

CORPORATE RESPONSIBILITY

Millennium & Copthorne Hotels Limited (“M&C”) is committed to operating its hotels in an economically, socially and environmentally sustainable manner whilst making a positive impact on the communities where its properties are located. We continuously strive to be a preferred employer of choice by fostering an engaging and inclusive work environment, supporting our local communities with our charitable activities and preserving the environment for future generations.

This report highlights some of the actions we have taken in 2023 to enhance our sustainability efforts.

GOVERNANCE

At M&C, we believe that good governance defines how we conduct ourselves as a business. In addition to regulatory compliance, good governance encompasses a strong sense of values and a desire to do what is right for our stakeholders including our guests, suppliers, colleagues, regulators and the communities in which we operate. We strive to conduct our business in an ethical and responsible manner.

Structure

M&C is the wholly-owned hospitality division of its shareholder, Singapore-listed conglomerate, City Developments Limited (“CDL”). Millennium Hotels and Resorts (MHR) is the global brand of M&C, a global hotel company which owns, manages and operates over 130 properties across some 80 destinations. It has several distinct hotel brands, including Grand Millennium, Millennium, M Social, Copthorne and Kingsgate, throughout Asia, Europe, the Middle East, New Zealand and the United States.

Board responsibility

M&C is governed by a Board of Directors comprising of three Executive Directors and four Non-Executive Directors as at 31 December 2023. An Executive Committee, comprising of the Executive Chairman, two Executive Directors and other senior members of the management team, as the Board may appoint, reports to the Board. The Executive Committee has overall responsibility for the Group’s corporate responsibility efforts with Kwek Eik Sheng, Executive Director, taking the lead on such matters. Both the Board and the Executive Committee are chaired by Kwek Leng Beng who also serves as Executive Chairman of CDL. Underpinning our commitment to sustainability, the Executive Committee supports a number of policies and procedures, collectively referred to as “Responsible Hospitality,” which are designed to recognise and manage the Group’s wider impact on the environment and the communities in which we operate. These policies are reviewed and updated as necessary. Key policies can be found at [Corporate Responsibility : Millennium Hotels and Resorts](#) .

In order to unify the Group’s approach to sustainable practices, in July 2023, the Board established a sustainability committee and finalised the terms of reference for such committee. The Sustainability Committee has been driving the development, implementation and monitoring of its environmental improvement programme, which has been incorporated in its Sustainability Management System.

Compliance

Within its operations, M&C is fully committed to meeting its legal and regulatory compliance obligations. We strive to adhere not only to the letter of the law, but also to the spirit of the law.

In 2023, we did not receive any material fines or penalties associated with non-compliance with any laws relating to the environment, human rights violations, labour standards, anti-bribery or taxation.

No donations were made by M&C for political purposes during the year (2022: £nil).

To raise awareness of key operational risks and ensure we meet our compliance requirements, our global online compliance training platform continues to deliver training on laws and regulations relating to anti-bribery and corruption, data protection, competition and modern slavery.

Anti-bribery and anti-corruption

M&C’s anti-bribery policy is compliant with the requirements of the UK Bribery Act 2010. A risk assessment is conducted from time to time to identify those categories of employees who require anti-bribery and corruption training, including colleagues in higher-risk functions such as procurement and sales. M&C, being part of CDL, has adopted CDL’s whistle-blowing policy since 2020. Such policy provides all employees with a safe and confidential channel to report any concerns they may have about unethical or illegal practices within the Group. By encouraging and protecting whistle-blowers, CDL (including M&C) is able to detect and address potential issues before they escalate, ultimately safeguarding the Group’s reputation and minimising legal and financial risks. The whistle blowing policy is managed and maintained by CDL’s Ethics Officer. There is a dedicated whistleblowing hotline and an e-mail account that allows employees to report concerns about illegal or unethical behaviour.

A group-wide anti-bribery compliance guide sits behind our anti-bribery policy and is also made available to all employees. This guide identifies key operational activities and countries where corruption is perceived to be a high risk and sets out a number of procedures for managing these risks, including procedures for conducting due diligence on business associates and counterparties, operational risk assessments and escalation mechanisms.

