

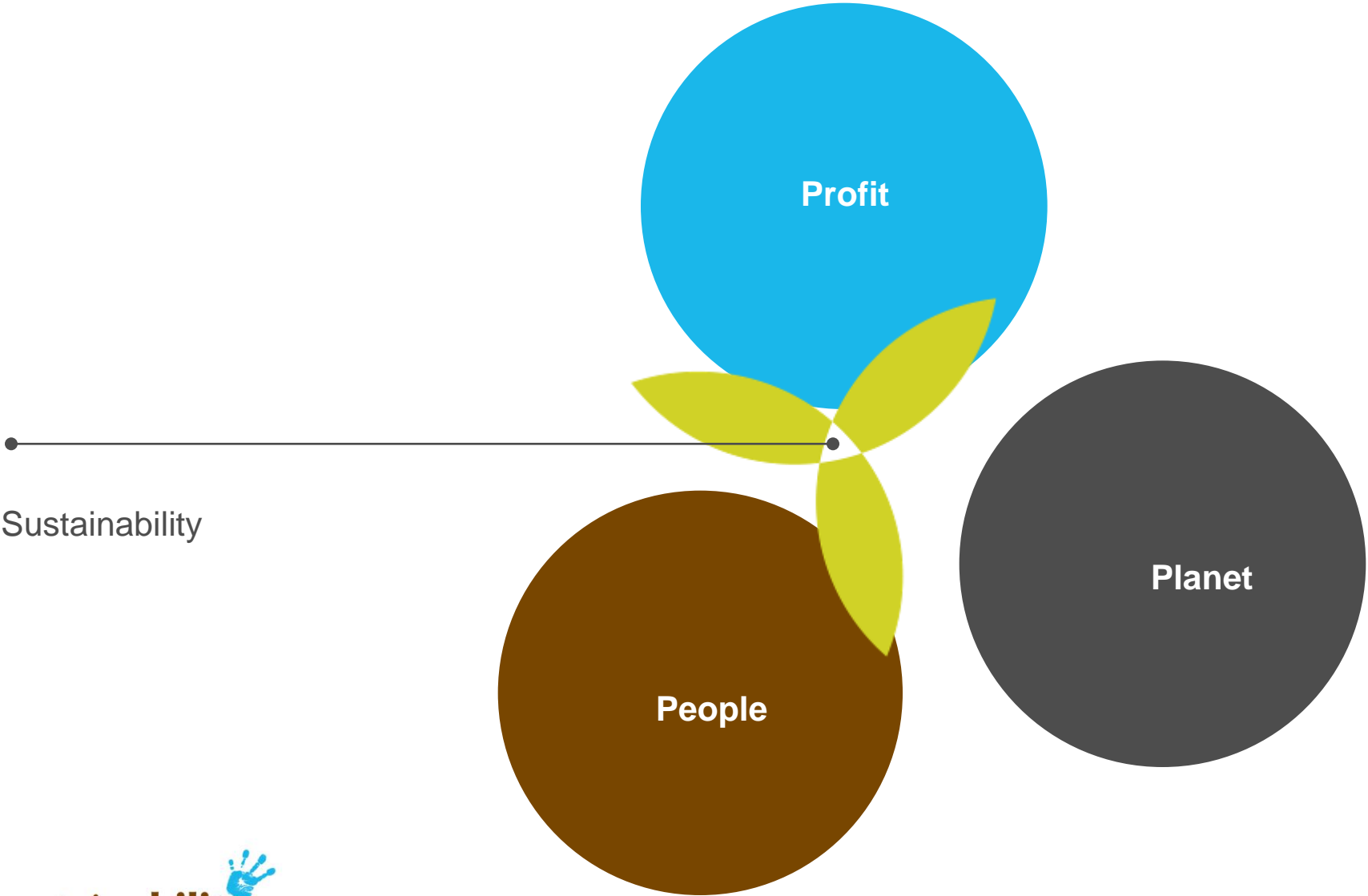


Shangri-La's

Tanjung Aru Resort & Spa

KOTA KINABALU, MALAYSIA

What is CSR?



OUR CSR VISION / MISSION STATEMENT

We envision a community of responsible and educated citizens who are environmentally conscious, practice social responsibility in their daily lives and inspire others to do the same.

We commit to operating in an economically, socially and environmentally responsible manner whilst balancing the interests of diverse stakeholders.

