OUR SUSTAINABILITY PHILOSOPHY

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

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

The hotel will continue to embed sustainability in our strategy by exploring more opportunities in Food Sourcing, Food Waste Management, Energy and Water, and Hotel Operations, as we build a culture of Environmental Stewardship for 2020 and beyond.
OUR FOOD
Sustainable Seafood: Chain of Custody Certification

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

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

Roaring Forties Lamb

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

Organic Rice

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

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

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

Organic Vegetables

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

This initiative has helped the hotel reduce its carbon footprint by more than 100 times as compared to using air-flown greens while ensuring that diners only receive the freshest greens every time they dine in the hotel.
Plant-Based Products

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

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

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

The hotel currently has Beyond Burger, Beyond Sausage, Just Egg, Impossible Meats, Omnimeat, and Heura on its menus, and will continue to add more alternatives in 2020.
OUR BEVERAGES
Organic Rainforest Alliance Coffee Beans

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

Ugly Juice

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

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

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**Nordaq Water**

Launched in July 2019, Nordaq Water has allowed the hotel to save 500g of CO2, 1 litre of unrenewable fossil fuel and 7 litres of water for every bottled water it has replaced at its restaurants.

Utilizing a filter system, impurities are removed from tap water and converted into fresh still and sparkling water with the Nordaq system.
With the latest partnership with Proof & Company’s ecoSPIRITS in May 2020, the hotel is able to significantly reduce beverage waste by eliminating glass bottles, plastic crates, and pallets.

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

Boasting a collection of more than 400 Old World and New World wine labels, the hotel always ensures that its 3 wine cellars are stocked with at least 80% sustainable wines certified by Lodi Rules, Demeter Certified Biodynamic, and more.

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

The hotel is working with local start-up Treasure that offers diners to take-out buffet items for $10 per box during the last hour of StraitsKitchen and Pete’s Place’s operating meal times.

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

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**Food Donations**

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

Approximately 400 families from South West Community Development Council have benefitted from this programme.
AROUND THE HOTEL
Partnering with Biomax Technologies in 2016, the hotel is the first in Singapore to install an in-house waste management plant consisting of a vacuum system, a grinder and dewatering unit, and a digester system to convert 1000kg of daily food waste from the hotel’s 5 restaurants, 16 event venues and 677 rooms to 300kg of organic pathogen-free fertilizers within 24 hours.

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

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

The machines have achieved 80% time saving as compared to manual washing, water savings of 66%, energy savings of 87%, and chemical savings of 60% since installation.
Responsible Sourcing & Reducing Single-Use Plastic

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

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

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

This has also increased the team’s productivity and improved the guests’ check-in and check-out experience as it now requires lesser time to complete the process.
Soap Recycling Programme

All used bar soaps in the hotel are collected by Clean The World and recycled for distribution with underserved communities in more than 45 countries.

This has helped the hotel keep soaps off landfills, and help Clean The World save lives by eradicating hygiene-related diseases through their global outreach.
In 2011, Grand Hyatt Singapore became the first hotel in the world to install a gas-powered Trigeneration Plant to provide 30% of its electricity, as well as heat and cooling for its laundry and air-conditioning needs respectively.

This is has helped the hotel to reduce its carbon footprint by 1200 tonnes per year, equivalent to removing approximately 300 cars off the roads every year.
Earned Media
Reported from Jan 2018 to Aug 2020:
135 press clippings
Owned Media

Reported from Jan 2018 to Aug 2020

Facebook
Total number of posts: 61
Reach garnered: 306,330
Engagement received: 24,690

Instagram Static Posts
Total number of posts: 57
Reach garnered: 137,299
Engagement received: 9,188

Instagram Stories
Total number of posts: 114
Unique views: 72,309
Total views: 80,600
Awards & Accolades

2020
• SG Clean Quality Mark
  (Awarded by National Environment Agency)
• Green Mark Gold Certification
  (Awarded by Building and Construction Authority)

2019
• Sustainability Game Changer Award
  (Awarded by RHT RMF Sustainability)
• Best Sustainability Award
  (Awarded by CEI Asia and Event Marketing Awards)
• Hospitality Star – Chef Lucas Glanville
  (Awarded by Marine Stewardship Council)

2018
Mezza9: Most Sustainable Restaurant in Singapore
  (Awarded by Robb Report)

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

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

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

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

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

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

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

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

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

2008
• Singapore Environmental Achievement Awards 2007/08 – Merit
  (Awarded at ASEAN Tourism Forum 2008)

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

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