children with life threatening illness an opportunity to realize a wish
National University of Singapore	Member, Raffles Museum. SBR financially supports many causes of the museum
Open Door Fund (recruiting disable and senior persons)	Member. Facilitating recruitment for the disabled and the senior persons
Singapore Business Federation	Member as a corporate but also as a participant in their sustainability forums
Singapore Packaging Agreement	Signatory/Member. SBR is committed to reducing its packaging waste.

SBR is active in engaging with stakeholders through memberships and active contributions. While many partnerships are already established, SBR constantly seeks new engagements opportunities...interested?



and many others...

In the past 3 years alone, SBR has established numerous partnerships with various stakeholders in very different fields from environmental and social NGO's to government organization and the private sector. So far for SBR, joining an organization through membership has usually resulted in other means of collaboration **going beyond the simple membership** (e.g. organizing mutual events, sponsorship of events, working on mutual programs...)

SBR is very active in stakeholders engagement both through its mainstream business but also through CSR programs

Squirzy: "Through its various memberships, SBR significantly expands its sphere of influence. Prof Monitor often teaches me that a company with a heart is more important than one with deep pockets and that finding a right balance between being a financially successful business and a socially responsible one should be the aim of any business. Prof Monitor tells me that when I get older, I will come to understand this concept!"

It feels good to be a good corporate citizen!





102-14 Statement from senior decision-maker

A statement from our Managing Director has been published with our Sustainability Report 2018 (see page 7 -8)

102-15 Key Impacts, Risks, and Opportunities

As a hotel business, Siloso Beach Resort acknowledges the fact that its operations have impacts on the surrounding environment and sustainability in general.

Key **environmental impacts** are of various sorts, the below points highlight the major ones:

SBR key impacts

•**Use of natural resources:** Concrete products (sand, limestone...), steel and other metals, wood products, living resources (F&B)...

•**Atmospheric emissions:** Mostly from energy consumption which in Singapore originates from the combustion of natural gas. Other emissions are from activities such as transportation, gardening and other maintenance activities.

•**Land disturbance:** Construction activities have required some disturbance to the original landscape (despite the tremendous and unique efforts that have been made to limit the impacts).

•**Noise disturbance:** During construction and hotel operations

•**Water consumption:** Consumption of tap water from the network

•**Water contamination:** Rejects of contaminated water from operations to drains

•**Wastes :** Various wastes (organic & non-organic)

•**Biodiversity:** As a forested terrain, SBR activities have an impact on biodiversity (despite tremendous and unique efforts made to reduce the impacts).

Many of these impacts (not all) are regulated under Singapore law (e.g. noise, water contamination...). SBR is proud to meet **and in most instances exceed these legal requirements.**

Main processes in place to address performance and/or relevant changes

In order to address performance, SBR has a **Sustainability Committee** in place. The committee meets at least twice a year to assess the progress made and benchmark against standards and targets. Under the guidance of the committee, annual targets are set to address key sustainability issues. **Key performance indicators** are also put into place by the committee to monitor and **track changes and progress over time.**

During these meetings, issues regarding performance and potential changes are addressed which often leads to strategic planning and setting targets and objectives.



SBR Sustainability Committee regularly addresses performances and applies changes as needed

Approach to prioritizing these challenges and opportunities

SBR considers all the above impacts to be important but it also acknowledges that some have higher impacts than others and therefore should be given different reduction priorities.

SBR acknowledges the fact that its activities, as a business, have impacts on the surrounding environment and that it can work towards reducing these impacts



The beginning:

Picture: Mr. Ng (owner) and contractor entering the forest site of what will become Siloso Beach Resort (2003)

“When we first saw the site it was very apparent to us that if we were going to build a hotel here the terrain and its trees will have to be preserved to a great extent. We took this as a challenge not an obstacle ; this is precisely why we chose this site” Mr Ng

Constructing the resort



Siloso Beach Resort
Staying for Good



Building the resort inside a rainforest was a major challenge



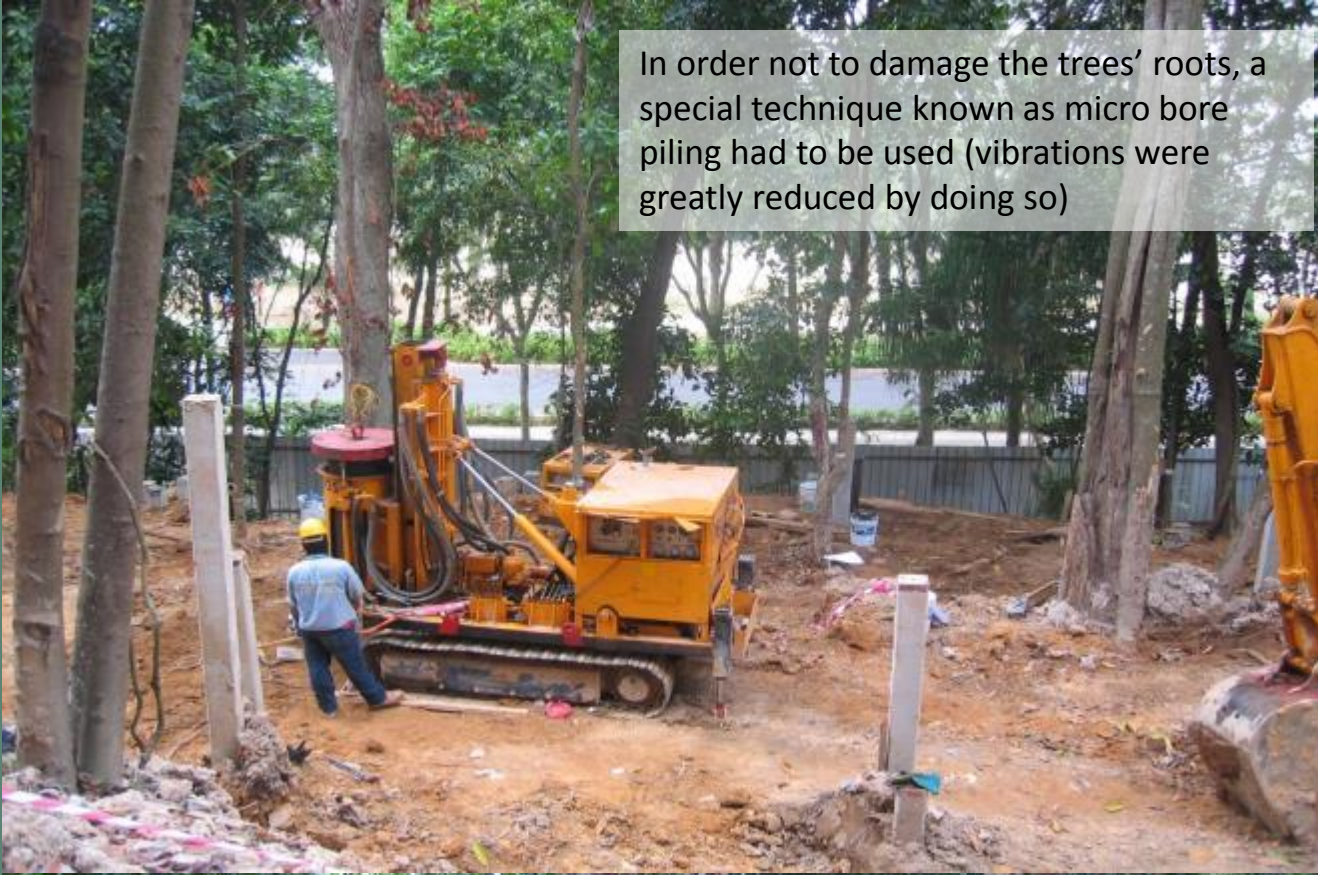
Constant reminders and training of the construction team was a daily exercise to ensure the preservation of the trees. Often times, contractors would put their equipment directly below the trees (as shown in the photo) which we needed to correct.

Panels were put in place reading “keep the trees alive!” Littering was constantly monitored throughout the site and emphasized through staff meetings. Monitoring was intense.

Constructing the resort



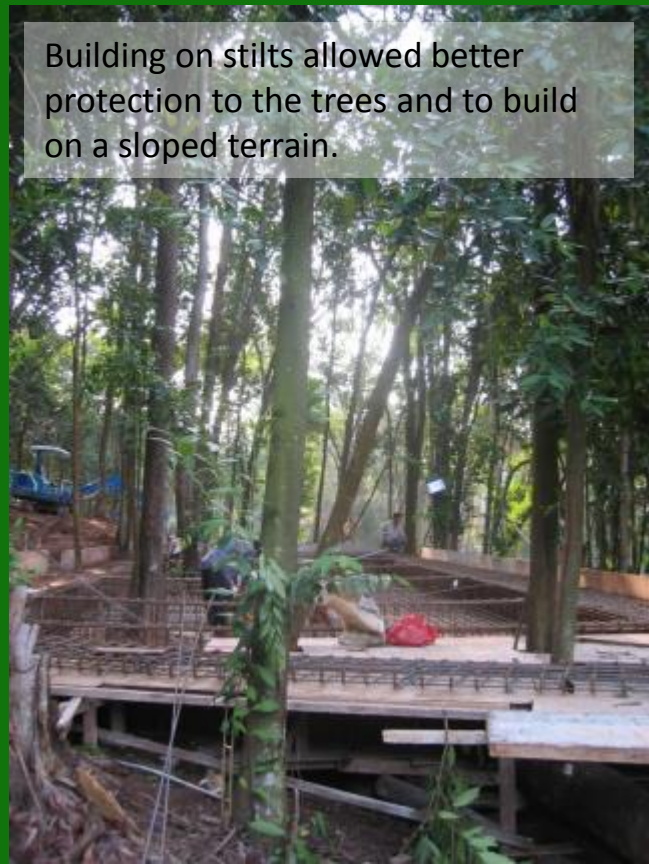
In order not to damage the trees' roots, a special technique known as micro bore piling had to be used (vibrations were greatly reduced by doing so)



Constructing within a rainforest surrounded by trees also meant to use smaller machinery so as to navigate within the terrain to limit damage to the surrounding. Heavy machinery could not be used.



Constructing the resort



Building on stilts allowed better protection to the trees and to build on a sloped terrain.

Environmental Impacts

•**Use of natural resources: (high priority)** As a hotel the usage of natural resources is high. There are however a multitude of ways in which these impacts can be reduced.

•**Atmospheric Emissions: (high priority)** SBR acknowledges the seriousness of climate change and believes that it can play its role by significantly reducing its emissions and showcasing these efforts.

•**Land disturbance: (high priority)** Because SBR has been built on a pristine forested environment, preserving the terrain has always been of high importance.

•**Noise: (low priority)** SBR operates at below legal noise level. Noise has never been an issue within the hotel facilities. SBR however closely monitors its noise levels to ensure that there is no disturbance to its guests and wildlife.

•**Water consumption: (high priority)** SBR continuously pushes to reduce its tap water usage. However, due to the unique location of the resort above a natural water source and numerous water saving measures in place, tap water consumption is already very low for a hotel of its size.

•**Wastes: (high priority)** SBR already has many programs in place to reduce its wastes, often by reusing whatever waste can be utilised in other ways. SBR actively practices the 3R's.

•**Biodiversity: (high priority)** Because SBR has been built on a pristine forested terrain, preserving the biodiversity on site has always been of high importance.

•**Energy use: (high priority)** SBR is continuously trying new ways to reduce its energy usage through the adoption of new practices and technologies.



Key conclusions about progress in addressing these topics and related performance in the reporting period

•**Use of natural resources:** Numerous progress have been made to reduce the usage of natural resources of all sorts. Current achievements are judged satisfactory and SBR will continue to pursue its natural resources minimization strategy with targets for continuous improvements.

•**Atmospheric emissions:** Numerous initiatives have been taken to reduce energy consumption. There is still a lot that can be achieved at SBR in terms of reducing emissions. SBR has identified this aspect as one of its priorities for the coming years.

•**Land disturbance:** Tremendous efforts have been put in place since the very beginning of construction work. Land disturbance reduction efforts have been very successful. SBR will continue to push for limited impacts in this field.

•**Noise:** Noise levels have never been an issue within the premises. SBR will continue to push for limited impacts in this field. Noise pollution from outside the premises remains an issue

•**Water consumption:** Initiatives undertaken at SBR since its conception have resulted in very low water consumption. Water saving has been evident. SBR will continue to push for limited impacts in this field.

•**Water contamination:** SBR does not have rejects of hazardous substances in significant amounts. Water contamination at SBR is judged insignificant to date

•**Wastes:** Since its conception, SBR has implemented numerous programs to reduce its wastes. Initiatives have resulted in very minimal waste being generated including from the F&B department. SBR will continue to push for limited impacts in this field

•**Biodiversity:** Since its construction phase, SBR has taken extreme measures to preserve the biodiversity on site. This aspect has been very successful and exemplary. SBR will continue to push for limited impacts in this field

•**Energy use:** Great achievements have already taken place at SBR to reduce energy usage and the hotel will continue to push for improvements



At SBR the structures **blend** with the surrounding vegetation





SBR's extensive roof top space

One of the main roof top at SBR is used for a variety of purposes going from a plant nursery to a roof top vegetable farm to open air Jacuzzis to a flexible event space used for special occasions.



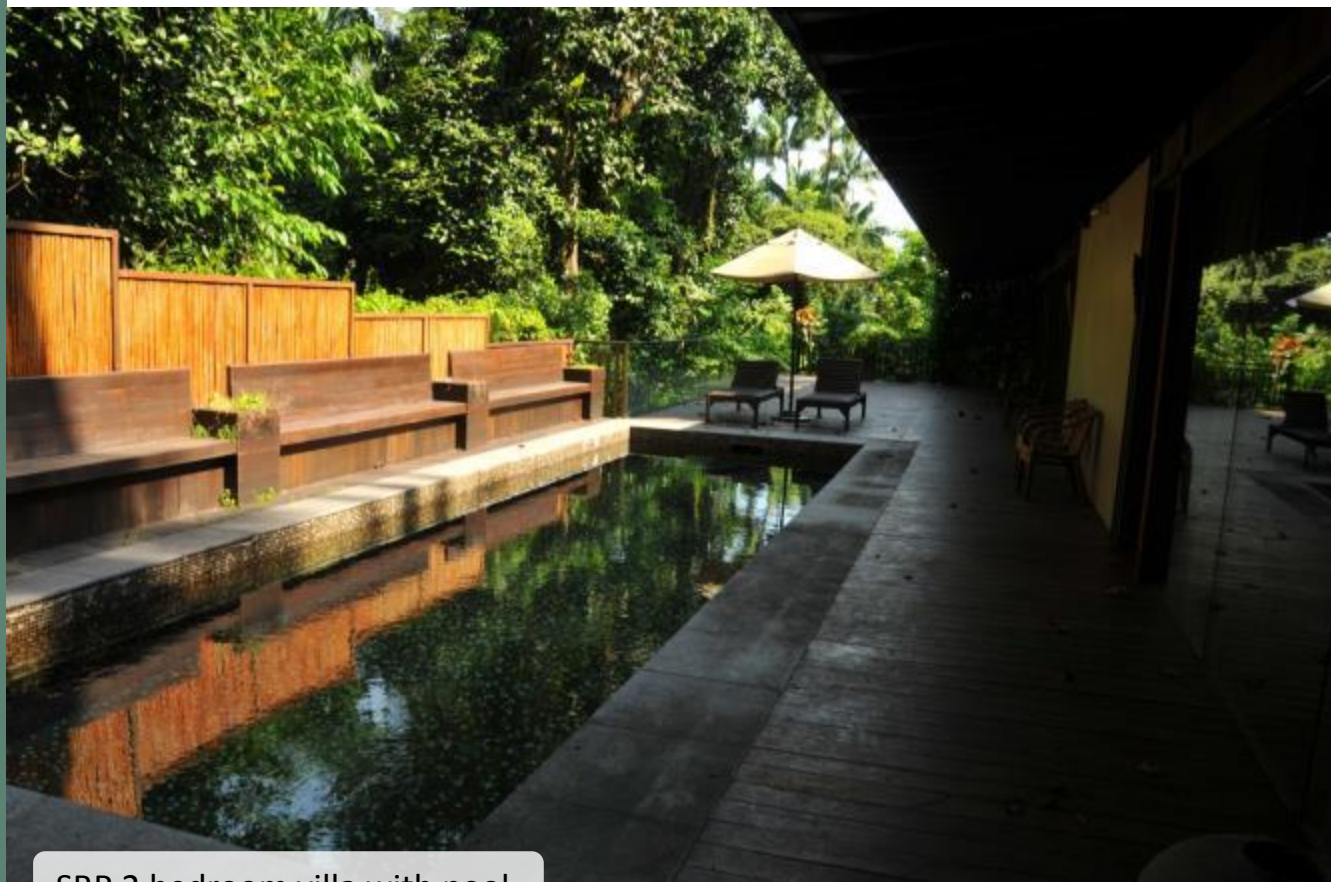
Luxury villas with a very special touch

While offering 12 luxury high end villas to its guests, the most unusual aspect of these villas is that most of them have several live trees passing straight through the living space. This feature was done as one of the extraordinary efforts to preserve the existing trees on site. It also provides a special atmosphere to the rooms.

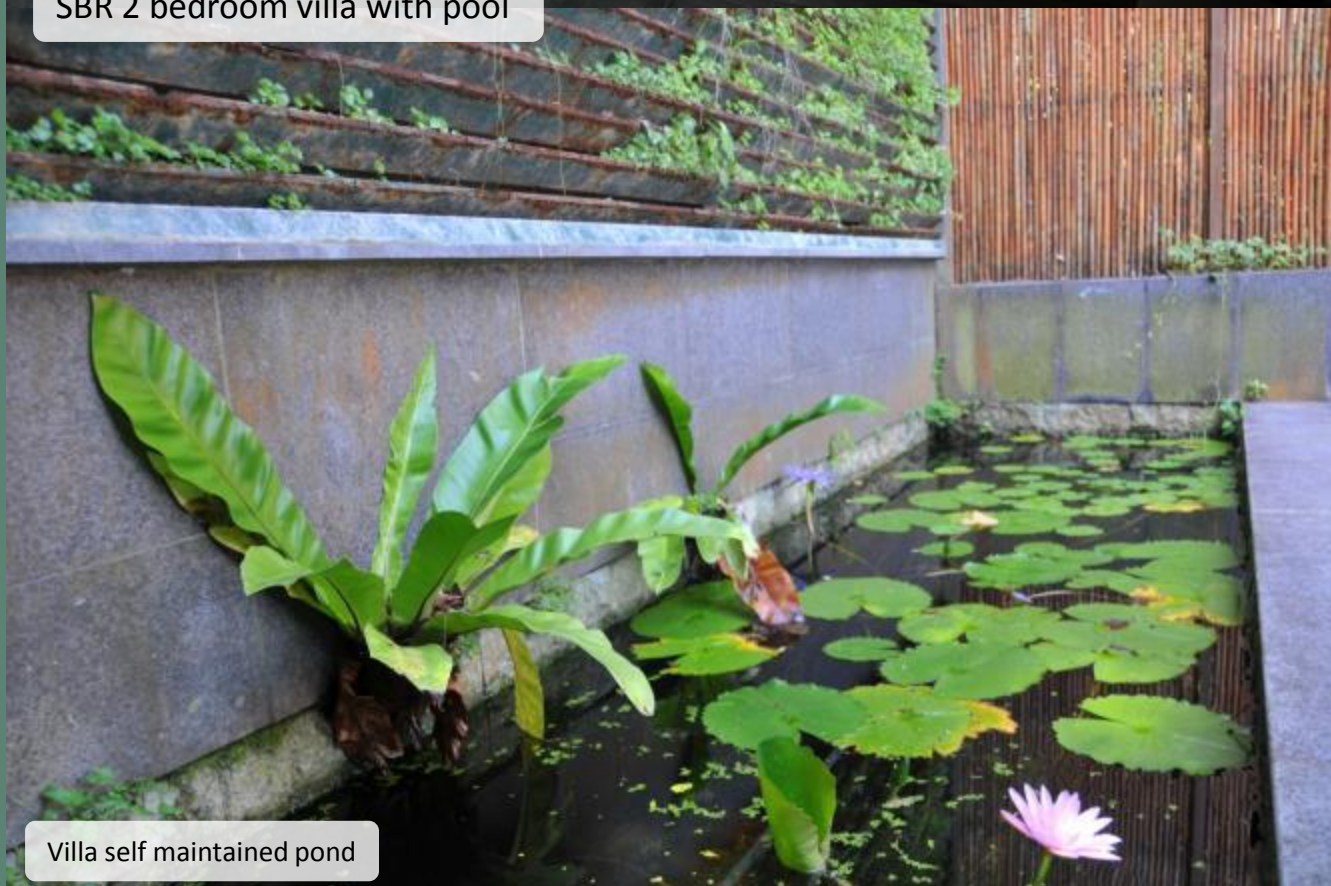
Our villas offer a unique retreat and peaceful atmosphere



Siloso Beach Resort
Staying for Good



SBR 2 bedroom villa with pool



Villa self maintained pond

Our Villa Wing



SBR Villa Wing



A truly unique retreat surrounded by nature...



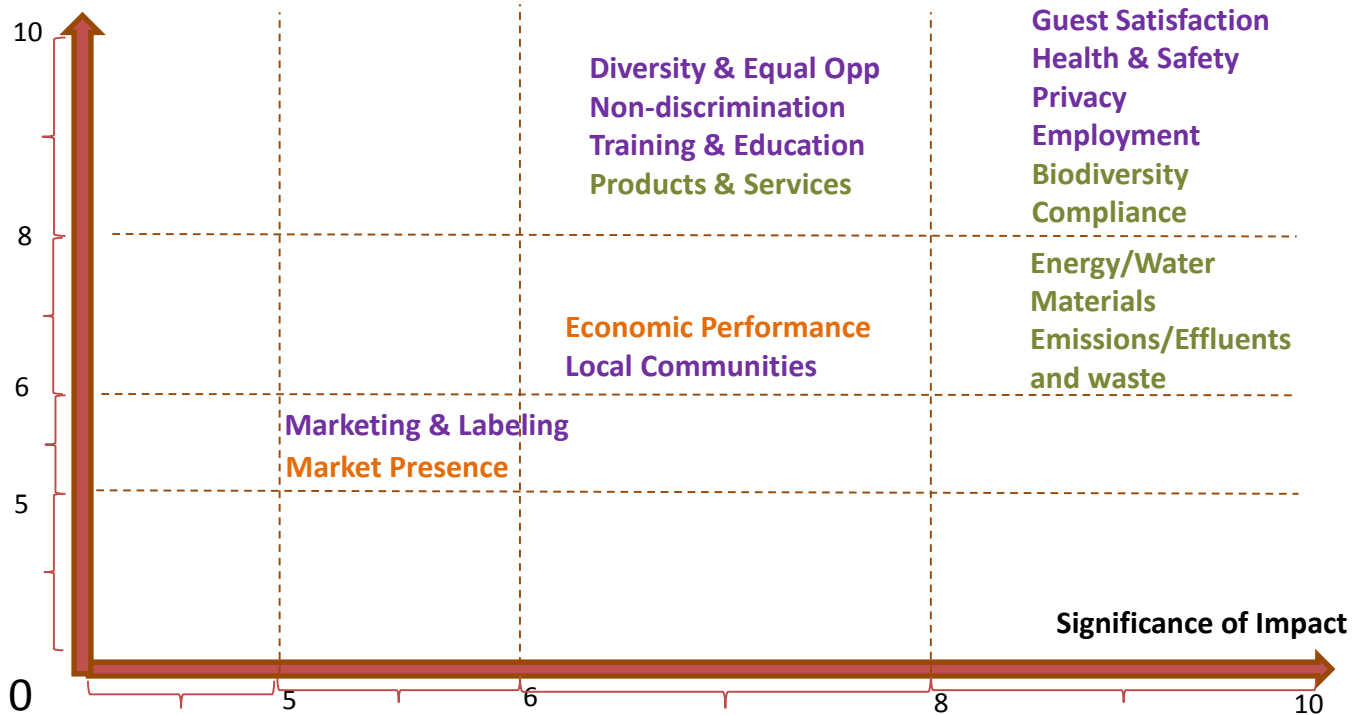
Elements of primary importance:

Of course as a business, our priorities are **not only** towards the environment. The below highlights a bigger picture of our priorities:

Through various surveys and internal discussions the below profile of materiality for the organization emerged. While **all aspects listed below are important to SBR and its stakeholders**, we can within this shortlist assign areas of importance based on the compilation of both SBR's as well as stakeholders preferences.

- **Economic:** It is probably surprising to most people that SBR does not see marketing or financial profit **as its top priority**. SBR has always been more of a social enterprise rather than a for profit business. It is important for SBR that its business is self-sustaining and from a financial point of view the hotel has been doing reasonably well since it started business which can be seen as a good example that a business applying sustainability practices can also do well financially.
- **Environment:** As an eco-resort, the environment is a top priority, thus almost all aspects were included.
- **Social:** It is not surprising that as a hotel, **guest satisfaction, safety, and employment** rank high. Many other important social aspects were not included in the assessment, as they are already well regulated in Singapore, and thus were not a significant concern to SBR or its stakeholders. These include aspects related compulsory labor, collective bargaining, anti-competitive behavior, public policy, child labor, and indigenous rights,

Significance to stakeholders



Economic

- 1 Economic Performance
- 2 Market Presence

Environment

- 1 Materials
- 2 Energy/Water
- 3 Biodiversity
- 4 Emissions/ Effluents and Waste
- 5 Products and Services
- 6 Compliance

Social

- 1 Employment
- 2 Occupational Health and Safety
- 3 Training and Education
- 4 Diversity and Equal Opportunity
- 5 Non-discrimination
- 6 Local Communities
- 7 Marketing Communications
- 8 Customer Health and Safety/ Customer Privacy

Description of the most important risks and opportunities for the organization arising from sustainability trends

SBR is conscious that many sustainability trends both local and international are a risk to the business but SBR tends to see them as opportunities. The below points highlight what SBR has identified as major risks to its operations both in the short and long term and the opportunities that they create.

Risks	Opportunities
<p>Climate change related risks:</p> <ul style="list-style-type: none"> -Sea level rise (as a beach resort, SBR is very concerned about this trend). -Increase of occurrence of vector borne diseases (e.g. Dengue). As SBR’s facilities are on a densely vegetated terrain, increase of mosquito occurrence is a concern. -Rise in ambient temperatures (and therefore rise in energy needs) . -Implementation of more severe government tax on aspects such as emissions, water consumption in response to mounting environmental pressures. 	<ul style="list-style-type: none"> -Opportunity for Investment in Cleantech in anticipation of rising energy costs. -Opportunity for partnerships with various stakeholders in raising awareness on these topics.
<p>Global financial instabilities:</p> <p>World financial instability. As a business significantly dependant on foreign tourists, financial crises have a direct impact on SBR’s operations.</p>	<ul style="list-style-type: none"> -Opportunities to secure business sustainability by diversifying the business
<p>Local pollution</p>	<ul style="list-style-type: none"> -Opportunities to invest in cleaner technologies and anticipate for future pollution taxes



Prioritization of key sustainability topics as risks and opportunities

SBR addresses sustainability topics in a very holistic way. Its approach is not just focused on local issues but also on international sustainability aspects.

SBR has identified the following aspects as priorities:

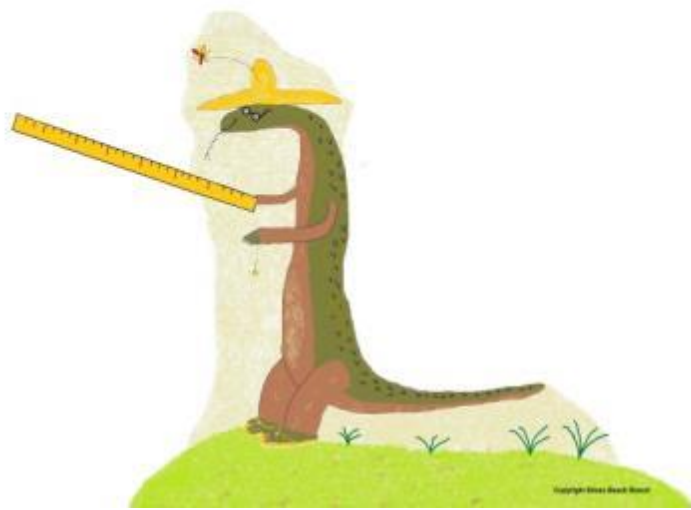
- Global Climate Change;*
- Global Biodiversity Loss;*
- Global depletion of fresh water resources;*
- Operations Financial growth.*

SBR believes that it can play its role in all of the above to various extents (mostly by raising awareness on the issues), however it also believes it can be more effective by focusing on particular aspects. For this reason, **biodiversity issues** have been chosen as SBR’s primary focus point.

Targets, performance against targets, and lessons learned for the current reporting period

SBR is very target oriented. The following sections highlight these targets

Prof Monitor “At SBR we set up regular targets because we believe that it is important to have a focus point to aim for in both the short and long term. By setting up yearly targets we are able to achieve greater results than if we were to try to do everything at the same time (a bit like what Squirzy does!). On the other hand by also setting up longer term targets we can track where we are going in the future and adjust our yearly targets accordingly”



Targets



SBR is very target oriented, every year old targets are reviewed and new ones are set. SBR has in fact been setting itself targets since its conception and has an excellent track record of meeting the targets that it fixes itself.

Below is a list of our latest targets which have been set over the years. Most of these targets have been achieved.

A list of targets set for years prior to the reporting period are available in annex

Targets for the 2018 – 2019 reporting period:

Component	Target	Comment
Marketing	To increase targeted marketing with regards to the villas and functions	Ongoing / Continued from previous year
Financial profit	To remain stable with regards to previous years income and possibly increase sales	Ongoing / Continued from previous year
Guests satisfaction	To improve guests satisfaction through room renovations and improvement of the café area	Ongoing / Continued from previous year
Service quality	To improve service quality through training in housekeeping and F&B	Ongoing / Continued from previous year
Safety	To remain current safety standards and continuously mitigate risks	Ongoing / Continued from previous year
Regulatory requirements	To remain compliant with all local regulations	Ongoing / Continued from previous year
Energy Consumption	To maintain the current energy consumption levels and possibly improve	Ongoing / Continued from previous year
	Implement energy audit for chiller system	Ongoing / Continued from previous year
Water resources	To maintain the current energy consumption levels and possibly improve	Ongoing / Continued from previous year
Carbon emissions	To maintain the current carbon emissions levels and possibly improve	Ongoing / Continued from previous year

Targets



Targets for the 2018 – 2019 reporting period (continued):

Component	Target	Comment
Employees satisfaction	To improve employees satisfaction through benefits review and activities	Ongoing / Continued from previous year
Customer feedback	To improve response time to feedbacks to less than 24h	Ongoing / Continued from previous year
Innovation and R&D	To continue R&D on aspects such as food waste and small scale renewable systems	Ongoing / Continued from previous year
Social responsibility	To continue hiring people with special needs and maintain over 15 % of workforce	Ongoing / Continued from previous year
Environmental outreach	To continue to outreach through the biodiversity.sg platform	Ongoing / Continued from previous year
Waste generated	To maintain current levels or even reduce the amount of waste generated	Ongoing / Continued from previous year
Onsite biodiversity	To continue with sustainable pest control practices and enhance landscaping initiatives	Ongoing / Continued from previous year
Ethical business practices	To continue to comply with all ethical regulations and even exceed them	Ongoing / Continued from previous year
Suppliers	To work towards gradually phasing out products using unsustainable palm oil	Ongoing / Continued from previous year (modified to allow for sustainable palm oil products)

Setting ourselves new targets year on year helps us keep focus

Our swimming pool is one of a kind



Siloso Beach Resort
Staying for Good



Our swimming pool is **the heart** of our resort

A Jungle Resort



SBR Central space



At SBR, the vegetal coverage is so dense that most of our buildings & structures appear **hidden** in the vegetation



In addition to being an enjoyment for our guests, our waterfall is also part of an innovative swimming pool treatment system

Siloso Beach
Resort

Targets for the next reporting period and mid-term objectives and goals (i.e., 3-5 years) related to key risks and opportunities.



