ENVIRONMENTAL, SOCIAL & GOVERNANCE

REPORT 2024

Kempinski

HOTELIERS SINCE 1897



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LOOKING FORWARD

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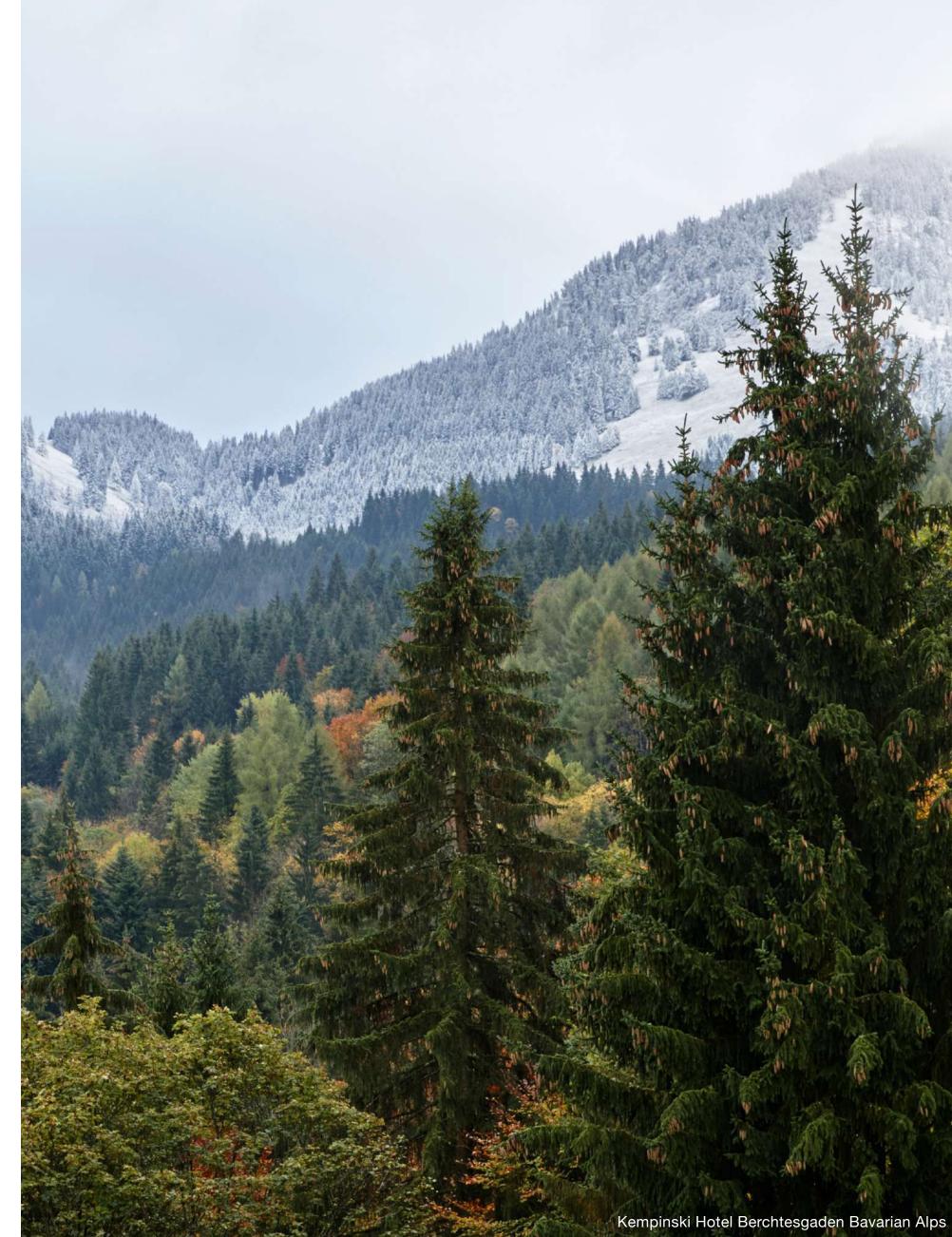
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CEO Message

TRANSFORMATION FOR A BETTER FUTURE

Kempinski is well-versed in the art of transformation. As Europe's oldest hotel company, our vision has grown around ever-shifting geopolitical circumstances, global trends in luxury hospitality and the demands of an increasingly sophisticated clientele. Mindful of our past but always focused on the future, there is no greater challenge today than making sure our company and the legacy of Berthold Kempinski makes a positive impact on the world.

The ability to adapt is especially poignant during this year of transformation in which we take stock of where Kempinski is today, where it has come from and where it is going. The Kempinski Environmental, Social & Governance (ESG) Report is a core part of this process, forming the basis of a road map to a more sustainable future.

Thanks to the dedication of our Sustainability Committee and the hard work of our hoteliers around the world, this fourth iteration of the ESG Report provides a comprehensive overview of progress across the organisation and a growing body of data that allows us to identify areas where we have made significant progress and others that need greater attention. Gradually, a complete picture is forming. While Kempinski has always been ahead of the curve in areas like gender pay equality, employee welfare and governance, other areas affected by the energy requirements and supply chain challenges of certain parts of the world require a more long-sighted and creative approach. been people-centric. Respecting and supporting communities and individuals extends to our care for the planet. And as custodians of some of the most beautiful natural habitats on earth, we are fully aware of our need to do everything we can to preserve them for the health of the planet and future generations.

As we continue the long journey to a better future, I am heartened by the progress made to date and By empowering our employees and individuals within our communities to take responsibility the inspiring initiatives demonstrated across our portfolio. But we still have a long way to go. for their own roles, together with a corporate To get there, we will need even greater engagement governance approach based on accountability from our hotels and hoteliers around the world. and transparency, our actions—our history becomes legacy. In life and in business, change With creativity and collaboration, we can adapt is the only constant. By learning lessons from the to the needs of a changing environment and work to set an example as industry leaders. past and adapting to ever-changing circumstances, we will evolve and thrive.

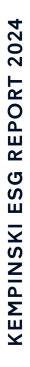
From Berthold Kempinski's pioneering people-first initiatives to the BE Health community outreach programmes of today, our approach has always

Barbara Muckermann Group Chief Executive Officer Kempinski Group



"In life and in business, change is the only constant. By learning lessons from the past and adapting to everchanging circumstances, we will evolve and thrive.





Highlights



CLIMATE CHANGE

20%

reduction in energy use and emission production intensity WASTE

47%

34%

reduction in waste intensity to landfill*

of waste recycled, reused or composted*



DEI 81%

local employees 38%

female employees

1%

gender pay gap in favour of women

GOVERNANCE



ANTI-CORRUPTION

40

operations assessed

SUPPLY CHAIN

97.3%

of preferred suppliers signed a code of conduct since 2023



WATER



reduction in water use intensity

BIODIVERSITY

36%

of hotels reporting 100% cage-free eggs

HEALTH AND WELLBEING

10%

fewer workrelated injuries



raised for BE Health projects (up 9%)

TRAINING AND DEVELOPMENT

175k

hours of training to employees

9hrs

average training per employee per month

DATA PRIVACY AND SECURITY

17,086

employees trained



Overview

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KEMPINSKI GLOBAL OPERATIONS	6
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Hotel Taschenbergpalais Kempinski Dresden

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About Kempinski

CREATED IN 1897, KEMPINSKI HOTELS IS EUROPE'S OLDEST LUXURY HOTEL GROUP, WITH 82 HOTELS AND RESIDENCES OPERATING IN 34 COUNTRIES IN 2024.

The value chain encompasses guest experience pre, during and post-stay; incorporates operational, human resource and infrastructure management; and encompasses the supply chain and civil society groups.

Kempinski Hotels is a founding member of the Global Hotel Alliance (GHA), the world's largest alliance of independent hotel brands. Kempinski Group extends beyond hotel management to include the following subsidiaries:



Concilio Labs: Drives the next generation of hotel personalisation through technology



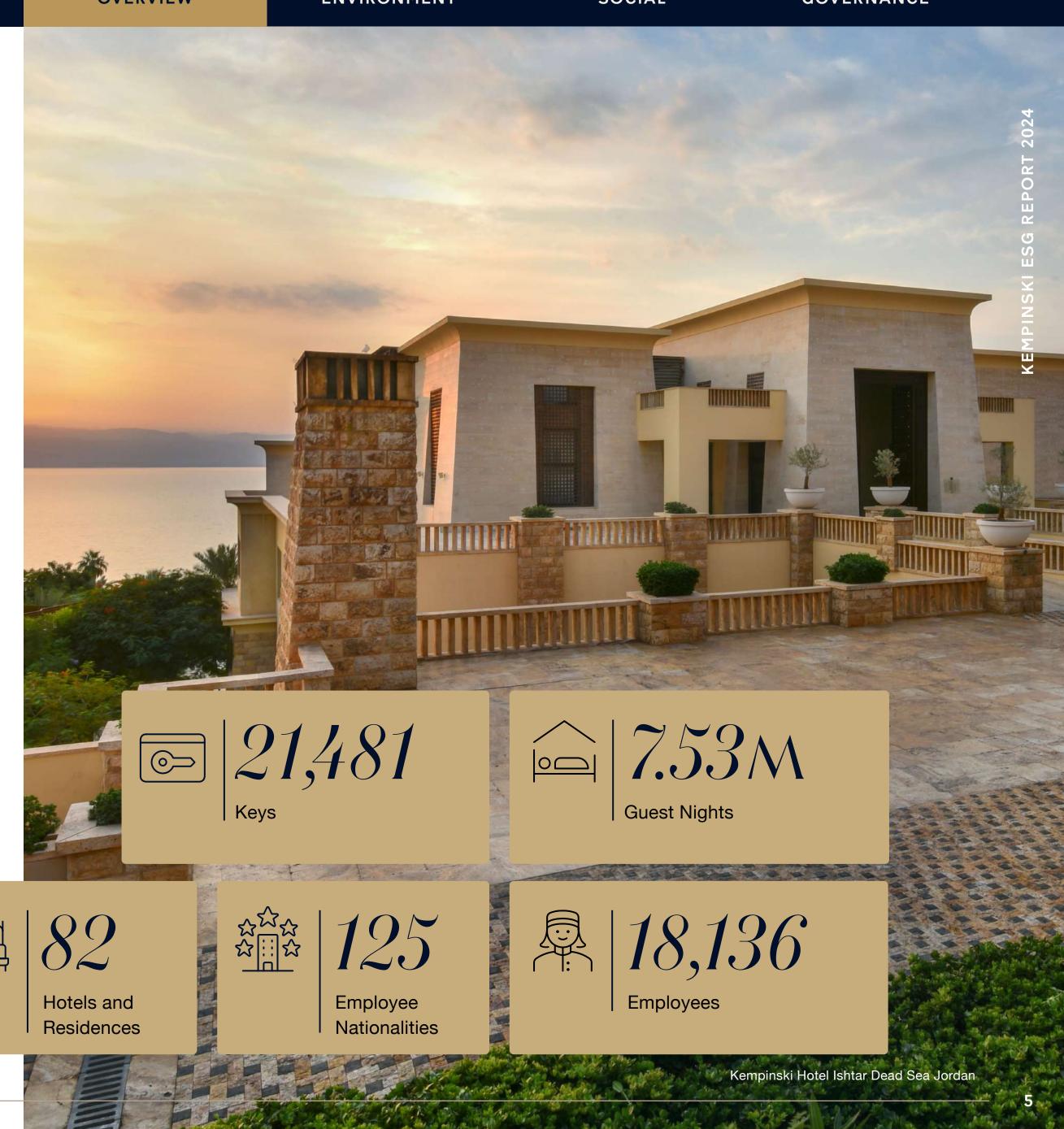
BE Health: Improves the health of vulnerable people and communities around Kempinski-operated hotels

Resense

Resense Spa: Provides global expertise in spa and wellness creation and experience

KEMPINSKI TRADING SINCE 1862 **Kempinski Trading:** Delivers a global procurement solution for the hospitality industry In 2024, Kempinski hotels hosted 7.53 million guest night stays (1.5% fewer than 2023), with guests from 183 countries and territories worldwide. The top 10 guest nationalities by number were from China, Germany, USA, United Arab Emirates, Saudi Arabia, UK, Qatar, Indonesia, the Russian Federation and Switzerland, representing 69% of all stays.