We take breaches of these policies seriously and, if necessary, will consider disciplinary action for non-compliance by our employees. In the reporting year, we are unaware of any staff being disciplined or dismissed due to non-compliance with our anti-bribery policy.

Ethical operations

Beyond our legal and regulatory compliance obligations, M&C is committed to maintaining the highest standards of ethics and integrity in the way it conducts its business. Our Code of Ethics and Business Conduct (“Code of Ethics”) sets out the minimum standards we expect from all employees in their dealings with colleagues, customers, suppliers and other stakeholders to ensure that our business is conducted responsibly. We also expect our suppliers and business partners to follow the standards set out within our Code of Ethics and other related policies including, for instance, our Anti-Bribery and Business Hospitality and Gifts policies, overseen by the Executive Committee.

Respect for human rights, including the rights of our colleagues, customers, suppliers and business partners is fundamental to our global operations. We maintain a human rights policy that reflects our commitment to certain fundamental principles, which are aligned with those of the International Labour Organisation and the UN Guiding Principles on Business and Human Rights and include freedom of association and collective bargaining.

Moreover, in accordance with the requirements of the Modern Slavery Act 2015, no slavery or human trafficking will knowingly be permitted, supported or endorsed throughout our business or supply chains at any time. We commit to ensure our business practices are continuously reviewed and checked and we will continue to apply a robust approach to the management of existing suppliers, as well as identification and selection processes for all new suppliers, to mitigate and manage any risks. Details of our compliance framework are outlined in our formal slavery and human trafficking statement, which can be found at [Corporate Responsibility : Millennium Hotels and Resorts](#) .

OUR PEOPLE

We continuously work to ensure that our colleagues around the world are suitably skilled and qualified to meet the operational needs of the business. M&C recognises that successful hospitality businesses must deliver excellent service and we are committed to developing, supporting and retaining the right team to provide this. Our aim is to offer opportunities for them to develop and grow through effective succession planning processes.

Our hotels also foster young people who are interested in developing a career in the hospitality industry, including many from disadvantaged backgrounds, by providing employment skills training, internship and vocational opportunities. For example, our European/UK regions operate internship and apprenticeship programmes within various functions, often in partnership with local universities and Government-regulated training providers.

In November 2023, M&C UK signed its commitment with Central London Careers Hub (<https://londoncareerscentral.co.uk/>) as a Cornerstone Employer, with the aim to improve outcomes for young people. Such commitment includes working collaboratively with other employers to build on locally-led best practice, working with the Careers Hub to engage directly with schools and colleges, and engaging our staff to join the network of business volunteers who inspire young people across the region and help them to take their best next step into working life.

M&C's management team continues to keep employees informed about matters of concern to them, whether through management presentations, updates from regional and functional heads, regional intranet sites and other virtual communications. M&C also consulted with employees through various means on a regular basis so that their views could be considered in the decision-making process. Since the establishment of the Sustainability Committee, employees are also kept informed of its initiatives through a quarterly newsletter "Sustainability News".

Diversity and equal opportunities

Diversity is the concept of understanding that each individual is unique, and that each of our individual differences, when they come together for a common purpose, can achieve remarkable results. We believe that having a diverse workforce which includes individuals with a range of characteristics (such as gender, religion, race, age, ethnicity, sexual orientation, education, and other attributes) and different perspectives allows us to better understand and serve our customers and the communities in which we operate. We believe that workplace diversity leads to innovation and creates a work environment where employees see a representation of a variety of cultures, backgrounds, and ways of thinking, are happier and more productive. M&C's diversity and inclusion policy supports this belief and helps to cultivate a more inclusive work environment that embraces the engagement and development of a diverse workforce. Regional policies that address local requirements are also in place in various jurisdictions. Likewise, these policies encourage the employment or redeployment, training and advancement of disabled persons, having regard to their particular aptitudes and abilities, provided that they can be employed in a safe working environment. Suitable employment would, if possible, be found for any employee who becomes disabled during the course of employment.

