

SUSTAINABILITY REPORT 2024

SHANGRI-LA ASIA LIMITED

Incorporated in Bermuda with Limited Liability
Stock code: 69



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WELCOME

Message from the Team Leader

As part of Shangri-La's vision to become the most beloved hospitality group, we are committed to building a sustainable business for our employees, customers, communities, business partners, and shareholders. Shangri-La's sustainability mindset is already deeply ingrained in our DNA. Despite the challenges of the past few years, we have made significant progress in our sustainability efforts, focusing on strengthening our Shangri-La Culture and delivering on the company's promises.

Shangri-La Bosphorus Istanbul continued its resolute support of our local communities in 2024. With 164 volunteers and a total of 691 hours of volunteer time, we have contributed to our communities and the environment through projects such as the construction of a library in Hatay Friendship City, which we built after the earthquake; the collaboration with Beşiktaş Municipality on the “Meal for Student” Project; collaboration with NGOs to celebrate special occasions such as Women's Day and Mother's Day; a coastal cleanup project in collaboration with the Adalar Municipality; sponsoring the Children's Festival for KAÇUV; collecting plastic bottle caps for TOFD; organizing seminars to raise cancer awareness; donating our discarded towels to animal shelters; and taking our food waste to stray animals. This represents just a fraction of our total volunteer efforts and donations, including our signature campaigns (Embrace and Sanctuary), which have enabled us to build lasting and meaningful partnerships with our communities for many years.

On the environmental front, we have renewed our commitment to be an industry leader with new reduction targets for carbon emissions, energy, water, and single-use plastics. Reducing single-use plastics in our hotel operations is a particularly important goal for our company, and we are pleased to report the significant progress we have made. We are on track to achieve our reduction targets by the end of 2022. We have completely eliminated plastic water bottles, takeaway containers, cutlery, and plastic bags from our hotel.

It is imperative that we continue to strive to embrace ESG (Environmental, Social, and Governance) in our daily operations. As we continue to transform our business, ESG will feature strongly in our strategic plans and priorities, as follows:

- Our business operations will be more efficient in the use of environmental resources such as energy and water, and in maintaining the highest standards of health, safety, and security for our guests, employees, and other stakeholders.
- Our supply chain will work with suppliers towards more responsible sourcing.
- Our strong governance framework will ensure strict adherence to the highest governance principles, guiding our business to operate sustainably and deliver long-term stakeholder value.
- Our community engagement programs will have a long-lasting positive impact on local communities in education and healthcare.

Thank you for your support in making Shangri-La the most beloved hospitality group. I look forward to pioneering new horizons and setting new benchmarks together on our sustainability journey.

Seda Boybeyi

Director of Human Resources

About Shangri-La Bosphorus, Istanbul

Shangri-La Group refers to Shangri-La Asia Limited, part of the Kuok Group, one of Asia's most dynamic multinational conglomerates and a leader in logistics, agribusiness, maritime, and hospitality, and its subsidiaries and affiliates.

Shangri-La Bosphorus, Istanbul, the group's only hotel in Turkey and Turkey's first Asian hotel, leads the tourism sector in sustainability and highest guest satisfaction. Occupying a unique location on the Bosphorus, which connects Europe and Asia, our hotel boasts a captivating atmosphere blending Far Eastern and Turkish influences. Located in Beşiktaş, Shangri-La Bosphorus, Istanbul is a luxury hotel that offers its guests the best experience of its historical, cultural, and gastronomic riches.

With 186 rooms and suites, many with stunning Bosphorus views, restaurants serving local and international cuisine, impeccable Spa Services including shared and private Hammams, proximity to Dolmabahçe Palace and many other historical sites and cultural heritage sites, experienced staff, and a wide range of services, Shangri-La Bosphorus, Istanbul warmly welcomes guests traveling from all over the world.

Shangri-La Group currently owns and/or manages hotels under the following brands:



About This Report

This sustainability report, published on behalf of Shangri-La Bosphorus, Istanbul, brings our brand's environmental, social, and governance activities to the attention of all our stakeholders.

As a Shangri-La Group brand that acts in line with its values in every business line, our facility aims to ensure responsible production, service, and consumption, and we aim to share our future goals accordingly.

The report covers the period from January 1, 2024, to December 31, 2024.

We aim to continuously improve our sustainability activities based on the opinions and suggestions of our valued stakeholders. Therefore, the contact information for any feedback is provided below.

@shangrilaistanbul



Shangri-La Bosphorus, Istanbul



Feedback Survey:



ESG Vision and Statement

ESG Vision

To be the best-loved hospitality group by hosting people to the colourful joys of life in a sustainable manner. Delivering hospitality that empowers our people, uplifts local communities, nurtures the planet, and celebrates Asian heritage.

ESG Statement

We are committed to operating in an economically, socially, and environmentally sustainable manner while balancing the interests of our diverse stakeholders in order to make a long-term positive impact on our local communities in every location that we operate in.

We aim to build a better shared future by empowering our people, uplifting local communities, nurturing the planet, and celebrating Asian heritage, holding ourselves accountable to international standards and considering local culture so that we can serve as good stewards of society and the environment.

In accordance with our updated Triple S ESG strategy introduced last year, we invite our guests, employees, suppliers, and stakeholders to Stay, Savour, and Shine with us at Shangri-La. Our ESG strategy is underpinned by strong corporate governance, with an emphasis on topics that are material to our business and stakeholders.



Shangri-La Le Touessrok, Mauritius

Our ESG Strategy

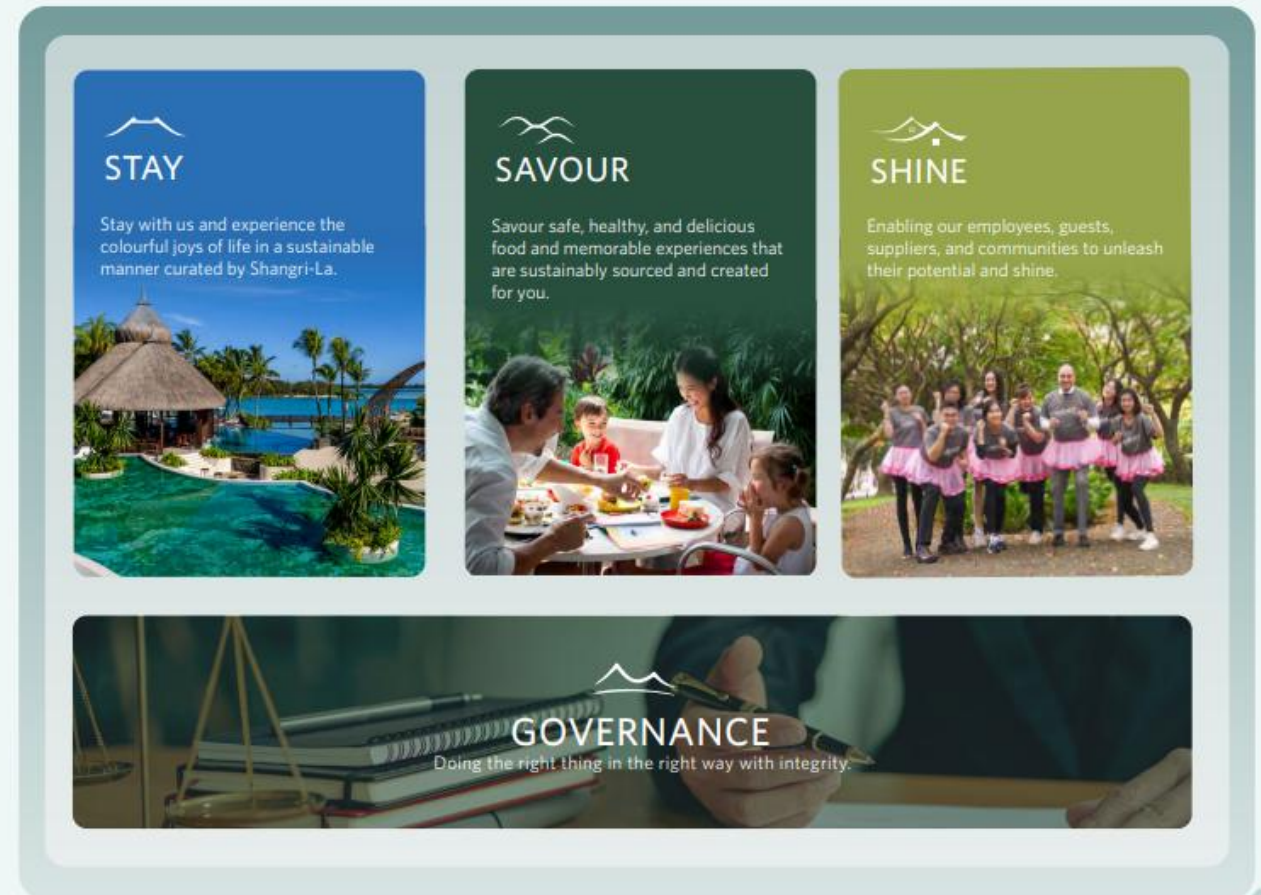
Sustainability is at the heart of every Shangri-La experience because we care about the world we live in. Our approach reflects our guests' desires to enjoy the most memorable stay without costing our planet. It also helps us connect with current and future employees, support global priorities, and contribute positively to the local communities we have been part of for more than 50 years.

In 2023, Shangri-La Group introduced our Triple S sustainability strategy, setting out how we enable people to Stay, Savour, and Shine. This refreshed strategy covers our main businesses and material ESG topics throughout the entire Shangri-La experience. It is built on our celebrated commitment to doing the right thing from the heart, with integrity, care, and sustainability.

This is our second sustainability report since the launch of the Triple S strategy. In it, we are pleased to share some highlights from our progress. We invite you to explore the report and discover how we create meaningful impact for our guests, employees, communities, and planet.

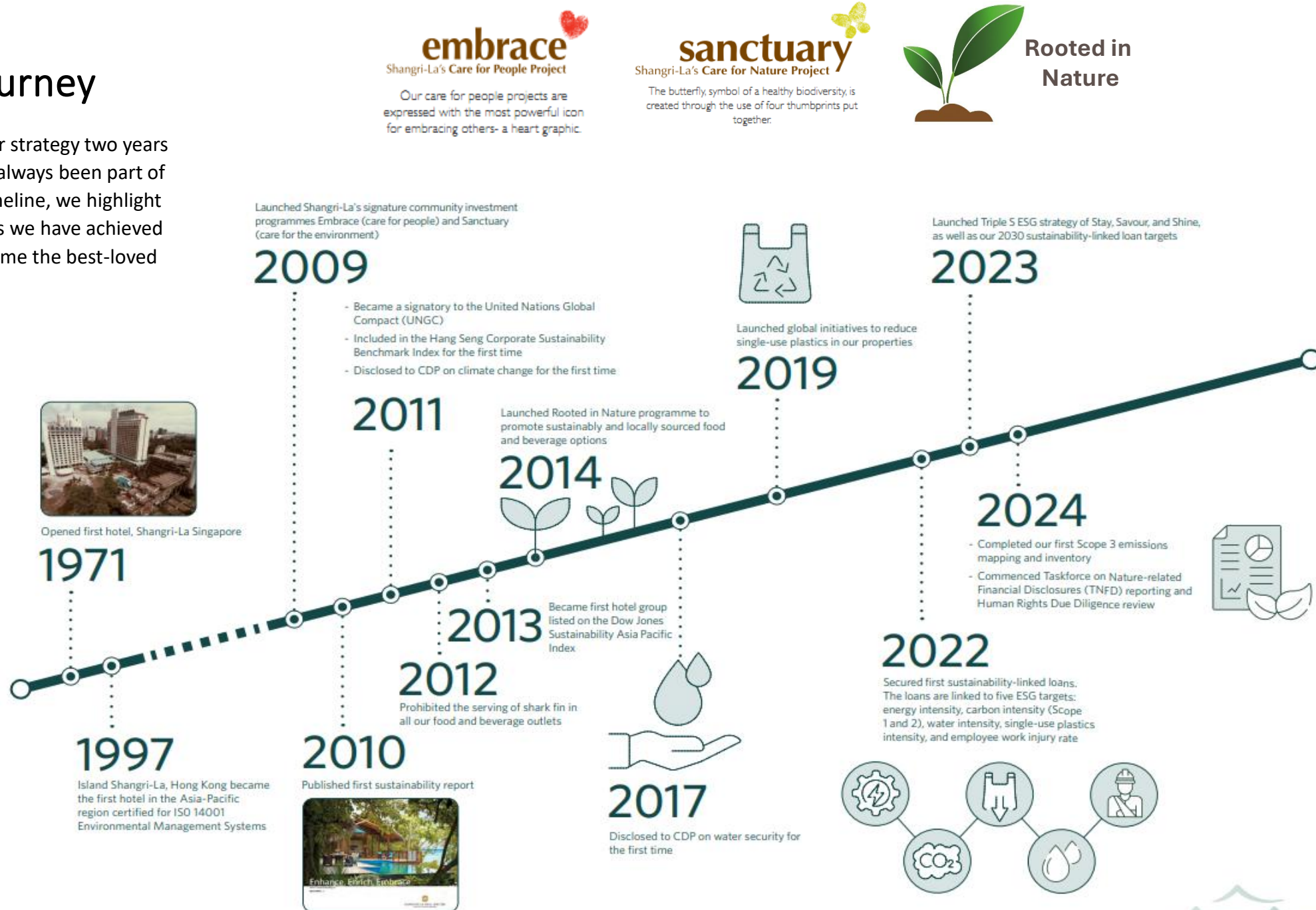
In addition to Company's commitment, our Hotel is committed to:

- minimizing the pollution that may arise from our operations, monitoring and implementing technological advancements to ensure the efficient use of natural resources,
- complying with all environmental legislation and standards, and prioritizing the protection of the environment and wildlife beyond legal requirements,
- sharing our environmental protection efforts with our employees, guests, suppliers, and the public, we ensure social integration, and preserving biodiversity and the efficient use of energy.



Our ESG Journey

While we refreshed our strategy two years ago, sustainability has always been part of our thinking. In this timeline, we highlight some of the milestones we have achieved on our journey to become the best-loved hospitality group.



Our Policies

Child Protection Policy

Children are entrusted to us as future generations. It is our primary responsibility to recognize them as individuals, respect their rights, and protect and safeguard them against all forms of psychological, physical, commercial, and other forms of exploitation.

To ensure this:

- We do not permit child labor in our own establishments and expect the same sensitivity from all our business partners.
- We provide environments/opportunities that contribute to children's development within our businesses, where they can freely express their thoughts, wishes, and feelings, and where they feel free and comfortable.
- We provide training to our employees on preventing and recognizing child abuse. We ensure that children are under adult supervision during the activities they participate in.
- We organize training to raise awareness about the protection of children's rights and support relevant projects.
- When we witness suspicious activities involving children, we first inform hotel management and, if necessary, seek assistance from official institutions.

