



SUSTAINABILITY  
REPORT 2013

# POSITIONED FOR SUSTAINABILITY

BANYAN TREE HOLDINGS LIMITED



BANYAN TREE



# EMBRACING THE ENVIRONMENT, EMPOWERING PEOPLE

Banyan Tree was founded with the core values of driving sustainable development. As a global hospitality group operating in diverse locations, Banyan Tree's concept of sustainability seeks to create long term value for multiple stakeholders and destinations. The company's triple bottom line of economic, social and environmental success helps direct sustainable development by aiming to inspire associates, guests, and partners to take a wider consideration encompassing a long-term view when making business decisions.

## About Banyan Tree:

Banyan Tree Holdings Limited ("Banyan Tree") is a leading manager and developer of premium resorts, hotels and spas. Our primary business is the management, development and ownership of resorts and hotels, centred on the two award-winning brands of Banyan Tree and Angsana. We also operate the leading integrated resort in Thailand, Laguna Phuket, through our Laguna Resorts & Hotels Public Company Limited subsidiary.

For more details regarding corporate structure, please see page 150 to 162 of the accompanying Banyan Tree Annual Report 2013 (also available online at <http://investor.banyantree.com>).

BANYAN TREE  
LIJIANG  
CHINA

## RESORTS AND HOTELS

35

## SPAS

72

## GALLERY OUTLETS

85

## GOLF COURSES

3

## CONTINENTS

5

## COUNTRIES

27

## ASSOCIATES

12,000

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## Our Core Values

BANYAN TREE  
AND ANGSANA  
BINTAN  
INDONESIA

Banyan Tree defines success not just financially, but also socially and environmentally. Sustainable development as a socially responsible business is a core value of the Group.



BANYAN TREE  
MAYAKOBA  
MEXICO

This involves:

- creating an enchantingly memorable experience for guests and customers through our services and products;
- providing our associates with fair and dignified employment which enhances their ability to contribute to the company's growth and elevates their job prospects with Banyan Tree and beyond;
- enabling long term prosperity for the communities in which we operate. This is achieved via our business conduct and operations as well as by harnessing our competencies to address issues facing the community;
- exercising caution with respect to the environmental impacts of our operations, and taking

an active role in the protection and remediation of our global ecosystem;

- conducting business with suppliers and vendors in a dignified, fair, and transparent manner, while working in partnership to enhance societal benefits and reduce environmental impacts; and
- generating sustained, long-term returns on investment for our shareholders.

These sustainability values have been embedded as core values since our founding and have enabled us to be agents of social and economic development in areas where we have a presence. With our triple bottom line concept of success as a backdrop, we seek to minimise our impacts while also maximising our positive contributions to our surroundings.

## 2013 At A Glance

As part of our founding commitment to sustainability, Banyan Tree has sought continual progress in Embracing the Environment and Empowering People. We seek to structure our efforts via our three pillars of sustainability: increasing operational efficiency, protecting biodiversity, and developing local capacity.



SEEDLINGS CAFÉ  
IN HOI AN  
VIETNAM

### EMBODIED VALUES

Our emphasis on resource conservation through efficient operations continued in 2013. Banyan Tree Lijiang retained its EarthCheck Gold Certified status. Seven other resorts (Banyan Tree Ringha, Banyan Tree Vabbinfaru, Angsana Ihuru, Angsana Velavaru, Banyan Tree Ungasan, Banyan Tree Bintan, and Angsana Bintan) and Laguna Bintan Golf Course achieved EarthCheck Silver Certified status. To support our resort-based EarthCheck coordinators, 17 in-house training professionals became EarthCheck certified Master Trainers.

Meanwhile, led by the GPS Development Services team, Laguna Lăng Cồ achieved the Group's first ever third party sustainable certification by certifying to the EarthCheck Precinct Planning and Design Standard.

Our Greening Communities efforts included the planting of 57,133 trees across 22 resorts. This brings the total to 277,764 trees planted since 2007, well above our target of 2,000 trees per resort, or 220,000 since 2007. Under the Group's Seedlings programme to provide mentorship and scholarship, our associates at 13 resorts voluntarily mentored 71 young people in 2013.

Leveraging Laguna Lăng Cồ's restaurant expertise, we opened Seedlings Café in Hoi An, Vietnam, in April 2013. This social enterprise leverages Laguna Lăng Cồ's restaurant expertise to provide vocational training for at-risk young people. Twelve candidates have already completed four-month placements.

In 2013 our associates also supported relief efforts during the Acapulco floods, conducted cleanups at various locations including the Yangtze River, and organised blood drives.



BANYAN TREE  
LIJIANG  
CHINA





## Executive Chairman's Statement

Since before Banyan Tree was launched, we have focused on sustainable development, particularly through tourism and hospitality.

We do research on local architecture and culture to bring out the sense of pride in the location itself, because how you design something has a tremendous impact on the environment. How you build can also destroy the environment, and how you integrate yourself with the community can also destroy the social cultural environment, because you're opening a resort where one night's room rate could be equal to a local villager's monthly income, so you can create dependency and resentment.

Ultimately, resort development is a double-edged sword: we could do tremendous good or bad. Our mindset from the beginning has been to do good. As we did that, we began to realise consumers like to link their purchasing power with their values. More



importantly, our associates like to be identified with a company that reflects their values.

This has been a core value of Banyan Tree since inception, that the truest instance of creating value is one where organisations focus on stakeholder groups rather than short term profits. When viewed from this perspective, sustainability reveals itself as the core purpose of commerce and business: creating value.

While we have always sought to create value with our efforts, in 2013 we passed milestones validating alignment of our approach with global best practices. The successful certification of Laguna Lăng Cồ to the EarthCheck Precinct Planning and Design Standard, was our first ever third party

design certification and demonstrated how our core principals of development aligned leading standards for sustainable development.

And while we have always striven to operate responsibly and thus continue delivering on our sustainable design efforts, we also took a big step in 2013 when the number of resorts earning certification to EarthCheck's operational standards shot up from 1 resort (Banyan Tree Lijiang) up to 7 more resorts (Banyan Tree Ringha, Banyan Tree Vabbinfaru, Angsana Ihuru, Angsana Velavaru, Banyan Tree Ungasan, Banyan Tree Bintan, and Angsana Bintan) and Laguna Bintan Golf Course.

Overall, we are encouraged by our progress in our continued formalisation of our core founding value: sustainable development. We also remain steadfast in our belief that business must be an active contributor to solving societal issues, a belief echoed by the United Nations Global Compact.

Yours Sincerely,

**HO KWONPING**  
EXECUTIVE CHAIRMAN  
Banyan Tree Holdings

## Banyan Tree Global Foundation Chairperson's Statement

Doing good is not extra; it must be the rule of business. It is our duty to seek out other leaders and explore how we can leverage the institution of business and commerce to improve the world.



For Banyan Tree, we continued this process in 2013. In addition to piloting a new social enterprise model for us, we also built capacity of our teams to support enhanced practices of sustainability, and our approach to sustainable development is resonating in China, a key market for tourism as well as a environmental and social approaches.

In Hoi An, Vietnam, we opened Seedlings Café as a social enterprise leveraging our hospitality expertise to support vocational training for those at risk of societal exclusion. We are now looking to other locations to roll out similar approaches

Our training included the external social focus as well as the internal sustainable operations focus. On the external social front, we joined The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism (The Code) and were ahead of our internal schedule for 2013 and thus well on the way to meeting our 2014 target of all hotel associates completing the training. From the internal sustainable operations perspective, Banyan Tree Management Academy collaborated with EarthCheck Training Academy to build our internal capacity such that 17 of our training professionals became officially certified to deliver EarthCheck Coordinator training on property to our associates.

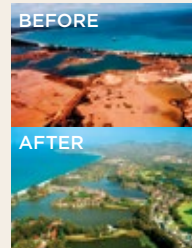
And our overall approach to business in China has allowed us to engage regulators, land owners, and developers to plant the seeds for sustainable development even when Banyan Tree may not be part of the development. We deliver on this value as 3 of our future projects in China are already in the process of certification to the EarthCheck's Design Standard, for both buildings as well as entire precincts.

You can read more about our collective efforts in this 2013 edition of our Sustainability Report. We are excited that once again our Annual and Sustainability Reports will be primarily distributed via soft copy (CD-ROM or web download) as a part of our effort to reduce the footprints of printing and distributing these reports. As always, all of our current and past Annual and Sustainability Reports are downloadable from [www.banyantree.com/csrpublications](http://www.banyantree.com/csrpublications) and <http://investor.banyantree.com>.

Yours Sincerely,

**CLAIRE CHIANG**  
CHAIRPERSON  
Banyan Tree Global Foundation

## A History of Sustainability



**1992**  
Laguna Phuket wins the American Express and International Hotel Association Environmental Award for rehabilitating a site previously written off as "toxic" by the United Nations Development Programme and Tourism Authority of Thailand



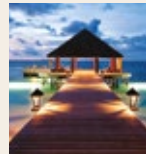
**1995 - 1996**  
Banyan Tree Gallery opens in Phuket as a retail outlet showcasing indigenous craft, a concept dating back to 1989 when two "maun" triangular cushions from Yasathorn, Thailand inspired Ms Claire Chiang, Co-Founder Banyan Tree to launch Banyan Tree Gallery

Banyan Tree Vabbinfaru (island paradise) and Banyan Tree Bintan (coastal tropical rainforest) open



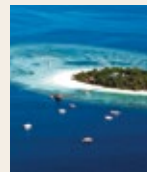
**2000**  
Banyan Tree Gallery is launched as a subsidiary working closely with village co-operatives and not-for-profit craft and marketing agents, to provide employment for local artisans and raise awareness for local crafts and issues

Angsana Bintan (coastal tropical rainforest) opens



**2001**  
The Green Imperative Fund (GIF) is established as a fund raising mechanism where an opt-out guest contribution and hotel matching contribution combine to Embrace the Environment and Empower People

Angsana Ihuru (island paradise) and Angsana Bangalore (urban oasis) open



**2003**  
The Banyan Tree Maldives Marine Lab is launched, opening in early 2004 to promote marine conservation as the first resort based research and educational facility in the Maldives

Gyalthang Dzong Hotel ('Tibetan lamasery' style) opens



**2004**  
Banyan Tree's Corporate Social Responsibility Committee is formalised to direct socially responsible practices and synergising sustainability efforts across the group by including senior management from each resort

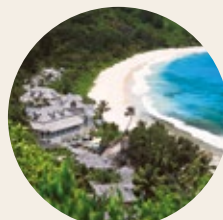


**2005**  
The Asian Tsunami Recovery Fund (ATRF) and Phuket Tsunami Recovery Fund (PTRF) fund long term recovery efforts for communities impacted by the Indian Ocean tsunamis of 26 December 2004