M&C is committed to treating all employees fairly and offering equal opportunities in all aspects of employment and advancement regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation. Reflecting our commitment to meritocracy, our compensation and rewards policies are performance-based, promoting a culture of fairness and motivation. No employee should receive less favourable treatment, directly or indirectly, on the grounds of gender. We are committed to this objective and have in place a pay and grading structure for all employees. This means that each role has agreed pay ranges irrespective of whether the role is occupied by a male or female. We also use benchmarked rates where necessary to ensure competitiveness within the marketplace. We continue to finetune our recruitment and selection practices to ensure we attract a broad range of applicants for roles and that open positions will have, to the extent practicable, a gender-balanced shortlist. We always strive to select the best person for each job, whilst recognising that gender and ethnic diversity adds value to our workforce. We are creating and implementing or enhancing our mentoring and talent development programmes for senior female leaders to improve retention rates. We will be increasing our focus on career progression, training and mentoring for women across the organisation, to help create a more equal distribution of gender at all levels.

As at 31 December 2023, the number of employees employed by the Group (excluding the Company's Directors), analysed by category, was as follows:

	2023 NUMBERS	2022 NUMBERS
Hotel operating staff	5,274	4,823
Management/administration	1,120	952
Sales and marketing	315	231
Repairs and maintenance	473	435
	7,182	6,441

Supporting health and safety

We are committed to creating a safe and healthy environment for our employees, customers, suppliers and all other stakeholders we work with or who are impacted by our operations. Policies, procedures and training programmes are implemented to ensure compliance with relevant safety and security legislation in each of the regions in which we operate. Moreover, risk assessment, management and monitoring measures continue to be developed and rolled out, with the overriding goal of making our sites safer and ready to deal with any emergencies if they arise.

PRESERVING OUR ENVIRONMENT

We understand that the way we do business can have a significant impact on the world around us and that all of us have an increased level of responsibility in this area. In general, the hospitality industry consumes a significant amount of energy and produces a significant amount of emissions globally. As more and more people travel, there is a greater need for immediate and effective action to counter the negative impact of global travel. M&C has sought to minimise its impact by actively focusing on reducing energy and water consumption in particular.

Since the establishment of the Sustainability Committee in July 2023, M&C has implemented multi-pronged initiatives to enhance its sustainability commitment throughout 2023. These are broadly in the following four pillars (with some notable initiatives listed below):

Integration

- Established a Sustainability Committee with senior members from different regions and departments
- Created a sustainability management system incorporating Group-wide policies
- Enhanced communication with external stakeholders through periodic updates on M&C's dedicated webpage on sustainability efforts
- Conducted gap analysis of engineering initiatives across sites to identify further potential energy and sustainability improvement projects

Innovation

- Implemented various engineering initiatives to increase operational productivity, energy and cost savings
- Implemented room control motion sensors units in four hotels
- Completed retrofitting of in-room water dispensers in one hotel
- Implemented use of robots in five Singapore hotels
- Collaborated with startups on emerging technologies such as cloud-based carbon foot printing and air flow optimization

Investment

- On track to achieve GSTC certification for all Singapore-based hotels by second quarter 2024
- Continued progress with obtaining green certifications across different regions and, as at 31 December 2023:
 - 14 hotels in the UK obtained Green Tourism
 - 4 hotels in New York obtained Green Key Global
- Started construction of a new hotel in California with planned solar roof and other green technologies
- Executed high energy-efficient retrofits across assets
- Invested in robots for cleaning and serving in Singapore hotels

Impact

- Ongoing promotion of sustainability practices and behaviours aiming at reducing utility consumption, encouraging positive behaviour and attitude towards energy conservation and implemented good energy management practices

These initiatives and targets will be regularly monitored and reviewed by the Sustainability Committee. From the data received from our hotels, we continue to fine-tune best practice guidelines which can be implemented by our hotels, as may be varied by local conditions and legal requirements and will enable us to track the initiatives being undertaken by our hotels and review their effectiveness.

Energy efficiency

The management of resources, specifically our energy use, is a key component of our sustainability strategy. Each of M&C's operating regions works to identify energy savings opportunities by optimising the operational efficiency of plant and equipment and by upgrading less efficient systems, examples of which are described above. The adoption of renewable energy is integral in the design and construction of new hotels, such as the case in California (see above). In addition, we will continue to study the feasibility of more installations of solar panels across our sites to increase the adoption of renewable energy.

