



# Do Good. Feel Good.

## Sustainability Report 2021



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# Introduction.

***When people do good, they feel good.***

That's why we've developed a strategic roadmap to set new standards across our environmental, social, and governance goals — allowing us to find new ways to be kind to people and the planet.

It begins in our bars and restaurants, where we've made the positive step towards ethical eating and conscious cuisine — becoming the first international hotel brand to commit to a vegetarian-led offering. As part of our award-winning Ovolo Plant'd initiative, we're sourcing more ingredients locally to help reduce carbon emissions globally. So, we can continue to create good times with great intentions.

Better solutions mean less pollution. In our properties, we've committed to treading lighter on our planet by reducing energy, water consumption and waste; and eliminating single-use plastics in the not-so-distant future.

We're partnering with sustainability experts to guide us on our mission, assist with benchmarking, and provide transparent reporting.

Amongst our people and in our communities, we strive to be known as champions of diversity and advocates for inclusivity. It is in our nature to make all our people feel respected and valued — and that's a promise.

Through greater transparency, ethical action, and a genuine sense of responsibility, we're doing things differently for all the right reasons.

We are taking little steps to make big leaps forward — because we believe in leaving the world better than we found it. And that's something we can all be proud of.



OVOLÔ™  
HOTELS

BY OVOLÔ™  
COLLECTIVE

OVOLÔ™  
SOCIAL



# About Ovolo.

The Ovolo Group was founded by entrepreneur Girish Jhunjhnuwala and first entered the real estate market in 2002, then further expanded into the hotel industry in 2010. Ovolo Hotels quickly became the leading lifestyle brand of Asia-Pacific and Australia's most dynamic independent owner-operated hospitality firms by providing guests with the best effortless living across hotels and food & beverage outlets.

The Ovolo Group is a collection of contemporary hotels that keep you connected to the little luxuries you love, all effortlessly included. The company prides itself on being in touch with the modern traveller through award-winning interior designs, detail-driven comforts, and complimentary value-added services like the mini bar and breakfast with cutting-edge technology. Ovolo Hotels have been acknowledged for Hotel and Accommodation Excellence, receiving the “Hotel Brand of the Year” award at the 2019 and 2020 HM Awards. A proud Hong Kong brand, Ovolo Group, remains a family-owned and privately-operated business operating four hotels and three restaurants in Hong Kong, eight hotels and seven restaurants across Australia in Sydney, Melbourne, Canberra, Brisbane and one hotel and two restaurants in Bali.

Ovolo also has the By Ovolo Collective within its portfolio of hotels, a distinctive collection of four hotels each one unique, each one special, the more guests explore, the more they'll find. These include Nishi Apartments in Canberra Australia, The Sheung Wan by Ovolo and The Aberdeen Harbour in Hong Kong, and Mamaka Kuta Beach in Bali Indonesia.

As of March 2021, Dash Living collaborated with Ovolo Hotels to launch two new generations of serviced rental solutions in Hong Kong. A total of 135 rooms and suites that form part of a new generation of serviced rental solutions for hyper-mobile millennials will be available for booking. The Aberdeen by Dash Living, soon-to-be converted from Mojo Nomad By Ovolo, offers 79 rooms ranging from studios to executive suites. The 56-room The Sheung Wan By Ovolo, only remaining under Ovolo's management for stays under 7 days, will offer units from studio, one bedroom, to family room options.

Ovolo acknowledges the Traditional Owners of the lands on which we are located. We recognise their continuing connection to land, waters, and culture, and pay our respects to their Elders past, present, and emerging.





# A message from the Founder & Executive Chairman.

## Travel is all about the planet and people.

It connects strangers and builds communities. Now, more than ever, travel must be a force for good. We all have a responsibility to protect the very communities and ecosystems we travel to see.

At Ovolo, we aim to be a force for good because when people do good, they feel good. On every level, from our teams to our communities to our planet, we are committed to setting new benchmarks.

Our mission has always been to develop Shiny Happy People. That means happy guests, happy teams, and happy partners. For that, we need a happy planet.

I want to leave a better world for my children and their children. I believe we are only borrowing the planet from them and owe it to them to leave the world better than we found it. I am passionate about a plant-based, cruelty-free diet; for the health of our planet and the health of our guests.

At Ovolo, it's in our nature to care for, respect and value people. I am proud to have built a culture that not only recognises our differences but celebrates them.

It's why we embed diversity and inclusion in everything we do. And it's why we provide equal opportunities for all.

We support local. Wherever we operate, we participate in volunteer programs, food donations and fundraising. We support the education and well-being of children. We are going to double our efforts here.

We want to make a lasting and positive impact, so we are working with experts, including EarthCheck and Eden Reforestation Project. We are appointing Champions of Change to lead the way. We promise to be transparent, so we'll report openly and work with our partners and suppliers to always do better.

We are all stewards of the world. By taking little steps, we can make a big difference. But we can't do it alone.

Together, we can Do Good, Feel Good so that future generations can enjoy the wonder and beauty of travel as we do today.

**Girish Jhunjhnuwala**  
**Founder & Executive Chairman**  
**Ovolo Group**

# A message from the Chief Executive Officer.

## Sustainability is, and forever will be close to my heart.

It's what I've grown up with, what I've continued to learn, and what I'll continue to love. It's an inspired feeling from within to make better choices for ourselves, our communities and for our planet.

It's knowing small decisions transform into big action and within Ovolo Hotels, it's the fulfillment of generating change and sharing it with those who follow our path.

It's my personal commitment to leave a better world for the next generation and Ovolo's commitment to leaving a greener, more transparent organisation for our people, partners and investors..

Care and respect for our people and our planet is part of Ovolo's DNA. These values have been embedded in our organisation since 2010. However, in 2021 we decided to formalise our commitment by developing a strategic roadmap that sets new standards across each of our environmental, social, and governance goals. If our brand is respectful to the environment, then we're respectful to our people, our community and our investors. It's the domino effect of doing what's right.

