

A lush tropical garden scene featuring a small stream flowing through a dense forest of various tropical plants, including palm trees and large-leafed plants. In the background, a small white pavilion with a thatched roof is visible. The overall atmosphere is serene and natural.

# GO

# GRAND

*Grand Hyatt Singapore Story On  
Sustainability & Innovation*

as of December 2021



# OUR SUSTAINABILITY PHILOSOPHY

Embracing care at the heart of our business, Grand Hyatt Singapore is committed to protecting the planet for future generations by adopting a holistic approach towards sustainability and pioneering sustainable initiatives across multiple touchpoints in the hotel.

A journey that started in early 2011 with the installation of our Trigeneration Plant, the hotel has since achieved waste and water reduction, better utilization of resources and energy, and providing guests with greater value through sustainable dining and wellness.

Sustainability shall continue to lead our hotel's focus, as the team explores more opportunities in Food Sourcing, Food Waste Management, Energy and Water, and Hotel Operations, and build a culture of environmental stewardship for years to come.

# OUR FOOD

## How to Create your Sparkling iced tea

- Step 1: Pick your own fruits and herbs.
- Step 2: Place chosen fruits and herbs into glass and muddle with sugar cane stalk.
- Step 3: Choose your tea!

## Choice of tea

- Iced Black Tea
- Iced White Tea
- Homemade Kombucha

Thai Basil

Mint

Peppermint

Thyme

Thai Basil

Mint

Peppermint

Thai Basil

Mint

Peppermint





# Sustainable Seafood: Chain of Custody Certification



In 2015, Grand Hyatt Singapore was awarded Chain of Custody (CoC) certifications by the Aquaculture Stewardship Council (ASC) and Marine Stewardship Council (MSC), which certifies and ensures responsible farming and fishing practices of the hotel's procured seafood. The hotel currently uses more than 200 tonnes of seafood per year, of which 80% of it are certified sustainable by MSC and ASC.

# Zero-waste Dishes



In 2021, Grand Hyatt Singapore introduced Zero-Waste dishes at mezza9 to promote a culture of food waste prevention within the culinary team as well as to our guests. These dishes were created to use up all edible parts of an ingredient and were certified as being truly zero waste, as part of the hotel's auditing process for The Pledge's Food Waste Certification.



# Nose-to-Tail Beef Programme



The hotel is the first in Singapore to implement Nose-to-Tail in 2019, importing whole carcasses of beef from [Yulgibar Cattle Farms](#) in Australia to minimize wastage at the source and destination while respecting the animal's life, and giving diners a selection of popular and unique cuts at all of the hotel's restaurants and event spaces. Ethically produced, each cattle is all natural and grass fed.



## Roaring Forties Lamb

FLINDERS + CO.  
*cultivate better*

Working with [Flinders + Co](#), the hotel imports Roaring Forties lamb, the first carbon-neutral certified lamb. Imported from Tasmania and Southern Victorian Farmland, Roaring Forties lambs are nourished by some of the most nutrient-rich pastures in the world. Named after the wild and strong winds of Bass Straits, the lambs are bred with the best combination of cleanest air and greenest pastures.



## Organic Rice

  
fresh rice

The hotel uses organic rice from [Fresh Rice](#), Natural Harvest, Thailand at all of its restaurants, event venues and room service. Regarded as the “Symbol of National Thai Rice” for its superior quality, Fresh Rice is harvested in the fertile Surin province using organic farming methods that benefits both producer and consumer and is immediately vacuum packed to omit extensive silo storage period and hence preserving its freshness and quality.





## Cage-free Eggs From *The Freedom Range Co.*

Farming in a more natural way, placing animal welfare and quality of produce first. All [Freedom Range Co](#) hens are free to roam in spacious barns, which is a far cry from the cramped and inhumane conditions in which battery (caged) hens are kept. Freedom Range Co. fresh barn laid eggs are laid by healthy hens who are free to roam in spacious barns. They have clean nests and perches, the freedom to dust, bathe, stretch and socialise, as well as have constant access to fresh water and feed.



## Sustainable Cocoa



Full support for and purchasing only from chocolate manufacturers with traceable and verified, sustainably-sourced cocoa. These companies and manufacturers have to prove certifications from the following entities to qualify as a suitable supplier for the hotel's needs: Cocoa Horizons, Rainforest Alliance, and Fairtrade International.



