



RESPONSIBLE BUSINESS REPORT 2024

THINK
PEOPLE • COMMUNITY • PLANET

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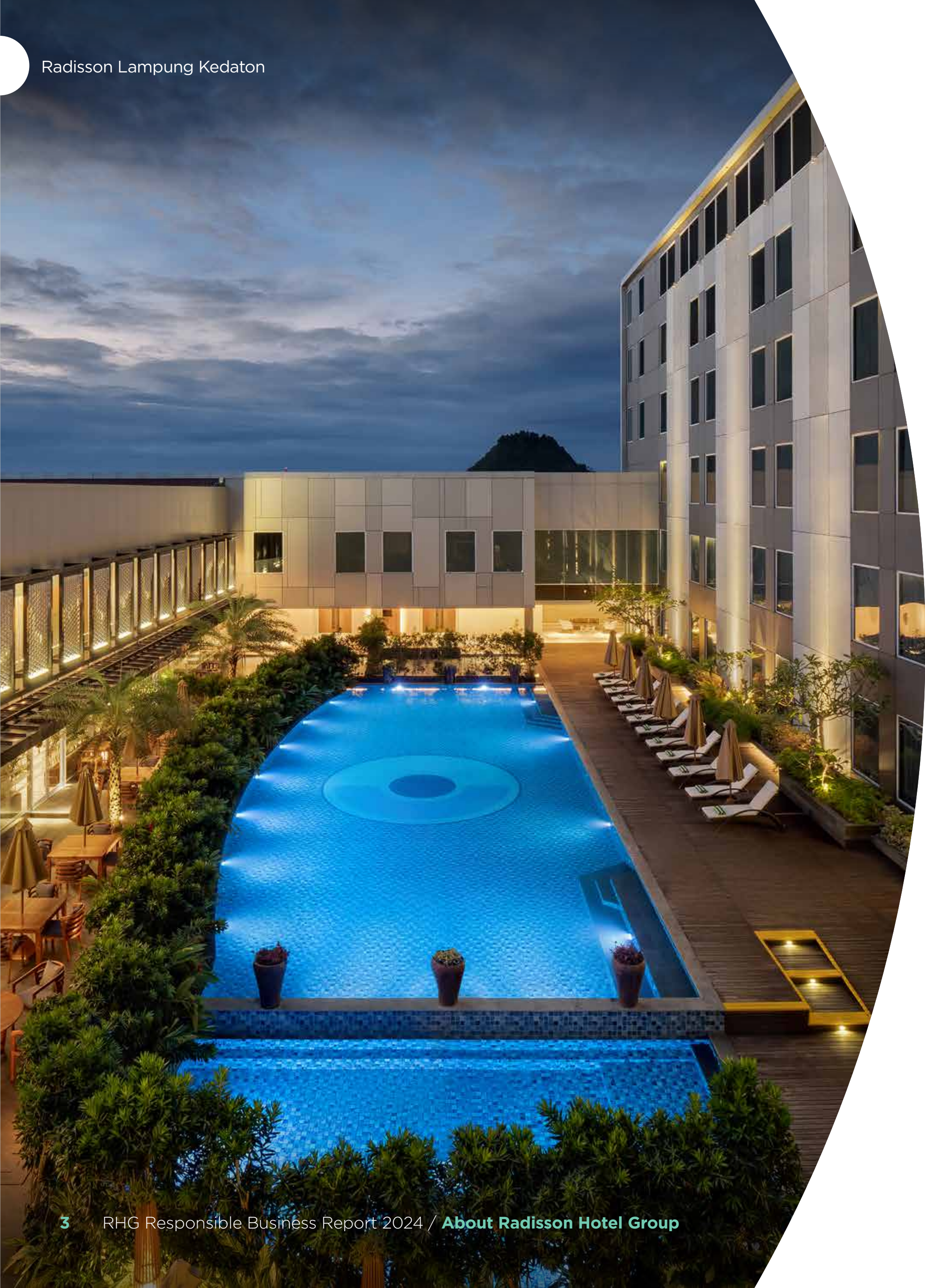
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About Radisson Hotel Group

Radisson Hotel Group (RHG) is a rapidly expanding international hotel group, operating in EMEA and APAC with over 1,520 hotels in operation and under development in 100+ countries. The Group’s overarching brand promise is Every Moment Matters with a signature Yes I Can! service ethos.

