PROGRESS REPORT 2021
BUSINESS SIGNATORY ACCOMMODATION PROVIDER

This report is part of the first series of annual GTPI progress reports, covering the period of 2020. This report provides first insights into the progress made by The Hongkong and Shanghai Hotels (owner and operator of The Peninsula Hotels), one of the 6 hotel chains that joined the GTPI in 2020. You can find the progress report of each of the 5 other chains and the overall progress report at this link.

This report covers all the main businesses of The Hongkong and Shanghai Hotels, including the group’s hotel division, commercial properties, and part of the clubs and services division during the COVID-19 pandemic; the results should be interpreted in light of this event noting that some hotels had to close, which delayed the implementation of certain commitments.

KEY INSIGHTS

Between January and December 2020, The Hongkong and Shanghai Hotels has fully eliminated plastic packaging, plastic items, and single portion packaging in their bathrooms and food and beverage services. Additionally, they fully eliminated containers for cleaning products in their bathrooms. They have also fully replaced plastic packaging in their cleaning services.

1. Estimation made by the GTPI coordination team based on publicly available 2019 online data.
2. Two of the companies provided figures for 2019, one company for 2019 and 2020 and three companies for 2020.
**ELIMINATING PROBLEMATIC AND/OR UNNECESSARY PLASTIC ITEMS AND PACKAGING BY 2025**

**Commitments:** Upon the signature of the GTPI, The Hongkong and Shanghai Hotels committed to:

- Eliminating single-portion packaging and containers for amenities from their bathrooms by 2021.
- Eliminating single-portion packaging from their rooms by 2025.
- Eliminating plastic packaging from their food and beverage services by 2020.

Between January and December 2020, The Hongkong and Shanghai Hotels has fully eliminated:

- Plastic packaging, plastic items, and single portion packaging in their bathrooms and food and beverage services.
- Containers for cleaning products within the hotels.

Amenities such as shower caps, toothbrushes, and razors have been replaced with plastic free alternatives made from materials, such as corn-starch, wheat, and wood.

These actions were implemented voluntarily and were in alignment with national and regional legislation in California, New York, and Shanghai.

**MOVING FROM SINGLE USE TOWARDS REUSE MODELS OR REUSABLE ALTERNATIVES BY 2025**

**Commitments:** Upon the signature of the GTPI, The Hongkong and Shanghai Hotels committed to:

- Introducing reusable solutions in food and beverage services to replace single portion serving packaging by 2025.
- Introducing reusable solutions in cleaning services to replace plastic packaging by 2025.

The Hongkong and Shanghai hotel group has fully replaced plastic packaging in their cleaning services using an in-house duct system that distributes cleaning products throughout the hotel.
**ENGAGING THE VALUE CHAIN TO MOVE TOWARDS 100% OF PLASTIC PACKAGING TO BE REUSABLE, RECY-CLABLE, OR COMPOSTABLE BY 2025**

**Commitments:** Upon the signature of the GTPI, the Hongkong and Shanghai Hotels committed to:

- Engaging the value chain to provide data on recyclability and compostability of plastic packaging to facilitate the move towards 100% of plastic packaging to be reusable, recyclable, or compostable by 2025.

The Hongkong and Shanghai Hotels Group engaged suppliers to provide data on recyclability and compostability of plastic packaging and plastic components of the room amenities, as well as business associations to promote the availability of data on recyclability and compostability of plastic packaging. They also established procurement criteria on reusability, recyclability, and compostability.

**TAKING ACTION TO INCREASE THE AMOUNT OF RECYCLED CONTENT (POST-CONSUMER RECYCLED CONTENT) ACROSS ALL PLASTIC PACKAGING AND ITEMS USED BY 2025**

**Commitments:** Upon the signature of the GTPI the Hongkong and Shanghai Hotels committed to:

- Taking action to increase the amount of recycled content across all plastic packaging and items used by 2025.

The Hongkong and Shanghai Hotels Group engaged suppliers to provide data on recycled content of plastic packaging and plastic components of the room amenities, as well as business associations to promote the availability of data on recycled content of plastic packaging. Their Supplier Code of Conduct lays out environmental stewardship expectations, emphasising reduction of single use plastics and continued revision of packaging impact. Additionally, function heads are trained to question suppliers regarding their environmental impact and to show certifications where necessary.
COLLABORATING AND INVESTING TO HELP INCREASING RECYCLING AND COMPOSTING RATES IN PRACTICE

**Knowledge:** The Hongkong and Shanghai Hotels group have invested and will continue to invest in determining innovative materials that can replace plastic products while ensuring food and hygiene standards.

**Capabilities:** They have invested in capabilities, such as additional specialised staff, and employee training and skills.

**Inventory:** Other investments have been made regarding the procurement and feedstock of their inventory.

CHALLENGES FACED DURING THE IMPLEMENTATION OF COMMITMENTS

The hotel chain reported difficulties of identification of the most sustainable alternatives due to lack of clarity and standardization of product descriptions, including with regards to the qualification as “eco-friendly”.

Due to higher prices of more sustainable alternatives (often 2-3 times higher), minimum ordering quantities are often hard to meet for smaller hotel chains. In addition, difficulty to access to customization services for reuse models creates barriers for the implementation of more sustainable alternatives.

The lack of composting facilities in certain markets led to compostable products being disposed in landfills, which is an issue that should be addressed on a destination level.