# Rooftop Herb Garden

The hotel sources 30% of its herbs from its rooftop garden, which is maintained by in-house gardeners using the fertilizers produced by the hotel's in-house Waste Management Plant.

Sitting above the Grand Ballroom, the rooftop garden also provides the ballroom with natural heat insulation, resulting in more efficient air-conditioning.



# Organic Heirloom Vegetables

The hotel sources more than 80% of its organic and seasonal vegetables from [Weeds & More](#), a cooperative farm in Cameron Highlands.

This initiative has helped the hotel reduce its carbon footprint a 100 times over, as compared to using air-flown options.

# Non- GMO Fruits & Vegetables

The hotel has begun a tender process to procure only non-GMO fruits and vegetables from 2022 onwards. 100% of all produce used at the hotel will be heirloom or non-GMO, as long as that option is available.



# Plant-Based Products



The hotel is the first in the region to introduce plant-based options in 2018 to fuel people's journey towards their wellbeing.

Rich in health benefits, these plant-based alternatives have also driven the hotel's sustainability message to the public through the universal language of food.

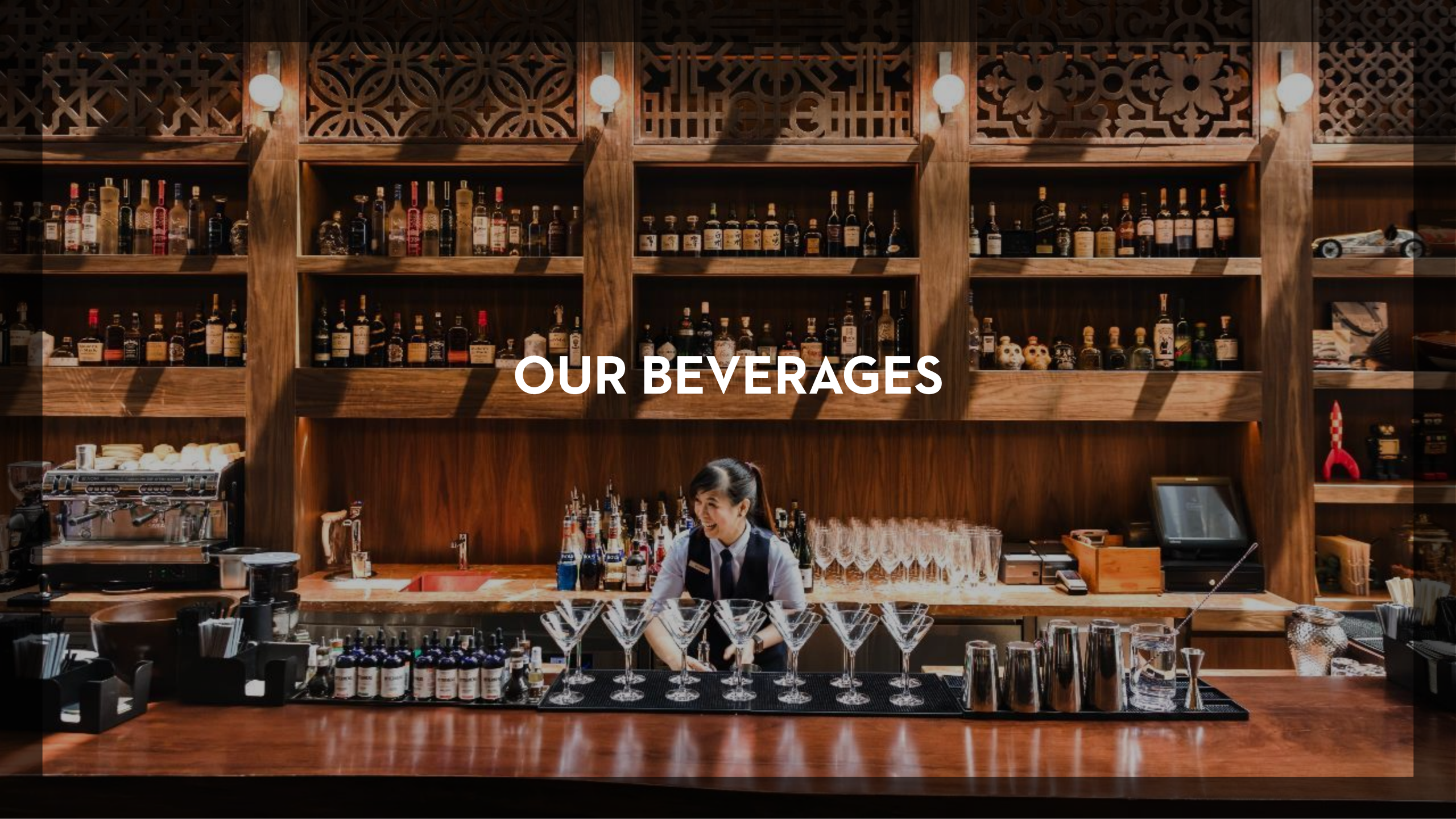
It has also allowed the hotel to further reduce its impact on the environment while providing an inclusive dining experience for all diners regardless of their dietary preference.