Banyan Tree Co-Founder Ms Claire Chiang begins her four-year term as the inaugural president for Singapore Compact for CSR

Banyan Tree joins the United Nations Global Compact in Singapore as a founding member

Banyan Tree Ringha (mountain highlands) and Maison Souvannaphoum Hotel (converted historic residence) open



**2006**  
Banyan Tree launches Earth Day appreciation events at all resorts and features special environment related guest packages

Banyan Tree Holdings debuts trading on the Singapore Exchange

Banyan Tree Lijiang (mountain valley) and Angsana Velavaru (in ocean villas) open



**2007**  
Banyan Tree launches group wide efforts: Seedlings to harness core competencies for societal benefits, Greening Communities to raise awareness for climate change, and natural resource conservation efforts that target internal reductions of energy, water and waste

The Banyan Tree Bintan Conservation Lab opens as the Group's first research and education facility in South East Asia

Banyan Tree Madivaru (tented pool villas) and Angsana Riads Collection Morocco (traditional Moroccan Riads) open



**2008 - 2009**  
Banyan Tree Global Foundation is launched as a separate entity to enhance governance and institutional safeguards for funding

Banyan Tree Mayakoba (mangroves), Banyan Tree Ungasan (seaside cliffs), Banyan Tree Al Wadi (desert nature reserve), and Banyan Tree Hangzhou (Xixi National Wetland Park) open

Banyan Tree Lijiang becomes the first Banyan Tree resort to achieve EarthCheck Silver Certified status as a reflection of commitment to sustainable hospitality operations

Banyan Tree Sanya (tropical lagoon) opens



**2010**  
Banyan Tree is named Overall Winner for Large Hotel Chains in the 2011 Condé Nast Traveler World Savers Awards

Banyan Tree selects EarthCheck as a strategic partner for benchmarking and certifying sustainable operations

Banyan Tree Cabo Marqués (seaside cliffs), Banyan Tree Club & Spa Seoul (urban oasis), Banyan Tree Samui (hillside private beach), and Angsana Fu Xian Lake (lakeside resort) open



**2011**  
Banyan Tree launches a three pillar approach to drive sustainability by focusing on increasing operational efficiency, protecting biodiversity, and developing local capacity.

Banyan Tree Macau (urban oasis), Angsana Laguna Phuket (remediated tin mine), Angsana Hangzhou (Xixi National Wetland Park), and Angsana Balaclava (Mauritian beachside) open



**2012**  
Banyan Tree Lijiang becomes the first in China to successfully earn EarthCheck Gold Certified status

GPS Development Services Ltd enters an alliance partnership with EC3 Global to offer more completely integrated sustainable development services

Laguna Lăng Cô (Vietnam's first world class integrated resort) opens with Banyan Tree and Angsana resorts, and Banyan Tree Shanghai On The Bund (urban oasis) open



1992

1994

1995

2000

2001

2002

2003

2004

2005

2006

2007

2008

2010

2011

2012

**1994**  
Backed by the experience of remediating a toxic site into a veritable haven, Co-Founder Ho KwonPing launches the Banyan Tree brand, opening its flagship resort Banyan Tree Phuket, in Laguna Phuket



**2002**  
Banyan Tree Bangkok (urban oasis) and Banyan Tree Seychelles (beachfront wetlands) open



## Embracing The Environment Greening Communities

In 2007, Banyan Tree launched Greening Communities as a challenge for properties to raise awareness for climate change by planting 2,000 trees per year. While trees absorb some atmospheric carbon, the main goal is engagement of communities, associates, and guests to share the causes of climate change and actions to reduce our collective footprint.

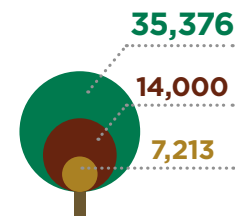


277,764 220,000

Total Planted  
(2007-2013)

Total Target  
(2007-2013)

### TOTAL TREES PLANTED

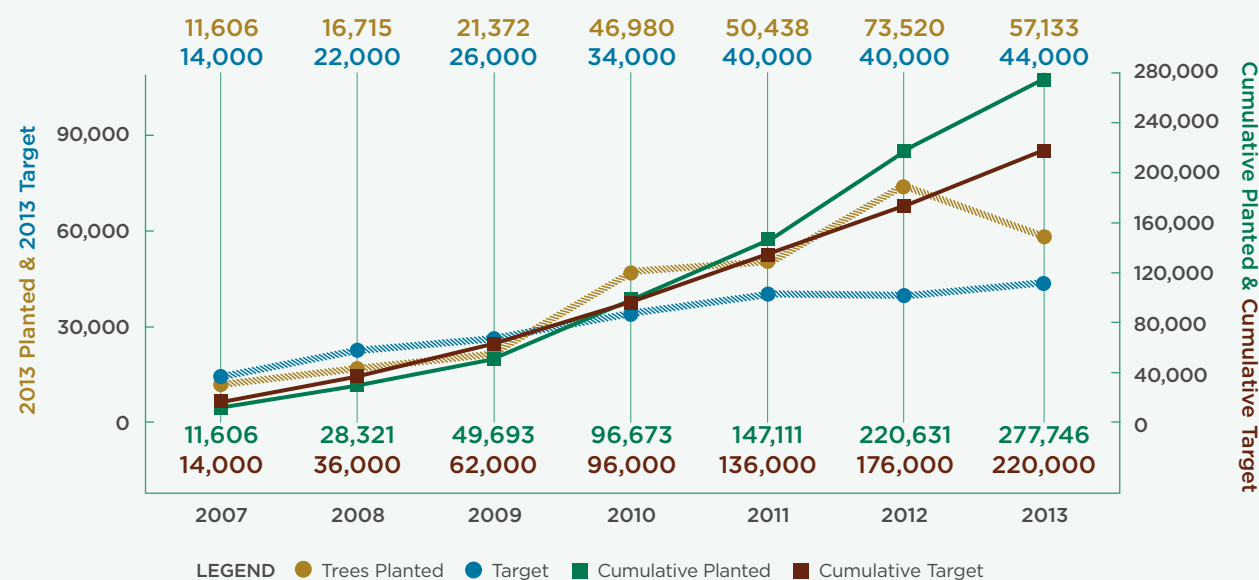


Banyan Tree  
Phuket  
since 2007

#### LEGEND

- Total Planted thru 2013
- Total Target thru 2013
- Total Planted in 2013

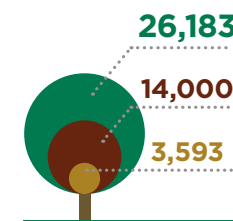
### GREENING COMMUNITIES GRAPH



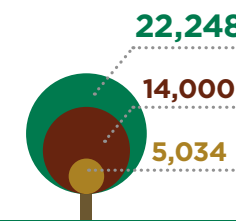
BANYAN TREE  
MAYAKOBA  
MEXICO



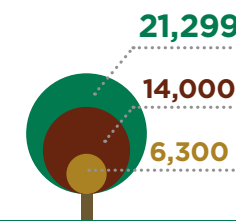
BANYAN TREE  
MANAGEMENT  
ACADEMY  
THAILAND



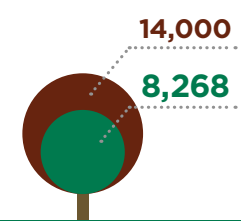
Banyan Tree  
Vabbinfaru  
since 2007



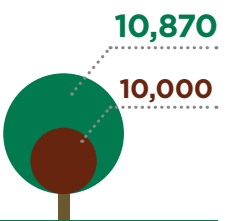
Banyan Tree  
Bintan  
since 2007



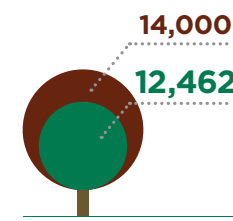
Banyan Tree  
Bangkok  
since 2007



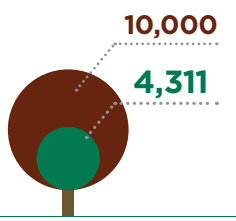
Banyan Tree  
Seychelles  
since 2007



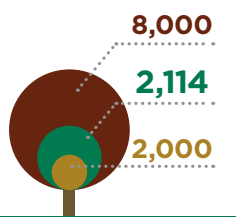
Banyan Tree  
Ringha  
since 2009



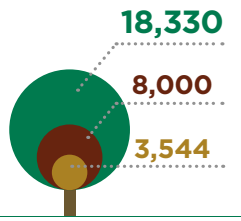
Banyan Tree  
Lijiang  
since 2007



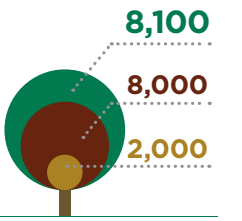
Banyan Tree  
Madivaru  
since 2009



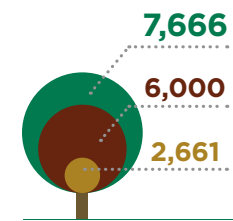
Banyan Tree  
Sanya  
since 2010



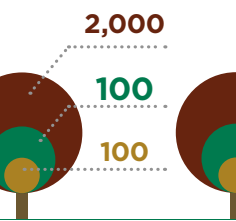
Banyan Tree  
Mayakoba  
since 2010



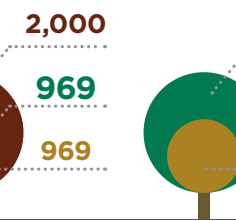
Banyan Tree  
Ungasan  
since 2010



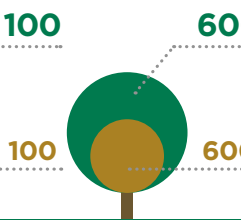
Banyan Tree  
Samui  
since 2011



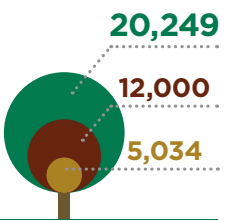
Banyan Tree  
Cabo Marqués  
since 2013



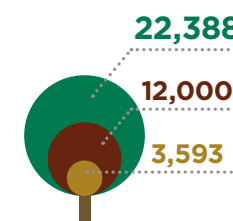
Banyan Tree  
Al Wadi  
since 2013



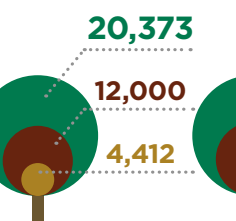
Banyan Tree  
Rak Al Khaimah Beach  
since 2013