In 2023, our data set for the M&C Group's greenhouse gas reporting includes 76 owned and operated hotels over which we had access to data for the reporting period. Energy consumption by these primarily consisted of electricity from grid, natural gas, diesel, purchased steam and chilled water. The Group's overall energy consumption for the year increased by 17%, on an absolute basis, compared to 2022. The M&C Group's 2023 energy intensity, which measures the energy consumed on a "per hotel room" basis, increased by 14% compared to 2022.

The 2023 energy consumption of our owned and operated hotels is shown below.

2023		2022	
ABSOLUTE (KWH)	PER ROOM (KWH)	ABSOLUTE (KWH)	PER ROOM (KWH)
366,510,901	17,004	313,044,477	14,920

In 2023, business operations have stabilised post-pandemic and we also observed an increase in travel (both for business and leisure) following the further normalisation of travel across many jurisdictions. Carbon equivalent emissions associated with our energy use increased by 16%, with the energy-related carbon intensity per room increasing by 12.7% compared with the previous reporting year.

Greenhouse gas reporting

The Group's greenhouse gas reporting covers the full year 2023 to align with our financial reporting year of 1 January to 31 December. For the 2023 reporting period, the carbon footprint of our owned and operated hotels was 181,789 tonnes using a location-based approach. To calculate our emissions, we followed the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard methodology ("GHG Protocol") and the operational control approach to determine the properties to be included within the data set.

In line with the current guidance provided by the GHG Protocol with regard to Scope 2 accounting, we have included market-based emissions as well as location-based emissions in order to provide a clearer picture of the nature of our electricity consumption. Deriving emission factors from contractual instruments, market-based calculations allow the Group to account for the real nature and consequent carbon intensity of the electricity purchased. It should be noted that for the purpose of year-over-year comparisons, location-based emissions will continue to be used, as these provide a more accurate reflection of the emission changes associated with the Company's internal energy efficiency initiatives.

Science-Based Target

In 2019, M&C set a Science-Based Target ("SBT") to reduce the Group's carbon emission by 27% by 2030 as set out below. SBTs are greenhouse gas reduction goals aligned with the latest science on minimising climate impact.

"M&C commits to reduce absolute scope 1, 2 and 3 GHG emissions by 27% by 2030 from a 2017 base year. The target covers scope 3 emissions from fuel- and energy – related activities, waste, business travel, employee commuting, upstream leased assets, franchises and investments."

The following table provides an update on current progress made towards achieving our SBT.

	2023	TARGET
CLIMATE CHANGE		
Reduce absolute scope 1, 2 and 3 GHG emissions 27% by 2030 from a 2017 base year.	-11%	-27% by 2030

Due to the scope of the aforementioned SBT, franchise hotels managed by third party operators are included within the scope of the Group's carbon footprint. This allows us to accurately understand the Group's performance against one of the largest emission sources included in the target.

Details of our total carbon footprint are summarised in the table below:

	GLOBAL TONNES OF CO ₂ E	
	2023	2022
Scope 1 ¹	36,684	32,742
Scope 2 Location-Based ²	99,935	92,368
Scope 2 Market-Based ³	109,373	95,709
Scope 3 ⁴	45,169 ⁵	39,647 ⁵
No. of rooms	21,555	20,981
Carbon intensity excl. Franchises (tonnes of CO ₂ e/room)	8.43	7.85
Franchise Hotels Emissions	182,029	171,840
Total Scope 1 & 2 emissions excl. Franchises (Location-Based)	181,789	164,757
Total Scope 1 & 2 emissions excl. Franchises (Market-Based)	191,226	168,098
Total gross emissions incl. Franchises (Location-Based)	363,818	342,339
Total gross emissions incl. Franchises (Market-Based)	373,255	345,680