Category	Targets
Natural resources	Reduce the use of natural resources by another 3% (relative to previous reporting period)
Atmospheric emissions	Reduce carbon emissions by 3% (relative to previous reporting period)
Land disturbance	Continue to increase vegetal coverage by 3% through roof top gardening and use of other existing surfaces
Noise	Keep noise levels at current
Water consumption	Reduce tap water consumption by 3% (relative to previous reporting period)
Water contamination	Further improve the treatment of waste water from the resort before being discharged (e.g. further improve grease trap treatments)
Wastes	Reduce waste by another 3% (relative to previous reporting period)
Biodiversity	Continue to increase biodiversity by providing new habitats for species
Energy use	Further improve energy efficiency through Cleantech. Reduce by 3%



Global Biodiversity Loss:

•**Objective:** Preservation of biodiversity remains a key aspect of how SBR operates. SBR is committed to preserve a rich biodiversity on its premises and to actively promote global biodiversity conservation through outreach programs.

•**Goal:** SBR will continue in its efforts to preserve and increase habitats on its premises in order to host a variety of species. This includes the preservation of existing trees and ponds and their associated species.



Operations financial growth:

•**Objective:** SBR takes the concept of sustainability in a holistic way which encompasses not only environmental and social issues but also financial sustainability and economic growth. SBR intends to continue its business in an environmentally and socially sustainable way while remaining financially viable.

•**Goal:** SBR intends to continue to grow the business and achieve long term financial growth.

Depletion of fresh water resources:

•**Objective:** At SBR the water management is already very good and tap water consumption very low for an hotel of its size. SBR will however continue to intensify efforts to even push the water saving initiatives further by both improving on water efficiency and by maintaining the health of its spring water reservoir.

•**Goal:** Invest in Cleantech to better control water consumption in guest rooms (where most of the current tap water consumption occurs).

Reducing by 3% may not seem much but because our waste, water and energy usage is already very low it is actually a challenge



Mid term objectives and goals

Global Climate Change:

•**Objective:** SBR takes the risks posed by climate change seriously and will continue to develop by integrating elements which will both reduce its carbon emissions and provide adaptive advantages to a changing environment.

•**Goal:** In the medium term SBR intends to become a carbon neutral hotel by offsetting its emissions.

Governance mechanisms in place to specifically manage these risks and opportunities, and identification of other related risks and opportunities.

Governance mechanisms:

SBR believes that the approach is to integrate ways to manage these risks within the long term plan of the organisation rather than to ignore them. **A long and slow adaptation is a better path than a sudden and unplanned change.**

The risks identified as significant are taken into consideration during sustainability committee meetings and minimisation targets are set to address these risks.

Previously set **targets and goals** are then reassessed during the next meetings and a new set of targets and management decisions are taken to best address these risks.

Other related risks and opportunities

In addition to the primary risks and opportunities identified, SBR has also highlighted other elements

Risk	Opportunities
Safety at work (HSE)	To take appropriate measures to ensure a first class safety environment for its staff
Guests safety	To ensure that the place is safe for the guests
Development of new hotels in Singapore	To make the business even more competitive especially by focusing on our eco concept
New government rules on foreign hires	To put more emphasis in developing a local work force
Increase guests expectations	To put further emphasis in improving quality of services and facilities
Humidity related issues in hotel facilities	To redesign aspects of the resort in order to cope better with such issues
Potential Burglary issues	To further improve safety onsite through greater surveillance and monitoring



Prof Monitor: "At SBR risk management is a constant process which is governed by the Sustainability committee. Constant adjustments and reviews allow a sustained growth"

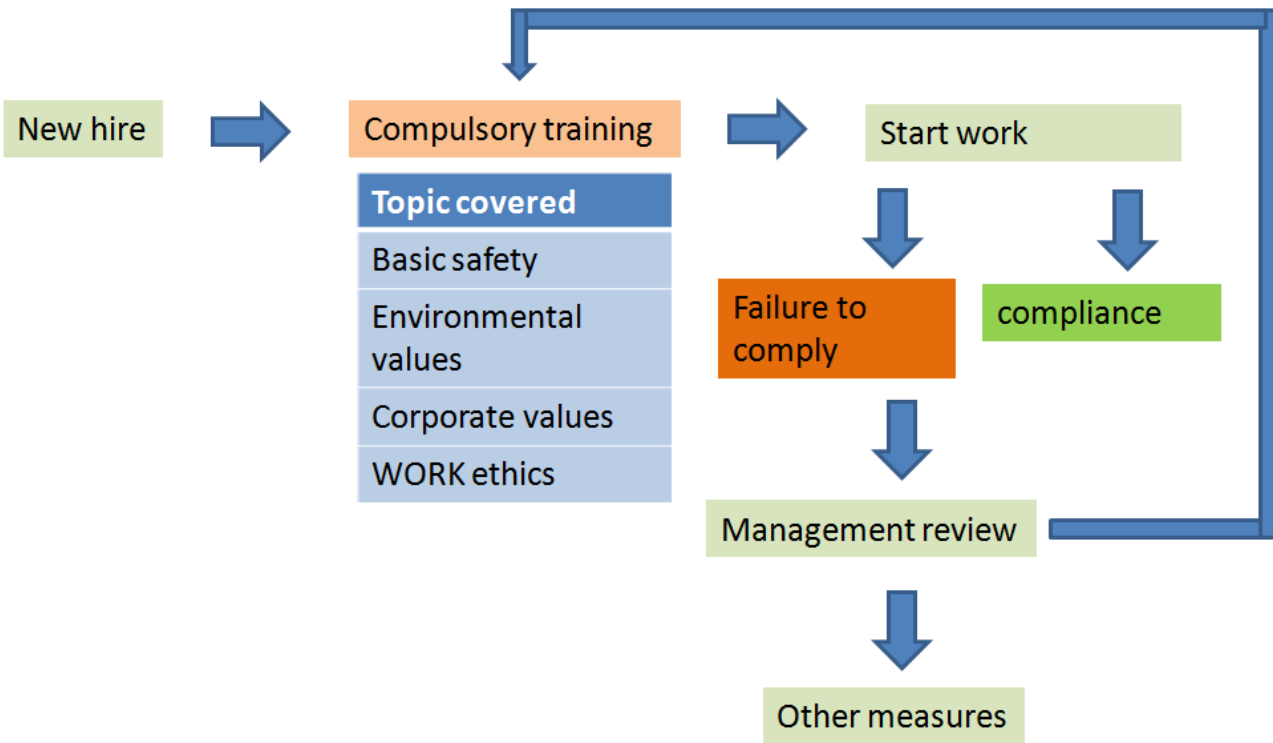




Our open concept corridors

SBR's Open Concept

Many places at SBR adopt an open concept, should it be for the corridors, the café area and other public spaces. This concept allows amongst other benefits to have a feeling of being surrounded by greenery



SBR has **a well-established code of conduct** which covers principles relevant to economic, social and environmental attributes.

These guidelines are compulsory and applied throughout the departments. **General orientation**, covers: safety, environment training , work ethics, corporate values

Squirzy: “Prof monitor, why is it so important for new hires to learn about the cultures and unique practices of Siloso beach Resort?”

Prof Monitor: “Well Squirzy you see we want all our employees to understand what is so unique about this place so that it not only affects their own behaviors at work but all in order for them to be able to tell the story to our stakeholders. As such, our employees are not only deployed to specific tasks within the organization but actually become ambassadors of the sustainability cause!”



GOVERNANCE

102-18 Governance Structure

Senior Management:

Siloso Beach Resort is a family owned and operated business. Senior management (responsible for executive decisions) comprises of **family members:**

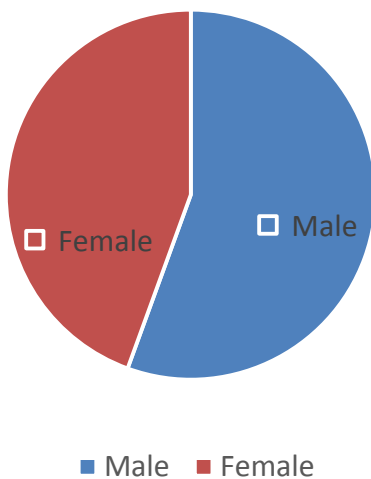
- Chairman/Owner
- Managing Director/Owner
- Sales and Reservations Manager

As a small family run organization, the number of company executives is limited and comprises of a majority of male representatives. Ratio 2:1

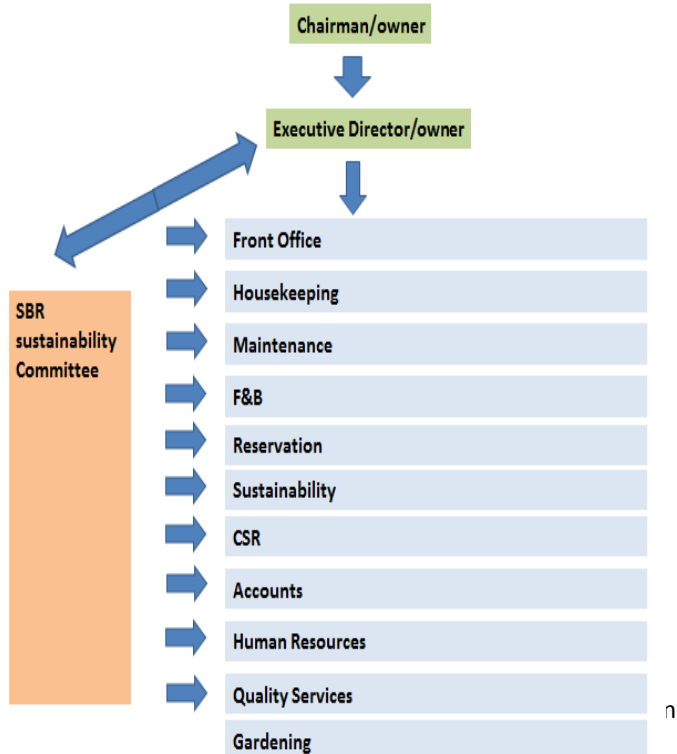
Senior advising group is comprised of a **Sustainability Committee**. Decisions of the committee have influence on family members decisions.

The Sustainability Committee is responsible for analysing key executive decisions on **economic, environmental and social impacts** in the organisation. Below shows the gender ratio in the committee.

The **Sustainability Committee** comprises of 9 members of which 5 are male and 4 are female:



102-19 Delegating Authority



is responsible for executive decisions. The Sustainability Committee comprises of senior executives and the decisions and conveyed to employees in various departments.

102-20 Executive-level responsibility for economic, environmental, and social topics

SBR is a family owned and managed resort hotel. **SBR does not have a unitary board structure.**

GOVERNANCE

102-21 Consulting Stakeholders on Economic, Environmental, and Social Topics

Shareholders engagement:

SBR has various mechanisms in place to collect feedbacks from its stakeholders which includes service providers, suppliers and hotel guests.

Hotel guests are able to provide feedback through various means which include :

- Pre established feedback forms** available in every room and which are then collected by the staff during room cleaning;
- Approaching one of the staff** directly who will then report to their department managers;
- Websites:** The resort’s website provides various sections especially designed to collect feedbacks as well as through third party sites such as TripAdvisor which allows guests to review the hotel. SBR regularly scans these sites to gather feedback and take corrective action if necessary.

“but Prof monitor I always thought you were the highest authority here at Siloso Beach Resort! Now I’m confused! Are you still the one I need to ask permissions to climb trees, pick up nuts or even play with the guests?”



Prof Monitor: “No worries Squirzy, you can still ask me but I also have a boss I need to report to from time to time. Actually everyone has a boss here even the owner himself because the real boss is our guests! Yes, you heard me the guests, because without them there wouldn’t be any business you see so we always listen to what the guests have to say first before we make any decisions here”

102-22 Composition of the Highest Governance Body and its Committees

SBR is a family owned and managed resort hotel. **SBR does not have a unitary board structure.**

- Report the composition of the highest governance body and its committees by:
- Executive or non-executive
 - Independence
 - Tenure on the governance body
 - Number of each individual’s other significant positions and commitments, and the nature of the commitments
 - Gender
 - Membership of under-represented social groups
 - Competences relating to economic, environmental and social impacts
 - Stakeholder representation

102-23 Chair of the Highest Governance Body

The chairman, Mr Ng Swee Hwa, is also an executive officer in the organisation.

Highest authority in the organisation is by the owner himself, which is also an executive officer in the organisation.

The reason for this arrangement is that SBR was built from the very beginning with direct guidance from the owner to make SBR a very unique hotel with a strong commitment in sustainability and environmental preservation.

As outsourcing an environmentally conscious management is proven very difficult to find, It was crucial that the owner and family members remained actively involved in the management of SBR in order to stay committed to preserving the environment and promoting sustainable practices.



GOVERNANCE

102-24 Nominating and Selecting the Highest Governance Body

SBR has a process in place in order to assign members of its various governance boards: Governance boards are comprised of advisory committees of which:

: Governance boards are comprised of advisory committees of which:

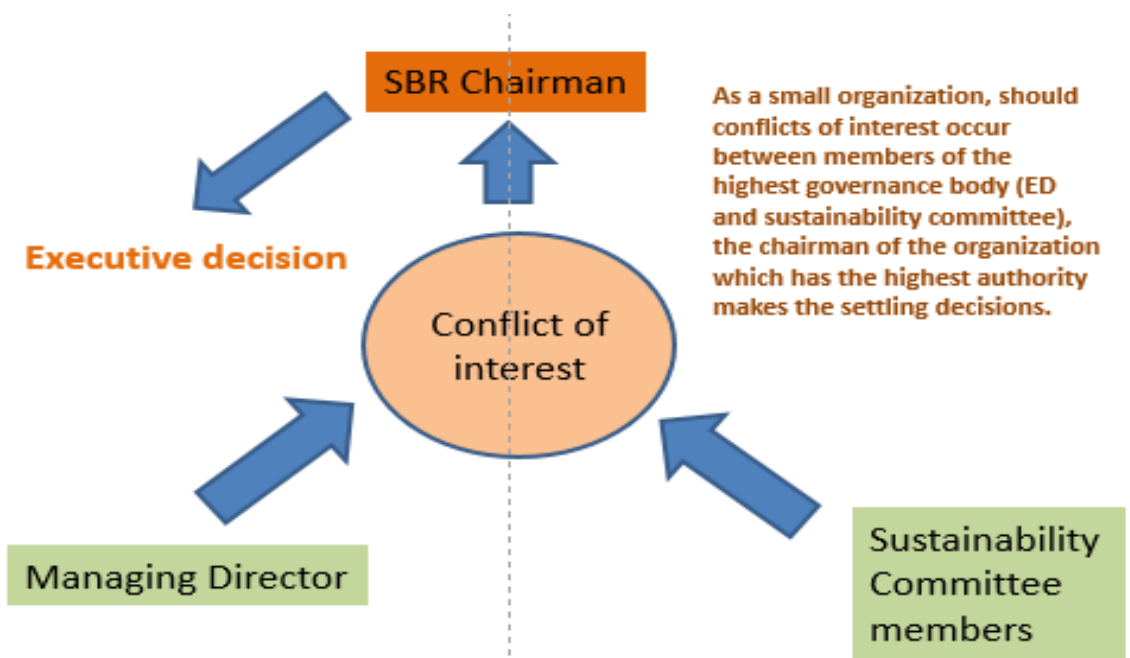
- The Sustainability Committee
- The Risk Management Committee
- The General Review Committee



New committee members are appointed for **a period of 2 years** after which their relevance on the board is reassessed.

Diversity: **SBR does not conduct gender discrimination** when appointing new members. Efforts are made to aim towards an equilibrium between number of man and women in the committees.

102-25 Conflicts of interest

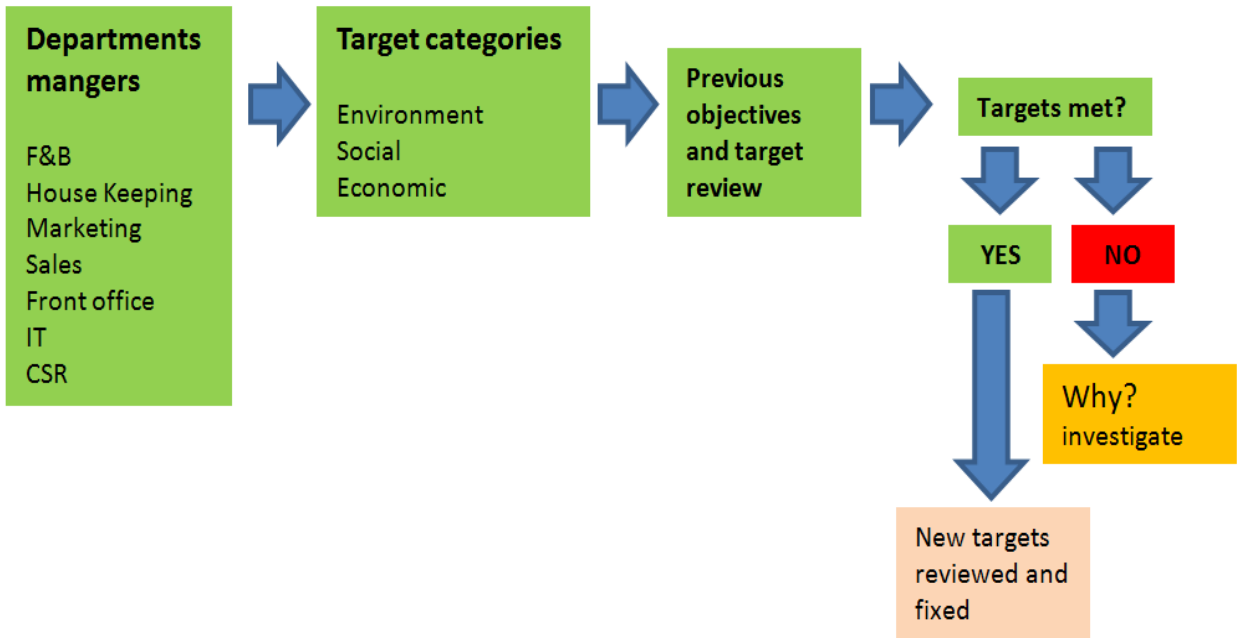




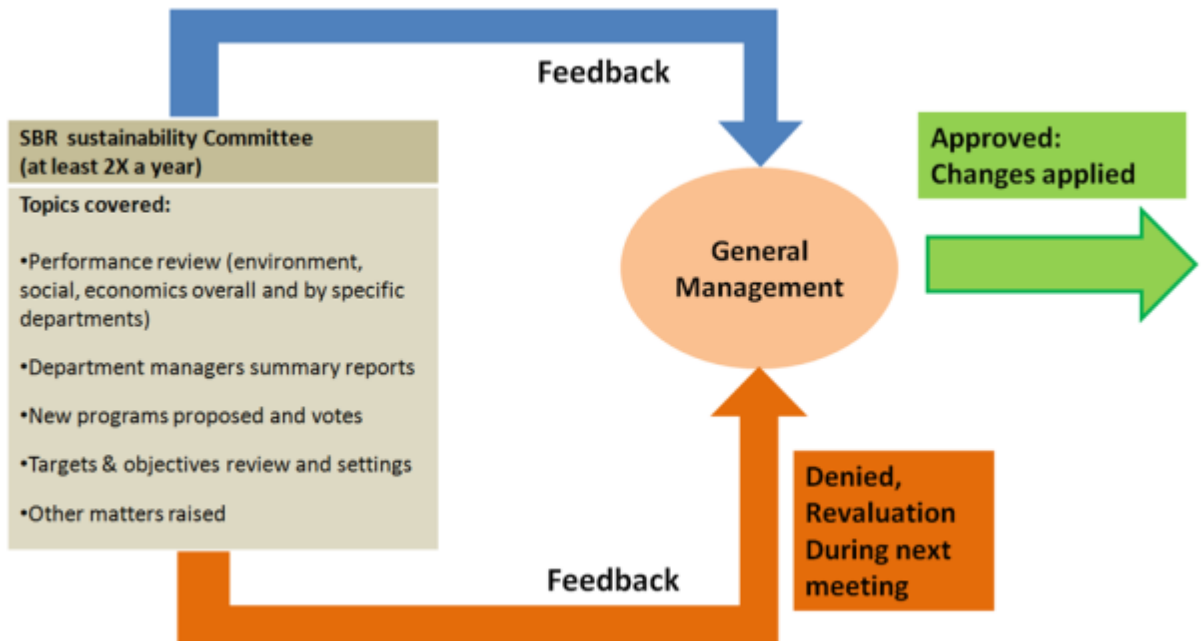
102-28 Evaluating the Highest Governance Body’s Performance

During meetings, the **performance of existing targets and objectives are reviewed**. Each department manager will then provide the results of the performance of previous fixed targets in the environment, social and economic aspects.

If previous targets have not been achieved, an investigation is launched to determine the reason and also to fix new targets.



A number of indicators have been put in place in order to regularly assess the performance of the organisation with regards to economics, environment and social aspects.





102-33 Communicating Critical Concerns

SBR has a well-established process for collecting feedbacks from its employees. In order to do this, regular meetings are organized at two levels:

Intra-department meetings: Managers of the different departments meet with their respective staffs to collect feedback. Feedback is then transmitted to the sustainability committee

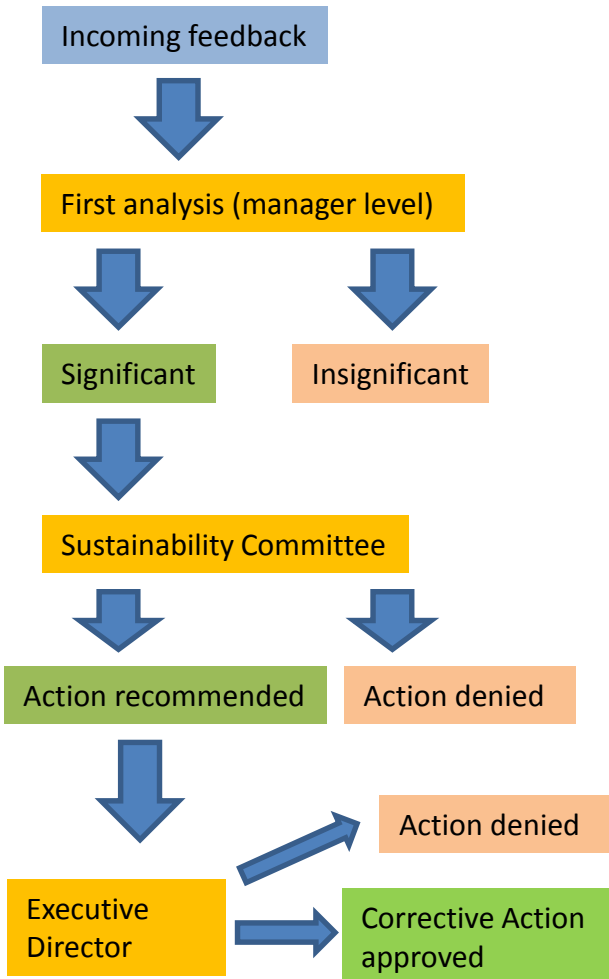
Inter-department meetings: These meetings involve departments managers with general management. Several committees have been established for this purpose:

- SBR sustainability committee
- SBR safety and risk management committee
- SBR Annual review committee



SBR has open policies with regards to collecting feedbacks from its employees

General feedback collection mechanism



A **feedback collection box** is another mechanisms for employees to provide feedback anonymously should they not wish to interact with the management directly.

Every feedback is taken seriously and analyzed by the management which will then decide of an appropriate action

SBR Feedback collection box

Prof Monitor: "Every feedback received at SBR is taken into consideration. Feedbacks which are judged significant and suggest corrective actions are analyzed carefully through an established mechanism. The sustainability committee ensures that decisions made are in the long term sustainability interest of the organization"





102-35 Remuneration Policies

Every employee of the company is subject to employees rules and regulations which include employees rights. These rules are highlighted in the employment contract and agreed between the employee and the employer at the time of employment.

These include (but are not limited to):

-Number of paid leave and holidays

-Fixed salary and bonuses options

•Compensation: SBR has flexible compensation options for various levels of management which are customized based on experience and qualifications.

•Departure arrangements: These are the same for all employees and are subject to one month notice. Other departure arrangements may occur and arrangements are made on a case to case basis.

102-36 Process for Determining Remuneration

SBR deals with remuneration on its own without outside consultants inputs. The salaries are set and benchmarked against standards in the industry. It is currently up to the management to finalize and adjust salaries based on aspects such as performance, level of experience and education.

Linkage between compensations

Level	Compensation
Highest governance	Highest governance is the owner of the company. Compensation is not fixed but proportional to company profit as per shareholders stakes
Manager	- Higher base pay than executive and - More annual leave entitlement - Performance bonuses
Executive	- Monthly pay package - Annual leaves entitlement - Performance bonuses
Others Rank and File	- Monthly pay package - Allowance - Performance bonuses
Part timers	- Hourly rated - Allowance

As part of our compensation, all full time employees benefit from healthcare options



Squirzy: "of all the employees at SBR, I am the most generously remunerated. My package comprised a daily bag of fresh nuts! In addition I also get performance bonus in the form of fresh fruits which hotel guests are usually quite keen on giving me for just showing up and agitating my tail...what a hard life!

SUSTAINABILITY IN HOTELS

Originally published by SBR for GreenPearls



Siloso Beach Resort

Staying for Good

The hotel industry is one that is rapidly expanding and not without significant environmental and social impacts. There are still countless hotels which choose to develop in remote environments without adequate measures and development objectives that protect the environment and local communities. This trend should change as hotels are in a unique position to educate and lead change towards more sustainable concepts and practices.

Every business line addressing sustainability faces unique challenges and opportunities. Hotels is a very unique business sector that both offers great challenges and huge opportunities through the adoption of a sustainability strategy. While many businesses would only deal with specific industry sectors and stakeholders, when it comes to hotels the sectors of influence are very broad and could drive large scale changes in practices from multiple angles. Indeed, hotels are offering unique educational grounds considering the large number of people from all around the world which transit through them. Despite this simple fact very few hotels have to date taken the sustainability agenda beyond regulatory or compliance requirements.

General confusions on sustainable hotels are apparent. Here a sustainable hotel would be defined as an entity continuously looking to minimize its impacts on the environment and society while maintaining a healthy business model. It is not a single achievement but a continuous improvement strategy.

It makes business sense

We have heard the same story countless times that adopting more sustainable practices also makes good business sense but this statement is especially true in the hotel industry. Indeed hotels are high consumers of water, energy and waste within a relatively small surface area, therefore reductions in consumption effectively translates to significant financial savings.

Hotels are intensive ventures where it takes many years to recover the initial investment. The time for recovery can be significantly cut short through operational savings in energy and water costs predominantly as well as other areas.

Furthermore, tourism predictions point to the fact that the demand for sustainable tourism is expected to rise significantly in the coming years, therefore adopting more sustainable practices not only provides direct cost savings but will also increasingly serve as a key sales point driving business growth.

Another trend is the fact that more and more travellers are looking to escape their busy city urban jungle lives to hotels which provide an immersion back to nature. The search for pristine environments with fresh air, living trees and sites which still hold a diversity of species is becoming the new luxury trend. As people will increasingly move to densely populated cities, this aspect will become more and more apparent.

A holistic approach is key

Most hotels sustainability programs are often only focused on water and energy and sometimes waste as well. While return on investment can be achieved faster through these aspects, there are a range of other aspects hotels should look seriously into which have important implications on the sustainability of the business.

Below are certain key elements which can serve as a general sustainability framework which we will here refer to as the generic DRSO-approach(TM):

1) Design: the sooner a hotel can look into sustainable consideration the better it is as only so much can be achieved post construction. If an establishment can start at the design stage than a great deal of efficiency can be achieved passively. Aspects such as maximizing open spaces, preserving trees on site (if any), designing the spaces to make the most use of natural lights and cooling will be key contributors in the overall efficiency of the buildings (and thus cost savings).



2) Construction: Construction is also very important as many environmental impacts would happen during this phase. There are many aspects that can be looked into to minimize impacts; from training of the construction team to avoid environmentally destructive practices, setting specific guidelines and putting additional monitoring measures. Very important is also looking into the raw materials used for the built structures as hotels can make use of a significant amount of recycled items without affecting the quality of the structures and comfort. Cost can also be reduced through such practices.

3) Retrofitting: The next logical phase is to retrofit the newly built facilities with technologies and appliances which are energy and water efficient. If well planned actually most of a hotel efficiency should be by design (passive efficiency) however this can be further improved through technological inputs. Areas of focus are light fixtures, chiller systems, pumps, water heaters which all can be customized for greater efficiency. If the conditions are suitable, renewable energies should be looked into as well.

4) Setting the management: Moving from the hardware elements equally important is to look at how the hotel will be managed. A hotel could be built in the most sustainable way but if it is not managed with a similar mind-set it is wasting the efforts. Management is crucially important and the sustainability agenda should be an integral part of the business model affecting the core decision framework rather than just be a departmental affair. Building a culture of sustainability within the organisation takes time and requires a bottom up approach in which every employee can contribute.

5) Outreach: last but not least is setting up outreach programs which could be in the form of a CSR agenda. While a hotel can greatly influence through its in-house activities sharing best practices achieved within but also much beyond the boundaries of the hotel is the next phase. Hotels can use their facilities as education grounds as well as test bedding of innovative technologies and also develop their own educational programs.

A unique potential to educate

Hotels have a unique opportunity to act not only as leisure environments but also as educational centres. The reason for this simply relies in numbers; indeed considering the number of people who transit through hotels around the world at any given time from very different backgrounds and origins the potential to educate is enormous. If only a small fraction of transiting hotel guests would retain something from their stay through educational programs this would already be a significant achievement.

Providing information passively is a specific challenge to this industry sector. Indeed, as people pay to stay in hotels they may not be interested to be bombarded with information they did not ask for. The information can however be displayed and provided in a non-intrusive way which always gives the guests the option to either learn from it or ignore it. This mind-set is very important when setting educational programs for hotels. Examples would include the use of in house TV channels, booklets or display boards throughout the facilities.

Hotels can educate on a range of subjects preferably on issues which are in line with their surrounding and business model. For instance an eco-hotel could choose to educate on environmental sustainability whereas a city hotel could educate on the cultural heritage of its given location. Considering their unique transitional position, any given hotel should at least have some educational focus!

Customisation

While a general framework (DCRSO – approach™) acting as a “magic recipe” for a sustainable hotel sounds convenient, like with other businesses it does not work this way and customization is key. Indeed, while many hotels would be quite similar in their built structure and locations (e.g. a typical city hotel), many hotels are actually in unique sites and using unique designs which require customization if looking into a sustainable approach.

SUSTAINABILITY IN HOTELS



Siloso Beach Resort

Staying for Good

Opportunities on a given site will only be available to certain; for instance a site on a beach front could benefit from sea breezes as a central cooling mechanism and the design developed around this concept whereas a hotel near a lake could make use of the fresh water for cooling systems, irrigation and consumption; geothermal energy could be available to some while solar or wind would make more sense to others and so on...the location of the site should shape the sustainability strategy.

The initial assessment of the site at the earliest stage possible is crucial to maximize the potential in terms of sustainability and being able to make the right initial choices.

Pushing the concept

While the vast majority of hotels would simply adopt a basic sustainability strategy focusing on energy-water and waste efficiency, the opportunities to go much beyond are limitless. Design can be customized to the extent of greatly benefiting the surrounding environment and communities.