The Radisson family of brands portfolio includes Radisson Collection, art’otel, Radisson Blu, Radisson, Radisson RED, Radisson Individuals, Park Plaza, Park Inn by Radisson, Country Inn & Suites by Radisson, and Prize by Radisson, brought together under one commercial umbrella brand, Radisson Hotels.

Radisson Rewards is RHG’s loyalty program which delivers an elevated experience that makes Every Moment Matter, counting more than 20 million members. As the most streamlined program in the sector, members enjoy exceptional advantages and can access their benefits from day one across a wide range of hotels in Europe, Middle East, Africa, and Asia Pacific.

Radisson Meetings provides tailored solutions for any event or meeting, including hybrid solutions placing guests and

their needs at the heart of its offer. Radisson Meetings is built around three strong service commitments: Personal, Professional and Memorable, while delivering on the brilliant basics and being uniquely Carbon Compensated.

More than 75,000 team members work at RHG and the hotels licensed to operate in its systems.

Since 2019, RHG is part of Jin Jiang International Co., Ltd. Jin Jiang International is the leading travel and hospitality conglomerate in China and the second-largest hotel group in the world in terms of the number of rooms. (Source: MKG Ranking 2024).

Unless otherwise stated, the information in this report refers to the 2024 calendar year.

10	1,520+	246,000	100+	75,000+	€1,302M
brands	hotels	rooms	countries and territories	team members	revenue

Letter from the Executive Vice Chairman

Every Moment Matters, now more than ever. In 2024, global emissions reached a record high, continuing the upward trend observed in recent years which has significantly influenced the rise of global temperatures and climate extremes. The impact of climate change leads to human and economic losses and is an important risk in our company's enterprise risk model. These developments underscore the urgent need for effective climate action at scale to mitigate further associated impacts.

As a result, the focus on our Net Zero 2050 commitment and transformation, expressed by the sustainability performance of our hotels, is a matter of increasing importance. At the same time, sustainability reporting compliance has become an accelerator of change. Radisson Hotel Group (RHG) is collaborating on sustainability in the hospitality industry, and at the same time showcasing bold and ambitious actions. Through clear sustainability commitments and targets such as approved 2030 and Net Zero targets approved by the Science Based Targets Initiative, RHG focuses on making a positive impact on planet, people, and the communities we serve, while consistently delivering an exceptional guest experience with our signature 'Yes I can!' service.

RHG's 5-year strategic plan includes Responsible Business actions focused on sustainable growth and innovation, such as the promotion of sustainable travel, enhancing guest experiences, and transitioning hotels to net zero whilst paying attention to biodiversity protection.

Our Responsible Business trajectory aligns with the industry's Pathway to Net Positive Hospitality, as defined by the World Sustainable Hospitality Alliance. Our 2030 emission reduction targets and 2050 net zero targets have been approved by the Science Based Targets initiative (SBTi). We continue to push forward with our net zero transformation by increasing renewable energy, enhancing building efficiency and obtaining green building certifications, as well as progress in measuring and reducing scope 3 emissions.



Letter from the Executive Vice Chairman

We are also starting to integrate biodiversity protection within our Responsible Business action plan, combining climate impact mitigation with nature restoration, in the aim of achieving a Nature Positive approach. Together, we can create a sustainable future by ensuring our operations meet guest expectations and by continuing to contribute to the planet's well-being.

These actions have yielded good results, particularly in our leased hotels' decarbonization, as well as an increase in the number of hotels that have implemented 100% renewable electricity by 20%, and the number of hotels with sustainable building certificates by 47%. A special mention goes out to Radisson Blu Hotel, Bengaluru Outer Ring Road, our first LEED zero carbon hotel.

In our drive to promote responsible tourism and satisfy the demand for sustainable stays, 58% of our hotel portfolio is now verified under the Hotel Sustainability Basics or holds a third-party certified eco-label. Under signature global programs such as 100% Carbon Compensated meetings, we have invested in 115,000 tons of voluntary carbon credits since 2019.