Kempinski Global Operations

EUROPE

Austria Jochberg -Kitzbühel

Bulgaria Bankso

Croatia Savudrija – Istria

Germany Berchtesgaden Berlin (2) Dresden Frankfurt (left portfolio in Q3-24) Munich

Budapest Italy Venice Latvia Riga Malta Gozo Russia Moscow Slovakia Štrbské Pleso – **High Tatras**

Hungary

ASIA PACIFIC

China Beijing (7) Changsha Chengdu Chongqing Dalian Fuzhou Guangzhou Guiyang Hangzhou

Jinan Nanjing Shanghai (2) Shenzhen Suzhou Taiyuan Xiamen Yinchuan

Indonesia Jakarta Bali Mongolia Ulaanbaatar Singapore Singapore Thailand Bangkok (2)

Slovenia

Estepona

St. Moritz

Türkiye

Bodrum

Istanbul (4)

Belek

Switzerland

Engelberg Melchsee-Frutt

Spain

Portoroz – Istria

MIDDLE EAST & AFRICA

Djibouti Djibouti

Egypt Cairo (2) Soma Bay

Ghana Accra

Iraq Erbil

Amman Aqaba Dead Sea Kenya Masai Mara Nairobi Lebanon Beirut

Israel

Tel Aviv

Jordan

Muscat Qatar Doha Saudi Arabia Al Khobar **Seychelles** Mahe UAE Dubai (4)

Oman

AMERICAS

Cuba Havana (2) Cayo Guillermo (left portfolio in Q4-24)

Mexico Cancun

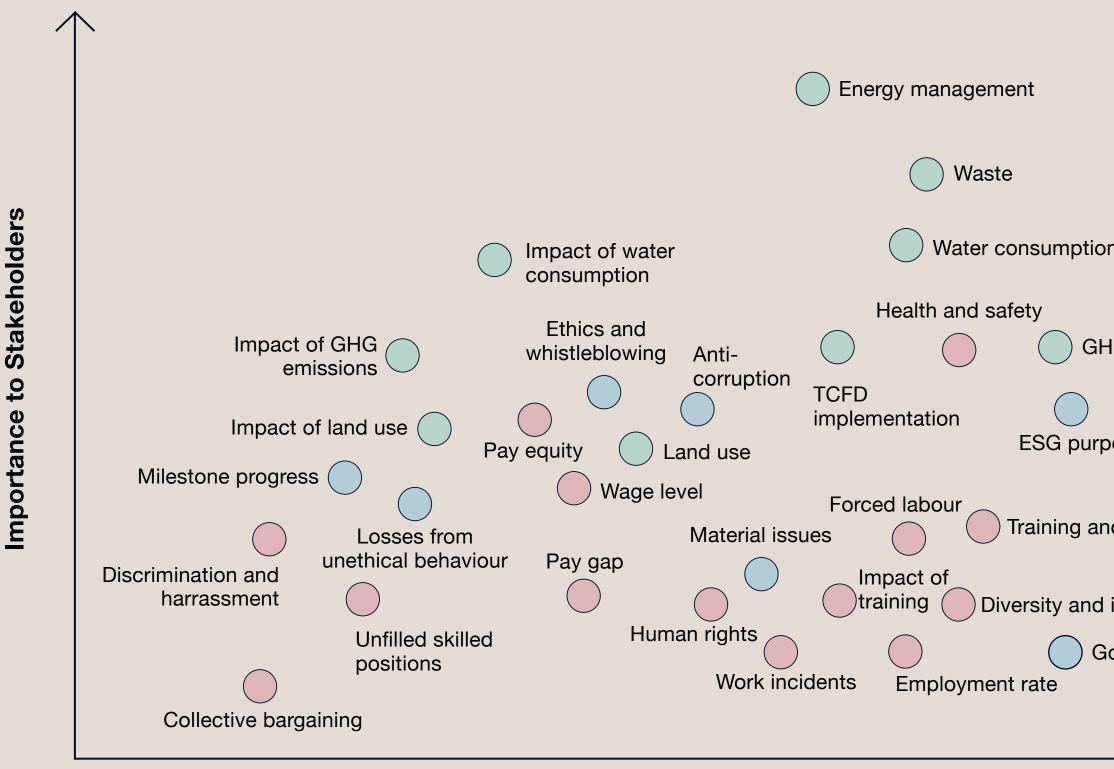


Kempinski operates 82 hotels and residences in 34 countries with a further 23 properties in development. The portfolio includes three standalone private residences and nine properties managed by Kempinski under another brand name.



Materiality Assessment

Environment Social Governance



Impact on Long-Term Value

Environmental, social and governance risks material to Kempinski's value chain were identified and prioritised in 2021, with feedback incorporated from 164 internal and external stakeholders in 2022.

Risks were prioritised by their impact on long-term value and importance to Kempinski stakeholders visualised in the matrix. Risks were grouped into topics in 2023 aligned with the Global Reporting Initiative (GRI) Standards and following an external review, data privacy and supply chain risks were added in the scope of reporting. Material topic selection was approved by the Supervisory Board, with operational oversight by the Executive Senior Leadership Team and implementation by property management. Collectively, this creates shared responsibility.

The planned double-materiality assessment has been put on hold while the European Omnibus package reviews the scope of the Corporate Sustainability Reporting Directive (CSRD). The existing materiality remains relevant and a new materiality incorporating impact and financial risk will gradually be implemented to provide an overview of the company's sustainability priorities.

	Pillar	Ιορις	Risks Included
	It	Climate Change	GHG emissions, impact of GHG emissions, energy management, TCFD implementation
n	nmer	Waste	Waste
IG emissions	Environment	Water	Water consumption, impact of water consumption
Employee wellbeing	ш	Biodiversity	Land use, impact of land use
pose Purpose-led		Human Rights	Human rights, child, forced or compulsory labour
management	Social	Diversity, Equity and Inclusion	Diversity and inclusion, pay gap, discrimination and harrassment, wage level, pay equity
nd education		Health and Wellbeing	Health and safety, employee wellbeing, employment rate, work incidents
d inclusion		Training and Development	Training and eduction, impact of training, unfilled skilled positions
Goverance body		Governance	Governance body, purpose-led management
	Governance	Anti-corruption	Anti-corruption, losses from unethical behavior ethics and whistleblowing, collective bargaining
	iover	Supply Chain	Supply chain
	G	Data Privacy and Security	Data privacy and security

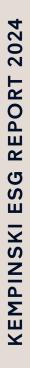
Prioritised Kempinski Material Topics and the Risks they Include













Stakeholder Engagement

The core values of hospitality excellence embedded in Kempinski's long history of taking care of employees and guests help facilitate stakeholder engagement. These principles extend to all stakeholders as well as the communities in which Kempinski operates.

Kempinski uses the inclusive definition of a stakeholder by the GRI, with engagement efforts focusing on stakeholders that have a significant and direct interest in Kempinski operations.

Communication methods vary by **stakeholder** group, with multiple channels to promote participation. Engagement is a journey of continual effort and improvement to understand evolving stakeholder needs and concerns, gather feedback and identify best practices and solutions to overcome challenges and mitigate impact.

Stakeholder partnerships that leverage collective strengths, resources and expertise to support tactical sustainability initiatives are prioritised. A collaborative approach facilitates innovative solutions, resource efficiency and impact reach to promote sustainable business and positive impact for the United Nations Sustainable Development Goals (SDGs), as discussed in greater detail on page 10.



Report Frameworks & Scope

Kempinski remains committed to sustainability as the bridge between heritage and a future-focused approach.

As an active participant in the United Nations Global Compact, Kempinski's sustainability efforts align with the Ten Principles for human rights, labour, environment and anti-corruption, embracing the precautionary principle seeking to do no harm.

Material topics are mapped against the 2030 Agenda for Sustainable Development, supporting the call for tourism to contribute towards a more sustainable and resilient future, and presented within the pillars of ESG for clarity.

This report is produced voluntarily referencing the GRI Standards (2021) with a content index provided online. In the absence of sector-specific disclosures for hospitality, non-traditional metrics, where used, are defined within each section. Since the last report, Kempinski has assumed management of two hotels in Dubai, UAE and ceased management of two hotels: one in Frankfurt, Germany and one in Cayo Guillermo, Cuba. Reporting scope otherwise remains the same and does not include subsidiaries or the supply chain unless stated.

This report, the fourth for the current materiality assessment, presents the importance of each topic to Kempinski, the management approach, targets and key performance indicators (where established), and progress for the calendar year from 1 January 2024 to 31 December 2024, with future plans in 2025.

Please address any comments or questions to **sustainability@kempinski.com**.



Kempinski Hotel Adriatic Istria Croatia



UNITED NATIONS SUSTAINABLE **DEVELOPMENT GOALS**

As part of the 2030 Agenda for Sustainable Development, the United Nations identified 17 Sustainable Development Goals (SDGs). Designed as a call to action for all countries, the goals recognise that efforts to end poverty, protect the planet and ensure that all people

enjoy peace and prosperity are interconnected, and that growth must balance social, economic and environmental sustainability.

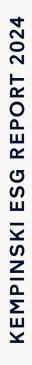
Each section of this report is aligned to specific SDGs, indicated with the relevant icons within each section and summarised in the table below.

			United Nations Sustainable Development Goal														
	Торіс	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	1(
	Climate Change			٠				•					•				
nen	Waste							•		•		•	•				
Environment	Water		•									•	•				
Envi	Meetings & Events									•		•	•				
	Biodiversity		•									•					
	Human Rights	•	•		٠	•					•	•					
-	DEI										•	•					
Social	Health & Wellbeing		•									•					
S	BE Health																
	Training & Development																
e	Sustainability Governance																
	Anti-Corruption																
Governan	Supply Chain											•	•				
Ğ	Data Privacy & Security																

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17





Environment

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Kempinski Seychelles Resort Baie Lazare



KEMPINSKI ESG REPORT 2024

Climate Change

WHY IT IS IMPORTANT

Climate change driven by carbon emissions from human activities presents both immediate risks and long-term threats to the planet, society and business. Emission reductions are necessary to mitigate the physical risks of climate change, while adaptation is required to avoid transitional risks. These challenges present business opportunities that benefit operational cost and reputation while contributing to a low-carbon economy.

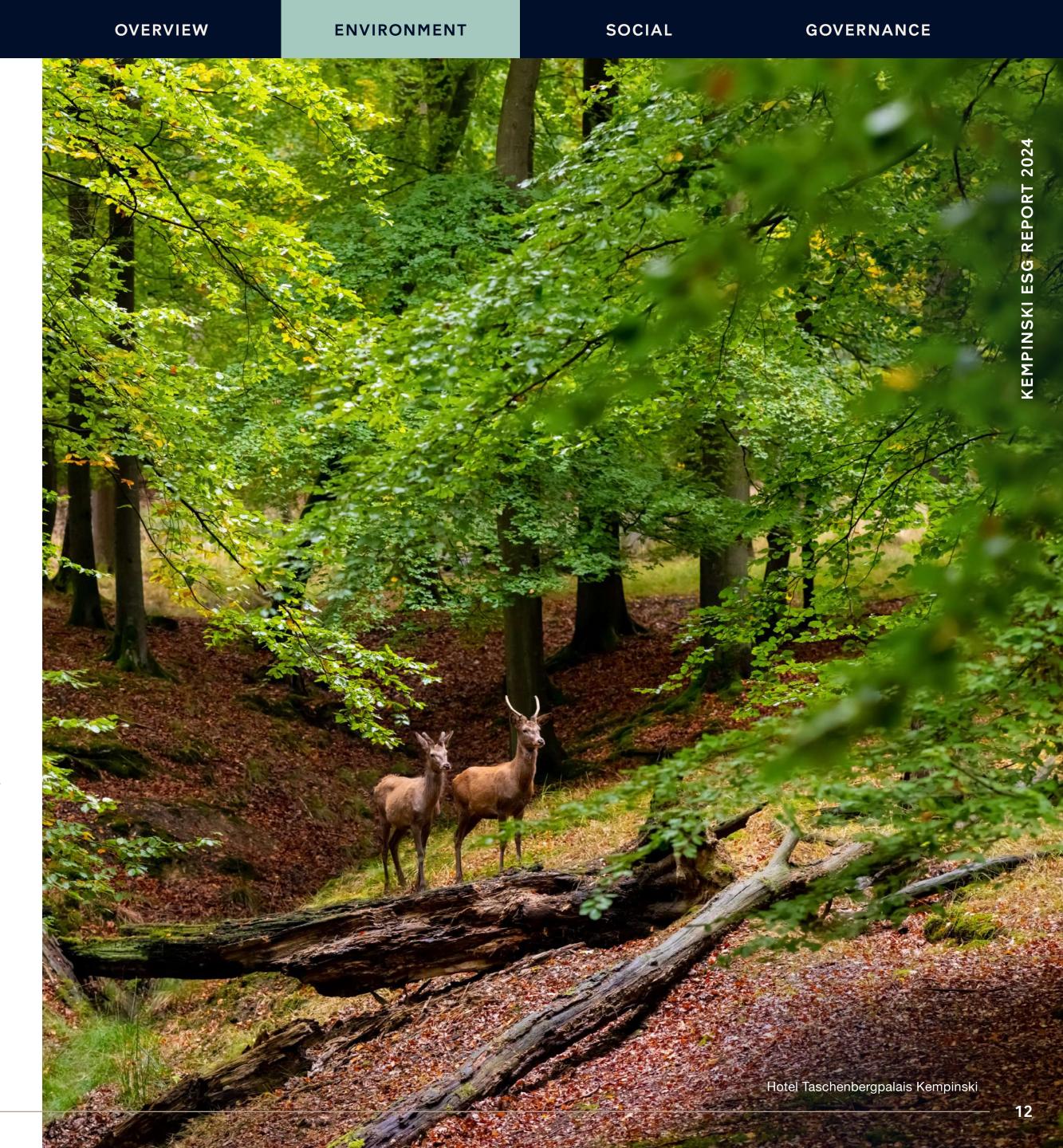
APPROACH

Efforts to reduce energy, water and waste all contribute to positive climate action, with Kempinski's Energy Management Policy governing power and water use. This climate change topic includes energy use and management, carbon and greenhouse emissions and Task Force on Climaterelated Financial Disclosures (TCFD) implementation.