Ovolo Hotel's first roadmap includes valuable dialogue to enhance our understanding of stakeholder priorities and collaboratively address them. We remain committed to clear communication with our stakeholders as expectations rise and challenges continue. We keep people and partnerships at the heart of our culture to ensure we continue do better for our people and planet.

To those who have supported Ovolo Hotel's journey over the past year and beyond, we're incredibly grateful.

Do good. Feel good.

**Dave Baswal**  
Chief Executive Officer  
Ovolo Group





## OUR SUSTAINABILITY PHILOSOPHY



Do Good

**Do Good**

Do Good

Feel Good

Feel Good

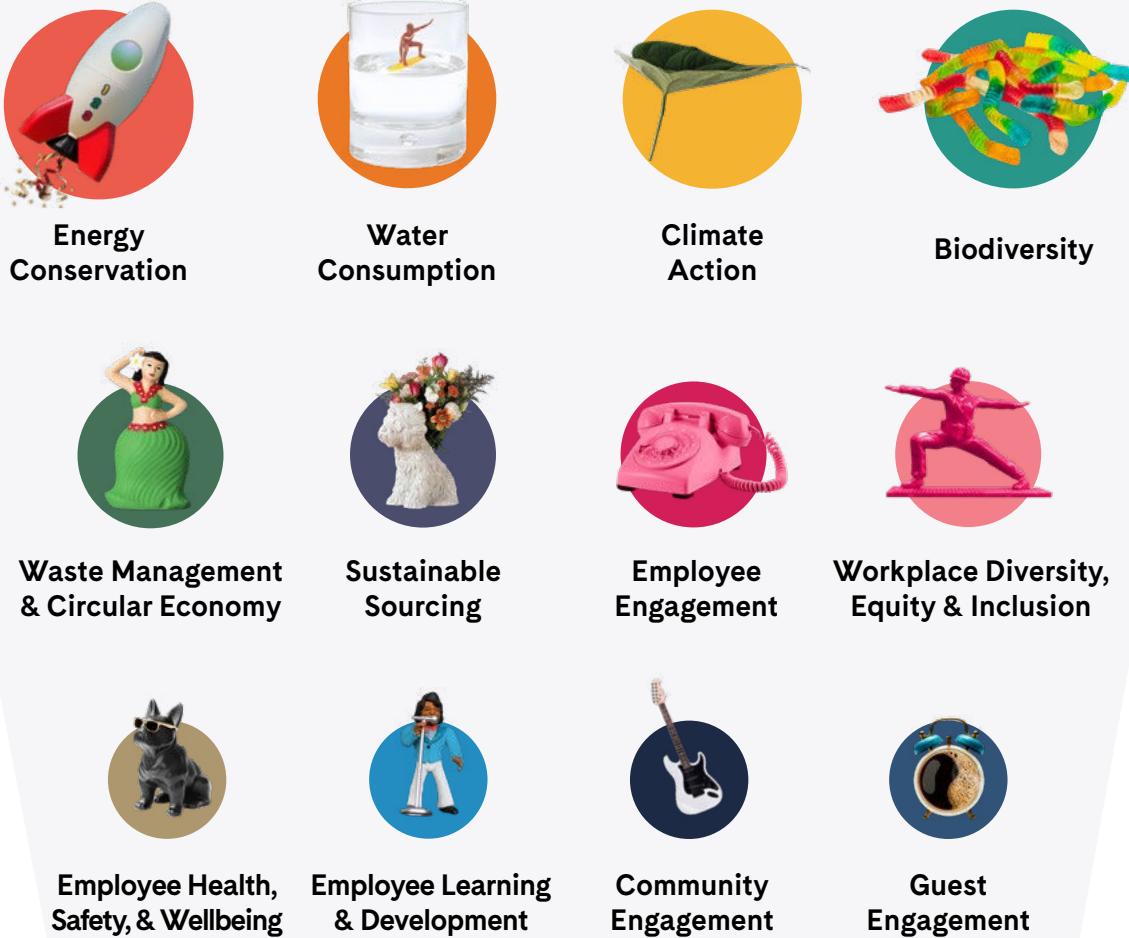
Feel Good

When people do good, they feel good. So, we aim to be a force for good. On every level – from our individuals to our communities, and our planet –it's clear for all to see. We care.

# Materiality

In 2021, we worked with a third party to conduct an ESG materiality assessment. Stakeholders and operations representatives were engaged to complete a material issues survey and a focus group was formed.

The shortlist of our material issues was as follows:



# Our Sustainability & Social Impact Focus Areas.

Our Sustainability and Social Impact Focus Areas. The **Sustainability Development Goals (SDG)**, developed by the United Nations, is the blueprint for achieving a better and more sustainable future for all.

Ovolo is fully committed to the SDG, and these goals have become the guiding force in the development and implementation of our sustainability focus areas and objectives.



No Poverty



Quality Education



Gender Equality



Clean Water & Sanitation



Decent Work & Economic Growth



Reduced Inequalities



Sustainable Cities & Communities



Responsible Consumption & Production



Climate Action



Life Below Water



Life On Land



Peace, Justice & Strong Institutions

# Our Community

# Diversity, Inclusion & Belonging



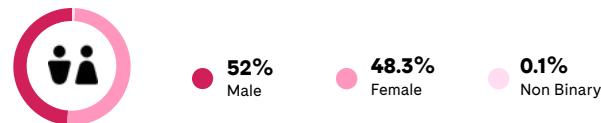
## WHY DO WE CARE?

At Ovolo, we aspire to build a company that reflects the diversity of our customers. A company where inclusion and equity are embedded in everything we do. We're taking steps towards being a more equitable company and driving real, lasting change.