The hotel has participated in the launch of [Good Catch](#), [Beyond Burgers & Sausages](#), [JUST Egg](#), [Impossible Meats](#), [Omnimeat](#), and [Heura](#), and will continue to add more alternative and plant-based proteins to its menus.





# OUR BEVERAGES







## Organic Rainforest Alliance Coffee Beans

The hotel uses only Rainforest Alliance certified organic coffee beans sourced from forest areas of high conservation value that protect endangered species, has a portion of land as forest reserves, and with coffee bean companies that provide workers with decent wages and respect the rights of local communities and indigenous people.



## Ugly Juice



In partnership with [UglyFood](#), the hotel takes in 4000kg of unwanted oranges per month from suppliers to provide freshly pressed orange juice during all meal service at StraitsKitchen, and at the Grand Club as well. These oranges deemed not for sale due to aesthetic reasons, would have otherwise landed up in landfills. Besides orange juice, the hotel also serves a variety of UglyJuices at all event venues.



## JUST Water



Grand Hyatt Singapore partnered with JUST Goods, Inc. in June 2019 to be the first in Asia to replace 400,000 plastic bottled water with [JUST Water](#) in all of its 16 event spaces, representing a 70% reduction of emission per JUST Water bottle as compared to a plastic bottle.



## Nordaq Water



Launched in July 2019, [Nordaq Water](#) has allowed the hotel to save 500g of CO<sub>2</sub>, 1 litre of unrenewable fossil fuel and 7 litres of water for every bottled water it has replaced at its restaurants.

Utilizing a filter system, impurities are removed from tap water and converted into fresh still and sparkling water with the Nordaq system.





# ecoSPIRITS



With the latest partnership with Proof & Company's [ecoSPIRITS](#) in May 2020, the hotel is able to significantly reduce beverage waste by eliminating glass bottles, plastic crates, and pallets.

This represents a decrease in carbon footprint by 550grams per bottle and 30grams per cocktail as compared to single-use glass bottles.





## Sustainable Wines



Boasting a collection of more than 400 Old World and New World wine labels, the hotel always ensures that its 3 wine cellars are stocked with at least 85% sustainable wines certified by Lodi Rules, Demeter Certified Biodynamic, and more.

Sustainable wines are produced through the winemaking process that protects the environment, supports social responsibility, maintains economic feasibility, and produces high-quality wines. At times this would include recycling measures that conserve water as grapes are growing, to utilizing renewable energy technology such as solar.



A professional kitchen scene with various dishes on a counter. In the foreground, there are several large metal trays containing different types of food, including what appears to be fried chicken with vegetables, a salad with tomatoes and onions, and a large tray of shrimp in a red sauce. In the background, a chef in a white uniform is visible, and there are more dishes, including a large bowl of rice and a tray of roasted meat. The text "FOOD REPURPOSING & WASTE REDUCTION" is overlaid in the center.

# FOOD REPURPOSING & WASTE REDUCTION



# The Importance of Food Waste Reduction

Food waste is one of the biggest waste streams in Singapore and the amount of food waste generated has grown by around 20% over the last 10 years. In 2019, Singapore generated around 744 million kg of food waste. That is equivalent to 2 bowls of rice per person per day, or around 51,000 double decker buses.

When we waste food, we also waste all the energy and resources that went into producing, processing, transporting and cooking it. We also lose the money spent on all these things – meaning that businesses are less efficient and competitive than they could be, and we have spent money unnecessarily.