3 6 7 11 12 13 14 15 17

Scope includes all hotels and residences, with carbon emissions measured for direct fuel use (Scope 1) and purchased energy (Scope 2). Reductions in energy use and carbon emissions are targeted through sustainable buildings, efficiency improvements and stakeholder engagement. Guest Room Management and Building Management Systems are recommended, alongside third-party energy audits to enhance efficiency. Data monitoring and performance analysis uses Hotel Optimizer and certification of build (LEED or BREEAM) and operation (EarthCheck), with the goal to certify all hotel operations.

Data were collated by the Kempinski management team and via the EarthCheck portal. Data varied with collection method and the datasets were not combined, but used for separate disclosures, with data from the EarthCheck portal used for green energy and emission calculation. Not all properties were included due to incomplete data submission or lack of detail on fuel types or units preventing accurate calculation. Oil data was inconsistent or unavailable and omitted. Data were checked but not verified and no third-party audits were conducted in 2024. Emissions were calculated using country-specific factors and guest nights were calculated as the guests plus 25% of restaurant covers.



PROGRESS

Total energy use reduced by 1.6% to 3,222,716 GJ (gigajoules), of which 54% was electricity, 30% gas, 15% chilled water and 1% steam. Although 10 fewer hotels submitted data, there were 22% more guest nights in 2024. Energy use intensity, which enables comparison across years with different reporting scope, showed a 20% reduction to 300.9 MJ (megajoules) per guest night. This was achieved by a range of smart-technology and energy-saving initiatives including LED installations and optimising lighting and air conditioning operations.

Properties in the Middle East and Africa, and China and Mongolia regions accounted for 76% of reported energy use, but only 62% of reporting properties. The lowest average energy intensity was in European properties at 196 MJ per guest night, less than half the 477 MJ per guest night in properties in the Middle East and Africa.

Energy from green or renewable power increased by 10% to 133,893 GJ due to more purchased green power and onsite renewable power generation, which increased by 11% to 5.499 GJ. Highest green power use was from properties in Europe (19.5%). Scope 1 and 2 emissions reflected energy use, with a 1% reduction in total emissions to 374,934 tonnes CO₂-e (carbon dioxide equivalent) and a 19% reduction in emission intensity to 34.9 kg CO₂-e per guest night.

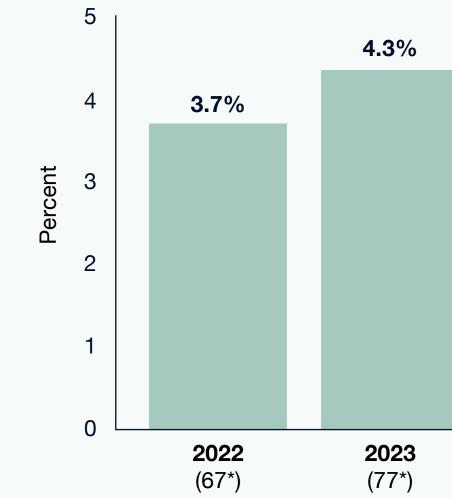
Thirty-six hotels and residences (44%) were registered with EarthCheck in 2024, with five gold certified, 24 silver, five bronze and two awaiting certification. Three hotels attained gold certification, six silver and two bronze for the first time in 2024.



0

Europe

(19*)



2024

(67*)

*Values in parentheses indicate number of hotels.



0.9%

China &

Mongolia

(25*)

Middle East

& Africa

(17*)

0.1%

Southeast

Asia (5*)

0%

Americas

(1*)



increase in use of energy from green or renewable power thanks to more purchased green power and onsite renewable power generation



36

hotels and residences were registered with EarthCheck in 2024, with five gold certified, 24 silver certified, five bronze certified and two are awaiting certification

The Apurva Kempinski Bali

OVERVIEW	ENVIRONMENT	SOCIAL	GOVERNANCE
Scope 1 and	2 Emissions and Intensi	ity	
Total emiss	sions – Emissions intens	ity	
400,000	37	6,925 369,435	100

43.1

2023

(77*)





*Values in parentheses indicate number of hotels.

350,000

300,000

250,000

200,000

150,000

100,000

50,000

0

(e)

Emissions (t CO₂

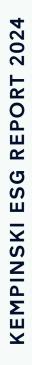
330,301

53.3

2022

(67*)

Scope 1 and 2 Emissions Intensity by Region



(Kg

СО₂-е

σ

; Intensity r Guest Night)

Emissions

80

60

40

20

0

34.5

2024

(67*)



CASE STUDY

SEYCHELLES

Kempinski Seychelles Resort Baie Lazare embeds ISO 26000 principles into its sustainability strategy to support climate-responsible tourism.

The resort has reduced its carbon footprint by 30% through solar energy, energyefficient systems and eliminating single-use plastics, surpassing Seychelles' national target of 26% by 2025. Environmental initiatives include marine and wetland conservation, protection of endangered species and hydroponic farming to reduce water use and chemical runoff. Empowering staff, supporting local communities and promoting biodiversity aligns operations with climate resilience and environmental protection.

30%

reduction in water consumption

35%

reduction in landfill waste

CASE STUDY

BALI

The Apurva Kempinski Bali conducted a carbon stock assessment within the hotel grounds in collaboration with Indonesian company PT. Jejak Enviro Teknologi, which supports businesses in carbon management and environmental impact reduction.

Utilising advanced measurement techniques including allometric calculations, drone technology and satellite imagery, this initiative adhered to scientific guidelines to accurately estimate a standing stock of 2,839.46 tonnes of carbon from trees and 147.95 tonnes of carbon from shrubs. Beyond carbon sequestration, the assessment confirmed no negative impact on biodiversity, soil health or air quality. While this was a one-time assessment, future recalculations will be conducted as needed.





Waste

CASE STUDY

WHY IT IS IMPORTANT

Responsible waste management is essential to reduce pollution, protect natural landscapes and ensure the long-term sustainability of destinations. From a business perspective, minimising waste lowers costs, meets regulatory standards and enhances guest experiences. Prioritising sustainable waste practices therefore supports local communities, preserves resources and strengthens environmental stewardship.

APPROACH

Kempinski prioritises efficient and sustainable resource use to minimise waste and environmental impact. This includes optimising usage, preventing waste and applying reuse and recycling principles to reduce landfill waste. Targeted initiatives focus on reducing plastic due to its long-lasting environmental impact and minimising food waste to support global food supply chains and reduce methane emissions. Hazardous waste is properly managed and disposed of, while partnerships promote awareness and recycling efforts for food, plastic and soap. Waste data was reported by 45 properties through the EarthCheck platform. Data was recalculated for all years to adjust for a recording error.





CLEAN THE WORLD

In 2024, 67% of eligible participating hotels collected 1,096 kg of bars of soap and 3,925 kg of plastic amenity bottles. Efforts supported 3,691 people, with 22,097 bars of soap distributed and 404 hygiene kits supported. This project saved an estimated 1,497 kgCO₂-e of emissions and 32,308 litres of water. A new online tool will enable closer tracking of results from 2025.

WOODEN KEYCARDS

Elimination of plastic keycards at all hotels by 2026 is expected to save three tonnes of plastic, with hotels transitioning as stocks are depleted. As of 2024, progress was ahead of schedule with 62% of hotels making the switch to wooden keycards, and the official policy to drive the transition will be implemented in 2025.



3,925 kg

plastic amenity bottles recycled through Clean the World partnership







PERFORMANCE AND PLANS

Total waste declined by 6% to 60,033 m³, with 34% recycled, reused or composted in 2024. The net result was a 47% year-on-year decline in intensity to 3.9 litres of waste to landfill per guest night. By region, waste intensity to landfill was lowest in the China & Mongolia region, and highest in the Middle East.

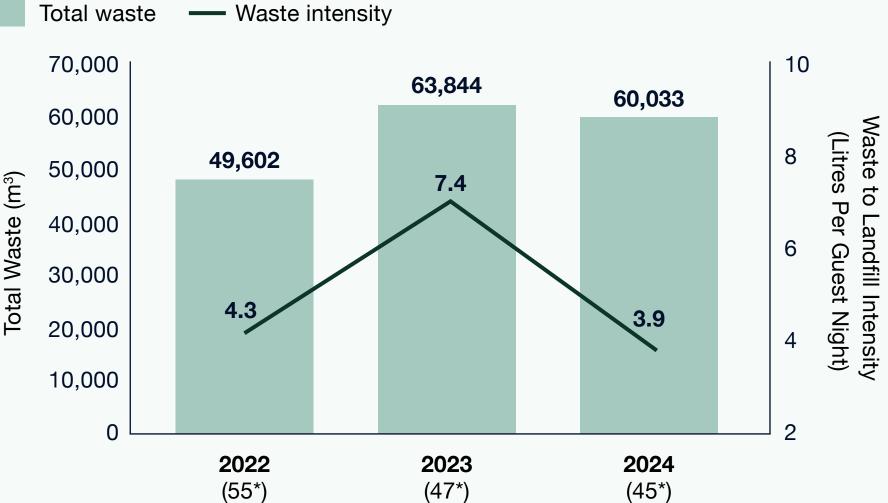
Hazardous waste reduced by 7% to 658 m³. Hazardous waste produced by operations includes ignitable waste, office products (photocopying, print toner etc.), cooling tower and chilled water chemicals, freon products, cleaning and disinfecting products (carpet cleaners, detergent, bleach, pool chemicals), oil-based paints and varnishes, batteries, fluorescent lamps and computer components.

The elimination of single-use plastic continues as more alternatives become available. Two hotels joined a plastic upcycling project with Diversey partner Corsair in Thailand. Corsair collects all plastic waste from these hotels and reprocesses it into biofuel in Corsair's pyrolysis plant in Bangkok. Diversey is working with Corsair and a third-party auditor to certify both properties as plastic neutral.

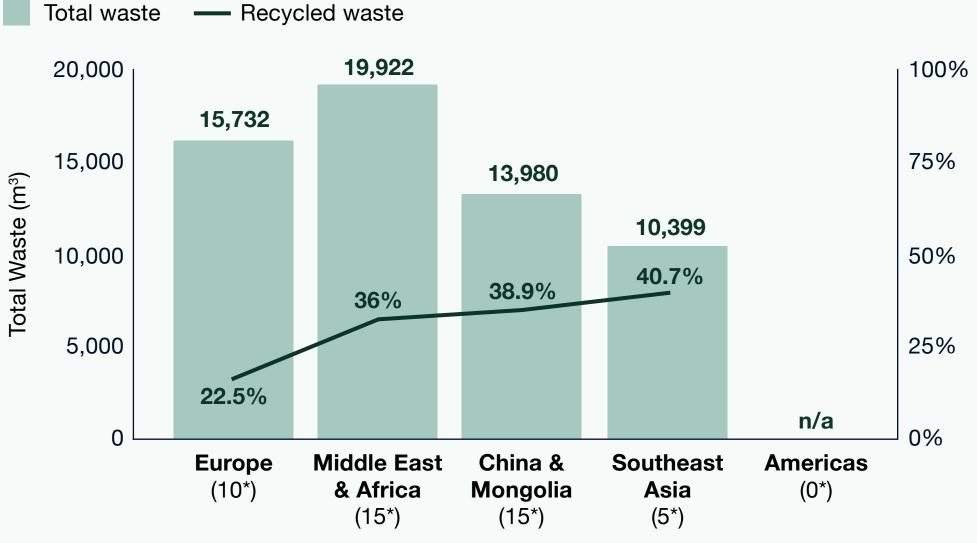
Plastic amenity bottles and soap bars are recycled and distributed to at-risk people alongside hygiene education through a partnership with Clean the World (CTW). Predominantly operating in Europe and the Americas, Kempinski hotels in these regions are encouraged to participate where local regulations permit.