Women's Rights and Gender Equality Policy

We prioritize gender equality in our company.

- We ensure the health, safety, and well-being of all our employees, regardless of gender.
- We support women's participation in the workforce in all our departments and offer equal opportunities.
- We operate with a policy of "equal pay for equal work" regardless of gender.
- We distribute tasks with the principle of equality in mind.
- We provide the necessary environment for equal access to career opportunities.
- We develop training policies and support women's participation and awareness-raising.
- We create a work environment and practices that maintain a work-family balance.
- We support women in company management and offer equal opportunities.
- We never allow women to be subjected to abuse, harassment, discrimination, oppression, coercion, or slander. We are always aware of the value they add to the world and our organization, and we support their existence.

Our Policies

Human Resources Policy

Shangri-La Bosphorus, Istanbul, has adopted an "Innovative" and "Luxury" service approach, shaped by its desire to offer its guests authentic experiences of Turkish and Asian culture.

Its vision is to "be the best-loved hospitality group by pioneering new horizons and setting new benchmarks."

It upholds the values of "humility, respect, courtesy, sincerity, thoughtfulness, and selflessness," and pursues the purpose of "hosting people to the colorful joys of life in a sustainable manner."

Shangri-La is focused on "doing good." To fulfill its vision and purpose through its values, Shangri-La Bosphorus, Istanbul employees act collaboratively, with a shared understanding and trust, and with hardworking, disciplined, humble, proud and respectful of its reputation, avoiding waste, fulfilling its fair and social responsibilities, and respecting people, nature, and cultural heritage. The core of its Human Resources Management strategies is a "Participatory" and "Value-Creating" human resources principle. Employees can share their ideas, suggestions, experiences, and requests across a wide range of physical and digital platforms. In addition to existing sharing platforms, an open-door policy is also maintained. Shangri-La Bosphorus, Istanbul believes that it "Grows by Sharing" through this active two-way communication strategy.

Human Resources Policy - continued

Shangri-La Bosphorus, Istanbul acts holistically across all components of its Operational Model, Human Resource Planning, Corporate Culture, Leadership Development, Talent Management, Performance and Reward, and Human Resource Management. Its holistic approach consistently makes visible the performance of its employees and the value they create.

It continuously improves its approaches and methods to maximize employee engagement and create a "Brand Ambassador" from each employee. Shangri-La Bosphorus, Istanbul is highly sensitive to its responsibilities towards its employees, guests, and the community, based on workplace ethics. It maintains a "zero tolerance" policy for abuse and harassment, including physical, emotional, sexual, verbal, financial, and abuse of power.

It upholds the principles of merit, transparency, fair treatment, and equality, eliminating discrimination based on age, gender, race, ethnicity, disability, marital status, and other factors, thus fostering "Equal Opportunity."

Through its personal and corporate development programs, including in-house mobility and leadership, it not only fosters qualified human resources but also fosters the leadership of professionals who will shape the tourism industry, thereby serving its sector.



Our Policies

Sustainable Procurement Policy

In line with our sustainable procurement approach, our suppliers/business partners must:

- Have Quality Assurance Management Systems, Environmental and Occupational Health and Safety Management Systems, and hold internationally recognized environmental and sustainability ethics/certifications.
- Have no harmful environmental impacts in production and supply, and comply with environmental regulations.
- Use/consume resources appropriately, without harming wildlife or the ecosystem, and comply with hunting bans.
- Work to minimize and manage waste effectively, offering reduced packaging or bulk packaging alternatives in product packaging.
- Be environmentally friendly, economical, local, ethical, use recyclable or recycled materials, be organic, bio-based, vegan, cruelty-free, and contain no harmful chemical ingredients. We prioritize offering alternatives, being a local and local production/service provider, and providing products/services that reflect/promote the cuisine, traditions, and culture of our country/region.

Sustainable Procurement Policy - continued

We prioritize this approach and convey this perspective to our supplier stakeholders.

We strive to create efficient purchasing opportunities with our suppliers and aim to reduce the environmental impacts of our procurement processes.

We regularly audit our sources of goods and services and measure and manage the percentage of goods and services purchased from local/regional-owned and operated businesses.

We measure and manage the percentage of suppliers that meet the definition of "fair trade" even though they are not local/regional-owned or operated.



Our Policies

Energy Efficiency Policy

To protect our world from potential threats, we use our energy efficiently and set goals to reduce our energy consumption. To this end, we:

- We follow national and international standards, laws, and regulations to fulfill both our responsibilities to nature and our legal obligations. We voluntarily undertake initiatives to reduce energy use and/or continuously improve our energy consumption performance, and we monitor the results of our efforts.
- We set goals and include energy efficiency in our training programs to ensure employee participation.
- We prioritize collaborating with all our stakeholders to create common goals and outcomes regarding energy management. We strive to maintain our interaction with our guests, employees, visitors, and all business partners to achieve a comprehensive level of awareness and consciousness on these issues.
- We strive to research, identify, purchase, and utilize suitable energy-efficient products, equipment, fixtures, and technology alternatives.
- We aim to document our Energy Management System, disseminate it across all departments, update it as necessary, review it, and continuously improve it. We evaluate energy risks or emergencies that may arise, such as energy shortages, and plan the precautions that can be taken.

Environmental Protection and Waste Management Policy

At our business, we protect the environment, prevent its pollution, and prioritize its protection by reducing our negative impact on the environment. To achieve this, we:

- We comply with legal regulations and strive to reduce our environmental impact.
- We are diligent in effectively separating our waste according to its source, categories, and hazard classes.
- We understand that using hazardous substances and chemicals only when necessary and in the required quantities will reduce both their negative environmental impact and the amount of waste.
- We contribute to environmental protection by choosing "recycling" and "environmentally friendly" labels for the materials we purchase. We strive to create reuse opportunities.
- We use disposable materials such as paper, napkins, toilet paper, and packaging only as needed, minimizing waste.
- We store waste in separate areas according to their characteristics, deliver them to licensed/authorized companies within legal storage time limits, and maintain records.
- We strive to use water, energy, and all natural resources efficiently. We share this commitment with our employees, guests, and suppliers. We measure our environmental management performance, monitor this data against targets, and strive to improve our performance.
- We aim to educate our employees about environmental issues and raise their awareness.

Sustainability Committee

Shangri-La Bosphorus, Istanbul, which has placed sustainability at the center of its core values, has implemented various sustainability initiatives since its opening.






As of 2024, it continues its work with the Sustainability Committee it established.

The Shangri-La Bosphorus, Istanbul Sustainability Committee consists of representatives from the following departments:

- Director of Human Resources
- Learning and Development Manager
- Director of Engineering
- Assistant Engineering Manager
- Director of Rooms
- Front Office Manager
- Director of Security
- Director of Finance
- Purchasing Manager
- Chief Steward / Supervisor
- Hygiene and Sanitation Manager
- Communications Manager

Supporting the Sustainable Development Goals

Our Triple S strategy complements the United Nations (UN) Sustainable Development Goals (SDGs). We can achieve our sustainability objectives in line with the SDGs' aim to serve as a "shared blueprint for peace and prosperity for people and the planet, now and into the future." Five SDGs are particularly relevant to our Triple S strategy, and we support other SDGs where applicable.

UNSDGs		Our contributions
	Good health and wellbeing	<ul style="list-style-type: none">• Implement comprehensive health and safety protocols to ensure the wellbeing of guests and employees• Reduce pollution from waste and water• Offer a wide range of healthy and nutritious food options that incorporate locally sourced ingredients and promote sustainable food practices, such as reducing food waste
	Decent work and economic growth	<ul style="list-style-type: none">• Uphold fundamental human rights as a signatory to the UNGC since 2011• Provide education and internship/apprenticeships for young people to improve their vocational skills
	Responsible consumption and production	<ul style="list-style-type: none">• Improve our resource-use efficiency• Encourage recycling and upcycling and host community education programmes
	Climate action	<ul style="list-style-type: none">• Monitor and mitigate climate-related physical and transition risks and opportunities• Promote local sourcing to reduce transportation emissions and energy usage
	Partnerships for the goals	<ul style="list-style-type: none">• Work with business partners to deliver on shared sustainability goals

Creating Sustainable Journeys

Staying at Shangri-La is an invitation to embrace the colourful joys of life, thoughtfully curated with care for people and the planet. We welcome you to visit the sustainable details integrated harmoniously into our properties around the world.

Sustainability Practices

- Build chef's gardens
- Recycle waste
- Monitor, track and regulate temperature of fridges
- Provide public transportation options to guests
- Provide EV charging stations
- Support local farmers
- Provide guests with option to reduce frequency in changing towels and linens
- Reduce single-use plastics
- Utilise digital key
- Monitor and enhance carbon, energy, water, and waste performance by collecting and analysing data from chillers, boilers, and other key mechanical electrical plant systems for optimisation, benchmarking, and establishment of efficiency programmes
- Install LED lighting
- Incorporate local arts, cultural and historical elements into interior design
- Filled with indoor greenery



Awards and Recognition

We are proud that our commitment to sustainability was recognised through many awards in 2024, including:

- Asia Responsible Enterprise Awards — Corporate Sustainability Reporting
- Asia Sustainability Reporting Awards 2024 — Asia's Best Workplace Reporting Bronze Award
- Bloomberg Businessweek Chinese Edition — ESG Leading Enterprises, Leading Environmental Initiative and Leading Social Initiative
- Hong Kong ESG Reporting Awards — Newcomer Award Grand Award
- Hong Kong Quality Assurance Agency Hong Kong Green and Sustainable Finance Award — Pioneering Award for ESG Disclosure Contribution
- Human Resources Online Employee Experience Awards 2024 Hong Kong — Best Holistic Leadership Development Strategy
- LinkedIn — Best Talent Acquisition Team
- Master Insight and The Hang Seng University of Hong Kong — MI X HSU ESG Award 2024 - ESG Grand Award
- Mercer China Healthiest Workplace Awards — Top Healthiest Workplace
- Social Responsibility Conference Honour Award — 2024 Top CSR Company
- The Hong Kong Management Association's Hong Kong Sustainability Award 2024 — Certificate of Excellence (Large Organization Category)
- 2024 China Hospitality Industry ESG Innovation Competition — Silver Award





STAY

Stay

Sustainability is at the heart of every Shangri-La experience. We invite guests to stay with us and experience the colourful joys of life, thoughtfully curated with care and purpose. From the way our hotels are designed and built to the principles guiding daily operations, we are reimagining hospitality to create meaningful connections while respecting resources. From the warm welcome upon arrival to the fond farewells at departure, every moment is crafted to leave a positive impact — celebrating people, culture, heritage, and the environment.



Building and Interior Design

A sustainable stay begins with a thoughtfully designed environment. We repurpose heritage buildings, create vibrant indoor green spaces, honour local culture and history, and install energy- and water-efficient fittings. Every detail is crafted with respect for natural resources and a profound appreciation for local heritage, offering guests inspiring spaces to relax and connect.

Notably, our hotel received sustainability certifications in 2024, highlighting our ongoing commitment to environmental stewardship. These include: GSTC certification (2023 & 2024)





Combining Asian & Turkish Culture and Design

Aligned with our ESG vision, our hotels are thoughtfully designed and constructed to champion sustainability while honouring our Asian roots and heritage. Traditional Asian architecture, particularly from our origins in China and Southeast Asia, has long embraced sustainable principles, including natural ventilation, harmony with nature, and the use of locally sourced, renewable materials such as bamboo. These timeless elements are seamlessly woven into the design of our hotel, combined with our Turkish arts and culture, reflecting our cultural heritage while inspiring our guests and employees to appreciate the enduring connection between tradition and sustainability.

Indoor Greenery

At Shangri-La, our collaborations with interior designers reflect our respect for the environment by incorporating indoor greenery across our properties. Walking into a Shangri-La hotel, where guests are greeted by living plants, evokes an immediate connection to the sanctity of nature. Beyond their aesthetic appeal, these green spaces contribute to mental wellbeing, offering a sense of serenity and balance. As a responsible operator, we ensure that the plant species introduced within and around our properties are non-invasive and pose no threat to local ecosystems. Wherever feasible, we utilise indigenous species to support local biodiversity.

Carbon Emissions

Global Performance (2024)

28%

decrease in carbon intensity (Scope 1 and 2) in kg CO2e per square metre (vs 2019 baseline)

Scope 1 and 2 GHG Emissions

(Location-based)*('000 tonnes CO2e)

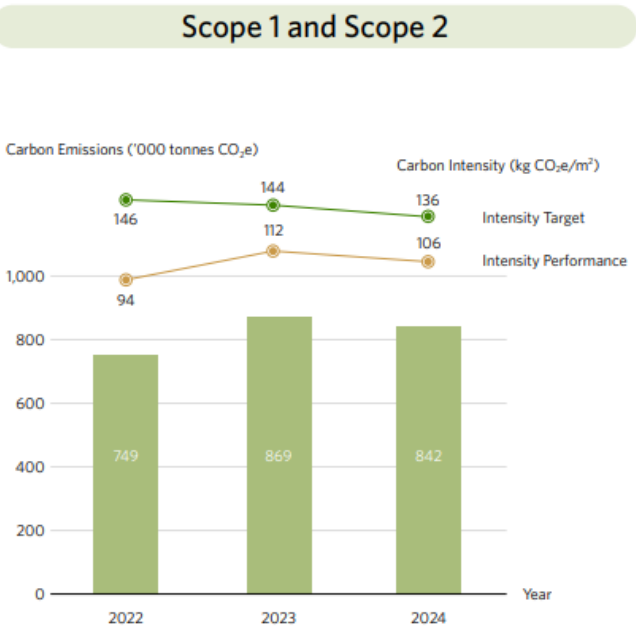
842

Scope 1	Scope 2	Scope 2
150	692	742

As Shangri-La Bosphorus, Istanbul, we measure our carbon footprint and work towards our goals to reduce it.

When we observe globally, our Scope 1 and Scope 2 emissions decreased 3% in 2024 compared to 2023. We remain resolute in our commitment to reduce our carbon emission intensity by 23% by 2030, using 2019 as our baseline. We are on track to achieve this target, with our carbon emission intensity in 2024 recorded at 106 kg CO2e/m2– a 28% reduction compared to 2019 and well below our target of 136 kg CO2e/m2.

Additionally, we are evaluating the feasibility of developing science aligned carbon emission targets. Updates will be detailed in future sustainability reports. Recognising the importance of addressing indirect greenhouse gas emissions, we conducted a comprehensive assessment of our Scope 3 emissions this year, significantly enhancing our carbon disclosure. This granular understanding of our value chain’s carbon footprint allows us to identify actionable opportunities for further reductions and underscores our wider commitment to limiting emissions.