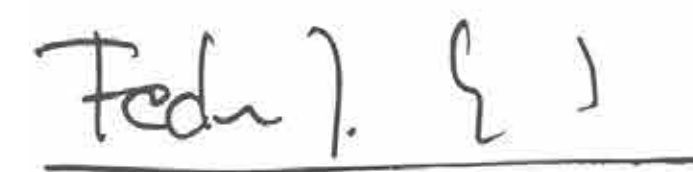
As a people business, we focus on team member development, well-being, leadership diversity, and inclusivity. This is clear in the 30% representation of women in leadership positions, on track towards our

target of 50% women in leadership by 2030. With a phenomenal participation rate, RHG has sustained team member Engagement and Enablement levels that are significantly above the industry and high performing norms. RHG redesigned its Career Proposition in 2023, and we have created with it a global engagement around career growth. With Career Tools and Career activation moments, RHG is making a real difference for team members globally, topping its internal promotion rate and multiplying by five the number of team members in a career transition program compared to 2022.

As a global family we show we care with our newly launched the Radisson People Foundation to provide relief support to team members during challenging times. In truly global operations and an evolving geopolitical landscape, we continue our efforts focused on the five cornerstones of safety and security exemplified by a record number of 236 of our hotels certified by Safehotels. As a responsible local and global citizen, RHG's volunteer efforts, fundraising campaigns, and donations to local and global long-term partners, including SOS Children's Villages and Just a Drop, reinforce our commitment to positive community impact. In 2024, RHG has contributed €1.25 million in cash and in-kind donations, complemented by 57,200 hours our team members dedicated to volunteer work.

Looking ahead, we remain resilient to the global and local challenges as we drive positive change within our organization and the broader hospitality industry. We continue to comply with current and prepare for future reporting and other regulatory requirements such as CSRD and the EU's consumer empowerment and green claims directives.

RHG remains committed to its path to Net Zero by 2050, implementing its existing renewable energy and green buildings strategy, and will work diligently on achieving progress across all its hotels as well as spearheading innovative and exemplary best practice cases. We believe that sustainability goes beyond being merely a goal — it is an intrinsic value that guides all our actions. With the continued support of our team members, guests, asset owners and other stakeholders, we are confident in our ability to lead the way towards net-positive hospitality and make a meaningful impact every day, everywhere.



FEDERICO J. GONZÁLEZ

Executive Vice Chairman, Radisson Hotel Group



Strategy and Performance



2024 Milestones and Highlights

In 2024, RHG reinforced its commitment to sustainability with measurable achievements across its people, community, and planet pillars.

The Group prioritizes team member development and well-being, promotes and advances leadership diversity, and fosters an inclusive workplace. With the launch of the Radisson People Foundation, the Group provides targeted support in life challenging moments to team members while maintaining its focus on safety and compliance standards. These efforts contributed to RHG’s recognition as a leader in fostering a supportive and equitable work environment within the hospitality industry.

RHG made substantial impact in its communities. Volunteer efforts, fundraising campaigns, and donations to local and global partners, including SOS Children’s Villages and Just a Drop, reinforces the Group’s commitment to community impact.

Through significant focus on resource efficiency, renewable energy adoption, the Group has achieved measurable reductions in emissions, water usage, and waste. Additionally, its voluntary carbon compensation program supports social and environmental impact projects globally.


Finally, the Group’s Sustainable Stays program demonstrates its guest centric approach to addressing global challenges and advancing long-term goals through third party verification and certification.

Think People

83%
Radisson Listens overall team member engagement score


launched to provide team members with relief support

571K
trainings completed by team members

236
Hotels certified by Safehotels 

30%
women in leadership positions

Think Community

57,200
volunteer hours from corporate office and hotel team members 


€1.25M
donated in cash and in-kind by corporate offices and hotels to nonprofit organizations 

21st
Action Month for the Community and the Planet organized

32,000
people provided with safe drinking water for life through Just A Drop partnership


9.4M
Radisson Rewards points donated to good causes

Think Planet


58%
of portfolio confirmed as Sustainable Stays* 

33%
reduction of carbon emissions per square meter vs 2019

27%
water footprint reduction per occupied room vs 2023

95
hotels use 100% renewable electricity 

78
hotels with sustainable building certifications 

214
hotels verified with Hotel Sustainability Basics 

SBTi
verification of Net Zero by 2050 targets with Science-Based Target Initiative

115,000T CO²e
compensated

* Sustainable Stays include hotels which are Hotel Sustainability Basics verified and/or eco-label certified

5-Year Strategic Plan

While it was a remarkable year for travel and tourism globally, with international travel arrivals reaching 98% of pre-pandemic levels*, RHG enjoyed a strong business year and overall result.

