

ROSEWOOD  
HOTEL GROUP

*The*  
Power  
*of*  
One

2025 IMPACT & SUSTAINABILITY REPORT

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Hospitality is an amplifier.



Every choice we make reaches across communities, cultures, generations and landscapes. Individual decisions create ripples that help communities thrive, ecosystems recover and people find purpose. These choices are our foundation.

This is Rosewood Hotel Group's first public Impact and Sustainability Report, but it is not our first time putting our values under pressure and holding ourselves accountable for our actions. We are sharing—with equal parts pride and honesty—what we are doing to improve our world and where we can do more.

This report is built on a simple belief: that one choice can create a lasting impact. Demonstrating progress begins with one intentional decision and recognizing the importance of choosing to take it.

We hope you take that step with us.

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 Sonia Cheng  
 Chief Executive Officer,  
 Rosewood Hotel Group  
[Read Letter](#) →



MESSAGES FROM  
 Mehvesh Mumtaz Ahmed  
 Vice President, Impact and  
 Sustainability, Global  
[Read Letter](#) →

CHAPTER 1

# Anchoring Our Ambitions

Since my journey with Rosewood Hotel Group began, I've always held the belief that *truly exceptional organizations* are defined not just by what they achieve, but by their power to transform lives and shape a better tomorrow.



SONIA CHENG  
*Chief Executive Officer,  
Rosewood Hotel Group*

It is clear to me that genuine purpose, when woven into an organization's DNA, creates impact that extends far beyond traditional business metrics of success. As our planet and its people face some of their most urgent challenges, including climate change and inequality, redefining how we—and the hospitality industry—measure success is critical.

At Rosewood Hotel Group, we envision a future where every interaction creates profound connections and lasting impact. This journey is guided by our ambition to create a future where people and place enrich one another. This isn't just an aspiration—it's at the heart of everything we do.

Our commitment to impact and sustainability extends far deeper than business transactions. We're building an ecosystem of authentic relationships that generates resonance and change.

Our work touches not only our guests but also our associates, suppliers, farmers, artisans and communities. Through crafting experiences that leave a lasting impact and positively influence lives, we can create meaningful connections and uplift the destinations and communities in which we operate.

As we continue to transform with purpose, I'm both inspired by our progress, humbled by the challenges and energized by what lies ahead. Our path is guided by strong values, ethical decision-making and integrity as we demonstrate that businesses can be a powerful force for meaningful change, creating ripples that extend far beyond our immediate sphere. Together, we're building a legacy that we hope will inspire generations to come, showing that when we lead with purpose, we truly can enrich the lives of all those we touch.

Welcome to *our first* Impact and Sustainability Report. It reflects how Rosewood Impacts, born from our 2020 commitments, has grown into a *living expression* of our purpose.



MEHVESH MUMTAZ AHMED

*Vice President, Impact and Sustainability, Global*

By enriching lives, nurturing communities and caring for our planet, we become closer, step by step, to creating a future where people and place enrich one another.

Guided by the passion and creativity of our teams around the world, this report shows how systematic effort can turn intention into action.

In 2025, we reached a defining milestone with multisite sustainability certification from the Global Sustainable Tourism Council (GSTC)<sup>1</sup>, across 47 hotels under Rosewood, New World Hotels & Resorts, and Carlyle & Co. Twelve properties were among the first in their countries to achieve this recognition.<sup>2</sup>

More than recognition, this marks a deeper transformation. It is a step toward a purpose-led business where success is measured not only by growth but by our positive imprint on people and place. By trying to enable access to opportunity for everyone in our ecosystem and embracing circular hospitality, we are defining our success by the lasting value we create for communities and destinations.

Over the last few years, we reduced energy intensity by 12% from a 2019 baseline, increased waste diversion to 66% from 26% in 2019<sup>3</sup> and built our ecosystem to recognize and hire those from underserved communities, even as we continue to address more complex challenges such as eliminating single-use plastics and our longer-term journey to net-zero.

Across our hotels, our purpose powers our associates to innovate—from hydroponic gardens and solar panels to linens reborn and waste transformed into new life. Through Rosewood Foundation programs such as Seeds, Pathways and Bridges, we continue to open doors for women, youth and innovators alike.

Yet our journey is far from complete. The path ahead invites us to imagine bolder solutions, foster deeper collaboration and live our purpose in new ways. Together—with our associates, partners and guests—we will keep turning passion into progress, so that as Rosewood Hotel Group grows, so does the reality of a future where people and place enrich one another.

<sup>1</sup> Certification awarded by Bureau Veritas, the accredited global certification body of the Global Sustainable Tourism Council.

<sup>2</sup> For more details, refer to “Rosewood Hotel Group Joins GSTC” on the GSTC website.

<sup>3</sup> For more details, see ‘Energy Solutions’ on page 30 and ‘Waste Matters’ on page 36.

## About Us

ROSEWOOD

NEW WORLD  
HOTELS & RESORTS

asaya

Carlyle & Co.

Our growing portfolio includes 60 properties across 25 countries, with over 24 new properties currently in development worldwide.

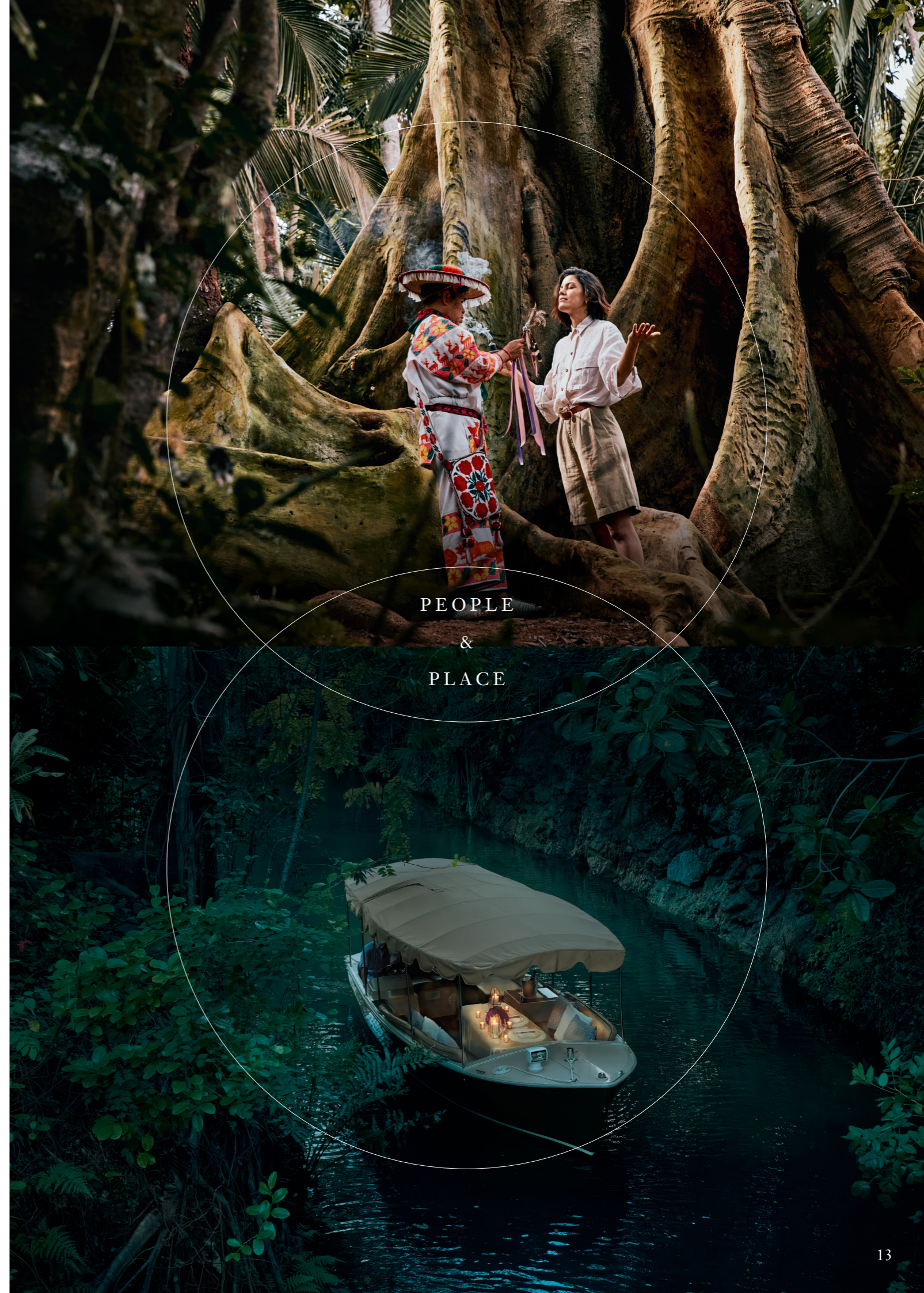
Rosewood Hotel Group, a private company, encompasses four brands: luxury Rosewood; upper-upscale New World Hotels & Resorts; Asaya, an integrated well-being concept; and Carlyle & Co., a modern and progressive private members club.



## Our Ambition

We are driven by a sense of purpose to create a future where people and place enrich one another. Hospitality is its own ecosystem—a reciprocal relationship between people, culture, provenance and destination.

At Rosewood Hotel Group, we embrace this dynamic and strive to forge deeper connections with each place and the people who shape it. We imagine a future where we rejuvenate the places, culture and communities that rejuvenate us.



PEOPLE  
&  
PLACE

# Rosewood Impacts

Rosewood Impacts is our practical roadmap designed to empower people across our entire network and to embrace a sustainability approach that puts *circular hospitality* at the core of our business. We measure our success by the meaningful contributions we make to the world through its two core pillars, Rosewood Empowers and Rosewood Sustains.



## CIRCULAR HOSPITALITY

For us, this means operating our hotels in a way that keeps resources in use for as long as possible.

We focus on minimizing waste, eliminating single-use plastics, extending the life of products and equipment and prioritizing the reuse and repurposing of materials. We endeavor to source sustainably and work with our suppliers to reduce environmental impact upstream. This approach

also guides the innovation we bring into reducing resource consumption.

While we try to partner with hotel owners to embed circular hospitality principles at the design, construction and renovation stages, the nature of our business model means we primarily manage and operate hotels. In the context of this report, circular hospitality refers to our hotel operations.



## Rosewood Empowers

Rosewood Empowers encapsulates our belief in equal access to opportunity.

We seek talent from underserved groups through Opportunity Employment; uplift livelihoods through local partnerships, sourcing and hiring; empower people to leverage opportunities through education and upskilling; invest in our associates' professional growth, well-being and development; and enable our guests to join our impact journey.



## Rosewood Sustains

Rosewood Sustains showcases our commitment to growing our lifestyle ecosystem responsibly by embracing circular hospitality and safeguarding the environment for future generations.