Partnership with Solenis-Diversey implemented four new projects in 2024 to reduce and raise awareness of waste in countries where Clean the World does not operate. Engagement with these projects will be driven in 2025, with impact tracking for Linens for Life and Coffee Briques.





Total Waste and Waste Recycled/Reused/Composted 2024



*Values in parentheses indicate number of hotels. No data submitted by properties in the Americas.



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CASE STUDY

PROJECTS WITH SOLENIS-DIVERSEY PARTNERSHIP

Soap for Hope salvages soap slivers and transforms them into new soap bars using an innovative but simple cold-press method. Soap is then distributed to local communities that need it most. Ten hotels (31% of those eligible) diverted 16.5 tonnes of soap from landfills in 2024. An additional five hotels plan to implement in 2025.

Linens for Life empowers local communities, particularly those affected by disasters, by providing a livelihood through repurposing underutilised linens into new saleable items while promoting resource conservation and sustainability. Six hotels (19% of those eligible) implemented in 2024 with an additional nine hotels planning to implement in 2025.

Coffee Briques converts used coffee grounds into eco-friendly fuel for cooking and heating. The large volume of coffee waste from hotels can become a clean-fuel source, replacing firewood and reducing deforestation. Four hotels (13% of those eligible) implemented in 2024 with an additional eight planning to implement in 2025.

Plastic Shreds upcycles single-use plastic waste by shredding it into plastic chips, which are then used as a gravel replacement in construction and maintenance infrastructure projects such as roads, pavements or basketball and badminton courts. Four hotels (27% of those eligible) diverted 4,287 kg of plastic waste from landfill in 2024. An additional four hotels plan to implement in 2025.

Ten hotels diverted 16.5 tonnes of soap from landfills in 2024. An additional five hotels plan to implement in 2025.









Water

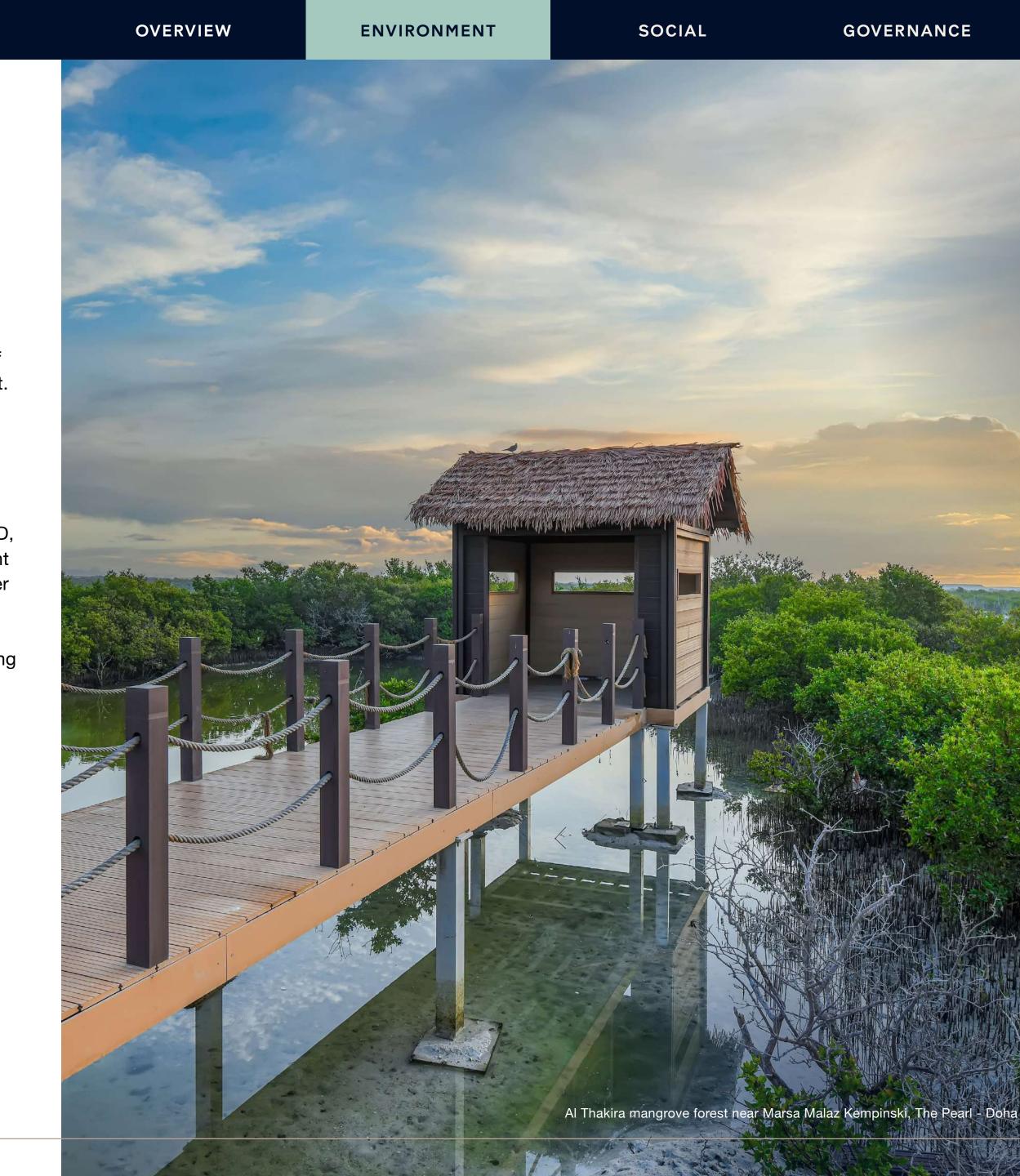
WHY IT IS IMPORTANT

Water is essential for life, yet scarcity threatens ecosystems, public health and economic stability, particularly as climate change and population growth intensify pressure on resources. The travel and tourism industry, especially in water-stressed regions, can impact ecosystems and residents potentially leading to conflict. Water conservation is therefore essential to mitigate scarcity risks, support community wellbeing, protect ecosystems and ensure long-term business resilience.

APPROACH

Kempinski acknowledges the vital importance of water for both stakeholders and the environment. Water management is integrated into the energy policy due to its connection with operational efficiency and climate. A proactive approach includes water-saving technologies and best practices across laundry, rooms, landscaping and kitchens. Sustainable certifications like LEED, BREEAM and EarthCheck set water management standards, while properties using Hotel Optimizer establish annual reduction targets based on past performance. Water data was reported by 66 properties and 49 properties reported recycling data through the EarthCheck system.





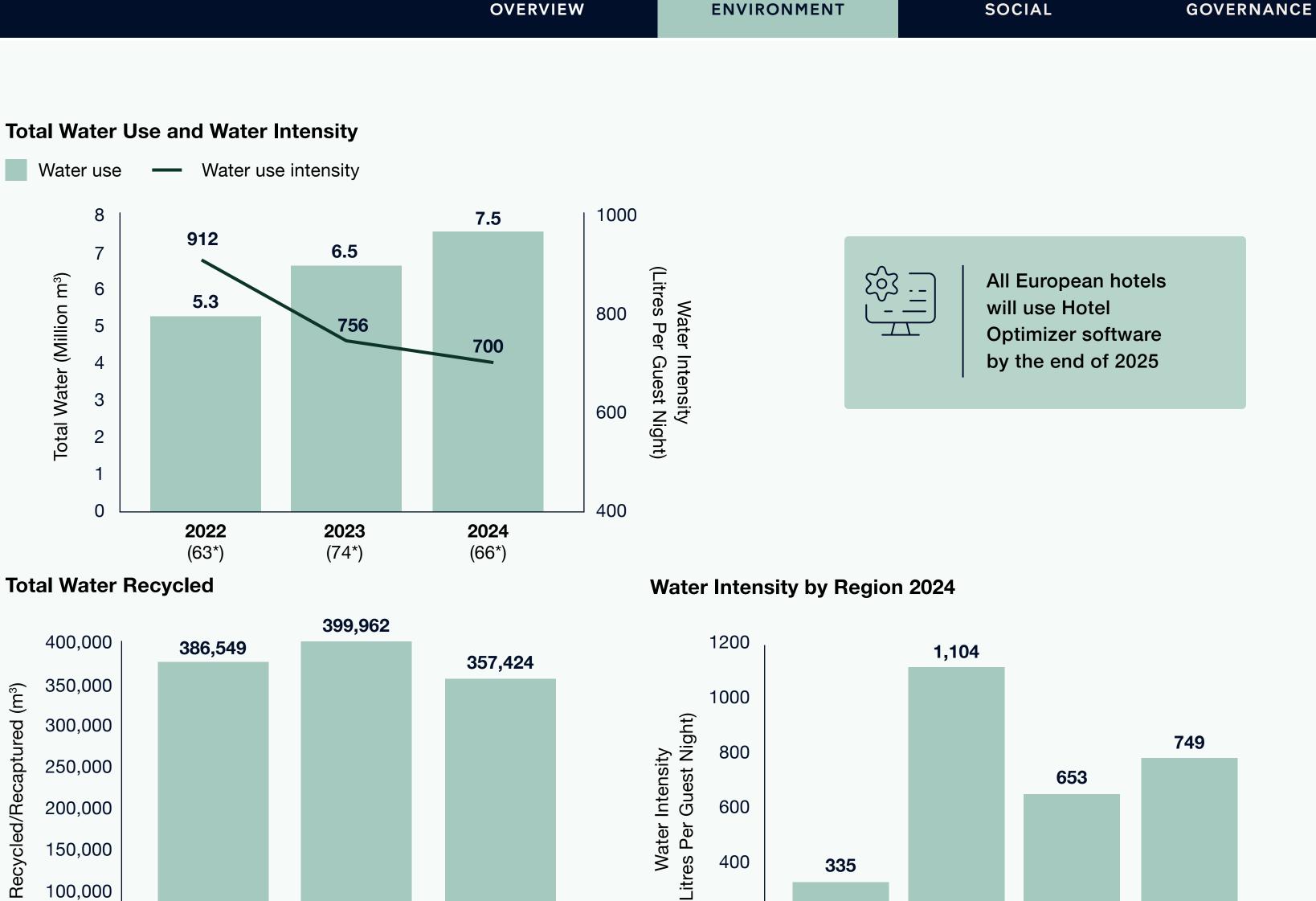


PERFORMANCE AND PLANS

Total water use increased by 15% to 7.5 million cubic metres despite six fewer properties reporting in 2024. However, water use intensity reduced for the third consecutive year to 700 litres per guest night. Water use was highest in the Middle East and Africa, and China and Mongolia regions, which accounted for 76% of reported water use. Water use by properties in the Middle East and Africa was four times more than a similar number of hotels in Europe, although water use intensity was only three times greater (1,104 and 335 litres per guest night respectively). Lowest reported water use was in the Americas, although only one of five hotels submitted data.

Just over 350,000 m³ of water used was from recaptured or recycled sources (6.1%), 11% less than in 2023 despite five more properties reporting in 2024. The greatest use of recaptured and recycled water was from hotels in the Middle East and Africa (13.9%) and Southeast Asia (11.8%) regions.

A focus on water conservation in 2025 will onboard all European hotels to Hotel Optimizer software, while water savings solutions will be explored through the Solenis-Diversey partnership.



2022 (56*)

*Values in parentheses indicate number of hotels.

200,000

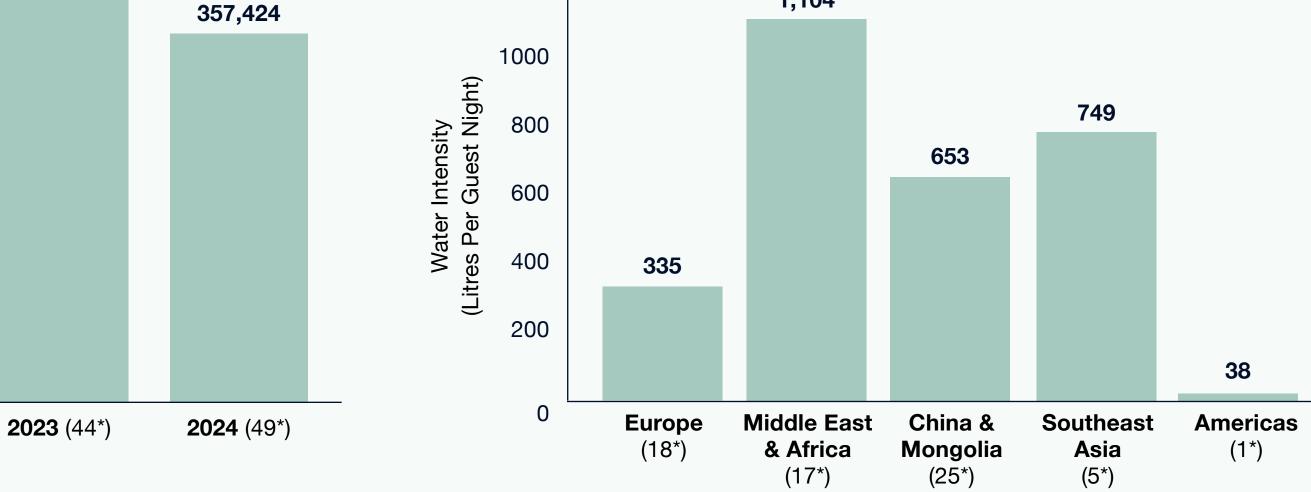
150,000

100,000

50,000

0

Water







Meetings and Events

WHY IT IS IMPORTANT

Meetings, incentives, conventions and exhibitions (MICE) accounted for 18% of Kempinski's revenue in 2024. Meetings and events are a microcosm of the organisation's broader sustainability efforts, benefitting from resource conservation and sustainability practices implemented and described in this report. Sustainable practices in the meetings and events space are under greater scrutiny, as the need to reduce impact, meet customer expectations, boost profitability and contribute positively to the planet is increasingly viewed as a necessity rather than a trend.