With Responsible Business strongly integrated in the company's 5-year strategic plan, RHG aims to drive sustainable growth and innovation across its global operations by promoting sustainable travel, enhancing the sustainable guest experience and with a clear focus to becoming future-proof. This plan is built around the core principles of Responsible Business, which influence various aspects of the company's strategy, including Business Development, Strategic Sourcing, Food & Beverage Procurement, Brand and Guest Experience, Operations, and Meetings & Events.

Promoting sustainable travel

Travelers want to know if their stay can have a positive impact. RHG is committed to promoting sustainable travel by sharing its hotels' sustainability performance KPIs and sustainability attributes through key stakeholder engagement. With a clear goal to have all hotels listed as sustainable stays, RHG hotels are expected to maintain high standards of sustainability

* Source: UN Tourism

across all operations and be third party Hotel Sustainability Basics verified or eco-label certified. To further promote sustainable travel, RHG emphasizes its commitment to reducing its carbon, energy, water, and waste footprint, while remaining dedicated to creating shared value in communities through contributions to water, hygiene, and sanitation projects in water-scarce regions. These efforts exemplify industry-leading initiatives, with a special emphasis on children and youth-at-risk, particularly in the areas of food, shelter, and better futures.

Enhancing the Sustainable Guest Experience

Meeting and exceeding expectations, RHG enhances the guest experience by pioneering and integrating sustainability elements into the guest experience journey. Beyond clear messaging on the sustainability performance of hotels and the inclusion of sustainability-verified and certified hotels, RHG integrates sustainability in the guest engagement programs and stimulates guests to be well-informed to make environmentally and socially conscious choices during their stay. This is activated with for example use of 100% renewable electricity, offering options to recycle, delivering carbon compensated meetings, providing low carbon menus, including water stewardship programs and providing the option to carbon compensate stays.

Becoming future proof

RHG has aligned its Responsible Business trajectory with the pathway to Net Positive Hospitality. With

its near-term science-based emission reduction targets for 2030 and science-based net zero targets for 2050 fully approved by the Science Based Targets initiative (SBTi), RHG is focusing on transitioning hotels to net zero, by increasing renewable energy sourcing, stimulating building efficiency and electrification and by addressing and reducing scope 3 value chain emissions. Beyond this, RHG is formulating strategies to integrate biodiversity protection. This approach combines climate change impact mitigation with nature restoration, aligned with the industry's vision of Nature Positive.

Sustainability reporting requirements

RHG places a strong emphasis on transparency and accountability through rigorous sustainability reporting. The company is preparing the transition to the Corporate Sustainability Reporting Directive (CSRD), which requires comprehensive and granular disclosures covering the entire spectrum of sustainability topics, assessing both the impact of sustainability issues on financial performance and the impact of the company's operations on people and the planet.

RHG's 2023-2027 strategic plan underscores its commitment to sustainability, demonstrating that responsible business practices are fundamental to its success and growth. Through these initiatives, RHG aims to lead the hospitality industry towards a more sustainable and resilient future.





Think People

RHG’s commitment to ethical practices is evident in the Group’s daily interactions with all people, spanning from its guests and team members to its suppliers, owners, and investors. The promotion of ethical business practices lies at the heart of RHG’s Culture Beliefs.

This focus is manifested in the way the Group creates a welcoming and secure environment for its guests. RHG actively cultivates an inclusive and diverse culture by promoting the awareness of human rights throughout its sphere of influence, within its hotels, and across the broader value chain.

RHG aspires to be an employer of choice by consistently attracting and nurturing talent. The Group ensures that all the necessary tools, training and development are provided to its team members to forge meaningful careers and deliver unforgettable experiences—Memorable Moments—to its guests.



RHG’s Responsible Business pillars contribute to the UN Sustainable Development Goals.



Think Community

Engaging in Responsible Business is a daily practice for RHG. In collaboration with team members in both its hotels and offices, RHG forms partnerships with various organizations to contribute positively to the environment and the local communities in which it operates. The Group’s aim is to create shared value by providing access to human necessities such as food, shelter, water, sanitation, and hygiene for those in need. Additionally, the Group strives to generate employment opportunities by fostering better futures and promoting a healthier planet for all.