The urgent need to protect and regenerate our planet is reflected in our evolving business practices and operational strategies. From pursuing emissions reduction targets to reducing waste, from thoughtful operational design to rethinking water use and sourcing intentionally, we are proud to contribute to the evolution of circular hospitality.

## Our Commitments

How we operate, grow and collaborate.

### ROSEWOOD EMPOWERS

#### Close to Home

Local talent, makers and farmers close to our destinations are engaged to support our communities and create a deeper connection to where we are.

#### Equity in Employment

Our diverse teams of local talent reflect the richness of our communities and make our destinations truly special.

#### Collective Futures

We support sustainable working futures that help underserved people so they can carve out career paths with confidence.

### ROSEWOOD SUSTAINS

#### Circular Solutions

From upcycling to composting, we're rethinking what we leave behind, creating a more regenerative way to discover the world and bringing an end to throwaway culture.

#### Water Wise

From native landscaping to smarter infrastructure, we're using water wisely, protecting this essential resource for future generations.

#### Towards Net Zero

Our journey to net zero is underway, guided by renewable energy, low-emissions design and choices that protect what makes our destinations so special.

#### Smarter Energy

Behind the scenes, we're cutting energy use through clever design so the footprint of each stay is a little lighter.

#### Plastic-Free Future

We are striving to eliminate all single-use plastics through careful choices that help protect our planet and collective health.

## Our Targets

Our 2020 commitments guided our performance up to 2025. As we look to the future, we have evolved our targets, including near-term science-based emissions targets.

### EMISSIONS & ENERGY

- ▶ Reach net-zero by 2050.
- ▶ 87% reduction in absolute Scope 1 & 2 emissions by 2035 against a 2023 baseline.
- ▶ 66% reduction in Scope 3 emissions intensity (tCO<sub>2</sub>e/m<sup>2</sup>) by 2035 against a 2023 baseline.
- ▶ 50% renewable energy use by 2035.

### WATER

- ▶ 20% reduction in water intensity (m<sup>3</sup>/occupied room) by 2035 against a 2025 baseline.

### WASTE

- ▶ 80% waste diversion from landfills and incineration by 2035.
- ▶ 50% reduction in food waste per cover by 2035 against a 2025 baseline.

### SINGLE-USE PLASTICS

- ▶ Elimination of all single-use plastic by 2030, or transition to reusable or recyclable alternatives.

## Beyond Rosewood Impacts

As our purpose-driven journey builds momentum, we continuously challenge ourselves to do more.



### Impact Trailblazers

are a select group of hotels that help us stretch boundaries and go beyond Rosewood Impacts. They lead the charge toward creating a future where people and place enrich one another, by setting higher standards for their sister hotels and the wider hospitality industry.

### Impact Ventures

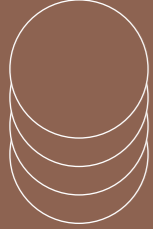
reimagine dining as a force for good. They are rooted in the belief that true luxury should nourish both people and the planet. From thoughtfully sourced ingredients to partnerships that give back to the community, every detail is intentional and we take great care in tracing their journeys.

### Rosewood Foundation

focuses on making the places we touch more accessible, equitable and sustainable. The foundation partners with nonprofit organizations to open pathways to employment for women and young people, while working with innovators addressing sustainability solutions.



# Our Progress in 2025

 <p><b>Close to Home</b></p>	<p><b>\$742,000+</b> donated in cash and in-kind contributions to our communities</p>	<p><b>59,500+</b> volunteering hours completed</p>
 <p><b>Sustainable Sourcing</b></p>	<p><b>89%</b> sustainably sourced coffee, tea, cocoa, palm oil and paper, with sugar to follow in 2026</p> <p><b>81%</b> cage-free eggs achieved as we strive to source 100%</p>	<p><b>98%</b> compliance to the Seafood to Avoid List, guided by the WWF Endangered Seafood Guide</p>
 <p><b>Collective Futures</b></p>	<p><b>13</b> countries reached through Rosewood Foundation's education, employment and innovation programs since 2023</p>	<p><b>14</b> languages ensuring access for all to our Global Impact and Sustainability Learning Program</p> <p><b>3,900+</b> courses available to our associates on Rosewood Learning</p>
 <p><b>Equity in Employment</b></p>	<p><b>12%</b> of our global workforce represented Opportunity Employment groups</p>	<p><b>Global Parental Leave Policy</b> announced, to support all full-time associates welcoming a child into their families from 2026</p> <p><b>80%</b> of hotels have active community-led Employee Resource Groups</p>
 <p><b>Circular Solutions</b></p>	<p><b>66%</b> of waste diverted from landfills and incineration, up from 26% in 2019</p>	<p><b>60%</b> of sampled hotels had food biodigesters or onsite composting<sup>4</sup></p> <p><b>32%</b> of sampled hotels bottled water on-site<sup>4</sup></p>

<sup>4</sup> This percentage is based on a survey completed by 47 of our hotels in October 2025.

<sup>5</sup> Energy intensity is calculated based on kWh/m<sup>2</sup>.

<sup>6</sup> This includes on-site generation and purchase of energy attribute certificates (or regional equivalents).

 <p><b>Smarter Energy</b></p>	<p><b>12%</b> reduction in energy intensity<sup>5</sup> from 2019 to 2025</p>	<p><b>66%</b> more hotels generated onsite renewable energy compared to 2024</p> <p><b>4%</b> of hotel energy use was renewable<sup>6</sup></p>
 <p><b>Water Wise</b></p>	<p><b>11%</b> reduction in water intensity<sup>7</sup> from 2019 to 2025</p>	<p><b>32%</b> of sampled hotels treated, desalinated or harvested water on-site<sup>4</sup></p>
 <p><b>Plastic-Free Future</b></p>		<p><b>88%</b> of guest-facing<sup>8</sup> single-use plastics eliminated</p>
 <p><b>Towards Net Zero</b></p>	<p><b>17%</b> reduction in Scope 1 and 2 emissions intensity<sup>9</sup> from 2019 to 2025</p>	<p><b>Net Zero Roadmap</b> established near-term science-based emissions targets to 2035</p>
 <p><b>Showing Progress</b></p>	<p><b>GSTC<sup>10</sup> Certification</b> awarded for 47 hotels</p> <p><b>4 Green Building Certifications</b> achieved, bringing the total to 12</p>	<p><b>3 Food Made Good Standard Badges</b> added to the group, bringing the total to 8<sup>11</sup></p>

<sup>7</sup> Water intensity is calculated as m<sup>3</sup> per occupied room.

<sup>8</sup> Definition for guest-facing includes plastics found in guest rooms, restaurants, bars and wellness spaces.

<sup>9</sup> Emissions intensity is calculated based on as tCO<sub>2</sub>e/m<sup>2</sup>.

<sup>10</sup> The Global Sustainable Tourism Council (GSTC).

<sup>11</sup> Read more about the Food Made Good Standard across the group on page 45.



CHAPTER 2

# One Intentional Choice

A single choice—made at the design table, in the kitchen or in daily operations—holds the power to shape outcomes for *entire ecosystems*.

We believe that every decision—no matter how small—shapes the way people and places connect. From how sunlight fills a room to the materials we choose to use, every choice is made with intention.

When we use food scraps to nourish gardens, recycle greywater for irrigation or showcase a local artist on our walls, we're recognizing the ability to make choices that enrich people and place.

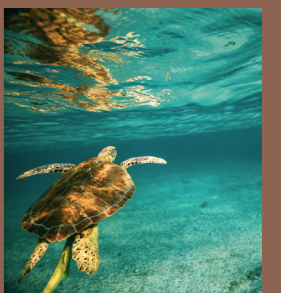
This chapter highlights how each individual choice we make is an expression of intention, reflecting efforts to reduce our impact on the planet. These choices are not isolated moments; they are threads in a larger tapestry connecting people and places.

IN THIS CHAPTER



Futuristic Farming

[Read Story](#) →



Island Ideas

[Read Story](#) →

## Earth-First Design

Design ties everything together—it shapes how guests and associates feel, connects our buildings with the land and informs the systems and practices that address climate change and inequality in the destinations we serve.

### NEWLY AWARDED GREEN BUILDING CERTIFICATIONS



BREEAM New Construction Outstanding  
*The Chancery Rosewood*

BREEAM In-Use Excellent  
*Rosewood Amsterdam*



LEED Existing Buildings: Operation and Maintenance Gold  
*Rosewood Villa Magna*  
*New World Millennium Hong Kong Hotel*

Rosewood Hotel Group’s Design Standards are our blueprint for bringing each hotel to life. Acting as both a technical compass and a learning tool, these standards provide practical direction on reducing negative impact while enhancing comfort, well-being and long-term value.

Closely aligned with sustainable building certifications such as LEED<sup>12</sup> and BREEAM<sup>13</sup>, the Design Standards help hotels work toward and achieve trusted third-party credentials. Six hotels across the group<sup>14</sup> are certified LEED for New Construction Gold. In 2025 and up to the issuance of this report, additional green building certifications have been awarded to The Chancery Rosewood, Rosewood Amsterdam, Rosewood Villa Magna and New World Millennium Hong Kong Hotel.

<sup>12</sup> LEED (Leadership in Energy and Environmental Design) developed by the US Green Building Council.

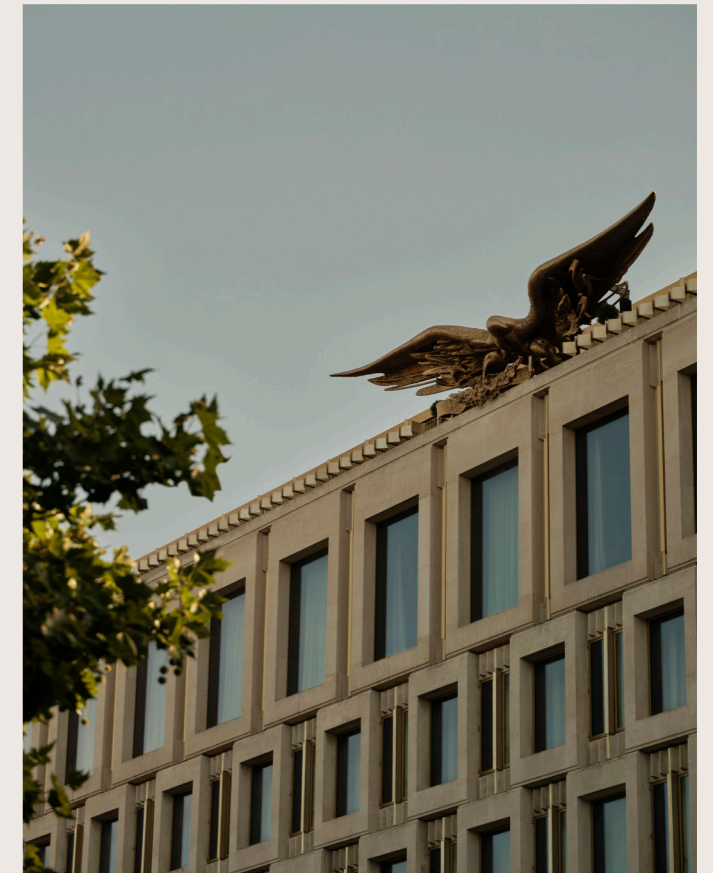
<sup>13</sup> BREEAM (Building Research Establishment Environmental Assessment Method) developed by the Building Research Establishment.