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

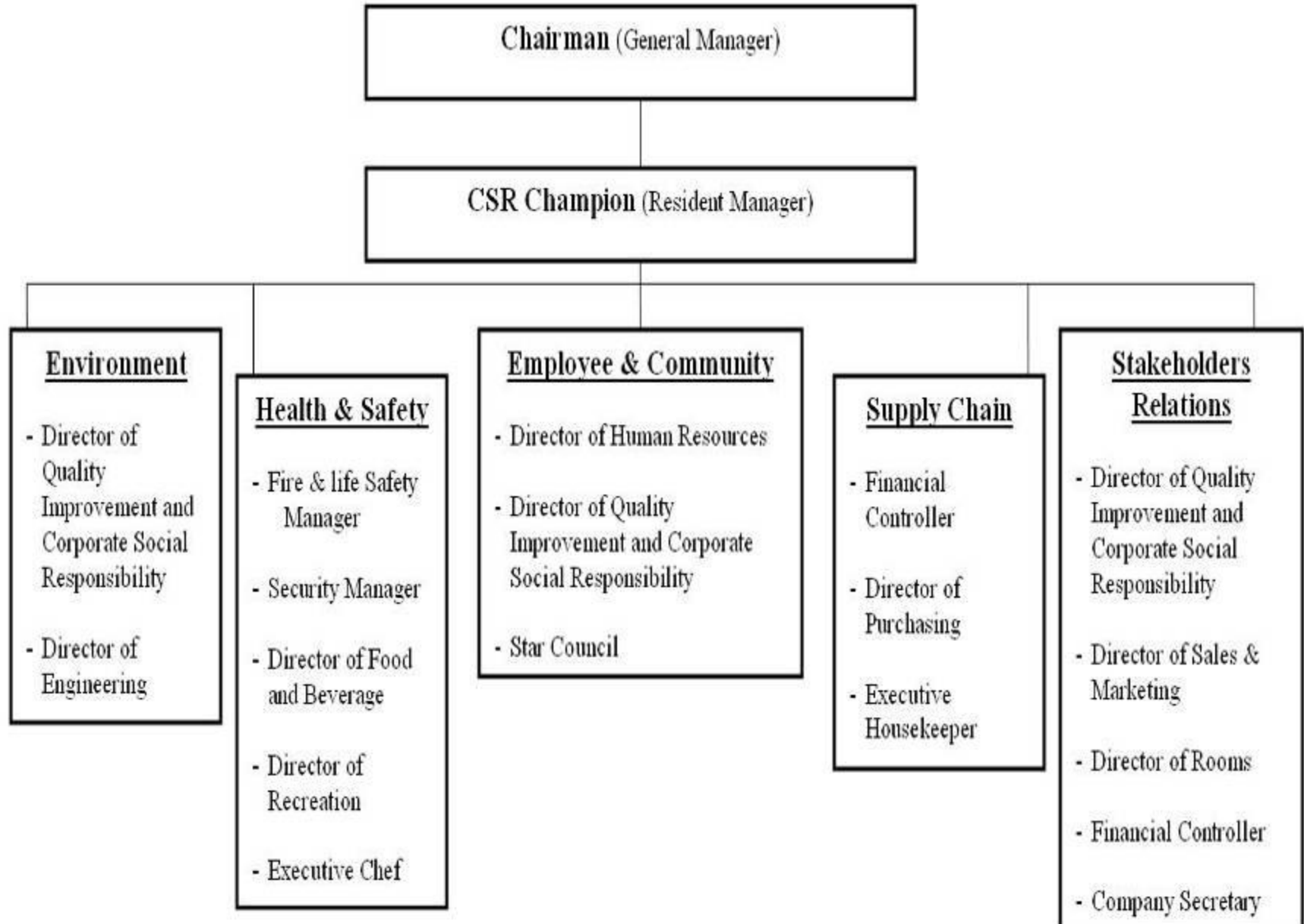
Our focus areas on Sustainability

- Stakeholder relations
- Environment
- Health and safety
- Employees
- Supply chain