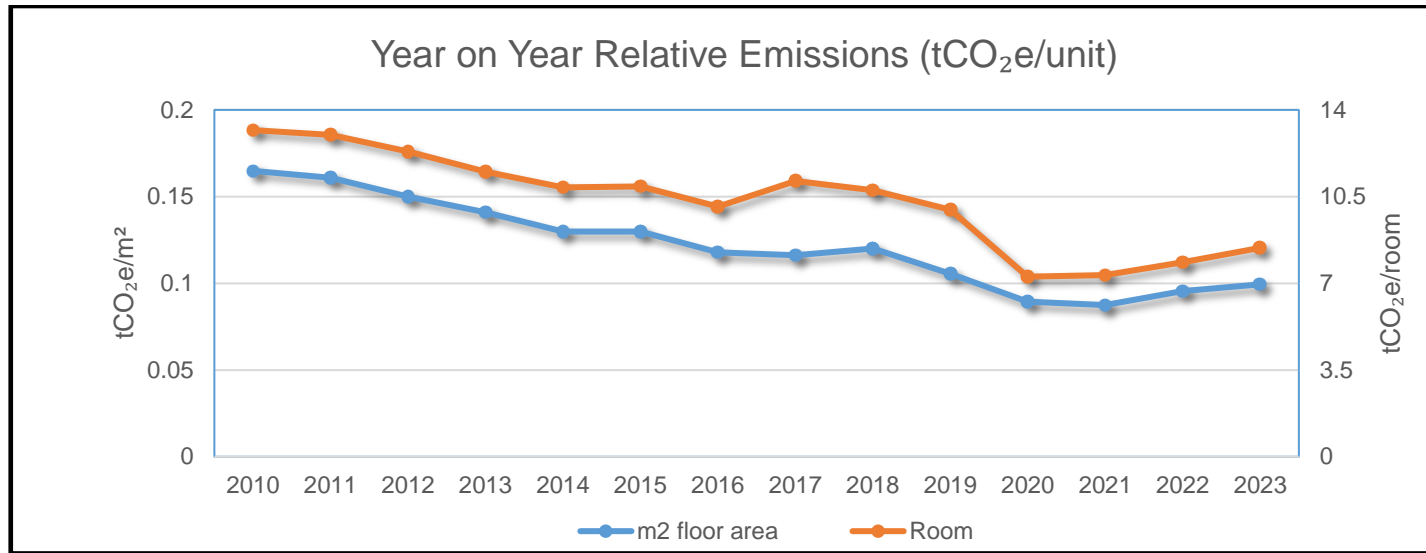
¹ Direct emissions from activities owned or controlled by our organisation that release emissions into the atmosphere.

² Indirect emissions that are a consequence of our organisation's activities but which occur at sources we do not own or control (includes electricity, district heating, district cooling and imported steam).

³ Scope 2 market-based emissions reflect emissions from electricity that the Group has purposefully chosen.

⁴ Other indirect emissions that are a consequence of the Group's activities, but which occur at sources that are not owned or controlled by us and which are not classed as Scope 2 emissions.

⁵ Includes emissions associated with water use, energy consumed by third party laundry, waste, business travel, well-to-tank and transmission and distribution (does not include franchises to allow for year-on-year comparisons).



During the reporting period, absolute location-based emissions (excluding franchises) increased by 10% compared to the same period last year, as business operations stabilised post-pandemic, our properties generally operated at higher capacities compared to previous years. Moreover, emissions per room increased by 7% to 8.43 tonnes of CO₂e/room and per floor area by 4% to 0.10 tonnes of CO₂e/m².

The Group's Scope 1, 2 and 3 emissions, as well as the underlying energy, refrigerant, waste, water and travel data, have been externally verified by an independent third party, Bureau Veritas UK Limited, in accordance with ISO 14064-3: 2019 Standard. A copy of the verification statement can be found at [Corporate Responsibility : Millennium Hotels and Resorts](#)

Waste

As a group, we encourage all our hotels to reduce the amount of waste they produce. This is achieved in many different ways, including reducing the use of consumables such as plastics, packaging and paper with a view to further minimising environmental impact.

We are also driving change through our goal of eliminating unnecessary single-use plastics throughout our hotels on a global basis. Single-use plastics have been posing a significant adverse impact on the environment, particularly to our marine system. Single-use plastic is defined as plastic that is used instantaneously (i.e. a one-off application, for example single milk portion carton) and is unnecessary (either for: food safety purposes; to allow extended shelf life/ protect product leading to reduced food waste; or, as removing does not lead to unintended consequences such as increased food waste, increased carbon emissions from increased transportation). Our hotels are phasing out single use plastic items such as disposable plastic cutlery, plastic water cups and mini bathroom amenities.