<sup>14</sup> Hotels that are LEED for New Construction (NC) Ratings System certified Gold: New World Shenyang Hotel, Rosewood Phuket, Rosewood Hong Kong, Rosewood Guangzhou, Kona Village, A Rosewood Resort (3 buildings) and Rosewood Phnom Penh. Other: New World Langfang Hotel is certified LEED NC ‘Silver’ and Rosewood Abu Dhabi is LEED NC ‘Certified’. See above for hotels awarded new green building certifications in 2025 and up to the issuance of this report.

## Reviving An Icon

### THE CHANCERY ROSEWOOD

In London, The Chancery Rosewood—a historic landmark and former embassy—has been reborn into a new design icon with green building standards at its core. The hotel features responsibly sourced materials, utilizes intelligent energy systems and 24/7 building management system optimization and achieves water savings of over 80% through low-flow fixtures, low-flush toilets and vacuum drainage. It’s designed to BREEAM New Construction standards Outstanding with a green roof, rooftop bug houses and native planting.



## Urban Regeneration By Design

### ROSEWOOD SÃO PAULO

Located within the historic Matarazzo Hospital, Rosewood São Paulo—an old maternity ward where over half a million Brazilians were born—turns an ambitious upcycling vision into a vibrant urban sanctuary.

Over 10,000 trees across the site help revive biodiversity, cool the city and capture carbon with a vertical garden tower featuring 250 trees reaching up to 14 meters high. Inside, the building’s design materials are locally sourced or upcycled, with 100% local marble and wood celebrating Brazilian craft. More than 450 works by local artists incorporate community voices and São Paulo’s rich heritage into every space.



## A Living Ecosystem In Action

ROSEWOOD PHUKET

Rosewood Phuket serves as both a steward and a guardian. Rainwater harvesting powers its water supply, its roofs host one of Phuket's largest solar energy systems and green-building and natural airflow principles guided its construction.

70% of produce and protein are sourced locally

78% of spaces use natural daylight

Green tariffs support renewable energy

ROSEWOOD PHUKET  
A regenerative resort designed to give back.

Solar power spans 3 buildings

### RESOURCES

On-site reservoir supplies almost 91% of water

LEED for New Construction Gold certifies low-impact performance

### INNOVATION

Design optimizes natural cooling and airflow

LED lighting in all guest rooms cuts energy use

Recycling stations are in all guest areas

### RECOVERY & REUSE

Natural bioswale and advanced carbon filtration system treats water

All raw organic material is composted on-site

### REGENERATION

Aquatic life is replenished with 340 artificial reef structures

Resort flora mirrors Phuket's native ecosystems

Green roofs and planting enrich the soil

## Our Emissions

As we face urgent and significant challenges driven by climate change, addressing carbon emissions—one of the most significant human-driven contributors—is non-negotiable.

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### OUR TARGETS

▶ Reach net-zero by 2050

Our near-term science-based emissions targets:

- ▶ 87% reduction in absolute Scope 1 & 2 emissions by 2035<sup>15</sup>
- ▶ 66% reduction in Scope 3 emissions intensity (tCO<sub>2</sub>e/m<sup>2</sup>) by 2035<sup>15</sup>
- ▶ 50% renewable energy use by 2035

Since 2019, our hotels have tracked Scope 1 and 2 (facilities-only) emissions with the inclusion of refrigerant gases and vehicle emissions in 2023. Our 2025 energy, water and emission targets, established in 2020, have ensured continuous focus on reducing core operating emissions over the past 5 years. Now it is essential we do more.

With our commitment to net-zero by 2050 in mind, in 2025 we completed an exercise with third-party expertise to quantify all emissions including Scope 3. Based on this data, we developed our near-term science-based emissions targets.

### WHAT'S NEXT

Scope 3 emissions<sup>16</sup> form around 70% of our total emissions profile with the largest contribution coming from purchased goods and services.

This reality reinforces a simple truth: lasting change cannot be achieved alone. Progress will depend on deep collaboration, education and engagement with suppliers, partners and communities. What we procure and who we partner with is critical to reaching our net-zero target. While our Sustainable Sourcing Policy and Supplier Code of Conduct establish the standards we expect from our hotels and suppliers, we're reviewing how we track, assess and engage with our suppliers to reduce our combined emissions while uplifting the communities where we operate.

<sup>15</sup> This target is measured against a 2023 baseline. While it is aligned with the Science Based Targets Initiative (SBTi), it has not been validated by the SBTi.

<sup>16</sup> Based on 2023 emissions data excluding categories 11 and 15.



## Energy Solutions

Delivering an exceptional stay across our hotels requires significant energy whether it's lighting a room or warming a bath. Our commitment to treading lighter on the planet drives us to focus on both *behavior change and innovations* that reduce energy consumption and its associated emissions.

### 2025 PROGRESS

- ▶ 12% reduction in energy intensity, compared to 2019<sup>17</sup>
- ▶ 17% reduction in Scope 1 and 2 emissions intensity, compared to 2019<sup>18</sup>

From the bulbs above our heads to the use of natural light and smart systems unseen, we aim to lighten the load on local grids while maintaining a seamless guest experience.

These numbers reflect the progress we've made. Since 2020, we've set annual energy-reduction targets and require all hotels to conduct third-party energy audits every 5 years. These audits help identify inefficiencies, optimize energy use and benchmark progress against industry standards.

By educating our associates on energy-saving behaviors and upgrading our systems with enhanced building management systems and sub-meters, we're cutting leakages and operating more efficiently. Investments in energy-efficient technologies and asset upgrades (like HVAC equipment and boilers) deliver further progress, alongside the phasing out of gas equipment. While we have made strides, we know that further reduction is essential, which fuels us to rigorously track our performance and continuously seek improvement.

<sup>17</sup> Energy intensity calculated based on kWh/m<sup>2</sup>.

<sup>18</sup> Emissions intensity calculated based on tCO<sub>2</sub>e/m<sup>2</sup>.

2019

2025

12%

reduction in energy intensity, compared to 2019<sup>17</sup>

2019

2025

17%

reduction in Scope 1 and 2 emissions intensity, compared to 2019<sup>18</sup>

### IN ACTION



## Powering Progress

NEW WORLD LANGFANG HOTEL

In partnership with Rosewood Guangzhou, New World Qingyuan Hotel uses black soldier flies to take center stage in a waste-to-resource transformation. These insects are incredible at processing food waste into organic fertilizer.

We're so excited about this cycle that we showcase the system in an educational pavilion that inspires guests to learn more about this nature-based solution.

## Shifting to Renewables

Renewable energy is key to reducing our impact on the planet. By installing on-site renewable systems and purchasing electricity attribute certificates, we're moving closer to a *cleaner energy future*.

### 2025 PROGRESS

- ▶ 66% more hotels generated onsite renewable energy compared to 2024<sup>19</sup>
- ▶ 4% of hotel energy use was renewable<sup>20</sup>



<sup>19</sup> The following hotels generate renewable energy on site: New World Saigon Hotel, Kona Village, A Rosewood Resort, Rosewood Le Guanabani St. Barth, Rosewood Mayakoba, Rosewood Phuket.

<sup>20</sup> This includes on-site generation and purchase of energy attribute certificates (or regional equivalents).

### IN ACTION



## Solar Paradise

KONA VILLAGE, A ROSEWOOD RESORT

At Kona Village, A Rosewood Resort, 8,000 solar panels convert sunlight into renewable energy, creating one of Hawai'i's largest privately owned solar microgrids and meeting 81% of the resort's power needs.

## Earth Day 2025

ACROSS ROSEWOOD HOTEL GROUP

Earth Day's theme, "Our Power, Our Planet," inspired 220 activities across the group that turned awareness into action. Associates hosted educational talks and a net-zero quiz with 3,000 participants. Many chose to commute by public transport to work, showing how small shifts in routine can collectively reduce our footprint. Guests joined in with stargazing dinners by candlelight and creative activities like turning coffee grounds into body scrubs.



## Water Stewardship

Water is a vital resource for our operations but also an essential resource for our planet. By rethinking how we use water wisely, whether through native landscaping or smarter infrastructure, we're committed to conserving it.

### OUR TARGET

- ▶ Achieve 20% reduction in water intensity by 2035<sup>21</sup>

### 2025 PROGRESS

- ▶ 11% reduction in water intensity, compared to 2019<sup>22</sup>

Due to significant portfolio growth, we've experienced a 62% increase in total water use since 2019. Despite this, water intensity has decreased by 11% during this period.

Going forward, we're focusing on innovative solutions while driving awareness and behavior change.

Currently, 32% of sampled hotels treat wastewater and harvest rainwater<sup>23</sup> and low-flow fixtures reduce water usage without compromising guest experience. The Rosewood Verdes program conserves natural resources by changing bed linens and towels every second day, unless guests opt out.

Additionally, 32% of sampled hotels now have on-site water bottling facilities as we instill innovation around this vital resource.

<sup>21</sup> The comparison is made against a baseline established in 2025.

<sup>22</sup> Water intensity is calculated based on m<sup>3</sup>/occupied room.

<sup>23</sup> This percentage is derived from a survey completed by 47 of our hotels in October 2025.

2019

2025

# 11%

reduction in water intensity, compared to 2019<sup>22</sup>

### IN ACTION



## Island Ideas

ROSEWOOD LE GUANAHANI ST. BARTH

On an island where every drop is precious, Rosewood Le Guanahani St. Barth proudly operates with near-complete water independence, converting seawater into fresh water through advanced osmosis technology.

Currently, 93% of the water used at the hotel is produced on-site. And the story doesn't stop there—water from showers, bathrooms and laundry is carefully treated and repurposed to nourish the hotel's vibrant gardens.

# Waste Matters

Reduce. Reuse. Recycle. *Rethink*. Rethinking how materials flow through our operations is core to circular hospitality.<sup>24</sup>

## OUR TARGET

- ▶ 80% waste diversion from landfills and incineration by 2035

## 2025 PROGRESS

- ▶ 66% waste diversion from landfills and incineration<sup>25</sup>, up from 26% in 2019

We're committed to promoting reduced consumption, designing waste out of the system, keeping resources in use longer and transforming what would otherwise be thrown away into opportunities that benefit communities.