Some examples of meaningful initiatives could include (but are not limited to): renewable systems that produce onsite energy and redistributing the excess to the grid; purifying rainwater and distributing the excess to the community; providing and enhancing natural habitats to shelter a rich degree of biodiversity for instance through the preservation of trees, creating or preserving water ponds or installing extensive rooftop gardens; collecting the food waste from hotels restaurants and reusing the waste for composting/gardening or biogas production...

Squirzy: "Prof monitor, I really like this story it sounds very familiar, why is that?"



Prof Monitor: "of course Squirzy, many of the elements contained in this article have been applied here at Siloso Beach Resort. The intent is here to share the best practices we have learnt here in order for other hotels to take on a similar path. The more hotels will adopt similar principals, the more positive impacts we will see in the world. It is all about sharing Squirzy!"

An ecosystems approach

While many hotels or in fact businesses in general would claim to have sustainability strategies without addressing biodiversity and ecosystem issues this is clearly not possible. Any business serious about sustainability should include biodiversity and ecosystems preservation/enhancement as a core element of their strategy. These two elements are complex and because of this most entities would rather just omit them from the equation; this is not sustainable!

While certain sites are more prone to conservation programs, making use of the ecosystem and preserving the inhabiting biodiversity can be adopted by any hotel. A city hotel for instance in a central urban location obviously will not have much terrain or biodiversity to preserve within its premises, however much can be done by incorporating elements in the design which will create species habitats. This may include making use of rooftop gardens, creating ponds or even developing conservation programs and partnerships beyond the facilities.

Last it is important to understand that sustainability in hotels is not about addressing targeted aspects such as most commonly energy and water but rather about a holistic approach which can only come from the understanding of the impacts and potentials unique to a specific hotel.



SBR CSR initiatives



The eco tours have taken place **since 2009**. The aim is to **showcase and share** the **sustainability** achievements at the hotel with various stakeholders in order to inspire others to embark on the same path. This program has been very successful and to date, **more than 21,000 people** from university students to fortune 100 companies top executives have attended the tours.

Purpose

We use **the resort** and its environmental aspects as **a case-study** for the environmentally sustainable business model. The aim is **to create awareness of environmental issues and help to develop more compassion for the environment.**

Duration

1.5 to 2+ hours, followed by 15 minutes for Q&A.

Who?

The Eco Journey is targeted towards company groups and students, however, we offer it to anyone who is interested in environmental sustainability. This includes stakeholders like our guests, partners, and suppliers. Our tours have attracted many primary, secondary and polytechnic students. We are able to **tailor made the program** to include more educational levels.

The Program

The Eco Journey has 8 major “stations” or areas of interest all around the resort.

- Introduction – Explains the purpose of the tour, the general eco-concept, and the guidelines for constructing the resort.

- Villa Wing – This area aims to showcase blending leisure with nature, with trees even incorporated into the design of buildings.



Siloso Beach Resort

Staying for Good

- Rooftop Terrace – A stunning view of the South China Sea, and below our 100m long self-maintenance rooftop garden.
- Green Sanctuary – This area is where our own gardening staff grow plants and herbs for use around the Resort.
- Sustainable Farming – Learn more about the healthy vegetables that are grown on our rooftop.
- Landscape Pool – A unique swimming pool that is better for both people and the environment.
- Wormery – Learn how our earthworms turn food waste into organic compost fertilizer for our plants.
- Natural Filtration Pond – Learn how our spring water will undergo sand, vegetation and animal filtration. Learn the importance of the Tilapia fish in our food waste recycling program.
- Al Fresco Café – Learn about how we apply the 4Rs (Respect, Reduce, Reuse, and Recycle) in our Café.

Cost: The tour is **free** as it is **one of our CSR initiatives** to promote compassion for the environment and to educate our participants about various environmental challenges that our world is facing right now. There is a small fee to enter Sentosa Island but entrance is free if you walk in through the boardwalk.

Events sponsorships

SBR regularly financially supports meaningful events.

Below is a list of **some** of the latest events SBR has financially supported:

- PUB’s Friends of Water Networking Session (2014)
- Singapore Packaging Agreement CEO’s Luncheon (2014)
- Singapore Compact’s International CSR Summit (2010, 2011, 2012, 2013)
- Sentosa’s Clean and Green Workshop 2012
- Singapore CSR Compact: “Sustainability is about Ecology, Economy, and Equity” event (2013)
- St Andrew’s Autism Centre’s Teachers and Coaches Day 2013

And many other causes...



SBR Eco Tours logo

- SBR Eco Tours were implemented since 2009, the tours have grown in popularity and a way to share its sustainability initiatives with various stakeholders.
- The tours have been well received by SBR's guests, saying it was their highlight of their stay here.
- SBR intends over the next years to continue to grow and develop this program especially in providing more customized tours for various groups (e.g. universities, corporate, young children...)
- We will continue to expand this program in order for it to reach out to as many people as possible.



Happy 21,000!

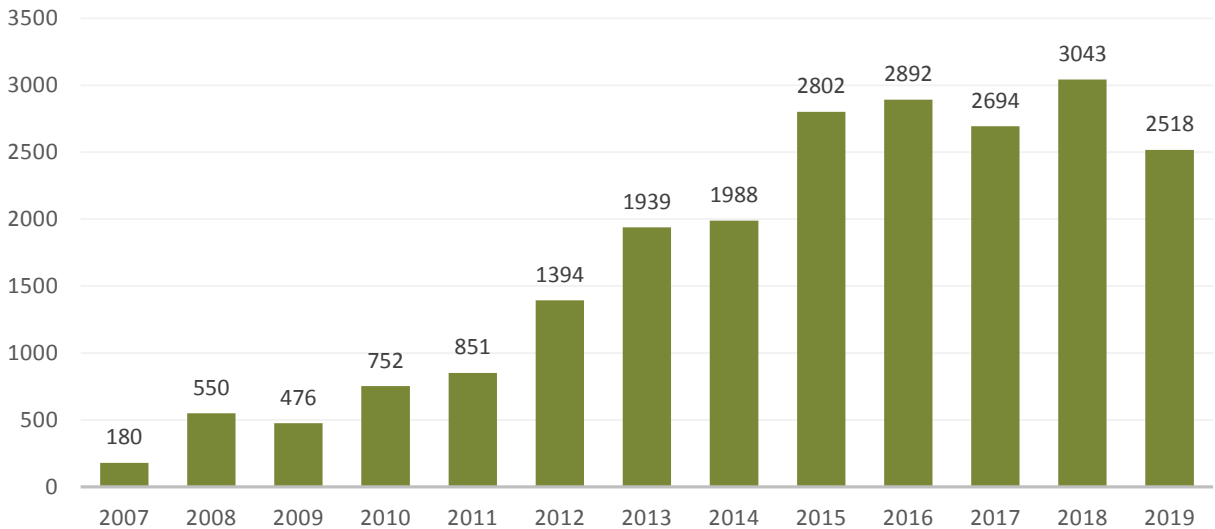


This year we are very proud to announce that (as of Dec 2019) our eco tour has officially registered more than 21,000 participants which have taken the tours!

Every tour that we conduct is synonymous with the success of sharing a cause which is close to our heart. We have many success stories to tell about this program and continuously receive feedbacks on people and groups which found that they have really learnt something useful. We are continuously adjusting this project to improve even further overtime..

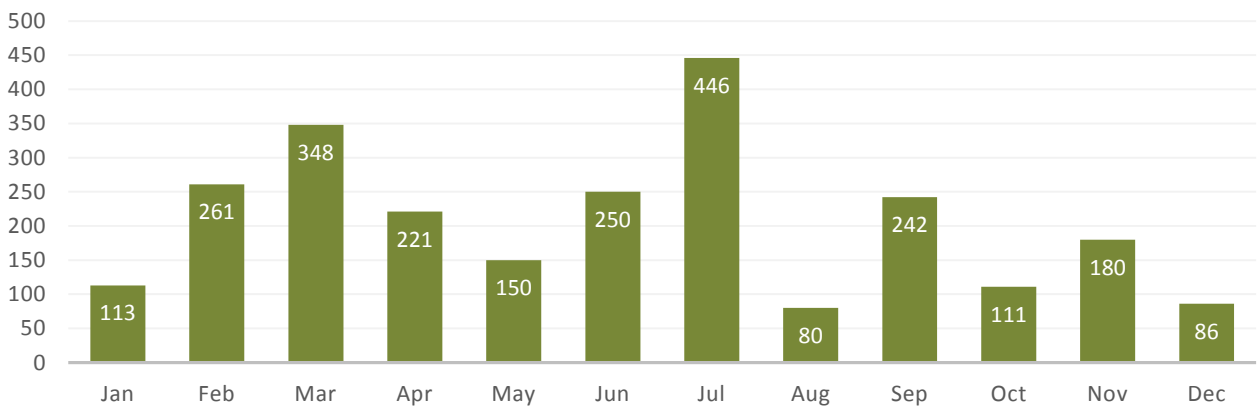
Eco Tour Statistics

Total Number of Participants (Yearly)



The number of participants for the Eco Tour has progressively increased over the years, from hundreds to thousands per year. A breakdown of the number of participants on a monthly basis in the year of 2018 is seen below.

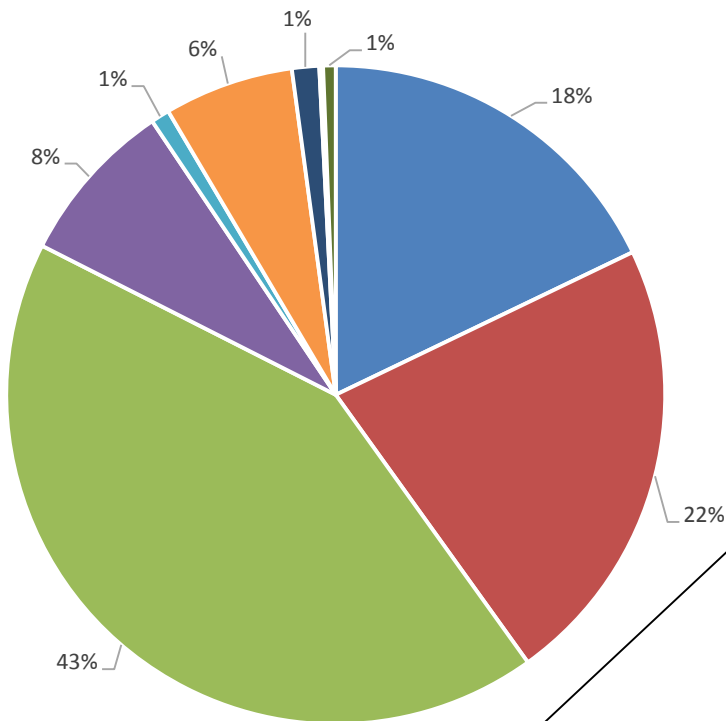
Total Number of Participant (2019)



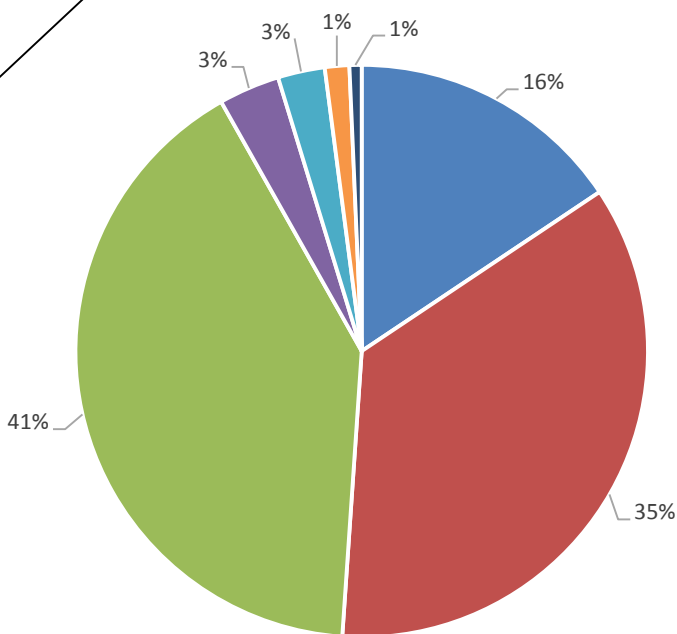


Eco Tour Statistics

Overall Group Type



2018 Group Type



- Hotel Guests
- Secondary School and Below
- Tertiary Schools/Universities
- Government Organization
- Non-Government Organization
- Corporates
- Community
- Media
- Staff

*Overall Group Type data reflects the cumulative number of participants between 2009 to 2018





Our reception area has recently undergone major renovations with the extension of the floor area by about double the previous space available. As part of the concept a large portion of the reception open space is now dedicated to a permanent exhibition dedicated to our eco tour and the special sustainability practices adopted by Siloso Beach Resort. The exhibit also intends to serve as a self eco tour for those who may not have time to take part in our daily guided tours. While the guided tours go into much greater details the exhibit provides an overview of what people may see around them during their stay with us.





www.biodiversity.sg

Recently, Siloso Beach Resort (SBR) has **developed** the Biodiversity website: biodiversity.sg, which it manages in collaboration with a range of institutions both in Singapore and internationally. The CSR project was developed during the International Year of Biodiversity in 2010 **to raise awareness** of the intensifying trend of the extinction of species on Earth.

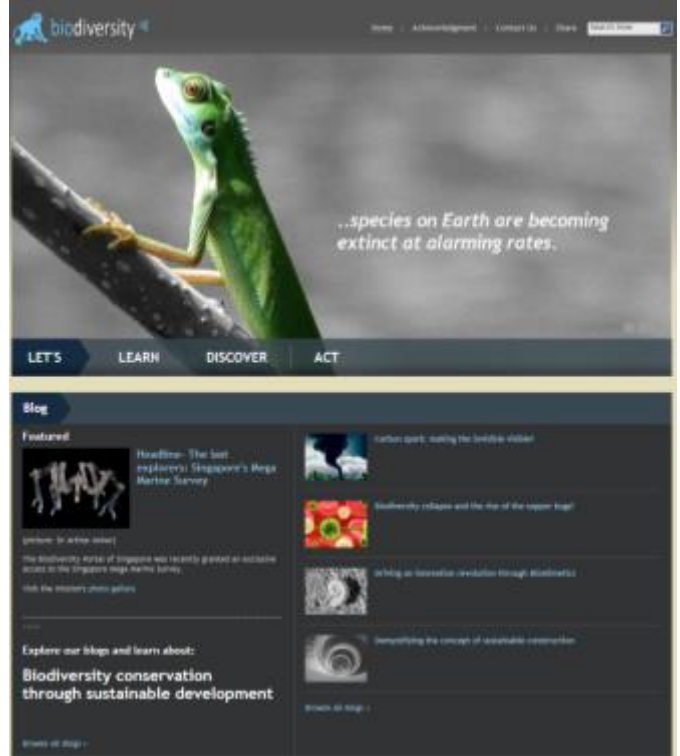
The portal was conceptualized and developed **based on a book**: “The diversity of Life on Earth: from Heritage to Extinction”. More than merely a unique educational platform on biodiversity, the website was specifically designed to serve as a hub for individuals and organisations willing to learn and act on the subject both locally and internationally.

The website has 3 main parts:

Learn – For those looking to increase their knowledge about biodiversity, the book “The Biodiversity of Life on Earth: from Heritage to Extinction” provides a comprehensive overview of general knowledge and issues relevant to the loss of biodiversity. This book is created to be interesting (with lots of pictures!) and readable by just about anyone, no matter what your knowledge of biodiversity.

Discover – There are various ways that you can expand your interest in biodiversity, be it through photos, videos, additional informational resources, scientific work, or finding out the places where you can see rich biodiversity. All these resources are provided here for you to tap into and discover.

Act – Given the rapid loss of biodiversity hotspots around the world and the urgency of saving species from extinction, taking action is of utmost importance. We help link you to the conservation projects that matter most to you. Please note that none of these donations are made through our site, but rather we simply provide links to credible conservation groups and projects.



Donations

SBR regularly donates in order to support meaningful causes.

One of the latest was a single donation of **SGD 500,000** to the National University of Singapore in order to support the implementation of a **real dinosaur exhibit** within the upcoming new Natural History Museum in Singapore.

As more **“conventional”** donations, SBR **regularly donates** to sponsor causes such as seminars, social causes, events...

SBR is an active philanthropist organization with regular donations to various social and environmental causes which are close to our heart



SBR central court

Many aspects of how the resort is built and overall dense vegetal coverage reflects our strong commitment to biodiversity conservation





Siloso Beach Resort has introduced a **cartoon concept** to promote **key environmental messages** throughout its facilities.

The idea is to make use of two created fictional characters (Prof Monitor and Squirzy) in order to outreach to our guests **in a fun and yet effective way.**

While, numerous environmental educational messages are already present throughout the resort (e.g. Eco huts, TV channels...), we feel that the cartoons will outreach more effectively to a wider public including **young children.**

Concept: Our aim is to passively provide environmental information and to use our resort as a showcase of sustainable best practices. We will always respect the choices of our guests to either ignore or take the time to appreciate the information that we make available. **Our concept is to provide our guests the possibility to learn something new about the environmental issues that we face and to reflect upon it, while having a good time at our resort.**

Characters role: The principle behind the characters is simple: Prof Monitor plays the role of the knowledgeable source which we use to convey accurate key messages. Squirzy (the squirrel), on the other hand, is a more funny character which serves the purpose of asking the right questions, but sometimes in a humoristic way.

Characters choice: We chose a monitor lizard and a squirrel to act as our eco ambassadors mascots for the simple reason that these two animals can be seen at our resort (mostly in the café area) and they also represent our commitment to the preservation of wildlife and biodiversity on our site.



"I told you we are famous! At SBR people can see us throughout the resort. I have a reputation of being a bit silly, but hopefully Prof Monitor is here to provide thoughtful answers to all my queries so that people can learn from my mistakes!"



SBR eco articles program



One of SBR's program is to actively participate and drive dialogues on key environmental issues. In order to do this, SBR regularly publishes articles on www.ecobusiness.com which is Asia Pacific's largest environmental business community. Through its contribution, SBR is an approved partner of eco business.

List of articles recently published:

Title	Content summary
The power of human and recovered energies	The potential to generate power by recovering wasted energies
Food security: asking the right questions	Thoughts on the real concerns of the availability of food on the planet and sustainable solutions
Ozone: the forgotten threats	The ozone crisis, the evolution of recovery efforts and potential new coming threats
The value of water: a lesson from arid areas	The state of water scarcity on the planet and sustainable solutions
Climate forcing and the threat of feedback mechanisms	The threat posed by feedback mechanisms and sustainable climate remediation solutions
Demystifying the concept of sustainable construction	How to build a sustainable construction project
Renewing renewables	A detailed analysis on energy supplies, trends and sustainable solutions
Driving an innovation revolution through biomimetic	The biodiversity crisis and how we could use biodiversity to our advantage
Can global sustainability be achieved without demographical considerations	An analysis of issues posed by demography and sustainable solutions
Putting CSR and sustainability at the heart of a business	The role of corporates in addressing environmental and social issues

SBR Environment Outreach (Mass media)



Siloso Beach Resort
Staying for Good

Biodiversity Portal



SBR Eco-business.com articles



“Renewing Renewables”

“Biomimetic”

“Food security”

“The power of human energy”

“The global water crisis”

“Demography”

...

Press releases/blogs/student reports...



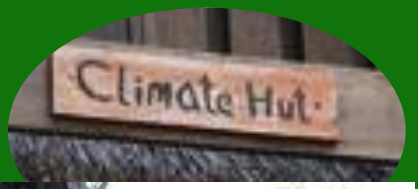
SBR is regularly featured in press releases as well as students and companies reports to highlight its sustainable initiatives

Eco Panels

Numerous panels describing the resorts environmental initiatives are displayed throughout the hotel



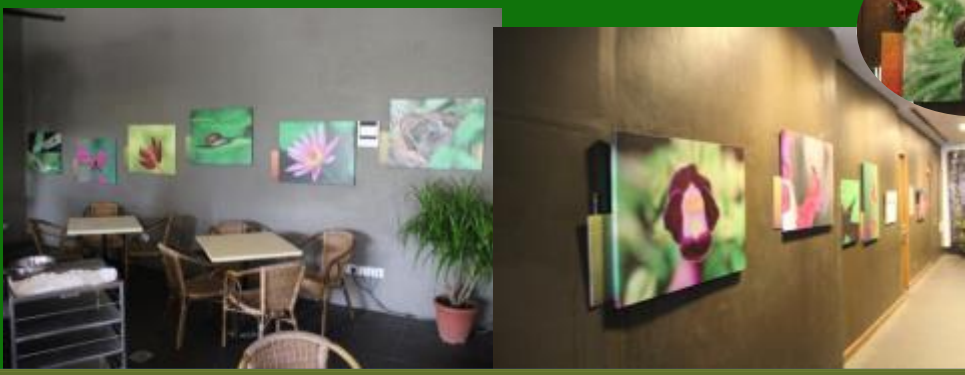
Eco Huts



SBR Eco Huts: There are 7 huts throughout the resort that displays environmental messages. Each hut displays a piece of information.



Biodiversity picture exhibit



Our café biodiversity exhibit showcasing pictures of wildlife taken within the resort as well as general text on biodiversity

Sustainable farming



SBR produces its own compost using an innovative vermicomposting system. The compost is then used as an organic fertilizer to grow vegetables on our rooftop. Organic vegetables are then supplied to the F&B department.

The aim is to provide **chemical and pesticide free** leafy vegetables for some of our dishes. The benefits are that because they are grown on-site by our own staff, we can ensure they are free of harmful chemicals. We are also lowering our environmental footprint:

- 1. **Carbon footprint is lower** since there is no fuel involved in transporting the product.
- 2. **Water footprint is lower**, since we use our own spring water source that does not compete with the public water supply.
- 3. **Land footprint is lower**, since it is located in our Resort, and using the concept of urban farming to make the most out of limited space.
- 4. **Ecological footprint** is lower, since there are no pesticides and no fertilizers contaminating the environment.
- 5. **Food waste is recycled**, as we use vermicomposting (worm) to produce top-quality 100% natural fertilizer for our soil, using the food scraps from our F&B operations.

Eco leisure

- **Sentosa nature trails:** SBR actively promotes the use of nature walks and trails located behind its resort. While many parts of Sentosa island have been sacrificed for development purposes, large areas of forested terrain still remain in the central part of the island. Numerous nature trails have been put into place for nature lovers to enjoy.
- **Singapore natural parks:** SBR also promotes within its premises and marketing material **eco tourism activities** within Singapore which are largely unknown to travelers.



- **SBR ECO games:** SBR has developed its own environmentally oriented board games which it makes available to guests within public areas.

Eco huts



SBR has numerous huts on its site. Each hut has been utilised to convey key environmental messages on specific topics. **Each hut deals with a particular environmental concern.**

There are **7 eco huts:**

- **The climate change hut**
- **The biodiversity hut**
- **The water hut**
- **The sustainable development hut**
- **The resources hut**
- **The population hut**
- **The pollution hut**

Eco TV channels



SBR has dedicated **two in-house TV channels** to environmental awareness.

- One station showcases an environmental documentary
- Another station showcases a 1.5 hour presentation developed by SBR which explains the main environmental concerns of the century.

“By diversifying the type of media used to display the environmental information, SBR hopes to have a greater impact in reaching out to various groups and individuals”



Our unique roof-top organic farming



Squirzy: “Prof Monitor, this roof top gardening program is very unusual. My Squirrel friends all over town told me that they never seen this before. Is it really special?”

Prof Monitor: “Yes, indeed Squirzy,, it is very unique especially in a hotel environment. What is special is not so much about having organic cultures on a roof top, there are many other case studies. What is very special however is how we do it by having a fully integrated close loop system using food waste from our kitchen and processing the waste into fertilizer by using our worm composting facilities. The efforts put into this process are truly remarkable and highly successful.”

I spend a lot of time gardening our organic vegetables



And I get to cook them!





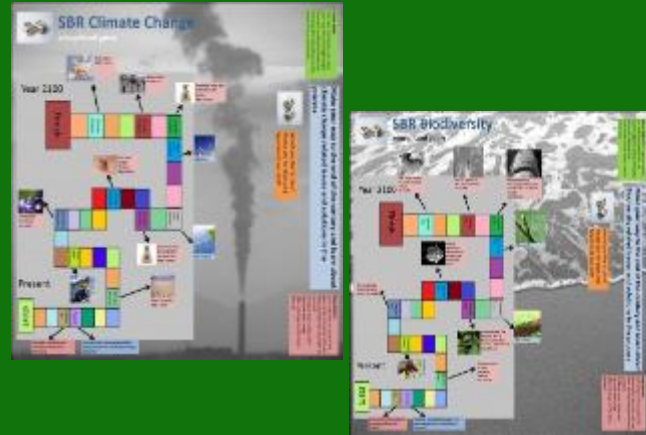
Actively Promoting Eco leisure activities

Promoting Sentosa Island Eco Trails at the resort as well as Eco tourisms activities in Singapore in General (nature reserves...) to our guests:



Eco trails in SBR's backyard campaign

SBR Eco Games



SBR has developed board games on the thematic on Climate Change and Biodiversity for its guests



Our website features a lot of information of our environmental initiatives as well as general environmental resources

SBR Sustainability Portal:

<http://www.silosobeachresort.com/gi.asp>



SBR Environment Mascots

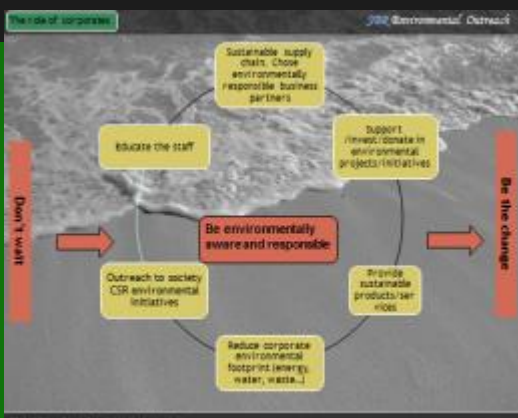
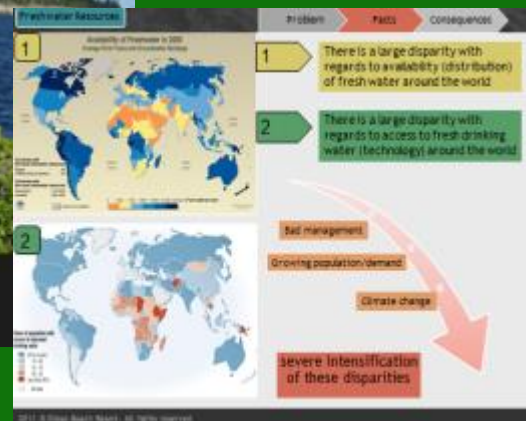
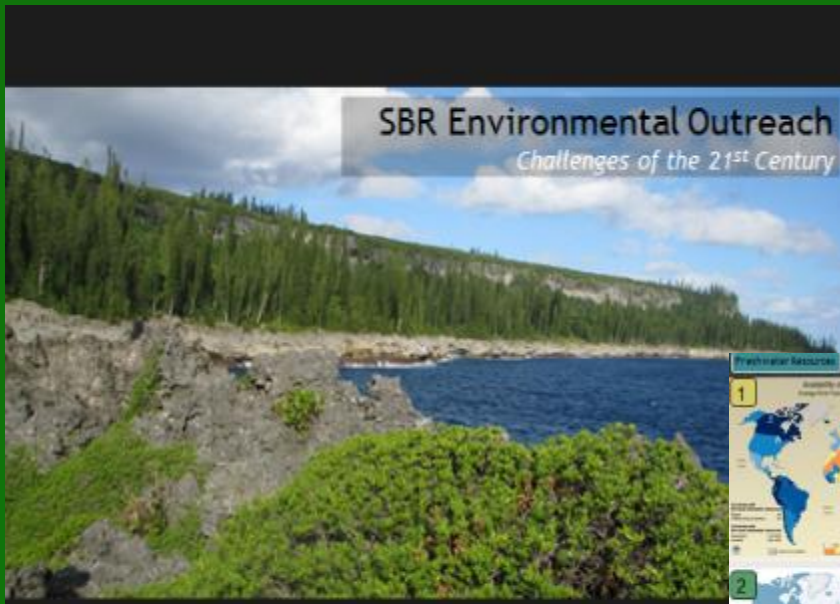


Siloso Beach Resort
Staying for Good



SBR mascots helps to convey key environmental messages throughout the resort in a fun way

SBR in house Eco TV Channels



SBR Eco Channels are available in all our 180+ guests rooms and are a very effective way to outreach on these issues to a broad audience transiting through the hotel

STAKEHOLDER ENGAGEMENT

The following Disclosure Items refer to general stakeholder engagement conducted by the organization over the course of the reporting period

102-40 List of stakeholder groups

Our stakeholders include all the various partners with whom we work with on the various programs that we have.

Main programs supporting organizations

SBR has developed a number of high level outreach CSR programs. Some of these programs have gained a lot of support from leading organisations in their respective fields. Below is a selection of latest engagements with stakeholders.

Organization Program partner

	World Wide Fund for Nature: SBR Biodiversity Portal
	Conservation international: SBR Biodiversity Portal
	Tropical marine Science Institute: SBR Biodiversity Portal
	Raffles Museum of Biodiversity Research : SBR Biodiversity Portal
	Census of Marine Life: SBR Biodiversity Portal
	The Singapore Institute of Biology : SBR Biodiversity Portal
	Singapore Environment Council: SBR Biodiversity Portal
	Science Centre Singapore: SBR Biodiversity Portal
	National University of Singapore: SBR Biodiversity Portal
	United Nations Environmental Program: SBR biodiversity portal



Organization

Program partner



www.eco-business.com : SBR eco articles



Origin exterminators. Sustainable solution to mosquito control



Singapore compact for CSR. Various events



Singapore Polytechnic SBR Eco Tours/internships



University of Nevada Las Vegas. SBR Eco Tours

...And many others...

SBR is continuously seeking new partnerships with various stakeholders

Other stakeholders comprise the following

Stakeholders	Comments
Customers	Guest staying at the hotel as well as passing guests (e.g. F&B guests)
Civil Society	SBR is very active in reaching out to society through its numerous CSR programs
Employees and other workers	SBR puts a lot of attention on its employees and contract workers which play a very important role in the success of the business
Suppliers	As an hotel environment, SBR works with numerous suppliers many of which are active in the sustainability field



102-41 Collective bargaining agreements

SBR has created various employee committees which aim to engage discussions with the management and to advise.