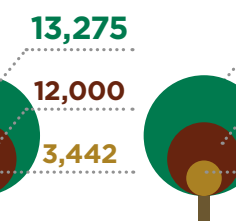
Banyan Tree  
Láng Cò  
since 2013



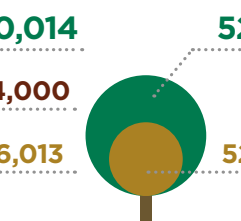
Angsana  
Ihuru  
since 2008



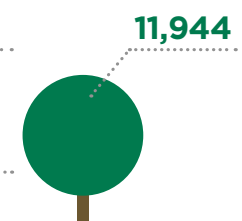
Angsana  
Velavaru  
since 2008



Angsana  
Mason Souvannaphoum  
since 2007



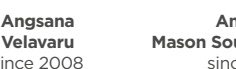
Angsana  
Laguna  
Phuket  
since 2012



Angsana  
Tengchong • Hot  
Spring Village  
since 2012



Angsana  
Ihuru  
since 2008



Angsana  
Velavaru  
since 2008



Angsana  
Mason Souvannaphoum  
since 2007



Angsana  
Laguna  
Phuket  
since 2012



Angsana  
Tengchong • Hot  
Spring Village  
since 2012



Angsana  
Ihuru  
since 2008



Angsana  
Velavaru  
since 2008



Angsana  
Mason Souvannaphoum  
since 2007



Angsana  
Laguna  
Phuket  
since 2012



Angsana  
Tengchong • Hot  
Spring Village  
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Angsana  
Ihuru  
since 2008



Angsana  
Velavaru  
since 2008



Angsana  
Mason Souvannaphoum  
since 2007



Angsana  
Laguna  
Phuket  
since 2012



Angsana  
Tengchong • Hot  
Spring Village  
since 2012



Angsana  
Ihuru  
since 2008



Angsana  
Velavaru  
since 2008



Angsana  
Mason Souvannaphoum  
since 2007



Angsana  
Laguna  
Phuket  
since 2012



Angsana  
Tengchong • Hot  
Spring Village  
since 2012

## Embracing The Environment Projects By Location

As safeguarding the environment is central to Banyan Tree's goal of sharing the original beauty of any of our locations with our guests, we have implemented numerous site and region specific initiatives to support and instill environmental awareness among our associates, our guests, and the local communities supporting our resorts.



# 620

Turtles Released  
in 2013



BANYAN TREE  
AND ANGSA  
BINTAN  
INDONESIA

### HABITAT MONITORING- BINTAN

Hosting tree experts from national and provincial Forestry Departments, Banyan Tree Bintan Conservation Lab's tree survey effort confirmed that *Shorea falcifera*, a tree listed by IUCN as endangered and uncommon in the Riau province, had thrived on the grounds of Banyan Tree Bintan such that the experts took 500 saplings to be re-grown in Bogor and Ria nurseries. Meaning, Banyan Tree's focus on responsible development during construction resulted in an endangered species uncommon to the area, establishing a thriving enclave strong enough to support national and provincial nursery re-growth efforts.

### VOLUNTEER CLEAN-UPS: LIJIANG, MAYAKOBA, PHUKET, AND UNITED ARAB EMIRATES

Banyan Tree Lijiang's associates collected trash during their August volunteer community clean up. Phuket continued monthly clean ups every Wednesday with Angsana's morning sessions and Banyan Tree's evening sessions drawing a combined 170 associates from different divisions. Banyan Tree Mayakoba organised a beach cleaning contest for associates to win a catamaran trip and private dinners. In United Arab Emirates, Banyan Tree Al Wadi and Banyan Tree Ras Al Khaimah Beach both supported the local "Clean Up United Arab Emirates" campaign with a beach cleaning and tree planting for 45 volunteer associates and 300 trees.

### FREE CONSERVATION ACTIVITIES & PRESENTATIONS- BINTAN, MALDIVES, AND SINGAPORE

Some 1,317 guests participated in various complimentary guest activities in Bintan, ranging from

349 attending guided nature walks, 770 participating in sea turtle releases, 15 watching conservation presentations, 61 joining the resort's "Tree Trek", 14 attending the "Ranger Trail" guided hike, 36 joining Bird watching sessions, 35 visiting local schools, 4 planting coral, and 35 participating in the new "Night Walk".

Banyan Tree Maldives Marine Lab hosted 270 guests in their weekly marine conservation sessions, while Banyan Tree Samui launched weekly guided bird watching sessions for guests every Tuesday afternoon and Thursday morning.

In Singapore, Banyan Tree Global Foundation's free distinguished lectures focused on both responsible development (EarthCheck Research Institute's White Paper on Tourism and Water) as well as wildlife conservation with Tokay Geckos and Rhinos under the "Conservation Perspectives" series of Distinguished Lectures with Wildlife Reserves Singapore.

### RECYCLED CRAFTS- AL WADI, MACAU, AND MAYAKOBA

Banyan Tree Al Wadi organised recycled crafts as a Kids Club activity engaging young guests. Banyan Tree Mayakoba organised sessions to share with school children how to make piñatas out of recycled materials, giving a piñata to each child. As part of their Earth Day 2013 celebration, Banyan Tree Macau organised a recycled art competition for a local school.

### CLEAN THE WORLD- MACAU

To support rural health, Banyan Tree Macau began collecting and giving the resort's used solid soaps to Clean the World for melting, sanitising, and re-forming into soap bars to distribute to developing and disaster recovery areas.



### ORGANIC CHICKEN FARM- LĂNG CÔ

To share sustainability practices with interns from West Point Military Academy, Laguna Lăng Cô established an onsite organic chicken farm which funds itself via limited proceeds from egg purchases by hotels, while also providing the resort with fertiliser to support ongoing landscaping needs.

### RAPTORS- AL WADI NATURE RESERVE

Banyan Tree Al Wadi expanded its on-resort Nature Reserve from 100 to 500 hectares, and saw two more releases under the Desert Eagle and Barn Owl breeding program (9 since the resort opened) as well as 100 endangered Houbara released under the UAE's Houbara Breeding Project. The resort also launched Al Wadi Eagle Walk for guests to accompany the resort's resident Falconer around the Nature Reserve.

### EARTH HOUR AND EARTH DAY- BINTAN, AL WADI, MALDIVES, AND PHUKET

Bintan celebrated Earth Hour 2013 with a host of guest activities, a four-day celebration including turtle releases, coral planting, a panel on community engagement led by Operation Wallacea Trust.

Banyan Tree Al Wadi and Banyan Tree Ras Al Khaimah Beach celebrated Earth Hour with a star gazing session. On Earth Day, Banyan Tree Al Wadi held its inaugural planting of Safran Bio Garden while Banyan Tree Ras Al Khaimah Beach welcomed some 65 local school children and hotel guests to plant 100 indigenous trees and build sand castles.

Phuket and Maldives hosted school children for Earth Day celebrations (read more about these on page 18).

### TURTLES- BINTAN, MALDIVES, AND PHUKET

Laguna Phuket's annual Sea Turtle Release held its 19th session at Angsana Laguna Phuket's beach area to engage some 1,000 people



BANYAN TREE  
AL WADI  
UAE

in awareness of sea turtle lifecycles, raising some THB200,000 for the Phuket Marine Biology Centre in support of turtle nurseries and rehabilitation.

The Banyan Tree Bintan Conservation Lab released 620 hatchlings out of 1,176 eggs hosted at its hatchery, their largest clutch and most hatchlings. The Lab also collaborated with Raja Ali Haji Maritime University to research relocation of eggs between Bintan and Tambelan Island while engaging local fishing communities about endangered sea turtles. This overall approach to protection of endangered sea turtles won Banyan Tree and Angsana Bintan recognition from the Environment Ministry of Indonesia for its continual improvement and stakeholder engagement model.

Banyan Tree Vabbinfaru and Angsana Ihuru continued their Turtle Head Start effort by adding 27 Green Sea Turtle hatchlings.

### OTHER- PHUKET, LAOS, AL WADI, MAURITIUS, AND MAYAKOBA

Banyan Tree and Angsana Phuket each delivered 1,013 herbs and plants to associates to plant at home and also celebrated Mangrove Planting for the Queen by each planting 1,000 mangroves in October. Later in December, Banyan Tree Phuket planted 999 more trees to help celebrate the King's birthday.

Angsana's Maison Souvannaphoum Hotel reduced waste sent to landfill by driving waste separation

monitoring within the hotel as well as by supplying guests with re-useable shopping bags for purchases within the local community. Both efforts were a part of the resort's participation in initiatives from the provincial Department of Natural Resources and Environment and the Luang Prabang Urban Development Administrative Authority.

Banyan Tree Al Wadi supported transplanting indigenous Ghaf Trees by collecting seeds for germination in the resort's protected nursery as well as by collaborating with local authorities to relocate 18 of a possible 19 Ghaf Trees originally marked by construction sites for chopping down. Named by the Emirate Environmental Group Arabia CSR Awards as the Best New Company, Banyan Tree Al Wadi furthermore participated in sustainability initiative training and sponsored the Ras Al Khaimah Animal Welfare's 2014 calendar raising awareness for animal welfare.

Angsana Balaclava created a Vertical Garden where each associate has their own plant to nurture. Recycled plastic water bottles are attached to the wall in the employees area to reinforce recycling and micro farming. Banyan Tree Mayakoba conducted a dune restoration effort whereby volunteer associates planted some 230 bushes along the dunes and beach area to help prevent erosion by wind and tides.



# Embracing The Environment Resource Conservation

Continuing an initiative launched in 2007 to conserve natural resources, Banyan Tree furthered this commitment in 2010 by starting to roll out the EarthCheck program across all resorts. EarthCheck is the leading benchmarking, certification and environmental management program used by the travel and tourism industry. For more details about the EarthCheck methodology and approach, please visit [www.earthcheck.org](http://www.earthcheck.org).

In 2013, we made significant progress with our commitment to sustainable operations. Our EarthCheck achievements grew from 25 to 38 sectors registered under EarthCheck, from 9 to 15 sectors benchmarked, from 1 to 9 sectors certified (either Gold or Silver), and from 0 to 1 development certified to EarthCheck's Precinct Planning & Design Standard. Overall this means that 29 of the 35 hotels in which we have management or ownership interest, are active within EarthCheck.