Scope 3	
In line with international best practice, we have broadened our carbon accounting inventory to include Scope 3 emissions – those arising from our value chain as an indirect result of our activities. The table below lists key Scope 3 categories relevant to our operations. For a detailed breakdown of our Scope 3 emission inventory, please refer to the Performance Tables section of this report.	
Key Scope 3 Categories ('000 tonnes CO ₂ e)	2024
Category 1 Purchased goods and services	415
Category 2 Capital goods	39
Category 3 Fuel- and energy-related activities	160
Category 5 Waste generated in operations	21
Category 7 Employee commuting	23
Category 13 Downstream leased assets	35
Category 15 Investments	40

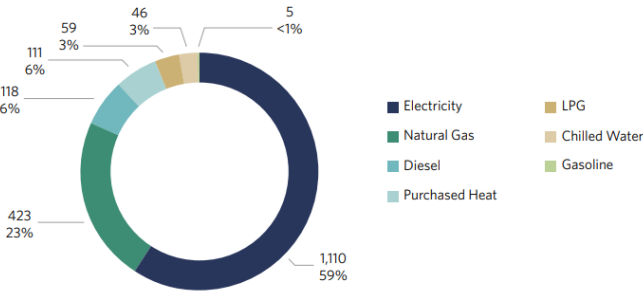
Energy

Global Performance (2024)

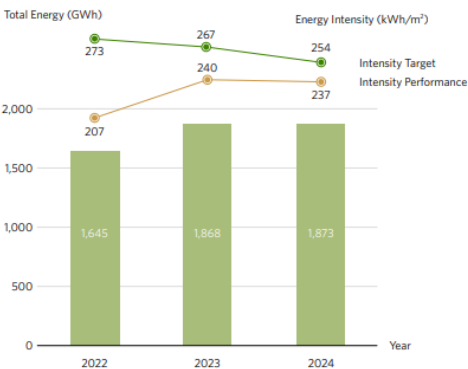
14%

decrease in energy intensity in kWh per square metre (vs. 2019 baseline)

Energy Mix (GWh) (2024)



Total Energy and Energy Intensity



We are determined to improve the energy efficiency of our property. This reflects our 2030 commitment to achieve a 23% reduction in energy intensity against a 2019 baseline.

Energy-Saving Measures


- Analysing routine energy consumption to identify ways of improving energy efficiency.
- Training employees in energy efficiency management.
- Our room automation system uses an energy-saving unit to turn off lights, televisions, and air conditioning units when guests are not in the room (when no card is inserted).
- Sensor-based lighting has been installed in common areas to reduce energy consumption in unused areas.
- A winter cooling system utilizes the outside air, saving electricity consumption during the winter months.
- In the laundry steam boiler systems, hot water is recycled and steam pipes are heated using a recovery unit, reducing water heating costs.
- Do not disturb buttons in our rooms are remotely monitored to save cleaning staff time and ensure efficient service.
- Information on energy and water conservation is available throughout the hotel.

Energy

Our Energy Friendly Best Practices

Enhancing Energy Efficiency


01



Chiller data monitoring and analysis

Mainly for hotels with chilled/cooling water pumps and manually controlled variable speed drives. We are optimising frequency control through data analysis.


02



Variable control optimisation for chiller plants

We are improving chiller system performance by replacing or calibrating inaccurate sensors and modifying our hotels' operational strategies to align with climatic conditions.


03



Energy modelling for benchmarking

We track and evaluate our hotels' energy consumption each month to ensure they achieve reasonable energy savings under low occupancy conditions. We also conduct energy audits to identify opportunities for improving energy performance.

04



Energy saving initiatives implementation

We continue to implement systems and upgrades to improve the energy efficiency of our properties. This year, we completed a chiller replacement at Shangri-La Wuhan, replacing inefficient parts and increasing the capacity by 8.4%. To raise awareness of energy consumption among our employees, we provide energy efficiency training for them.



Sensor Lighting



AC Auto On/Off in Rooms



Energy Cut-Off Door Cards



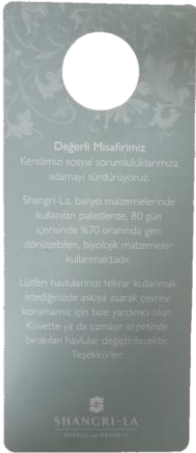
Aerator System and Sensor Faucet in Personnel Areas

Electric Vehicle Charging Unit

With our charging unit and electric vehicle rental options, we contribute to sustainability and encourage environmentally friendly practices.



Change of Towels and Sheets on Request



Water

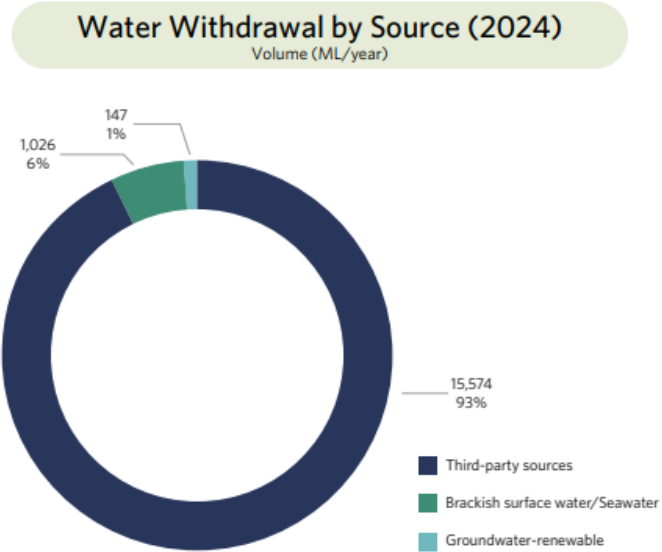
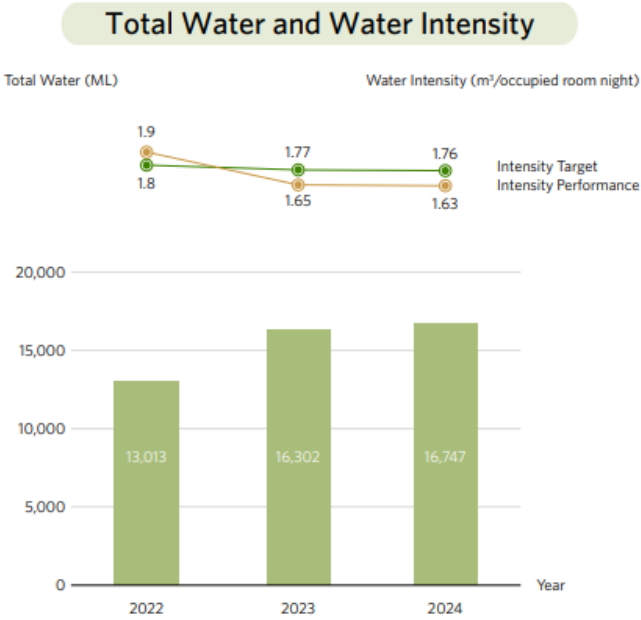
Global Performance (2024)

8.3%

decrease in water intensity in m3 per occupied room night (vs. 2019 baseline)

Water is a vital resource for the whole of society, and our business is no different. Our company is particularly aware of this need at properties with limited access to utilities. When we rely on natural water sources, water management and conservation is especially critical. That is why reducing our water consumption is one of our biggest objectives this decade.

While globally our total water use increased by 2.7% in 2024 compared to 2023, water intensity (based on usage per occupied room night) decreased to 1.63m3 (-8.3% relative to our 2019 baseline). This is significantly lower than our target of 1.76 m3/occupied room night. We are on track to achieve our 2030 target of reducing water intensity by 8% compared to a 2019 baseline.



Responsible Water Management

We conserve water through measures such as:

- Analysing routine water consumption to identify ways of improving water efficiency;
- Training employees in water efficiency management;
- Installing water-efficient taps throughout the hotel;
- Dual flush cisterns in guest rooms and public areas;
- Collecting rainwater for landscape irrigation.

We invite guests who stay with us for multiple nights to waive room cleaning, helping us decrease water and chemicals usage. Information cards in rooms explain our water-saving initiatives and encourage guest participation.

In 2024, Shangri-La initiated a project to evaluate the properties' water efficiency. Through this work, they identified actions to improve our efficiency, including:

- Providing training on responsible dishwasher usage, such as only using dishwashers once they are full, conducting regular maintenance, and replacing outdated dishwashers; and
- Enhancing our Standard Operating Procedures (SOPs) to further integrate water efficiency-related elements.



Waste

Global Performance (2024)

47%

decrease in single-use plastic in grams per occupied room night (vs. 2019 baseline)

The hospitality sector remains a significant generator of waste. Therefore, effective waste management is a critical priority, helping us mitigate the environmental, reputational and financial costs of waste while complying with evolving regulatory requirements.



Plastic Bag Free Day Celebration

Single-Use Plastic Reduction

Like many others, our sector generates a large quantity of single-use plastics. To address our contribution, we target to reduce our single-use plastics intensity by 65% by 2030, against a 2019 baseline.

Through a range of measures, we reduced single-use plastics intensity to 93g per occupied room night in 2024 (-47% relative to our 2019 baseline). This outperforms our 2024 target of 110g per occupied room night and is in line with our 2030 target.

In line with our global target, as Shangri-La Bosphorus Istanbul we are striving to reduce single-use plastic use. As of the end of 2019, we have banned plastic straws and stirrers in all our hotels. We have completely eliminated the use of plastic takeaway containers, cutlery, bags, and single-use plastic water bottles.

This year, our single-use plastic consumption rate is 5.8%.

Measures to Reduce Single-Use Plastics



Providing filtered water in glass, plant-based, or recyclable bottles at 53 hotels



Installing filtered water taps or countertop dispensers in the guestrooms of 15 hotels



Operating in-house bottling plants at 15 hotels



Banning plastic straws



Replacing plastic toothbrushes, razors, and combs with elegant bamboo alternatives

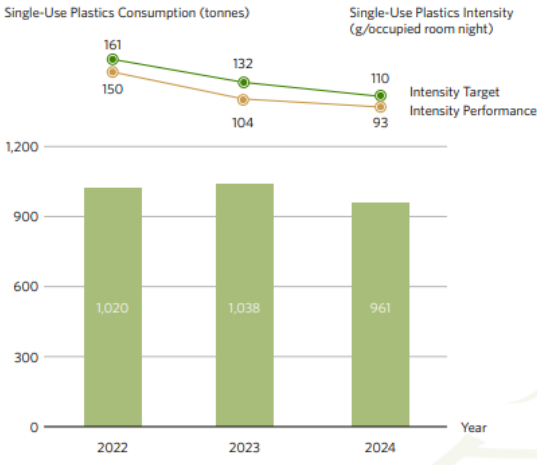


Introducing new slippers which have natural cork soles and use 50% less plastic



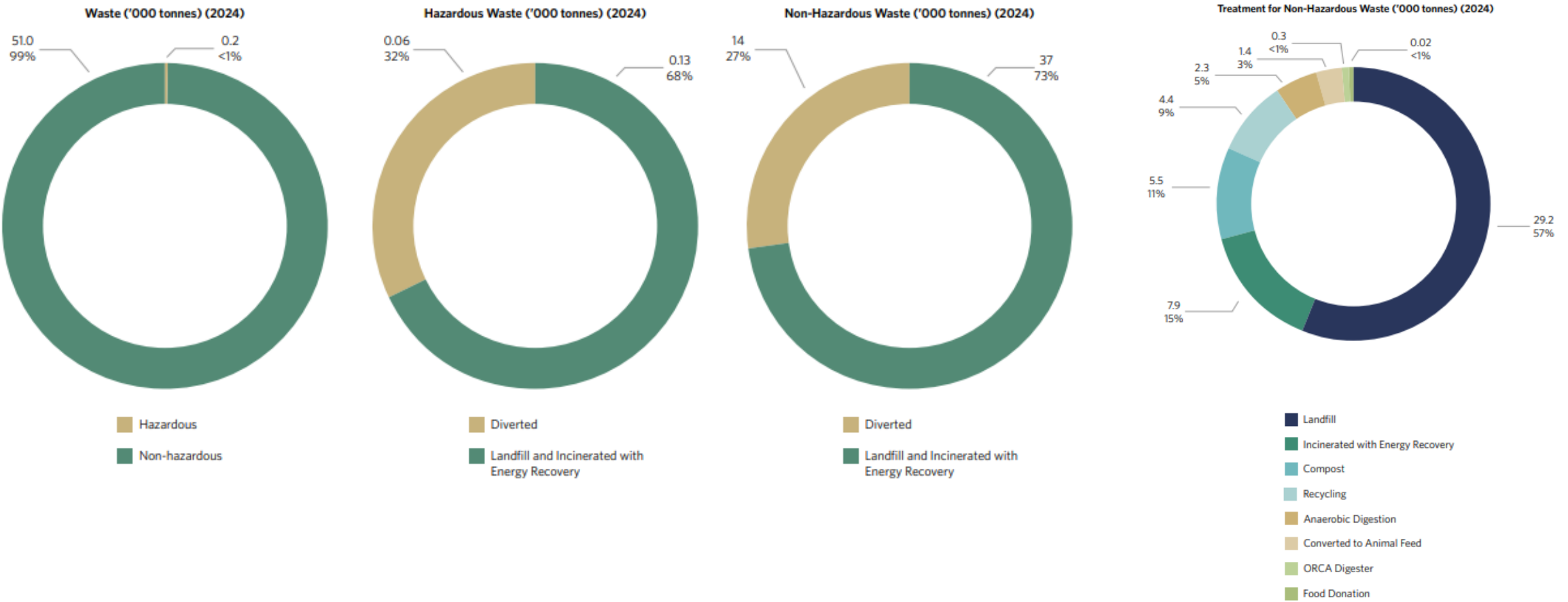
Eliminating fully plastic takeaway containers, cutlery, and bags at all hotels

Single-Use Plastics Consumption and Intensity



Waste Reduction

Guided by our environmental management system, we dispose of waste responsibly. We also cooperate with strict enforcement and conduct regular audits to ensure our hotels comply with locally applicable regulations and procedures.



Other Environmental Initiatives



Impact on Land and Aquatic Life

Our hotel discharges its wastewater to appropriate areas in cooperation with the local government. We also prioritize seasonal seafood consumption and work with suppliers who adhere to our policy of protecting and sustaining all living species. To maintain and protect the existing fish diversity, we consume all marine species seasonally. Threatened plant species in the Marmara region are monitored by our hotel and are not used in decoration projects.