APPROACH

Responsible Meetings & Events by Kempinski Kempinski actively monitors, measures and manages was launched to offer event organisers a verified, event impact to meet and exceed industry standards comprehensive process for planning and running for sustainable event management. Partnering with EarthCheck, Kempinski has implemented two more sustainable events. Training and pilots were conducted in the first half of 2024 and the tools to enhance the sustainability of meetings and events across its properties and align with initiative was officially launched in October. By ISO20121 standards. Venues undergo a rigorous the end of 2024, 20 Kempinski properties had successfully completed the VenueCheck certification process via VenueCheck, which includes sustainability policy, sustainable event management certification. Engagement and performance system and action plan. will continue to be monitored in 2025.

To further support event planners, Kempinski introduced EventCalculator integrated within the MyEarthCheck platform to support real-time emissions tracking. This tool allows properties to measure the carbon footprint of events and provide clients with transparent sustainability metrics.

In partnership with EarthCheck, Kempinski launched two tools in 2024 — VenueCheck and EventCalculator — designed to enhance the sustainability of meetings and events.



PERFORMANCE AND PLANS





Biodiversity

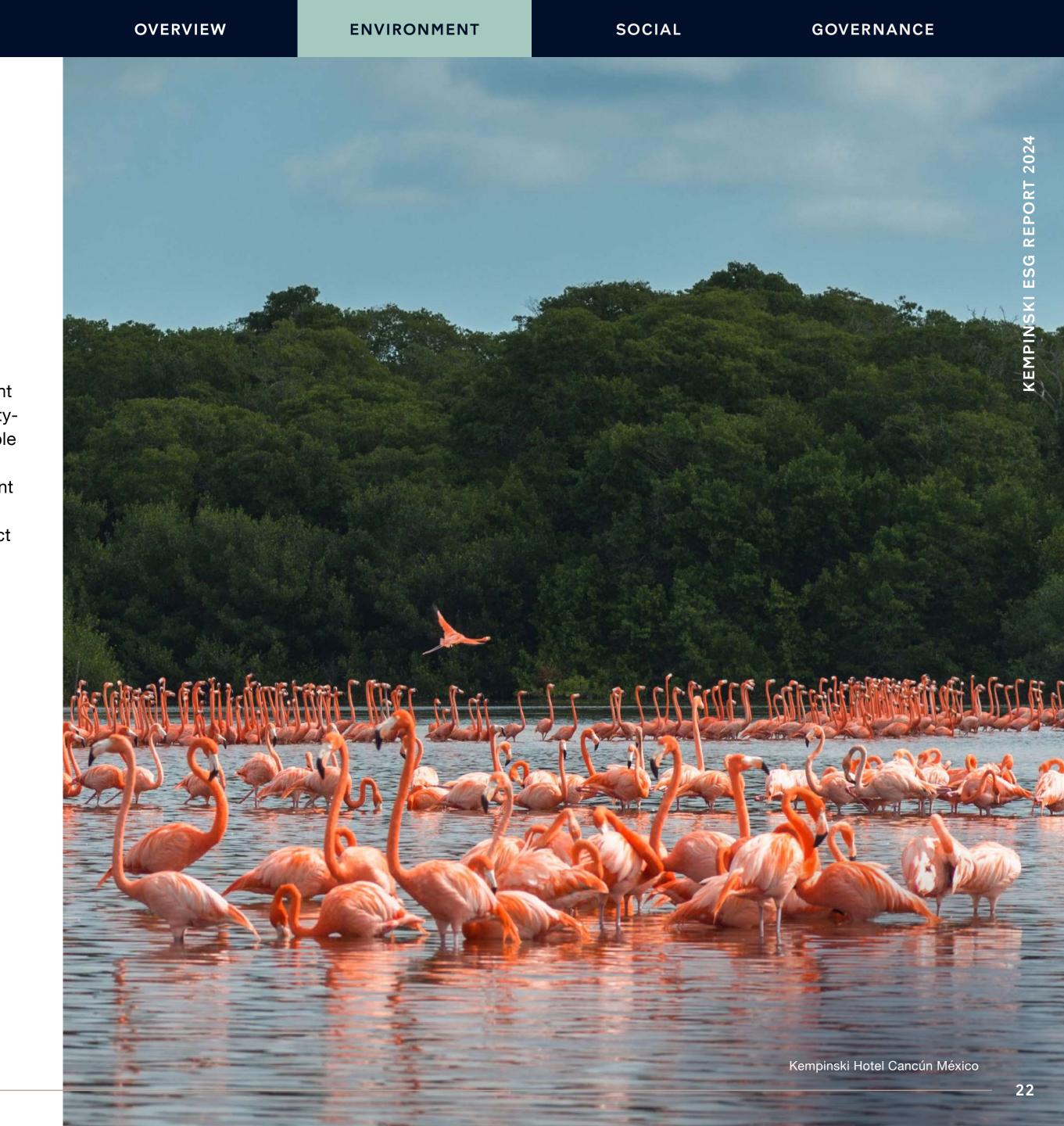
WHY IT IS IMPORTANT

Society depends on the natural world and the diversity of life for the goods and services it provides including food, clean air and water, medicine and climate regulation. Loss of nature through overexploitation, destructive practices, pollution and changing climate threatens human health and security. Therefore, protecting biodiversity not only helps preserve a destination's appeal, it also supports community livelihoods and enhances resilience to climate change.

APPROACH

Kempinski applies the precautionary approach to minimise impact and acknowledges shared responsibility to preserve the natural environment in the destinations where it operates. Biodiversityfriendly practices include sustainable, responsible land use near sensitive habitats, resource conservation, waste reduction and a commitment to 100% cage-free eggs. EarthCheck-certified properties further implement measures to protect wildlife, manage ecosystems, regulate water use and control air, noise and light pollution.







PERFORMANCE AND PLANS

Eight hotels operated in or near protected areas or habitats with high biodiversity, such as coral remangroves or seagrass, including two hotels ne turtle nesting beaches in Seychelles and Mexic

In 2024, mangrove restoration projects were implemented in Indonesia and Seychelles, with 700 mangrove seedlings planted in Kedongana Village, Bali. Despite unfavourable weather conditions in Cancun, 198 turtle nests were recorded, with 11,599 hatchlings from the 18,879 eggs released. An additional 160 turtle hatchlings were released in the Seychelles.

Almost half of reporting hotels used cage-free with 24 hotels only using cage-free eggs by the of 2024. One-third of reporting hotels were una to access a supply of cage-free eggs, with plan to work with suppliers to transition to more hur production methods.

Progress varied by region, and hotels in Europe made the greatest progress with 71% using only cage-free eggs. Percentages were slightly lower than last year with the two hotels leaving the portfolio using only cage-free eggs. Effort remains focused on operational awareness and identifying local supply that meets quality standards.

OVERVIEW	ENVIRONMENT	SOCIAL	GOVERNANCE

Cage-Free Egg Progress by Region

reefs, near			Impleme	entation	Challenges		
ico.	Region	No. Hotels Reporting	Partial cage-free (percent)	100% cage-free (percent)	Limited supply (percent)	No supply (percent)	
nan	Europe	21	10%	71%	0%	10%	
	Middle East and Africa	17	18%	24%	24%	41%	
5	China and Mongolia	24	21%	21%	0%	38%	
e eggs, he end nable	Southeast Asia	4	75%	0%	25%	25%	
ans umane	Americas	1	100%	0%	100%	0%	

Data from 67 out of total 79 hotels*:

36%

are 100% cage-free

21%

are partial cage-free

9%

have a limited supply of cage-free eggs 30%

have no supply of cage-free eggs at this time









CASE STUDY

In early 2024, The David Kempinski Tel Aviv launched two initiatives to support communities affected by war-related destruction in Israel.

Partnering with stakeholders and the Israeli National Fund, the hotel raised funds to plant 10,000 trees, creating The Kempinski Forest. Additionally, hotel team members volunteered in northern Israel to assist farmers by harvesting crops and donating food to those in need. Through fundraising, hands-on efforts and collaboration, the hotel demonstrated its commitment to environmental restoration, community support and social responsibility.

In partnership with local stakeholders, the hotel will plant 10,000 trees to create The Kempinski Forest.

TEL AVIV





Social

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Mar in Miles





Human Rights

WHY IT IS IMPORTANT

Human rights are inherent to everyone regardless of nationality, origin or status, and must be upheld without discrimination. Respecting human rights fosters dignity, equality and social stability while supporting sustainable development. As a global luxury hospitality operator, Kempinski is committed to protecting human and labour rights across its operations and supply chains to contribute to a fairer, more sustainable society.

whistleblowing cases were reported in 2024, of which 49 were resolved and the remainder are under investigation

APPROACH

Violations of the human rights policy result in Kempinski proactively identifies and mitigates corrective action, including potential termination. human rights risks, integrating them into decision-Whistleblowing cases are monitored by Deloitte making, supply chain management and stakeholder via the Halo platform, while supplier compliance engagement. A culture of respect is reinforced is tracked through policies and audits. through policies on human rights, child labour and forced labour, employee conduct, business ethics and whistleblowing, with mandatory training for **PERFORMANCE AND PLANS** employees and suppliers. Continuous due diligence, annual reviews and training focus on high-risk areas.

The Kempinski Human Rights Policy aligns with global standards, including the UN Declaration of Human Rights, International Labour Organization (ILO) Core Conventions and Organisation for Economic Co-operation and Development (OECD) Guidelines. Oversight rests with the Executive Senior Leadership Team, led by the Group CEO, while Corporate HR ensures compliance and policy implementation at all levels. Kempinski refuses association with entities that engage child or forced labour, and it is the responsibility of every employee to report suspected policy violations.



During the course of 2024, 63 whistleblowing cases were reported with 49 resolved and the remainder under investigation. More than 4,400 (24.4%) employees were under collective bargaining agreements in 2024.



Diversity, Equity & Inclusion

WHY IT IS IMPORTANT

Embracing diverse perspectives and fostering equity and inclusion strengthen Kempinski's legacy of excellence. Creating a workplace where every individual feels valued enhances employee engagement, attracts top talent and elevates guest experiences. More than just policies, Diversity, Equity and Inclusion (DEI) cultivates a culture of belonging, ensuring that employees and stakeholders alike contribute to and share in the brand's continued success.

APPROACH

Kempinski promotes DEI through proactive policies, training and fair employment practices. DEI is embedded in recruitment, hiring, training, promotions and performance evaluations, fostering an inclusive culture. Human rights and whistleblower policies prohibit discrimination, ensuring fair treatment for all employees, customers, suppliers and stakeholders.

DEI progress is tracked through diversity metrics, pay equity analyses, inclusion surveys and incident reports, with data included in monthly HR Scorecards at 65 properties. Supplier expectations are outlined in the Kempinski **Code of Conduct**, promoting respect, dignity and non-discrimination.

A strong focus on gender and pay equity ensures transparency with salaries based on skills, experience and market standards. Pay equality is assessed annually and benchmarked externally, with continuous monitoring to drive improvement.