# Food Waste Reduction Commitment

In 2021, Grand Hyatt Singapore is committed to being more responsible in business by embracing [The Pledge's](#) Food Waste Certification. Following the onsite implementation of the hotel's Food Waste Prevention Initiative, the hotel has implemented the following action plan to drive change –

- A permanent Food Waste Monitoring System has been installed
- KPIs are used to track the impact of the programme
- Best practices are enforced at critical food waste generating points
- A committee is created and meets regularly to establish new approaches to reduce food waste
- Employees undergo regular training on how to reduce food waste
- Internal and external communication is used to influence associates and guests to reduce food waste
- Options for redistribution and/or transformation of food leftovers are adopted

# Results from Food Waste Reduction Action Plan

Since adopting the action plan in March 2021, the hotel has since seen the results in the span of 8 months

- 10,932 kg of food saved
- 21,865 meals rescued
- 27,331 kg of carbon dioxide reduced

As of September 2021, the hotel is proudly certified Gold for demonstrating our commitment.







## Treatsure Partnership

The hotel is working with local start-up [Treatsure](#) that offers diners to take-out buffet items for \$10 per box during the last hour of StraitsKitchen and Pete's Place's operating meal times.

In addition to providing great value for our diners, it also helps the hotel to manage its food waste in an efficient and economically sustainable way.



## Food Donations

Since 2015, the hotel has worked with non-profit organisations to contribute 10 tonnes of excess food from our buffets that are certified safe by our chefs for distribution to the less privileged twice per week.

Approximately 400 families from South West Community Development Council have benefitted from this programme.

# Food Waste Management Plant



Partnering with [Biomax](#) Technologies in 2016, the hotel is the first in Singapore to install an in-house waste management plant consisting of a vacuum system, a grinder and dewatering unit, and a digester system to convert 1000kg of daily food waste from the hotel's 5 restaurants, 16 event venues and 677 rooms to 300kg of organic pathogen-free fertilizers within 24 hours.

This has allowed the hotel to keep food waste off landfills, eliminate the use of 55,000 trash bags, and save over S\$100,000 per year on waste haulage.





# NATURAL RESOURCES MANAGEMENT & INNOVATION



# Trigeneration Plant



In 2011, Grand Hyatt Singapore became the first hotel in the world to install a gas-powered Trigeneration Plant to provide 30% of its electricity, as well as provide heating and cooling measures for its laundry and air-conditioning needs respectively.

This has helped the hotel to reduce its carbon footprint by 1,200 tonnes per year, equivalent to removing approximately 300 cars off the roads.



# Green Energy Management (GEM)



In a bid to reduce energy costs and CO<sub>2</sub> emission, the hotel has replaced its central air-conditioning plant in 2002 using a “Total System and Right Sizing Approach” that generated the a total chiller plant efficiency of ~ 0.58 kW/ton (it is the plant with the highest efficiency within the tropics), reduced operating costs by **S\$1.2 million** annually (~34% ROI) as well as a reduced carbon footprint of **6,500 tonnes** annually. The total Greenhouse Gas Reduction averages 7,500 metric tons, which is equivalent to taking over 1,400 cars off the road each year.



# Dishwashing Efficiency



To managed the dishwashing needs for over 5000 meals per day, the hotel has installed 3 [Meiko](#) dishwashing machines and 1 [Granuldisk](#) pot-washing machine to ensure all cooking utensils, equipment, and serving plates are turned over in the fastest possible time.

The machines have achieved an 80% time saved, as compared to manual washing, as well as water usage savings of 66%, energy savings of 87%, and chemical savings of 60% since its installation.





# Soap Recycling Programme



All used bar soaps in the hotel are collected by [Clean The World](#) and recycled for distribution to underserved communities in more than 45 countries.

This has helped the hotel keep soaps off landfills, and help **Clean The World** save lives by eradicating hygiene-related diseases through their global outreach.