Such committees include:

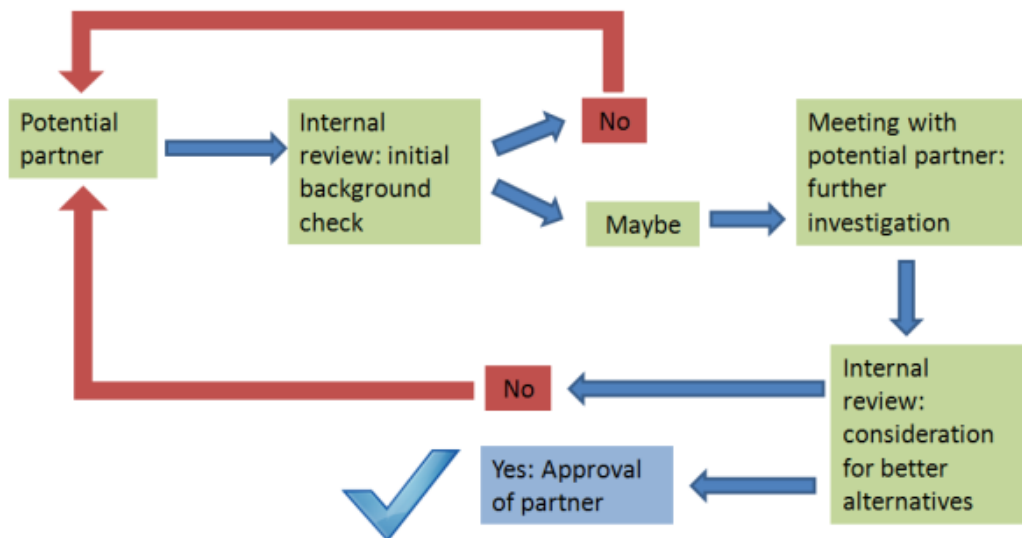
- The Sustainability Committee
- The Health and Safety Committee
- The Human Resource Committee
- The Annual Review Committee

These committees are composed of department managers and cover about **20%** of the workforce

102-42 Identifying and selecting stakeholders

As an eco-hotel, SBR takes particular care to select **stakeholders which share its vision of sustainability**. The below diagram highlights the systematic process by which SBR chooses its stakeholders:

This selection is targeted at different levels with varying stringency:



Stakeholders
Hotel Guest

Comments

SBR primary target is to attract **eco conscious travellers**. In order to achieve this, SBR primarily advertises its services in eco travel platforms. However, SBR remains open to accept any type of guests to its facilities.

Suppliers/service providers

SBR takes great care in assessing every **purchased product to be sustainable**. In order to do this, particular care is taken to assess every purchased item and to identify **potential alternatives** which are less impactful on the environment.

Program partners

As most of SBR programs are into sustainability, SBR is **very selective** on organisations with whom it partners



102-43 Approach to stakeholder engagement

SBR has various approaches to **engage with stakeholders:**

Surveys

SBR is regularly approached by stakeholders who wish to undertake **surveys**. In recent years many of these surveys have been targeted at third parties gaining a better understanding of SBR sustainability initiatives.

Focus groups

SBR is open to collaboration and partnership with all stakeholder groups.

In the past years, SBR has gained strong stakeholder partnerships with groups as diverse as:

- Government Organisation** (e.g. Ministry of the Environment and Water Resources, National Environment Agency, National Parks Board, Public Utilities Board, Ministry of National Development...),

- NGO's** (e.g. Singapore Environment Council, World Wide Fund for Nature, Conservation International, Singapore Compact for CSR...)

- Private Sector:** SBR is regularly engaging with various private sector entities, from suppliers to manufacturers or service providers

- Public Sector:** SBR engages with many public sector organizations such as universities, schools, community services...

Our **3** focus groups:

People **Public**
Private

Community panels

SBR sits on a number of community /discussion panels , of which **some** include:

- Ministry of the Environment and Water Resources.** Corporate and education institutions engagement
- Sentosa Island partners discussion group**

Written communications

SBR engages with various stakeholders through written communications means.

- Reports on environmental initiatives**
- Sustainability and CSR programs**
- Articles/news**
- Marketing material**
- Audiovisual materials**
- Eco tours**

and many more...

Frequency of engagement

Stakeholder group	Frequency
Hotel Guests	Constantly
Government organizations	Frequently. Mostly through attendance of events and events sponsorship
Private sector	Constantly through our supply chain and various programs (e.g. eco tours)
NGO's	Frequently. Mostly through our CSR programs (e.g. biodiversity portal) and events sponsorships



On site engagement

SBR has a range of programs aiming to engage stakeholders **on its site:**

Stakeholder engagement	Description
Environmental Channels	Two channels in the Resort are dedicated to providing environmental information, and are available in all guest rooms and in common areas.
Eco-Huts	Various huts (7 in total) around the resort contain environmental messages. It is a passive learning concept, where information is made available in a very relaxing environment.
SBR Mascots	In an effort to make their environmental messages more fun and appealing to kids, SBR has created two mascots.
Self-Guided Eco Journey	For those guests who wish to know more about the Resort, there are self-guided Eco Journey panels placed throughout the resort. These panels provide key facts and figures about the hotel environmental achievements which are elaborated in much more depth in the guided eco tour
Eco Corner	Located just outside SBR’s reception, it is a starting point for guests to learn about the environmental activities of the Resort. Most importantly, the area hosts a large map of the resort, pointing out the environmental messages and highlights.
Guest Conservation Messages	Messages to guests about conservation of resources are present at SBR’s Reception, and in the rooms which have “10 tips to have a greener stay”
Café Biodiversity Exhibit	SBR’s Café features large pictures of biodiversity taken around the Resort. On the side of each picture information about the species, and a message about nature conservation are present.
Real Dinosaur Bones Display	In collaboration with NUS, SBR is displaying real diplodocus vertebrae bones.
Eco Leisure	A Climate change themed board game is available for guests to play. Through playing the game, they are made aware of some of the most important consequences of climate change.

and many more...

“Prof Monitor, why is SBR trying to engage its stakeholders on its site in so many ways?”

“Well Squirzy, it is one of SBR’s fundamental principles to actually use it’s facilities as a test bed and a showcase of sustainability practices. SBR hopes by doing this to inspire many people who transit through its facilities.”



**We Engage
People to care for &
protect the environment!**





The below graphic showcases compiled monthly customer satisfaction feedbacks over a year period.

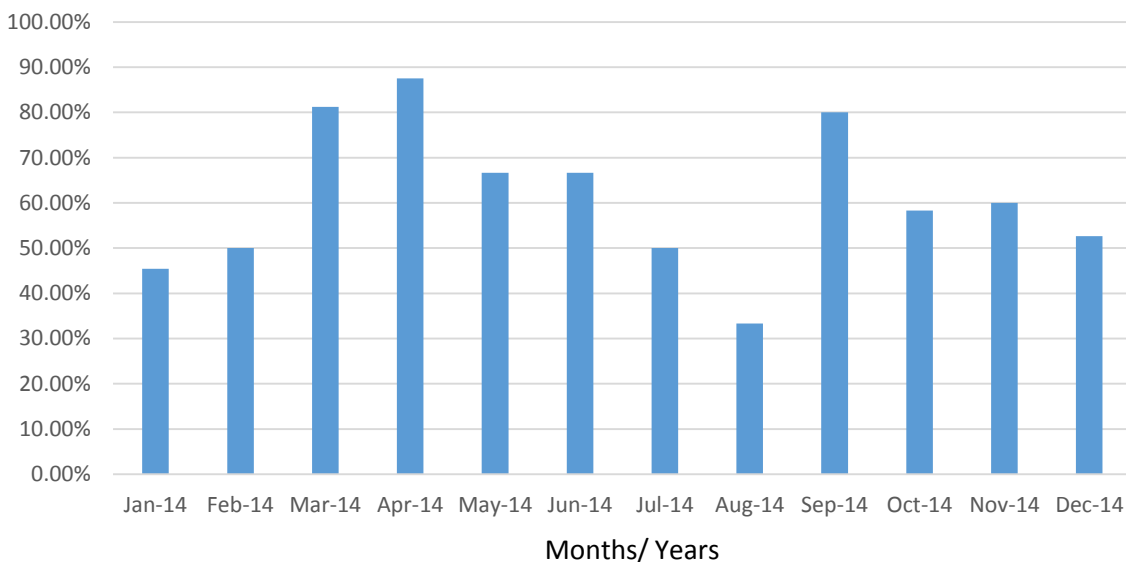
SBR conducts monthly survey of customer satisfaction. Different means are used to do this which include:

- In room feedback forms
- Random surveys
- Website surveys

Customer feedback is important to us so that we can continuously improve

Percentage of Feedback from Positive Guest Experience

2014*



*We are no longer including tabulated customer feedback data in our sustainability report. We provide the previous data from 2014 for illustrative purposes.

SBR is currently in the process of a **major facilities renovations** which include a total refurbishing and design change for all our rooftop suites and facility rooms in a first phase. In a second phase our standard and deluxe rooms will also be upgraded.

This major upgrade should significantly contribute towards customer satisfaction improvement in addition to a range of other measures which are also currently being implemented.



We are significantly improving our services and facilities to respond to customer satisfaction

A happy customer also makes us happy



Our guests: *misunderstanding of the concept to preserve much wildlife on site including monitor lizards and insects.*

SBR response: As an Eco Hotel, SBR has a strong commitment to preserve biodiversity on site. As such it made significant efforts to minimize the impacts through the built environment by preserving the initial terrain, trees and plants. It also takes great care in pest control and cleaning products to use less impactful products. As a result, one would expect to find more species at SBR than in a conventional hotel where these could be considered as pest. SBR is trying hard to communicate this message to its guests that biodiversity preservation is important and a primary goal of SBR in order to blend leisure and nature together and provide a memorable staying experience for nature lovers.

Our guests: *misunderstandings on the concept not to provide amenities in the rooms (tooth brush, shampoo bottles...). It has come to our attention that there has been a few misunderstandings on the fact that SBR does not provide amenities kit in the rooms. The misunderstanding is on the fact that SBR is trying to reduce on cost by doing so.*

SBR response: SBR has been very clear that the reason for not systematically providing amenities in the guests rooms has nothing to do with cost saving but is purely an environmental initiative to reduce wastage within the resort and to promote good practices to our guests. We wish to highlight that any guest can request for such services and that amenities are indeed available on request by the guest should they need it.

We believe that too often amenities provided in hotels throughout the world result in tremendous wastage and resource usage. Serious studies also highlight that many guests would not make any use of such amenities and usually bring their own products with them (e.g. tooth brushes, shampoos...).

SBR has resumed to provide amenities in all the guest rooms.

Prof Monitor: “while most of the guests staying at SBR appreciate the efforts done to preserve and raise awareness on environmental issues, there is always a small proportion that do not fully understand the concept. SBR is trying hard to convince these people and explain what SBR is trying to do”



Our guests: *misunderstanding on open door concept throughout the resort (non air conditioned public spaces).*

SBR response: Indeed, at SBR only 28% of the terrain is covered area. The rest has been kept open space as much as possible. One of the main reason for this was to preserve the existing trees on site (more than 200 initial trees have been preserved). The other reason is for energy efficiency. By having open public spaces, which are either using natural cooling (wind) or ventilators, SBR is able to significantly reduce its energy consumption. SBR believes that the excessive use of air conditioning in public spaces is not necessary to achieve a desired level of comfort.

Our guests: *misunderstanding on the need to apply mosquito control treatment on site.*

SBR response: There has been some complains that SBR was using fogging methods to treat its mosquitoes. Some guest found it to be disturbing while they are enjoying the outdoor environment and that as an eco hotel SBR should not use chemicals.

As a resort which is located in an environment with very high vegetal coverage, SBR has no choice but to apply mosquito control procedures. This is actually not only SBR's choice but also a government regulation in Singapore as part of the fight against dengue fever potential cases.

However SBR has taken feedbacks into account and since over a year is trying a new pest control technique that makes use of alternative treatments using a bacterial based solution around the perimeter of the resort. This process is much less impactful on wildlife which is very important to SBR.

SBR would like to highlight that it is very mindful of guests comfort and wildlife welfare but it is also concerned about assuring a safe environment for its guests and staff.

102-45 Entities included in the consolidated financial statements

Singapore Registered Company Name:
Siloso Beach Resort Pte. Ltd.

Siloso Beach Resort is a **family owned hotel**. Its only site and operations are on Sentosa island. SBR does not have any other operating companies, subsidiaries or joint ventures. SBR has a unique yet simple corporate structure formed of a general management core and dependant departments.

Main Divisions	Description
Front office	Takes care of first contact with guests (registration, check out...) and general inquiries
Housekeeping	Daily rooms and facilities cleaning
Maintenance	Electrical/mechanical maintenance
F&B	Food and beverages services
Security	Resort security and observation
Reservations	Handling of all reservation matters
Sustainability	Environment/society/financial sustainability
Accounts	Handling all accounting matters
Human Resources	Handling all employees related matters
Quality services	Quality of services monitoring and actions
Gardening	All gardening matters (gardening is an important department at SBR considering the extent of vegetal coverage)

Company structural diagram:



As this diagram highlights, the **Sustainability Committee** plays a **crucial role** at SBR as it serves as a filter to most decisions taken regarding the company’s operations. The presence of this structure ensures that **sustainability is** not just a practice but rather **an integral part of the business structure.**

The corporate structure at SBR is unique because:

- It is a family owned and managed business;
- Corporate sustainability is an integral part of the overall management

“Prof Monitor, I was wondering: is it common for a hotel to give such an important role to a sustainability committee in the decision making process?”

“No, Squirzy. I actually think it is quite a unique concept. In my opinion it is necessary that such a committee filters all decisions that the management has to make to ensure that sustainability is always taken into consideration”



REPORT SCOPE AND BOUNDARY

102-46 Defining report content and topic Boundaries

This report is written using the **GRI Standards**

Materiality: This report covers all indicators highlighted in GRI standards guidelines. SBR wishes through this report to be fully transparent in reporting the information which SBR is willing to publicly share in the hope that it may inspire other organisations in the hospitality field or others.

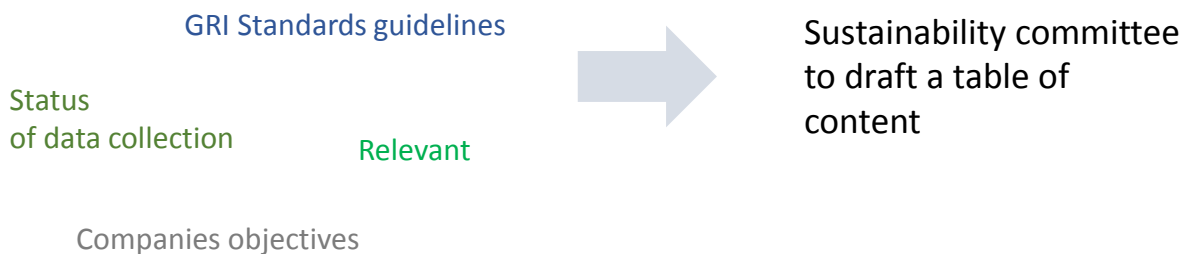
Focus area: As an eco-resort, the **environment** topic is important to us and therefore we have chosen to give it a particular attention. **The Story of SBR is unique** especially with regards to the initiatives which have been taken to preserve the environment on site and to spread awareness on environmental issues.

However, as we do adopt an integrated sustainable business concept, we also take into consideration economic and social aspects, which are also reported.

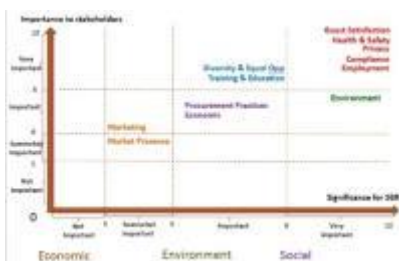
Stakeholders: This report is **targeted at all our stakeholders**. A list of stakeholders is given in 102-40

We define the content to include in the sustainability report on two basis:

- 1) The guidelines provided by the GRI Standards which acts as a backbone to structuring the report. While certain elements are compulsory, others are left open and it is up to the sustainability committee to decide weather to include option reporting indicators depending on our needs, objectives and status of information currently available for these indicators.
- 2) This report is not just a sustainability report following established guidelines but importantly a story of SBR from its inception to present retracing the story of this unique business on its journey towards sustainability. Because of this, there are many elements of the report which go much beyond the needs of the reporting framework.



102-47 List all the material topics



The materiality chart (**refer to page 45**) identifies areas of priorities which help shape the reporting content and the specific material Aspects.

Our unique “jungle feel”



Siloso Beach Resort
Staying for Good

One of our villa wing paths



Report Parameters

REPORT PROFILE

102-48 Restatements of information

This is SBR's **ninth** sustainability report. There are **no re-statements**.

102-49 Changes in reporting

This is the **ninth** sustainability report. In 2015, we changed from **GRI 3.1 to GRI 4.0**. In 2018, we changed from **GRI 4.0 to GRI Standards**

102-50 Reporting period

This report covers information for the **period of 2019 (1 Jan 2019 to 31 Dec 2019)**

However, many of the data collected covers a longer time period, often since the very conception of the hotel more than 10 years ago. It is important in order to capture the level of achievements at SBR that the report portrays not only some data for the last two years but also puts this into context of the greater picture since the construction days.

One can only appreciate the efforts and achievements in the pursuit of sustainability when gaining an understanding of the history of this sustainability journey at SBR.

It is a **journey** that SBR has embarked on, not punctual achievements. SBR prefers the term of journey as **becoming a more sustainable company is something that requires constant efforts and adjustments and it is a long term process**.

102-51 Date of most recent previous report

This sustainability report is SBR's **eighth**, previous report was published during Dec 2019.

102-52 Reporting cycle

SBR sustainability reports will be **re-edited** to include up to date information **annually**.



102-53 Contact point for questions regarding the report

contact regarding this report:

Please email enquiries to Siloso Beach Resort's CSR department:

csr@silosobeachresort.com

102-54 Claims of reporting in accordance with the GRI Standards

This report has been prepared in accordance with GRI standards: Core Option

102-55 GRI content index

Please refer to Annex: GRI Content Index on page 162 - 166

102-56 External assurance

Siloso Beach Resort currently does not engage any third party to provide assurance for the information contained in our Sustainability Report.

The report is reviewed internally by our Sustainability Community, in order to ensure accuracy of information and overall report quality.

"By upgrading our report to the latest international guidelines we are more in line with the global trends and able to keep up with stakeholders expectations; while the content remains similar than in our previous reports, the overall upgrade is more structured and some sections are more focused than before"



Case study :

SBR's Pendulum of Sustainability™



Siloso Beach Resort

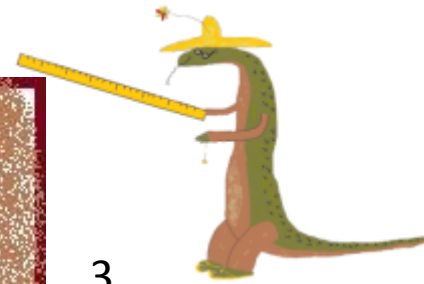
Staying for Good

1 Squirzy: “Prof Monitor, I drew this pendulum and it made me think of what you told me about sustainability. That it is all about balance and timing. Can you explain me in simple terms again using my pendulum, pleaaaaase?”

2 Prof Monitor: “You just had a great idea Squirzy. Yes indeed, sustainability is actually a simple concept yet it is largely misunderstood. You are right to associate a pendulum with the concept because indeed it is all about balance and timing. Balance in a sense that in order to be sustainable an organisation has to find an equilibrium between environmental, financial and social aspects. And timing in a sense that it requires long term planning but also to highlight that we are running out of time in so many ways!”



Squirzy: “Indeed, and when the pendulum oscillates from one end to another all three positions are given the same attention. But what happens if it is stuck in one of these positions??”



3 Prof Monitor: “imagine for a second that the pendulum represents the universe of sustainability symbolized by three positions: finance, Environment and social. Each representing an extreme of momentum. If the pendulum would be stuck on any of these, the clock would not work! Indeed, without a balancing momentum the charging mechanisms would not work and the clock would eventually stop in a short while. Well the clock symbolizes the business. Unsustainable practices cannot be sustained in time”

5 Prof Monitor: “if the pendulum would be stuck on the social position, the environment and finance would not be given any consideration. The mechanisms is out of balance. It is without saying that the clock will stop: the business will collapse and very fast”

6 Prof Monitor: “If the pendulum would be stuck on Environment, the finance and social aspects would not be given any consideration. The mechanisms is out of balance. It is without saying that the clock would also stop”

7 Squirzy: “and let me finish, I think I know this one Prof Monitor: if the pendulum is just stuck in the finance position (which is the easiest position for it to be without movement/effort and probably the reason why most companies adopt this lazy model) then the business will do well in the short term but like with the other positions and without a movement driven by equilibrium the clock is doomed to stop, the business will not sustain and will eventually collapse!”

Case study :

The “War Room”: our arguments for sustainability



2

Prof Monitor: “It’s ok Squirzy, we can play a role game if you want in which you would pretend to be the opposition, that is a company or individual that does not believe in sustainability, and I could be the one defending SBR’s point of view. Sounds fun, alright lets get started.”



1

Squirzy: “Prof Monitor sometimes people ask me about SBR and why they are practicing sustainability. As I’m still learning I don’t always know what to answer to these arguments. What should I do?”

3

Argument 1 “I heard this one so many times: Business is just about money, why do you even bother wasting your money on environment or social initiatives?”



4

Argument 1 “we believe that a business only focusing on finance cannot sustain in the long term. In other words we believe that we have greater chances to still be around in 20 years while you may well be out of business because of unsustainable practices”

5

Argument 2 “social or environment enterprises are things that our government is taking care of. Are you trying to play the role of the government?”



7

Argument 3 “ It is too expensive to adopt sustainability practices, I rather spend money on other things like expanding the business”

6

Argument 2 “no, not at all. We simply believe that Businesses can play a significant role as a responsible Corporate citizen in doing their part to support society and limit impacts on the environment. Governments are doing their part but a lot more is required. Furthermore, businesses can be very influential in inspiring many other businesses and individual to do similar things which in time may well influence governments in their policies”

8

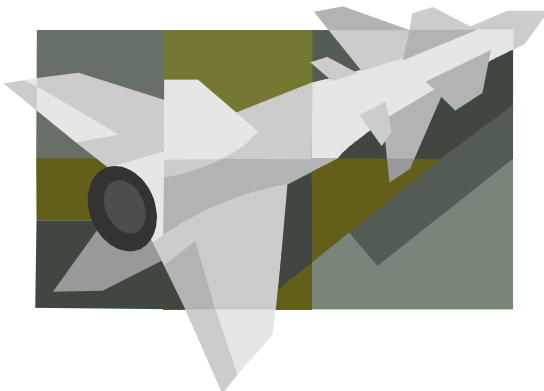
Argument 3 “we don’t think so. There is of course an initial cost to adopt good sustainability but in the medium to long term the efforts will pay back in some way, either in financial returns through a healthy business and improved corporate image or simply in very significant savings achieved through investments in new technologies which are more energy/water/waste efficient. Keep in mind that it is foreseen that there can only be more and more taxes going against companies which do not practice sustainability. If you don’t pay the price now, believe me you will pay back some day anyway in one form or another”

9

Argument 4 “No one cares about what you are doing except you. Businesses are just focused on their own activities and that’s all”

10

Argument 4 “ We believe on the contrary that businesses are becoming more and more aware of the sustainability trend and that it is becoming very present in how businesses like to operate including world leading companies. More and more companies are interested to know what their stakeholders including potential business partners are doing with regards to sustainability. More and more companies close their doors to other companies which do not share nor report on what they do as a responsible and sustainable business. The growing trend of sustainability reporting is a clear sign that businesses mindset is about to change”



In summary: Be sustainable...or else..!!!

Management Approach

As a small-medium sized business, we do not have the internal capacity to have a differentiated management approach for every material topic. The approach we have found effective is to manage according to the main 3 areas; economic, environmental, and social. We further define our approach according to if the impacts are happening internally (with our own company and internal stakeholders) or externally (in the community/society, or according to major environmental concerns).

103-1 Explanation of the material topic and its Boundary

Internal Management Topics

Material Topic	Economic - Internal	Environmental - Internal	Social – Internal
Materiality of Topic	<p>Internal Economic topics have a significant economic impact on our resort management and employees.</p> <p>They also are an important factor for decisions made by the management due to business continuity.</p> <p>Due to our small size, we do not consider economic impacts on external stakeholder to be material.</p>	<p>Internal Environmental topics have a very significant environmental impact for biodiversity on our premises.</p> <p>They are an important factor in decisions made by the management, employees, and guests , due to our commitment to being an eco-resort.</p>	<p>Internal Social topics have a very significant social impact for our employees and guests, especially considering many of our employees are persons with disabilities.</p> <p>They are an important factor in decisions made by the management, employees, and guests , due to our commitment to being a responsible business.</p>
Boundary of Impact	<ul style="list-style-type: none"> - Inside our company - Directly under our control 	<ul style="list-style-type: none"> - Inside our premises - Directly under our control 	<ul style="list-style-type: none"> - Inside our company - Directly under our control
Reporting limitations		Limited ability to conduct assessment of the impact on biodiversity	Limited ability to conduct assessment of the impact on our staff.

103-1 Explanation of the material topic and its Boundary

External Material Topics

Material Topic	Environmental - External	Social - External
Materiality of Topic	<p>External Environmental topics can potentially have a significant to minor impact on environmental concerns such as pollution, climate change, and resource consumption.</p> <p>They are an important factor in decisions made by the management, employees, and guests, due to our commitment to being an eco-resort.</p>	<p>External Social topics have a significant to minor social impact for the community.</p> <p>They are an important factor in decisions made by the management, due to our commitment to being a responsible business.</p>
Boundary of Impact	<ul style="list-style-type: none"> - Outside environment - Partially under our control 	<ul style="list-style-type: none"> - Outside society - Partially under our control
Reporting limitations	Limited ability to conduct assessment of the impact on larger environmental concerns.	Limited ability to conduct assessment of the impact on larger societal concerns.

103-2 The management approach and its components

Internal Material Topics

Material Topic	Economic - Internal	Environmental - Internal	Social – Internal
How is topic Managed	Management includes applying best business and accounting practices. External consultants and auditors are engaged where necessary.	<p>Management includes applying best practices for preserving the natural environment. External consultants and auditors are engaged where necessary.</p> <p>Policies and practices were implemented from the very beginning from the management, in order to ensure that the natural environment was preserved. The Sustainability Committee ensures that such practices are followed and monitored for continual improvement.</p>	Management includes applying best practices for areas such as labor and human rights. External training is provided where necessary to build internal capacity. Employee surveys are also conducted to identify impacts. Thereafter policies and practices are implemented through our HR department, and Sustainability Committee, and monitored for continual improvement.
Purpose of Management Approach	Avoid negative impacts / Enhance positive impacts	mitigate negative impacts	Avoid negative impacts / Enhance positive impacts
Relevant Components (policies, targets, responsibility, resources, etc.)	<ul style="list-style-type: none"> - Refer to targets section on - Responsibility of Management and Accounts department 	<ul style="list-style-type: none"> - Environmental Policy (available upon request) - Refer to targets - Responsibility of Management, Sustainability Committee, and individual departments 	<ul style="list-style-type: none"> - HR Policies (confidential) - Policy on employment of PWD (available upon request) - Responsibility of Management, HR department and Sustainability Committee

103-2 The management approach and its components

External Material Topics

Material Topic	Environmental - External	Social - External
How is topic Managed	<p>Management includes identifying external impacts on environment, through measurement of resource consumption and waste generation.</p> <p>Thereafter policies and practices are implemented through our Sustainability Committee , and monitored for continual improvement.</p>	<p>Management decisions are made on where make social investment/contribution, based on which areas will have the most impact and are most relevant to the company and its stakeholders. Input from the Sustainability Committee is sought when necessary.</p>
Purpose of Management Approach	mitigate negative impacts	Enhance positive impacts
Relevant Components (policies, targets, responsibility, resources, etc.)	<ul style="list-style-type: none"> - Environmental Policy (available upon request) - Refer to targets - Responsibility of Sustainability Committee, and individual departments 	<ul style="list-style-type: none"> - Responsibility of Management and Sustainability Committee

103-3 Evaluation of the management approach

Internal Material Topics

Material Topic	Economic - Internal	Environmental - Internal	Social – Internal
Mechanism for evaluating effectiveness	Mandatory audit of accounts	Internal review by Sustainability Committee, based on adherence to policies	Employee feedback and employee survey
Results of evaluation	Management approach is effective	Management approach is effective	Management approach is effective
Adjustments to management approach	No adjustments required for reporting period	No adjustments required for reporting period	No adjustments required for reporting period

103-3 Evaluation of the management approach

External Material Topics

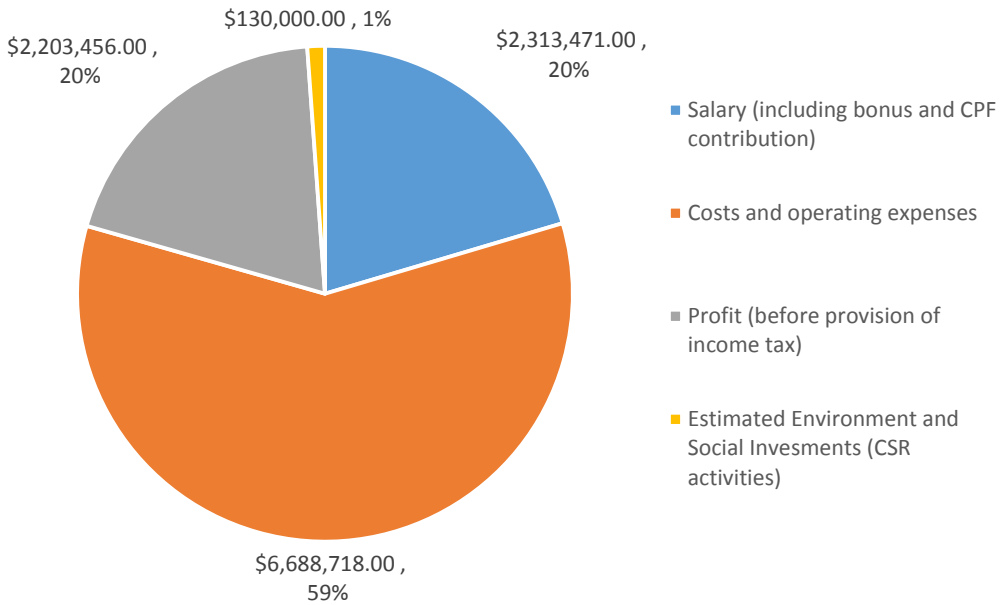
Material Topic	Environmental - External	Social - External
Mechanism for evaluating effectiveness	Internal review by Sustainability Committee, based on targets achieved and sustainability metrics	No review mechanism in place
Results of evaluation	Management approach is effective	N/A
Adjustments to management approach	No adjustments required for reporting period	Recommended to implement mechanism for evaluating management approach

ECONOMIC PERFORMANCE

201-1 Direct economic value generated and distributed

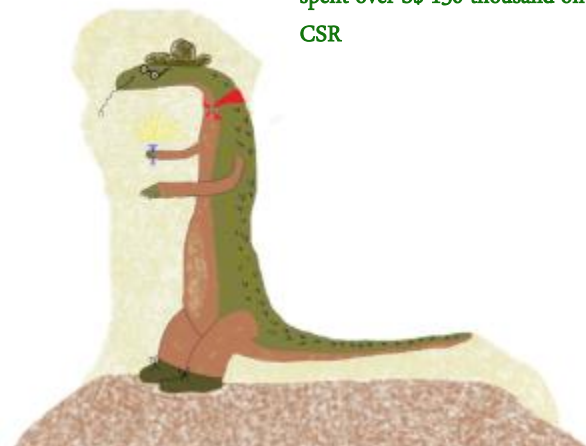
Total business revenue for FY 2018: S\$11,335,645

Distribution of Revenue 2018 (Singapore Dollars)



Squirzy: “Prof Monitor, I notice from the above graphic that SBR spends more than 1% of its annual revenue on social investments. I was wondering, is this common for a company?”

Prof Monitor “No, I doubt it is very common at all. In fact most companies spend much less than 1% of their revenues on CSR or sustainability projects. In 2017 SBR has spent over S\$ 130 thousand on CSR



201-2 Financial implications and other risks and opportunities due to climate change.

SBR takes climate change issues seriously. SBR acknowledges the fact that climate change is real and that progressive changes as a result will be felt throughout the century.

Short term: While SBR does not see any significant financial impacts in the short term, many aspects of how it operates and plans its business in the medium to long term take climate risk into consideration.

Medium and long term: SBR foresees that financial risks in the medium to long term may include:

• **Increased adaptive costs:** e.g. coastal erosion from rising sea levels, stronger and more frequent rainfall events and tropical storms which could cause structural damages to our buildings and associated problems such as floods, water infiltration into buildings...