PERFORMANCE AND PLANS

Kempinski employees represent 125 nationalities, with 81% local nationals and 38% women across all job levels in 2024. The pay gap between men and women remained close to equitable and slightly in favour of women overall. The gender pay gap favoured women in Europe and Asia, and men in the Middle East and Africa, and the Americas, although the pay gap in the Americas closed by 6% since 2023. The pay gap at job levels remained similar to 2023. Moving forward, Kempinski will ensure continuity of the HR Audit to promote a positive work environment.

of employees are women across all job levels



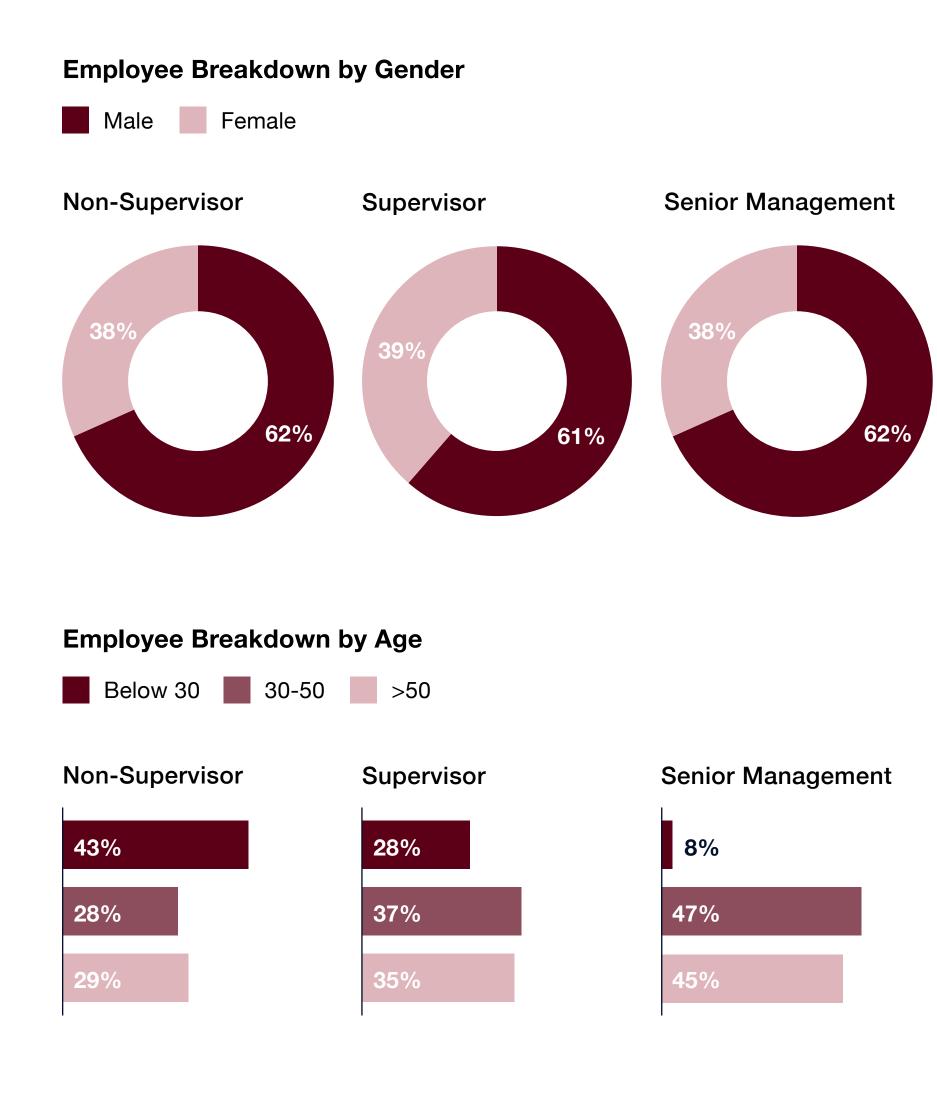
Initiatives conducted at hotels worldwide collectively foster a diverse and inclusive workplace. Villa Rosa Kempinski Nairobi continued its support for deaf employees, ensuring career growth and seamless team integration. Kempinski Palm Jumeirah focused on both employee development and comprehensive DEI training programmes to enhance workplace awareness. Sindhorn Kempinski Hotel Bangkok expanded its inclusive hiring by offering roles to employees with disabilities and retired individuals, while Hotel Adlon Kempinski in Germany strengthened partnerships to increase employment opportunities for individuals with disabilities, significantly reducing financial levies.











CASE STUDY

In collaboration with the Stars and Rain Education Institute, The Universal Studios Grand Hotel and NUO Resort Hotel launched the Autism Care & Love initiative to foster societal understanding and inclusion of children with autism.



UNIVERSAL BEIJING RESORT

Officially introduced on World Autism Awareness Day, the programme involved more than 100 team members hosting special events like birthday celebrations, hotel experience days and Christmas activities, creating memorable moments for autistic children and their families. With a long-term vision, the initiative also aims to provide employment opportunities within the hospitality industry, promoting equal career development. Reflecting the hotels' commitment to social responsibility, this initiative uses hospitality as a platform to support autism awareness and integration, marking a meaningful step toward greater inclusion.

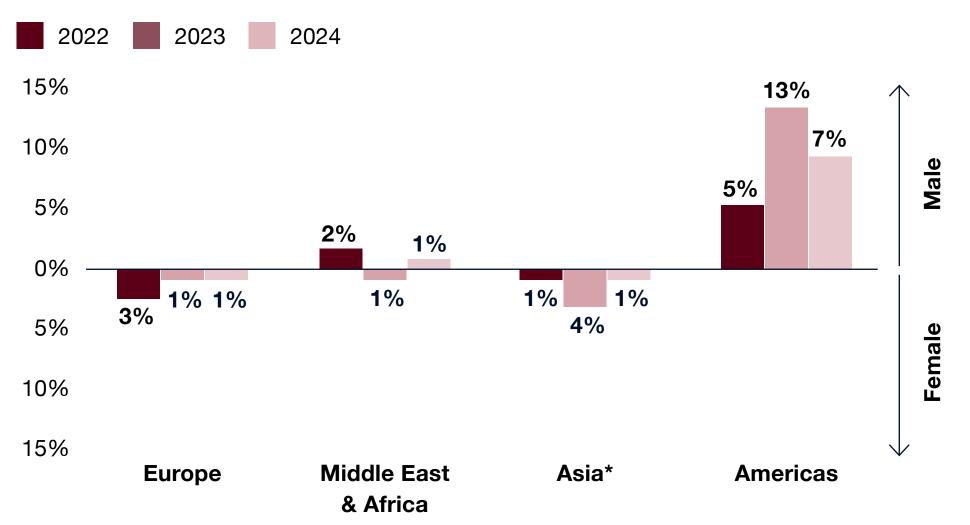
team members participated in special events on World Autism Awareness Day in Beijing





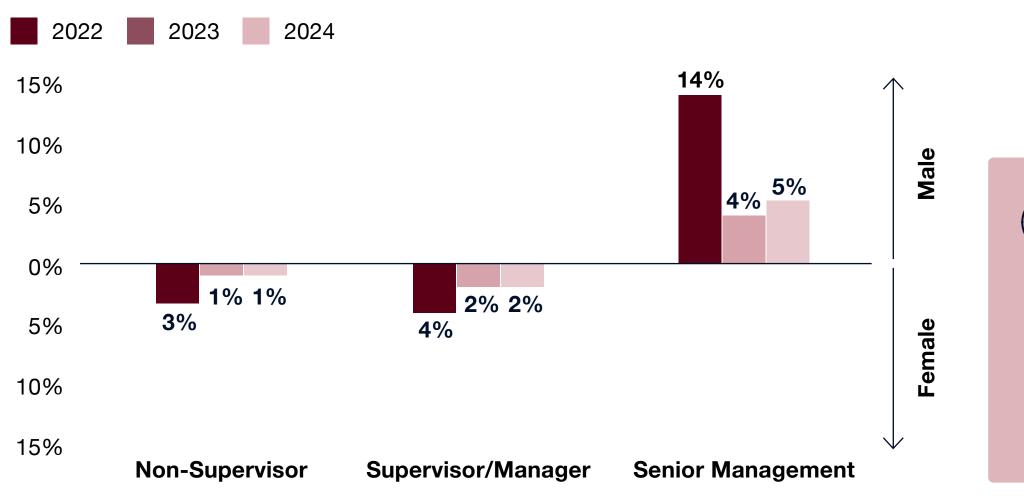
PAY RATIO

Pay Ratio by Location



*Includes Southeast Asia, China and Mongolia





CASE STUDY

ACCRA

Kempinski Hotel Gold Coast City Accra launched an inclusion initiative, employing three young adults on the autism spectrum—Prince, Nortey, and Nana Yaa in F&B and Housekeeping roles.

Originating from the 2023 SMILEs talent scouting event, the programme included staff training and collaboration with parents, schools and department heads to ensure a smooth transition. This initiative highlights Kempinski's commitment to inclusivity, enabling autistic individuals to thrive in hospitality. By fostering a supportive environment, Kempinski reinforces diversity and belonging in the workplace. Nana Yaa's mother expressed gratitude, calling the hotel her daughter's "second home".



gender pay gap in 2024 in favour of women; **2%** in 2023 and **1%** in 2022





Health & Wellbeing

WHY IT IS IMPORTANT

The health, safety and wellbeing of employees and guests are fundamental to Kempinski's success as a people-centric luxury hotel brand. A strong culture of wellness not only ensures a safe environment, but also enhances job satisfaction, morale and productivity. By prioritising wellbeing, Kempinski fosters employee engagement, attracts talent and drives continuous improvement, ultimately creating exceptional experiences that define the brand's hospitality excellence.

10%

fewer work-related injuries reported in 2024 and zero workplace fatalities

APPROACH

Kempinski takes a holistic approach to health and wellbeing, integrating workplace safety, hygiene and mental, physical and emotional health initiatives for employees. The Kempinski White Glove Services ensure strict cleanliness standards, while a comprehensive health and wellbeing plan promotes safety in all roles. Suppliers are required to maintain safe work environments, conduct risk assessments and ensure proper equipment maintenance.

Health metrics, including injuries, medical attention and absenteeism, are tracked at 65 hotels and benchmarked against industry standards. Employee feedback through surveys and focus groups helps assess initiatives, with turnover rates monitored as an indicator of workplace wellbeing.

Workplace Incidents

	2023	2024
Number of recordable work-related injuries	1,513	1,368
Total days lost due to injury in the workplace	5,780	4,200







PERFORMANCE

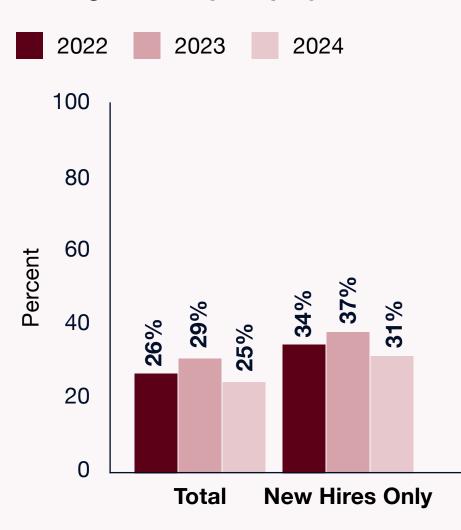
Zero workplace fatalities and 10% fewer recordable work-related injuries were reported in 2024, the second year of tracking at the organisational level. Common workplace injuries included sprains and back, head and musculoskeletal injuries. In total, 4,200 workdays were lost to injury, 27% less than in 2023.

Employee turnover reduced at the group level and for new hires by 4% and 6% respectively compared to 2023. This was mostly driven by reduced turnover in Asia, while turnover increased in the Americas due to ongoing challenging employment conditions and economic sanctions in specific locations.

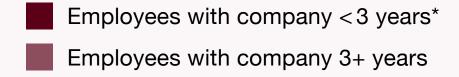
Kempinski received the Gallup Exceptional Workplace Award for the fourth year running for consistent engagement and good results globally. Tenure of employment can reflect happiness and 24% of employees in 2024 had been with Kempinski for more than three years. The number of employees with the company for 10 years or more declined from 15% in 2023 to 6% in 2024, primarily due to change in management contracts at some hotels that had been with the brand for a long time.