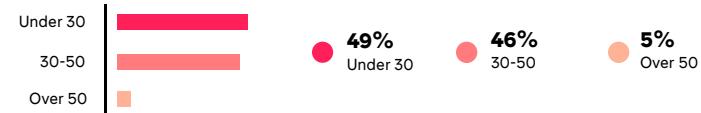
## WHAT ARE WE DOING ABOUT IT?

Our Anti-Discrimination, Equal Employment Opportunity, and Diversity & Inclusion Policy lays out the principles of equity and inclusivity that are expected in Ovolo at every interaction, whether it is a recruitment process, promotion considerations, or our day-to-day exchanges. In 2021, we collected the following diversity metrics:

### OUR GENDER DISTRIBUTION



### REPRESENTATION BY AGE



Despite the challenges faced during the global pandemic, our Culture Club including representatives from all our hotels, created some memorable events in 2021 to celebrate our diverse workforce and the unique individual talents of our people. Some of the highlights from our Culture Club Calendar were:



[Mardi Gras](#) in Sydney celebrates LGBTQ rights. Nothing could rain on this parade - not even a global pandemic. Ovolo celebrates Mardi Gras each year; even in lockdown, it was no different. Sydney held an event between lockdowns with live music streaming across all regions and a drag show at Ovolo Woolloomooloo.

## INTERNATIONAL WOMEN'S DAY

A celebration of our incredibly diverse, talented, passionate women representing Ovolo Group in all areas of our businesses across all regions, Australia, Hong Kong and Indonesia. We know the power of diversity is unleashed when we respect and value differences.

## INTERNATIONAL WOMEN'S HEALTH WEEK



In line with celebrating International Women's Health Week, we organized Clinical Nurse Leader, Jo Lovelock from the [McGrath Foundation](#), to conduct breast health checks online. We were taking the awkwardness out of what to look for and emphasizing the importance of regular breast checks for both women and men.

## HARMONY DAY

An excellent opportunity to celebrate our Team's cultural diversity and eliminate racial prejudice, Harmony Day was cheered across all our properties.

We also celebrated [Earth Hour](#), [National Recycling Week](#), [Ovolo's Got Talent](#) (our annual virtual talent quest), conducted online masterclasses, [Be Kind July](#), [Mental Fitness Events](#), and [physical wellbeing sessions](#).



OVOLOGROUP INTERNATIONAL WOMENS DAY 2021

# Happy, Safe & Inspired Workplaces

## WHY DO WE CARE?

We want our team to shine bright like a diamond which is why we are working hard to create happy, safe, inspired, and F.U.N workplaces worldwide. A place where our strong culture is shaped by our people, for our people. This makes for a more engaging and connected everyday experience.

## WHAT ARE WE DOING ABOUT IT?

### Health, safety, and wellbeing

Our Environmental Health and Safety Policy and related safety mechanisms (e.g., work injury and incident analytics tools) approach safety in an initiative-taking manner that aims to rectify the root causes of any incidents.

When the pandemic commenced, we acted swiftly to ensure the health and safety of our team. Implementing our OCDC health and safety protocols, adopting distancing measures, training, signage, and PPE to protect our people.

Our [‘Vax. Pact.’](#)

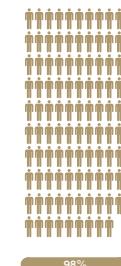
Our Vax Pact was our way of encouraging the team to get vaccinated and rewarding our guests for “taking the jab” to protect them and the community against COVID-19. Our team came together, achieving a remarkable 98% compliance for both jabs.



**98% of Ovolo Team members fully vaccinated.**

### VAX PACT

Ovolo Australian Tally



Second Jab Target 100%  
(31st December 2021)

Shared Services

100%

The Valley

100%

Laneways

100%

Mamaka

100%

Hong Kong

96%

First Jab Target 100%  
(31st October 2021)

Nishi

100%

South Yarra

100%

The Inchcolm

100%

The Woolstore 1888

100%



## RESILIENCE PROJECT

The impact of COVID-19 on mental health and wellbeing was recognized early in the pandemic, with the sudden loss of meaningful employment due to lockdowns, isolation, and social interaction. We reacted by providing our team members with access to Mental Health resources. In 2021, we implemented The Resilience Project - a 12-month online program focused on three key pillars that cultivate positive emotions - gratitude, empathy, and mindfulness. Due to the program's success, we partnered with Gotcha4Life to provide two additional sessions focused on empowering individuals and communities to build mental fitness and prevent suicide.

## INITIATIVES

Our list of initiatives included the **book club**, supporting our parents with kids in lockdown. We've also created the **Financial Fitness Camp**, which provided all learning necessary to mitigate the hardships of 2021. Alongside our **virtual yoga classes**, we helped our Team relieve stress. Last but not least, **R U OK Day** encouraged our teams to support each other.



## R.O.C.K LEARNING & ROCK DEVELOPMENT

We provide our Team with the platforms to shoot for the stars through our “Grow with Ovolo” and “R.O.C.K” learning programmes, which include online learning, technical training, service and leadership education and one-on-one coaching.

## THE FUTURE

We are looking forward to reporting on our learning hours in our 2022 Do Good – Feel Good report as we establish systems to monitor learning hours more effectively.



# Giving Today's Kids A Better Chance Tomorrow

## WHY DO WE CARE?

We believe that every child deserves equal opportunities and prove that by supporting those in need through charities and schools. We are coming together with 'not-for-profit' agencies to give today's kids a better chance tomorrow.

With most of our hotels in hibernation for extended periods during 2021, our community efforts were focused mainly on our internal team's health and wellness. We reached out, connected, fed, housed, gave groceries, buddied with people that didn't have families to check on them, gave financial incentives and provided instant relief to those who found themselves in situations that were out of their control.

Despite the challenges of the lockdown, we did manage to do some good in our external communities throughout the year. In June 2021, for [National Volunteer Week](#), we promoted the importance of giving back to the community with our Woolloomooloo and Shared Services Sydney Teams, completing a Working Bee for Ronald McDonald House to assist with the upkeep of their buildings.