In 2023, total tonnes of waste (landfill, recycled, composted, incinerated and other waste) decreased by 3% on an absolute basis and by 5% on a per room basis compared to 2022. More specifically, as seen in the following table, disposal of waste to landfill decreased by 7% on an absolute basis and by 9% on a per room basis.

2023		2022	
ABSOLUTE (TONNES TO LANDFILL)	PER ROOM (TONNES TO LANDFILL)	ABSOLUTE (TONNES TO LANDFILL)	PER ROOM (TONNES TO LANDFILL)
5,082	0.24	5,448	0.26

Water use

We understand that water is a scarce resource, and that demand is likely to surge over the next few decades; we therefore actively strive and encourage our colleagues and guests to conserve water usage in our hotels, particularly where we operate in water-stressed regions.

In line with our commitment to reduce water consumption at source, we continue to implement a series of water conservation strategies including investing in water efficient technologies, process improvements and reusing and recycling water. This work targeted kitchens, laundry areas, gardens, spas, heating and cooling systems and is ongoing. We also continued to retrofit motion sensors and low flow fixtures in common areas, back of house areas and guestrooms.

Central to our water conservation plan is to increase the amount of water that we can recycle and reuse, using alternative methods to provide cooling to our chiller systems whilst maintaining high system efficiency. We look to implement these at the design stage or in conjunction with major system or property renovations.

Water consumption data is as follows:

2023 ¹		2022	
ABSOLUTE (M ³ CONSUMED)	PER ROOM (M ³ CONSUMED)	ABSOLUTE (M ³ CONSUMED)	PER ROOM (M ³ CONSUMED)
3,174,139	147	3,304,845	158

¹ Water consumption data collected from 76 hotels that were owned or operated by the Group

2023 absolute consumption was 4% and 7% less than that consumed in 2022, on an absolute and on a per room basis.

RESPONSIBLE SOURCING

Another key area where we can make a difference is with our supply chain. With all procurement decisions, whilst it is important that our hotels are able to purchase the goods and services they need to operate effectively at the right price, we also must ensure that robust due diligence is performed on our suppliers so that we can understand and address any social or environmental issues.

We work closely with our local and international suppliers to ensure that their products and services meet the demands of our operations and the expectations of our guests and other stakeholders. Moreover, we expect our suppliers to demonstrate effective management of energy use, greenhouse gas emissions, water use, waste, pollution (such as air, water and land), resource use and biodiversity. We also question whether suppliers have appropriate corporate governance arrangements in place to operate in an ethical and sustainable manner, whilst encouraging diversity and equal opportunities throughout their business.

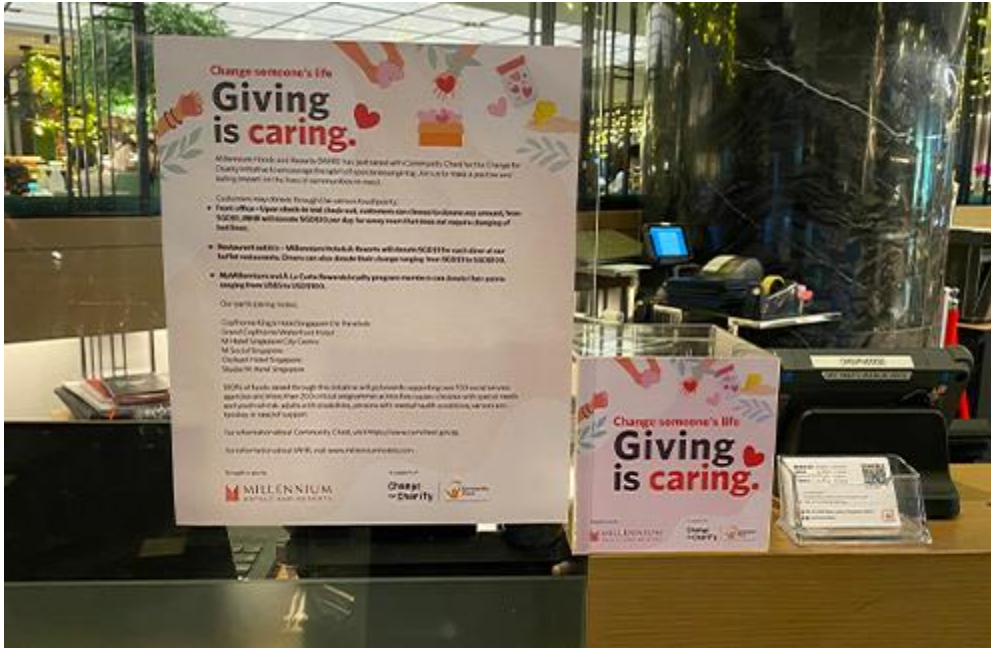
Our selection process for suppliers is stringent and we request and review information on their reduction of packaging, environmental policies and sustainable transport plans prior to contracts being signed. Within our UK and Europe region, we have established processes to assess all new suppliers based on their environmental, labour, anti-bribery and human rights practices. We have a preference for those who can demonstrate strong sustainability commitments and who actively reduce their negative environmental impacts. The system provides transparency and allows us to employ a strict audit and review process. It also allows us to manage our suppliers centrally and it increases our visibility over their product sourcing and transportation.