## BANYAN TREE LIJIANG



## BANYAN TREE RINGHA

**BANYAN TREE VABBINFARU**  
(part of 2-sector  
Maldives North multi-sector)

**ANGSANA IHURU**  
(part of 2-sector  
Maldives North multi-sector)

## ANGSANA VELAVARU

## BANYAN TREE UNGASAN

**BANYAN TREE BINTAN**  
(part of 3-sector  
Laguna Bintan multi-sector)

**ANGSANA BINTAN**  
(part of 3-sector  
Laguna Bintan multi-sector)

**LAGUNA BINTAN GOLF**  
(part of 3-sector  
Laguna Bintan multi-sector)



## BANYAN TREE MAYAKOBA

## BANYAN TREE SEYCHELLES

## BANYAN TREE SAMUI

## MAISON SOUVANNAPHOUM HOTEL BY ANGSANA

## BANYAN TREE BANGKOK

## ANGSANA BALACLAVA



## EARTHCHECK

## BANYAN TREE MADIVARU

**BANYAN TREE PHUKET**  
(part of the 7-sector  
Laguna Phuket multi-sector)

**ANGSANA LAGUNA PHUKET**  
(part of the 7-sector  
Laguna Phuket multi-sector)

**LAGUNA PHUKET GOLF**  
(part of the 7-sector  
Laguna Phuket multi-sector)

**LAGUNA HOLIDAY CLUB  
PHUKET RESORT**  
(part of the 7-sector  
Laguna Phuket multi-sector)

**OUTRIGGER VILLAS PHUKET**  
(part of the 7-sector  
Laguna Phuket multi-sector)

**LAGUNA RESORTS & HOTELS  
ADMIN OFFICE**  
(part of the 7-sector  
Laguna Phuket multi-sector)

**LAGUNA SERVICES  
COMPANY LIMITED**  
(part of the 7-sector  
Laguna Phuket multi-sector)

## BANYAN TREE CHONGQING BEIBEI

## BANYAN TREE MACAU

## BANYAN TREE SANYA

**BANYAN TREE AL WADI**  
(part of the 2-sector  
Al Wadi multi-sector)

**BANYAN TREE RAS AL KHAIMAH  
BEACH CLUB**  
(part of the 2-sector  
Al Wadi multi-sector)

**BANYAN TREE LĂNG CÔ**  
(part of the 6-sector  
Laguna Lăng Cô multi-sector)

**ANGSANA LĂNG CÔ**  
(part of the 6-sector  
Laguna Lăng Cô multi-sector)

**LAGUNA LĂNG CÔ GOLF**  
(part of the 6-sector  
Laguna Lăng Cô multi-sector)

**LAGUNA LĂNG CÔ CENTRAL  
SERVICES COMPANY**  
(part of the 6-sector  
Laguna Lăng Cô multi-sector)

**LAGUNA TRAVEL AND TOUR**  
(part of the 6-sector  
Laguna Lăng Cô multi-sector)

**LAGUNA LĂNG CÔ CENTRAL OFFICE**  
(part of the 6-sector  
Laguna Lăng Cô multi-sector)

## BANYAN TREE CLUB & SPA SEOUL

## BANYAN TREE CABO MARQUÊS

**BANYAN TREE BUILDING OFFICE**  
(part of the 2-sector  
Singapore HQ multi-sector)

**ANGSANA HOUSE OFFICE**  
(part of the 2-sector  
Singapore HQ multi-sector)



Banyan Tree has selected EarthCheck, the leading benchmarking, certification and environmental management programme in the travel and tourism industry, to monitor and benchmark sustainable operations performance.

#### LEGEND

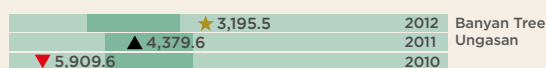
##### PERFORMANCE LEVEL



##### CURRENT RESULT

- ★ At or above Best Practice
- ▲ At or above Baseline
- ▼ Below Baseline
- Performance Level

##### UNDERSTANDING EARTHCHECK'S PERFORMANCE BENCHMARK BASELINE AND BEST PRACTICE



In 2010, Banyan Tree Ungasan's potable water consumption was worse than EarthCheck's Baseline level

In 2011, Banyan Tree Ungasan's potable water consumption was better EarthCheck's Baseline but had not reach EarthCheck's Best Practice level

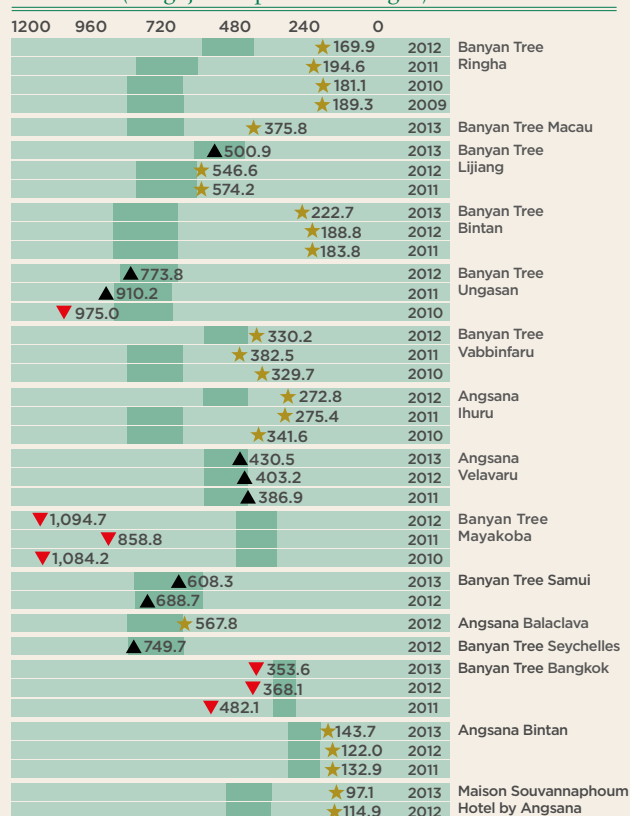
In 2012, Banyan Tree Ungasan's potable water consumption had exceeded EarthCheck's Best Practice level



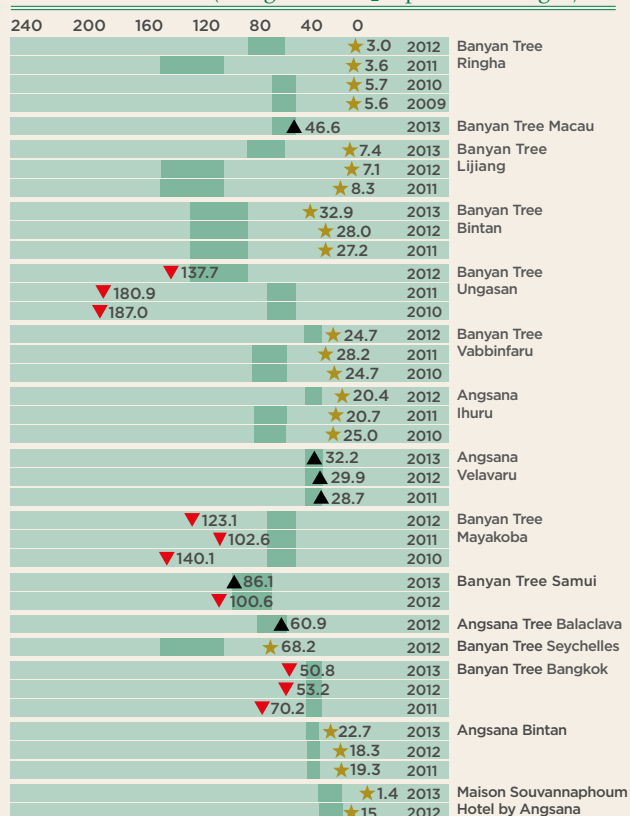
#### Extracts from EarthCheck Benchmarking Reports

For more details, please visit [www.banyantree.com/csrrpublications](http://www.banyantree.com/csrrpublications).

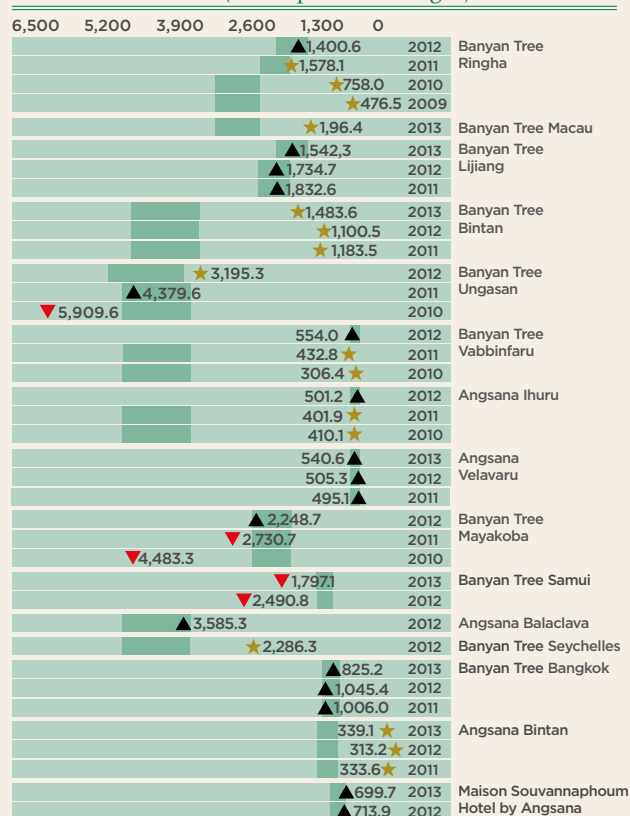
#### ENERGY (Megajoules per Guest Night)