Our Brisbane Hotels supported [CPL \(Cerebral Palsy League\)](#) by giving their time to a fundraising telethon for kids in need. CPL work with people of all ages to grow beyond expectations and seize new opportunities.



In 2021, we launched our inaugural [Ovolo Walk-a-thon](#) during world wellness weekend. Our Hong Kong Teams and some Australian states that were not in lockdown participated. Together, we raised a total of HKD\$1,804, which was donated to Hong Kong refugee children.



## THE HOMECOMING PROJECT

Ovolo Hotels has been at the forefront of Quarantine in Hong Kong since regulations were first put in place by the Government in 2020. The launch of Quarantine Concierge in 2020 was extremely well received by residents, and [The Ovolo Homecoming Project](#) launched in 2021 represents an extension of maxim that all returning residents should be treated with both dignity and respect. The Homecoming Project was driven in partnership with the Tung Wah Group of Hospitals and [The Zubin Foundation](#) with further support from [Pathfinders](#).

Through The Ovolo Homecoming Project, Ovolo Hotels will offer Hong Kong residents with financial difficulties the opportunity to quarantine at Ovolo Southside for only HKD\$1 per night for the 21-night quarantine period instated by the Hong Kong Government. Ovolo accepted stranded residents in need of quarantine accommodation, making sure their relationships, mental health and financial situation are not suffering because of the challenging circumstances.



## THE FUTURE

We recognize that there are many ways to support children, and it is our goal to expand our impact in alignment with the SDG's.

In 2022, we are partnering with [The Bali Children Foundation \(BDF\)](#) to help children complete school, find employment and improve community.



The BCF facilitates funds for our partner charities, which deliver health and dental care, disability management, and environmental protection solutions during disasters. BCF awards Scholarships, English as Foreign Language, S.T.E.M., Calistung, and tertiary education opportunities.

Ovolo supports and sponsors a school in Bali with classroom upgrades, a class delivery for a year, and a stationery kit for each student in the elementary school of SDN 3 Sidetapa in North Bali. We are looking to support scholarship pathways for these children in the hospitality field.

In 2022, we will be recommencing our efforts with NGO H.O.P.E, which provides support to minority groups in Hong Kong. Our volunteering efforts will include teaching children storytelling skills, being tennis class assistants for people with special needs and commit to other sponsored activities.

We will also be working alongside Yayasan Solemen Bali-based NGO. [Solemen](#)'s driving passion is to alleviate the suffering of so many in Bali through community outreach, medical intervention, food aid, education, and disaster response. Solemen's activities benefit the sick, the poor, the disabled, and the marginalized in Bali.



We are engaging our guests in the sustainability path towards a better future for all.



# Engaging Our Guests in Our Sustainability Journey

## WHY DO WE CARE?

Ovolo 'gets' the modern traveller, and our guests want to see us doing good. By creating effervescent experiences that transform mindsets and create connections, we invite our guests to join our sustainability path.

We will capture guests' imagination through the art of storytelling - about our conscious cuisine, our social and environmental initiatives, and the historical and cultural significance of our spaces.

## WHAT ARE WE DOING ABOUT IT?

### PLANT'D

We're serving bold, locally sourced, and utterly irresistible plant-based food menus across many of our Ovolo restaurants and bars. Our guests are enjoying delicious food with a playful twist that is exploding with rich aromas, vibrant colours, and packed with flavour.



We aim to transform our guests' mindsets around eating vegetarian cuisine and hope they adopt more vegetarian meals after discovering how delicious veg can be.

### HISTORICAL & CULTURAL SIGNIFICANCE

As a custodian of three heritage-listed properties in Australia at The Inchcolm by Ovolo, The Woolstore 1888 by Ovolo, and Ovolo Woolloomooloo, we have an obligation to protect and promote the heritage of these buildings. In 2021, we began building our bank of stories around these exceptional hotels' cultural and heritage significance. In 2022, we bring these stories to life throughout the customer journey.