Wherever practical, we purchase products made from local renewable and ethically sound sources. Specific focus is placed on using suppliers that reduce emissions and air pollution from food miles and our aim is to use suppliers with a demonstrable commitment to sustainable production methods.

SUPPORTING OUR COMMUNITIES

We strive to make a positive impact on our customers and the communities that we serve through jobs, training opportunities and supporting local charities. Below are some of the initiatives with which our colleagues were engaged in order to help build brighter futures for their communities.

Millennium Hotels and Resorts, Singapore



Customers can donate conveniently at the hotel front desk and at restaurants across MHR hotels in Singapore

In celebration of its 40th anniversary, Community Chest Singapore partnered with 25 businesses across eight industries to launch Change for Charity, a meaningful initiative to rally corporate companies, community partners and the public in adopting sustainable philanthropy practices to meet the needs of the social service sector.

These organisations incorporated a giving mechanism into their business models and enabled the public to donate conveniently and regularly. In addition, the Singapore government provided a matching grant of \$0.50 for every dollar donated, and an additional \$0.50 for every dollar matched by the businesses to their customers' donations.

As one of the earliest partners to join the Change for Charity initiative, MHR tapped on multiple touchpoints across its six hotels and 18 restaurants in Singapore to reach out to customers and encourage the spirit of giving. From 13 February to 31 December 2023, MHR customers were able to donate at the point of purchase of room and dining, as well as through conversion of reward points to donations via the My Millennium and À La Carte Rewards membership programmes. MHR also donated SGD\$1 for each diner at its buffet restaurants.

Millennium Hotels and Resorts, New Zealand



Since July 2023, MHR in New Zealand has partnered with Save the Kiwi, a leading conservation charity dedicated to protecting their national icon, the kiwi.

The extensive property coverage of MHR throughout New Zealand means that there is a local kiwi population near every one of our hotels. This partnership marks the beginning of MHR's commitment to Save the Kiwi and provides us with a valuable opportunity to make a significant impact. Through our joint efforts, we are supporting Save the Kiwi's Napier kiwi creche, where chicks are raised until they reach a 'stoat-proof' weight of around 1kg, typically after three months. These chicks are then released into a predator-managed habitat in the wild, where they will grow and become the next generation of kiwi.

Under the name MANAAKI | Protect & Care, we are part of creating a safe haven for kiwis to grow, providing them with daily meals and a secure 'room' at the Napier kiwi creche. This initiative aligns perfectly with our values at MHR, as we strive to provide a safe and nurturing environment for all, just as we do for our guests.

Starting from 1 July 2023, guests can opt for the "no room servicing" option, and for every guest who chooses this, MHR will donate a meal for a kiwi at Save the Kiwi's kiwi creche in Napier. Additionally, for conference groups, every five rooms that go un-serviced by housekeeping will result in a "room" being donated to a kiwi for the night at the Napier Kiwi creche. For the year 2023, a total of 14,013 meals was donated.