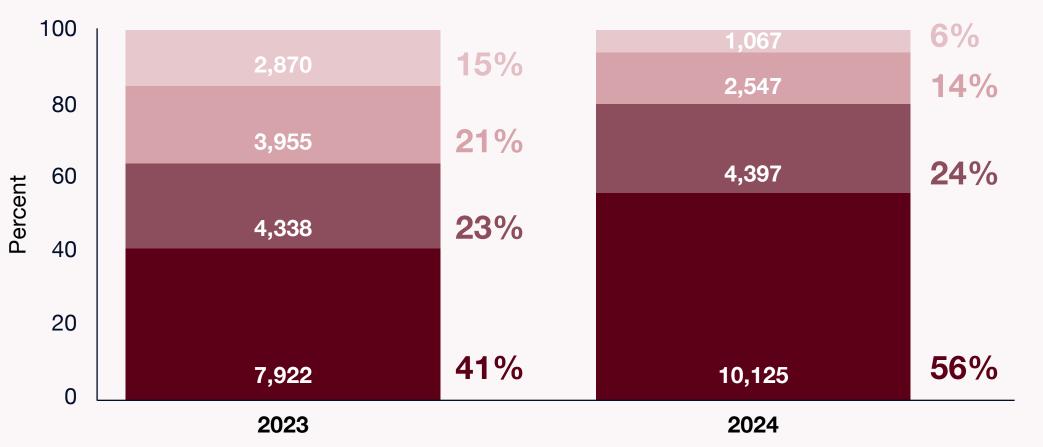
> consecutive years Kempinski has received Gallup Exceptional Workplace Award

Average Monthly Employee Turnover

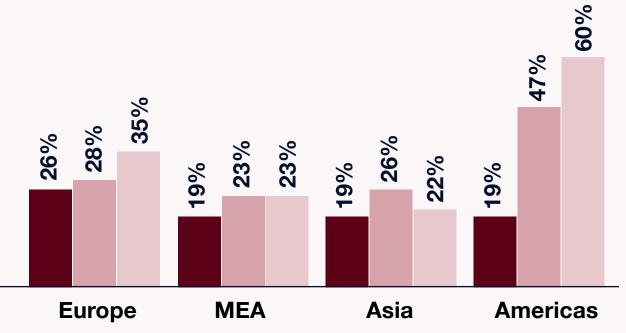


Employee Retention





*Interns and trainees are not included.



Employees with company 5+ years Employees with company 10+ years





BE Health

WHY IT IS IMPORTANT

Business and community health are interconnected, making local engagement a core value. BE Health, a wide-reaching corporate social responsibility programme, empowers communities to prevent and manage diseases through partnerships and healthcare providers. BE Health's vision is a world where health is contagious, with an approach that empowers people and builds capacity within local communities.



APPROACH

Launched in 2013 to combat tuberculosis and HIV in underserved areas, BE Health expanded in 2021, calling on all Kempinski hotels to address local health needs. Each hotel creates its own initiative, partnering with local health organisations to provide care, promote early detection and encourage positive health behaviours. Funding comes from guest donations (EUR 1 per room per night) or special fundraising events, with all proceeds benefiting community health projects.

BE Health, an independent entity under Swiss law, oversees project implementation, fundraising and annual evaluation of project performance, quality and engagement. Hotels commit through a Letter of Intent, with designated coordinators and managers upholding BE Health's Code of Conduct.

> BE Health projects supported worldwide





SOCIAL

Hotel Taschenbergpalais Kempinski



PROGRESS AND PLANS

Two hotels left the BE Health portfolio and four joined— one in China, one in Mongolia and two in Kenya—taking the total number of active hotels and projects in the programme to 30. New projects support physical and mental health in children, including dental health and newborn and maternal health.

More than 2,300 employees were actively involved with BE Health in 2024, while 4,283 employees globally have been trained out of the 8,161 employees at participating hotels. The percent reduction in employees trained was due to the change in hotel projects in the BE Health portfolio.

In 2024, EUR 259,157 was raised through collections and in-kind donations including 29 fundraising events that raised EUR 68,094, bringing the total raised since 2021 to EUR 706,045. On average, 14% of guests in affiliated hotels donated, although this varied regionally, with 37% of guests in European hotels donating and 100% participation in some hotels. Participating hotels organised 103 workplace and community activities to raise awareness of BE Health projects in 2024.

BE Health Projects and Donations

	2022	2023	2024
Total Projects	20	28	30
New Projects	20	8	4
Donations	€ 170,683	€ 236,705	€ 259,157



CASE STUDY DENTAL HEALTH

To improve dental health among underprivileged children in Mongolia, Kempinski Hotel Khan Palace launched the BE Health initiative on 9 April 2024, partnering with the Misheel Kids Foundation.

This NGO provides essential oral hygiene care and dental treatments to children from rural areas, orphanages and low-income districts through mobile clinics and outreach programmes. By supporting this initiative, Kempinski helps prevent early tooth decay and ensure children receive necessary dental care, reinforcing its commitment to community wellbeing.



 $| \in 259, 157$

raised for BE Health programmes through collections and in-kind donations in 2024





Training & Development

WHY IT IS IMPORTANT

A culture of continuous learning at Kempinski empowers employees with skills that enhance productivity, innovation and service quality. Investing in people development also promotes economic growth by increasing employability and supporting social mobility. By providing equal training opportunities, hotels empower marginalised groups, foster inclusion and contribute to a more equitable workplace.

APPROACH

Kempinski's **learning and development philosophy** equips teams with the skills needed for exceptional guest service and long-term success. The learning model prioritises experiential learning (70%) supported by mentoring and coaching (20%) and formal training (10%).

Employees access tailored training through inhouse trainers, area specialists and external experts. Resources include an online library with 250+ hospitality programmes via Lobster Ink and eCornell, alongside workshops on service excellence, leadership and revenue management.

Training is guided by structured career pathways and formal policies, with targets of 1.5% of payroll spent on development and eight training hours per employee per month (increased from six in 2023).





people trained on the new basics of sustainability and ESG course



PROGRESS AND PLANS

More than 170,000 hours of training were delivered in 2024. While this was a slight decrease from 2023, and payroll and online learning fell short of target, training increased to 9.38 hours per employee per month.

Two bespoke training courses were developed in 2024, with 5,608 people trained on the new basics of sustainability and ESG course. The Flourish management trainee programme welcomed 28 candidates, while 10 candidates enrolled in the new Hotel Manager and Executive Assistant Manager fast-track development programme launched with the EHL Hospitality Business School.

The significant reduction in active users for online training was due to the transition of the learning platform to the SSO environment, with many learners who had completed their learning journey not rejoining. Planned digitisation and hosting of training on Lobster Ink in 2025 is expected to improve online learning hours, efficiency of employee onboarding and tracking training. Antibribery training for all employees will be launched on 1 June 2025.

Training Investment

	2023	2024
Total training hours	175,582	170,11
Average training hours per employee	9.2	9.4
Training expenditure as % payroll	0.79%	0.52%
Average online training hours per month	2.9	1.16

Online Training

	2022	2023	2024
Active users	10,324	12,065	6,530
Registered users	11,003	9,163	7,867
Registered hotels	58	57	56
Course completion rate	88.1%	88.9%	89.0%









Governance

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Sustainability Governance

WHY IT IS IMPORTANT

The increasing demands of stringent global ESG regulations require careful, strategic corporate governance. Purposeful and accountable leadership is necessary to embed sustainable practices and set the tone and ambition for corporate ESG culture necessary to deliver long-term economic, environmental and social success.

APPROACH

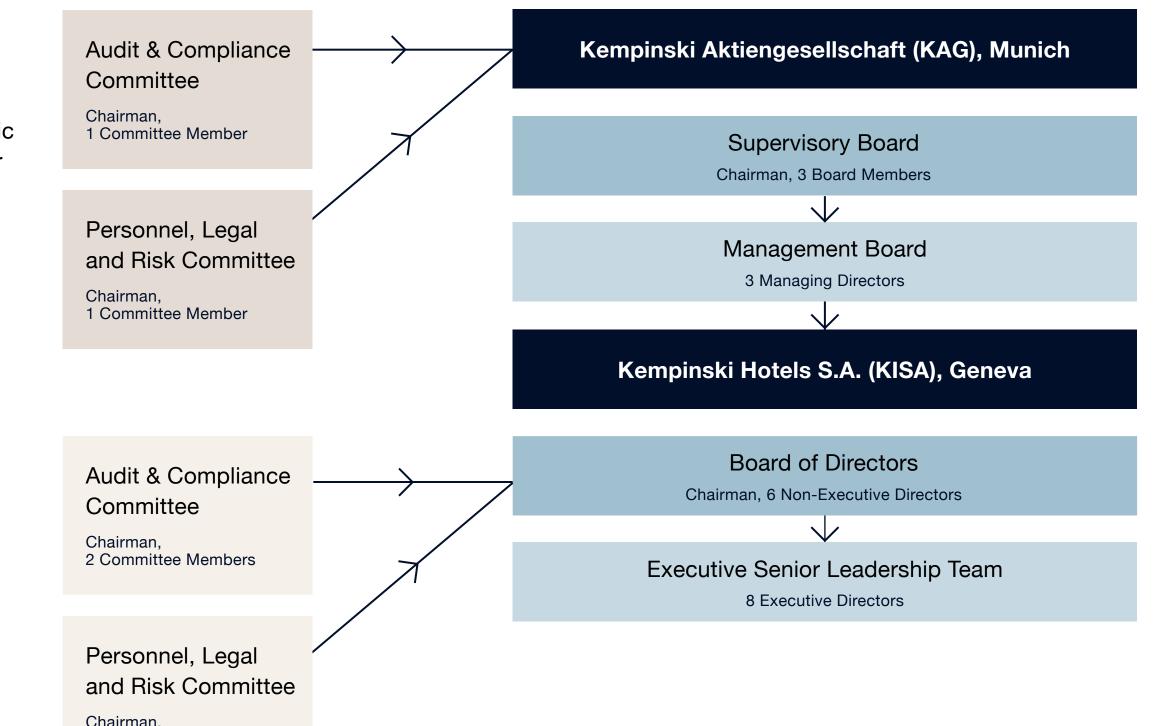
A robust management structure with executive responsibility is implemented to manage impact without compromising service quality or guest comfort.

The most senior governance body, the Supervisory Board of Kempinski AG, guides Kempinski's strategic direction, provides oversight of the Executive Senior Leadership Team and approves ESG material topic selection. The Supervisory Board includes Audit and Compliance, and the Personnel, Legal and Risk Committees. Board members draw on domain expertise in hospitality and are considered based on professional experience and diversity in gender, ethnicity and age.

OVERVIEW	ENVIRONMENT	SOCIAL	GOVERNANCE

Kempinski Group Board Structure

100% Shareholder



Chairman, 2 Committee Members

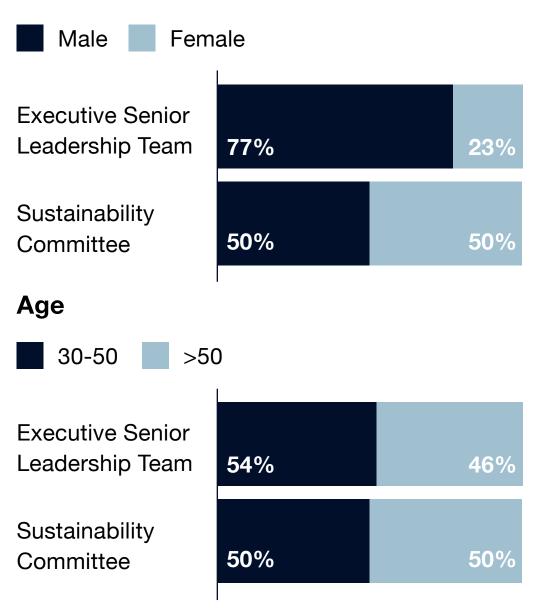


SUSTAINABILITY COMMITTEE AND SUBCOMMITTEE MEMBERS

Kempinski's dedicated Sustainability Committee comprises three sub-committees (Environmental, Social and Governance) that are accountable for managing organisational sustainability performance. Each subcommittee reports progress monthly to the Sustainability Committee, which directly reports progress to the Chairman of the Executive Senior Leadership Team. Sustainability Committee members selected based on their role are tasked with managing ESG components relevant to their operational expertise.

BOARD COMPOSITION

Gender







Stuart Dickie Board Advisor and ESG Chair



Anne Marie Bettex-Baars ESG Lead and Managing Director, BE Health

*Joined in March 2025



Noel Attard Chief Executive Officer Kempinski Trading



Serge Kostrzewski **Corporate Chief** Engineer



Marc Feller Senior Director Customer Experience



Helen O'Brien Senior Director of Global Group Sales



Karin Raguin Chief Human **Resources Officer***



Isabelle Charrière-Boudart Senior Director of Human Resources – **Corporate Offices**



Simon Lorenz **Corporate Director** of Risk and Compliance



Juliane Schulz Vice President Internal Audit





Anti-Corruption

WHY IT IS IMPORTANT

Corruption can undermine good governance and can lead to social inequality, inefficient services and misallocation of resources. As a significant financial, legal and reputational risk, addressing corruption is essential to foster an equitable and sustainable business.

APPROACH

Kempinski actively promotes a culture of integrity and zero tolerance for corruption through education, monitoring, reporting, prevention and enforcement. An anti-corruption policy establishes clear standards to ensure adherence to ethical business practices, with anti-corruption training conducted during employee onboarding.