Community partnerships serve as the catalysts for shared value and sustainable success. RHG places significant emphasis on its partnership with SOS Children’s Villages International, an NGO operating in over 130 countries and territories, dedicated to ensuring that all children grow up in safe and caring family environments. The Group’s commitment to global water health is evident in its collaboration with Just a Drop, a reputable international charity focused on providing safe drinking water to water-stressed communities.

RHG actively contributes to creating better futures for vulnerable youth, marginalized groups, and individuals with disabilities through various programs designed to impart employability and life skills.



Think Planet

RHG is dedicated to promoting a net positive impact on the planet. RHG is aligned with the industry’s net zero methodology to systematically reduce its environmental footprint. This involves reducing carbon emissions, energy consumption, and water usage, while concurrently enhancing sustainable consumption and resource management.

RHG has verified net zero targets and committed to the SBTi Net zero standard through participation in the Business Ambition for 1.5°C campaign and the UNFCCC Race to Zero. Furthermore, RHG embraces the Nature Positive approach outlined in the Post-2020 Global Biodiversity Framework.

Significant strides have been made by RHG in pursuit of these sustainability goals. The Group’s strategic focus areas include advancing renewable energy, implementing efficient building designs, responsible sourcing of food and beverages, eliminating single-use plastics, promoting emission free mobility, and establishing the Hotel Sustainability Basics. All these actions are seamlessly integrated into the guest experience through pioneering initiatives.



Stakeholders

RHG’s sustainability impact affects the short-, mid- and long-term success of its organization and stakeholders. RHG operates to the highest standards of performance and advocates for environmentally and socially sustainable business practices.

The Group’s Responsible Business program ensures it continues to do business sustainably by continuously evaluating where the business currently stands and assessing how it can improve its performance. RHG has identified ten Responsible Business stakeholder groups. Each of these stakeholder groups have been set clear commitments and RHG is strengthening its relationship with these groups through open dialogue and engagement. All stakeholder groups have been invited to contribute to RHG’s CSRD double materiality assessment.



Materiality Assessment

RHG is dedicated to adopting transparent reporting mechanisms and staying ahead of evolving sustainability regulations— two key steps toward building a resilient and sustainable future for the hospitality industry. RHG has completed a materiality assessment to identify key issues, risks, focus areas, priorities, and opportunities.

The sustainability challenges the hospitality industry faces include various issues, risks, and opportunities. Security, demographics, regulatory changes, reputational damage, biodiversity protections, resource scarcity, waste management, and business ethics are all issues that will continue to influence how the hospitality industry will operate in the future.

RHG will be required to produce a CSRD compliant disclosure which includes all subsidiaries under the holding company. As part of this disclosure process, the Group has completed its double materiality assessment to identify, evaluate, and validate ESG related issues.

RHG's double materiality assessment is based on a selection of both internal and external sources. Stakeholder engagement for the double materiality assessment includes performance reviews, company culture assessments, hotel owner meetings, partnership reviews, sustainability surveys, investor discussions, sensor checks, and other stakeholder meetings and workshops.

Together with key internal and external stakeholders, an initial identification and rating of Impacts, Risks and Opportunities (IROs) was completed. Afterwards, a consultation with stakeholders was completed for analysis of financial and impact materiality. The results of this analysis – and therefore the material issues for the Group – are included in the double materiality matrix.