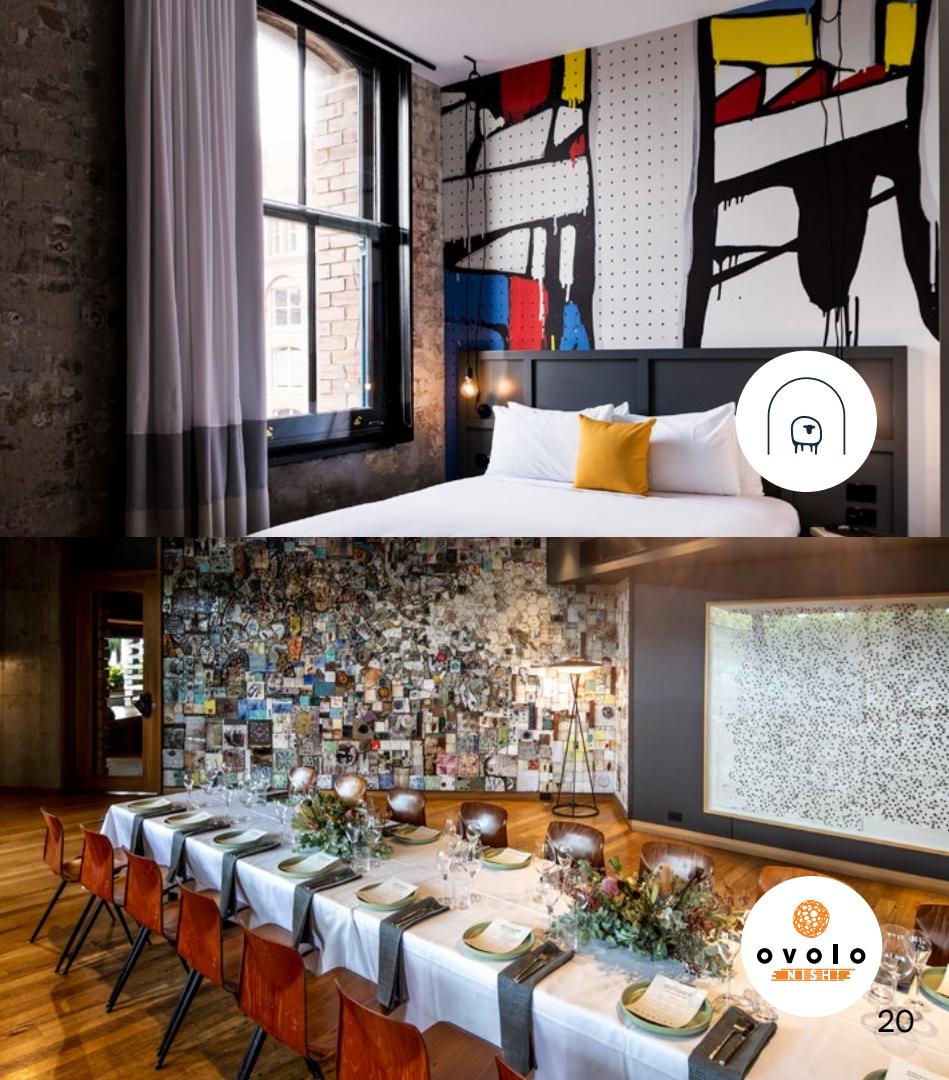
### WELLNESS

In 2021, we launched our [Peloton](#) partnership, where our guests could experience Peloton's immersive cardio experience in the comfort and privacy of an Ovolo Peloton Suite. We teamed up with Peloton for our guests to experience the Bike in their private workout room following Ovolo's COVID-19 OCDC policy.

The image shows a Peloton bike positioned in a room, likely a suite at an Ovolo hotel. To the right of the bike is the Ovolo Hotels logo, which consists of a stylized globe icon above the word "OVOLO" and "HOTELS". Below the bike, the text "Ride Here. Ride Now." is displayed in a large, bold, blue font. At the bottom right is the Peloton logo, which is a stylized "P" inside a circle, followed by the word "PELOTON".

## OVOLLO LOVES ART

We've got art on the walls of all our hotels from Hong Kong to Australia and stopping over in Indonesia. From art-covered bed heads at Ovolo Woolloomooloo that celebrate Australia's history to local artists, Jasper Knight and Oliver Watt's featured at The Woolstore 1888 - we curate everything to compliment properties' unique heritage.



# THE ROADMAP

	2022	2023	2024	2025
<i>Diversity, inclusion &amp; belonging</i>	<p><b>Diversity and inclusion training implemented</b> Improve diversity data</p>	<p><b>Leadership L&amp;D program implemented, and male/female participation tracked</b></p>		<p>100% of the workforce complete D&amp;I training annually <b>50% male to female ratio</b> departmental management positions and above</p>
<i>Happy, safe, and inspired workplaces</i>	<p><b>Identify a new well-being partner</b> Confirm L&amp;D learning platform partner to assist with the tracking of learning hours</p>	<p>Conduct quarterly team surveys. <b>Annual survey improvement NPS 5 points</b> <b>Implement a new well-being partner</b> <b>Set learning hour targets</b></p>		<p><b>95% participation</b> in annual opinion survey</p>
<i>Giving today's kids a better chance tomorrow</i>	<p><b>Finalize charity partners</b></p>	<p><b>Set annual targets for fundraising</b></p>		<p><b>Double 2023 fundraising efforts</b></p>
<i>Engaging our guests in our sustainability journey</i>	<p><b>Map guest journey</b> and identify opportunities to engage our guests</p>	<p><b>Integrate ESG question</b> into post-stay survey</p>	<p><b>History, culture, and art stories</b> are developed for all Hotels and integrated into GX</p>	<p>Achievement of <b>95 GX sustainability rating</b> all Hotels</p>

# Sustainable Sourcing

## WHY DO WE CARE?

We are working with our value chain to actively source products and services for our operations in an ethical, sustainable, and socially conscious way. Our actions are based on the pursuit of waste reduction, being part of the circular economy and supporting human rights around the world.

## WHAT ARE WE DOING ABOUT IT?

Our supplier agreements assist us on our sustainability journey through minimizing supply chain risk, streamlining processes and nourishing trust-worthy relationships with suppliers.

### ENVIRONMENTAL IMPACT

We recognize that using single-use plastics continues to negatively impact the world. Our solution is straightforward - we have been working with our suppliers to minimize plastic use via our consumables in rooms, restaurants, and bars.

#### Just Water



made of plants  
with 88% of its  
material coming  
from paper and  
sugarcane.

#### Who Gives a Crap



100% recycled/  
100% bamboo.

*Replaced 63,000 water bottles with  
Just Water bottles assisting us to  
reduce our carbon footprint.*

*In 2021 we managed to keep  
545 m<sup>2</sup> of forest intact and  
recycled 5,684kg of paper.*

## OUR CLEANING PRODUCTS

We have consolidated our commercial cleaning product supplier to Ecolab, and we aim to reduce our environmental footprint by using **Recognised®** Commercial cleaning products across our locations.

From Hong Kong to Australia and Bali, our locations are using eco-friendly :

-  Laundry powder detergent
-  Kitchen disinfectant
-  Sanitizer Glass Cleaner

And many more cleaning products

These products are derived from renewable resources, such as soybeans and corn and require less water and energy in production.

We offer our guests and staff a safer and healthier experience with these non-hazardous products, made in consideration of the environment.

## JOINING THE CIRCULAR ECONOMY

Our decision to provide an inclusive mini bar is a significant part of the guest experience, and we take responsibility for addressing increased consumption. In Australia, we are focused on ensuring that all products in our mini bar fridge are recyclable and will endeavour to do the same in our Hong Kong and Bali properties in 2022.