12 ENVIRONMENTAL MANAGEMENT PROGRAMMES

OBJECTIVES	TARGET
1. Communication (Internal and External Awareness)	2012
2. Reduction of Waste to the Landfill by 2%	2012
3. Reduction of Electricity Consumption by 1%	2012
4. Reduction of Fuel Consumption by 1%	2012
5. Reduction of Water Consumption by 1%	2012
6. Adoption of schools	2012
7. MAH Safety Security and Environmental Projects	2012
8. Composting of Waste	2012
9. Say No to Plastic	2012
10. Reduction of Medical Leave by 20 %	2012
11. Reduction of Injury Rate by 20%	2012
12. Increase of Hazard Reporting by 20%	2012

CORPORATE SOCIAL RESPONSIBILITY ORGANIZATION STRUCTURE



Shangri-La's Tanjung Aru Resort & Spa

Care for the underprivileged today
so they can care for themselves and
others tomorrow through sustainable
education and health programs

embrace



Shangri-La's Care for People Project

Shangri-La's Tanjung Aru Resort & Spa

Hospitality from the hearts of the intellectually challenged at Seri Mengasih.

- Adopt a Child sponsorship for the past 5 years.
- Hotel's investment in the multi-sensory Snozelen Centre.
- Herb garden.
- Training of students at the resort.
- Worked with Diversey in supporting hygiene and cleanliness of the centre.



Shangri-La's Tanjung Aru Resort & Spa

- Unifies all biodiversity conservation and habitat protection programs.
- Promotes better guest and local community engagement.
- Enables cross-promotion of all conservation programs.

sanctuary
Shangri-La's Care for Nature Project



Shangri-La's Tanjung Aru Resort and Spa

Dugong Care

- Partnership with WWF protecting the habitats of dugongs.
- Weekly supply of sustainably harvested fish to be served in the resort's outlets.
- Restoration of sea grass beds and livelihood for local villagers.
- Create other economic opportunities for local villagers as to ensure their main economic source is not abused.



Dugong Care



Environmental Best practices



Shangri-La's Tanjung Aru Resort & Spa

- CO2 emissions for 2011 is **24.81%** vs **26.55%** in 2010. Goal for 2015 is **21.24%**.
- **29.41%** reduction of water usage for year 2011.
- **60%** reduction on use of plastic for year 2011.



Vermicomposting

- Introduction of African Night Crawler Worms.
- Juice and end compost collected from the vermi chamber is used as fertilizer for plants around resort area.
- Helps resort to reduce waste product sent to local landfills.



Bokashi composting

- Juice and end compost collected from bokashi bins is used as fertilizer for plants around resort area.
- Helps resort to reduce waste product sent to local landfills.



Bokashi composting



Bokashi composting



Herb garden

- In partnerships with local farming communities.
- Introduces organically- grown herbs & greens that are directly accessible to guests.



Shangri-La's Tanjung Aru Resort & Spa's Herb Garden



Our efforts

- ISO 14001.
- Vermicomposting / Bokashi/ Mud Balls.
- Herbs Garden.
- Water Bottling Plant.
- Beach Cleanings.
- CSR Global Days.
- Rain Tapping.
- Green Laundry.
- Adoption of schools.
- MAH Safety, Security and Environment.



What we are doing

Safety Health & Environment

- Certified OSHAS 18001 in 2010.
- Combined Safety & Health with ISO 14001 EMS and called SHE.
- Organization chart with RM as Management Representative.
- 3 Management Programs:
 - Reduce Injury Rate by 20%.
 - Reduce Medical Leave by 10%.
 - Increase Hazard Reporting by 20%.
- Safety Health Committee consists of staff & management representatives who meet on a monthly basis.



Our Differently-abled employment

- TAH 0.74% VS 2% Differently-abled Employment.
- Work with various homes and societies for recruitment.
- Colleagues who are Hearing disabled in Housekeeping and Laundry, Intellectually challenged colleagues in Recreation.
- Andrew – Guest Delight Program.
- Training and part time jobs offered to assess suitability. Sign language classes in 2012.



Our volunteers

- Seri Mengasih Herb Garden, Rumah Bukit Harapan painting, visit to Tambunan Toboh Home and Emmanuel Home in Kudat, Gotong Royong beach cleaning.
- 1080 total hours rendered; achievements in CSR activities in YTD 2012.
- Calendar of activities for the year, communicated to all concerned on the notice board and discussed in CSR Monthly Meetings.