- As ambient temperature will increase, SBR will have to find new solutions to deal with **mosquito control**. These new solutions tend to be more expensive, which are additional costs to the company.
- As the impacts of climate change increases, the **world economy will be adversely affected**. This will affect leisure travels and therefore SBR’s business.
- As a beach front business, sea level rise will become a major issue for SBR **in the long term**.
- The potential of future environmental regulations and taxes serve to potentially increase operating cost.

Opportunities

- With climate change also comes the opportunity to provide sustainable hospitality services.
- Having been environmentally conscious from the very start, climate change also could add a competitive advantage to the resort as other businesses work to catch up and improve their environmental credentials.



201-3 Defined benefit plan obligations and other retirement plans

Our coverage includes the below:

CPF Contribution
Transportation
Medical and Dental reimbursement
Work/Life Balance Programs
Staff Meals

201-4 Financial assistance received from government

SBR has **not received any financial assistance** from the Singapore government so far nor is the government present in the shareholding structure. The construction of the hotel was privately funded.

However, SBR has occasionally received relatively minor government grants or tax credits towards certain purchases or projects which are supported by the government in achieving specific purposes (for example, toward increasing productivity, staff welfare, or energy efficiency).

MARKET PRESENCE

202-1 Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.

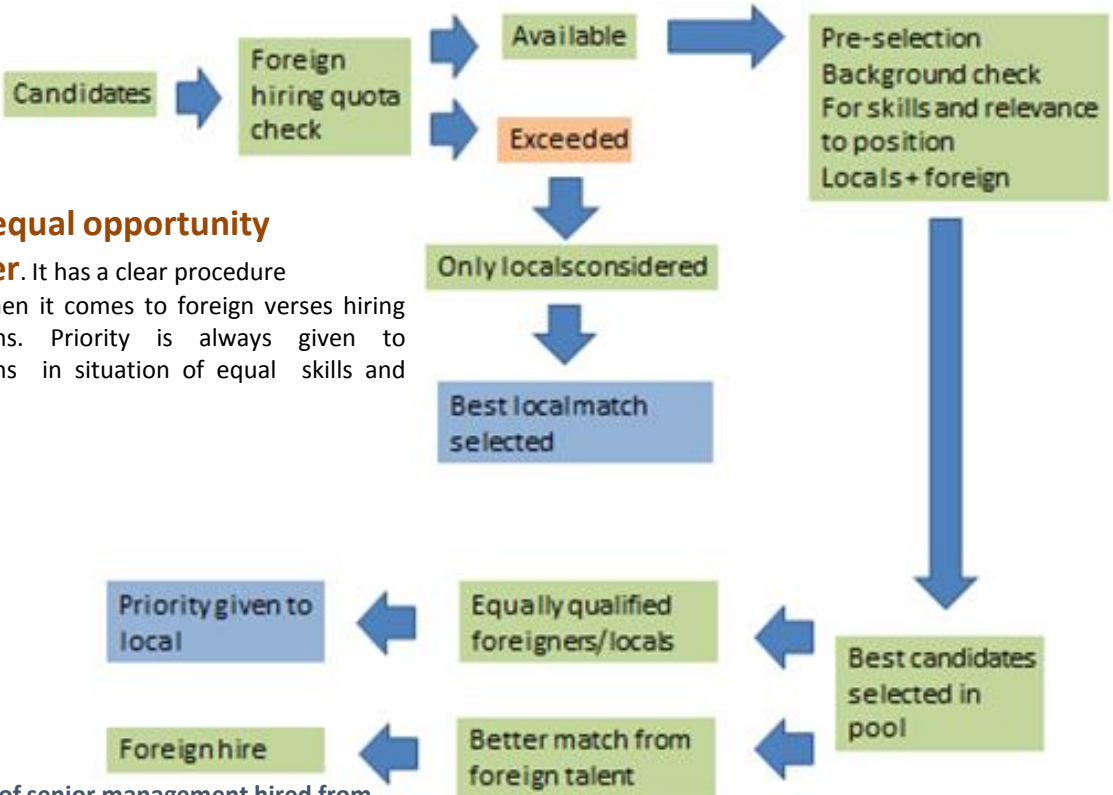
Our wages are **in line with standard minimum entry level wage in the hotel industry in Singapore.**

We have recently increased our minimum wages to make them **more competitive**. This process is also part of our strategy to attract and retain local talents.

Procedure for local hiring



202-2 Proportion of senior management hired from the local community



SBR is an **equal opportunity employer**. It has a clear procedure in place when it comes to foreign versus hiring Singaporeans. Priority is always given to Singaporeans in situation of equal skills and experience.

Proportion of senior management hired from the local community:

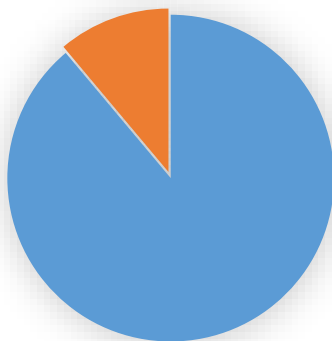
At SBR, senior management is 100% Singaporean and comprises of family members (we define senior management as those above the normal department manager positions).

Breakdown of Department Managers 2019

Total: 7

Singaporeans (including Permanent Residents): 5

Foreigners: 2



Prof Monitor “At SBR most of the management are locals, and come from diverse backgrounds. SBR believes that it is important to have such a balance because diversity in the work force provides a stronger management by integrating views from different angles”

■ Singaporean
■ Foreigner

SBR has a balance between Singaporeans and foreigners in its management



Environmental MATERIALS

Since its conception, SBR has always made use of a **very significant amount of reused and recycled materials** within its facilities. The concept has overtime been implemented into operational standards and management guidelines.

The below highlights **some** of the elements:

- Many of the stairways at SBR have made use of unwanted old train tracks wood from Australia. SBR has a **permanent wood workshop** and all the wood coming into SBR is from reused or recycled sources.
- Extensive surfaces of indoor corridor floorings are made from recycled tires (rubber mats)
- 100% Reused children playground furniture

In addition to active implementation of recycled and reused elements, SBR is active at promoting and practicing the 3 R's (Reduce, reuse, recycled). In fact, SBR has come up with its own version by adding another R. Indeed, SBR's policy is **first to respect** the surrounding environment (especially natural features and its inhabiting biodiversity), and then reduce, reuse and recycle.

Efforts to reduce are very present throughout the resort with practices implemented in areas such as F&B and housekeeping.

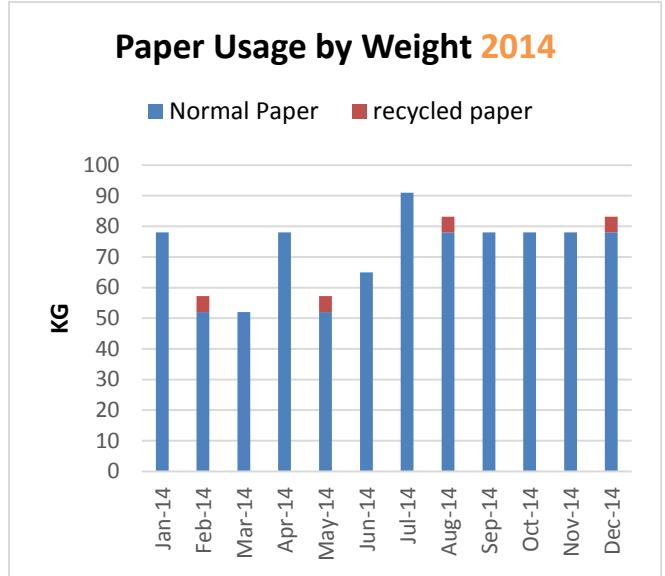
Squirzy: "Like the rest of the residents of SBR (staff), it took me some time to get used to the concept of segregating various types of wastes and to put them in the appropriate bins and emplacements. Thanks to the numerous messages on site, I finally managed to get it right!"



SBR makes use of a very significant amounts of either reused or recycled materials throughout its site

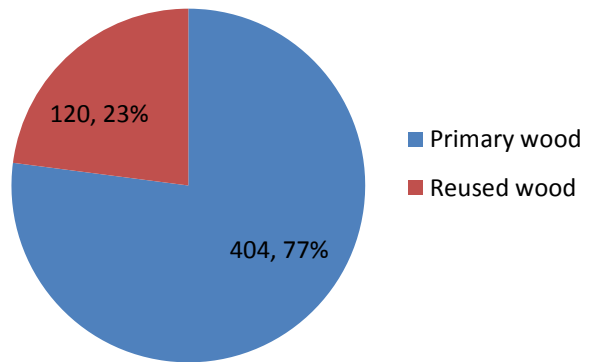
301-1 Materials used by weight or volume

Various materials have been used in the construction of the resort and its daily operations. Two of the most important materials are wood and paper inputs.



Total weight of paper used for 2012 : 1070.0 KG
Total weight of paper used for 2013 : 923.0 KG
Total weight of paper used for 2014 : 878.8 KG
Total weight of paper used for 2017 : 6 61 KG

Total volume of wood used from 2005-2014 (by cubic meters)

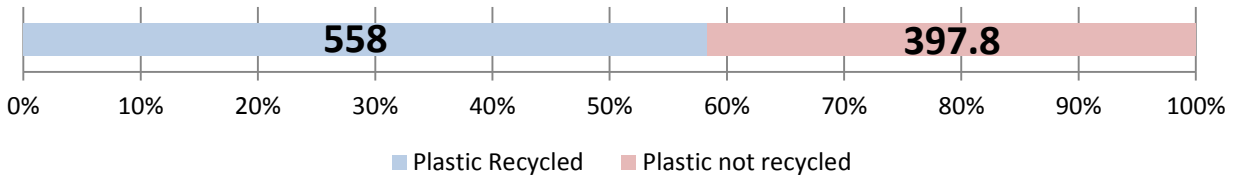


Total volume of wood used from 2006 to 2013*:
524 cubic meters

*The amount of wood used in 2012 and 2013 was negligible, as such the data has not changed since the last reporting period.



Estimated Plastic Bottle Usage (Kg) - 2011



301-2 Recycled input materials used

Usage of input materials like paper and wood are a necessity to running our business, which unfortunately can contribute to deforestation, climate change, and loss of biodiversity. For this reason we apply the following guidelines:

- Maximize use of reused wood
- For primary wood, incorporate sustainability (FSC certified) and durability (cheap wood will need to be replaced frequently)
- Use recycled paper for selected printing
- When normal paper is used, ensure it is not wasted and always used on both sides and then recycled.

Material	Comment	Weight/Volume	% of Total
Wood	At SBR some of the outdoor staircases (numerous considering the hill type of terrain) are from reused source from dismantled train rails from Australia. SBR has its own wood workshop and full time carpenters on site which make use of waste wood items collected from demolition sites to make and repair items within the facilities.	120 cubic meters	23%
Outdoor children playground	The children playground has been collected from an unwanted source (second hand)	Not available	100%
Corridor rubber mats	All SBR main corridors carpets have been changed to recycled rubber mats	Not available	100%
Paper	We use recycled paper for selected areas, such as printing of brochures, name cards, feedback forms for Eco Tours, various posters, and reports. We plan to increase our percentage of recycled paper usage in the following years.	41.6 kg (2010/11/12)	1.5%
		10.4 kg (2012 alone)	1%
		15.6 kg (2013 alone)	1.69%

We actually practice **our 4R's**: we believe that we should **first Respect** nature then **Reduce**, **Reuse** and lastly, **Recycle**.



Recyclables Sculptures

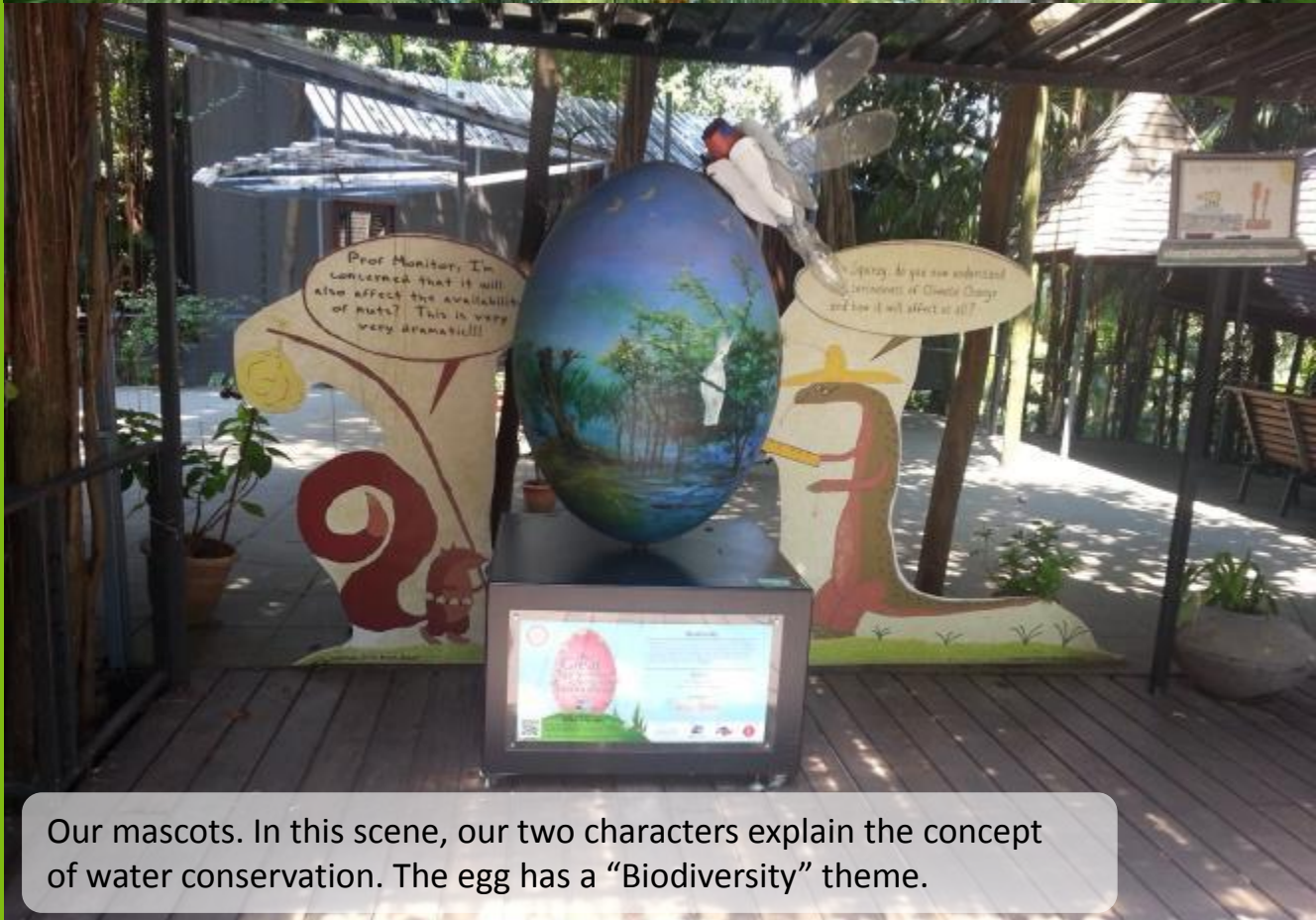
The small garden outside our alfresco café compliments our eco-themed resort. The garden generally improves the aesthetics and is pleasing to the eye. The garden maximizes the use of empty space and recyclables. SBR has always been committed to minimizing waste and we have decided to showcase the use of recycled materials in this garden. Plastic bottles are used instead of flower pots, whereas scrap metal and wood are used to make the structure to support the bottles.



Combining a sustainably designed and maintained environment with messages is our key formula



Messages are present throughout the resort. Our newly introduced mascot concept helps get key messages to our guests including on various aspects of eco-friendliness.



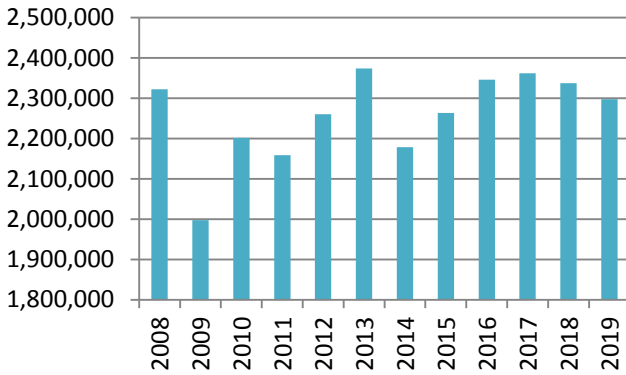
Our mascots. In this scene, our two characters explain the concept of water conservation. The egg has a “Biodiversity” theme.

ENERGY

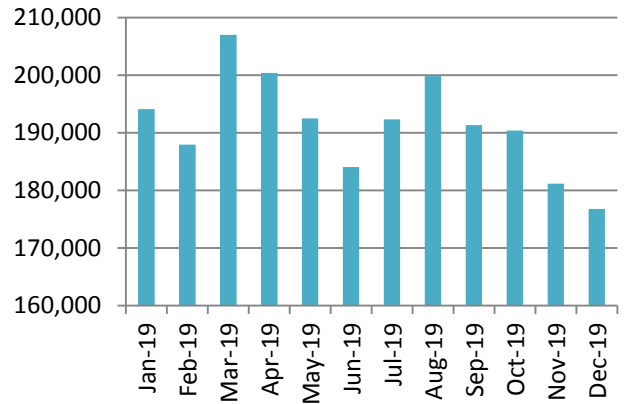


302-1 Energy consumption within the organization

Total electricity usage from 2008 to 2019 (kWh)



Total electricity usage for 2019 (kWh)



At SBR, energy management is well taken care of. The uniqueness of our practices is however towards **good initial passive design** of the structures at the resort. Indeed, the hotel was **designed** from the very beginning **to be energy efficient**.

SBR's electricity consumption is **below average** for a hotel of this size. The most surprising aspects of the above graphic is that energy consumption has remained relatively stable over the past few years. This is not due to a lack of actions to reduce our energy consumption, but rather due to the fact that the hotel was designed from the beginning to be energy efficient (mostly through good structural design and energy efficient appliances).

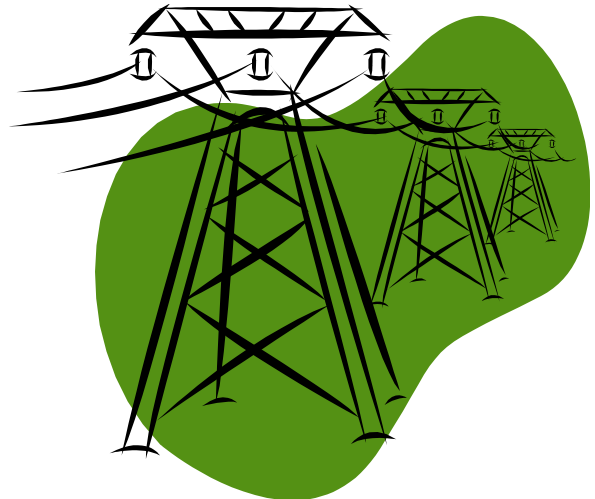
At SBR Energy management has been progressive

Phase 1: Good structural design

The hotel's unique architecture allows passive and significant energy efficiency

Phase 4: Sharing

We are now at the stage of sharing what has been done in order to influence others to adopt energy efficient practices especially on aspects of passive design



Phase 2: Retrofitting

Once the hotel was built, numerous energy efficient technologies and appliances have been and continue to be implemented

Phase 3: Management

Numerous management guidelines were put into place

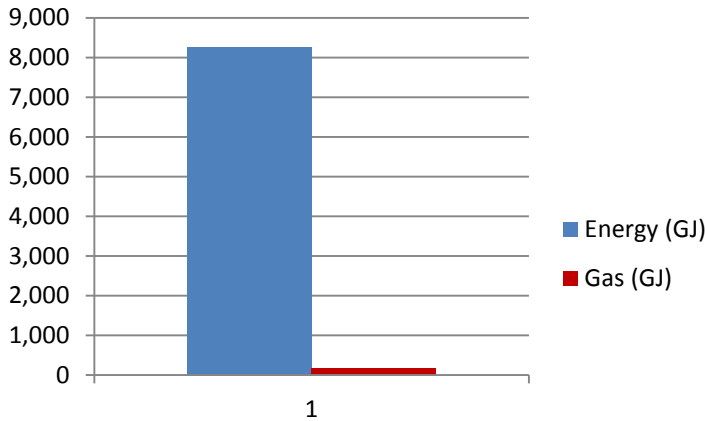
Direct energy consumption by primary energy source

At SBR the energy source is currently from grid electricity. In Singapore the vast majority of grid electricity is produced through the combustion of natural gas.

We also have on site emergency energy generators which operate on diesel. However, these generators are only used in case of main energy supply cut off.

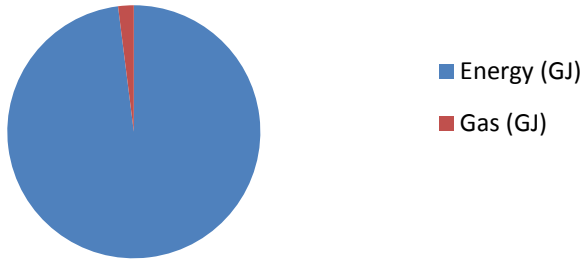
Our resort is very energy efficient

Energy used in 2019 (GJ)



Almost all of the energy used at SBR is from grid electricity which in Singapore is almost entirely from the combustion of natural gas

Comparison of energy to gas usage for 2019 (GJ)



Indirect energy consumption by primary source.

Indirect Energy consumption for 2019	Gigajoules	Source
Indirect Energy Purchased	8265	Electricity (non-renewable)
Estimated* Primary Energy Consumed in production of Indirect Energy	8708	Natural Gas

*As no data is available regarding primary energy consumed to produce indirect energy, we have estimated the amount of primary energy used based on the Singapore data for 2009 provided to the International Energy Agency: [IEA-Statistics-Singapore](http://www.iea.org/singapore)

*As the Resort does not produce energy to sell hence the energy sold is inapplicable.

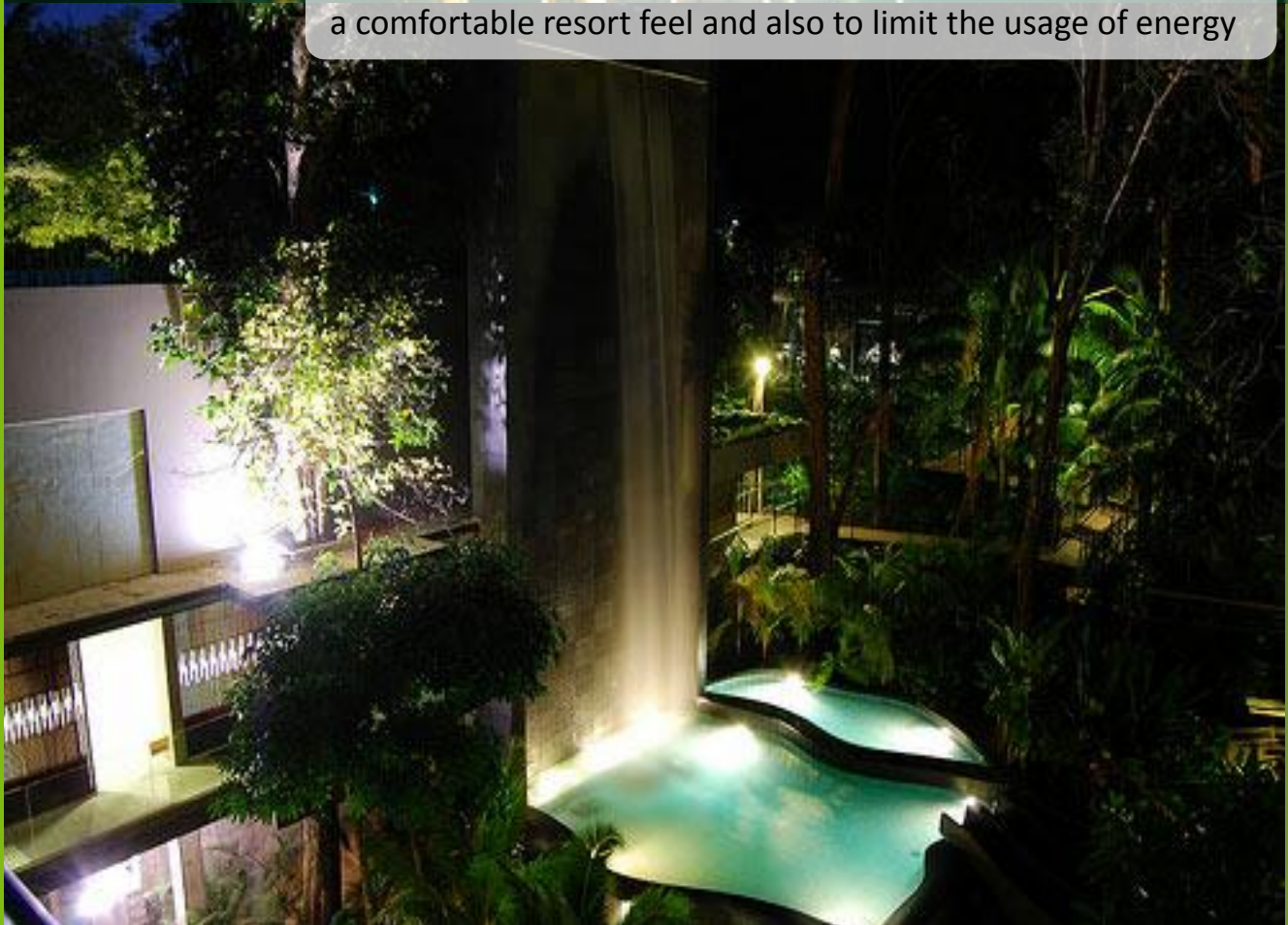
At night our resort offers a unique atmosphere



Siloso Beach Resort
Staying for Good

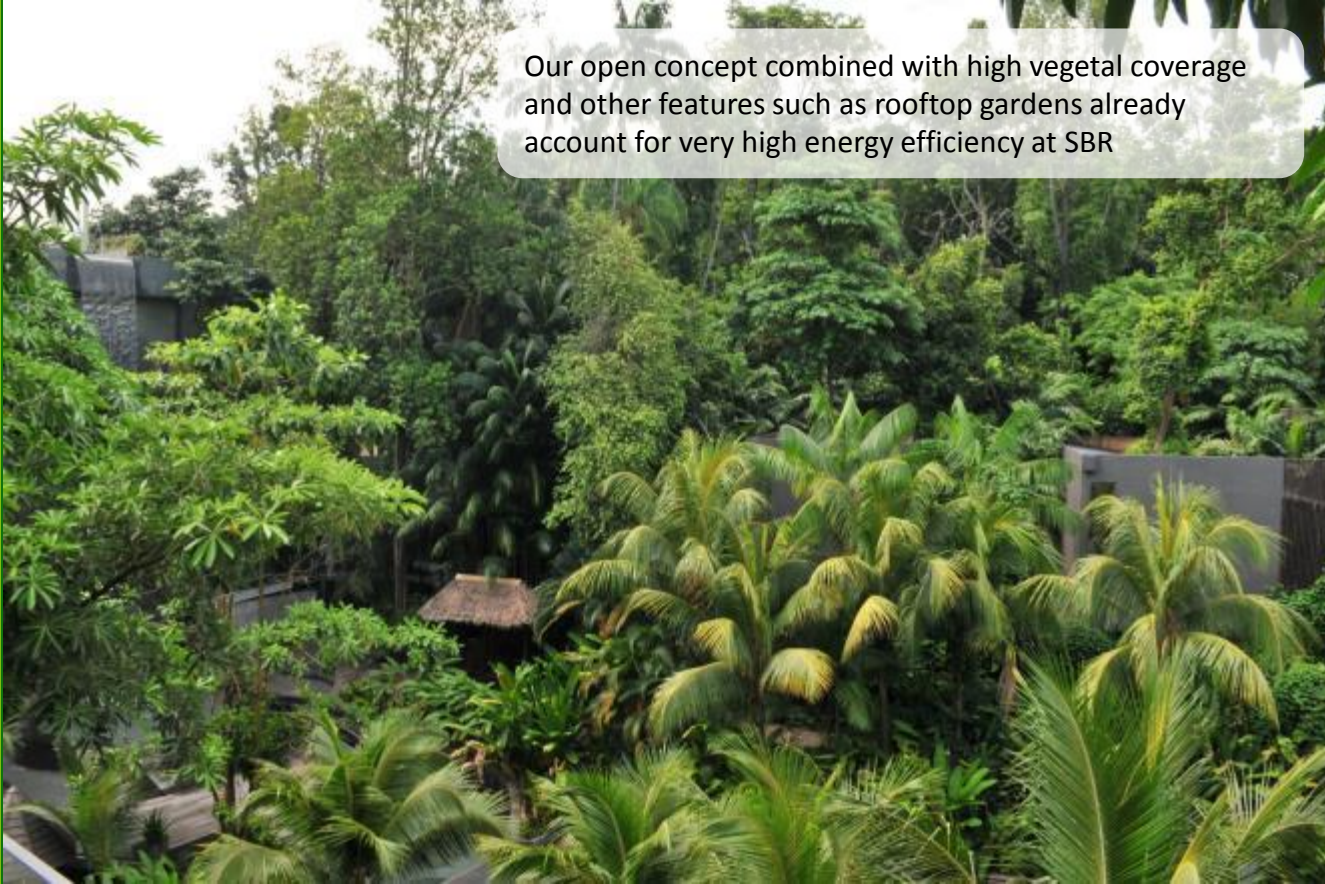


Usage of lights is carefully planned to procure both a comfortable resort feel and also to limit the usage of energy





SBR central court, open corridors



Our open concept combined with high vegetal coverage and other features such as rooftop gardens already account for very high energy efficiency at SBR



Swimming pool
ionization
treatment
systems



Swimming pool
sand filtration

Our pool does not use
conventional chlorine
treatment but various
filtration and
purification steps



4th Generation
Heat Exchange
Chiller System

recovered heat waste
is used for the hot
water supply and hot
water spa pool

Photovoltaic at SBR

Our solar PV system



The solar panels will be used for research and education. While we do not really believe in solar PV technology as an efficient solution here in Singapore mostly due to weather condition (high cloud coverage) and high maintenance (high dust content in the air despite an incline setting to facilitate rain wash the panels would still get dusty over time losing significant efficiency). On the other hand, by having our own panel we will be able to collect valuable data that will act as a showcase of how much energy can be generated in this particular location through PV.