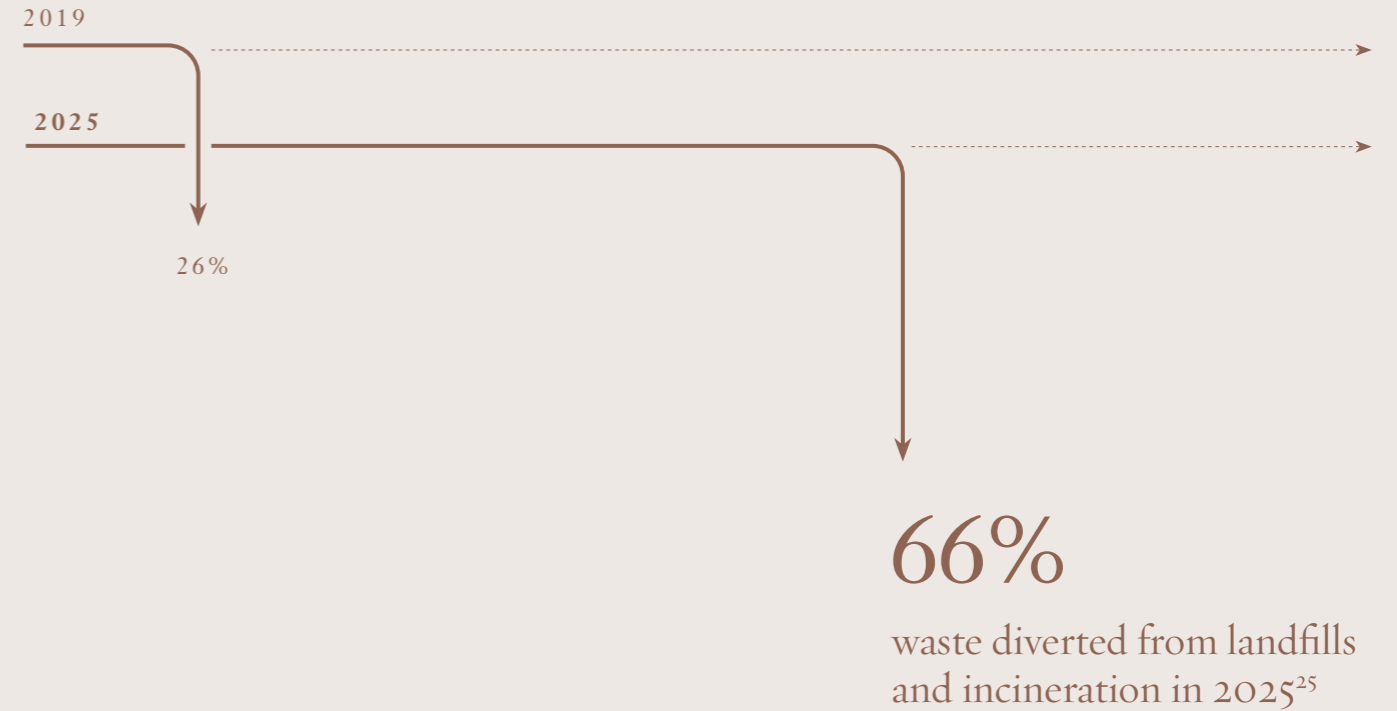
In 2025, 54% of our group achieved 70% or greater waste diversion, demonstrating the impact of collective action and the systems built to drive change. These include improved on-site infrastructure, close collaboration with waste suppliers, waste audits and the use of technology to track performance. To catalyze further progress, we're developing a tailored waste toolkit and focusing extra effort on more challenging locations including remote islands.

Organic and food waste is a key focus area where we're making progress. Across our portfolio, 47% of sampled hotels operate composting systems to manage food waste at source; 23% donate leftover food to nonprofits; and 32% use food-waste digesters. Additionally, 74% of sampled hotels redistribute surplus meals to staff canteens, while suitable leftovers are repurposed as animal feed in four locations.<sup>26</sup>

<sup>24</sup> Refer to our definition of circular hospitality on page 14.

<sup>25</sup> All forms of incineration (renewable and non-renewable) are classified as non-diverted waste.

<sup>26</sup> Based on October 2025 survey.



## IN ACTION



# Nature's Tiny Heroes

ROSEWOOD GUANGZHOU  
NEW WORLD QINGYUAN HOTEL

In partnership with Rosewood Guangzhou, New World Qingyuan Hotel uses black soldier flies to take center stage in a waste-to-resource transformation. These insects are incredible at processing food waste into organic fertilizer.

We're so excited about this cycle that we showcase the system in an educational pavilion that inspires guests to learn more about this nature-based solution.

## Circular Futures

There are good things happening in the world of circular hospitality, and we're invested in partnering with innovators who seek new lives for items otherwise destined for landfill.



## New Threads

ROSEWOOD VILLA MAGNA

At Rosewood Villa Magna, when our 300-thread-count linens develop small imperfections, they are retired—but their story is only just beginning. They are given a second life by those who know what it feels like to be overlooked.

Social enterprise Deleite Wear specializes in textile upcycling in collaboration with the nonprofit Entreculturas which empowers and uplifts vulnerable individuals. Many of these skilled workers are survivors of unimaginable circumstances: human trafficking, exploitation and social exclusion—waiting for an opportunity to showcase their talents.

Our linens become canvases for creating new stories. While the textiles are transformed into staff uniforms, aprons and bespoke, hand-monogrammed pajamas for our frequent guests, their greatest impact lies in weaving positive trajectories and renewed dignity for real people.

This pattern repeats in other hotels. At Rosewood Phnom Penh, two towels and a single duvet become a sleeping bag—crafted by residents with disabilities being trained to turn linen into livelihoods.



## Refining Every Drop

ROSEWOOD DOHA

In the heart of Lusail, Rosewood Doha is reimagining something as simple as a glass of water into a quiet act of stewardship. The hotel has replaced conventional single-use bottled water with a closed-loop, in-house bottling system where water is purified through RO and UV filtration, poured into reusable glass bottles, then collected, sanitized, refilled, and reissued.

This circular approach saves the production of an estimated 83,000 bottles and 17 tons of glass each year, as well as reducing associated transport emissions. Any remaining glass bottle waste is responsibly recycled locally.

## The Rhythm of Renewal

NEW WORLD SAIGON HOTEL

New World Saigon Hotel is embedding structured waste collection into daily operations through its partnership with Lagom Vietnam, a social enterprise that promotes sustainable living by collecting, recycling and repurposing waste materials into eco-friendly products.

In 2025, the initiative collected 1,271 kilograms of used beverage cartons—nearly 127,100 individual boxes—and produced over 2,000 recycled Eco Pots now on the market. Alongside diverting waste from landfills, Eco Pots sales supported local families and enabled donations to schools and community centers, turning waste into social and environmental value one carton at a time.



1,271 kg

of used beverage cartons diverted from landfills in 2025

2,000

Eco Pots produced from collected material

## Single-Use Plastics

At the beginning of 2025, we set a clear ambition: to eliminate all guest-facing single-use plastics across our portfolio.

### OUR TARGET

- ▶ Elimination of all single-use plastics by 2030, or transition to reusable or recyclable alternatives

### 2025 PROGRESS

- ▶ 88% of guest facing single-use plastics<sup>27</sup> eliminated

While progress has started strong, we still have some way to go in spaces like Wellness, where hygiene and safety requirements are highest, remain more complex. We are also actively seeking suitable alternatives for a small number of operational items.

Going forward, we're striving to eliminate all single-use plastics across our hotels. We are working with experts who can help us get there, with a particular focus on data capture and tracking, which remains a challenge.

<sup>27</sup> The definition of guest-facing includes plastics found in guest rooms, restaurants, bars and wellness spaces. Data is based on self-reported information by hotels through our reporting system. The percentage of elimination refers to the number of item types eliminated, rather than the quantity by weight.

## Brewing Change

ROSEWOOD PHNOM PENH

At Rosewood Phnom Penh, our associates had a daily ritual. On their way to work, many would stop at a local coffee shop. When we committed to eliminating single-use plastics, our team faced a small but significant dilemma. Our coffee-loving crew couldn't ignore that their drinks came with plastic lids. They decided to stop frequenting the shop. The owner noticed.

Rather than losing his loyal customers, he made a decision to replace plastic lids with corn-starch alternatives—not just for us but for every customer who visited his counter. Our associates returned. So did others. What began as an internal sustainability target grew into something larger: a ripple effect that touched a street corner, a small business and an entire community.





## Rethinking Systems

ROSEWOOD SAN MIGUEL DE ALLENDE

By the end of 2025, Rosewood San Miguel de Allende achieved near-total elimination of all single-use plastics by item (95%). Behind this milestone were months of patient investigation, conversation and collective resolve, all led by the hotel's Impact and Sustainability Manager.

To begin, the team walked through every corner of the hotel—kitchens, storerooms, laundries, offices, guest rooms—to identify plastic in visible guest amenities and hidden operational essentials such as wrappers, protective covers, bin liners and packaging materials. Some were obvious. Others were so embedded in daily routines that no one had questioned them before. Each item was examined and classified. Was it recyclable, compostable or reusable? Could it be replaced without compromising safety, hygiene or quality?

Procurement teams searched for sustainable alternatives. Housekeeping tested new materials. Engineers evaluated technical specifications. Finance assessed feasibility. Managers attended training sessions to understand the impact of plastics and their role in eliminating them. Month by month, progress was reviewed, challenged and accelerated.

In a small town with limited recycling infrastructure and few circular solutions, the team learned that transformation is rarely linear. Some alternatives were imperfect; some needed to be built from scratch. Refillable glass water bottles and bulk dispensers became the norm. But equally important were the less visible shifts: new purchasing rules, redesigned operating procedures and a culture where teams began to question every material choice.

95%

elimination of all single-use plastics at Rosewood San Miguel de Allende in 2025



## Sourcing with Intention

Hotels are at the heart of the exchange between people and place, holding the power to shape how a destination thrives, adapts and regenerates.

### 2025 PROGRESS

- ▶ 89% sustainably sourced coffee, tea, cocoa, palm oil and paper, with sugar to follow in 2026<sup>28</sup>
- ▶ 81% cage-free eggs achieved, as we strive to source 100%<sup>28</sup>
- ▶ 98% compliance with the Seafood Avoid List guided by the WWF Endangered Seafood Guide<sup>28</sup>

By striving for greater engagement with local farmers, growers, producers and workers, we endeavor to be a positive presence in the local ecosystem.

Governed by our Sustainable Sourcing Policy, we're committed to purchasing 100% sustainably certified cocoa, palm oil, coffee, tea, paper and cage-free eggs based on certification standards such as Fair Trade, Rainforest Alliance and USDA Organic. We also have an internal Seafood Avoid List informed by WWF's Endangered Seafood Guide that bans six species and requires certification for another six.

We have always believed in setting our tables with the story of the land around us. While Partners in Provenance has been a longstanding effort to incorporate local producers in all our menus, we're taking it further. In 2026, a phased target for our hotels to source protein and produce from within a 400-kilometer radius was introduced in alignment with GSTC standards.

<sup>28</sup> Each of these products is required to have globally recognized certification or equivalent supplier assurance for small-batch suppliers. Data is based on self-reported information by hotels through our reporting system.