Earth Hour



Staff at Millennium Airport Hotel Dubai preparing for Earth Hour by lighting candles in the hotel lobby

Earth Hour is a global initiative that started in 2007 and has since grown into a massive movement that brings together people from all over the world to take a stand against climate change. The event takes place every year on the last Saturday of March, and during this time, people are encouraged to turn off all non-essential lights for an hour, between 8:30 pm and 9:30 pm local time.

At Orchard Hotel Singapore (OHS), air condition temperature was turned up and hotel guests and staff were strongly encouraged to switch off lights in the rooms and offices during the hour-long event. In Dubai, Millennium Airport Hotel Dubai switched off non-essential lights from 8:30pm to 9:30pm to show its commitment to addressing environmental issues and to raise awareness on the impact of energy conservation. Several activities were implemented such as turning down the lights in the lobby, restaurants and other public areas and encouraging guests to participate by placing letters in the guest rooms as a reminder to do the same. The Human Resources team also prepared some fun activities and games to reward employees for minimal consumption of water and electricity.

Copthorne Hotel Cameron Highlands, Malaysia



Copthorne Hotel Cameron Highlands team making cookies for charity

As part of its corporate social responsibility to help the vulnerable and needy in the community, Copthorne Hotel Cameron Highlands organised three initiatives prior to the festive celebrations of Christmas and Hari Raya Aidilfitri. For Christmas, the hotel collaborated with the Perak Branch of Tunku Abdul Rahman University of Management and Technology (TAR UMT) to produce Christmas butter cookies in four adorable characters – Jolly, Holly, Rolly and Polly. Copthorne’s popular Chocolate Yule Log Cake and Christmas Pudding were also included in the Christmas fundraising project.

RM1 was donated to The National Autism Society of Malaysia (NASOM) for each packet of cookie sold, and RM3 and RM5 respectively for each Christmas Pudding and Yule Log Cake sold. NASOM provides education, help and care for children with autism.

During the fasting month of Ramadan, a Charity Night was held on 28 March 2023. Children from Pejabat Kebajikan Masyarakat Daerah Cameron Highlands, the local District Social Welfare Office, enjoyed a sumptuous dinner and received Duit Raya and goodie bags. To celebrate Hari Raya, Copthorne Hotel Cameron Highlands once again collaborated with TAR UMT to produce four different types of cookies under the “COPkies Raya” project.

Millennium Hotels & Resorts, UK



One tree planted for each umbrella rented

Through our partnership with Dripdrop (www.Dripdrop.io) for eco-friendly and convenient umbrellas rental whilst greening the world, guests at Copthorne Tara, The Chelsea Harbour Hotel, Millennium Knightsbridge and Millennium Gloucester contributed to planting more than 4,000 trees in 2023 through the umbrella rental service.

In conjunction with the roll out of green meetings across UK hotels, 11 water refill stations were installed at five locations (as at 31 December 2023). Our installed machines had refilled 91,622 (500ml) bottles from installation to 1 February 2024, diverting 91,622 bottles from landfill.



Water refill station at Millennium Gloucester

Copthorne Merry Hill-Dudley, United Kingdom



Black Country Duck Race took place behind Copthorne Hotel Merry Hill-Dudley

On Sunday, 9 July 2023, Copthorne Hotel Merry Hill took part in the annual charity Black Country Duck Race in support of the Mary Stevens Hospice. The event took place on the Waterfront, Merry Hill which is directly behind the Copthorne Hotel Merry Hill-Dudley and the weather played its part to provide a stunning backdrop for the event.

1750 rubber ducks bought by the public for £3 each and 30 larger ducks sponsored by local businesses for £50 each raced across the canal with the winner scooping the £100 first prize and the Mick Bailey Duck Race Trophy 2023.

The Black Country Duck Race has grown to be a much loved and well attended event by thousands of hospice supporters on the day and this year the hospice fundraising team pulled out all the stops to make this a fantastic event that everyone enjoyed.

All money raised from The Black Country Duck Race and Family Festival will be used to support patient care at the hospice helping local families in their time of need.

LOOKING AHEAD

We will continue to step-up our corporate responsibility efforts with the knowledge that this is a long-term pledge that will help to keep us on the path to creating a more sustainable and responsible future.