# Responsible Sourcing & Reducing Single-Use Plastic



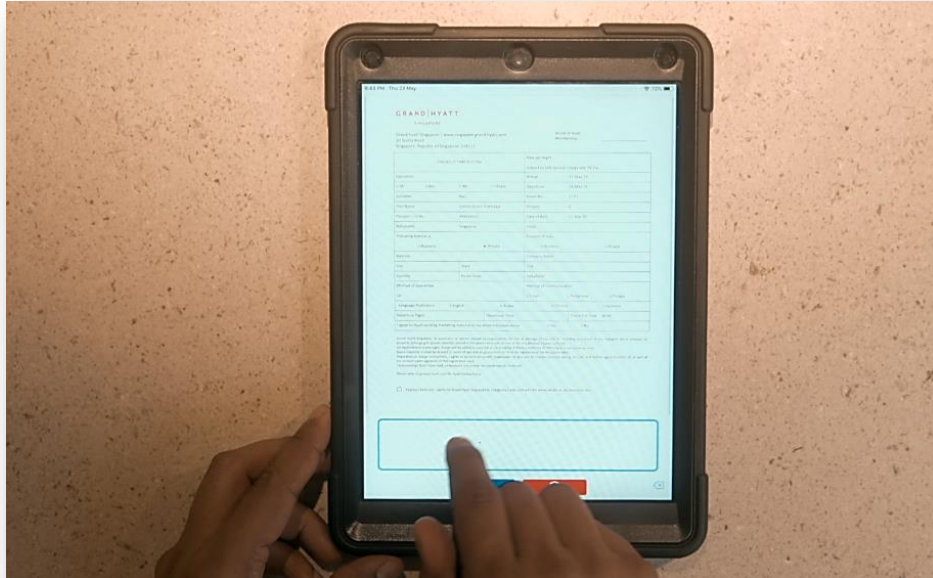
In line with Hyatt's global commitment to reduce single-use plastic in 2018, the hotel has extended its care for the environment beyond single-use plastic straws and drink picks, including:

- Biodegradable sugar cane straws
- Re-usable stainless steel stirrers
- Compostable trash bags
- Pens made from wheat straw
- Woven laundry covers
- Chefs' aprons from [Waste 2 Wear](#), made from recycled plastics
- Forest Stewardship Council paper bags and containers
- Forest Stewardship Council paper for all hotel-printed collaterals
- Peco Bags made from PET bottles, given as corporate gifts

Working with BioPak, the hotel has since contributed to positive change by offsetting 479 kg of carbon and avoided the use of 88kg of plastic per year.



# Paperless Check-In



The hotel migrated guest registration cards and room bills to digital versions, removing 75% of the entire hotel's paper usage during the check-in and check-out process.

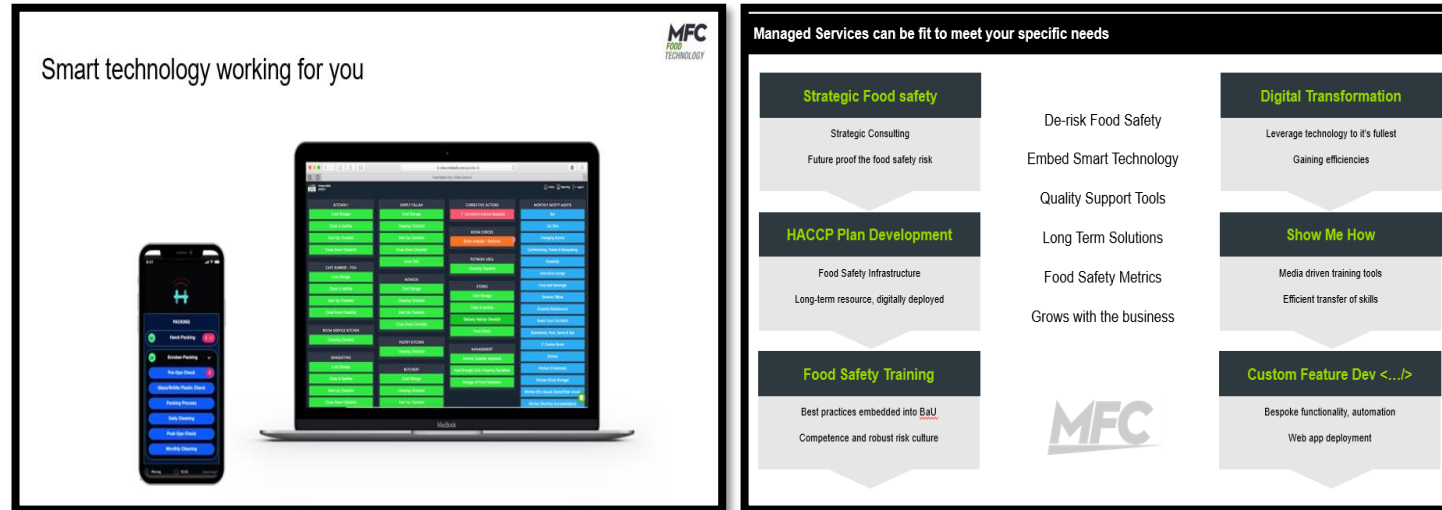
This has also increased the team's productivity and improved the guests' check-in and check-out experience, as it now requires less time to complete the process.