#### GHG EMISSIONS (Kilograms CO<sub>2</sub>-e per Guest Night)

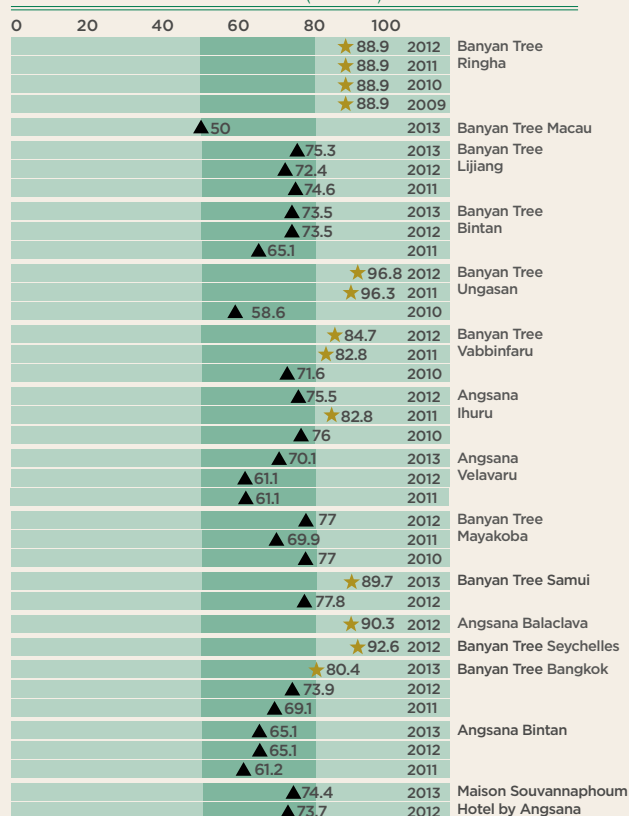


#### POTABLE WATER (Litres per Guest Night)

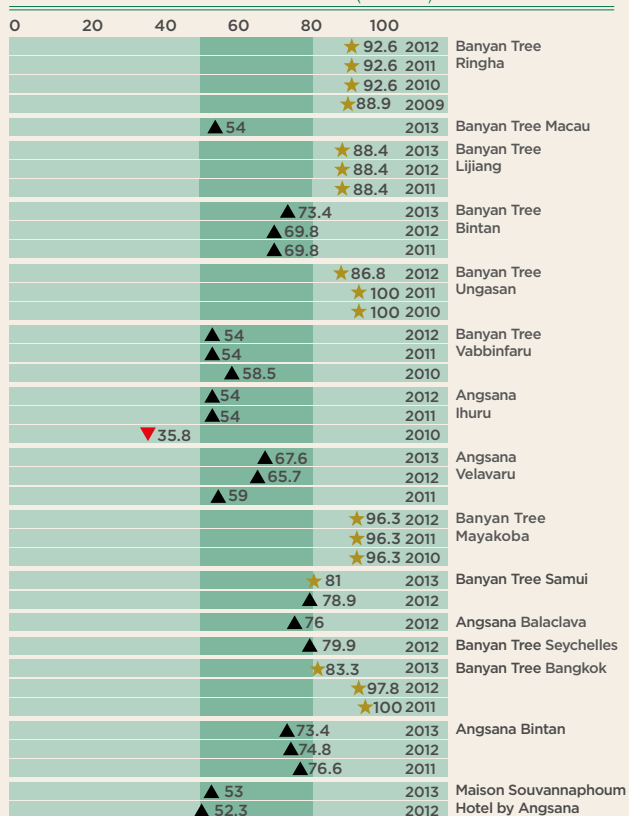




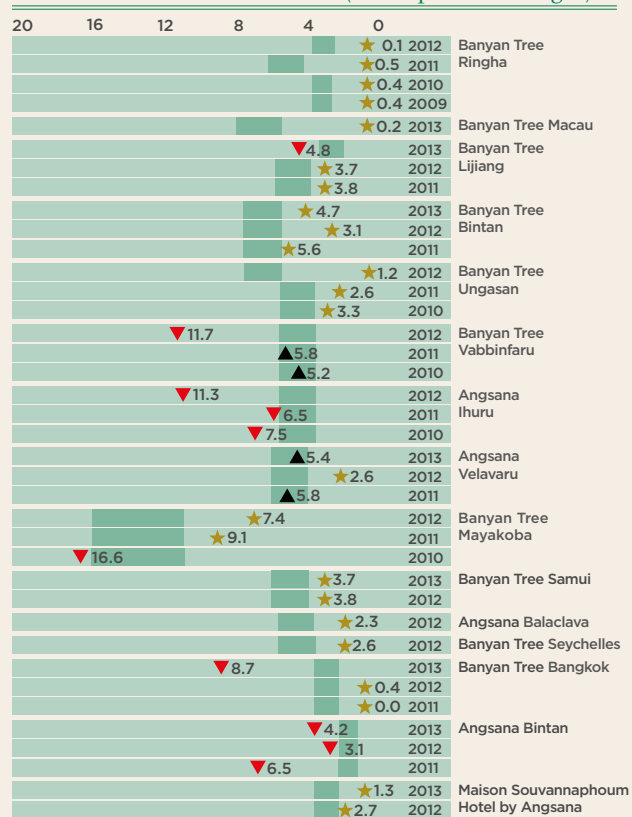
## WATER SAVING RATING (Points)



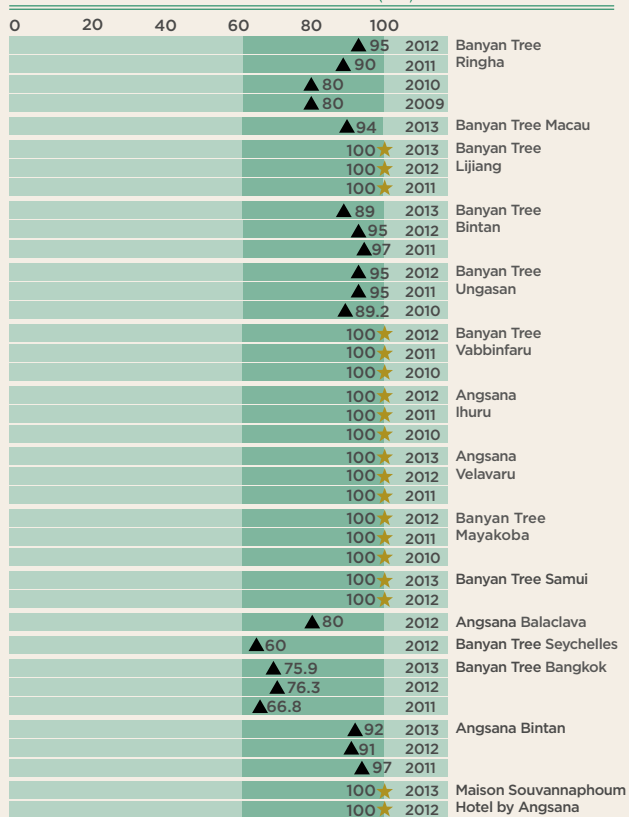
## WASTE RECYCLING RATING (Points)



## WASTE SENT TO LANDFILL (Litres per/Guest Night)

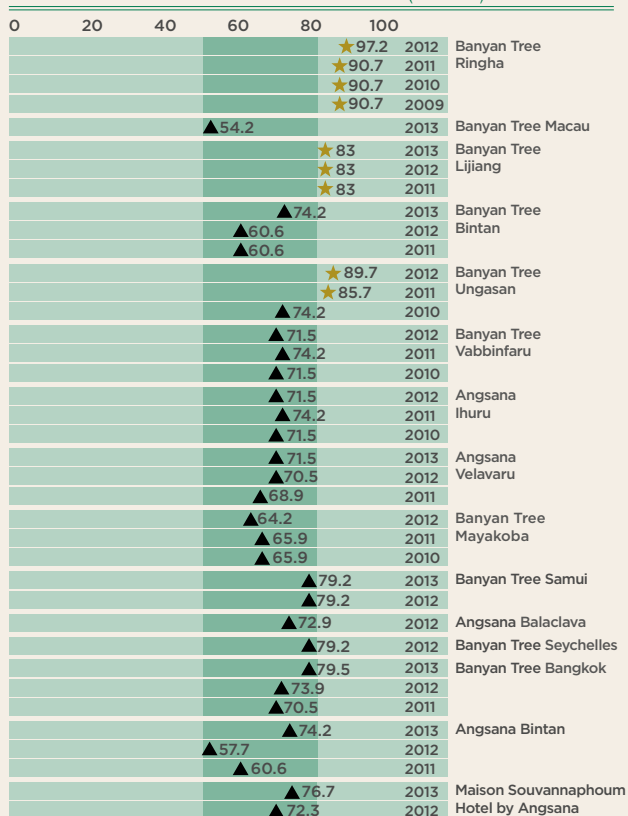


## COMMUNITY COMMITMENT (%)

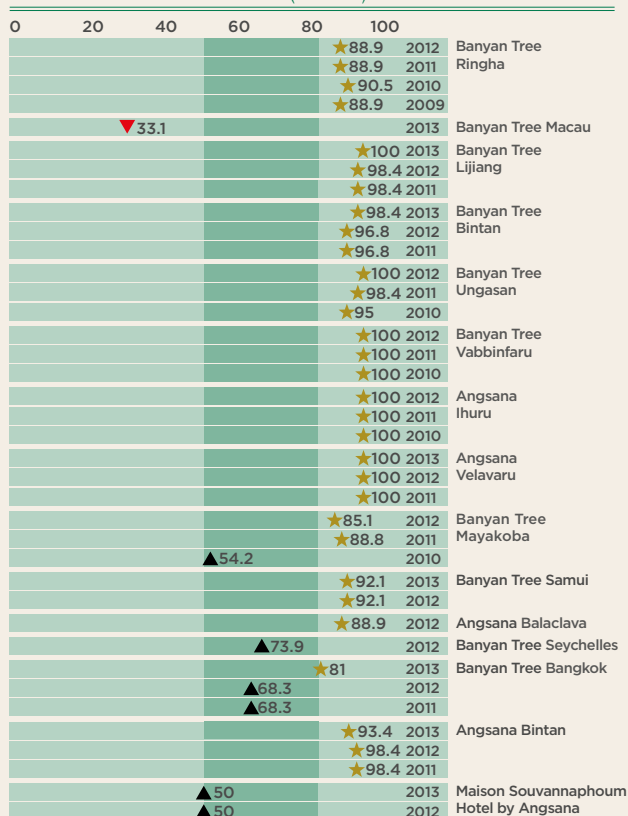




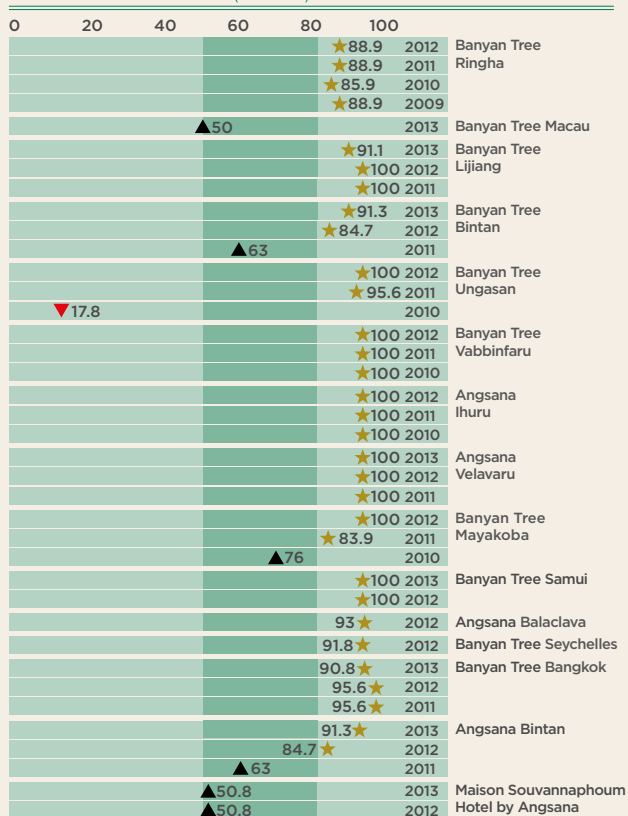
## COMMUNITY CONTRIBUTIONT (Points)