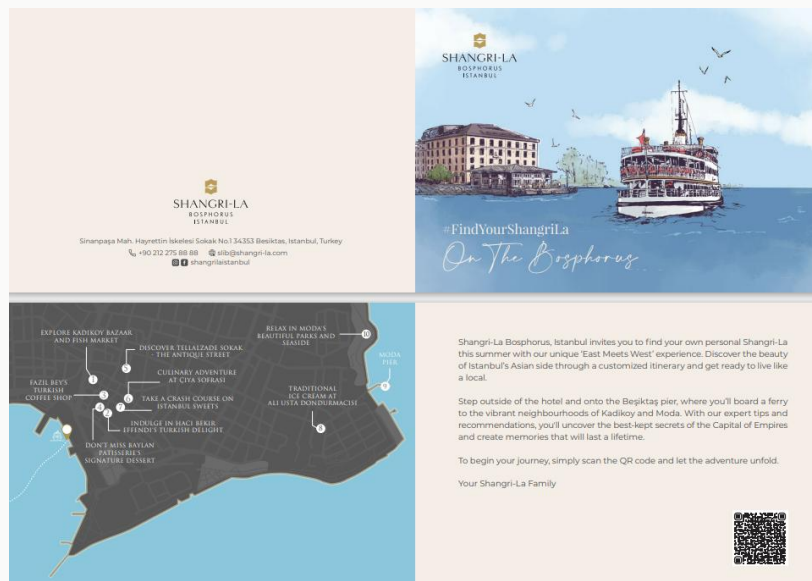
Hazardous Waste

An inventory of hazardous substances has been compiled and controlled in collaboration with an Environmental Engineer. Chemicals are stored and processed according to appropriate standards. We also dispose of all hazardous waste in accordance with local regulations. That means items such as paint containers and fluorescent lighting are recycled, reused, or treated by designated collectors before disposal. Guests are informed about the personal use of substances that may be considered harmful to the environment (such as toxic sunscreens and pesticides).

Invasive Species and Wildlife Interactions

Our hotel takes necessary precautions to prevent invasive species, and regular inspections are provided. There are no wildlife interactions or wild animal species at our hotel. There is no hunting or trade of wildlife at our hotel.

Other Environmental Initiatives



Transportation

Guests are provided with information about climate-friendly transportation options. Throughout the hotel, there are initiatives to raise environmental awareness among guests and employees. Informative brochures on exploring Istanbul on foot are provided for guests. Guests are offered ferry suggestions to explore Istanbul's cultural and historical sites. They also receive an Akbil (Local Public Transport) card with a special map. Information about public transportation is available on our website. [Transportation | Shangri-La Bosphorus, Istanbul](#)

Employees also receive a monthly allowance for using public transportation.

Local/Regional Sourcing

To support local suppliers and reduce our carbon footprint, we prioritize local/regional suppliers in our purchasing processes. 99% of our suppliers are local, and all of our meat, fruit, and vegetable products are domestic.



100% Local



100% Local



100% Local

Recycling and Upcycling

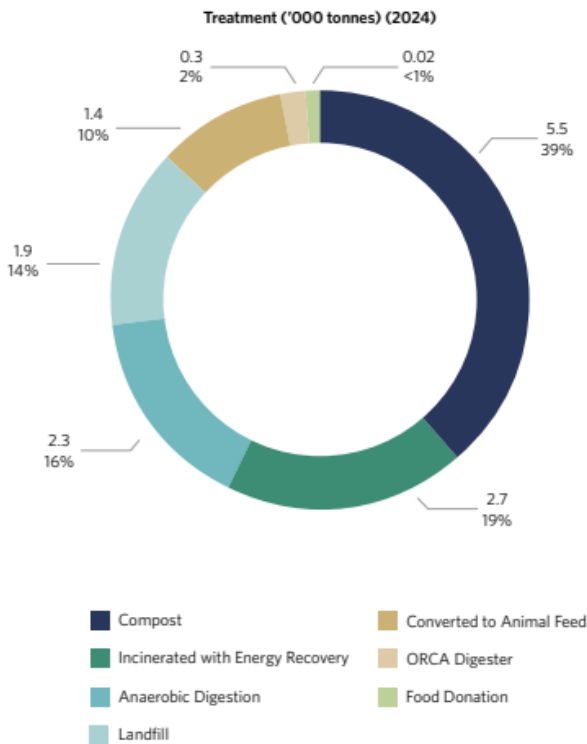
We engage with organisations in our region to recycle waste from our room amenities, kitchens, outlets, Banquet events and so on. This includes donations of discard items to animal shelters (286 kg.), collecting plastic caps for disabled citizens (140 kg.) and recycling coffee capsules (34 kg).



Food Waste Management

By weight, food waste is our hotels' biggest waste stream. However, through improved planning, storage, and handling, we are avoiding it at source. At some hotels, unavoidable food waste is composted or even converted to animal feed.

For more information on this topic, please see the Savour section.



Environmental Policy

We weave sustainability into the fabric of our business because we recognise the need to reduce our impact on the planet.

From property design to the experience of our guests and beyond, our Environmental Policy shapes our work. It sets out our commitments to be more energy efficient, conserve water, manage waste, protect biodiversity, and limit our impact on climate change, as well as detailing our environmental principles. It is fully approved by our Executive Management. For more information, please find our full Environmental Policy [here](#).

Guest Experience

Safety and Security

Nothing is more important to us than ensuring the health and wellbeing of our employees and guests, which is why we have robust policies and procedures that cover their safety and security. We conduct regular audits at properties to verify their compliance with our Group standards. These audits cover key topics, such as engineering, security, food, and fire and life safety. We also welcome all guest feedback so that everyone receives exceptional service during their stay with us. Our hotel successfully passed all inspections this year. All our employees receive security, FLS & health and safety training, which is repeated annually.

Global Performance (2024)

100%

of our hotel properties successfully passed operational audits in fire and life safety, engineering, and security.

All properties are supported by cross-functional emergency response teams that are on duty 24/7. Our Group Business Continuity Plan and standard operating and emergency response procedures help ensure the highest standards of security for guests, employees, and visitors. In addition, our Security and Safety Reporting System captures any reported incidents and their related responses.

Our Group Security function helps strengthen the crisis-handling skills of our in-property Crisis Management Teams. This year, to ensure hotels can respond effectively in all circumstances, new desktop exercises were introduced that tested General Managers and their deputies separately (TTX – Tabletop Exercise).

Fire & Life Safety

Our standards for fire and life safety (FLS) reference the USA National Fire Protection Association's regulations, as well as the codes of all other relevant jurisdictions. At every property, FLS managers monitor and maintain FLS systems in accordance with these standards and codes.



Routine Fire Drills



Shangri-La Cares

Our Shangri-La Cares promise comes straight from the heart. It underpins the caring spirit of our brand and guides our unrelenting efforts to ensure every guest's wellbeing and comfort.

There are two parts to Shangri-La Cares:

- Outstanding cleanliness and hygiene standards that help guests feel at ease throughout our properties.
- Safe and convenient options, such as contactless functionality from our Shangri-La Circle app, online check-in, express check-out, digital menus, and payment.

Guest Experience

Guest Feedback

We monitor the feedback we receive in-person, from post-stay surveys, social media, emails, and other channels. Wherever possible, our hotel teams always reach out to understand any negative feedback. We want to speak to guests, hear their concerns, and put them right. Feedback details are logged into a tracking system, where text analytics and key driver analysis help us identify trends, root causes and possible actions. Our average guest satisfaction rate for 2024 is **94.24%**, which is above our target figure.

Every month, our hotels review and address any areas of improvement highlighted by our guest feedback management systems. Our headquarters Customer Experience team prepares monthly reports on customer experience performance. They review this with Regional Customer Experience Champions to act where required.

To reward our employees' ceaseless efforts to improve guest experience, HQ presents awards to properties that successfully act on guest feedback. Regionally, we give gold, silver, and bronze awards to employees at properties showing the biggest improvements in quarterly guest experience statistics. Globally, we present annual gold, silver and bronze awards that honour the most outstanding projects among the quarterly regional winners.

Adopting Eco-Friendly Cleaning Products (Environmentally Friendly Procurement)

Not all of our sustainability initiatives are easily visible. This year, for example, Our Company worked with suppliers to trial eco-certified cleaning products. Through the trial, we sought to use products that respect nature, keep our guests and employees safe, and continue to clean effectively. The eco-friendly products tested included kitchen surface cleaners, laundry detergent, and bathroom cleansers. We completed the pilot in March 2024 and will use the results to inform our future choices.

We have also started transitioning to a more environmentally responsible dry-cleaning method. The advanced hydrocarbon technology used in this process, favoured by high-end retail laundries, will allow us to care for our guests' most delicate garments while significantly reducing harmful emissions. This creates a safer and healthier experience for all guests and employees.

On hotel level, we prioritize hygiene in the chemical products we use, as well as their environmental impact. We use eco-labeled Suma products from Diversey. The percentage of our eco-labeled cleaning chemicals is **1.9%**.

94.24%
Overall Guest Satisfaction Score



Goal is to achieve
Service Excellence

SHANGRI-LA
EXPERIENCE



SAVOUR

Savour The Flavours



Food production and sourcing

Focus on locally grown, sustainably sourced ingredients



Transportation

Minimise transportation to maximise freshness and reduce carbon emissions



Storage

Proper storage to minimise spoilage and wastage



Preparation and consumption

Provide healthy options to customers
Eliminate full plastic takeaway containers, cutlery, and bags



Food waste management

Analysis to reduce waste
Food donation
Composting

Across more than 50 years, we have built a reputation for outstanding Asian hospitality. At the heart of this is a commitment to delicious food and beverages, created sustainably for our guests. Our kitchens thoughtfully consider the journey of every ingredient, from field to fork. So, whether we are sourcing, delivering, managing, or preparing, we do it with love and responsibility for our guests and their worlds.

Rooted In Nature

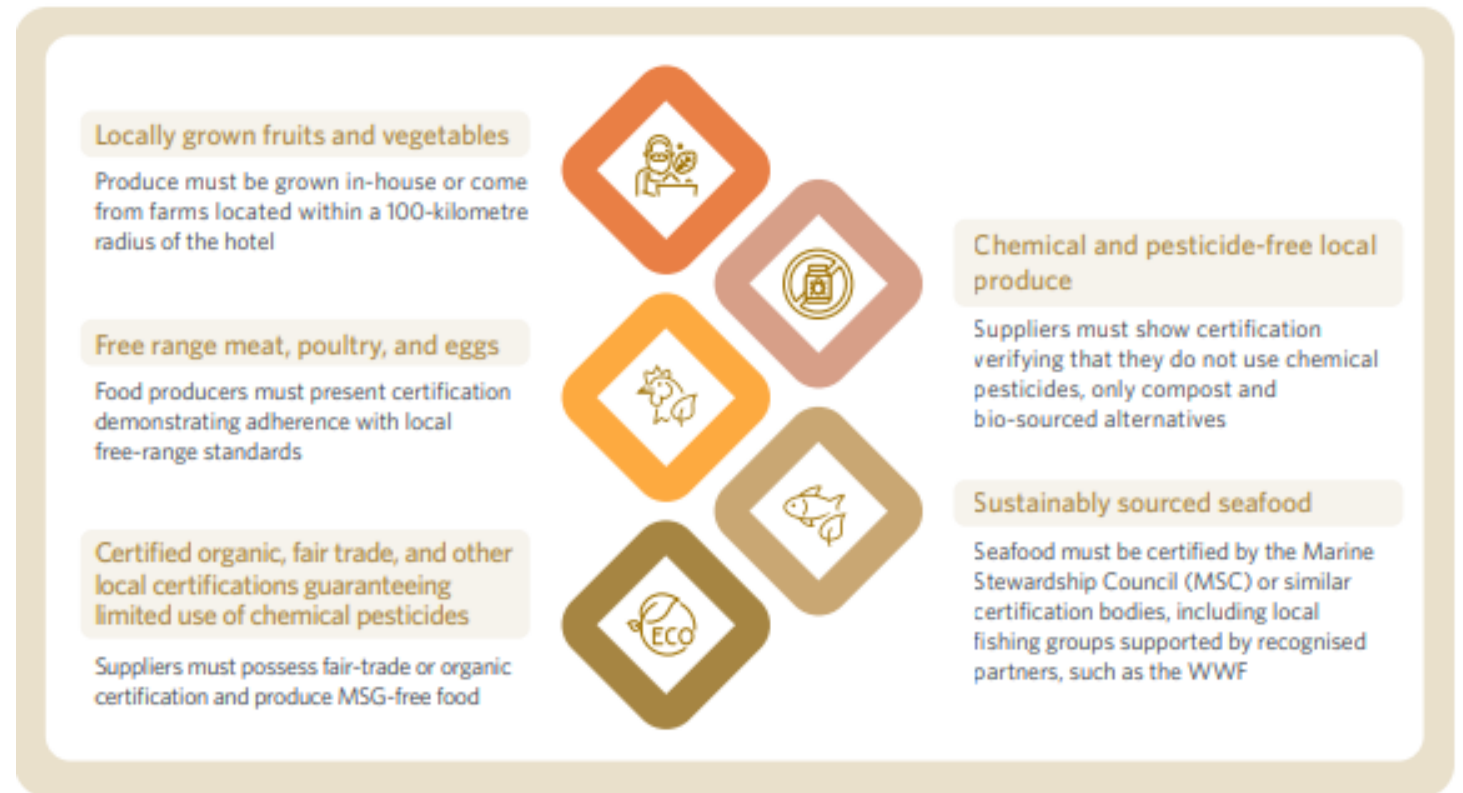


Rooted in Nature (RIN) is the centrepiece of our commitment to sustainable food and beverage (F&B). Since 2014, the programme has been helping us consider our entire food supply chain. From growing and harvesting to storage and preparation – even the way we manage food waste – RIN ensures that sustainability is always a big part of our kitchens’ decision-making.

Because we are passionate about provenance, we want our guests and employees to learn the stories behind the food on their plates. RIN encourages our F&B teams to buy local, seasonal ingredients supplied by small-scale community farmers, fisheries, bakers, and other producers who preserve traditional customs in environmentally and socially responsible ways. With backing from the programme, many of our hotels also boast rooftop or kitchen gardens filled with tasty crops and herbs – the ultimate in fresh and local sourcing.

At our hotel, we source produce from local farmers. Our menu features natural and local ingredients, and these products and ingredients are clearly stated on the menu.

RIN requires our properties’ menus to include great-tasting options that meet at least one of the following criteria:



Rooted In Nature



Chef's Farms

Chef's Farms are on-site spaces where kitchen staff cultivate herbs, vegetables, and fruit sustainably. Many of these crops are native to their regions, enabling chefs to create the freshest, most authentic dishes for our guests.

Rooted in Nature encourages hotels to educate guests and employees about sustainable food production.

Local Farmer Partnerships

Our hotels always seek opportunities to connect with local farmers and producers. These reciprocal relationships deepen the hotels' links with local communities, create valuable markets for small-scale, sustainable farming and fishing, and provide high-quality, authentically local ingredients for our guests to enjoy.