A night scene of a modern hotel with a large swimming pool and lush tropical landscaping. The hotel building is illuminated, and the pool area features lounge chairs, palm trees, and decorative lighting. The word "INNOVATION" is centered in the image.

# INNOVATION



# MFC All-digital Tracking Platform

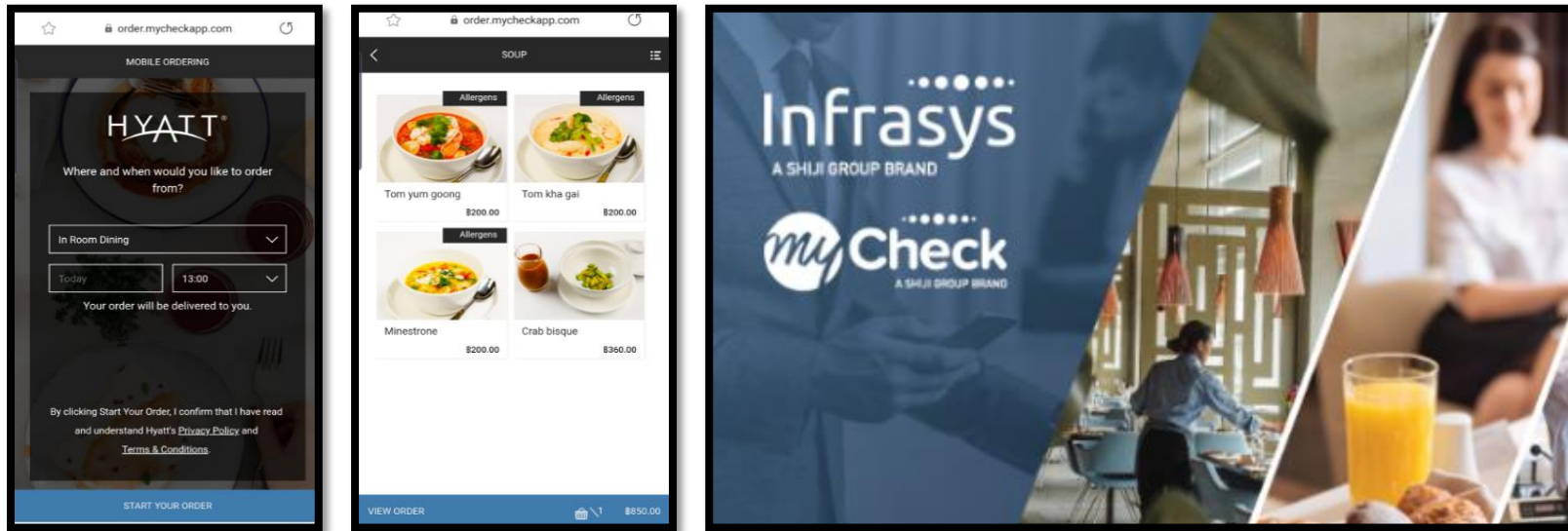


Utilizing an all-digital tracking platform, which interconnects various departments in the hotel and makes the entire process fully digital and paperless.

(e.g.: All temperature records for Hygiene purposes (HACCAP/FSMS/ISO22k)

Estimated saving of 2 headcounts annually across the 10 modules (approx. \$60,000), plus massive increase in productivity by eliminating hundreds of hours required for manual and paper-based recordings.

# Mobile Online Ordering - 'mycheck'



'MyCheck' (a module in INFRASYS/SHIJI) allows guests to connect their own mobile device via a QR-code to order F&B items that goes directly to our hotel's POS system and to our culinary teams in the kitchens.

Eliminate total man-hours equivalent to 3 service team members per year just to answer incoming calls or taking food order physically in person.



