

Sustainability in the Global Hospitality Industry

Building awareness in a post pandemic world

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WYNDHAM
HOTELS & RESORTS



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Philip Halanen

Head of Sourcing & Sustainability EMEA



- *Early career spent in the aviation industry across operational and commercial management roles at both airlines and airports*
- *Accountable for leading the Wyndham Hotels & Resorts regional sustainability department & strategy, including the implementation and growth of the Wyndham Green Programme*
- *Accountable for leading the Wyndham Hotels & Resorts regional Sourcing department & strategy, providing a comprehensive network of preferred suppliers and contracts across all categories*
- *MSc in Air Transport Management from Cranfield University, member of the Sustainable Hospitality Alliance Planet Committee and member of HOTECH Europe Advisory Committee*

The Wyndham Family of Brands

Wherever people go, Wyndham will be there to welcome them.

ECONOMY



MIDSCALE



UPPER MIDSCALE



UPSCALE



UPPER UPSCALE



LUXURY





Sustainability in Hospitality



Responsible hospitality for a better world

Using the collective power of the industry to deliver impact locally and on a global scale



14



leading hotel companies



35,000
hotels

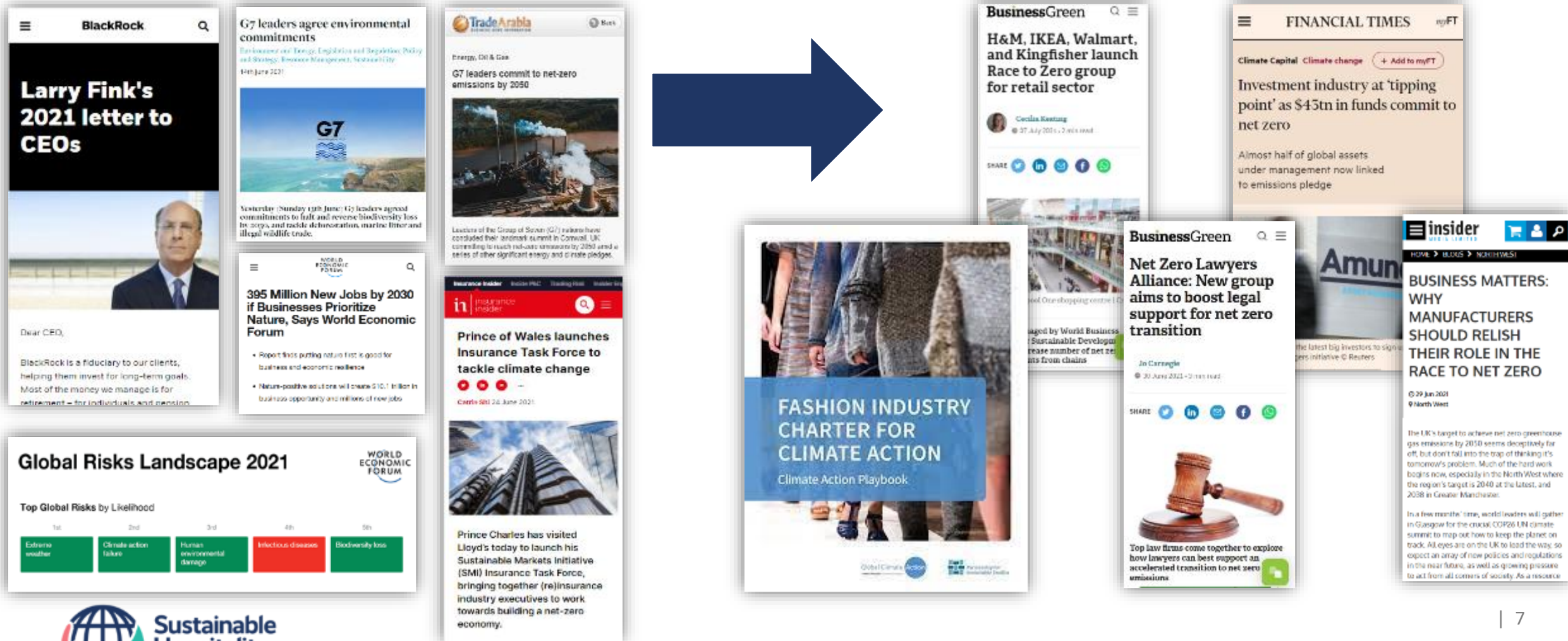
30%



of the global
industry by rooms

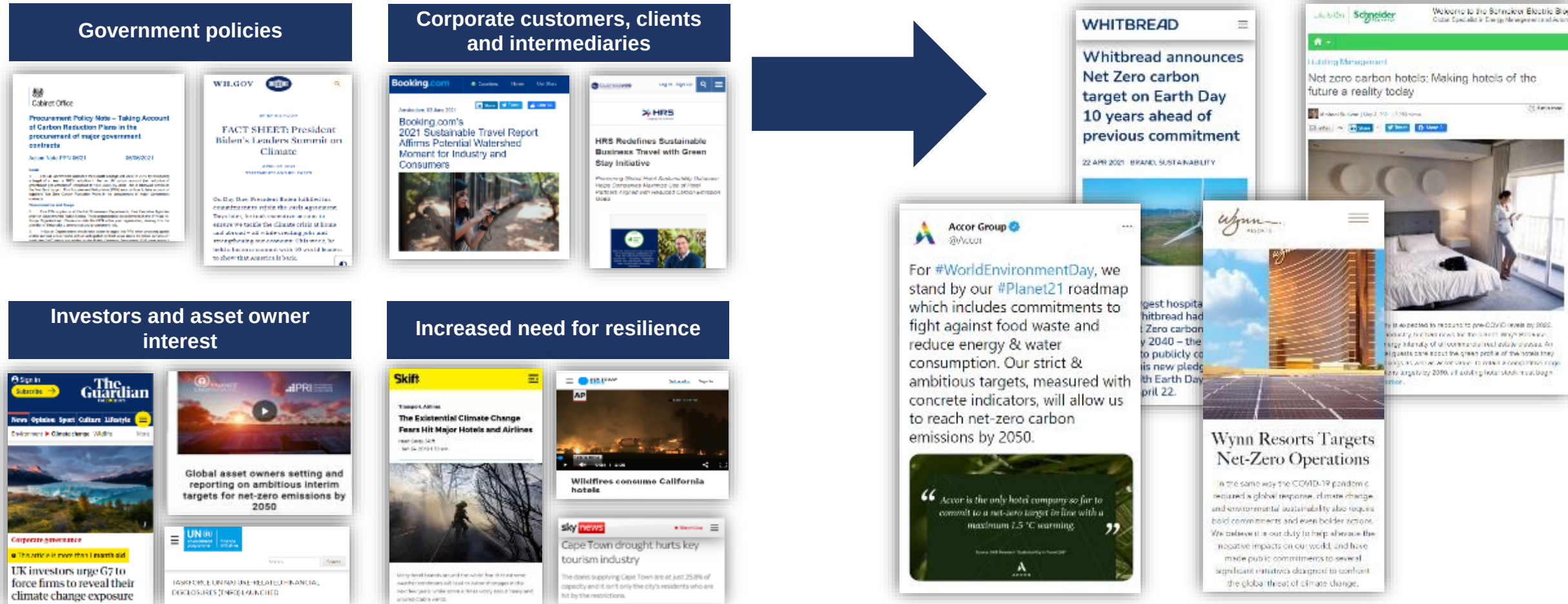
Backdrop to 2021

Increased business case for sustainability has led to several industries taking action



Backdrop to 2021

The strong business case for hospitality to take action has led to hotel companies stepping up



Driving collaborative action to enable the hospitality industry to have a lasting positive impact on **our planet** and **its people**

We commit to drive continued action on:

Human
rights

Youth
employment

Climate
action

Water
stewardship



What are the leading