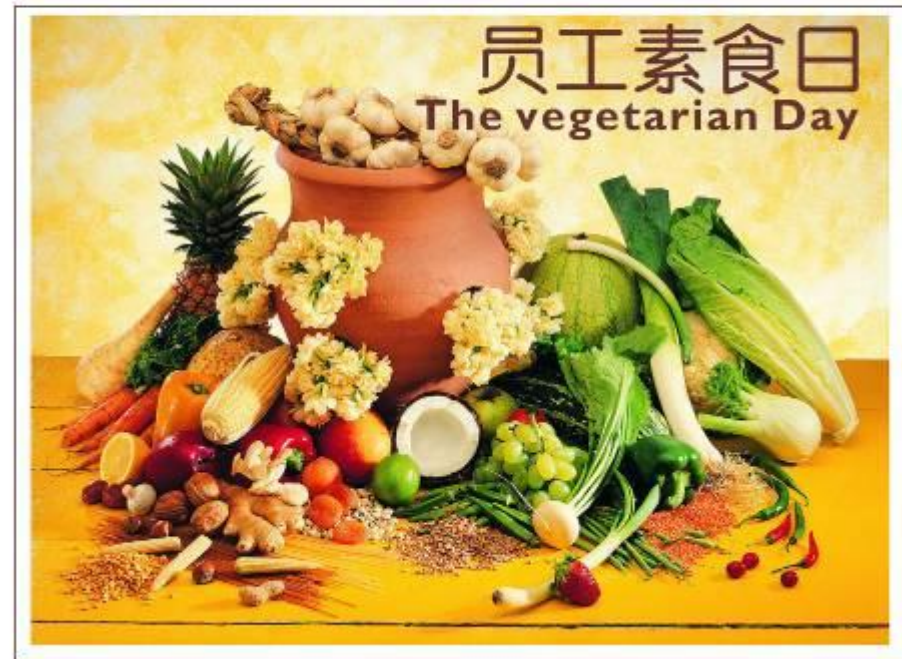


Health awareness

- At least 4 events per year on nutrition, wellness, sports and work-life balance.

企业社会责任措施

Corporate Social Responsibility Initiative



Our campaigns

- Biggest Looser.
- Stop Smoking Campaigns.
- Exercise Programs.
- Borneo International Marathon.
- Healthy Options in Staff Canteen.
- Health Talks.
- Staff Gym.



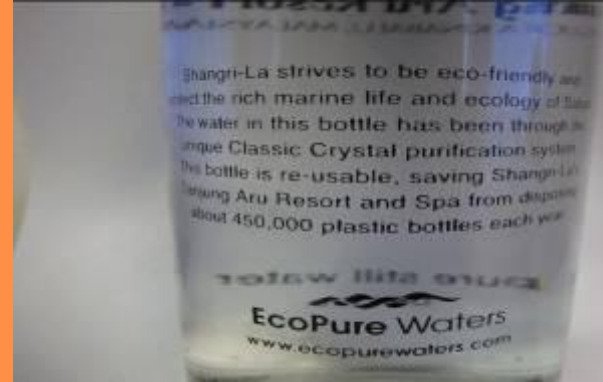
Our supply chain

Eco-friendly bathroom amenities packaging.



Our supply chain

- Training for ISO 14001/ EMS/ CSR for suppliers.
- Monthly Supplier Visits.
- Rice Husk ware at Café TATU – biodegradable.
- Diversy Green Housekeeping Practices – All chemicals are bio-degradable.
- Local Artifacts across the resort made by local artisans.
- Water Bottling Plant.



We commit!

Shangri-La's Tanjung Aru Resort & Spa Commitments:

- Buy **sustainably** harvested fish from Kampung Berungus.
- Buy **organically grown** vegetables from local farmers.
- Have **our own water bottling plant** to reduce the use of 450,000 plastic bottles PER YEAR!
- Work with **environmentally and healthy concerned suppliers**.
- Buy poultry from suppliers who meet **our HACCP requirements**.
- **Work only with suppliers** who have signed the Code of Conduct and **who have the same vision as Shangri-La and it's commitment to Sustainability**.

How have we benefited from CSR?

- **Become a leader for environmental initiatives in Sabah.**
- **Environmental practices has now become a culture amongst staffs.**
- **Recognized as a caring organization in CSR initiatives.**
- **Closer relationships with local communities.**
- **Have been recognized by winning awards within the State, National, among the chain and within southeast Asia.**
- **Created sustainable and positive development for the resort.**
- **Help open, build and strengthen the economic growth of local communities.**
- **Created a healthy, balanced and positive lifestyle amongst staffs.**

Q & A

Thank you