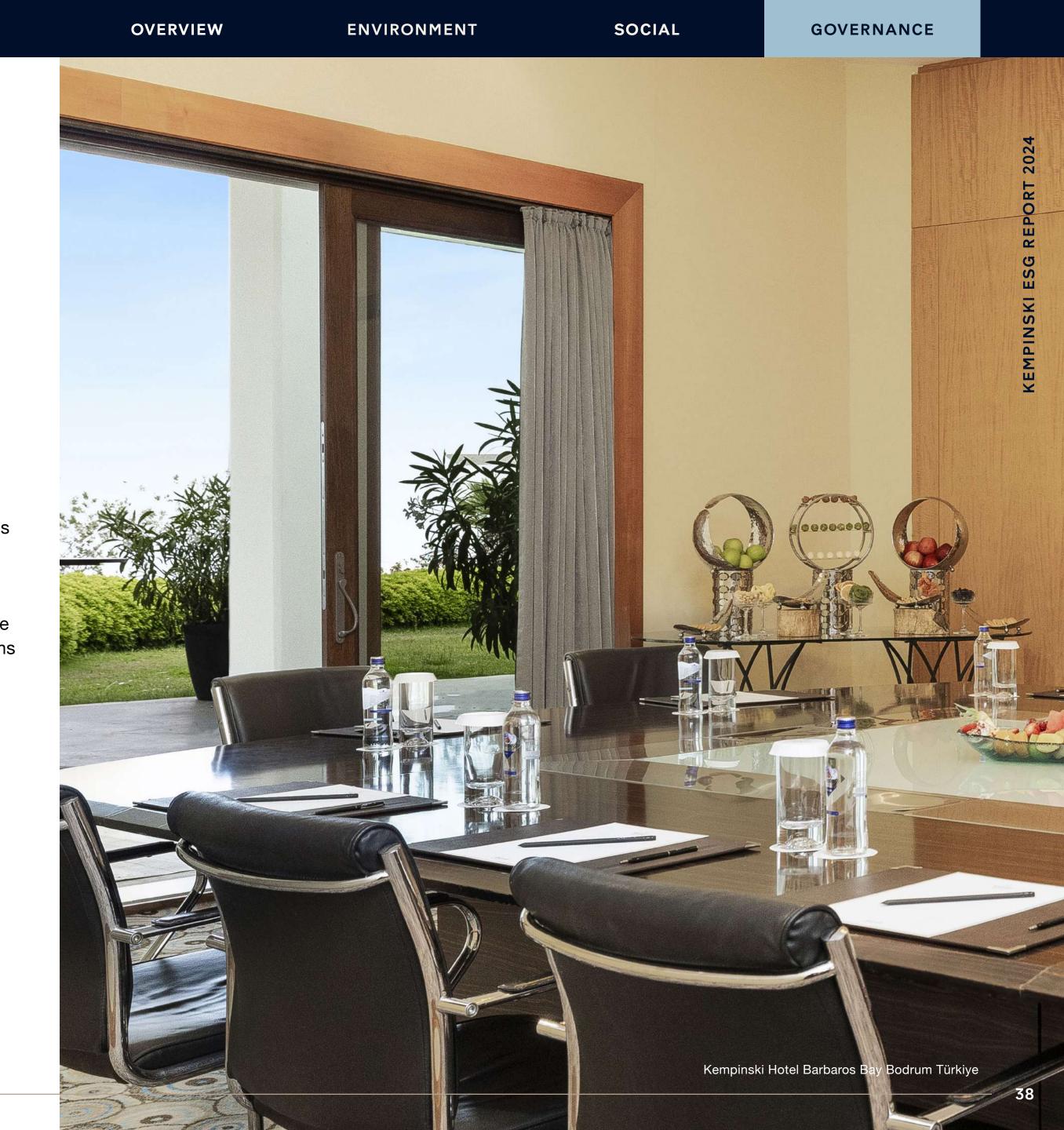
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The ethical code of conduct and reporting processes extend to external stakeholders, which are expected to conduct business in compliance with all relevant laws in an ethical manner. Anti-corruption training is required for suppliers signing or renewing contracts.

The Kempinski **Global Whistleblowing Policy** complies with the EU Whistleblowing Directive and includes a tool called 'Speak Up', which provides protected means to report any concerns related to breaches of the Code of Conduct and Business Ethics directly with the highest management level. Whistleblowing cases are discussed during quarterly Audit and Compliance Committee meetings, with thorough investigations conducted when warranted while protecting complainant identity.

PROGRESS AND PLANS

In 2024, 40 operations were assessed for corruption with one verified incident that was investigated and disciplinary action taken. Mandatory annual refresher training for all employees will be introduced in 2025.



Supply Chain

WHY IT IS IMPORTANT

Complex hospitality supply chains have the potential for significant social and environmental impact. Adopting sustainable practices in the supply chain helps minimise environmental impact and promote social equity, ensuring long-term economic viability.

APPROACH

The Kempinski Code of Conduct is applicable to suppliers including people, businesses or entities that provide products or services to all Kempinski corporate and regional offices, hotels and residences worldwide.

The Code of Conduct establishes governance, social and environmental standards that suppliers are expected to uphold in addition to the laws and practices applicable in the countries where they operate. Suppliers are required to allow Kempinski, or an independent third-party, access to verify compliance with the Code of Conduct. Suppliers are required to remedy verified non-compliance within a reasonable time, or risk termination of the contractual relationship.

Where synergies exist, more active partnerships have been developed with vendors such as Diversey on collaborative projects that create positive impact (see Page 16, Waste).



PROGRESS AND PLANS

Corporate roll-out has targeted preferred vendors defined as "a supplier that is strong in their category globally or regionally", with 97.3% of corporate suppliers signing the Code of Conduct since 2023.

Implementation at the hotel level began in 2024 with the requirement for all new local suppliers to sign the Code of Conduct before onboarding, while documentation review was incorporated in the corporate audit process for hotels. This process will continue in 2025.

Supply Chain

	2023	2024
Total Preferred Suppliers	195	221
Number of suppliers signed Code of Conduct	188	215
Percent suppliers signed Code of Conduct	96.4%	97.3%



Data Privacy and Security

WHY IT IS IMPORTANT

Protecting sensitive and personal data from unauthorised access in a world that is rapidly changing through technology and cloud computing is a key priority and expectation of Kempinski and its stakeholders. The significant amounts of data handled by most companies in order to conduct business requires a robust approach to protect personal information, prevent financial losses and safeguard intellectual property.

94%

of Training Compliance across all hotels

APPROACH

A constant review of emerging legislation and priv trends is required to ensure Kempinski's global privacy framework has the right approach to com with all applicable laws and safeguard sensitive information of guests, employees, affiliates and suppliers. Key policies and procedures include:

- Access Management Policy ensures personal data is only accessed and processed where there is a legal basis and a business need.
- Global Personal Data Breach Policy governs the steps to be taken when a hotel suspects a data incident in order to contain a potential data breach and take timely mitigation measures.
- Employee Privacy Notice explains how Kempinski processes personal data in accordance with applicable privacy laws and Kempinski's accountability framework.



vacy	 Kempinski Information and Communications
	System Policy details how employee personal
nply	data may be used and governs employee use
	of information and communication systems.
	 Contract Approval Process engages the
	Technology team in system procurement
	and deployment to streamline system and

data management architecture.

- Brand-specific system checks by the Kempinski Technology team complement internal or external audits.
- Protected internal communication channels reduce the risk of impersonation through public applications.

PROGRESS AND PLANS

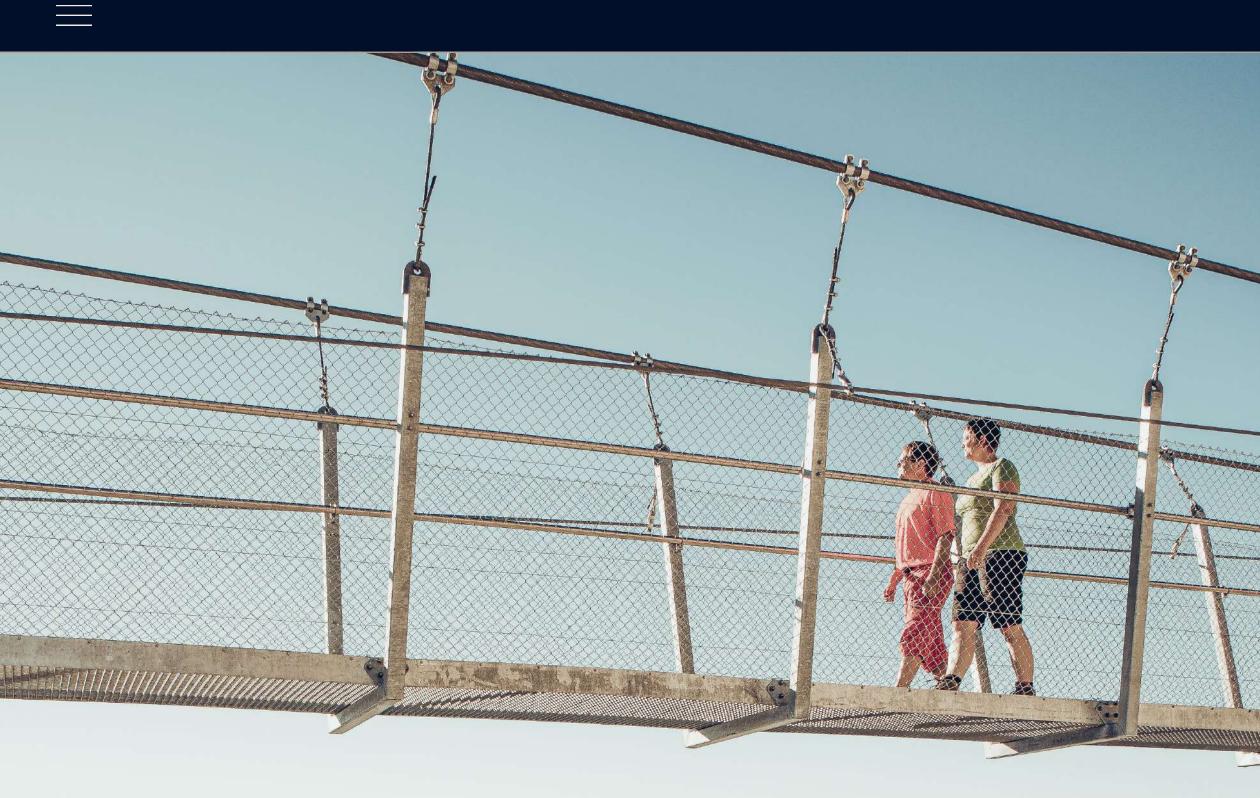
Training, specialised workshops, Payment Card Industry (PCI) certification and tracking of legislation are implemented annually.

In 2024, data privacy training with regional workshops was delivered to more than 17,000 employees, accounting for 94% of the global hotel workforce. A red team process was implemented in 2024 to test and proactively improve cyber-security defences, while annual Payment Card Industry Data Security Standard (PCI DSS) certification ensures compliance of all hotels.

Data Privacy

	2023	2024
Number of employees trained in data privacy	17,664	17,086





Kempinski Palace Engelberg Titlis Swiss Alps

Looking Forward

Our sustainability journey has established the foundation necessary to equip the organisation to meet growing stakeholder expectations and navigate an increasingly complex regulatory landscape. Policies, processes and baselines have been established to effectively manage ESG impacts, risks and opportunities. However, we acknowledge the importance of creating a more structured and forward-looking framework to guide our sustainability efforts.

To ensure a favourable business environment, the European Omnibus package proposes simplifications on EU legislation in the area of sustainability reporting and due diligence such as the Corporate Sustainability Reporting Directive (CSRD) and the EU Taxonomy Regulation. The revised directives allow Kempinski to gradually and pragmatically integrate its climate and sustainability goals alongside the CSRD framework. This approach allows for a more considered process that builds on existing efforts and momentum. We will continue to report on and improve progress towards the identified material topics, while proactively developing organisational readiness for possible future disclosures. Preparing a sustainable future presents new challenges that demand cross-functional collaboration, investment in data management systems and a shift to an integrated sustainability model. Our progress to date has developed institutional capacity to better manage data and ensure its quality, transparency and accountability to drive progress and ensure credibility.

Looking ahead, Kempinski recognises that aligning ESG efforts with overall business strategy is not only beneficial but essential. This alignment will ensure ESG contributes directly to long-term value creation, operational resilience and brand trust. As the company matures its ESG framework, strong leadership will be central to this transformation by providing the direction, oversight and commitment necessary to embed sustainability into the heart of hospitality operations globally.



Stuart Dickie Board Advisor and ESG Chair



Anne Marie Bettex-Baars ESG Lead and Managing Director, BE Health

KEMPINSKI ESG REPORT 2024



Kempinski

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