sustainability challenges
in hospitality?

Planet

Climate change and environmental degradation is a critical global issue which requires urgent and co-ordinated action



Past five years
hottest on
record



8x more water
can be used by
tourists than the local
population



We're using the
resources of
1.7 planets per
year

People

Increasing global inequality and injustice requires the creation of opportunities that enables a fair future for all



16 million
people in
forced labour in
private sector



Over one in five
young people not in
education,
employment or
training



Two in three people
live in countries
where inequality has
grown

Sustainability increasingly important for business and leisure travellers



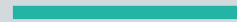
81%

global travellers say they would be more likely to book eco-friendly accommodation



58%

consumers say they are thinking more about the environment since Covid-19



The role of the hospitality industry



Advancing fair and inclusive
opportunities for people and
communities now and for future
generations



Sustainable
Hospitality
Alliance

Respecting Human Rights

It is essential that the industry has processes in place to prevent or mitigate human rights risks.

Free online training for the industry

Every worker should have **freedom of movement**



No worker should **pay** for a job



No worker should be **indebted** or **coerced** to work



Our principles on forced labour



Available at - sustainablehospitalityalliance.org/resource/risk-s-of-modern-slavery-in-labour-sourcing-training/

Providing Opportunities

Promoting access to fair opportunities and creating environments that support inclusive employment



**1 in 5 jobs
created globally
was in travel and
tourism sector**



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Hospitality
Alliance

“The programme has helped me to be different, to be a pioneer and a leader in the hospitality sector.”