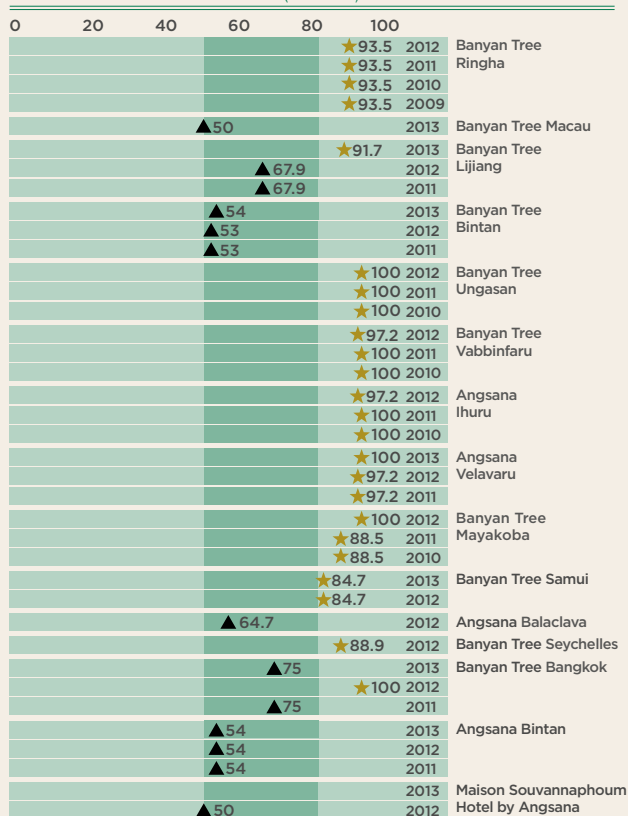
## CLEANING PRODUCTS (Points)



## PAPER PRODUCTS (Points)



## PESTICIDE PRODUCTS (Points)





## Empowering People Seedlings

A holistic approach for nurturing young people at risk of societal exclusion, Seedlings aims to provide young people with the motivation and means for completing their education and to successfully enter the labour force as adults via three pillars:

### 1. MENTORSHIP

– the first phase of the programme, mobilises associates from Banyan Tree resorts to inspire young people between the age of 12 and 18 to achieve what previously might have been beyond their means. To effectively mentor youths, associates from Banyan Tree resorts undergo training conducted by the University of Wales which has facilitated national mentoring schemes in over five countries.

Launched in 2007, Seedlings is a group-wide initiative to enhance the long term prosperity of communities by building the capacities of young people.

**2. SCHOLARSHIPS** – young people who cannot afford to continue their education.

**3. INTERNSHIPS** – Upon completion of school and after becoming a young adult, optional internships provide job training and valuable work experience in the participating resort's operational areas such as housekeeping, food and beverage, engineering, frontline customer service, marketing,

reservations, procurement, security or landscape architecture.

In 2011 and 2012, the internship segment was de-emphasised as we sought to better align the overall message

of the power of an education to include seeking a tertiary education. Thus, Seedlings young people completing their secondary education were encouraged to attend university under a scholarship provided by Banyan Tree.



BANYAN TREE  
MAYAKOBA  
MEXICO



BANYAN TREE  
BANGKOK  
THAILAND

A concerted effort to harness Banyan Tree's core competencies to support enhanced long term prosperity within communities, Seedlings aims to guide young people at risk of societal exclusion to achieve what may have otherwise remained beyond their means. This programme benefits the community at large as it provides the next generation with educational opportunities. This in turn allows communities to break the poverty cycle as education is a strong tool for empowerment.

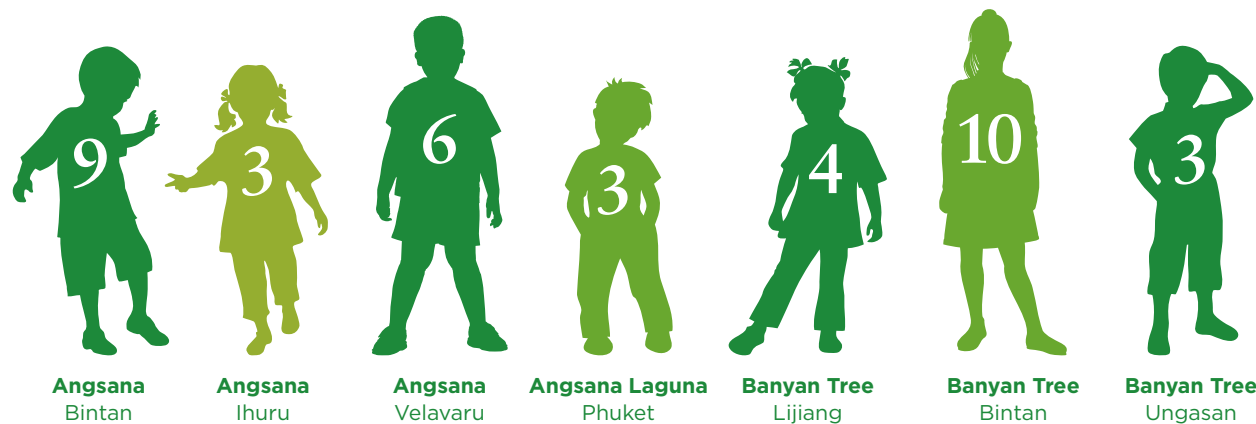
Structured topics help guide mentor-mentee interactions to address and include discussion of relevant issues and topics while reinforcing communal values along four key areas: Social, Environmental, Academic Interests, and Health & Sports.

The Social aspect addresses local cultural issues such as celebrating local traditions and holidays while also sharing local arts and crafts to reinforce the importance and beauty of local heritage.

The Environmental portion includes field trips addressing the importance of natural conservation as well as activities supporting the environment such as tree planting.

Academic Interests taps into the resorts' onsite training facilities to provide additional language training (English) as well as basic information technology training sessions to familiarise students with computers.

Health & Sports focuses on promoting healthy lifestyles including both active recreation as well as practical sessions on cooking and nutrition from our in-house Food and Beverage department.





## Empowering People – Education Projects By Location

Education is the key long term enabler for an individual's societal contribution, career and earning potentials, and overall empowerment. To support education at the primary, secondary, and tertiary levels, Banyan Tree has implemented various site and region specific efforts to support education in host communities.



# 1,700

Students with access to safe drinking water over 3 years



# 24

Schools in Bintan supported by Banyan Tree & Angsana Bintan

### ENVIRONMENTAL EDUCATION- AL WADI

Banyan Tree Al Wadi organised and hosted "Bio Blast Summer Camp" held twice a week to give a unique educational experience to children during their school holidays. Sessions included nature walks, fish trapping, microscope work, drawing, and many more fun activities highlighting Geology, Animal Studies, Plant Studies, and Ecology. The resort also organised sessions for about 45 students of Ras Al Khaimah Academy to raise awareness to the sensitivity of the desert ecology and to help reconnect the students with nature by focusing on the tiniest of desert dwellers.

### WASTE MANAGEMENT- VELAVARU

Angsana Velavaru spearheaded a joint initiative with the University of Milano Bicocca to present waste management issues and practices to some 200 residents and 70 students of nearby Magudhoo Island. This effort included waste practices surveys of some 700 residents to raise awareness about waste segregation, the first step in better waste management via recycling. The effort culminated in an island wide volunteer clean up and sharing of best practices efforts for waste handling.

### EARTH DAY WITH STUDENTS- MALDIVES AND MACAU

Angsana Velavaru celebrated Earth Day by hosting 18 students, 4 teachers, and 2 volunteering parents from nearby Meedhoo Island to engage with eco-themed activities such as marine conservation presentations, protecting coral

reef themed art sessions, and coral planting sessions along the house reefs. Likewise, Banyan Tree Vabbinfaru and Angsana Ihuru collaborated to celebrate Earth Day by welcoming a group of 16 students, 4 teachers, and 1 volunteer parent to the resort for eco-themed activities including painting and coral transplanting.

As part of Banyan Tree Macau's Earth Day 2013 celebration, the resort organised a recycled art competition with a local school to engage students with the issues of waste management and recycling while also reinforcing artistic creativity.

### WENHAI PRIMARY- LIJIANG

Banyan Tree Lijiang celebrated Children's Day by organising a day of activities for Wenhai Primary School students, including school stationary distribution, health and hygiene training, celebratory snacks, and games.

### SCHOOL CANTEENS- MAYAKOBA

Under their "Life and Hope" initiative, Banyan Tree Mayakoba supported the creation of a children's canteen by groups of associate volunteers. A second visit included collaborating with local NGO U'Yool'Che to provide the school with a stove made from ground cactus (nopai), dried corn leaves, and soil.

### SCHOOL WATER- LĂNG CÔ

Identifying 4 schools within a 20 mile radius (in Loc Vinh, Loc Thuy, Hoi Mit, and Lăng Cô town) which had issues with safe drinking water, Banyan Tree and Angsana Lăng Cô delivered reverse osmosis filtration systems and support to provide potable water to some 1,700 students over three years. The resort also conducted 2 additional hygiene training and water conservation sessions for 240 students across 2 primary schools, including 1 session featuring professional tri-athletes (gathered for the inaugural Laguna Lăng Cô Triathlon in April 2013) delivering some 300 bottles of water to the students.



BANYAN TREE  
PHUKET  
THAILAND

### WIDER SCHOOL ENGAGEMENT- BINTAN

Banyan Tree and Angsana Bintan systematically built a comprehensive education support programme by collaborating with 24 schools in Bintan, including 1 kindergarten, 11 primary schools, 6 secondary schools, 2 high schools, 3 orphanages, and 1 university. Efforts range from internships for university students to mentorship and scholarship under the resort's Seedlings effort (see page 16), physical infrastructure provision, educational materials provision, and sessions sharing about possible careers in tourism.

### MEECHAI SCHOOL- BANGKOK

Banyan Tree Bangkok continued an effort pioneered by the resort along with Banyan Tree Phuket and Banyan Tree Management Academy in 2012 to develop a vocational hotel training curriculum supporting Meechai Pattana School. Efforts in 2013 included finishing the school's model hotel room; delivering front office, food and beverage, kitchens, and recreational training to students; and planting 2,100 trees with students in September.