Food Safety

The health and safety of our guests will always be of utmost importance to us. We maintain food and beverage safety and quality at all our properties in accordance with our comprehensive food safety management system. . All our employees receive hygiene training, which is repeated annually. Our hotel holds a HACCP certificate, which is renewed annually following an inspection.



100% of our hotels passed food safety audits.



100% of our medium- and high-risk food and beverage product suppliers complied with our food safety requirements.



93 hotels are HACCP and/or ISO 22000 Food Safety Management certified.



Our hotel is replacing plastic cutting boards used for food display areas and ready-to-eat foods with marble, stone, and stainless-steel alternatives.

Food Safety Management System

Our food safety management system (SFS) is based on the principles of hazard analysis and critical control points (HACCP). SFS policies classify the risks associated with food production and handling as high, medium, and low.

Food suppliers are categorised by the risk classification of the products they supply. We take appropriate action to ensure medium- and high-risk food product suppliers meet our food safety requirements.

In 2023, we refreshed the learning materials used by F&B employees at our Shangri-La Academy. The updated content helps reinforce food safety awareness for all direct and indirect food handlers.

Reducing Microplastics

As concerns rise about microplastics in food, we are piloting the use of durable marble, stone, and stainless-steel chopping boards for food display areas and ready-to-eat foods in our hotels. These boards undergo stringent cleaning, including thermal and chemical sterilisation and microbiological tests, to ensure they meet our exacting hygiene standards. By trialling these alternatives to plastic, we aim to safeguard the purity of our ingredients and protect the health of our guests.

Food Waste Reduction

Food waste is a significant challenge for the hospitality industry. We continuously strive to improve our performance, operating several initiatives to reduce food waste across our properties.



Food Safety Management System

Food waste reduction strategies in our hotels address three key aims: reduce overproduction, minimise spoilage and damage, and collaborate to prevent waste.

To limit overproduction, our chefs regularly monitor and review leftover food to identify dishes for modification. We survey guests to understand their preferences, and our F&B teams plan for factors that influence demand, such as weather, day of the week, and local events.

To reduce spoilage and damage, our F&B teams follow detailed stock management and food delivery processes. This ensures food is stored and dated correctly as soon as it is received. Inventory deliveries are reviewed regularly to identify ingredients that could be delivered in smaller, more frequent quantities to prevent expiration.

At an organisational level, we collaborate across departments to combat food waste. Our F&B, ESG, Procurement, and Finance teams work together to track food waste costs, ensure procurement matches production, and foster a culture of good food waste management.



Food Donation

Many of our hotels donate safe, unconsumed excess food to local communities. These programmes prevent surplus food from becoming waste and foster deeper connections with local non-profit groups.

We track all our waste monthly through the Schneider Electric – Resources Advisor platform. We collect edible food waste from the staff cafeteria in a separate area and, in collaboration with our staff, send it daily to the Belgrade Forest, contributing to the feeding of stray animals. Guest and colleagues are kept informed of the food waste management at all times.



1830

kg of food donated to local charities

Coffee Residues from Table to Farm and Back Again

Since 2018, we have partnered with Nespresso to recycle used coffee capsules from our restaurants and guest rooms. Our Waste Management team separates these capsules from other waste, returning them to Nespresso for processing. Used coffee grounds make excellent, nutrient-rich fertiliser or can be turned into renewable biogas. The aluminium casings are recycled into other products, such as pens and cans.

This year, our hotel recovered **33.7 kg** of Nespresso capsules, the equivalent of 1,350 recycled aluminium ball pens.





Chinese Noodle making workshop to elevate their culinary journey.

Our Tea Master demonstrates Beijing Gongfu tea Practice.

Promoting Traditional Asian Arts and Culture

We take pride in our Asian heritage, seeking to both welcome guests to Asia and bring the best of Asia to the world. As part of that aim, we offer authentic food and beverages and create inspirational moments that celebrate Asian culture. This cornerstone of our identity and ESG approach is reflected in our updated materiality matrix.

Highlights from this year's programme at our hotel include showcasing traditional tea culture. Our own authentic tea master continues to demonstrate Beijing Gongfu tea ceremonies and host tasting workshops. We also offer Chinese noodle making workshop.

For more details about how we support traditional Asian arts and culture, please refer to the Shine section.

Local/Regional Entrepreneurs

Our hotel collaborates with local/regional entrepreneurs to support them.



Our local Tile Plates



Marbling Art Workshop



Istanbul Travel Guide Experience



Natural Lavender essence soap from a local company is used in the guest rooms.



Istanbul-themed magnets are given as gifts to guests.



Local Hammam products are available in Spa.



SHINE



Shine

The success of our business is founded on the hard work of our incredible employees and suppliers. We do this by nurturing an inclusive culture where people feel valued and empowered. Through this empowerment, we forge even stronger bonds with the guests and communities that we serve, unleashing the true potential that enables everyone to shine.

Employees

We foster a culture of care, safety, and achievement for all employees.



Suppliers

We commit to maintaining a responsible and ethical supply chain by ensuring our suppliers adhere to high ESG standards.



Communities

We build lasting and meaningful partnerships with our communities, including through our signature programmes Embrace and Sanctuary.



Guests

We are obsessed with delivering heartfelt hospitality to our guests, creating moments of joy that matter.



* For more on our best-in-class guest experiences, please refer to the Stay and Savour sections of this report.

Our Employees

Every day, our talented employees bring our company's values to life. To facilitate this, we implement policies and procedures that foster a culture of care, safety, and achievement for everyone. Through these guidelines, we address a range of material ESG topics related to human resources, including talent acquisition and retention, training and development, succession planning, employee engagement, and occupational health and safety. Our Code of Conduct and Ethics and Human Resources (HR) Policy reflect these key principles.



Shangri-La Culture

Our organisational culture is inspired and championed by our leadership, setting an example that resonates throughout our workforce. Together, we cultivate an environment of collaboration, inclusivity, and shared values.

Our Vision, Our Purpose, Our Business

Our Vision

What we aspire to be



To be the best-loved hospitality group, pioneering new horizons and setting new benchmarks.

Our Purpose

Why we exist



We host people to the colourful joys of life in a sustainable manner.

Our Business

What we do



Inspired by our Asian heritage, we enable people to live, work, play, eat, and rest well through the environments we create and the memorable experiences we deliver.

Our Beliefs

Code of behaviours we live by

Do good



We strive to do the right thing from the heart, with integrity, care and sustainability.

Obsess over customer experience



We are obsessed with delivering heartfelt hospitality to our guests, creating moments of joy that truly matter.

Own our success



We act with the desire to succeed and drive business results.

Compete to win



We have a winning mindset. We take pride in high performance and set new benchmarks.

Never give up



Resilience is in our DNA. We adapt to change with determination and flexibility.

Employee Engagement

The opinions and experiences of our employees are crucial to us, and we are always looking for ways to enhance the working lives of our valued employees. Since 2022, our annual company-wide Shangri-La Culture Pulse survey has helped us better understand our employees' views. Using this data, we are able to refine our internal engagement strategies and identify areas for improvement.

The survey invites all employees to provide anonymous feedback on our corporate culture, particularly addressing three critical behaviours: collaborate as one, recognise and celebrate, and courage to change.

We conducted the Shangri-La Culture Pulse Survey in 2023 and 2024. Both surveys used the same set of questions, enabling us to track and compare our employees' perspectives against a 2022 baseline. This year, 100% of employees completed the survey. We achieved an average engagement score of **3.70** (4 is the highest possible score; vs. 3.57 in 2022) and Recommendation rate of **69%** (vs. 51% in 2022), indicating steady progress over the past two years. This year's results suggest that employees believe we are continuing to better exemplify our core beliefs. They are also even more willing to recommend us as an employer of choice. In addition, our work on previous action areas is beginning to bear fruit, with a significant improvement in views regarding employee recognition and remuneration.

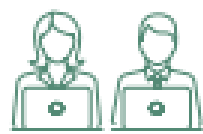
We will continue to monitor employees' perceptions of our efforts to bring our culture to life. All business units have roadmaps with specific and time-bound action plans to further integrate Shangri-La Culture into their operations. Moving forward, we will incentivise ongoing improvement by calibrating our Balanced Scorecard against operational needs and the feedback we receive from our employees.

Employment Profile (2024)



New
hires

106



Employee
headcount

264



People
with disabilities

8



Voluntary
turnover rate

44%

Shangri-La is a large family that provides training programs for the continuous development of its employees. The process begins with the first-day orientation and continues across departments. Employees can submit suggestions for training they would like to receive to the Training Department through training surveys. Each department has a dedicated department trainer responsible for departmental training activities, who monitor and record the on-the-job training process of new employees using the Task Competency Form (TCI). All internal and external training programs are announced monthly and annually by the Training Department. In addition to professional development training, we also provide training in first aid, emergency response, fire, communication, leadership, guest satisfaction and problem-solving, occupational health and safety, food safety, teamwork, and quality management systems.

Our hotel offers Coaching and Mentoring Programs. These programs provide our employees with development opportunities for increased visibility and experience, flexible assignments, and job rotations, enabling an accelerated career development journey.

Investing in the appropriate platforms, resources, and opportunities to empower talented individuals to expand beyond their current roles is crucial. Succession Planning is incorporated into our Balanced Scorecard as a key metric to ensure business units develop a pool of talent within the Group to continue our legacy and support our expanding portfolio. We ensure that all Senior Management positions have at least one talent to succeed in the short to medium term, and that Individual Development Plans are in place for all identified talent.

Learning & Development

Performance 2024



100%

of in-scope permanent employees completed and passed our core learning modules



74

training hours per employee per year. Total of **19,533 L&D Hours** are completed.

People are our most important assets, so we invest heavily in our employees' learning and development. We want to help our employees embrace and embody our beliefs, share our values, and perform their roles with dedication and expertise.

Our Learning and Development team uses technology, storytelling, gamification, and video-based content to add colour to our employees' learning experiences. Meanwhile, our senior leaders encourage our employees to achieve their full potential by supporting career development opportunities for emerging talent.

Shangri-La Academy

Shangri-La Academy provides company-wide learning and development solutions through an online platform, as well as face-to-face and on-the-job learning. It empowers our employees to cultivate the mindsets, behaviours, and skills necessary to become leaders and realise our vision.

We offer three types of learning pathways – Core, Functional, and Leadership – delivered through blended learning strategies that include online courses, workshops, and on-the-job training.

We collect course evaluations from Academy participants, allowing us to continually review and improve our learning and development programmes. All hotels maintain complete training records, which are regularly audited by the HR division to ensure consistency across our Group.

Leadership Transformation Programme

Our Company launched our Leadership Transformation Programme in 2023.

The programme prepares young talent for future leadership roles by developing their skills and knowledge. Through a series of workshops, it supports emerging leaders to elevate their performance, embody our Shangri-La culture, and build stronger working relationships across departments. The programme’s contents complement our other leadership programmes, helping our employees grow into well-rounded individuals capable of excelling in our business.

In 2024, more than 1,700 leaders joined the programme. Participants have given excellent feedback thus far, giving the series an average rating of 4.9 out of 5.

Intern Employment and Student Development Programs

As a hotel, we enjoy deep and meaningful connections that extend not only to our employees but also to future generations. Our projects related to future generations include participating in school Career Days and/or speaker invitations, and we organize introductory events at our hotel. Some of the students who completed their internships at our hotel in the past have subsequently been hired as full-time employees. We organize motivational events, training sessions, and present certificates of achievement at the end of their internships, along with farewell events.

	Description	2024 Updates
1 Core learning >	Provides foundational information for carrying out duties and ensures the safety and security of employees and guests	<p>Core learning covers safety and security, cybersecurity, phishing, personal data protection, and sustainability. We updated the sustainability course in 2024 to reinforce our focus areas and make it more practical for our employees.</p> <p>In late 2024, we introduced a course on modern slavery and human trafficking as part of the 2025 core curriculum.</p> <p>All core learning modules achieved a 100% completion rate for their target audiences in 2024.</p>
2 Functional learning >	Enhances skills to perform and perfect role-specific functions	<p>Launched 38 courses for 11 functions in 2024, leading to 134,000 enrolments.</p> <p>Three of the new courses focus on information and technology platforms.</p>
3 Leadership learning >	Nurtures high-potential talent for developing the next generation of leaders from within our Group	<p>Includes:</p> <ul style="list-style-type: none">• Leadership Transformation Programme for young talent and future leaders• BLP for future General Managers• OLP for future Resident Managers• Emerging Leaders Programme for middle managers

Employee Recognition

Moments of Joy

Moments of Joy program was launched across all our properties in 2023 to celebrate and reward employees who go the extra mile to embody our culture and values, nurturing a culture of recognition that enables employees to shine. Typically, these exemplary acts solve problems and bring joy to our guests and fellow employees.

Any Shangri-La employee can nominate another for creating a Moment of Joy. Awardees receive certificates and special rewards as a thank you for their efforts.

Every month, we feature select stories from each region in Shangri-La Pulse, our monthly internal newsletter. In this way, we celebrate dedicated employees and share their ethos and practices with employees around the world.

Since the programme launched, we have received around 1,000 nominations and presented over 100 awards.



Spotlight On Our Long-Serving Workforce

We believe that our dedication to looking after our people is illustrated by the number of long-serving employees in our workforce. We are proud that nearly a quarter of our employees have been a part of the Shangri-La family for at least a decade. As the backbone of our workforce, we always aim to show long-serving employees our appreciation by presenting long-service awards. We also host celebratory recognition events for our employees throughout the year.

This year, we were delighted to mark 5 and 10-year milestones achieved by dedicated Shangri-La employees around the world. We look forward to continuing to build long-lasting relationships with our outstanding employees in the future.



Equity, Diversity, and Inclusion

Diversity and inclusion are essential to the success of our company. We are proud of our diverse, accepting culture and are devoted to maintaining a fair and inclusive workplace for all our employees.

In accordance with our Equal Opportunity and Respect Policy, we strive to ensure that our workplaces are free from discrimination against gender, race, ethnicity, religion, nationality, disability, marital or family status, sexual orientation, or any other personal characteristic. Our employment decisions are made on merit, and we expect all employees to treat each other with courtesy, consideration, and respect. We also make reasonable accommodations in the workplace for religious observances. Anyone who experiences or observes discrimination or harassment is encouraged to contact their HR representative.



Unconscious Bias Training

100%

of permanent hotel employees completed online learning courses in 2024, covering unconscious bias, discrimination, and harassment in the workplace. These courses underline our belief in the importance of diversity, inclusion, and respect.

Supporting Women

Our meritocratic approach towards talent acquisition, promotion, remuneration, training, and transfer forms an important part of our efforts towards gender equality and female empowerment.

Every year, we celebrate International Women’s Day in recognition of the many successful and talented women crucial to our business. For this year’s event, we hosted Pizza Workshop activity for or on behalf of women and partnered with a local women entrepreneurs' society from Balikesir, procuring handcrafted bracelets to extend gesture of appreciation to all our female colleagues.