## Futuristic Farming

ROSEWOOD PHNOM PENH  
ROSEWOOD ABU DHABI

Innovation is essential for agriculture to withstand the growing threat of climate change. At Rosewood Phnom Penh and Rosewood Abu Dhabi, the future of food is being cultivated right on-site.

These hotels feature hydroponic farms, a soil-free system where tender lettuces, aromatic herbs and vibrant micro cress thrive. Nourished by

nutrient-rich water, the produce is harvested at peak freshness and delivered to the kitchen in under two hours, preserving its full flavor and vitality.

The ultra-short supply chain results in almost zero food waste. By reducing transport, water use and waste, the initiative delivers dishes that honor both taste and the planet.



3 Food Made Good Standard<sup>29</sup> badges added to the group, now a total of 8

While broader than just sourcing, the Food Made Good Standard is an independent seal confirming that what's on the plate is good for people, place and planet. This recognition has already been earned by five hotels<sup>30</sup> across our global portfolio, with three new additions in 2025 at the hotel level: New World Saigon Hotel, Rosewood London and Rosewood Vienna.

<sup>29</sup> The Food Made Good Standard, developed by The Sustainable Restaurant Association, is a globally recognized 360-degree sustainability certification designed for food and beverage businesses.

<sup>30</sup> This certification has already been awarded to Rosewood San Miguel de Allende and Rosewood Phnom Penh at the hotel level, as well as to Rosewood São Paulo (Blaise), Rosewood Phuket (Tù Khái) and Rosewood Miramar Beach (Caruso's).

CHAPTER 3

# Promises to People

By recognizing and empowering people within their ecosystem, hotels can serve as *catalysts* for sustaining livelihoods.

This responsibility begins from within. First, by enabling associates to bring their true selves to work. Second, by encouraging them to embrace their roles as cultural ambassadors and stewards of place so that communities see their own stories reflected, respected and celebrated.

When a hotel uses its platform to promote volunteering, mentoring and meaningful cultural programming, it actively rejuvenates people and places in a cycle of renewal, becoming a continuous source of resilience and belonging.

IN THIS CHAPTER



A Journey  
of Resilience

[Read Story](#) →



Opening Doors  
at K'iin Beh

[Read Story](#) →

# Opportunity Employment

In hospitality, an industry that employs more than 350 million people globally, representation matters.



## 2025 PROGRESS

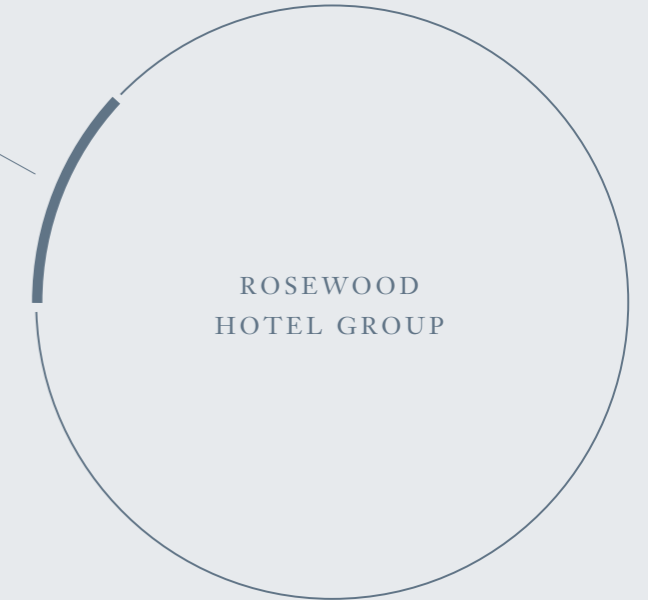
- ▶ Opportunity Employment representation made up approximately 12% of our global workforce
- ▶ This marks a 45% increase compared to 2024

We believe everyone should have equal access to the career of their choice, including individuals from underserved and underrepresented communities, regardless of gender, age or ethnicity. Our Opportunity Employment program connects underserved groups with our recruitment efforts in each destination. It inspires us to recognize and include a wider spectrum of talent that reflects the richness of our communities.

Opportunity Employment takes many forms and will continue to evolve alongside shifting global inequality: from indigenous communities in Rosewood Phuket and Rosewood Luang Prabang, youth with disabilities in Rosewood Hong Kong and Rosewood Guangzhou, refugees in Rosewood London to single mothers in Rosewood Doha.

# 12%

Opportunity Employment representation across our global workforce



## IN ACTION

### The Right Fit

ROSEWOOD LONDON

In London, an associate in her 50s saw her decades-long career in television and theatre vanish overnight during the pandemic. Refusing to let age or circumstance define her future, she kept searching, and—at a government “50 Plus” job fair—found an unexpected new direction when the Rosewood London team invited her to explore a night guest services role that suited her self-confessed nature as a night owl.

Working in a small, close-knit team, she brings wisdom, humor and calm to the night shift—mentoring younger colleagues and learning from seasoned peers. That single invitation has become something deeper: a sense of belonging.

### Can-Do Spirit

ROSEWOOD ABU DHABI

At Rosewood Abu Dhabi, we’re proud to have a gold-medal Olympian from the 2024 Special Olympics as part of our team.

Now a Talent and Culture associate, she inspires her colleagues by designing posters, teaching Arabic sign language, and fostering connection and joy through shared lessons. Her efforts turn everyday moments into powerful reminders that inclusion thrives when people feel seen, valued and free to bring their whole selves to work.

## A Journey of Resilience

ROSEWOOD HONG KONG

In Hong Kong, a city celebrated for its prosperity, vulnerable communities can still struggle for opportunity. At Rosewood Hong Kong, our BluUp Upskilling Program bridges this gap by welcoming differently abled youths into the team at BluHouse, a restaurant-with-purpose, and to the housekeeping and wellness teams.

Guided by mentors, 36 young people have traded uncertainty for capability since 2024. A graduate,

once told they didn't belong, now confidently serves a guest, their face alight with pride. Five graduates have already secured full-time roles at our BluHouse and Bayfare Social restaurants.

Their success creates a ripple effect, proving what is possible for others and bringing solace to their families. So far, we have supported career sessions for over 400 young people and wellness workshops for more than 1,120 family members.



36

young people  
enrolled in BluUp  
Upskilling Program

1,120

family members  
participated in  
wellness workshops

400

young people supported  
by career sessions with the  
BluUp Upskilling Program



## Giving Back

By volunteering time to community action, upskilling one another and mentoring individuals with learning challenges, our associates help everyone grow together, meet unmet needs and strengthen community resilience.

### VOLUNTEERING IN 2025

- ▶ Over 59,500 hours dedicated to supporting communities beyond our doors
- ▶ Over 4 hours contributed for every full-time associate

### DONATING IN 2025

- ▶ Over USD 742,000 was donated in both cash and in-kind contributions to our communities

In turn, these experiences deepen empathy, broaden perspectives and create a shared sense of purpose that closely connects associates with the communities they serve and often belong to.

At New World Phu Quoc Resort, associates prepare back-to-school gift packs for students in Vietnam. At New World Makati Hotel in the Philippines, they teach women at the Correctional Institute for Women to cook traditional treats like *yema* and *polvoron* that could support future livelihoods. Through these kind of partnerships, our associates help to foster confidence, joy and new pathways to independence.

We believe in multi-faceted support. Alongside monetary contributions, we encourage in-kind donations such as linens, crockery and food.



## Waste into Opportunity

ROSEWOOD PHNOM PENH

Perched high on Kirirum Mountain in Cambodia's Kampong Speu Province, Coconut School is a beacon of possibility for children in remote communities, providing free education and technology through its innovative "Trash to Tuition" program. At Rosewood Phnom Penh, we not only donated two tons of glass bottles, but mobilized 34 associates to transform the bottles into sturdy classroom walls and floors, turning waste into safe, imaginative learning spaces. And donation continues.

Together, this partnership demonstrates how one initiative can tackle multiple challenges at once—supporting children, reducing waste and quite literally building a better future for everyone.



# Opening Doors at K'iin Beh

ROSEWOOD MAYAKOBA

When Centro Educativo K'iin Beh, a nonprofit bilingual school in Playa del Carmen, was forced to close its doors, Rosewood Mayakoba's leaders rallied support and raised the resources needed to reopen it in 2017, ensuring local children could continue learning in a safe environment.

Today, K'iin Beh welcomes more than 400 students, each receiving support for tuition and school supplies through the generosity of the hotel's guests, strategic partners and leadership.

Guests are invited into this story through "Padrino," a special volunteer and sponsorship program that deepens their connection with students and helps sustain their learning journeys.

In Autumn 2022, guest donations helped the hotel launch K'iin Beh's new high school, giving local youth the chance to continue their education close to home. Spring 2024 saw the proud celebration of K'iin Beh's first graduating class, a milestone that reflects years of shared commitment and trust.

K'iin Beh now stands as one of the most meaningful long-term community investments within Rosewood Hotel Group, embodying our vision of community enrichment in action.



**400**  
students enrolled, receiving support for tuition and school supplies

**1<sup>st</sup>**  
high school graduating class of many

## Make the Place

Our people strategy, Make the Place, reflects our belief that when associates feel supported, trusted and given room to grow, they create extraordinary guest experiences and help our hotels become authentic expressions of their communities.

Grounded in our value propositions—enriching and being enriched, bringing your true self to work, curating the extraordinary, and leaving a legacy—we care for our associates with the same intention and responsibility with which we steward our destinations.

---

### 2025 IN NUMBERS

- ▶ 3,900+ learning courses available to our associates on Rosewood Learning
- ▶ 14 languages ensuring access for all to our Global Impact and Sustainability Learning Program
- ▶ 2,960+ moves and promotions in 2025, with internal mobility at the forefront

### LEARNING FOR CHANGE

One act of inclusion, one opportunity or one decision to open a door can transform careers, communities and livelihoods. Hence talent development is central to how our hotels revitalize people and place, through on-the-job growth, flexible digital learning, travel across the group and trusted mentorships.

Designed to be holistic and accessible in different formats and languages, our company-wide learning modules cover onboarding, ethics and compliance, data privacy, unconscious bias, artificial intelligence and more. The learning incorporates ethics, inclusion and sustainability into everyday decisions, supported by a mandatory Impact and Sustainability Core Learning Program, with its second module launched in 2025.



IN ACTION

## Parental Leave

Starting in 2026, Rosewood Hotel Group guarantees a global minimum of 16 weeks of fully paid parental leave for all eligible full-time associates welcoming a child into their families.



## Our Guardrails

Everyone deserves a safe, supportive place to work. Our policies are designed to protect associates from bias and misconduct, offer a confidential way to speak up and include regular independent safety checks.

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### EthicsPoint

Confidential reporting system. Accessible to all. Protection from retaliation.

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### Equal Opportunity Policy

Zero tolerance for discrimination—equal opportunity for all.

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### Annual Health and Safety Audits

Group-wide third-party assessments for consistent and safe environments.