SBR is home to one of the longest self maintained roof top gardens in Singapore



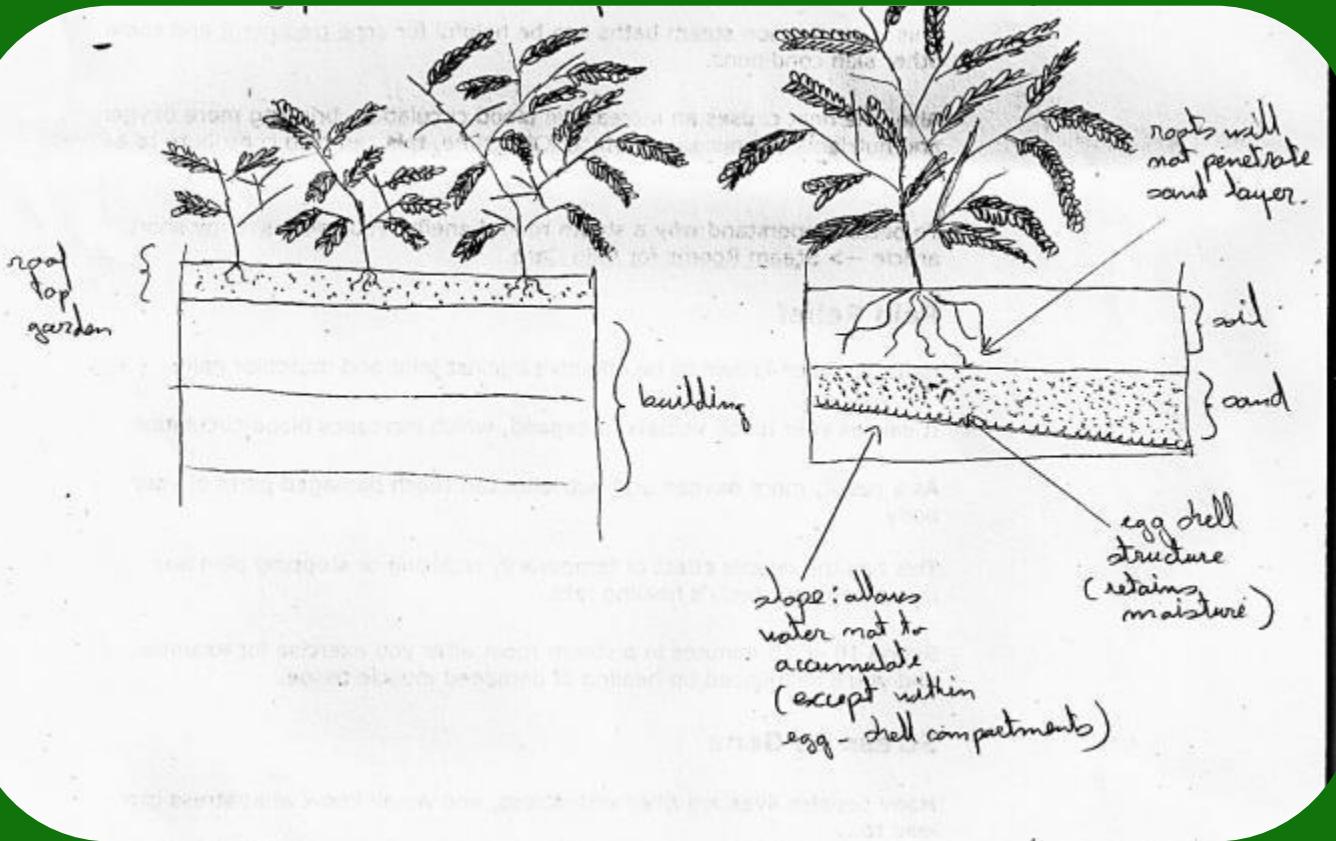
SBR is home to one of the longest self maintained rooftop gardens in Singapore. This helps to significantly increase vegetal coverage and energy efficiency

Our green roof is loooooong!

Section of green roof seen from central rooftop



SBR case study : Roof Top Garden Technology



There are numerous roof top technologies now available (some more proven than others). The advantage of self-sustained roof top gardens is that they provide a significant advantage for naturally cooling the space below. Furthermore, they increase the vegetation coverage and provide habitats for species.

It is important to consider implementing a rooftop garden from the beginning as they will add significantly more weight on the structure which needs to be accounted for in the construction design.

A simple yet effective methodology consist of constructing containers on the roof. The containers bottom should have a slight angle and be connected to a drain so that water does not accumulate. The first layer comprises an egg shell substrate (to retain humidity); on top a layer of sand (about 30cm) so that roots will not penetrate the structure; on top soil is finally added.

Setting a roof top garden is highly beneficial in terms of significantly increasing vegetal coverage, improving energy efficiency and providing water management solutions through rainwater harvesting and filtration

much more present in urban design



Open air pathways



Open air corridors

SBR open air structural concept plays a significant role in passively reducing the energy use around the resort (natural air flow + natural lighting). At SBR more than **70%** of the terrain has remained open space



**Open concept =
Natural lighting +
Natural cooling =
Energy efficiency**



Open air cafe

And much more...



302-4 Reduction of energy consumption

Energy saving through outreach

- Management Energy Saving Guidelines for staff:

SBR has **specific staff guidelines for energy management**. The guidelines highlights best practices and limitations that SBR staff must respect and that contribute in reducing our energy usage. These guidelines include aspects such as: Switching lights and appliances off when not in use.

- Messages to initiate guests to save energy:

Our approach at SBR is that **we try to involve our guests as much as possible**. As an eco resort, we have numerous environment education messages throughout the resort and 2 in-house TV channels dedicated to environmental awareness. One showcases a documentary on current environmental problems, while another is a slide show made by SBR which educates our guests on reducing these impacts (water management, climate change, biodiversity loss etc.). We hope that they will spread the message in their home country.

Energy Saving through technology

- LED & CFL lights: throughout the resort,
- Energy efficient pumps,
- Extensive usage of fans instead of air conditioning,
- Balanced wave technology, (a technology that re-shapes the incoming electrical current, making it more stable and significantly reducing energy loss through heating).
- Latest 4th generation heat exchange chiller system: As part of our energy saving initiatives, we have **upgraded our 3rd generation to the 4th generation heat exchanger in 2014**. It works on the same principle as our 3rd generation chiller but the only difference is that it has **better heat recovery**. The result is that we have lower energy consumption as compared to the top 50th percentile of hotels in Singapore. As more heat waste is being recovered, we decided to construct a hot water pool to increase the utilise these heat waste. The upgraded chiller system and the new hot water pool works together to help us to conserve energy in our resort.



Added in Jan 2015, our hot water pool **recycles heat waste from the 4th generation chiller system**. At the holding tank, the spring water is heated up by hot water pipes coming from the chiller plant. As the water returning to the chiller has lost much of its heat, this also means that the usage of cooling towers is reduced thereby helping us to save water. The hot water pool was created in order to create efficient use of the **increased heat waste recovery in a closed loop system**, along as for our guests' enjoyment. The heated spring water is kept warm at the spa pool. However, as more heat waste is created on hot days, the warmer the weather, the warmer the pool.

Energy Saving through initial design

Open concept: All the room corridors have an open concept which serves the purpose of maximizing natural air flow and natural lighting therefore significantly reducing energy consumption for cooling or lighting purposes. At SBR numerous public spaces adopt an open air concept such as our Al Fresco Cafe. It was in fact one of the original guidelines that the built area would be kept to a minimal (built-up environment is only 28%).

All the buildings are on stilts: It was decided that all the buildings were to be constructed on stilts (main buildings as well as the villas). Having the structures on stilts allows air flow to circulate from below the buildings as well as between buildings which provides a natural cooling effect (only slight cooling is achieved through this mean).

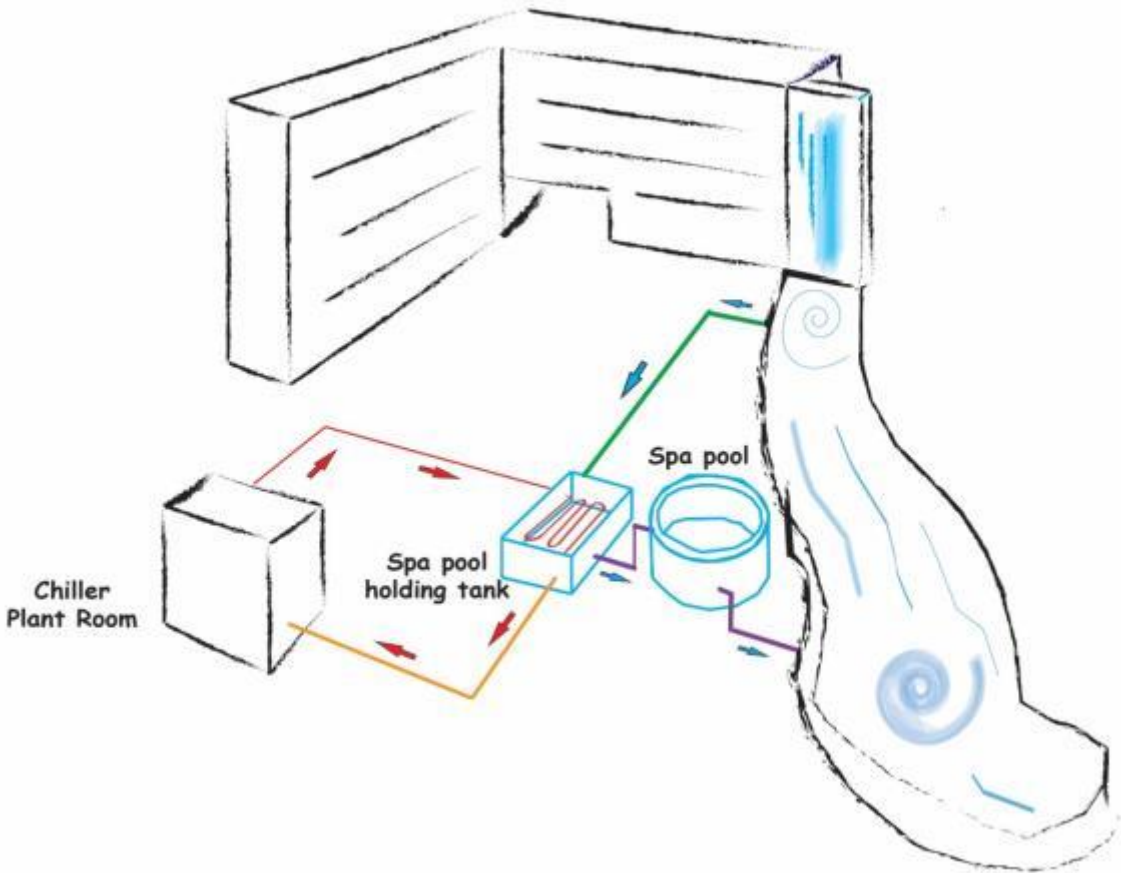
Roof top garden: SBR is home to one of the longest rooftop gardens in Singapore which also plays a key role in passive energy efficiency.



The cooling towers are used less frequently as the heat waste from the chiller system has already been extracted by the heat exchanger and channelled into the hot water supply..

Water storage tanks





Squirzy: “Prof Monitor, I understand very well about how the resort swimming pool is heated, but this must use a lot of additional energy right?”

Prof Monitor: Well Squirzy not exactly, you have only gotten a small part of the information here! Actually the resort has made significant energy savings through the upgrades of its chiller system. The heat generated from the cooling process is recaptured and circulated around the resort. So for instance when people take a shower in our resort it is hot water generated from the cooling system. But since further upgrades the system became more efficient to the point that even after hot water for the entire resort, we were still left with an excess. That is when we came up with the idea of dissipating the excess heat to a hot spa (not the entire pool!); this spa is heated with the excess heat from the cooling system and therefore does not require additional energy. But more than that, because we are now passing the hot water (which originated from the chiller) through the swimming pool, we are also using it (the swimming pool) as a cooling mechanism. We have now switched off our former cooling tower and this Squirzy saves a lot of energy!”



Energy saved due to conservation and efficiency improvements.



Technology	Energy saved
4 th generation modular heat exchange chiller system	30% more savings than conventional chillers
Balanced wave systems	10% savings on installed appliances
Efficient lighting throughout	15% compared to incandescent lighting
Passive construction design	30-40% or more than conventional buildings
Management guidelines	5-10% of energy from lighting and appliances
Energy efficient water heater	15% compared to conventional heater

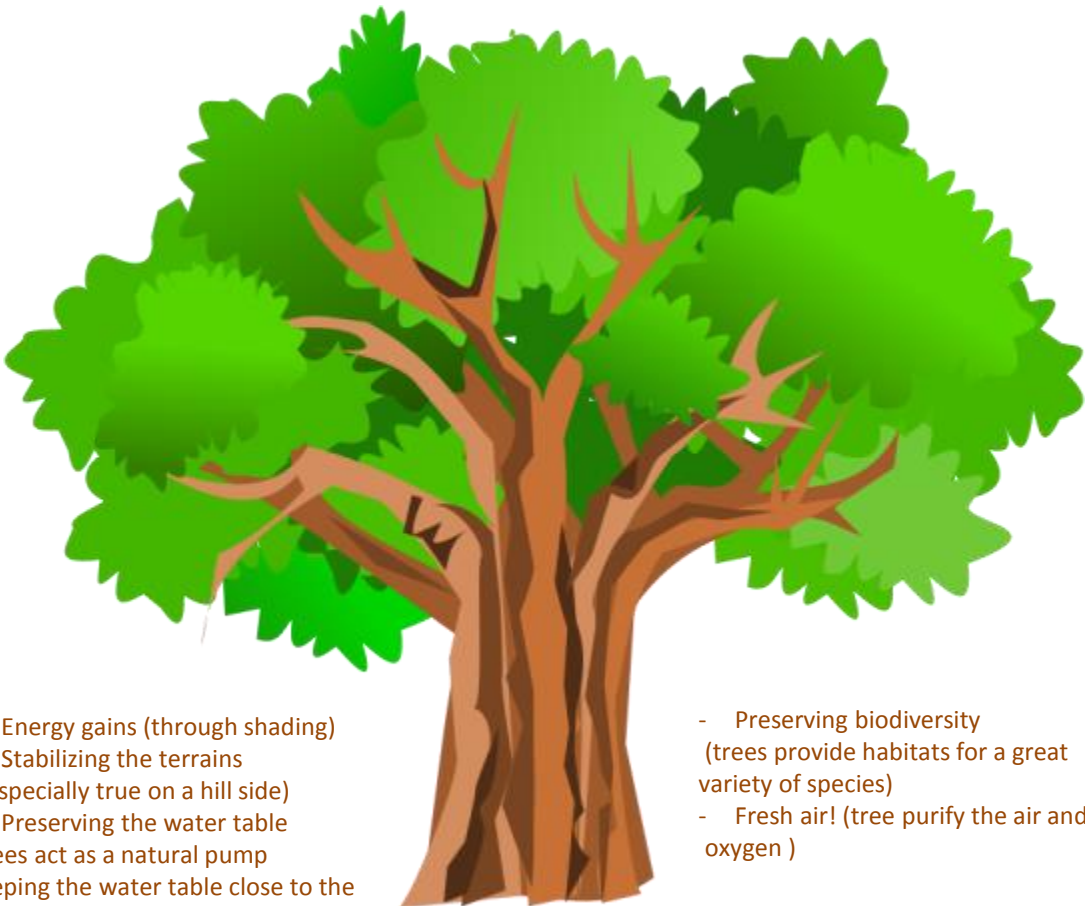
Our resort is very energy efficient

While it is difficult to evaluate with precision, SBR is confident in saying that through the combined efforts of the energy efficient technologies, good energy passive design and good management practices, SBR facilities are **at least 30-40% more energy efficient** than a conventional building would be.

What about all the trees?

Furthermore, the decision by the management to preserve a vegetal coverage and trees on site contributes to an additional very significant energy saving which we have yet to gain clarifications on. Indeed, trees provide shading, retain humidity and therefore significantly contribute in reducing the building heat load.

Some benefits of preserving trees (more than 200 preserved at SBR)



- Energy gains (through shading)
- Stabilizing the terrains (especially true on a hill side)
- Preserving the water table (trees act as a natural pump keeping the water table close to the surface)

- Preserving biodiversity (trees provide habitats for a great variety of species)
- Fresh air! (tree purify the air and release oxygen)

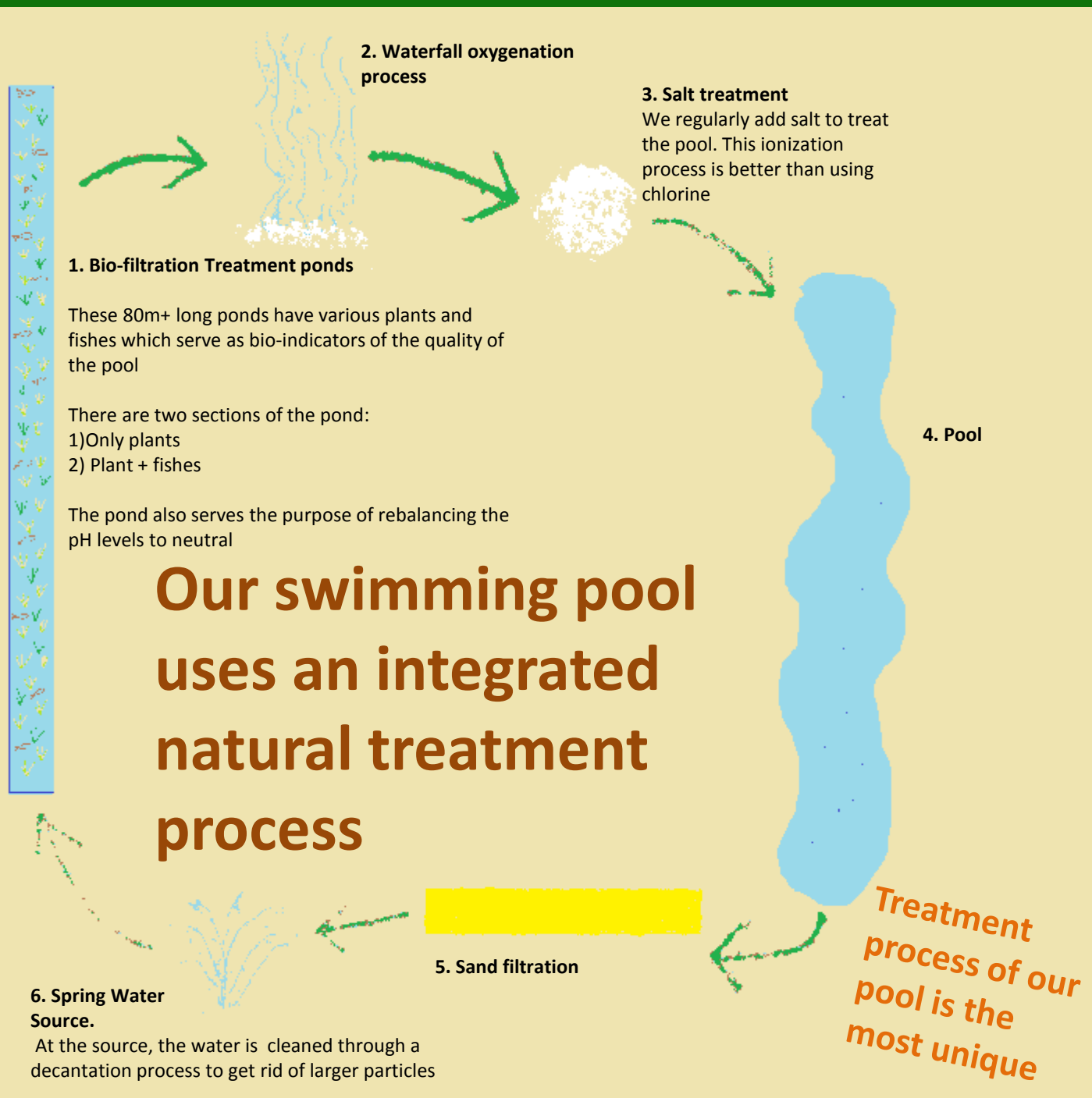


SBR Spring Water Swimming Pool

One of the unique features at SBR is the natural spring that lies below our resort. This natural source of water which would otherwise naturally flow out to sea is used for various purposes including gardening and to provide water for our landscape swimming pool.

At SBR, our swimming pool is truly unique in many ways. Through the way it was built following the natural terrain, to the way it is treated going away from conventional chemical uses to the source of the water which is from an underground reservoir

The below diagram provides a very schematic overview of the process





•**Roof top gardens:** To date (2016) SBR still has one of the longest self maintained roof top gardens in Singapore. This extensive roof top covers the entire surface area of the main building. In addition to **ecological benefits** it also serves the purpose of **cooling** the building below therefore significantly reducing the energy requirements for cooling the below indoor spaces.

WATER

Water saving initiatives at SBR

•**Spring water usage:** Below SBR lies a **natural spring reservoir**. SBR has made good use of this natural resource in order to minimize water usage. Spring water is mostly used for the swimming pool as well as gardening. Government regulations impose the usage of tap water for other usages such as guests rooms and F&B.

•**Water saving appliances:** SBR has installed water efficient appliances throughout the resort including guests rooms and public areas. These include:

- Water efficient taps (sensors)
- Water control valves
- Water efficient taps and shower heads
- Waterless urinals (in all public toilets)

•**Water saving policies:** SBR has put in place specific guidelines for its staff to minimize water consumption which are part of our environmental management guidelines.

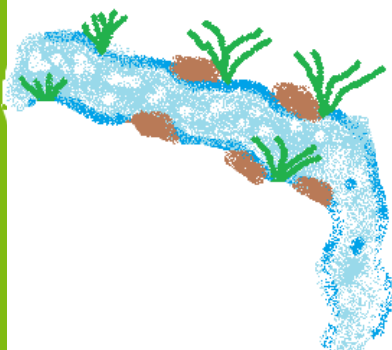
•**Water awareness:** SBR spreads awareness on the need to conserve water resources through numerous educational panels throughout the resort, including one of its huts (“the water hut”) which is dedicated to water issues. There is also information on this topic within SBR in-house eco TV channels.

•**Water harvesting/roof top garden:** SBR’s rooftop garden is self sustaining. Plants on the rooftop do not need extra watering due to the water retention properties of the rooftop garden.

SBR has strong water management policies and technologies in place

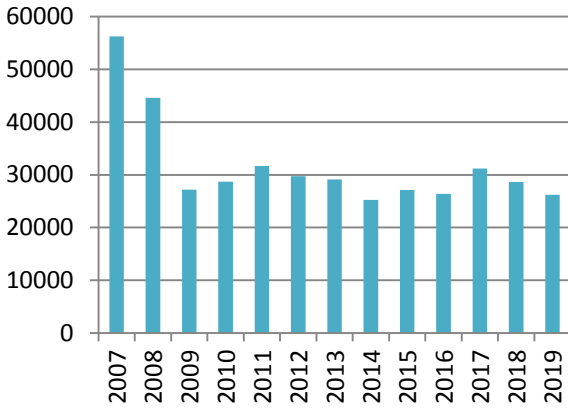


Squirzy: “SBR treats water as a precious resource. Prof monitor always reminds me that the water that so easily comes out from our taps requires a lot of energy to make, and that we should always be mindful of this when using the resource”



303-1 Water withdrawal by source

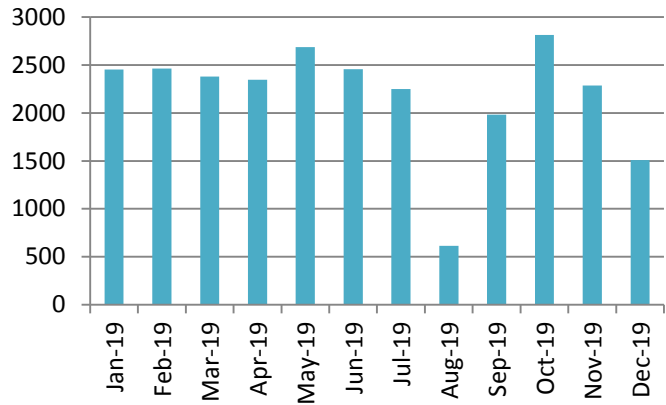
Water usage from 2007 to 2019 (cubic metres)



The above graphic represents the water consumption of SBR since January 2007. While water consumption has slightly decreased overtime, **it has remained quite stable**, after 2009.

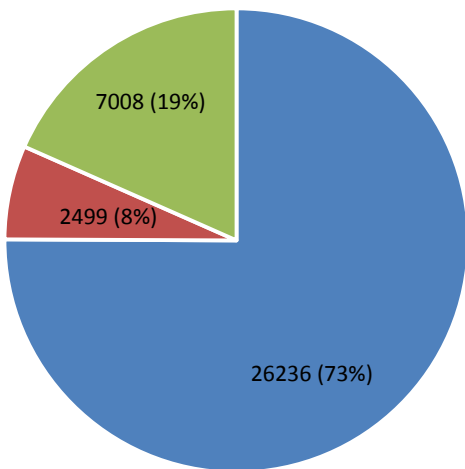
It is important to highlight that SBR has very special conditions when it comes to water usage. Indeed, below SBR lies a nature **spring reservoir** which naturally flows out to sea. During the construction phase, this underground source was discovered and SBR has since made good use of the resource.

Monthly Water Usage for 2019 (cubic metres)



Because SBR has a natural supply of fresh water that continuously comes out, **its tap water consumption remains very low**. SBR makes use of **two distinct sources** of fresh water: one comes from the **spring** and the other is **tap water** from the network. Spring water is mostly used for the swimming pool and gardening whereas the tap water is used for guests services in rooms (showering...). SBR has a very significant positive impact by allowing the management of Sentosa island to pump water from its spring which is used **to water the surrounding areas** (for gardening and landscaping purposes).

Water Withdrawal by Source 2019



- Tap water (guests rooms, kitchen)
- Rainwater* (rooftop garden & swimming pool)
- Spring water* (swimming pool, gardening & general cleaning)

*Spring water and rainwater data is estimated

Squirzy: "SBR is really fortunate to have a spring on its site. But it has also made smart choices to make use of this water in the most sustainable way"



Most of SBR water consumption originates from an underground spring water reservoir. The water that is taken from this source is of natural origin and if not taken would otherwise flow out to sea. As such SBR water usage from this source has **no impacts on diminishing water reserves within the spring.**



SBR's has a **very limited consumption of city tap water** (due to its natural spring source and water saving initiatives)

303-2 Water sources significantly affected by withdrawal of water

SBR water sources are:



None of these sources are significantly affected by the withdrawal of water from SBR as usage is well managed and kept to a minimal. Actually, the spring water is not actively pumped from the ground but **naturally flows out**. As such, if SBR was not making use of it, it would just flow out to sea. Furthermore, the Spring is regularly refilled with rainwater.

No sources of the water used at SBR are from protected areas/areas of biodiversity value or sources of importance to local community.

SBR takes great efforts into managing the source in the **most sustainable way possible.**



303-3 Water recycled and reused

In addition to its very efficient water consumption practices, SBR also has initiatives in place to recycle and reuse the water.

Such initiatives include:

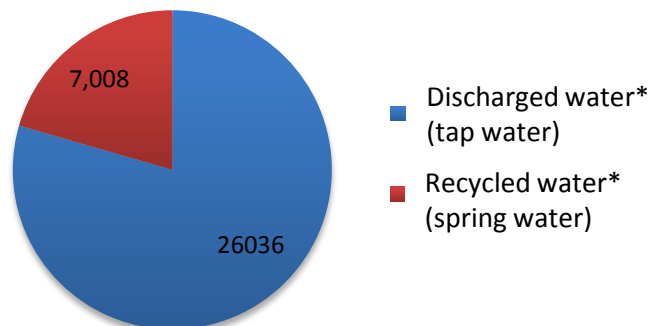
- Roof top garden: allows a significant amount of rainwater to be collected if needed
- Swimming pool closed loop system
- Extensive use of groundwater for gardening
- Excess water from the spring goes to a reservoir which is used by Sentosa management to collect and water the entire island
- Spring water excess:

The below graphic highlights the volumes reused/recycled:

Squirzy: "As you can see, SBR's spring water is very well utilized for a number of applications. Letting all this water flow out to sea would simply be a big wastage!"

When it comes to tap water people might actually say that we are not doing much to find a second use for it. That is what I actually asked Prof Monitor and he replied that in Singapore it is actually not authorized to collect and store grey water without a special permit. On the contrary all used tap water must flow back to the drains where the management is taken care of by the authorities."

Recycled Water for 2019 (cubic meters)



*Spring water and rainwater data is estimated



Water management

SBR is involved in a very special and major water initiative. Indeed, it allows Sentosa water contractors to extract water from its pond to water the entire island



Numerous water saving features throughout the resort



And much more...

BIODIVERSITY



At SBR biodiversity has a very special significance. Indeed, because the location of the resort is on pristine forested terrain, biodiversity is relatively high especially when compared to other parts of Singapore.

304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas

The location of SBR is on a forested mountain hill. Around and behind the resort lies protected terrains which hold many trees and a relatively rich inhabiting biodiversity.

SBR was constructed with minimal digging, does not own any underground area.

The property of SBR is not listed as protected status nor considered as protected by any organization.

Location:

Map of resort with surroundings.



We can see from the satellite image that SBR is **surrounded by forested terrain**. While large parts of Sentosa island have been allocated for development of the built environment, only a patch of greenery remains in the central part of the island around the resort. SBR is **conscious** of this, and has taken strong measures to ensure the **preservation of wildlife** not only on its site but also insuring that its operations have very limited impacts on the surrounding.

Size of land owned:

15,449.0 m²



304-2 Significant impacts of activities, products, and services on biodiversity

As the site surrounding SBR is a forested terrain, SBR's activities do have certain impacts on biodiversity:

SBR significant impacts on biodiversity

- Noise:** Despite that noise levels are kept at reasonable levels, some disturbances on biodiversity resources do occur.

- Built environment:** As building structures have been developed on site, some disturbance on biodiversity have occurred during the **construction phase**. It is however important to highlight that extraordinary measures to preserve the original terrain and minimize the impacts on biodiversity have been taken. Measures taken at SBR to preserve the natural terrain are unique and exemplary.

- Gardening (e.g. cutting down branches):** Occasional maintenance work in order to insure guests safety are carried regularly. These activities mostly include cutting down tree branches which may cause slight disturbances to wildlife.

- Mosquito control (spraying of chemicals on plants) :** In order to meet government standards and insure guests comfort and safety (dengue control), mosquito treatment do have to be carried on site. SBR has in the past used the traditional fumigation treatment. However, since the last few years, a new treatment using less impactful chemicals is under trial.

Habitat protected or restored

- Overall resort environment:** Despite the built environment, a significant portion of the land has been preserved.

- All trees : All grown trees on site have been preserved.**

- Ponds:** Many **ponds** around the resort have been preserved in order to maintain their rich inhabiting biodiversity. Furthermore, many other man made ponds have been added throughout the resort.

- Roof top garden:** SBR's extensive roof top gardens not only has energy efficiency attributes, but they also allow additional greenery coverage including the plantation of various species that attract insects.

At this time SBR is not working with any other organizations to protect or restore habitat, however this may be a consideration for future CSR initiatives. We are actively using the Biodiversity Portal website to promote parties that protect natural habitat.



Biodiversity on site



Numerous squirrels can be spotted on site



Birds nesting on site

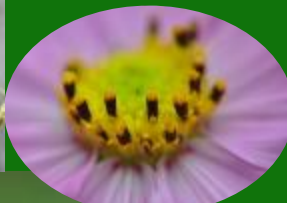
By preserving the trees and areas of forested terrain, SBR has managed to maintain a higher degree of biodiversity on its premises...



8 species of frogs have been monitored on site



Numerous insects and invertebrates in our forested areas



Numerous species of plants on site (mostly local species)



Alternative Environmentally friendly mosquito control

Numerous self sustaining ponds have been implemented throughout the resort. In addition to providing habitats for a diversity of species, these ponds are also growing grounds for fish that eat mosquito larvae as well as dragonflies which effectively serve as a natural mosquito control agent.



In addition SBR is using an alternative mosquito control treatment (instead of conventional fogging) using a bacteria based solution instead of chemical fogging. This treatment causes much less impact to the variety of species on site (insects, reptiles...)