International Women’s Day Event



Pink October Breast Cancer Awareness Event



Women in Workforce (2024)

Total Headcount

23%

Total Managerial

31%



Hiring People with Disabilities

We provide training and employment opportunities for people with disabilities in our hotel and Company. These efforts also form an important part of our commitment to the socioeconomic development of our local communities.

People with Disabilities



8

employees

3%

of total permanent headcount in line with the local regulations.

International Day of Persons with Disabilities

At Shangri-La Bosphorus, Istanbul, we believe in creating an inclusive and supportive environment for all our colleagues. On this International Day of Persons with Disabilities, we came together for a heartfelt tea time to celebrate the incredible contributions and resilience of our team members with disabilities. This special day was an opportunity to honor their strength, creativity, and dedication that inspire us daily. As a token of our appreciation, we presented them with thoughtful gifts, reminding them of their valued place in our Shangri-La family.

Inclusion is not just a value we hold; it's the foundation of the harmonious and diverse culture we strive to nurture. Together, we grow stronger by embracing the unique abilities and perspectives of every individual.



Performance Management & Career Opportunities in Hotel / Abroad

Performance management systems enable us to provide employees with timely feedback on performance and behaviour, support their career growth, and ensure their development aligns with our strategic priorities.

Each year, employees are invited to formulate personalised objectives based on their career aspirations and our strategic priorities. These objectives are fed into individual development action plans. Managers conduct regular follow-ups with their team members; this feedback loop is crucial for tracking progress and allows managers to adjust training when necessary. Throughout 2024, we conducted annual year-end performance appraisals for all employees as part of our performance management programme.

Career opportunities are being evaluated for employees based on the successful completion of goals within the specified timeframe. In 2024, a total of 43 employees received promotions, and 3 employees transitioned to different departments/positions after completing cross-training. 14 employees took advantage of career opportunities abroad by working at different Shangri-La hotels.

Succession Planning

Succession planning allows us to build deep talent pools and ensure our business continues to prosper. It also helps our talented employees shine beyond their current roles and is a base metric in our Balanced Scorecard.

100% of the positions reviewed had at least one talented employee identified as a potential successor. These were categorised as either 'ready now' (capable of stepping up within one year) or 'ready later' (capable of stepping up in one to three years).

Caring for Our Employees

The health, safety, and wellbeing of our people are of utmost importance to us. We have Occupational Health and Safety Management Systems (OHSMS) in place for our employees. We monitor key performance indicators related to Occupational Health and Safety. All our employees receive Occupational Health and Safety training provided by an Occupational Safety Specialist upon hire, and this training is repeated every three years as a refresher.

The most common injuries experienced by our employees are cuts, falls, sprains, and burns. In 2024, there were 90 workplace accidents at our workplace, none of which were life-threatening. All employees who experience workplace accidents are contacted after the initial intervention and receive refresher training on workplace accidents. Occupational Health and Safety meetings are held regularly, and workplace accidents are analyzed and reviewed. Preventive measures are being taken.

We Embrace Holistic Approaches to Health and Well-being in Our Workplace

We support the mental and physical health of our employees by offering enjoyable and educational activities, such as fitness and dance classes, ergonomics training, personal finance management training, breathing exercise seminar, face yoga, yoga and dermatology sessions, and departmental Iftar dinners. Twelve of our hotel managers have completed Mental Health First Aid certification and serve as mental health first aiders.



Working Together

We place the highest importance on fully complying with laws and regulations concerning employment, remuneration and benefits. We strive to provide a harmonious workplace and attractive working environment for all employees.

To support employees in raising concerns, our Grievance Handling Policy sets out appropriate standards across our Group. Employees who raise a genuine and substantiated grievance in good faith under the policy will be protected from reprisal or retaliation.

Employee Services

Employment

Throughout the recruitment process, open communication, confidentiality of personal data, fairness, and ethical principles are essential. Child labor is strictly prohibited as per company policy. Candidates who are evaluated positively are informed of their working conditions, job descriptions, and benefits, and they are placed on the job through a mutual agreement.

New joiners are guided to their respective departments with a two-day orientation training. Upon completion of the orientation training, departmental trainers welcome employees to their departments to facilitate their integration into their respective areas.

All our employees work in accordance with their legal working hours and are able to exercise all their legal rights (maternity leave, bereavement leave, annual leave, severance pay, etc.).

Shangri-La Bosphorus, Istanbul, has an Occupational Health and Safety Specialist who provides support through the company. Employee representatives are assigned to represent other employees at OHS committee meetings and, like all participants, have the same right to speak.

Shangri-La Bosphorus, Istanbul has an active disciplinary committee.

Locker Use

All employees starting work at Shangri-La Bosphorus, Istanbul are provided with a locker for preparation and to store their personal belongings. All employees are provided with water, sanitation, and hygiene facilities.

Laundry Services

Employees at Shangri-La Bosphorus, Istanbul can use the laundry service free of charge for all work-related textile cleaning, ironing, and other needs.

Personnel Shuttle

Shangri-La Bosphorus, Istanbul operates in shifts, and shuttle services are provided for shift workers.

Staff Cafeteria

Our Hotel has a staff cafeteria exclusively for employees. The cafeteria offers breakfast, lunch, dinner, late-night meals, and tea/coffee breaks. A special concept menu is prepared weekly in the cafeteria.

Health Services

We offer an on-site physician service (certain days of the week) and a full-time on-site nurse is available during business hours.

Employee Services

Motivation

With our Monthly Celebrations (Birthday Party, Celebration of Employees of the Month for Contributing to Guest Satisfaction and Certificate Ceremony, Celebration of Seniority Years for Long-Term Employees), Special Day Celebrations (Mother's Day, Women's Day, Holiday Celebrations), Traditional Iftar Dinner, Breakfast or Night Dinner with Our Employees, Surprise Events and Treats, Holiday Celebrations, Outdoor Activities (Picnics, Boat Tours, Rowing Races, etc.), Health Seminars, and Social Responsibility Projects, to which all employees are invited, we celebrate the happy moments in their business and private lives together.

Communication

Based on the principle that "Your opinions are important to us," we have implemented many applications within the hotel.

Employee Voice Program

We have two digital suggestion platforms, one next to the Human Resources Office entrance and one in the Staff Restaurant, Café-La, to accommodate any suggestions and ideas our employees would like to share with us.

Post-Trial Period Evaluation Survey

Following the completion of the two-month legal evaluation period, all employees evaluate their experiences during their time at our hotel via an online platform. After the Probation Period, our employees are invited to the HR office for a one-on-one interview.

Post-Training Evaluation Survey

After all training sessions at the hotel, participants are directed to an online evaluation survey, and based on this, we discuss potential improvements.

Dialogue Meetings

This is a communication meeting led by our General Manager and Management Team leaders, with participation from employees from all departments.

Monthly Communication Meetings

Each department holds a monthly internal communication meeting, where department managers provide updates on the latest developments within the hotel.

Intern Employment and Student Development Programs

As a hotel, we enjoy deep and meaningful connections that extend not only to our employees but also to the next generation. Our projects related to future generations include participating in school Career Days and/or speaker invitations, and we organize introductory events at our hotel.

Some of the students who have completed their internships at our hotel in the past have subsequently been employed as full-time employees. We organize motivational events, training programs, and present certificates of achievement at the end of their internships, along with farewell events.

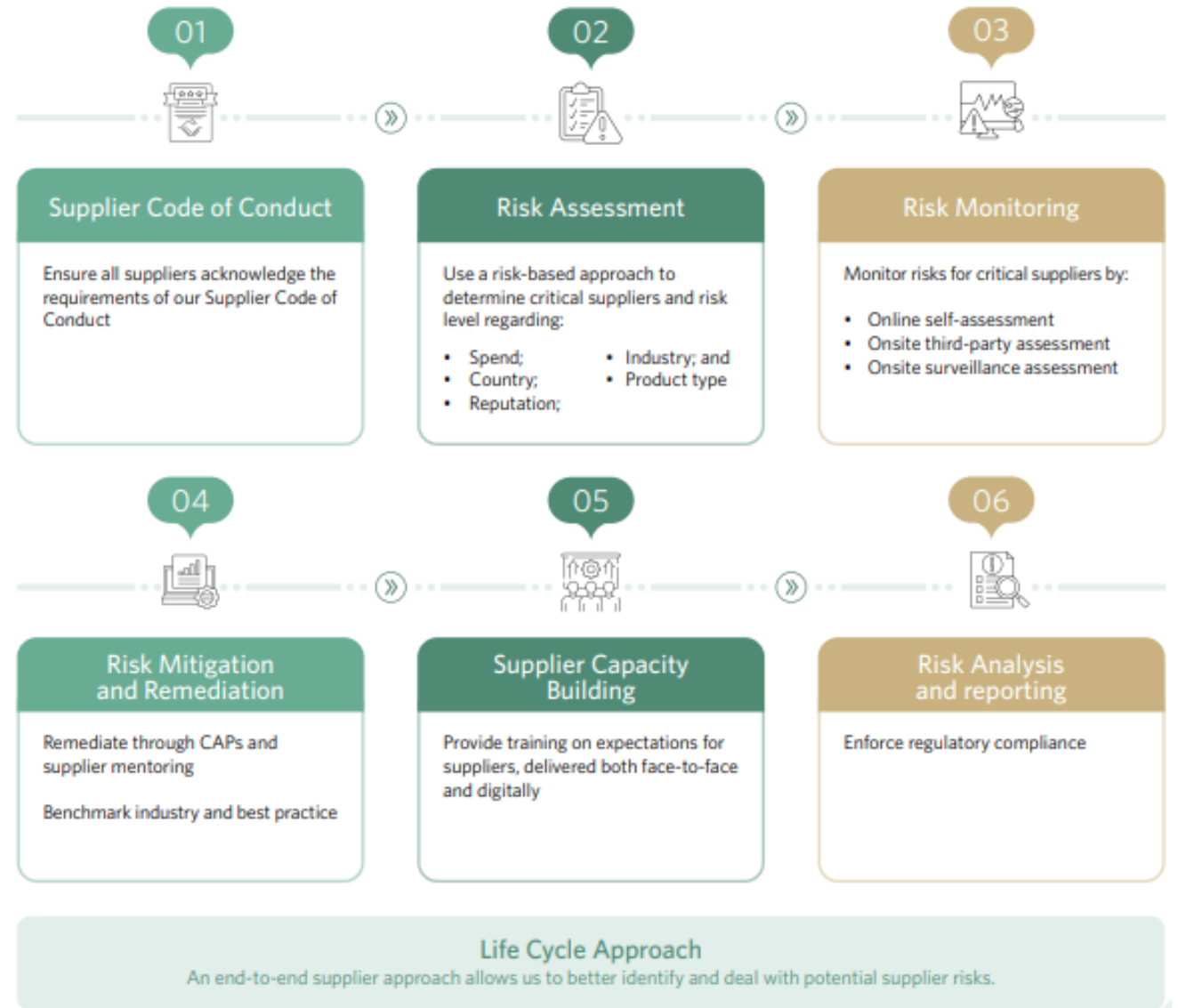


Our Suppliers

We believe that who we do business with matters. Through our comprehensive Responsible Sourcing Programme, we promote transparency, sustainability, and ethical conduct across our supply chain, positively impacting more communities.

The programme helps us understand and respond effectively to supplier-related risks. Potential risks include unethical practices, environmental damage, and human rights violations.

Our [Responsible Sourcing Policy](#) outlines what we expect from employees and suppliers with regard to ethical conduct, human rights, child and forced labour, environmental responsibility, and responsible and continuous improvement.



Our Community

Doing good and giving back purposefully are part of our business DNA. Whether it's through our signature community engagement programmes, Embrace and Sanctuary, or the neighbourhood projects organised by our hotels, we work with local partners to nurture children's health and education, promote arts and culture, and care for the planet.

Our Code of Conduct and Ethics underpins policies that set out our commitments to engage with communities and act responsibly wherever we operate.

Our Four Community Engagement Focus Areas



2024 Community Engagement Impact



Embrace: Our Care for People Programme

To invest in our future, we must invest in our children. We launched Embrace in 2009 to promote the health, wellbeing, and education of underprivileged children and young people around the world. Our initiatives achieve this by building lasting, impactful community partnerships that respond to local needs.

We organized a Children's Festival for our Social Responsibility Partner, KAÇUV, to celebrate our cherished national holiday, April 23rd National Sovereignty and Children's Day, with children. The festival was attended by all children registered with KAÇUV and their families undergoing cancer treatment. At the massive event, attended by 300 people, our little friends enjoyed an open buffet, dancing, music, a magic show, and workshops like balloons and face painting.

Umut Kafe, a mobile cafe operating on behalf of KAÇUV, visited our hotel to offer tea/coffee, soft drinks, and delicious homemade snacks. Umut Kafe provides employment opportunities for parents of children undergoing cancer treatment. We continued to be HOPE for our children while supporting this worthy cause.

We also donated Ramadan packages to KAÇUV for charity during Ramadan.



Other Community Projects

Colleague Birthday Cards

In order to benefit society and raise awareness among employees, donations are made to various NGOs on our employees' birthdays.

Student Project – As part of our collaboration with local municipality on the project called “Öğrenci Ye,” we host students in our cafeteria every day and provide support for their lunch and dinner needs.



Mother's Day – To honor the remarkable women who have shaped our lives with their unconditional love and selflessness, we've made a meaningful contribution to a local business that supports women's craftsmanship.



Library Project in Hatay Container City

At Shangri-La Group, we believe in the power of community and resilience. Last year, we built a container city in Hatay to support those affected by the devastating earthquake. Recently, with heartfelt book donations, we managed to build a library in our container city—a space for growth, hope, and healing. Our volunteers journeyed there to assemble bookshelves, chairs, and electricity, bringing this dream to life. Together, we are proud to offer a place where children and adults alike can immerse themselves in stories, learn, and find solace.

This is more than just a library; it's a symbol of hope and our commitment to rebuilding together.