## CONSCIOUS CUISINE

We nourish the bodies and feed the souls of our guests through menus that reflect our commitment to sustainability and wellness. As part of our [Plant'D](#) initiative in our Ovolo Hotels, we serve locally sourced vegetarian cuisine that is good for the planet and people.



According to the IPCC (Intergovernmental Panel on Climate Change) special report, a plant-based diet is a major opportunity for mitigating and adapting to climate change. We strive to transform our guests' mindsets around how delicious, and fulfilling vegetarian eating can be. We hope that after staying with us, guests will have a better perspective on vegetarian foods upon return home.



We are sourcing local, organic produce to serve in our restaurants and bars. Purchasing locally supports the livelihoods of our communities, encourages greater regional investment and reduces carbon emissions from transporting shorter distances. We show pride in our local producers and farmers through partnerships that strengthen our people.



## THE FUTURE

We have committed to investing in a dedicated group-wide procurement manager in 2022. We recognize a need to continue developing our sustainable procurement policy, identify risks, support our supplier relationships and establish transparency around our impact moving forward.

# THE ROADMAP

**Group procurement lead**  
is hired – 2nd half

**Responsible sourcing**  
policy is established

**2023**

Consider EcoVadis  
Set targets

**2025**



**2022**



Track proportion of responsible  
procurement of total spending

Source 100% of eggs globally from  
cage-free or better hens



**2024**





# Treading Lightly

## ENERGY, WATER AND GHGS

It's only the beginning... but we intend to tread lighter on our planet, where we are committed to reducing energy, water consumption, and carbon emissions.

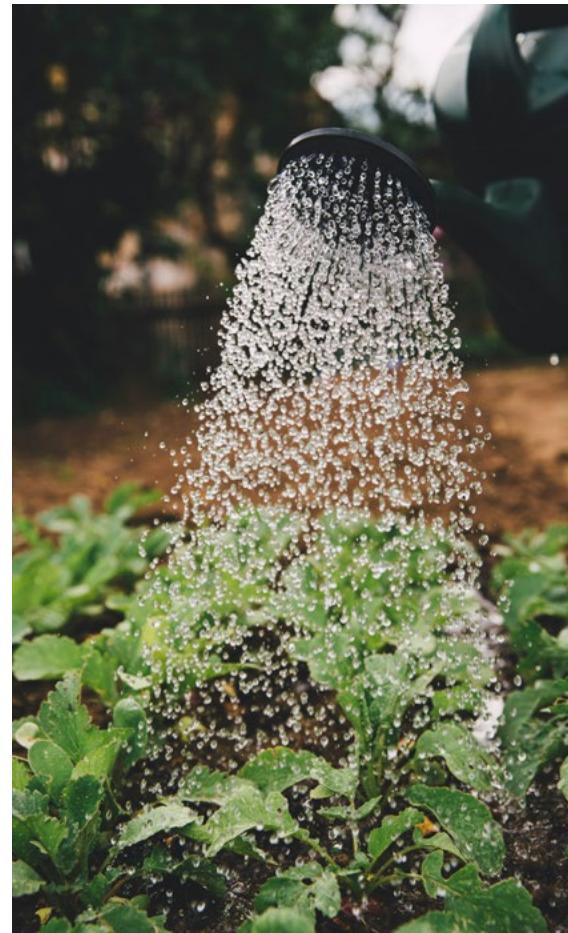
In 2021, we commenced collecting data on our consumption and partnered with the largest independent ecological consultancy and audit firm in Hong Kong - AEC, to assist us with developing our strategic roadmap. In 2022, we'll be working on gathering better data across our portfolio and creating feasible milestones for our improvements in the Sustainability Report. In 2023, we hope to set longer-term targets once our hotel's performance is benchmarked.



## FOOD WASTE TO LANDFILL

Since 2020, we have been trialling Orca Technology in three of our hotels to explore how we can utilize technology to reduce food waste and protect landfills. Orca uses air, water and microbiology to turn food waste into an environmentally safe liquid that is disposed of using the existing sanitary sewer infrastructure. This hygienic solution eliminates the carbon footprint of transporting waste to landfill sites.

Due to operational disruptions caused by COVID-19, the Orca trial was extended into 2022. In 2022, we will be investigating alternative solutions that can assist us in reaching our target of halving our food waste to landfill in line with the UNSDG Goal 12 and Australia's national target by 2030.





## RECYCLING

Our waste data collection system is currently under development. Thorough investigation led us to identify numerous gaps in our ability to obtain data. In 2022, we will be working with our suppliers to gain better reporting, leading us to set targets in 2023.

As a first step, we have identified opportunities to implement recycling in our Bali and Hong Kong properties. It is particularly crucial for us to reduce our waste-to-landfill in Hong Kong in light of the new Waste Charging Scheme to be effective next year.

## GREEN BUILDING CERTIFICATION

During the development of our sustainability focus areas, we have committed to achieving green building certification for all new owned developments.

We are proud to manage Eco-Living by Ovolo in the Nishi commercial building. The Nishi residential apartments are the most sustainable in Australia, having scored an average NatHERS rating of 8 stars.