A group of four people, three men and one woman, are gathered around a table, focused on their cameras. The man on the left, wearing a dark blue blazer and glasses, is looking down. The man in the center, wearing a plaid shirt, is holding a Canon DSLR camera and looking through the viewfinder. The woman next to him, wearing a tan blazer, is also holding a Canon DSLR camera and looking at the screen. The woman on the far right, wearing a yellow blazer and glasses, is holding a Sony DSLR camera and looking at the screen. They are all standing behind a dark table. In the background, other people are visible, but they are out of focus. The word "AWARDS" is written in white capital letters across the center of the image.

AWARDS

# Awards & Accolades

## 2021

- 99% Pledge Rating (certified Gold) for [The Pledge's](#) Food Waste Certification
- Eco F&B Certification –  
10 Scotts, mezza9, Oasis, Pete's Place, StraitsKitchen  
(Awarded by Singapore Environmental Council)
- 14<sup>th</sup> EcoFriend Award – Private Sector Category  
(Awarded by National Environmental Agency)

## 2020

- SG Clean Quality Mark  
(Awarded by National Environment Agency)
- Green Mark Gold Certification  
(Awarded by Building and Construction Authority)
- World Gourmet Summit's - Green Initiative Award

## 2019

- Sustainability Game Changer Award  
(Awarded by RHT RMF Sustainability)
- Best Sustainability Award  
(Awarded by CEI Asia and Event Marketing Awards)
- Hospitality Star - Chef Lucas Glanville  
(Awarded by Marine Stewardship Council)

## 2018

Mezza9: Most Sustainable Restaurant in Singapore  
(Awarded by Robb Report)

## 2017

Singapore Green Hotel Award 2017-2018  
(Awarded by Singapore Hotel Association)

## 2016

ASEAN Green Hotel Award 2016-2018  
(Awarded by ASEAN Tourism Standard)

## 2015

- Singapore Green Hotel Award 2015-2016  
(Awarded by Singapore Hotel Association)
- Chain of Custody Certification  
(Awarded by Aquaculture Stewardship Council)
- Chain of Custody Certification  
(Awarded by Aquaculture Stewardship Council)

## 2014

- Top 10 Performing Commercial Buildings  
(Awarded by BCA Building Energy Benchmarking Report 2014)
- Winner - SEC-Senoko Energy Green Innovation Award  
(Awarded by Singapore Environment Achievement Awards 2014, Singapore Environment Council)
- Winner - ASEAN Green Hotel Standard 2014-2016  
(Awarded by ASEAN Tourism Standard)



# Awards & Accolades

## 2013

- Winner: Environmental Sustainability (Awarded by Thrive Leadership Awards 2013)
- Winner: Singapore Green Hotel Award (Awarded by Singapore Hotel Association – Singapore Green Hotel Award 2013-2014)

## 2012

- Winner: Achievement of Excellence – Enterprise Category (Awarded by Singapore Sustainability Awards, Singapore Business Federation)
- Winner: Excellence in Environmental Sustainability (Awarded by Thrive Leadership Award)
- Winner: National Energy Globe Award Winner, State of Singapore 2012 (For Trigeneration Plant – Awarded by Energy Globe Awards)

## 2011

- Singapore Green Hotel Award 2011/ 2012 (Awarded by Singapore Hotel Association)
- Certification: Outstanding effort in recycling used cooking oil and reducing their net carbon footprint by 28229.38kg of Carbon Dioxide (Awarded by Alpha Biofuels)

## 2010

- Winner: ASEAN Green Hotel Standard 2010 / 2011 (Awarded at ASEAN Tourism Forum 2010)
- Certification: Water-efficient Building (Awarded by Singapore Public Utilities Board)

## 2009

Singapore Green Hotel Award 2009/ 2010  
(Awarded by Singapore Hotel Association)

## 2008

Singapore Environmental Achievement Awards 2007/08 – Merit  
Winner: ASEAN Green Hotel Standard 2008 / 2009  
(Awarded at ASEAN Tourism Forum 2008)

## 2004

Bronze Winner: Far Eastern Economic Review (FEER)  
Asian Innovation Awards 2004 (Green Energy Management Project)

## 2003

- Winner: ASEAN Energy Awards 2003 (Retrofitted Building Category)
- Winner: Singapore BCA Energy Efficient Building Awards



A lush tropical garden scene featuring a small stream flowing through a dense forest of palm trees and other tropical plants. In the background, a small white gazebo is visible. The foreground is filled with various green plants, including a prominent red-leafed plant on the right. The text "Thank you" is overlaid in the center of the image.

**Thank you**