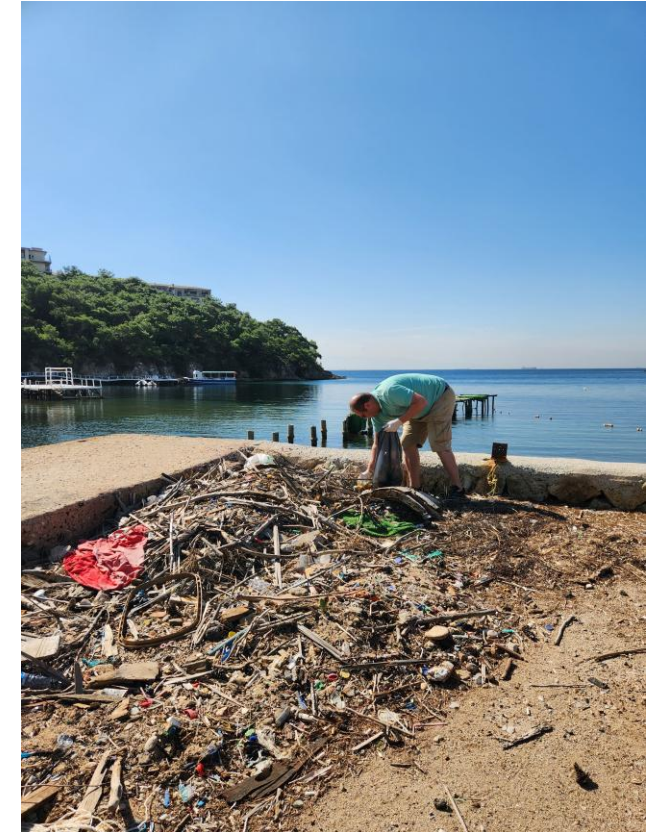


Sanctuary: Our Care for Nature Programme

We are privileged to operate in some of the world's most pristine natural habitats. In these extraordinary places, it is our responsibility to conserve biodiversity for the good of all our futures. Our hotels seek to build long-term partnerships with their local communities to protect the environment and build climate resilience. Launched in 2010, Sanctuary brings together these actions to raise awareness about conservation and protect our planet.

At Shangri-La Bosphorus, Istanbul, we believe in the power of collective action to protect our environment. In honor of International Coastal Cleanup Day, our dedicated team of volunteers came together to clean a nearby island, reflecting our commitment to preserving the natural beauty that surrounds our city.

Together, we not only cleaned up waste but also strengthened our shared responsibility to safeguard our planet for future generations. Small actions can lead to big changes, and we are proud to contribute to a cleaner, greener tomorrow.



Traditional Asian Arts and Culture

We are proud to support traditional Asian arts, culture, and cuisine while respecting the values of local communities. By doing so, we hope to building bridges across cultures and promote greater understanding and inclusivity.


This year, we hosted a culinary art event called “Shang Brunch” that shine a light on our Asian heritage and culture. We aimed to combine local and Chinese cuisines in an innovative concept that has not yet been applied by other hotels in the area, and further enable our guests to discover the depts of the Asian culinary arts as well as enjoying local cuisine. It is an exclusive culinary experience featuring a lineup of renowned executive chefs showcasing their signature dishes in their own live stations across various cuisines from Mediterranean to Chinese.



Cultural Heritage

Shangri-La Bosphorus, Istanbul, and its Concierge team provide extensive support to all our guests in introducing them to Istanbul's must-see historical sites and recreational areas. Among these activities, our Concierge team provides travel guides, both verbally and digitally, providing information on appropriate dress and etiquette at the destinations. We also assist guests with tour and guide organization.

Our Concierge and Social Media teams collaborate to showcase Istanbul through short videos, presenting the city with a list of the most popular attractions.



THINGS TO DO IN ISTANBUL

1. OTTOMAN EMPIRE HISTORY
Old City, Topkapı Palace, Hagia Sophia, Blue Mosque, Süleymaniye Mosque, Dolmabahçe Palace, Beylerbeyi Palace,

2. RELIGIOUS SITES
Hagia Sophia, Blue Mosque, Süleymaniye Mosque, Rüstem Paşa Külliyesi, Chora Church, Little Hagia Sophia, Mihriimah Sultan Mosque, Eyup Sultan Mosque, Beyazıt Mosque, Fethiye Mosque (Pammakaristos Church)

3. ISTANBUL ORTHODOX REGION
Walking tour in Fener and Balat. Fener is known for its historical importance as the center of the Greek Orthodox community in Istanbul. It is home to the Greek Patriarchate of Constantinople and several beautiful Greek Orthodox churches. Balat has a diverse and vibrant local culture. You can find small shops, cafes, and restaurants where you can try traditional Turkish food and interact with friendly locals.

4. CONSTANTINOPLE TOUR, BYZANTINE EMPIRE
Basilica Cistern, Philoxenos Cistern (Binbirdirek), Ecumenical Orthodox Patriarchate in Fener, Holy Virgin at the Church of St Mary of Blachernae, Blachernae Palace, Walls of Constantinople, Yedikule Fortress

5. EXPLORE CULTURE AND TRADITION
Grand Bazaar, Arasta Bazaar, Spice Bazaar and Eminönü, Hacıpasha Culture Center

6. MODERN ART AND HISTORY
Istanbul Modern, Painting and Sculpture Museum, Koc, Museum, Sakıp Sabancı Museum, Salt Galata, Pera Museum, Turkish&Islamic Art Museum, Carpet Museum, Archaeological Museum



Museums & Excursions QR Code



Fortune Telling

Photo Experience in Historical Area

Cultural Heritage

At Shangri-La Bosphorus, Istanbul, we continue to provide both moral and material support for the preservation of cultural heritage. Our cultural heritage and traditions are evident in our design, furnishings, meeting rooms, menus, and the services we offer. Our interior design is inspired by Dolmabahçe Palace, and our decorations and services, including the Turkish Bath, reflect our culture.

The menu features local/regional dishes. We offer our guests the "Baklava Butler" experience, offering both an innovative and local touch. Our hotel features two original works of art by renowned artist Devrim Erbil. There are no historical or archaeological artifacts in our hotel.

Türk Tatlı Tabağı .. ---
Soğuk Baklava, Sütlaç, Fıstıklı Midye Baklava,
Çilekli Baklava, Maraş Dondurma
🍴🍰🍦

Adana Kebab ..
Bulgur Pilavı, Patlıcan, Domates, Biber, Acılı Ezme
🍴🍷

Türk Meze Çeşitleri.
Füme Somon, Humus, Yaprak Sarma, Beyaz Peynir, Çiğ Köfte,
Yoğurtlu Patlıcan, Zeytinyağlı Enginar
🍴🥗🥙🥒

Çarşamba Pidesi ...
🍴🥙🍷



Baklava Butler Experience



Museum Visit



Artworks by Our Local Artist



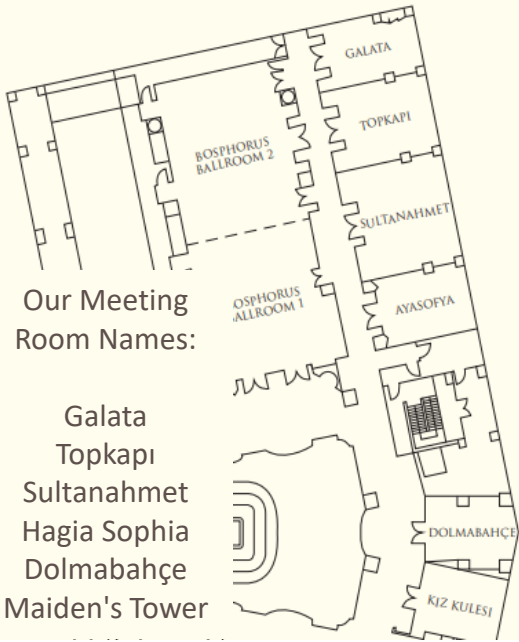
Decoration Reflecting Cultural Heritage



Interior Design



Hammam Experience



Accessibility

Our hotel's areas, building, and activities are accessible to individuals with physical disabilities and other special needs, consistent with the nature of the operation. Clear and accurate information is provided regarding accessibility at our hotel. The Sustainability Committee meets regularly to determine future projects and investments and sets its goals with the approval of the Board of Directors.

Our hotel offers services for individuals with specific dietary needs. Our menus include gluten-free items, and gluten-containing and allergenic items are also separately listed.

In addition to protein and carbohydrate-rich dishes, our staff cafeteria offers a variety of meals to suit everyone, including a salad buffet, steamed vegetables, and boiled rice.





GOVERNANCE

EG Governance

Our comprehensive ESG governance framework embeds sustainability throughout our management and remuneration activities.

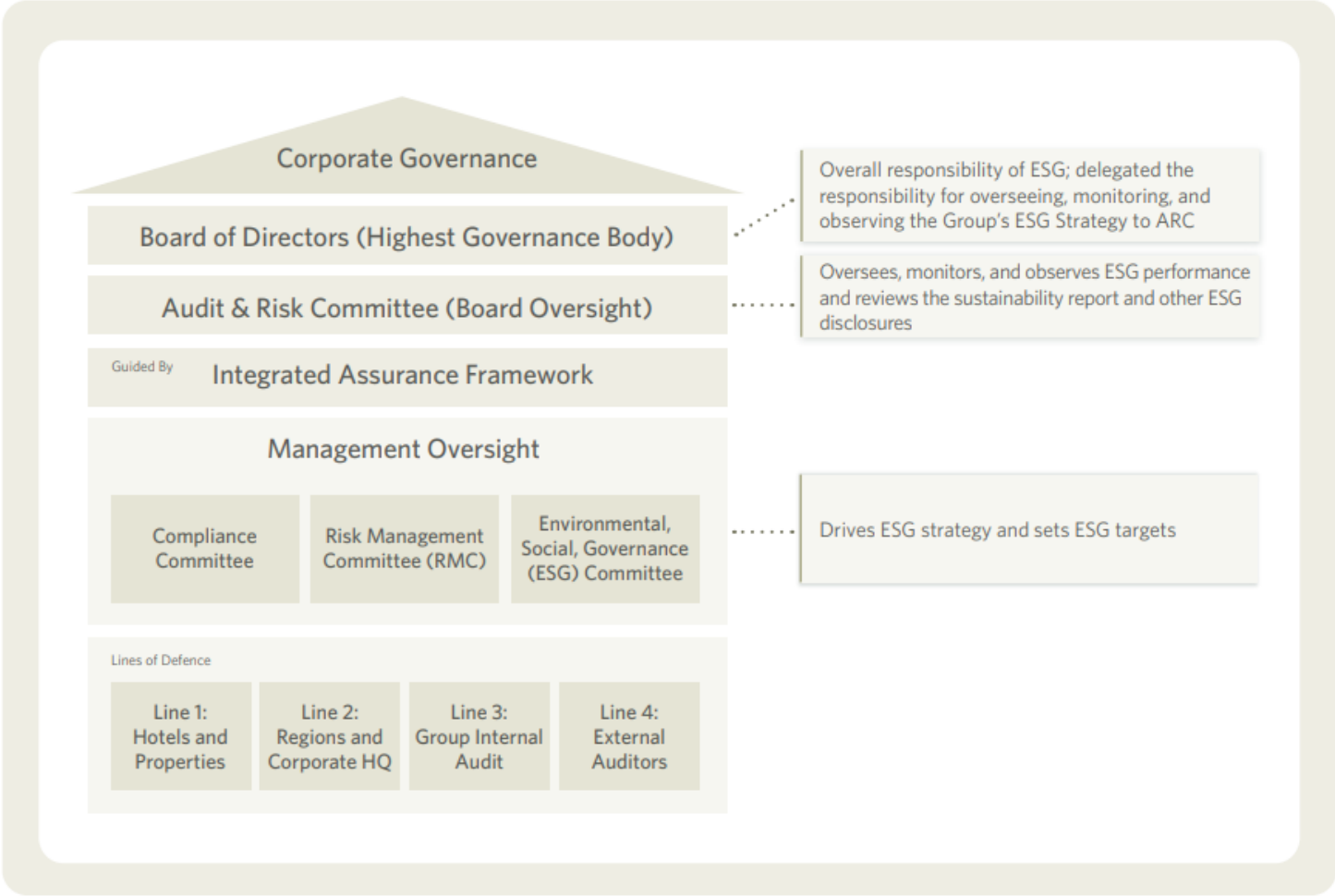
Board Statement on ESG Governance

The following subsections set out the Board of Directors’ statement on the Group’s ESG governance, including the Board’s oversight, its ESG management approach and strategy, and how the Board reviews progress made against ESG-related metrics and targets.

Board Oversight

The Board of Directors is our most senior governance body. It has ultimate responsibility for our ESG strategy and reporting, as well as ensuring that climate change, nature, and other ESG-related financial and environmental risks and impacts are identified and assessed. It also strives to ensure that we meet high standards of governance across our operations. The Board and its Committees regularly review governance practices to ensure they remain appropriate.

All Board members and senior executives receive training on ESG and climate- and nature-related risks and opportunities, including the latest climate science and regulatory changes. This training enables our Board members to provide targeted insight into the potential business impacts of such risks and opportunities.



Balanced Scorecard

Our groupwide balanced scorecard (BSC) is a strategic management tool for evaluating the performance of business units.

We incorporate ESG-related metrics into our BSC so that it aligns our business with the goals of our ESG strategy.

The BSC applies to all Shangri-La employees across our headquarters, regional offices, and properties around the world.

Different targets are set at property, region, and Group level. Salary increase for all employees is tied to the BSC, incentivising our employees to meet and exceed their targets. This consistent, universal approach enables us to motivate each business unit to contribute towards the overall strategy.

This year, we added KPIs from our new material topics, Traditional Asian Arts and Culture and Technology and Innovation, to the BSC.

Managed Accountability

At a management level, the ESG Committee drives implementation of our ESG strategy and ensures we are accountable for our performance against ESG metrics and targets. The ESG Committee is chaired by the Group Chief Financial Officer and comprises senior management representatives from key group functions, including Operations, Engineering, Project and Design, Human Resources, Procurement, Corporate Communications, Legal and Company Secretary, Information Technology, and Group Internal Audit.

Each member of the Committee is responsible for relevant goals or targets and provides quarterly updates to the Committee on progress and challenges. The ESG Committee reports to the ARC four times a year and to the Board at least once a year. These reports provide an opportunity to review and address our

ESG strategy, initiatives, and targets. The ESG Committee is supported by our headquarters-based ESG Division. The ESG Division collaborates closely with Group functions, regions, and properties to design and coordinate ESG initiatives. Division members undergo continuous professional development to stay updated with emerging trends.

Relevant Items
from the 2024 Balanced Scorecard

STAY

- Guest satisfaction score (guest engagement)
- Energy intensity
- Water intensity
- Single-use plastics intensity
- Cleanliness inspection
- Operational audits — security, fire and life safety, and engineering
- Waste management

SHINE

- Our culture
- Core learning programmes — cybersecurity, personal data privacy, security, fire and life safety, and ESG
- Succession planning
- Volunteering and community engagement

SAVOUR

- Food safety audit
- Traditional Asian arts and culture

GOVERNANCE

- Cybersecurity
- Technology enablement

A close-up photograph of two hands, one slightly larger than the other, clasped together in a supportive grip. The hands are positioned in the center of the frame, with the fingers interlaced. The background is a soft, out-of-focus green, suggesting a forest or garden setting with sunlight filtering through the leaves, creating a bokeh effect. The overall mood is peaceful and supportive.