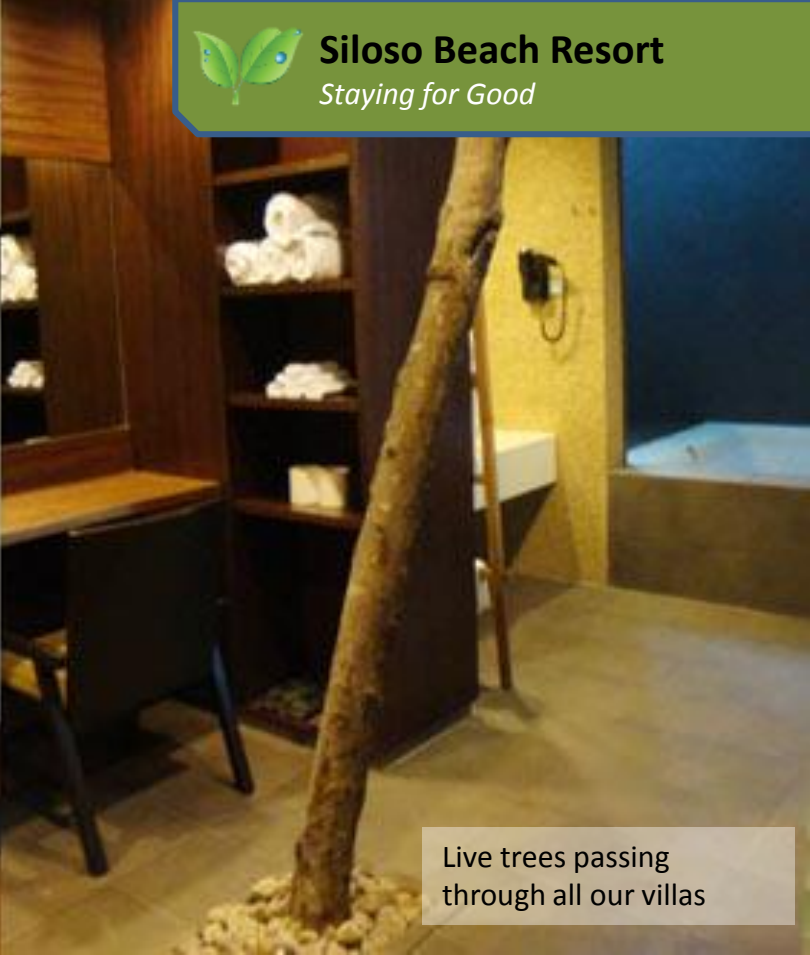
Using a bacterial based solution instead of petroleum derivative chemicals is much better for the surrounding environment

We believe that a combination of natural means and active treatments can effectively control mosquitos



In partnership with Nparks, SBR has embarked on a project to showcase the heritage species of Singapore. About 10 different species have been planted surrounding our pool area. We intend to educate our guests on the original nature Flora of Singapore.





Live trees passing through all our villas



Our unique concept of blending the natural surrounding environment with structures:

Throughout the resort in order to preserve many of the existing trees, we have integrated the trees within the built structure.

As such almost all of our villa rooms as well as many parts of the buildings actually have trees passing through them. Other techniques of preserving the trees are also found throughout the resort.



Our concept of allowing trees to pass through the structure is highly present throughout our resort

A few snap shots from the resort of integrations of trees within the structures. There are in fact countless examples of such practices throughout the resort. Indeed, whenever possible, trees have been preserved and integrated into the built design



Display of real dinosaur bones within our reception area and information on conservation

SBR Real Dinosaur Bones Display

1. Origin: The bones are donated by SBR Dinosaur Bone Collector to SBR.

2. Authenticity: The bones are real and not replicas.

3. Conservation: The bones are protected and displayed in a secure and safe environment.

4. Educational: The bones are used for educational purposes and to raise awareness of the importance of conservation.

5. Donation: The bones are donated to SBR by a private collector.

6. Display: The bones are displayed in a secure and safe environment.

7. Information: The bones are accompanied by an informational sign that provides details of the bones and the importance of conservation.

8. Conservation: We should learn from the extinction case of the dinosaurs to avoid a similar fate for our own species.

Waste wood workshop

SBR wood workshop. A significant portion of the wood at SBR originates from unwanted wood from construction sites. We then reprocess the wood for maintenance, furniture...



Roof top farming



Roof top garden growing facility. We produce vegetables and herbs without any use of chemicals

Case study: Dinosaur



At SBR we have recently become very involved with dinosaurs in the most unusual way.

Siloso Beach Resort is proud to **showcase Real Dinosaur Bones on its premises.**

The display of these bones is a joint venture between Siloso Beach Resort (SBR) and the National University of Singapore (NUS).

Background: So how did SBR get into possession of real dinosaur bones??!

Well it all started with the close collaboration that SBR has with the Raffles Museum of Biodiversity Research <http://rmbn.nus.edu.sg/> (NUS). SBR has been in close contact with this reputable institution since SBR started the development of the Biodiversity.sg (www.biodiversity.sg) which is one of its CSR programs.

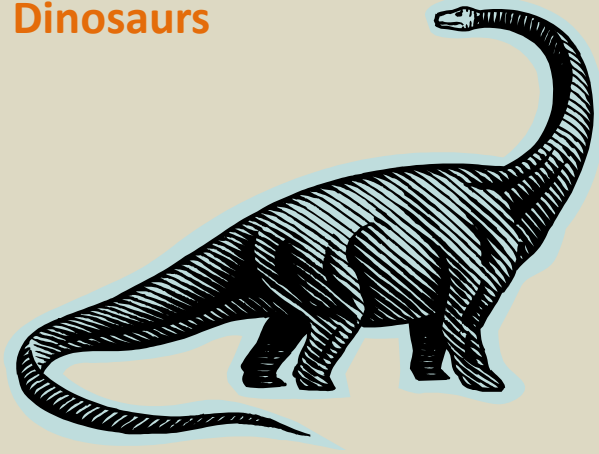


At SBR we display real dinosaur bones

In appreciation of our move in initiating this much needed funding exercise, the RMBR has accepted to collaborate with us in mounting this preliminary dinosaur exhibit which intends to inform the guests passing by the hotel and various stakeholders on the importance of dinosaurs, biodiversity preservation and to promote the upcoming National History Museum where the full skeletons will be displayed starting in 2014.

We use our Dinosaur Exhibit to convey strong conservation messages

At SBR we want to share our passion for Dinosaurs



Following this SBR has been actively involved with some of the Museum activities. Recently it came to our attention that the RMBR intended to expend into a new National History Museum for Singapore. One of the main attractions the upcoming Museum was looking forward to was to have a unique display of complete and real dinosaur skeletons.

In order to make this a reality the RMBR embarked on an ambitious fund raising exercise to raise enough money to purchase 3 unique and almost complete dinosaur skeletons (believed to be from the same family), a world first! SBR immediately responded to this by gifting a significant amount of money for this unique and most worthy cause. SBR was the first donor to put money on the table which sparked other donors to come on board as well. Since then, the necessary funds of 12 million have been collected from various donors (including SBR) and the dinosaurs skeletons are now under way to Singapore!



"Dinosaur"



Opening of the Lee Kong Chian Museum



We were very pleased to see the opening of the National History Museum this year. As the first donor to have come onboard nearly 4 years ago, it is very satisfying to see the full dinosaur bones getting displayed in Museum.

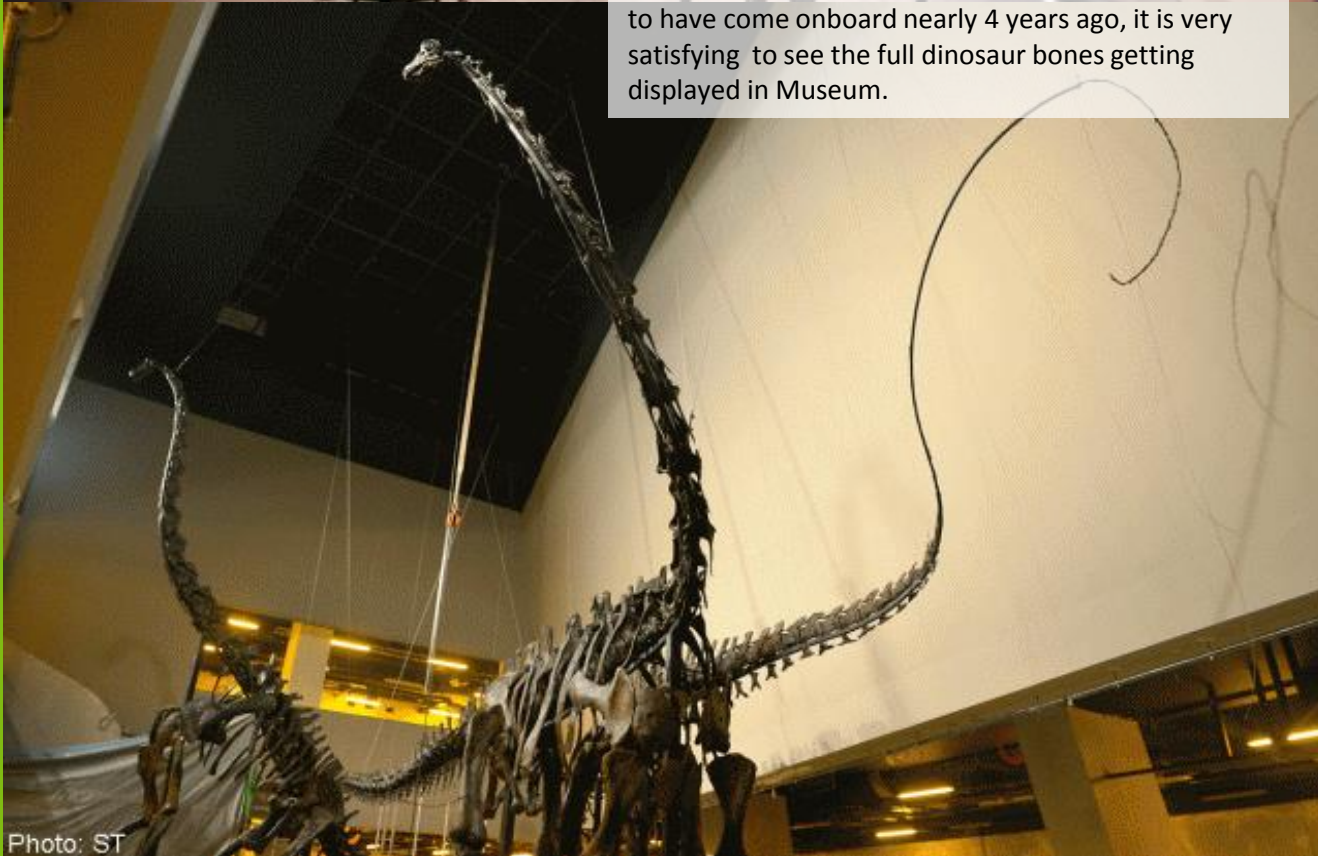


Photo: ST



SBR is Fully compliant with national regulations and goes above and beyond regulations for preserving trees and biodiversity.

Since its construction stage, **very significant consideration** has been taken to preserve the biodiversity on site. Biodiversity preservation and education remain to date **one of the main guidance of SBR.**

During the initial development stage very special care and measures have been applied to preserve as much as possible the biodiversity on site.

One of the strongest decisions was to **preserve all the trees.** This was a very serious commitment which required a lot of special attention and extra efforts:

SBR conducted an environmental site assessment of the trees affected by construction. **More than 200 fully grown trees have been preserved** on site: In order to achieve this, special construction techniques had to be applied. This included the use of **micro bore pilling** techniques. This pilling technique using lighter equipment bores a hole instead of compacting the earth, which allows to significantly reduce the amount of vibrations near the tree roots and to preserve the trees (the use of conventional pilling techniques would have killed most of the trees).

Training and supervision. Such decision to preserve the trees was very unusual at the time of construction in Singapore and therefore required extra attention during construction. Indeed, constant supervision of the worker's teams was required to make sure that no toxic spills or other common practices were going to affect the trees. Because there were so many trees to preserve, buildings had to be built around these trees. This was a particular challenge and each tree required an average of 10 consultants to make sure that both the trees and the surrounding structures would co-exist well.

Preserving the trees not only requires commitment but also a lot of patience and supervision

Anyone coming to SBR will quickly notice the extent of the efforts which have been made to preserve the trees and incorporate them within the structure.

- *Different innovative construction techniques were applied to incorporate the trees.*
- *In some parts, buildings have been built around trees.*
- *In some parts, trees literally go through the structure.*
- *In other parts, trees are in close proximity of buildings.*

Going beyond just preserving the trees, one other important initial guidance in the development of SBR was to **preserve the terrain.** In order to do this, a minimum of built surface area has been allocated while the vast **majority of the resort remains open terrain**, much of it with its original vegetal coverage.

In order to preserve the terrain, the resort was built making use of original shape of the land. For instance, the swimming pool was just placed where an old dirt road used to be. The same concept was applied in many other locations such as the villa wing where villas emplacements were chosen according to the less impactful locations for the trees and surrounding vegetal coverage.

In a later phase of development of SBR, further targets were developed to enhance biodiversity. In particular, 450 additional trees were planted, and numerous man-made ponds have been placed in various locations of the resort. These self-maintained ecosystems, attract a variety of wildlife including frogs, dragonflies and many others.

Pushing the concept, SBR is trying hard **new solutions of mosquito control** (which is usually done by fumigation) that would be less impactful to biodiversity. A new control mechanisms using BTI technology is currently under trial. These treatments are meant to be more focused on certain species (mosquitoes) and therefore known to have lesser impacts on other species inhabiting the premises.

A future objective would be to better understand and monitor the biodiversity of the area by establishing a photo database to record the various species and sightings.

Having done so many efforts to preserve the biodiversity on site, SBR is very active at promoting not only the preservation of species on site but also **educating on the concept of biodiversity** on a large scale. Indeed, SBR has implemented various educational programs on this topic.

SBR will continue its efforts to develop solutions to make its facilities a biodiversity sanctuary

SBR Biodiversity Outreach Programs

• **Biodiversity Exhibit:** A **permanent picture exhibit on biodiversity** within our café area. The pictures (both medium and large size) on display were all taken within the resort. Our aim is to promote biodiversity and to showcase that our conservation efforts have allowed to preserve a rich variety of species on site.

• **Biodiversity Portal:** **SBR has developed the [Biodiversity.sg](http://www.biodiversity.sg)** Website which has gained strong support from leading organisations in the field both locally and internationally.

Program supported by: United Nations, Conservation International, World Wide Fund for Nature (WWF), National University of Singapore, Singapore Science Centre, Singapore Institute of Biology, Singapore Environment Council.

Website: (www.biodiversity.sg)

• **Eco tours:** SBR eco tours have a special emphasis on biodiversity preservation on our site. To date, more than 21,000 persons have attended the tours from various stakeholders: schools, universities, corporates, guests...

• **TV eco channels:** Two in-house TV channels are dedicated to environmental awareness and both cover elements of biodiversity issues amongst other environmental issues.

Biodiversity is a very important focus point at SBR

www.biodiversity.sg



Siloso Beach Resort

Staying for Good

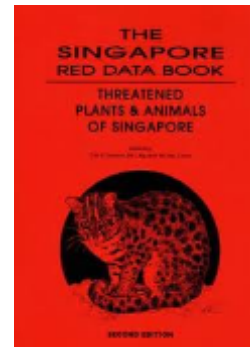
304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations

Singapore National Parks board has published a book highlighting endangered species in Singapore.

SBR has a copy of this book for its reference and information can also be obtained from the following website:

Singapore red list

http://www.nparks.gov.sg/cms/index.php?option=com_content&view=article&id=146&Itemid=128



Number of IUCN red list species potentially affected: 2

According to the Singapore Red List, both these species are present on Sentosa and thus could potentially be affected by our operations:

- **Spotted Owl** (*Strix occidentalis*)
Status: Near Threatened

- **Oriental Magpie -Robin** (*Copsychus saularis*)
Status: Least Concern

We are also concerned about these issues and we provide a range of information on species including links to endangered species in Singapore from our biodiversity site .

Biodiversity.sg
www.biodiversity.sg



Eco Alfresco Café Dining



Our dining experience caters to more than just an experience, care is taken in minimising carbon footprint while guests enjoy their meals.

Dishes are prepared with **homegrown herbs** within the resort's own garden, from mints to basil and many more spices of a variety. Savour some of our all-time favourites such as fish and chips or try out the grilled fish platter for healthier choices.

Our green conscious café

Every ingredients used in the menu are ensured with care to minimise carbon foot print, this includes purchasing ingredient primarily from local sources first and when unavailable purchases will then be made from the next nearest source possible including countries such as Vietnam and Malaysia.

Event decors are prepared fully using home grown leaves and flowers as decor, this in turn leads to minimum or no usage of tablecloths. Through a food disposal system, usage of garbage bags is also minimised.

While appreciating the nature around the vicinity, we hope to share the finer details to the dining experience with our valued diners. From embracing what nature has to offer around us and aspire to continuously bring that experience to the plate.

Leave the fins in the sea!

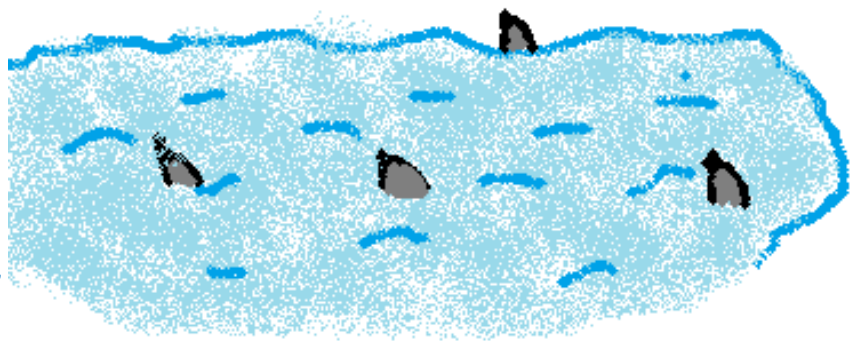
No to

Shark fins

Tiger shrimps

Blue fin tuna

Long distance products



And many others...



SBR's restaurant (like the rest of our resort) has put into place very special policies when it comes to sustainability issues:



1 Minimize Waste

At SBR's café, most of the food waste are either reused or recycled.

Organic waste: Suitable organic waste is recycled through worm composting or aquaculture.

Non organic waste: Whatever can be reused or recycled is. The staff is well trained to segregate various types of wastes (plastics, metals, glass, paper..).



4 Energy saving environment

•Our café is open air. As such, we make very significant savings on energy by allowing natural ventilation with the use of fans.

•In the kitchen we use a very energy efficient water heater system.

•We have strong energy saving management guidelines in place for the F&B department with measures such as the closing of the kitchen during night, to provide heated meals.

•We have installed a balanced wave technology on various appliances such as refrigerators which significantly reduces waste heat and improves efficiency.

**Our Eco Café
Concept is unique**



2 Mostly purchase local food

For our, café we mostly purchase products within the South East Asia region. The reason for doing this is mostly to reduce the carbon footprint resulting from the transports of goods.

3 Use the café area to display strong environmental messages



Our café displays numerous messages related to environmental issues. These include:

- Our biodiversity exhibit displays pictures of wildlife taken throughout the resort and associated conservation messages.
- Our eco huts (5 in the café area): each hut displays extensive information on a specific topic: climate change, pollution, water, biodiversity, corporate sustainability.

5 Environmentally responsible menu



We only offer sustainable food choices on our menu

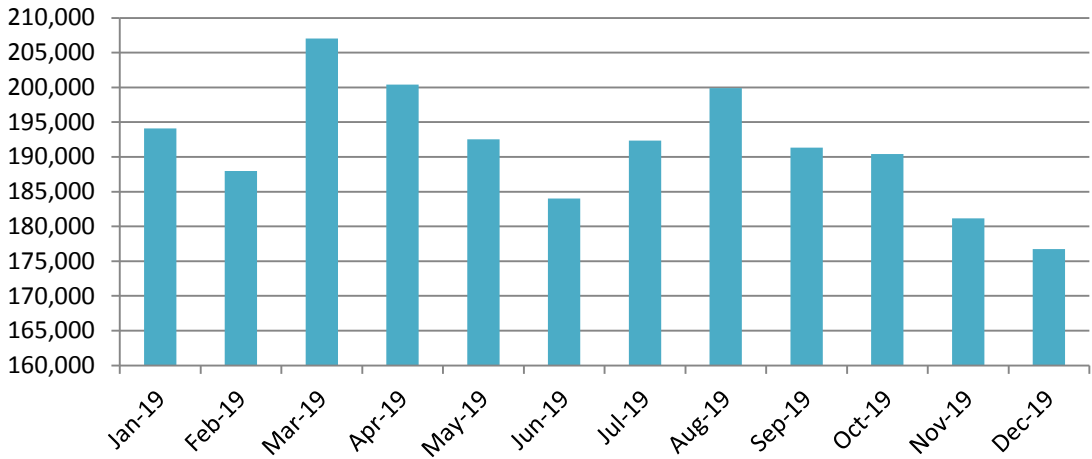
We follow the World Wide Fund guidelines for sustainable seafood . As such, you will not find items such as shark's fin, blue fin tuna and tiger prawns on our menu...

We also look into alternatives of meat with a similar consciousness

The most notable fact is that part of our food is actually produced within our resort. Indeed, we grow our own organic vegetables and herbs on our rooftop. 100% of the herbs used in the kitchen are from our site and about 20% of vegetables.



Total electricity usage for 2019 (kWh)



SBR takes the consequences faced by global climate change seriously.

Despite that it is aware that its own operations have insignificant impacts on a global scale (and climate change is a global scale issue), it also recognises the fact that any given business including its own has an important role to play in doing the right thing by significantly **reducing its Green House Gas Emissions**. But most importantly to actively promote, share and showcase how it does so in order to inspire many other businesses to do the same, especially in its own line of business: the hospitality and leisure sector which is a global significant contributor.

Numerous efforts have been done at SBR to cut down atmospheric emissions. Some related to **energy management** while others are more towards a **passive approach**.

The below section provides an evaluation of SBR's emissions based on energy use at the resort:

Squirzy: "First I thought it was huuge but then Prof monitor explained to me that it is actually very reasonable for an hotel of this size"



305-2 Energy indirect (Scope 2) GHG emissions

In Singapore 1kwh corresponds to 0.5233 kg of CO2 (equivalent) (source NEA)

SBR monthly average electricity consumption in 2019 is 191,491 KWh

Therefore SBR monthly carbon emission is $0.5233 \times 191,491 = 100,207.2$ kg CO2e

And for one year: $101,946.7 \times 12 = 1,202,486$ kg CO2e

SBR annual estimated carbon footprint: **1,202 tonne of CO2e**

(This value is only an estimate based on electricity consumption; it does include external operations, supply chains and transport)

Furthermore, the above amount should be **significantly reduced** once taken into account the **trees present on site**.

SBR annual carbon footprint for 2019:

1,202 tonnes of CO2e

SBR Dense Foliage



Elements of canopy at SBR



Due to its extent of vegetal coverage , SBR benefits from an **excellent air quality** environment

305-3 Other indirect (Scope 3) GHG emissions

The main source of GHG emissions at SBR is primarily from **electricity consumption** which originated from the **combustion of natural gas**.

In addition to this primary consumption, several smaller and irregular activities are also contributing but to a much smaller extent. While aware of these sources, SBR is still in the process of gaining a more precise understanding of the emissions involved from these sources.

Other indirect GHG sources:

Gardening activities: May involve from time to time the usage of machineries which burn fuel, these include:

- Land-mowers
- Chainsaws
- Various other cutting machines
- Emergency generator

Fumigating (mosquito control)

The chemicals are sprayed through a blowing machine which consumes fuel.

Transports: SBR operates two **small buses** to transport its guests to and from the resort. The trips involved are however short (about 4 km) and therefore the emissions involved through this means is relatively small.

SBR 12 seater van



SBR 15 seater van



Our newest 15 seats van is much more environmentally friendly than our older 12 seater van



Our gardening activities account for a very small amount of emissions

305-5 Reduction of GHG emissions

Tree preservation and planting (passive approach): preserving trees on site, has also in the process significantly contributed to offset emissions on site. Indeed, preserving the trees also preserves the carbon stored within the trees as well as the carbon dioxide removal potential of these trees. While it is **very difficult to evaluate** how much carbon emissions is saved through this means, **it is significant**. SBR has preserved over 200 trees on its site and additionally planted another 450.

•**Good design** (passive approach): Due to the energy efficient design of the buildings, SBR energy use is significantly reduced which translates to significant reduction in atmospheric emissions.

•**Active approach:** SBR has numerous initiatives to reduce its energy consumption through the use of **new energy efficient technologies**. The reduction in energy usage translates to reduction in atmospheric emissions.

305-6 Emissions of ozone-depleting substances (ODS)

SBR has a policy in place to avoid the usage of ozone depleting substances. As such, very few if any are actually used on site. These substances may only be contained in:

- Coolants in fridges
- Sprays of various sorts

SBR is free of any CFC's

HCFC's are present in small amounts and within government regulations.

Emissions by weight: **insignificant**

305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions

The only SBR related activities that involve some of these substances are transportation and gardening.

Values have not been directly measured but are very low considering the amount of transport and gardening requiring machineries involved.

SOx
NOx
Transport
+
Gardening machinery



Small amounts of **HCFC's** are contained in our fridges and cold rooms in refrigerants liquids



Insignificant amounts of **SOx** and **NOx** originate from gardening machineries

At SBR atmospheric emissions of either ozone depleting substances or Nitrous or Sulfuric oxides are:

Not significant

Very small amount of **SOx** and **NOx** come from our bus exhausts (our bus trips only cover small distances)



306-1 Water discharge by quality and destination

Total amount of water discharge for 2018: **28,432.1 cubic meters** (based on estimates from employee and guest water usage).

All of our discharged water comes from the public water supply and goes back to the public water treatment. Almost all of the water used is discharged through showering and flushing of toilets. A very small percentage (less than 1%) of our water withdrawn is consumed as drinking water by our guests or used by our housekeeping staff for general cleaning.

Our other sources of water, such as spring water and rain water, are not discharged, but rather the excess is used for gardening purposes by SBR and Sentosa.

Our earthworms hard at work!



306-2 Waste by type and disposal method

Majority of waste at SBR is recycled and collected from housekeeping and F&B department. Plastic bottles, tin cans, and cardboard containers are collected and recycled. The waste that is not reused or recycled is sent for incineration. We are constantly improving our monitoring systems and plan to provide more information about the amount of waste produced in subsequent sustainability reports.

Most of the food waste is also recycled using the natural methods of **vermicomposting** (using earthworms) or **aquaculture** (tilapia and other fish). We also recycle some of our cardboard through the vermicomposting process.

New closed loop food waste recycling system

We have a new system implemented in 2013 to supplement our vermicomposting system for food waste. This system involves the use of Aquaculture and the local Tilapia Fish. Prior to this system, we disposed our food waste either in the wormery or the machine but the machine was wrote off in 2012. So we can only dispose the food waste in the general waste or wormery. The only problem is that we are limited to Vegetarian waste without any citrus or oils. After implementation of the new Tilapia Aquaculture system using grey, red and black Tilapia we increased the types of food waste being recycled to some meat items, bread and vegetables but some of the wormery food waste feeding restriction still applies in the aquaculture system located in the Bio filtration pond at the second level.

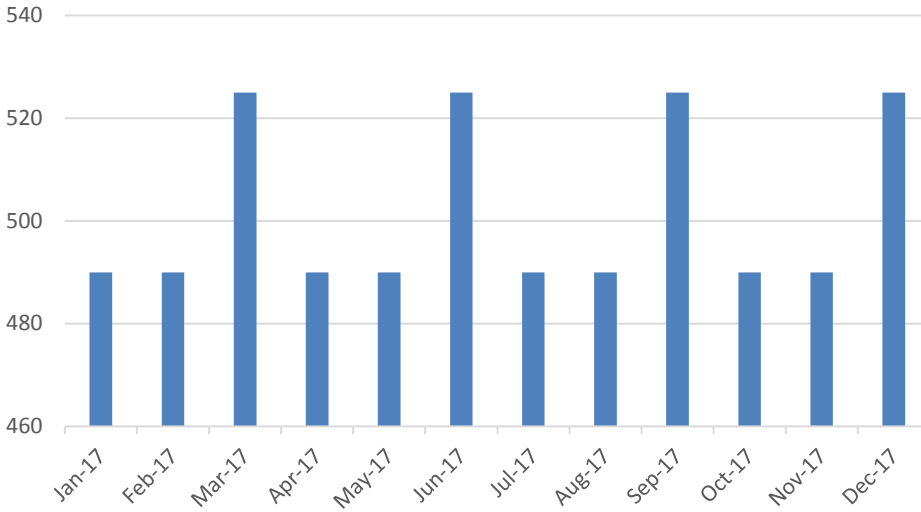


Experimental composting system

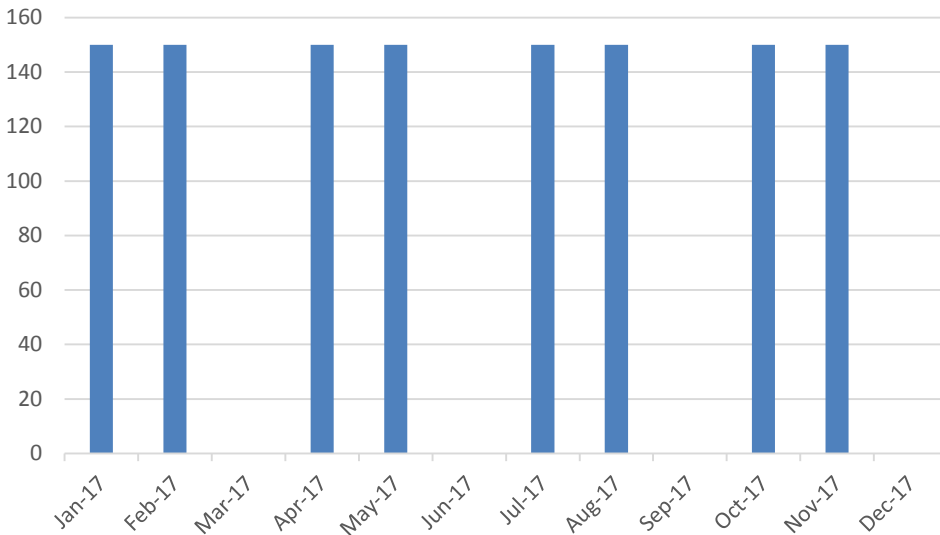


Our earthworms also play a large part in our recycling efforts!

Food waste collected for vermicomposting 2018 (Kg/month)



Cardboard used for vermicomposting 2018 (kg)



Community and educational impact: SBR has donated worm castings to more than 30 schools and community gardens, and conducted training on vermicomposting for more than 10 schools!

At SBR we have a unique approach to promote recycling by **linking the end product to the source**. Below are some panels that we developed and displayed.



Cans



Recycle Cans = Less Mining

General Waste



General Waste = Not Recycled

Plastic



Recycle Plastic = Less Oil

Paper



Recycle Paper = Save Forests

306-3 Significant spills

To date, SBR did not have any instances of spills whatsoever.

No Spills to date and SBR intends to keep it this way

306-4 Transport of hazardous waste

SBR does not have, produce or use any waste that is considered hazardous under the Basel convention.

As a hotel environment, hazardous waste are very limited.

Cleaning products used are selected to be environmentally friendly.

306-5 Water bodies affected by water discharges and/or runoff

No water body is directly affected by SBR's water runoff.

Water runoff goes to the Sentosa drain which then flows to treatment facilities.

SBR actually has a positive impact in water conservation through two activities.

- SBR has constructed numerous ponds throughout the resort which bring biodiversity back to these areas.

- SBR has set up a main pond nearby its resort where the overflow of the spring goes. This pond has created a natural habitat for various species of insects fish and frogs.

No hazardous wastes at SBR

Prof Monitor: "SBR is very conscious that its rejects of various forms should it be liquid waste or solid waste can have adverse effects on the surrounding environment if not managed properly. For this reason extra care has always been a priority and as explained earlier, the precautionary principle is very present especially in waste management. Not only SBR does not reject very significant amounts of waste but the waste that is discharged is very controlled"





Reusing scrap metal



Stone table



Recycling bins for the guests

At SBR we
make use
of waste in
any way
we can



Carton recycling



All guest rooms equipped
with soap and shampoo
dispensers



In-room messages

And much more...