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### Diversity, Equity and Inclusion Policy

Strengthening diversity, advancing equity and fostering an inclusive culture for all.

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### Anti-Harassment Policy

Clear definitions. Clear expectations.

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### Engagement Survey

An annual check-in so we can ensure we're always improving.

---

### Code of Conduct and Supplier Code of Conduct

Holding ourselves and others to the highest standards of ethical business conduct.

## Opening Doors Wider

In 2023, we deepened our commitment to inclusivity with the launch of a groupwide Diversity, Equity and Inclusion (DE&I) framework.

Supported by tailored learning and development programs, this is guided by three core pillars that shape how inclusion comes to life:

### PILLARS

#### Our People

We celebrate the beauty of our diversity and support our associates so they can bring their true selves to work, thrive and reach their full potential.

#### Our Understanding

Through education and awareness, we build skills and empathy, deepening our understanding of what matters most to the local communities we serve.

#### Our Voice

We leverage our resources to honor our commitments and create meaningful impact in the communities we serve.



#### Communities of Belonging

Employee Resource Groups (ERGs) are associate-led communities built on shared identities and experiences. In 2025, participation flourished, with 80% of hotels hosting active ERGs across five communities: Women, Heritage, Enables (Disability Inclusion), Pride (LGBTQIA+) and Parents and Caretakers – together reaching over 23,500 individuals.

#### Creating Awareness

We empower our leaders to hire with intention by providing training to overcome unconscious bias, creating inclusive recruitment processes and partnering with nonprofits to expand our recruitment pool. Our associates are onboarded through a tailored discovery program designed to reflect cultural context and individual needs, offering an enriching start to their journey with us.

#### Rosewood Raise

At Rosewood Hotel Group, taking care of our own is essential. Our emergency relief fund supports associates facing unexpected hardships and crises. In 2025, we provided emergency support to associates facing medical emergencies, bereavement and natural disasters.

**3,950+**

hours invested in leadership inclusion training in 2025

CHAPTER 4

# Partners *in Purpose*

We've explored how multiple intentional choices across our hotels empower people and shape inclusive workplace cultures.

Partnership is where those choices extend further, beyond our walls and into the lives, livelihoods and landscapes that surround our destinations.

Our hotels are more than places to stay; they are platforms for cultural discovery. By championing local artisans and farmers, thoughtfully curating cultural encounters and honoring heritage techniques, we invite guests to explore with genuine curiosity.

IN THIS CHAPTER



Natural  
Beauty

[Read Story](#) →



Living  
Traditions

[Read Story](#) →

## Local Partnerships

Local artisans, producers and farmers are the custodians of their culture and stewards of their surroundings, preserving ways of life, produce and crafts. We actively seek out these custodians as our partners in purpose.



Each collaboration—grounded in long-term connection—aims to support regional economies, creates a deeper connection to place and strengthens resilience in our supply chains. We strive to weave these partnerships into even the smallest details—a crafted gift on a pillow, a locally grown vegetable plated with care, a hand-carved bench inviting a pause—so they become something we can all see, touch and taste.

Local makers are celebrated through the eyes of our guests, brought to life in the objects they touch, the art they encounter and the experiences they carry home.

▶ AT ROSEWOOD MAYAKOBA

Handcrafted turndown *alebrijes* made by women recovering from abuse offer both beauty and dignified employment.

▶ AT ROSEWOOD SÃO PAULO

In-room steamer bags sewn from upcycled uniforms reduce waste while providing steady livelihoods through social projects.

▶ AT NEW WORLD LANGFANG HOTEL

Snow-white peach strawberries from Qian Nan Zhuang Village invite guests to savor a rare local delicacy that directly supports the farmers who grow it.

▶ AT NEW WORLD LANGFANG HOTEL

A partnership with Coordan has filled the Heart of House with artwork created by differently abled individuals, bringing light to the hallways and the people behind the work.

▶ AT NEW WORLD MAKATI HOTEL

Artisans of Hope transform repurposed Nespresso capsules into gifts that provide income and pride for marginalized makers.



## Natural Beauty

ROSEWOOD MIYAKOJIMA

On a remote island like Miyakojima, access to luxury festive décor partners is limited. In the 2025 festive season, the Rosewood Miyakojima team chose to lean into that reality, not work around it.

The result was a kuba-leaf Christmas installation by Miyakojima-based artist Kyoko Ogawa, and the first kuba Christmas tree in Okinawa. Working with dried and semi-dried kuba leaves, Ogawa-san created something deeply rooted in local tradition yet unmistakably contemporary. A piece of art rooted in what the land produces and what its people honor.



## A Quiet Symmetry

ROSEWOOD AMSTERDAM

In a city built on stories, Rosewood Amsterdam is writing a new one inside the former Palace of Justice.

Zuivere Coffee roasts its beans in a prison, teaching inmates a trade that can carry them back into the community and into jobs at four cafés across Amsterdam once their sentences end. Those beans are served in the associate cafeteria and paired with fresh, local produce, connecting each cup to the neighborhood around the hotel.

There is a quiet symmetry in the story: a former court building now houses a hotel that invests in second chances, serving coffee roasted by people once judged within the same justice system.



## Celebrating Local

ROSEWOOD SÃO PAULO

Over the past two years, Rosewood São Paulo has reimagined the traditional Christmas market as an inclusive platform for Brazilian creativity. The hotel designed and built custom wooden stalls, inviting local producers and artisans to sell their goods—at no cost or commission—and showcase their story.

The 2025 edition introduced an art pavilion featuring three emerging, economically vulnerable Brazilian artists from different regions. Traveling up to 50 hours by bus, the artists shared their creative processes with guests, through live demonstrations and open conversations. Within just a few days, 100% of their artwork was sold—demonstrating the power of removing barriers and creating meaningful connection.



## Living Traditions

ROSEWOOD LUANG PRABANG

At Rosewood Luang Prabang in Laos, menu covers and paper goods are crafted from traditional *saa* paper by artisans at the Porsaa Learning Center & Art Gallery, allowing our guests to hold a piece of local heritage. Derived from the bark of the mulberry bush, which grows abundantly in northern Laos, *saa* paper represents a truly sustainable and renewable resource. Through hands-on workshops, guests learn the centuries-old craft themselves.



CHAPTER 5

# Lasting Ripples

One experience can spark awareness.  
One connection can shift perspective.  
One moment of care can *inspire action*.

We've seen how the sum of many choices positions our hotels as platforms to empower people and uplift lives, livelihoods and landscapes.

We want our impact to extend far beyond the destinations where we operate. When suppliers adjust to meet higher standards of quality and accountability, when industry associations recognize and reward best practices, and when guests start to demand—not simply appreciate—connection and responsibility, incredible possibilities emerge.

This is how our impact can reach past the confines of our hotels, and how some of our most ambitious hotels—our Impact Trailblazers—are redefining luxury hospitality for the future.

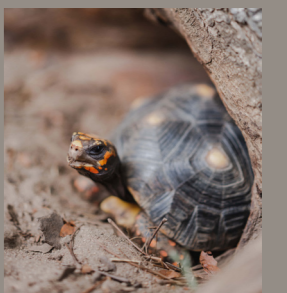
This is the lasting ripple.

IN THIS CHAPTER



A Garden Grown From A Question

[Read Story](#) →



Reef Guardians

[Read Story](#) →

## Impact Trailblazers

Creating systemic change demands that we continuously stretch, evolve and challenge what we think is possible.



Some of our hotels lead the way—pushing us collectively to reimagine our approach to sustainability and deepen the impact we make through Rosewood Impacts. These are our Impact Trailblazers.

They lead the charge toward creating a future where people and places enrich one another, by setting higher standards for their sister hotels and the wider hospitality industry.

Launched in 2023, this initiative has inspired us to aim even higher.

With advanced timelines to eliminate single-use plastics, source products locally and drive community investments, these hotels prove that luxury and responsibility don't just coexist—they amplify each other.

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### COHORT 1

## Graduated in 2024

Rosewood Baha Mar  
Rosewood Hong Kong  
Rosewood Mayakoba  
Rosewood Phnom Penh  
Rosewood Phuket  
Rosewood São Paulo

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### COHORT 2

## Graduated in 2025

New World Saigon Hotel  
Rosewood Castiglion del Bosco  
Rosewood Little Dix Bay  
Rosewood Miramar Beach  
Rosewood San Miguel de Allende

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### COHORT 3

## Launched in 2026

New World Shenyang Hotel  
Kona Village, A Rosewood Resort  
Rosewood Bangkok  
Rosewood Doha  
Rosewood Villa Magna

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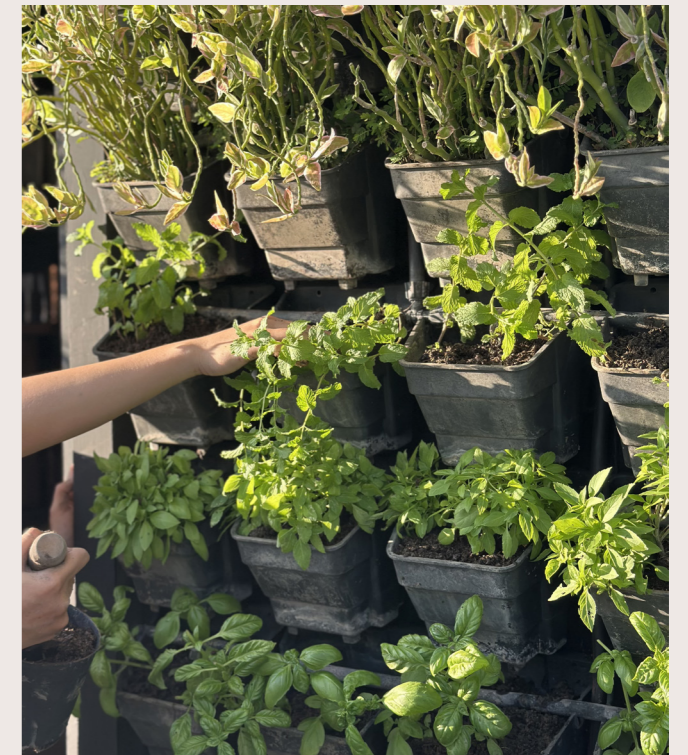
At Rosewood Phnom Penh, a stay is an invitation to look more closely—to the rice in your bowl, the bracelet at your server’s wrist, the greens on your plate—and see the hands and hopes behind them. Here, luxury is shared: opportunity, dignity and the quiet belief that small choices can change lives.



## The Rice That Changed A Family

On a backroad in Cambodia, a chef, his son and a broken motorcycle found shelter with a local family. Sitting on the floor together, they shared what was available—rice, vegetables, a little chicken. Simple. Generous. Unforgettable. Back at the hotel, the chef couldn’t forget that meal. He asked the team to find the family who had welcomed them.

What he discovered stayed with us: the family sold their rice to a middleman for a fraction of its value. So, we began buying directly from them—and now from four neighboring families—at the same price we once paid the intermediary, but with all income going directly to the farmers. Their children can stay in school longer and their futures feel less fragile.