Oluwamayowa Eleanor Boyo,
Nigeria



Responsible hospitality for a better world

Safeguarding our natural environment
for a more sustainable future



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Reducing environmental impacts



Measure and analyse your impacts



Set targets and create a plan of action



Engage employees, suppliers and travellers



Communicate your achievements



Responsible hospitality for a better world

www.sustainablehospitalityalliance.org

Sustainable Hospitality Alliance is a registered charity in England and Wales (1188731)
Company limited by guarantee (12373950)



WYNDHAMGREEN

An Introduction To Wyndham Green



Our Strategic ESG Framework



A Culture of Diversity, Equity & Inclusion

We embrace different perspectives in our inclusive and fun workplaces and hotels where everyone has access to genuine opportunities to succeed

Travel empowers people to experience the incredibly diverse world we live in. Diversity is key to our business, and we strive to maintain a culture of inclusion for our team members, stakeholders and guests.



Protecting Human Rights

We are committed to the safety and well-being of our team members and guests

Helping to try to stop human trafficking is a major priority for our entire industry. We continue to support the development of resources and the education of hotel owners, team members and stakeholders in an effort to help combat human trafficking.



Supporting Our Communities

We care for the communities in which we work and live

Through our Count on Me culture, we empower our team members, hotel owners and Wyndham Rewards members to make a difference, and we're incredibly proud of how they have stepped up to donate thousands of volunteer hours, loyalty points, rooms and more to their communities over the last year.



Leadership in Sustainability

We are accountable for our part in protecting the environment

Through numerous initiatives, we take steps every day to minimize the impact of our operations, working to reduce our environmental footprint and preserve natural resources.

WYNDHAM GREEN

Focus areas:

Climate
Change



Minimize our impact on
climate change by
reducing our emissions

Energy Efficiency and
Renewable Energy



Become energy efficient
and increase usage of
renewable energy

Water
Conservation



Increase water conservation
and identify risks and
opportunities

Waste
Diversion



Understand waste profiles
and increase diversion

Wyndham Green Program

WYNDHAMGREEN

By participating in the Wyndham Green program, discover the best practices to help you become energy efficient, water conservative and waste reducing enabled by Sustainable and Ethical Sourcing

THIS PROGRAM IS DESIGNED TO SHOW HOW HOTELS CAN:



REDUCE
COST



HELP DRIVE
REVENUE



STAY
COMPETITIVE



INCREASE
RECOGNITION

-
- Wyndham Green Certification Program
 - Wyndham Green Toolbox

Wyndham Green Certification Programme



5

BEST PRACTICES



6

BEST PRACTICES



6

BEST PRACTICES



7

BEST PRACTICES



5

BEST PRACTICES

The best practices cover: **energy efficiency**, **water conservation**, **waste reduction**, and **green purchasing**.

Wyndham Green Best Practices

Hotel Exterior

- ⚡ Energy efficient lighting
- ⚡ Air sealing
- 💧 Irrigation controls for landscaping
- ♻️ Basic recycling
- ♻️ Single use plastic minimization

Common Areas

- ⚡ Energy efficient lighting
- 💧 Low flow toilets
- ♻️ Basic recycling
- ♻️ Single use plastic minimization
- ♻️ Water refill station

Guest Rooms

- ⚡ Energy efficient lighting
- ⚡ Heat and cooling set points or occupancy controls
- ⚡💧 Basic & advanced preventative maintenance programs
- ⚡ Efficient appliances and equipment
- ⚡💧 Low flow showerheads
- ⚡💧 Low flow aerators for bathroom faucets
- 💧 Low flow toilets
- ⚡💧 Linen and towel reuse
- ♻️ Basic recycling
- ♻️ Single use plastic minimization

Back of House

- ⚡ Energy efficient lighting
- ⚡ Lighting occupancy controls
- ⚡💧 Basic & advanced preventative maintenance programs
- ⚡ Efficient appliances and equipment
- ♻️ Basic recycling
- ♻️ Single use plastic minimization
- ♻️ Recycling of hazardous materials
- ♻️ Food waste composting