BANYAN TREE  
SAMUI  
THAILAND

### UNIVERSITY ENGAGEMENT- BINTAN

Banyan Tree and Angsana Bintan started an internship programme with both Raja Ali Haji Maritime University in Bintan as well as University of Education in West Java whereby students serve a 4 month internship with the Banyan Tree Bintan Conservation Lab.

The Lab's collaboration with Raja Ali Haji Maritime University also included hosting students groups conducting marine research, planting 7,000 mangroves at Dompak and Malang Rapat, a group of 25 students conducting coral planting under the Lab's supervision, and the Sea Turtle egg transplanting research (see page 10).

### OTHER EFFORTS- BINTAN, LAOS, SAMUI, PHUKET, LIJIANG, AND MAYAKOBA

Banyan Tree and Angsana Bintan organised a Chill Out Party featuring activities from Spa, Recreation, and the Conservatory Lab which raised some \$1,800 donated to the purchase laboratory equipment for Junior High SMPN 24 Bintan.

Angsana's Maison Souvannaphoum Hotel in Laos donated a notice board to Luang Prabang Primary School while also helping

coordinate donations to the school from visiting guests to provide desks and chairs for students.

Banyan Tree Samui collaborated with Sister of Samui to organise a fund raising effort to provide an improved library facility for Wat Klang School. At the same time seven of Banyan Tree Lijiang's team members volunteered to teach at a local vocational school, spending 180 hours over weekends to help support communal employability.

Angsana Laguna Phuket supported schools by organising a healthy food competition for students, organising a Christmas celebration for 100 children from Holland House, conducting art lessons for Phuket Panyanukoon School's 295 students with physical and mental disabilities, and providing the Angsana Youth Artist scholarship for two students attending Ratchapat Phuket University.

Banyan Tree Mayakoba organised a "K'iwik" (the Mayan word for "market") in the resort featuring artisanal crafts from local community producers such as organic honey, melipona honey soap, recycled wood carvings, embroidery, and dyed textiles.



## Empowering People – Community Projects By Location

### THE CODE

Signing The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism (The Code) in mid-2013, Banyan Tree began training in November with targets for 25% of hotel based associates completing the training by early 2014. By the end of 2013, over 33% of hotel associates had completed The Code's training, well ahead of the initial target.

### ELDER'S HOME- SHANGHAI, SANYA, MACAU, HANGZHOU, PHUKET, AND MAYAKOBA

Banyan Tree Shanghai On The Bund organised a session for some 20 volunteering associates to prepare gifts and performances for senior citizens at a local home for Seniors. Likewise, Banyan Tree Sanya's Engineering team organised visits with and delivery of rice, cooking oil, and other supplies.

Banyan Tree Macau celebrated Elderly Day by bringing 50 seniors from Santa Casa da Misericordia to the resort to share a meal and a performance by Lotus Dancers. The resort hosted the same group for a Christmas party featuring a shared meal and associate performances for the seniors.

Partnering with a Children's home inside a nearby hospital to conduct arts & crafts as well as cookie making sessions

with children, Banyan Tree and Angsana Hangzhou then hosted children at the resort for quarterly birthday celebrations. Maintaining an open invitation to join the children's cooking classes conducted every Saturday, the resorts have hosted some 40 children so far.

Banyan Tree Phuket hosted a new year celebration for 50 residents of the Phuket Elderly Home including associates serving meals and special prizes for 30 guests, and Banyan Tree Mayakoba organised multiple visits to a home for seniors to support residents with games, singing and performances by associates, and sharing live's joys together.

### FU HONG SOCIETY- MACAU

Banyan Tree Macau joined the Fu Hong Society's August attempt to set a new world record for the largest soap mosaic. The resort also purchases turn down gifts from Fu Hong Society, which provides work opportunities and supplemental incomes for mentally or physically disabled people.

### HEALTH FAIRS- BINTAN

Banyan Tree and Angsana Bintan conducted a free medication and health awareness session in Bintan Utara featuring 2 general practitioners, 1 pediatrician, 1 surgeon, and 5 nurses to give care to the some 200 local community members.

**Enabling long term societal prosperity for communities is central to Banyan Tree's ability to create value for stakeholders. Our resorts have implemented numerous site and region specific initiatives addressing issues identified by host communities in which we operate.**



BANYAN TREE  
SANYA  
CHINA

### ELEPHANT ECOGUARD- GABON

Banyan Tree's support of Wildlife Conservation Society in Gabon saw the project's 20 EcoGuards (hired from local communities and trained by Wildlife Conservation Society) accomplishments expand by the end of 2013 to include 53 anti-poaching field missions conducted around Ivindo National Park (equating to 589 patrol days), destroying 12 illegal camps in the park and its protected buffer zone, maintaining a deterring presence in a key habitat, refurbishing monitoring infrastructure through provision of solar power, and providing a five-day technical training session to a team of 17 law enforcement monitors.

### SNAKE AND SCORPION AWARENESS- AL WADI

The Banyan Tree Al Wadi Nature Reserve team conducted training to various partners to enhance safety when humans and snakes/scorpions cross paths, a fairly common occurrence in the desert setting. Delivered to 65 people, the training sought to empower individuals to identify and safely deal with non-venomous snakes



BANYAN TREE  
AND ANGSA  
BINTAN  
INDONESIA

and scorpions, ideally allowing for these non-venomous specimens to be safely captured and released elsewhere.

### PETIT GAMIN- BALACLAVA

Angsana Balaclava continued its support of the nearby Petit Gamin village via a volunteer clean up day with 25 associates and 100 community members taking part, and via donation of 35 gifts and school supplies to all of the village's school children.

### BLOOD DONATION- SANYA, SAMUI, AND PHUKET

Banyan Tree Sanya organised a blood drive with 25 associates donating to the Hainan Province Blood Centre, and Banyan Tree Samui held a similar associate blood drive. Laguna Phuket's blood drive collected 315 units of blood for the provincial Red Cross.

### OTHER- MAURITIUS, PHUKET, AND SAMUI

Angsana Balaclava organised art exhibitions in the hotel celebrating works from 3 local artists to help

raise appreciation of local arts. Though a temporary exhibition, the resort is preparing to host more permanent such showcases in the future.

Banyan Tree Phuket continued the "Alms Giving Program" for guests to engage in the Thai cultural tradition of merit making via donations to Monks and Monasteries. Items given included food, medicine, and toiletries. The team also organised a Christmas ornament painting session in support of Phuket Child Watch and the Laung Pitak Home, a day care centre for children who parents are either serving jail sentences, spending all day on constructions sites, or live in slum areas.

For a 2nd year in a row, Banyan Tree Samui associates supported cancer research by sending a team for the Cancer Care fun run, while Angsana Balaclava associates donated funds to the Mauritius Red Cross in support of local relief efforts following a flash flooding which hit the area on 30 March 2013.



# 589

Patrol days delivered  
by EcoGuards in Gabon



# 315

Units of Blood  
Donated in Phuket



## New Resorts Sustainable Development




Since the Group's genesis of remediating an old disused tin mine into a veritable haven in Bang Tao Bay, Banyan Tree has continually sought to develop responsibly and sustainably. This ethos has been manifested via a commitment for all new developments to be able to pass certification to leading international standards for sustainable development.

In 2013, Banyan Tree's preferred partner (GPS Development Services Pte Ltd) lead the effort for Laguna Lãng Cô to fortify its sustainability credentials by successfully achieving certification to the EarthCheck Precinct Planning and Design Standard, the first time a Banyan Tree development underwent and achieved external design certification.

A key part of this design certification process included putting management infrastructures in place to best harness the design considerations seeking to achieve optimal ongoing operations. This was achieved by a close collaboration between GPS and Banyan Tree to design to the operational outcomes of EarthCheck benchmarking baseline and best practice levels. An example

of such refined approach was briefings and discussions with key global hospitality chemical solution vendors to fine tune a template of sustainable products offered to new resorts.

This close collaboration between Banyan Tree and GPS for Laguna Lãng Cô established a template for translating sustainable design into sustainable operation outcomes and facilitated more new developments to go through a similar process. By the end of the year, GPS was leading some 5 new Banyan Tree developments through the sustainable design certification process. This in turn allowed GPS to be invited onto EarthCheck's review committee to contribute to the periodic review, update, and ultimate enhancement of the EarthCheck Design Standard.



## New Resorts Banyan Tree Chongqing Beibei



Nestled at the foot of Jinyun Mountain Natural Reserve, Banyan Tree Chongqing Beibei is located in the enchanting Beibei district of the south western metropolis of Chongqing, China, and under an hour by car from Chongqing's international airport, railway station, and city centre.



BANYAN TREE  
CHONGQING BEIBEI  
CHINA

With scenic views of undulating hills and meandering streams, Banyan Tree Chongqing Beibei is a modern mountain retreat offering contemporary resort living accommodation, hot spring facilities, and sophisticated amenities. All suites are outfitted with a personal hot spring dipping pool while the villas feature an additional private swimming pool.

Complimenting the natural surroundings, the resort structures reflect the unique Min Guo architectural style, a combination of Chinese and Western elements, as well as traditional Chongqing multi-storey folk houses. Dining options range from Sichuan delicacies and local hotpot (at Jin Yao Xuan); to authentic Cantonese (at Bai Yun), to hearty international breakfast, à la carte lunches, and themed dinner buffets (at Ming Yue); to both premium Chinese and Western teas, fragrant coffee, and light snacks (at Qing Feng & Cigar Bar); to refreshing fruit juices, designer cocktails, or nourishing snacks (at Pool Bar).

Surrounded by rich flora and fauna, caves, and temples at the foot of Jinyun Mountain Natural Reserve, Banyan Tree Chongqing Beibei offers a restful escape from fast paced city living. At Three Little Gorges, guests can board rustic river boats for grand sights of stone cliffs tucked away in remote mountains. Dazu Rock Carvings, a World Heritage site, features the majestic carvings of religious statues and the ancient inscriptions dating back as far as the 7th century AD.

The resort also includes the award-winning Banyan Tree Spa, which spans over 1,200 sqm and featuring 9 treatment rooms as well as an all-new Banyan Tree Spa innovation for total rejuvenation: Hot Spring Baths. Situated on the fifth level and adjacent to an indoor swimming pool, the beautifully landscaped Hot Spring Area features nine Hot Spring Pools exclusively for guests. Each of the female and male locker areas features one indoor hot spring pool, while guests can also enjoy the five outdoor Hot Spring Pools with oversee scenic of the area.