## A Garden Grown From a Question

When our chef wanted mustard greens that did not exist in local markets, he asked, “What if we grow our own?” He had never built a hydroponic garden, but he shared the idea. In the staff canteen, our Impact and Sustainability Manager was sketching plans when a driver paused, listened and said, “I used to build hydroponic gardens.”

Together they built the hotel’s hydroponic garden—not by directive but by choice. As the greens flourished, colleagues joined the impact team out of pride: grinding oyster shells for nutrients, collecting glass bottles to help build a nearby school, signing up for city clean-ups that used to require assignments and now have waiting lists. What began as a search for mustard greens became a movement. A movement rooted in purpose, grown through trust and nourished by the belief that everyone can be a changemaker.

At Kona Village, A Rosewood Resort, a stay becomes an invitation to slow down, listen and feel part of a community. Each experience continues beyond departure, forging enduring connections between people, place and purpose.



## Moments That Give Pause

From arrival, guests are encouraged to pause, breathe and begin their stay with intention, learning how the village was rebuilt with deep respect for land and sea. Stories of no-fishing zones, coral restoration and solar power emerge naturally as guests move through the hotel, revealing long-term stewardship along the way.

Cultural walks and the quiet dedication of families cleaning ponds out of responsibility, embody *ho'okipa*—giving without expectation.

## Island Roots

Island Roots Dinner feels like being welcomed into a local home. Communal tables, *kiawe* wood smoke and dishes crafted entirely from Hawai'i bounty by local chefs who prepare family recipes, leaving guests with memories of a remarkable meal as well as the people and traditions behind it.



## The Village Shelf

In each thatch-roofed hale, a single deliberately chosen book replaces the television, inviting reflection not distraction. Monthly selections like *The Ministry of Time* or *Four Thousand Weeks* summon reflections on identity, time and meaning.

During Friday 'Ohana cocktails, a private read is turned into shared insight as these stories surface in conversation. Guests, associates and even post-stay penpals trade perspectives across cultures and roles. With everyone reading the same book, hierarchies blur and the resort becomes a small literary community of mutual enrichment.



## The Ocean's Story

Out on the water, guests come to understand that the ocean is not a backdrop to their stay, but a partner in it. The resort's support for the Ka'ūpulehu Marine Life Advisory Committee and The Nature Conservancy brings an age-old Hawai'ian practice to life: "resting" a 3.6 mile stretch of coast so reefs can regenerate and fish stocks rebound. Alongside cultural advisors and marine biologists, guests join experiences that reveal the delicate work of coral restoration and sustainable aquaculture, seeing firsthand how science and tradition meet beneath the surface.

## Impact Ventures

We believe that dining can act as a force for good. This intentionality powers Impact Ventures, our restaurants-with-purpose, across the world. From thoughtfully sourced ingredients to partnerships that give back to the community, every detail is intentional and we take great care in tracing their journeys.

Caruso's, one of our pioneering Impact Ventures, is rooted in the belief that true luxury should nourish both people and the planet.



MICHELIN One Star and Green Star  
Caruso's



## From the Heart of Rosewood Miramar Beach

ROSEWOOD MIRAMAR BEACH

Every morning at Caruso's restaurant begins with a commitment: to care equally for the coastline, the community and every guest we welcome. Our philosophy is simple: the fewer miles our food travels, the better it is. This belief inspired Caruso's "Zero Miles" program.

Once a week, a local consolidator handpicks produce from farmers' markets in Santa Monica and chefs visit the Santa Barbara Farmers Market, speaking directly with growers to learn their stories. Tehachapi Grain Project's 100% California-grown grains are milled fresh each morning. Local Santa Barbara olive oil, produced by Il Fustino, is stored in stainless steel tanks to reduce glass waste.

In January 2025, we began leasing four acres of farmland at Vega Vineyard, growing our own vegetables for the restaurant. That same land is now home to our bees, whose honey sweetens Caruso's desserts and captures the flavor of Miramar itself.

Our commitment doesn't end on land. Responsible local seafood sourcing is guaranteed through our partnerships with Where the Food Comes From, Postelsia's Smart Catch Program, the Seafood Watch Restaurant Program of the Monterey Bay Aquarium and FishChoice.

In 2024, we approached the Sustainable Restaurant Association to audit our environmental and social practices at Caruso's. The restaurant became the first in North America to receive a Three-Star rating from the Food Made Good Standard, the organization's highest recognition.<sup>31</sup>

From field to fork and hive to harvest, sourcing with intention at Rosewood Miramar Beach is real—and the mindfulness extends beyond the kitchen. We compost in partnership with the City of Montecito to enrich local soils, operate enzyme-based grease management systems to reduce environmental impact and conserve water through efficient fixtures across the resort.

<sup>31</sup>For more information, take a look at <https://thesra.org/news-insights/case-studies/source-seafood-sustainably-carusos-at-rosewood-miramar-beach/>.

## Preserving the Wild

Biodiversity is not just a backdrop. It's a living system that sustains food, culture, livelihoods and identity. It's at the heart of a thriving planet.

One restored reef, one protected coastline, one rebalanced habitat can strengthen entire ecosystems and the communities that depend on them. At Rosewood Hotel Group, we aim to steward our environment and advocate for the natural systems where our hotels are located, but we don't claim to be experts. We rely on the knowledge of our biodiversity and conservation partners to ensure we make a real difference.

By educating and empowering our guests, we hope to create a ripple effect that demonstrates why these conservation efforts matter.



► AT ROSEWOOD MAYAKOBA

A partnership with The Living Reefs Foundation restores coral ecosystems through the Coral Garden Initiative, where guests learn about reef ecology, visit coral “gardens” by snorkel or kayak, and support the planting of juvenile corals on underwater frames to rehabilitate damaged reefs.

► AT ROSEWOOD BAHA MAR

Guests can become “ocean guardians” in partnership with the Perry Institute for Marine Science by joining reef specialists on guided boating and snorkeling excursions to coral nurseries and the BREEF Underwater Sculpture Garden, seeing firsthand how marine conservation and art intersect to protect reef life.

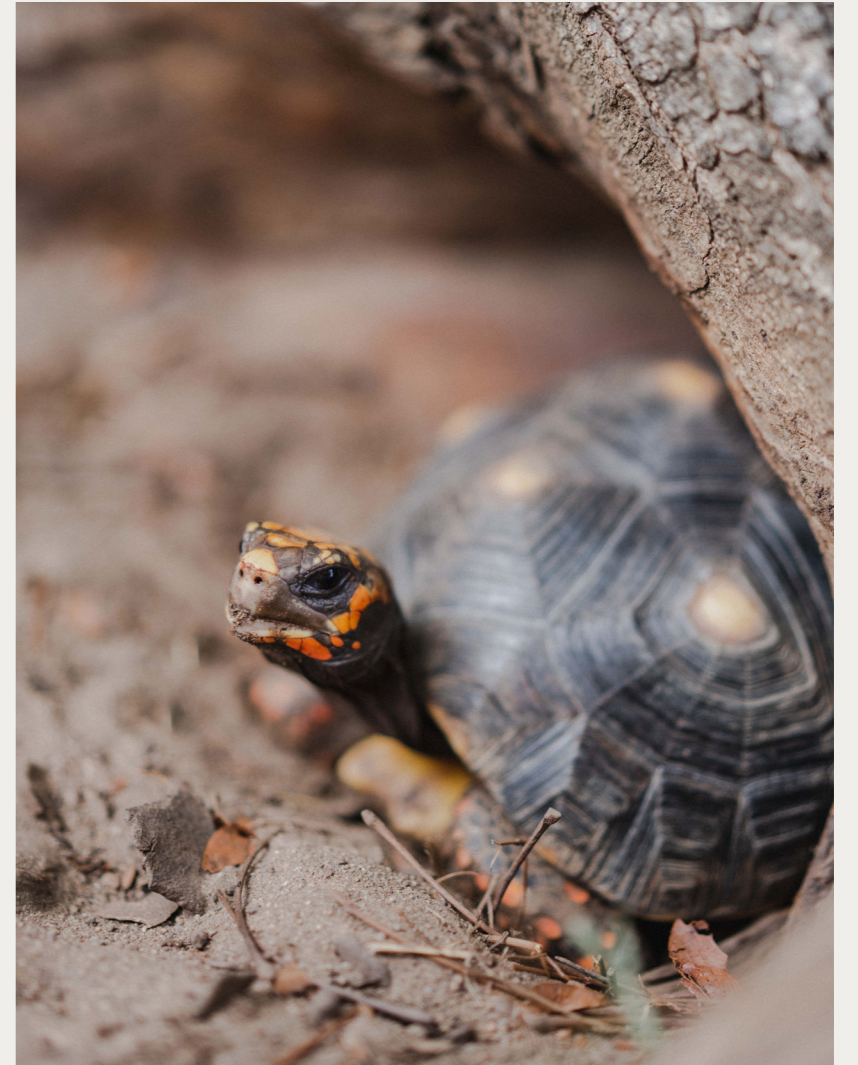
► AT ROSEWOOD CAPE KIDNAPPERS

Guest tours help fund the essential conservation work of Cape Sanctuary, a 2,500-hectare protected refuge where endangered *kiwi*, *kākā*, and *tuatara* are gradually reclaiming their native habitats behind a 10.6-kilometer predator-proof fence.

► AT ROSEWOOD CASTIGLION DEL BOSCO

In Tuscany, a partnership with Marevivo engages guests and associates in beach cleanups, educational workshops and local conservation projects. On Earth Day, teams volunteer at Cala Violina beach to collect, sort and measure abandoned waste, supporting broader efforts to reduce marine pollution and protect Mediterranean coastal ecosystems.





## Reef Guardians

ROSEWOOD LITTLE DIX BAY

At Rosewood Little Dix Bay, conservation is a daily experience. Through a partnership with the Association of Reef Keepers (ARK), guests join a marine scientist for interactive turtle-tagging experiences on our beaches, snorkeling in protected waters, identifying species and contributing to vital research that safeguards sea turtles.

Guests can deepen their connection through tailored Coral & Marine Education sessions, exploring the complexity of reef ecosystems and the shared responsibility of ocean stewardship. Even moments of leisure carry meaning: The Topsy Turtle, a signature cocktail with a cause, channels a portion of its proceeds toward ARK's coral restoration and turtle conservation efforts.

## Rosewood Foundation

Lasting impact isn't measured by what we protect today, but by who takes the baton to continue our efforts tomorrow. When one young person is given skills, families gain stability. When one woman rises, communities rise with her. When one idea is nurtured, entire industries can evolve.

While Rosewood Hotel Group delivers impact within the hotel ecosystem, Rosewood Foundation amplifies our impact to a wider community.