Energy Conservation



Water Conservation



Waste Diversion

Help Reduce Operating Costs



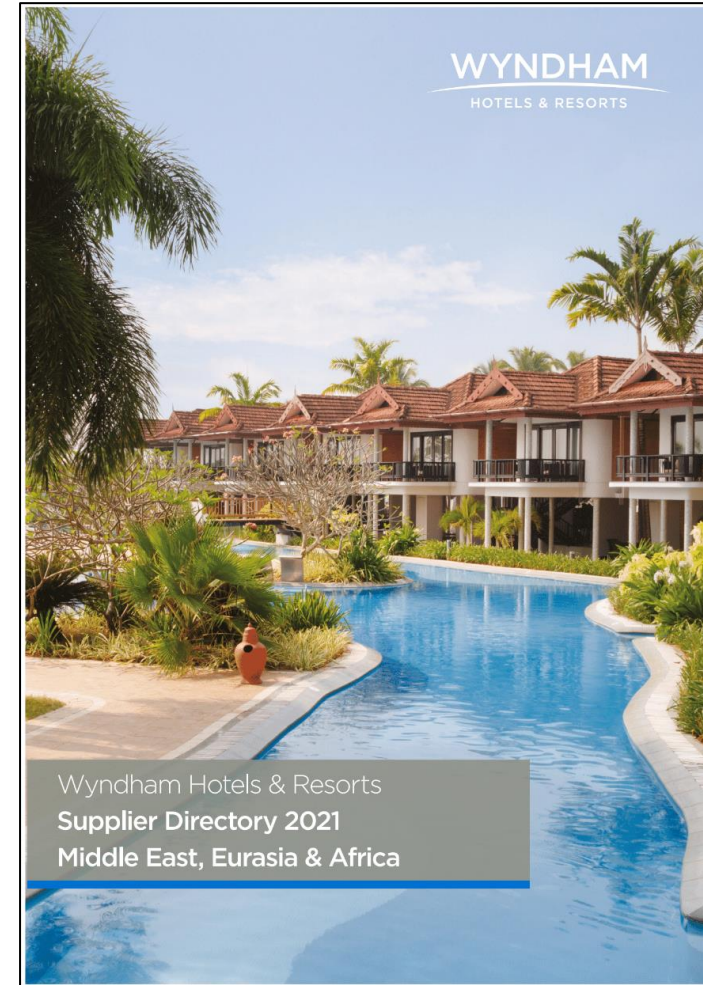
Energy reduction of 10% would have the same financial effect as increasing:

- Full-service hotel ADR by \$1.35
- Select/limited service hotels ADR by \$0.62

WYNDHAMGREEN 1 CORE	WYNDHAMGREEN 2 ESSENTIAL	WYNDHAMGREEN 3 PROFICIENT	WYNDHAMGREEN 4 ADVANCED	WYNDHAMGREEN 5 EXPERT
- Towel and linen reuse - Interior energy efficient lighting - Basic recycling - Guest communication - Property education - Utility tracking	- Green team - Water efficient sink fixtures - Water efficient showerheads - Heating and cooling set points or occupancy controls - Basic preventive maintenance - Recycling of hazardous materials	- Water efficient flush fixtures in common areas - Air sealing - Lighting occupancy controls in low traffic areas - Cleaning product purchasing - Exterior energy efficient lighting - Water bottle refill station	- Advanced recycling - Energy efficient laundry equipment - Green housekeeping program - Donation program - Paperless check out - Energy efficient appliances and equipment - Green purchasing	- Water efficient flush fixtures in guest rooms - Water efficient irrigation controls - Advanced preventive maintenance program - Food waste composting - Single-use plastic minimization program

WGC Quick Payback Best Practices	WGC Level	Payback
Towel and linen reuse	Core	Immediate
Interior energy efficient lighting	Core	< 1 year
Water efficient sink fixtures	Essential	< 1 year
Water efficient showerheads	Essential	< 1 year
Heating and cooling set points or occupancy controls	Essential	< 1 to 2 years
Basic preventive maintenance	Essential	< 1 year
Water efficient flush fixtures in common areas	Proficient	< 1 to 2 years
Air sealing	Proficient	< 1 year
Lighting occupancy controls in low traffic areas	Proficient	< 1 to 2 years
Exterior energy efficient lighting	Proficient	< 1 to 2 years

Sustainable Sourcing & Supply



Wyndham ESG Highlights

Launched **Count on US®** to elevate health and safety protocols at hotels



Recognized in 2019 and 2020 as a **World's Most Ethical Company** by Ethisphere Institute



Enhanced the **Diversity, Equity & Inclusion** journey across our organization at all levels



Mandated **Human Trafficking Awareness Training** across hotels and corporate team members



Provided over **2,800** Team Members with COVID-19 support through the Wyndham Emergency Assistance Fund

Strengthened partnership with Polaris with **10M points donation** to help combat human trafficking



Continued commitment to **CEO Action for Diversity and Inclusion**

Donated 113+ million Wyndham Rewards® Points

supporting 14 non-profit organizations focused on family, military and the environment since inception



Achieved **100% gender pay equity** at executive levels

Scored **100% perfect score** on the 2021 Corporate Equality Index for **3rd consecutive year**



Two hotels achieved **Level 5 Expert** in our Wyndham Green Certification

Received **A- on CDP Response** to Climate Change for 2nd consecutive year

Thank you for your time!