## New Resorts Banyan Tree Tianjin Riverside



On the east bank of the Hai River, Banyan Tree Tianjin Riverside is an urban resort located 35 minutes from Tianjin Binhai International Airport and 10 minutes from Tianjin East Train Station. In this urban setting, the resort provides easy access to the city's historical and cultural heritage sites.

Blending local history and culture into its interior design, the resort's 159 rooms and suites draw inspiration from traditional Chinese ink paintings whereby each room seeks to be a tranquil haven for rest and relaxation. While all rooms combine Western Contemporary art and Eastern Freehand Brushwork inspirations, most of the resort's guest rooms feature an extra-large round bath tub perfect for an indulgent soak with a chilled glass of bubbly.

Food and beverage outlets range from high quality meats and wine (at The Grill) all-day dining and theme nights (at River Café), innovative Tianjin-influenced dishes created by a Cantonese master chef (at Bai Yun), and a wide range of beverages (at JIN Bar and Lobby Lounge).

With its setting amid the former Austrian concession district, the resort is adjacent to the Italian part of the city. This picturesque region of European-style villas, historic bridges, and churches provide a vibrant backdrop to leisurely strolls along the many thoroughfares to experience an exotic journey in Tianjin's urban centre, including along the waterfront of the Hai River Promenade and Italian Street.

Styled as a tropical garden retreat in an urban setting, Banyan Tree Tianjin Riverside features a 1,000 sq ft Banyan Tree Spa as well as a signature Banyan Tree gallery outlet showcasing a wide variety of indigenous as well as community art and craft offerings.



BANYAN TREE  
TIANJIN  
CHINA



## New Resorts Angsana Tengchong • Hot Spring Village



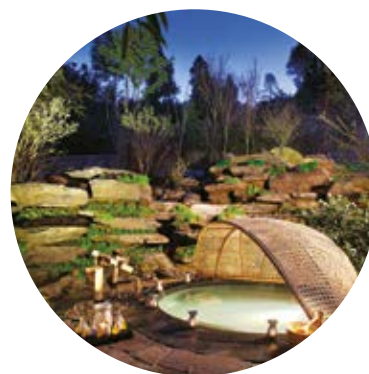
Nestled in a valley near the western edge of Yunnan province and under 30 minutes from Tengchong Airport, Angsana Tengchong • Hot Spring Village is China's world-class hot spring retreat with mineral-rich waters amid a perfect tropical highland climate.

Featuring its signature range of 43 outdoor mineral-based pools with various therapeutic herb and tea themes, the resort welcomes guests with architecture inspired by classical Chinese poetry and paintings. Angsana Tengchong • Hot Spring Village features arched roofs and stone footpaths that meander through cultivated gardens paying homage to Tengchong's unique culture and rich heritage. All of the resort's 37 retreats and villas are replete with a private hot spring with selected villas also featuring private plunge pools and private outdoor massage areas.

Culinary delights include Chun Feng's elegant all-day dining restaurant; fine Cantonese cuisine and Yunnan favourites in the exclusivity of three private dining rooms, Lunar, Drizzle and Breeze; innovative cuisine flavoured with herbs and other traditional oriental remedies at Waterlight Café in the Hot Spring Center; and other delightful venues including

The Lounge, Food Kiosk and Pool Bar, and special In-Villa Dining.

Further capitalising on the Hot springs setting, Angsana Tengchong • Hot Spring Village also includes the award-winning Angsana Spa, with 14 spacious spa pavilions, where expert spa therapists combine healing traditions from the East and West using natural ingredients, aromatherapy and oils. Complimenting the cultural setting is a signature Angsana Gallery outlet showcasing a wide variety of indigenous as well as community art and craft offerings.



ANGSANA TENGCHONG •  
HOT SPRING VILLAGE  
CHINA



## Governance

In 2001, Banyan Tree set up the Green Imperative Fund (GIF) as a mechanism to provide critical financial support to worthy environmental action and community based projects where Banyan Tree has a presence.

At Banyan Tree branded properties, guests are invited to support these efforts via a small contribution of US\$2 per room night, under an “opt-out” arrangement. At Angsana properties, the amount is US\$1 per room per night. Hotels then match these guest contributions, dollar for dollar. To further

link the performance of the resorts with support for social and/or environmental efforts, each property seeks to maintain a contribution of at least 1% of its profit.

Each year, every resort is allocated their Autonomous CSR budget amounting to 20% of their previous year's GIF mechanism collection and contribution. This amount can be spent at the complete discretion of the property's General Manager and CSR Champion with the following 3 prohibitions:

- purchasing turndown gifts for guests,
- paying service charge to associates,
- paying wages.

Projects eligible for funding are those which create value for communities or environmental issues around the group's properties whereby the primary beneficiary is external to Banyan Tree, with a maximum of 20% of the expense used for administrative purposes. A small portion can also be used for research and development as long as the results of such research are shared unreservedly and publicly.

Banyan Tree Global Foundation oversees the finances and allocation of these funds under its Singapore based Board of Directors: Chairperson Ms Claire Chiang, Co-Chairperson Mr Abid Butt, and Chief Financial Officer Mr Eddy See, and managed by Coordinating Director Mr Michael Kwee.

The contributions and disbursements in relation to all the funds tabled on the below are accounted for under Banyan Tree Global Foundation Limited, a company incorporated in 2009.

This entity is audited by Ernst & Young LLP, Singapore

	Through FY 2012 US\$	FY 2013 US\$	Cumulative US\$
<b>Contributions</b>			
Hotel Guests	2,720,829	395,825	3,116,654
Hotel and Resorts	3,182,698	369,832	3,552,530
Others including Employees	1,323,669	-	1,323,669
<b>Total Contribution</b>	<b>7,227,196</b>	<b>765,657</b>	<b>7,992,853</b>
<b>Other Income</b>			
Bank Interest	57,402	5,139	62,541
<b>Disbursements</b>			
Project Related	3,049,449	400,716	3,450,165
General and Administration	589,189	110,379	699,568
<b>Total Disbursements</b>	<b>3,638,638</b>	<b>511,095</b>	<b>4,149,733</b>
<b>Surplus</b>	<b>3,645,960</b>	<b>259,701</b>	<b>3,905,661</b>

## Future Directions



BANYAN TREE  
MANAGEMENT  
ACADEMY

By virtue of Banyan Tree's commitment to sustainability, the company is also committed to continual improvement and progress in creating value for multiple groups of stakeholders in order to **Embrace the Environment and Empower People**.

Our efforts to continually progress within our sustainability journey will follow Banyan Tree's three strategic pillars of sustainability (increasing operational efficiency, protecting biodiversity, and developing local capacity via education and enterprise)

**EXTERNAL FOCUS: WIDER COMMUNITY ENGAGEMENT-** While we have planted 277,764 trees under our Greening Communities efforts since 2007 (exceeding

our 220,000, tree target), we seek to better engage guests and communities on a wider basis and larger platform. This also extends to our socially focused efforts where we hope to similarly expand a wider audience even as we continue supporting and expanding our Seedlings mentorship and scholarships currently supporting 71 young people.

**INTERNAL FOCUS: RESOURCE CONSERVATION-** Though we did not meet our 2013 target of having 90% of our resorts engaged and active within EarthCheck, we are confident that the progress we made this year is a springboard to further achievements. Our 2014 target is to expand the number of resorts who have earned EarthCheck Certified status while also bringing all hotels to EarthCheck Bronze Benchmarked status.

**TRAINING-** As a signatory to The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism (The Code), we aim for all associates to complete training to help prevent sexual exploitation of children, and have The Code's training included in the on-boarding process of all newly hired associates by the end of 2014.

### **SUSTAINABLE DEVELOPMENT-**

While achieving our first development to be certified to EarthCheck's Precinct Planning & Design Standard, we forged a template with GPS Development Services to facilitate and enhance the sustainable design performance of our future resorts such that at least five more developments will earn certification to leading sustainable design standards.

**GOVERNANCE-** As always, we will continue to target practices enhancing transparency and overall governance of our efforts.



BANYAN TREE  
AND ANGSA  
BINTAN  
INDONESIA





Angsana Balaclava



Banyan Tree Mayakoba



Banyan Tree Shanghai On The Bund



Banyan Tree Bangkok



Angsana Tengchong • Hot Spring Village



Banyan Tree Management Academy



Banyan Tree Lăng Cô



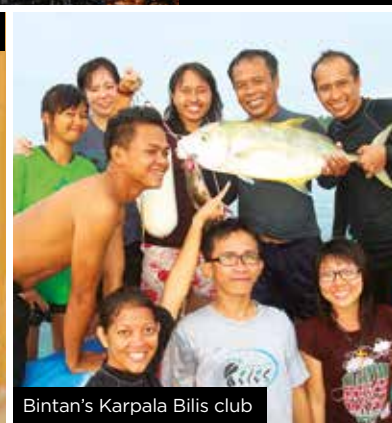
Banyan Tree Al Wadi



Angsana Riads Collection Morocco



Angsana Laguna Phuket



Bintan's Karpala Bilis club



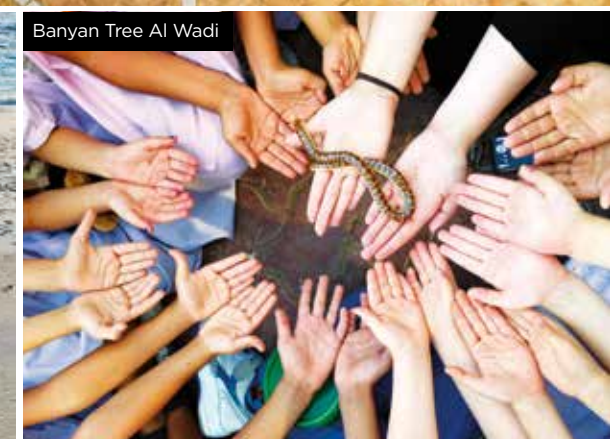
Banyan Tree Samui



Seedlings Café, Hoi An Vietnam



Banyan Tree Vabbinfaru



Banyan Tree Al Wadi




Banyan Tree Sanya



Banyan Tree Phuket



A photograph of a dense forest. In the foreground, a large, dark tree with many green needles (likely a pine) is visible on the left side. The background is filled with a thick canopy of green trees. The sky is a clear, pale blue. The overall scene is a lush, green landscape.

**Banyan Tree Holdings Limited**

Reg. No.: 200003108H

211 Upper Bukit Timah Road

Singapore 588182

Tel : +65 6849 5888

Fax : +65 6462 0186

[www.banyantree.com](http://www.banyantree.com)