### ABOUT THE FOUNDATION

- ▶ Delivering 10 programs for change across 13 countries
- ▶ Directly supporting 172 women and 105 young people
- ▶ Championing 80 entrepreneurs from 40 startups

Now in its third year, Rosewood Foundation focuses on making the places we touch more accessible, equitable and sustainable. The foundation partners with nonprofit organizations to break down barriers and open pathways to employment for women and young people, while working with innovators to accelerate circularity.

Between 2023 and 2025, the foundation has invested in programs that unlock pathways to education, employment and innovation.



Its three program pillars—Rosewood Bridges, Rosewood Pathways and Rosewood Seeds—are designed to demonstrate how ripples of opportunity extend far beyond an individual.

### Building Bridges

Rosewood Bridges supports young people as they transition from education into employment, by providing practical skills, confidence and hands-on hospitality experience in collaboration with our hotels.

In 2025, the foundation sponsored 45 internships across 10 countries, with two internships converted into full-time roles at Rosewood Castiglion del Bosco and Rosewood Villa Magna. To date, Rosewood Bridges has connected more than 100 young people to internships or real-life training.

### Lighting the Way

Rosewood Pathways recognizes that when one woman gains economic independence, an entire household can gain stability. In 2025, the foundation supported women from diverse backgrounds including refugees, young mothers and underserved communities in both Hong Kong and Amsterdam. The program lowers barriers to employment by providing upskilling, mentorship, real world experience and childcare designed around women's daily realities. To date, Rosewood Pathways has supported 172 women and funded childcare for 144 children.

### Seeding Innovation

Rosewood Seeds shines a light on innovators who are reimagining waste, energy and resources through practical circular innovations. To date, the foundation has connected 40 startups with mentorship from senior hotel leaders and other experts. In 2025, Rosewood Seeds platformed eight startups focused on innovative sustainability solutions in the food system, spanning upcycled waste, edible food coating and tech-driven food inventory management and optimization.



CHAPTER 6

# Looking Ahead

As we reflect on the journey represented in these pages, we celebrate the milestones and broaden our ambitions. The choices ahead matter more than ever.

This report highlights the strides we've made and the work that still lies ahead. It is a testament to the power of firsts, and how the longest-lasting ripples can start with just one choice, moment, person or idea.

To all of our associates and Impact Champions, thank you. With your commitment and passion, the future looks bright.

To our partners, guests and communities. You are at the heart of everything we have achieved and everything we aspire to do next—thank you for joining us on this journey.

A stay is so much more than beautiful spaces, flavors, design details or outstanding care. True luxury is found in the stories our guests, partners and communities carry home—the ones that prompt reflection, spark curiosity and nurture a lasting sense of well-being and connection.

Looking ahead, we invite you to become co-authors of impact. The future of hospitality can be ethical, regenerative, community-rooted, sustainable and deeply human—a future we choose to believe in.



# APPENDIX

## About this Report

This inaugural report has been prepared on behalf of the Rosewood Hotel Group and its respective entities including Rosewood, New World Hotels & Resorts, Asaya and Carlyle & Co. on a consolidated basis for the reporting period 1 January–31 December 2025 unless stated otherwise and provides an overview of the group’s social and environmental performance across our core services globally.

As this is our inaugural external reporting year, we have endeavored to compile information accurately and comprehensively to the best of our knowledge with data collated using our data reporting system or—where stated—self-reported survey responses.

A third party, LRQA Limited—Hong Kong Branch, was engaged to provide independent assurance on the data comprising energy consumption, direct and indirect greenhouse gas emissions for hotel facilities and water consumption for the calendar years 2019, 2024 and 2025. These years were selected to demonstrate 2025 year-on-year performance, as well as performance against a 2019 baseline.

While reasonable efforts have been taken to include accurate information in this Report, to the extent permissible by applicable law, Rosewood Hotel Group shall not be liable for any errors, omissions, defects or misrepresentations in the information or for any loss or damage suffered by persons who use or rely on such information.

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# Our Data

## People Data

### Total Workforce Data 2024-2025

	2024		2025		
BY GENDER	Male	Female	Male	Female	Did Not Disclose
	57%	43%	54%	40%	5%
BY LEADERSHIP JOB GRADE					
Corporate Executive Committee	33%	67%	33%	50%	17%
Corporate Vice Presidents	57%	43%	42%	47%	11%
Corporate Directors	46%	54%	37%	46%	18%
Property Executive Committee	68%	32%	62%	38%	0%
BY AGE					
Below 20	New methodology introduced in 2025, so age brackets are not comparable to 2024.		1%		
Age 20-29			30%		
Age 30-39			34%		
Age 40-49			21%		
Age 50-59			11%		
Age 60+			4%		

Notes

- For 2025 environmental data, only fully managed hotels open and operating throughout all of 2025 are included in this reporting scope. The six hotels that opened during 2025 are excluded: Rosewood Amsterdam, Rosewood Courchevel, Rosewood Doha, Rosewood Mandarin, Rosewood Miyakojima, The Chancery Rosewood. One hotel is excluded due to incomplete data: Rosewood Schloss Fuschl. Rosewood Hotel Group serviced apartments data is included where applicable while excluding residence data. Data includes both actual and best estimates.
- Greenhouse gas emissions are calculated using Greenhouse Gas Protocol's market-based method. The location-based greenhouse gas emissions were 184,066 metric tons of CO<sub>2</sub>-e.
- For comparison, energy and greenhouse gas emissions exclude fugitive emissions from vehicles and refrigerants as reporting for these was introduced in 2023. In 2025, this was 15,310 metric tons of CO<sub>2</sub>-e (market-based method).
- Absolute water consumption includes all water used in the hotels, not just that used directly by guests. Four hotels were excluded due to unavailable data: Rosewood Hotel Georgia, Rosewood Cape Kidnappers, Rosewood Matakauri, Rosewood Little Dix Bay.
- All forms of incineration, whether renewable or non-renewable, are classified as non-diverted waste.

## Environmental Data

### Performance Indicators

	Unit	2019	2024	2025
ENERGY				
Absolute Energy Consumption	kWh	347,437,211	534,940,163	531,603,040
Energy Intensity	kWh/m <sup>2</sup>	402	361	352
Direct Energy	%	30%	31%	31%
Indirect Energy	%	70%	69%	69%
Energy from Renewables	kWh	120,452	20,471,103	22,710,879
% of Energy from Renewables	kWh	0.03%	3.83%	4.27%
EMISSIONS				
Absolute Emissions	metric tons of CO <sub>2</sub> -e	124,010	179,468	179,338
Emission Intensity	metric tons of CO <sub>2</sub> -e/Sq. m <sup>2</sup>	0.14	0.12	0.12
Scope 1	%	17%	18%	18%
Scope 2	%	83%	82%	82%
WATER				
Absolute Water Consumption	m <sup>3</sup>	2,461,834	3,999,925	3,990,196
Water Intensity	m <sup>3</sup> /occupied room	1.87	1.74	1.67
WASTE				
Total Waste	metric tons	2,300	21,629	22,216
Diverted Waste	metric tons	591	13,192	14,552
Non-diverted Waste	metric tons	1,709	8,437	7,664
Diversion Rate	%	26%	61%	66%



## LRQA Group Independent Assurance Statement

This Assurance Statement has been prepared for Rosewood Hotel Group (“the Company” or “RHG”), which encompasses four brands: Rosewood; New World Hotels & Resorts; Asaya; and Carlyle & Co., relating to RHG’s environmental data (“the Data”) in the Year of 2019, 2024 and 2025.

LRQA Limited – Hong Kong Branch (“LRQA”) was commissioned by RHG to provide independent assurance on the data comprising energy consumption, direct and indirect greenhouse gas emissions for hotel facilities and water consumption, covering 50 hotels and 3 corporate offices as detailed in “RHG Environmental Data Stream Count Report for Verification and its supporting information” (“the Data Summary”) for the calendar years 2019, 2024 and 2025.

The assurance was conducted to a limited level of assurance and at the materiality of the professional judgement of the verifier or 5% using ISAE 3000 (Revised) and ISO 14064-3 principles

Our assurance engagement covered the “Data Summary” within the defined sample and specifically the following requirements:

- Verifying conformance with RHG’s defined reporting methodologies and boundaries.
- Evaluating the accuracy and reliability of the selected environmental data and supporting information.
- Assessing the completeness of data streams within the defined sample.

Our assurance engagement excluded data and information outside the defined sample, historical data not included in the Data Summary, and any data or information relating to suppliers, contractors or third parties.

LRQA’s responsibility is only to RHG. LRQA disclaims any liability or responsibility to others as explained in the end footnote. RHG’s responsibility is for collecting, aggregating, analysing and presenting all the data and information and for maintaining effective internal controls over the systems from which the data are derived. Ultimately, the reported data remain the responsibility of RHG.

### LRQA’s Opinion

Based on LRQA’s approach, nothing has come to our attention that would cause us to believe that the Company has not, in all material respects:

- Met the verification requirements above, and;
- Disclosed accurate and reliable performance data and information summarised in “the Data Summary”.

The opinion expressed is formed on the basis of a limited level of assurance and at the materiality of the professional judgement of the verifier.

*Note: New World Hotel Management Limited is doing business as Rosewood Hotel Group. The extent of evidence-gathering for a limited assurance engagement is less than for a reasonable assurance engagement. Limited assurance engagements focus on aggregated data rather than physically checking source data at sites. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.*

### LRQA’s Approach

LRQA’s assurance engagements are carried out in accordance with our verification procedure. The following tasks were undertaken as part of the evidence gathering process for this assurance engagement:

- Reviewing RHG’s dataset to confirm that there were no significant errors, omissions or misstatements in the Data Summary;
- Evaluating the effectiveness of RHG’s data handling procedures and internal controls;

- Sampling datasets and tracing environmental data back to the relevant records;
- Verifying selected 12 hotels and offices – Energy, GHG emission and Water data streams for completeness, consistency and accuracy.

### LRQA’s Observations

Further observations and findings, made during the assurance engagement, are:

**Relevance:** We are not aware of any key data streams or sources being omitted from the data collection and reporting processes within the defined scope.

**Completeness:** We are not aware of any omissions of material data streams within the sampled properties and reporting periods.

**Consistency:** We are not aware of any issues in the methodologies or practices that could impair meaningful comparison of data over time.

**Accuracy:** We are not aware of any material errors or discrepancies in the sampled data.

**Transparency:** We are not aware of any elements of the data collection, calculation or aggregation process, including methodologies, assumptions and data sources, that have not been adequately documented.

### LRQA’s Standards, Competence and Independence

LRQA implements and maintains a comprehensive management system that meets accreditation requirements for ISO/IEC 17021 Conformity assessment—Requirements for bodies providing audit and certification of management systems that are at least as demanding as the requirements of the International Standard on Quality Control 1 and comply with the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants. LRQA ensures the selection of appropriately qualified individuals based on their qualifications, training and experience. The outcome of all verification and certification assessments is then internally reviewed by senior management to ensure that the approach applied is rigorous and transparent.

LRQA LEAD VERIFIER

On behalf of LRQA Limited

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