Making use of recycled materials

At SBR many of the items are actually from 100% recycled origin or simply from unwanted sources. A few of these items include:

A large portion of the outdoor steps are from reused timbers from a railway trail in Australia

All the corridors and a large portion of walkways are layered with rubber mats which are 100% recycled from car tires

The children playground comprises items which are have been reused from an unwanted source

And much more...



If we could we would do more...
However there are limitations to the amount of recycled items that can be used in core construction under current Singapore law





Closed-Loop Cycles for Food Waste

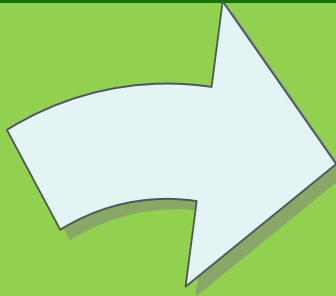
At SBR there are two **closed loop cycles** which are used to naturally deal with much of the food waste:

1. Aquaculture:

Tilapias and other fishes in our pond eat a variety of food items such as bread, vegetables, and meat (non-oily). The tilapia also produces nutrient-rich water which is then used for watering the plants.



Food Waste
About **25KG** of vegetable and fruit waste is collected daily for vermicomposting



Earthworms
Food waste gets eaten by our about **1 million earthworms**, and turned into castings

2. Worm-Composting closed loop cycle:



No Wastage



Restaurant
Vegetables from farm **supply about 20%** of event needs



Vegetables
Castings are fertilizer for vegetables **free of pesticides and chemical fertilizers**





COMPLIANCE

SBR has **always been compliant** with national regulations and has not received any fines for misconduct.

SBR will continue to apply most stringent practices when it comes to meeting regulatory requirements.

In fact **many of the initiatives at SBR go far beyond the legal requirements**. This includes aspects such as energy efficient design, water management, energy management, waste management and more.

SBR has a holistic approach to sustainable management and believes in test-bedding new practices and technologies in order to continuously improve. Having done this for many years now, it has also put SBR a significant step ahead of government regulations.

307-1 Non-compliance with environmental laws and regulations

To date, SBR has **never endured any fines** or non-monetary sanctions of any kind for noncompliance with environmental laws and regulations. **Monetary value is 0.**

SBR is a very responsible business and takes great care in **applying the precautionary principle**.

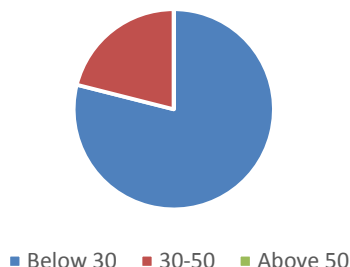


SBR's concept is to invest in new technology and practices early on and reap the benefits, rather than wait until forced to catch up as regulations and accepted business practices change.

Social

401-1 New employee hires and employee turnover

New Employees Hired by Age Group for 2019



Squirzy: “SBR has a good balance of males/females hired with currently more males than females.

The other thing is that SBR has a young and energetic work force, just like me!”

401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees

Siloso Beach Resort full-time employees enjoy:

- Leave entitlement
- Medical benefits
- Dental benefits
- Public holidays
- Sentosa Island partner card
- Bonuses
- Special allowances

401-3 Parental leave

Total number of employees that were entitled to parental leave, by gender.

Male	Female
0	0

Total number of employees that took parental leave, by gender.

Male	Female
0	0

Total number of employees that returned to work in the reporting period after parental leave ended, by gender.

Male	Female
0	0

Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender.

Male	Female
0	0

New Employees Hired 2019

Group	Persons	Group Rate**	Total Rate**
Male	10	0.23	0.12
Female	9	0.25	0.11
Below 30	15	1.38	0.18
31-50	4	0.17	0.05
Above 51	0	0	0

Employee Turnover 2019

Group	Persons	Group Rate**	Total Rate**
Male	16	0.37	0.2
Female	7	0.19	0.09
Below 30	14	0.35	0.17
31-50	6	0.25	0.07
Above 51	3	0.33	0.02

*All employees are in the same region/operation at Siloso Beach Resort

** Group Rate is the rate as compared to number of staff in that respective group (as reported in 405-1) . Total rate is the rate as compared to the total number of staff (as reported in 102-8) .



403-1 Workers representation in formal joint management-worker health and safety committees

SBR is active in participating with various groups for the improvement of workers' health and safety. SBR regularly sends representative staff to attend trainings which include:

- Fire safety training
- CPR and AED training
- Risk assessment

Percentage of total workforce: **25%**

Only staff that are most relevant in applying these skills to improve the safety of others are sent for training.



Our health screening program combined with our employee health package provides a good medical coverage

403-2 Types of injury and rates or injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities

We abide by the Singapore national laws on recording and reporting accident statistics, which follows the recommendations of the International Labor Organization.

Employees:

<i>Gender</i>	<i>Injury rate</i>	<i>Occupational disease rate (ODR)</i>	<i>Lost day rate (LDR)</i>	<i>Absentee rate (AR)</i>	<i>Work-related fatalities</i>
<i>Male</i>	0	0	0	0	0
<i>Female</i>	0	0	0	0	0

Contractors:

<i>Gender</i>	<i>Injury rate</i>	<i>Work-related fatalities</i>
<i>Male</i>	0	0
<i>Female</i>	0	0

* Not including minor injuries. No independent contractors were injured or suffered from occupational disease.

** Lost Days refers to scheduled working days and is counted when more than half of a working day is lost.

Assistance Programs regarding Serious Diseases



	Education/Training		Counselling		Prevention/Risk Control		Treatment	
	Yes	No	Yes	No	Yes	No	Yes	No
Program Recipients	Yes	No	Yes	No	Yes	No	Yes	No
Workers	X			X	X			X
Worker's Families		X		X		X		X
Community Members		X		X		X		X

403-3 Workers with high incidence or high risk of diseases related to their occupation

None of the employees at SBR are exposed to any high incidence or high risk of diseases related to their occupation.

Since 2012, SBR has put into place a **free and compulsory health screening program** for all of its employees (the program continued to be conducted in 2013). This screening process also aims to raise awareness on a range of common illnesses and chronic diseases (SBR does not have any occupational activities that are related to a high incidence of occupational disease). During this screening, health professionals come on-site to conduct a series of tests and to educate the staff on health related topics.

403-4 Health and safety topics covered in formal agreements with trade unions

SBR does not have any formal health and safety agreements with trade unions. Health and safety is very important to SBR, which is why we are **BizSAFE Level 3** (SBR has recently obtained this local health and safety endorsement).

TRAINING AND EDUCATION

404-1 Average hours of training per year per employee

All of our employees are required to undertake a **2 day compulsory training** upon joining the organization. In addition, every employee as **1-2 days of additional training** every year regardless of gender or employee category.

404-2 Programs for upgrading employee skills and transition assistance programs

In addition, numerous opportunities are offered to the staff to attend training programs and educational talks which varies depending on what opportunities for learning come available (conferences, trade shows., workshops...) In Singapore the CPF fund, for which SBR contributes, is a main way for employees to manage their retirement funds.

404-3 Percentage of employees receiving regular performance and career development reviews

All our employees receive performance and career development reviews once a year.

– **100%** (both males and females)



At SBR we offer our staff a range of options to improve their skills throughout the duration of their employment with us

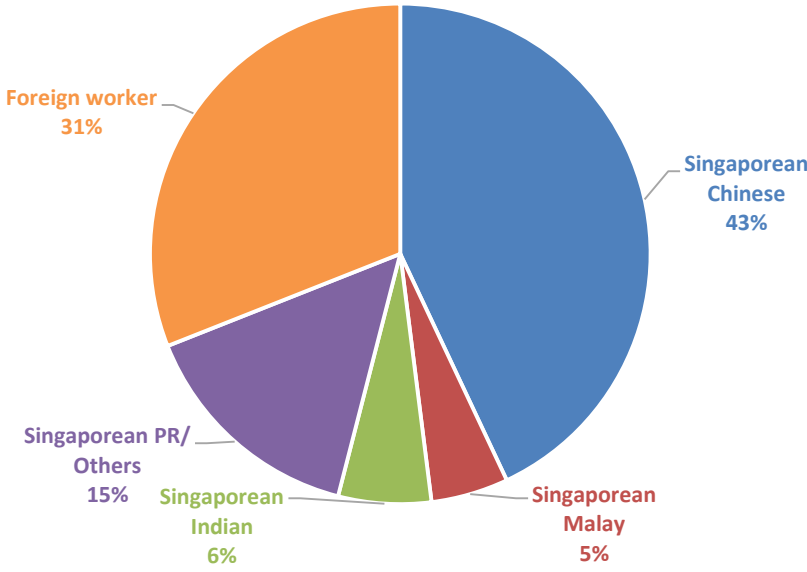
DIVERSITY AND EQUAL OPPORTUNITY

405-1 Diversity of governance bodies and employees

Composition of Governance Body:

Nationality	Above 50 years	30-40 years	Male	Female
100% Singaporean	33%	67%	67%	33%

Ethnic Background of full time employees 2018



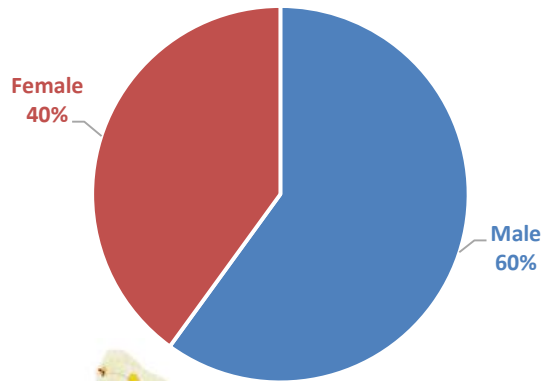
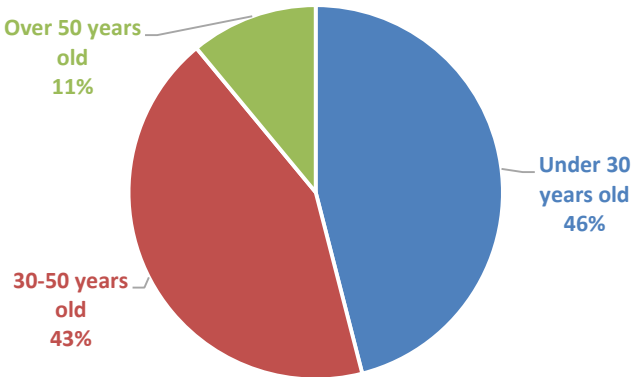
Squirzy: "SBR has a rather diverse and multicultural workforce. I believe that diversity is a sign of strength. Look at me and prof monitor we could not be anymore different but we are a strong team aren't we?"



Age and Gender of full time employees 2018

Age Group

Gender



Prof Monitor "As already highlighted, SBR has a rather good balance of males/females. This is especially true for new hires which are mostly in the young category. This reflects SBR's policies as an equal opportunity and non-discriminative employer"



**EQUAL REMUNERATION FOR WOMEN AND MEN****405-2 Ratio of basic salary and remuneration of women to men**

SBR is an **equal opportunity employer**. The salary ratio of women/men is **1**.

At equal career level and background, women and men can expect the same salary range and the same level of consideration and attention.

HUMAN RIGHTS**NON-DISCRIMINATION****406-1 Incidents of discrimination and corrective actions taken**

Total number of incidents of discrimination: **0**

So far SBR, since the start of operations until 2019, SBR did not have any incidents of discrimination and we intend to keep it this way

Siloso Beach Resort's Commitment to Fair Employment Practices

SBR has pledged to observe the **5 Principles of Fair Employment Practices** under the Singapore Tripartite Agreement on Fair Employment Practices (TAFEP), these include:

- a. Recruit and select on the basis of merit (such as skills, experience or ability to perform the job) regardless of age, race, gender, religion, marital status and family responsibilities, or disability.
- b. Treat your employees fairly and with respect and put in place progressive human resource management systems.
- c. Provide employees with employees with equal opportunities to be considered for training and development based on their strengths and needs, to help them achieve their full potential.
- d. Reward your employees fairly based on their ability, performance, contribution and experience.
- e. Abide by labour laws and adopt the Tripartite Guidelines on Fair Employment Practices.



Employment of persons with disabilities

SBR takes responsibility to increase the employment opportunities for PWDs at all levels and occupations. We source for interns from associated schools to provide PWDs with working experience and relevant skills. PWDs would be mentored by experienced staff in their respective departments, which could be reception, landscaping, F&B, bellhop, storeroom and housekeeping. Often after their training is completed, PWDs would be offered full-time employment. We would not miss the big opportunity of hiring dedicated employees. By providing PWDs meaningful employment opportunities, we are giving them independence and a life of dignity for themselves.



Apart from the skillsets and values that they can contribute, businesses can:

Tap on an often overlooked talent pool, with the current labour shortage and foreign labour levies in Singapore - SBR assigns PWDs in our landscaping, housekeeping and F&B departments.

Boost a diversified workforce – SBR employs workers of all races and nationalities, in a non-discriminatory approach.

Be ready when equal opportunities and multiple standard procedures are implemented in the workplace.

Create an improved workplace culture to show appreciation and to build a beneficial and sustainable business

Adopt it as one of their CSR initiatives – this shows that our business is not just about profit but we are doing something more meaningful

Allow staff to reflect about their own lives and be inspired – seeing PWDs being able to perform and accomplish various tasks, other staff will be more motivated to improve and excel at work



Employment of persons with disabilities

We have hired many PWDs since 2011. Several issues are taken into account when hiring them. For example, the effects on the person's disability on his performance, as well as his overall welfare while working in SBR. Without proper policies and protocols, these people might face misunderstanding and unintentional discrimination.



We communicate about our staff through various platforms

Our Friendly Staff with Special Needs 6

SBR provides **employment and training opportunities** to those with disabilities (various intellectual disabilities including down syndrome and autism as well as physical disabilities).

Please be considerate to our staff with special needs.



Our staff with special needs are identified with this badge for your understanding.



We believe those with disabilities deserve a **fair chance** to work and be recognized for their **abilities and contributions**. Employment of those with disabilities is one of our key activities as a **socially responsible** business. We greatly appreciate your **understanding and support** in this initiative.

In-room booklet


SBR identifies PWDs through badges. We hope to inform guests about PWDs through word of mouth, our guest in-house channels and in-room booklet. We hope to seek understanding from our guests.

SBR CSR Programs

Eco Tour Program **Employment of PWD** Biodiversity Outreach Community Involvement

Key facts and Figures:

- ✓ **Currently 14% of total workforce are PWDs**
- ✓ **Mixture of physical and intellectual disabilities**
- ✓ **Key partnerships with groups such as St Andrews Autism Centre and Down Syndrome Association**



CSR guest channel

We believe those with disabilities deserve a **fair chance** to work and be recognized for their **abilities and contributions**. Employment of those with disabilities is one of our key activities as a **socially responsible** business. We greatly appreciate your **understanding and support** in this initiative.

SBR's policies for hiring PWDs

SBR shall not put any discrimination on employees that have disabilities of any kind;

SBR shall arrange for special assistance that the potential employee with disabilities may need during the interview process, if this requirement is judged reasonable;

If a person's disability prevents the carrying out of a specific job scope, SBR will attempt to make reasonable accommodation. If reasonable accommodation is not possible, SBR reserves the right to refuse this person but may consider this person for another position currently or in the future.

In developing recruitment strategies for people with disabilities, SBR will recruit widely, using national agencies, develop collaborative efforts with various groups and posting on the Internet.

SOCIETY - LOCAL COMMUNITY

413-1 Operations with local community engagement, impact assessments, and development programs

100% of our operations are implemented with such community engagement, impact assessments, and development programs.

An initial impact assessment of potential construction damage to trees and terrain was conducted (this was for internal use and has not been publically disclosed). We have a Sustainability Committee and a Health and Safety Committee which deals with the relevant environmental and social impacts.

We engage with the community for feedback on any grievances, however as an SME located in a primarily tourist destination, we have not found it necessary to establish formal community consultation committees or formal local community grievance processes.

We do purposefully create plans on how to engage our stakeholders, and use stakeholder mapping to assess which stakeholders would be impacted the most and which ones would be interested in our activities.

Community engagement: SBR has put into place a range of programs which intend to engage our staff with the community.

Such programs include helping community groups in need such as the St Andrew's Autism Center or the older workers. We encourage our staff to participate in such social movements and offer rewards for those who do.

Impact assessment: SBR has recently conducted an in-depth assessment of its operations and a range of surveys, both internal and external, to gain a better understanding of the impacts of its various programs and guests satisfaction.

People with disabilities: It is our continual initiative to remain as a **socially responsible business**. About 20% of our employees are people with disabilities. Close to 70% of our employees in Al Fresco Café are PWDs. Most of our staff with PWDs have mild intellectual disabilities.



Development programs:

SBR is actively participating to various community development programs. Such programs include the sponsorship of university scholarships, schools educational programs, the make a wish foundation and many others...

413-2 Operations with significant actual and potential negative impacts on local communities

As a single operated business on the island of Sentosa (considered a leisure and entertainment hub), SBR does not have significant negative impacts on local communities.

On the contrary, SBR has **a positive impact** by providing leisure services while operating its business **in a sustainable way**.



416-1 Assessment of the health and safety impacts of product and service categories

Products: SBR does not produce its own products, however has policies in place to purchase in the most responsible manner. This involves analyzing the products that we purchase in order to get the most sustainable options and which will also be safe for our staff and guests to use.

Services: The services that we offer have gone through a health and safety risk assessment and audited by a third party. As such every aspects of our operations follows stringent health and safety standards. Even from the beginning development stages of the Resort, health and safety impacts were assessed for improvement.

List of life cycle stages subject to health and safety assessment

	Yes	No
Development of product and concept	X	
R & D		Not Applicable
Certification		Not Applicable
Manufacturing and Production		Not Applicable
Marketing and promotion		X
Storage distribution and supply	X	
Use and Service	X	
Disposal, reuse, and recycling	X	

Percentages of products and services undergoing such procedure:

Products: Not Applicable

Services: 100%



At SBR we apply a life cycle analysis to most products and services. This is part of our precautionary approach guidelines.

416-2 Incidents of non-compliance concerning the health and safety impacts of products and services

Since opening, SBR did not have any incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services.

There has been a few incidents in 2014 at the hotel for aspects such as:

- Fall from slips and trip due to slippery floor: **1**
- Cuts after broken glass: **0**
- Over exertion due to staircases: **2**

These incidents were found to be accidental and not related to non compliance



At SBR the level of incidents is very low

PRODUCT AND SERVICE LABELING

417-1 Requirements for product and service information and labeling

100% of relevant product and service categories

Products: As a hotel business, many of the products that SBR uses are purchased from third parties. As such, these products already contain the regulatory labels on them with regards to content, safety, disposal and other specific aspects. SBR ensures that these labels remain on the products before handling by staff and guests. Relevant information regarding the sourcing of component products of our hospitality services, where applicable, is required.

Services: Labels and banners promoting various types of services are widely present at SBR. SBR meets all regulatory requirements with regards to labeling of safety aspects which include:

- Fire exits/extinguishers location/emergency exits
- Food type (e.g., nuts, spices...)
- Non-smoking signs

But also extensive labels and panels on services location: -reception/café/roof top garden...

SBR has gone much beyond this by setting a range of information corners such as location panels at each elevator floor or our Green Hub Corner where a large scale map of the resort is displayed.

417-2 Incidents of non-compliance concerning product and service information and labeling

Since opening, **SBR did not have any incidents of non-compliance** with regulations and voluntary codes concerning product and service information and labeling.

SBR intends to keep it this way and is constantly collecting feedbacks in order to improve such aspects even further.

There are currently truly numerous information panels and labels throughout the resort informing on the nature of products and services.

417-3 Incidents of non-compliance concerning marketing communications

We have **not had any reported incidents so far.**

SBR has a soft approach to marketing and our approach is not aggressive or competitive with other hotels.



At SBR all required labeling are present on site



Pic: Our pool signage

We are compliant with rules and regulations and no we do not use inappropriate of funny signs when it comes to serious aspects or legal requirements

Labeling is important because it provides key information which can be related to safety and well being

418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data

Like any other hotels, we are always dealing with a range of customer complaints, however so far, we have **never had any issues or complaints regarding breaches of customer privacy and losses of data.**

At SBR, customer privacy is one of our priority and we treat such data with care and professionalism.

Recently SBR has invested and put into place a major internal backup computer system that allows all the customer data to be safely stored on our servers.

SBR does not store information without prior approval of its customers. Most of the data that we collect is on a temporary basis between the time the customer makes a booking to the time he leaves the hotel or cancels the reservation.



What is personal data?

Personal data refers to data, whether true or not, about an individual who can be identified from that data; or from that data and other information to which the organisation has or is likely to have access. Personal data in Singapore is protected under the Personal Data Protection Act 2012 (PDPA).

The PDPA establishes a data protection law that comprises various rules governing the collection, use, disclosure and care of personal data. It recognises both the rights of individuals to protect their personal data, including rights of access and correction, and the needs of organisations to collect, use or disclose personal data for legitimate and reasonable purposes.

The PDPA provides for the establishment of a national Do Not Call (DNC) Registry. The DNC Registry allows individuals to register their Singapore telephone numbers to opt out of receiving marketing phone calls, mobile text messages such as SMS or MMS, and faxes from organisations.

Customer data and privacy protection is important to us

Squirzy: “Prof Monitor always tells me that privacy protection is important. I agree, I’m always annoyed when I’m trying to have a quiet breakfast in the morning and that hotel guest always want to take pictures of me. I don’t have any privacy anymore! I’m not sure it really relates to data protection but I definitely understand what privacy is about!”



Our final key message



Doing business while maintaining a harmony with the surrounding natural environment is **possible**. At SBR this is precisely what we have been doing and will continue to do...

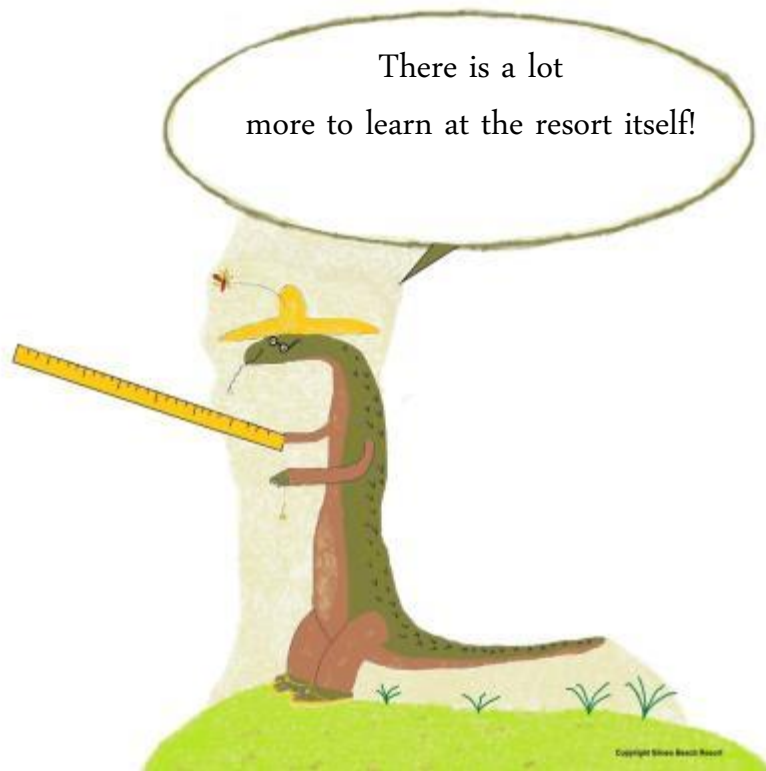
Don't Wait...

Be the Change, Act now...



Thank you for reading through!

On behalf of SBR we hope that you have found our sustainability report useful in highlighting the efforts that are done here to be a responsible and sustainable business.



That's all folks!



1. Review of 2017 - 2018 targets

Since the construction of the Resort, the Owners had a vision to develop an eco friendly resort. Below details the targets that have been set by the Sustainability Committee:

LIST OF TARGETS AND INITIATIVES: 2017/2018

Component	Target	Comment
Marketing	To increase targeted marketing with regards to the villas and functions	Still ongoing; carried over to 2018/2019 targets
Financial profit	To remain stable with regards to previous years income and possibly increase sales	Still ongoing; carried over to 2018/2019 targets
Guests satisfaction	To improve guests satisfaction through room renovations and improvement of the café area	Room renovation almost entirely completed. Café renovation is still pending. carried over to 2018/2019 targets
Service quality	To improve service quality through training in housekeeping and f&b	Still ongoing; carried over to 2018/2019 targets
Safety	To remain current safety standards and continuously mitigate risks	Achieved, with no major accidents.
Regulatory requirements	To remain compliant with all local regulations	Achieved. We continue to comply with regulations.
Energy Consumption	To maintain the current energy consumption levels and possibly improve	Achieved. Our consumption has remained stable.
Water resources	To retain the current water consumption and possibly improve	Achieved. Our consumption has remained stable.
Carbon emissions	To maintain the current energy consumption levels and possibly improve	In line with our energy consumption, the carbon emissions have remained stable.



1. Review of 2017 - 2018 targets

Component	Target	Comment
Employees satisfaction	To improve employee satisfaction through benefits review and activities	Still ongoing; carried over to 2018/2019 targets
Customer feedback	To improve response time to feedbacks to less than 24h	Still ongoing; carried over to 2018/2019 targets
Innovation and R&D	To continue R&D on aspects such as food waste and small scale renewable systems	Still ongoing; carried over to 2018/2019 targets
Social responsibility	To continue hiring people with special needs and maintain over 15% of workforce	Achieved. Our % of employees with disabilities is more than 20% for 2018
Environmental outreach	To continue to outreach through the biodiversity.sg platform	Achieved. Our biodiversity.sg platform has remained active.
Waste generated	To maintain current levels or even reduce the amount of waste generated	Achieved. Our vermicomposting program has remained active and stable, and recycling program is consistent.
Onsite biodiversity	To continue with sustainable pest control practices and enhance landscaping initiatives	Achieved. We continue to maintain sustainable pest control and landscaping practices.
Ethical business practices	To continue to comply with all ethical regulations and even exceed them	Achieved. We have stepped up our efforts with regards to risk management.
Supplier	To work towards gradually phasing out products using palm oil	Still ongoing; carried over to 2018/2019 targets, but modified to allow for use of products with sustainable palm oil. SBR has successfully switched to using certified sustainable palm oil for cooking oil.

GRI Standard Title	Disclosure No.	Name/ Description	Page No.	Comments
General Disclosures	102-1	Name of the organisation	17	
General Disclosures	102-2	Activities, brands, products, and services	17	
General Disclosures	102-3	Location of headquarters	18	
General Disclosures	102-4	Location of operations	18-19	
General Disclosures	102-5	Ownership and legal form	19	
General Disclosures	102-6	Markets served	20-21	
General Disclosures	102-7	Scale of the organisation	22	
General Disclosures	102-8	Information on employees and other workers	23	Data for year 2018 has been used, as 2019 data is not yet available
General Disclosures	102-9	Supply chain	24	Data for year 2018 has been used, as 2019 data is not yet available
General Disclosures	102-10	Significant changes to the organisation and its supply chain	25-29	Data for year 2018 has been used, as 2019 data is not yet available.
General Disclosures	102-11	Precautionary Principle or approach	30	
General Disclosures	102-12	External initiatives	31	
General Disclosures	102-13	Membership of associations	32-33	
General Disclosures	102-14	Statement from senior decision-maker	7-8	
General Disclosures	102-15	Key impacts, risks, and opportunities	34-54	
General Disclosures	102-16	Values, principles, standards and norms of behavior	55	
General Disclosures	102-18	Governance structure	56	
General Disclosures	102-19	Delegating authority	56	
General Disclosures	102-20	Executive-level responsibility for economic, environmental, and social topics	56	



GRI Standard Title	Disclosure No.	Name/ Description	Page No.	Comments
General Disclosures	102-21	Consulting stakeholders on economic, environmental, and social topics	57	
General Disclosures	102-22	Composition of the highest governance body and its committees	57	
General Disclosures	102-23	Chair of the highest governance body	57	
General Disclosures	102-24	Nominating and selecting the highest governance body	58	
General Disclosures	102-25	Conflicts of interest	58	
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General Disclosures	102-35	Remuneration policies	61	
General Disclosures	102-36	Process for determining remuneration	61	
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General Disclosures	102-42	Identifying and selecting stakeholders	81	
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General Disclosures	102-45	Entities included in the consolidated financial statements	86	
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Management Approach	103-2	The management approach and its components	93-94	
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Economic Performance	201-1	Direct economic value generated and distributed	95	Data for year 2018 has been used, as 2019 data is not yet available.
Economic Performance	201-2	Financial implications and other risks and opportunities due to climate change	96	
Economic Performance	201-3	Defined benefit plan obligations and other retire plans	96	
Economic Performance	201-4	Financial assistance received by the government	96	Partially reported, as information is confidential
Market Presence	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	96	Partially reported, as limited data is available
Market Presence	202-2	Proportion of senior management hired from the local community	97	
Materials	301-1	Materials used by weight or volume	98	Partially reported, as limited data is available
Materials	301-2	Recycled input materials used	99-101	Partially reported, as limited data is available
Energy	302-1	Energy consumption within the organisation	102-103	
Energy	302-4	Reduction of energy consumption	111-114	
Water	303-1	Water withdrawal by source	118-119	
Water	303-2	Water sources significantly affected by withdrawal of water	119	
Water	303-3	Water recycled and reused	119	Data for year 2018 has been used, as 2019 data is not yet available.

GRI Standard Title	Disclosure No.	Name/ Description	Page No.	Comments
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Effluents and Waste	306-1	Water discharge by quality and destination	138	Data for year 2018 has been used, as 2019 data is not yet available.
Effluents and Waste	306-2	Waste by type and disposal method	138-140	
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Employment	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	146	
Employment	401-3	Parental leave	146	Data for year 2018 has been used, as 2019 data is not yet available.
Occupational Health and Safety	403-1	Workers representation in formal joint management-worker health and safety committees	147	
Occupational Health and Safety	403-2	Types of injury and rates of injury, occupational diseases, lost days, absenteeism...	147-148	Data for year 2018 has been used, as 2019 data is not yet available.



GRI Standard Title	Disclosure No.	Name/ Description	Page No.	Comments
Occupational Health and Safety	403-3	Workers with high incidence or high risk of diseases related to their occupation	148	Data for year 2018 has been used, as 2019 data is not yet available.
Occupational Health and Safety	403-4	Health and safety topics covered in formal agreement with trade unions	148	
Training and Education	404-1	Average hours of training per year per employee	148	Partially reported, as limited data is available.
Training and Education	404-2	Programs for upgrading employee skills and transition assistance programs	148	Data for year 2018 has been used, as 2019 data is not yet available.
Training and Education	404-3	Percentage of employees receiving regular performance and career development reviews	148	Data for year 2018 has been used, as 2019 data is not yet available.
Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	149	Data for year 2018 has been used, as 2019 data is not yet available.
Diversity and Equal Opportunity	405-2	Ratio of basic salary and remuneration of women and men	150	
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Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	154	
Customer Health and Safety	416-2	Incidents of non-compliance concerning the health and safety impacts of...	154	
Marketing and Labeling	417-1	Requirements for product and service information and labeling	155	
Marketing and Labeling	417-2	Incidents of non-compliance concerning product and service information and labeling	155	
Marketing and Labeling	417-3	Incidents of non-compliance concerning marketing communications	155	
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