These apartments are designed:



To maximize daylight and views



To eliminate the need for artificial cooling



With low-energy fixtures and fittings



With rooftop solar thermal collectors

# THE ROADMAP

	2022	2023	2024	2025
<p><i>Reducing energy, water, and carbon emissions in our spaces</i></p>	<p><b>Identify data collection partner</b> Collect data</p>	<p><b>Set 2025 GHG reduction target</b> Scope I and II and energy and water targets in mid 2023 Complete audits in all Hotels, put reduction plans in place</p>	<p>Collect, report and investigate the data</p>	
<p><i>Lessen waste and divert from landfill</i></p>	<p>Establish recycling partners in all regions Identify technology/composting partners for food waste</p>	<p><b>Set quarterly recycling targets</b> Launch <b>half food-to-landfill</b> by 2025 100% of <b>mini bar</b> is recyclable/sustainable</p>	<p>Quarterly recycling targets set per hotel</p>	<p><b>Half food-to-landfill</b> <b>2030 Reduce waste to landfill by 50% based on 2022 data</b></p>
<p><i>Achieve green building certification for all Ovolo-owned new builds</i></p>		<p><b>Align the strategic framework</b> across the group to meet the requirements for the certification</p>		

# Good Governance

*We're committed to maintaining a sustainable and ethical approach to business practice. Our CEO, Directors, and Management play a crucial role in translating ESG values into organizational strategies and are responsible for the achievement of outcomes.*

The Group's **Sustainability principles** are put into action in our operations through the following policies :

-  Code of Conduct
-  Sustainability and Environment Policy
-  Environmental Health and Safety Policy
-  Anti-Discrimination, Equal Employment Opportunity
-  Diversity & Inclusion Policy

Our policy statements govern our Do Good – Feel Good programs and establish the expectations of our team members.

## OUR E.S.G GOVERNANCE STRUCTURE

We're being transparent about our ESG data to shed light on our activities, our material risks, and the opportunities they provide. We've partnered with Earth Check to assist with the collation and reporting of our data, and this data will be subject to a third-party audit.

Championing the sustainability vision of our Founder, the Executive Leadership Team spearheads the Group's ESG strategy through the Champions of Change (COC) Taskforce and monitors the progress of our goals.

The COC Taskforce members oversee the Do Good – Feel Good strategies' implementation and work as champions in their areas, integrating ESG into the overall business objectives. The COC Taskforce is led by the Brand Experience Manager and consists of operational, human resources, and marketing representatives.

We integrate our objectives into the business through policies, committees, and standards.