APPENDIX

Performance Tables

CARBON FOOTPRINT C02e EMISSION (TONNE)

														TOTAL		TOTAL	VAR
														2024		2023	23VS24
Emission Nam	Emission Source	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 2024	Aug 20	Sep 2024	Oct 20	Nov 20	Dec-24	tCO2e	%	tCO2e	tCO2e
Electricity (Grid)	Standard Grid (General)	240	230	253	251	267	306	363	352	289	0	0		2552	71.3	3355	-24%
Fuel	Natural Gas	168	159	168	108	112	85.6	72.1	72.7	73.6	0	0		1020	28.5	1636	-38%
Waste	- SL - Non-Hazardous - Cardboard	0.0178	0.0166	0.0175	0.0185	0.0166	0.0177	0.0153	0.0173	0.0194	0.0234	0.00609		0.186	0.0052	2.66	-93%
	- SL - Non-Hazardous - Food Waste - Buffet	0	0.00064	0.000401	0.00049	0.000446	0.00062	0.00049	0.000553	0.00049	0.00057	0.000728		0.00543	0.000152		
	- SL - Non-Hazardous - Food Waste - Converted to Fodder (CF)	0.00125	0.00147	0.0016	0.00143	0.00178	0.00156	0.00147	0.00138	0.00116	0.00107	0.000755		0.0149	0.000417	1.32	
	- SL - Non-Hazardous - Glass (Mixed)	0.00575	0.00532	0.00596	0.0066	0.00617	0.00564	0.00511	0.00564	0.0066	0.0138	0.00321		0.0698	0.00195	2.06	-99%
	- SL - Non-Hazardous - Metal (Mixed Cans)	0.0017	0.00106	0.00128	0.0016	0.00128	0.00138	0.000958	0.00117	0.000851	0.00085	0.000224		0.0124	0.000345	0.417	-97%
	- SL - Non-Hazardous - Plastic (Mixed)	0.00138	0.00096	0.00106	0.00149	0.00138	0.00149	0.00106	0.0016	0.00234	0.00532	0.00192		0.02	0.000559	1.36	-99%
	- SL - Non-Hazardous - Used Bathroom Amenities	0.00011	0.00013	0.000151	0.00018	0.000267	0.0003	0.000267	0.000213	0.000249	0.0002	0.000178		0.00225	0.000063	0.12	-98%
	- SL - Non-Hazardous - Used Cooking Oil	0.00851	0.0134	0.00745	0.0104	0.00585	0.00702	0.0131	0.0103	0.00936	0.0107	0.00244		0.0986	0.00275	5.99	-98%
	- SL - Non-Hazardous - Used Linens	0.0385	0.0344	0.0519	0.0254	0.0883	0.0442	0.0414	0.0457	0.0795	0.073	0.0596		0.582	0.0163	8.4	-93%
	- SL - Non-Hazardous - Used Nespresso Capsule	0.00124	0.00249	0.00311	0.00498	0.00622	0.00747	0.00498	0.00336	0.00373	0.00249	0.00196		0.042	0.00117	0.0203	107%
	- SL - Non-Hazardous - Used Slippers	2.1E-05	5.3E-05	0.000074	0.00011	0.000128	0.00017	0.000128	0.000096	0.000102	8.5E-05	0.000019		0.000982	0.000027	0.252	-100%
	- SL - Non-Hazardous - Used Soaps	0.00104	0.00156	0.00208	0.00312	0.00328	0.0039	0.00276	0.0025	0.00265	0.00229	0.00208		0.0273	0.000762	0.0398	-31%
	- SL - Non-Hazardous - Used Toothbrush	9E-06	1.8E-05	0.000027	4.4E-05	0.00005	5.6E-05	0.000044	0.000033	0.000037	3.3E-05	0.000028		0.000379	0.000011	0.403	-100%
	- SL - Non-Hazardous - Used Uniform	3.2E-05	0.00015	0.000251	0.00038	0.00046	0.00035	0.000596	0.000379	0.000281	0.00609	0.000103		0.00907	0.000253	13	-100%
Water	Withdrawal	0.682	0.767	0.846	0.792	0.972	1.33	0.923	0.923	0.908	0	0		8.14	0.227	13	-37%
Total		410	390	422	359	380	393	436	426	364	0.14	0.0793		3581	100	5027	-29%

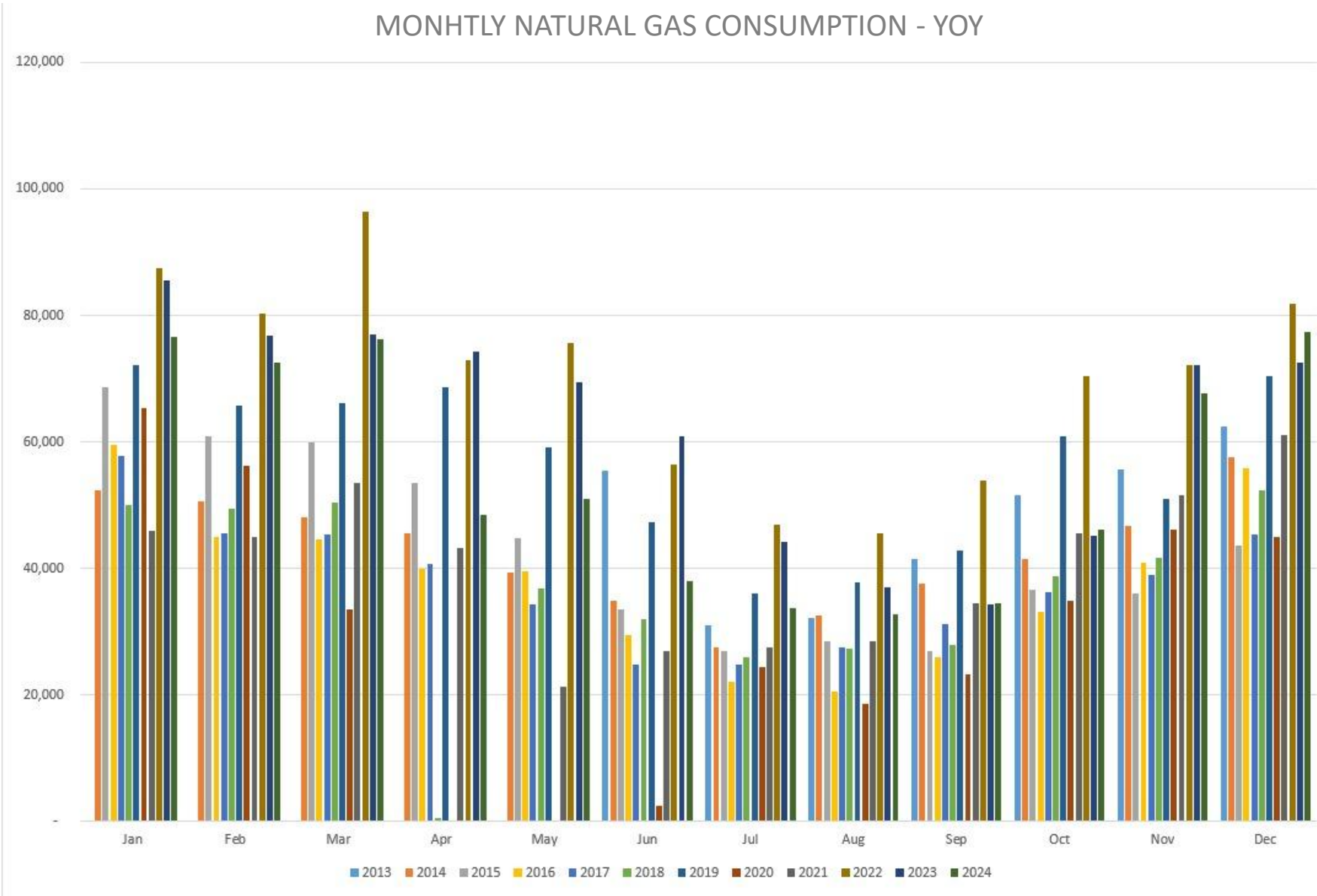
Table 1.1 Emissions for each source 2024-01-01 - 2024-12-31

Performance Tables

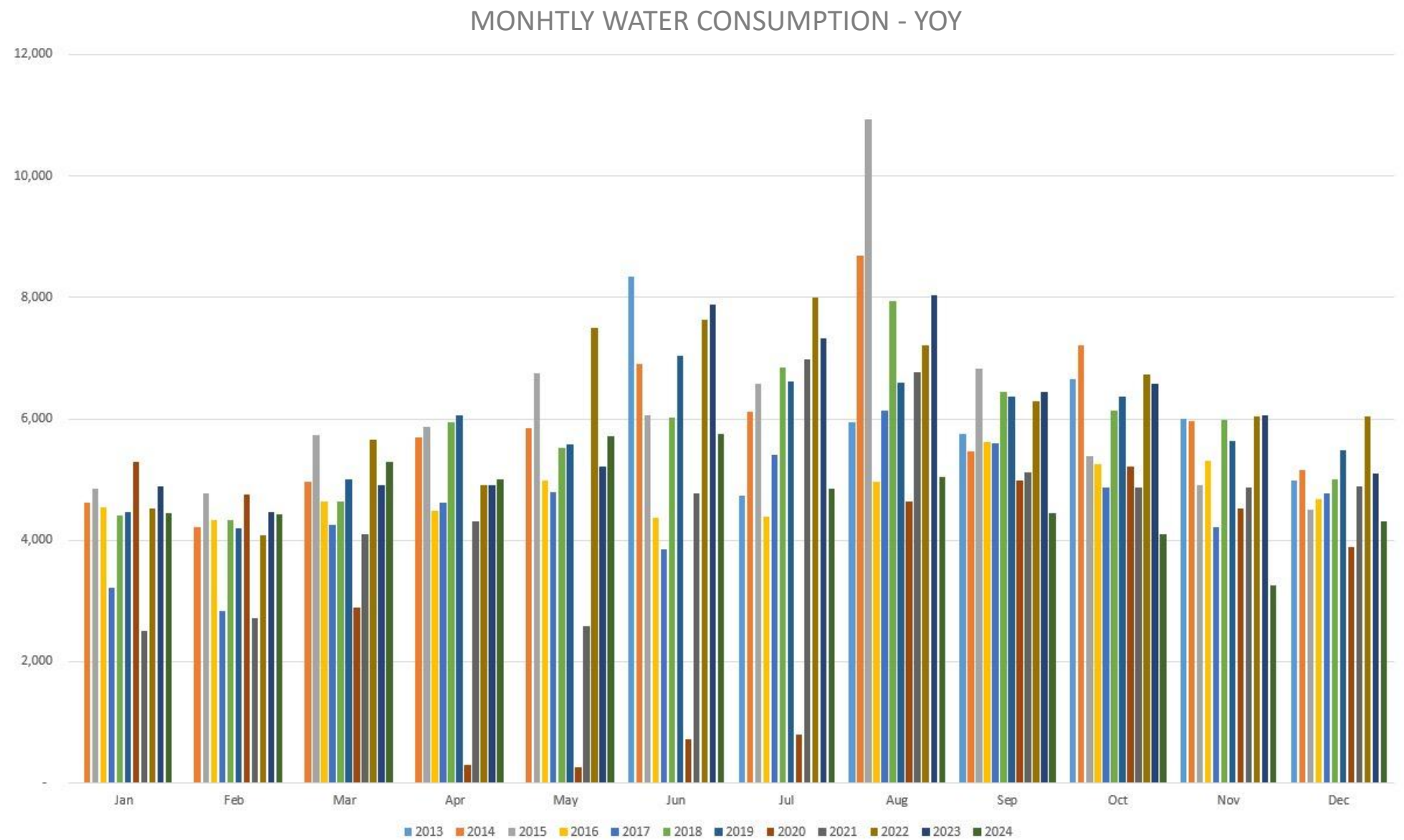
MONHTLY ELECTRICITY CONSUMPTION - YOY



Performance Tables



Performance Tables



Performance Tables

		2023	2024
Workforce			
Employee Headcount		312	264
By Gender	Male	251 (80%)	179 (68%)
	Female	61 (20%)	85 (32%)
By Age Group	Under 30 Years	84 (27%)	68 (26%)
	30-50 Years	174 (56%)	158 (60%)
	Over 50 Years	54 (17%)	38 (14%)
By Location	European Side	227 (73%)	195 (74%)
	Asian Side	85 (27%)	69 (26%)
By Employment Level	Managerial (L1-L2-L3)	50 (16%)	51 (19%)
	Non-Managerial (L4-L5)	262 (84%)	213 (81%)
By Female Presentation	Managerial (L1-L2-L3)	15 (30%)	16 (31%)
	Non-Managerial (L4-L5)	70 (27%)	45 (21%)
People with Disabilities	Number	9	8
	% of total headcount	3%	3%
Other Features	Language Diversity	43%	43%
	Religion Diversity	4%	6%
	Nationality Diversity	4%	5%

Performance Tables

		2023	2024
New Hires			
Total Number of New Hires			
By Gender	Male	87	42
	Female	37	14
By Employment Level	Managerial (L1-L2-L3)	10	7
	Non-Managerial (L4-L5)	99	44
By Female Presentation	Managerial (L1-L2-L3)	3	1
	Non-Managerial (L4-L5)	30	13
People with Disabilities	Number	3	1
Internal Hiring	Percentage of open positions filled with internal candidates	4%	7%
Total Number of Leavers			
By Gender	Male	102	91
	Female	40	56
By Rate		33%	44%

Performance Tables

		2023	2024
Learning & Development			
Shangri-La Academy online learning hours		19.673	19.533
Average training hours completed per employee		63	74
Average training hours completed per Managerial employee (M1 and above)		50	31
Average training hours completed per Non-managerial employee		17	16
Occupational Health & Safety			
Fatalities as a result of work-related injuries		0	0
Total recorded instances of work-related health issues		0	0
Total recorded injuries		88	76
Lost days dues to work injuries		150	98
Employee Work Injury Rate (per 100 FTE)		28%	24%
Community Contribution			
Volunteering	Volunteers	163	164
	Volunteer hours	828	691
	Beneficiaries reached	3.189	1.269
	Activities	14	11
	Project Expenses and Donations (US\$)	58.511	6.353
Single-use Plastics	Total single-use plastic waste (tonnes)	10.13	6.82
	Single-use plastics intensity (g/ occ. room night)	0.00028	0.00019

Closure

Beşiktaş Emlak Yatırım ve Turizm A.Ş. - Shangri-La Bosphorus, Istanbul, its partners, affiliates, consultants, or employees cannot be held responsible in any way for any direct or indirect losses or damages arising from the information contained in the report, or from any reference to the information or any information not included in the report.

For more information about Shangri-La's corporate social responsibility program, please visit the [Shangri-La Community & Social Impact](#) website.



Due to the importance we place on the environment and our natural resources, this report has not been printed and is being shared digitally.