# ESG FRAMEWORK

Founder & Executive Chairman

Executive Leadership Team

Champions of Change

Our Team - Led by  
HR Culture Club  
D&I Committee

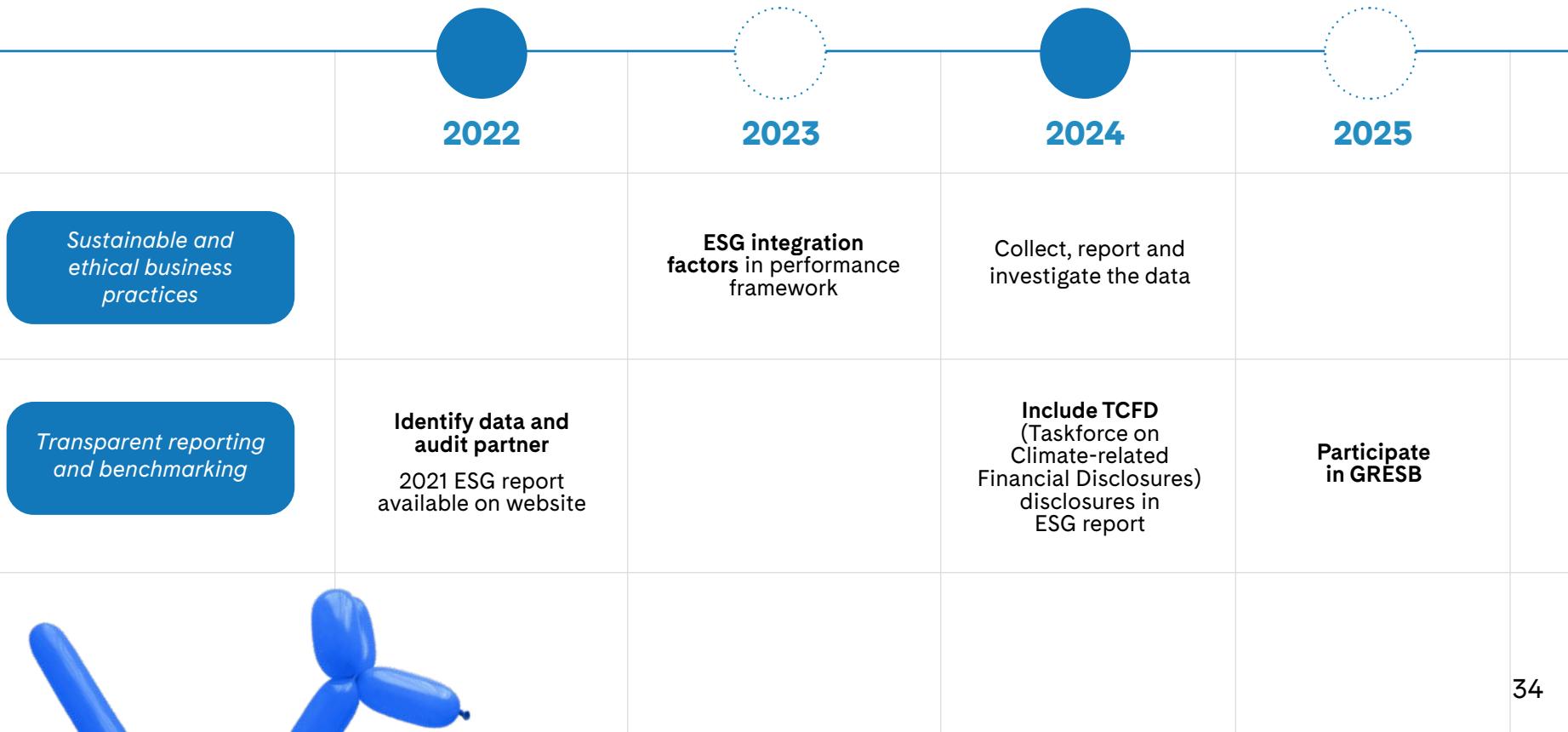
Community - Led by  
HR Culture Club

Our Guests – Led by  
Marketing and BX

Environment  
- Led by DOO of  
each region

Hotels  
Policies, Process, Committees  
On-site Hotel Committees

# THE ROADMAP



# STAKEHOLDERS ENGAGEMENT

Stakeholder	Engagement	Objective
Our Guests	Surveys; Social media interactions Communication via email, calls and chatbot	We will engage our guests in our sustainability journey by creating effervescent experiences that transform mindsets, create connection, and encourage action. We will capture their imagination through the art of storytelling so they, too, will become a force for good.
Our Team	Surveys; Quarterly meetups; The culture club, GX champs & D&I focus groups; Volunteering; Our hotel meetings (daily, monthly)	We listen. We understand. And then we act. We make sure that people feel seen and their voices are heard. We know that together we can achieve great things. We utilise each engagement activity to sing loud and proud about diversity, equity, inclusion, and the environment.
Our Industry Partners	Hospitality trade associations; Industry conferences; Industry boards and representation; Our partners and suppliers	We are champions of change. We proactively engage in policy issues related to our business and industry. We join efforts to learn from the industry and share insights and create industry-wide change.
Not for profits & social impact organisations	Our core impact initiatives; Campaigns; Volunteering and giving	We are coming together with leading NGOs to create life-changing opportunities and giving today's kids a better chance tomorrow.
Investors	Management engagement	We will transparently report our material risks, plans, and responses giving investors insight into our standing on ESG topics and the associated issues and risks.

# OUR 2021 AWARDS



HKB National Business Award  
2021 - Hospitality & Leisure



Best Budget-Friendly and  
Quarantine Hotel in  
Hong Kong (GOLD Winner)



Best Business Hotel  
- Australia



Australia's Leading  
Lifestyle Hotel 2021



Best Hotel Bar (Alibi)

Upscale Hotel (OTV)

Best Marketing Campaign  
of the Year (YOTV)



Best Favourite Hotel 2021  
-Reader's Choice



Import/Export  
Excellence



Open Table Diner's Choice





# Performance Data

# Environmental Data

Carbon Emissions	Units	2019 (pre-covid)	2021
Scope I	tCO2e	546	628
Scope II	tCO2e	7,808	6,044
Total carbon emissions	tCO2e	8,354	6,672
Carbon intensity per floor area	kgCO2e/m2	0.14	0.11
Carbon intensity per guest	kgCO2e/guest	0.02	0.03

Water consumption	Units	2019 (pre-covid)	2021
Municipal sources	m3	60,782	50,001
Groundwater	m3	36,874	7,405
Total water consumption	m3	97,656	57,406
Water intensity per floor area	m3/m2	1.67	0.91
Water intensity per guest	m3/guest	0.25	0.27

Note 1: Guest activity was calculated as [Total guests staying overnight] + [staff nights] + [Total Day Guests ÷ 3] + [Total Nonresident restaurant covers ÷ 4]

Note 2: No gas data for Ovolo Central and Mamaka in 2021, and Ovolo Central in 2019

Note 3: No water data for Ovolo Nishi, as shares water with strata

Note 4: Our waste data collection system is in development, for this report we have estimated our waste data using weekly rate (Ovolo Nishi and Mamaka is excluded from this exercise due to resources available)

Note 5: The 2021 GHG, energy and water intensity figures decreases for intensity per floor area but increases for intensity per guest compared to 2019 (pre-covid). This is because with less guest intake in 2021 the hotels were operating at less efficiency than in 2019.

Energy Consumption	Units	2019 (pre-covid)	2021
Electricity	kWh	9,620,550	8,625,676
Gas	kWh	2,715,259	3,118,852
Total energy consumption	kWh	12,335,809	11,744,528
Energy intensity per floor area	kWh/m2	211	185
Energy intensity per guest	kWh/guest	32	55

Waste generation	Units	2019 (pre-covid)	2021
Food waste-to-landfill	tonne	N/A	3.57
Food waste diverted from landfill	tonne	N/A	0.48
Other waste-to-landfill	tonne	N/A	2,103,703
Other waste diverted from landfill	tonne	N/A	552
Total waste generation	tonne	N/A	2,104,260
Waste intensity per floor area	tonne/m2	N/A	33
Waste intensity per guest	tonne/guest	N/A	9.9
Food diversion-from-landfill %	%	N/A	12%
Other waste diversion-from-landfill %	%	N/A	0.03%

# Employee Breakdown



## COUNTRY

66.2%  
Australia      33.7%  
HK+Bali



## BY GENDER

55.57%  
Male      48.29%  
Female      0.14%  
Other Gender Identity



## BY AGE

50.1%  
Under 30      44.6%  
30 - 50      5.3%  
Over 50



## BY MANAGEMENT LEVEL

2.4%  
Senior  
management      14.1%  
Middle  
Management      83.5%  
Other staff



## BY EMPLOYMENT TYPE

53.3%  
Full-time      36.6%  
Casual      10.1%  
Part-time





# Social Data

Social data	Units	2019 (pre-covid)	2021
Average training hour per staff	Hours/staff	N/A	N/A
Donations	HKD	N/A	59,705
Volunteer hours	hours	N/A	448
Local food produce (from total food spending)	%	N/A	78

Note 1: Local food produce 2021 data does not include Ovolo Central, Southside, Laneways and The Valley due to data availability. It refers to fruits & veg, meats, poultry, seafood, bakery, dairy, coffee, dry goods purchased within the country of each respective region.

# GRI Content Index



# GRI Content Index

The GRI Standards is the de-facto standard used worldwide for sustainability reporting to enable any organization to capture their impacts on the economy, environment and people in a comparable and credible way. The Group has reported in accordance with the GRI Standards for the period from 1 January 2021 to 31 December 2021. The GRI 1: Foundation was used.

Note 1: HKEX refers to the Hong Kong Stock Exchange Appendix 27 Environmental, Social and Governance Reporting Guide

Please see the GRI Content Index [here](#).





OVOLÔ  
HOTELS

BY OVOLÔ  
COLLECTIVE

OVOLÔ  
SOCIAL