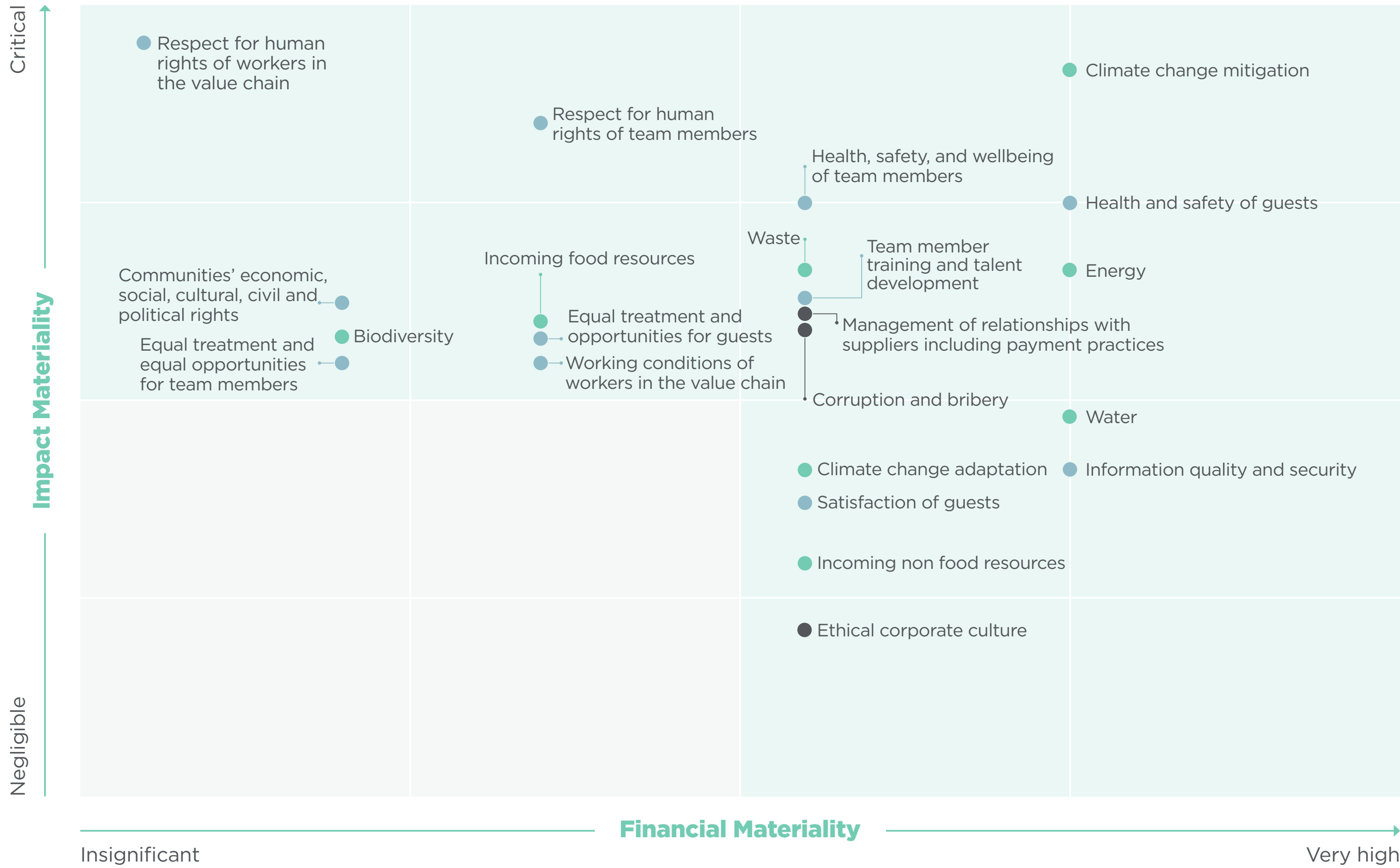
Materiality Assessment

Results

RHG must manage the impact of key environmental, social, and governance topics for its business and the wider hospitality industry. Based on the double materiality assessment, 22 topics are considered material for RHG. The Group's Responsible Business program has three core pillars People, Community and Planet, which help translate the most important material topics identified into actions.

- **Environment (8):** climate change mitigation, climate change adaptation, energy, water, biodiversity, incoming non-food resources, incoming food resources, waste
- **Social (11):** health, safety, and well-being of team members, equal treatment and equal opportunities for team members, team member training and talent development, respect for human rights of team members, working conditions of workers in the value chain, respect for human rights of workers in the value chain, communities' economic, social, cultural, civil and political rights, information quality and security, health and safety of guests, equal treatment and opportunities for guests, satisfaction of guests
- **Governance (3):** ethical corporate culture, management of relationships with suppliers including payment practices, corruption and bribery

Depending on the outcome of the European Commission's Omnibus proposal amending CSRD and CSDDD Directives as regards certain corporate sustainability reporting and due diligence requirements, RHG will be actively working to meet the requirements of the CSRD and CSDDD in due time where applicable.



Organization and Governance

RHG’s Responsible Business policy is embedded in all levels of its organization. Applying a dual approach, the Group integrates both top-to-bottom and bottom-to-top strategies to foster extensive engagement and participation throughout all facets of its operation to maximize the Group’s impact on sustainability.

Board of directors

The board of directors is responsible for the Responsible Business report and is periodically informed about updates to the Group’s Responsible Business progress.

Executive management team

The global executive committee, including the Executive Vice Chairman, is frequently updated on strategies, plans, and the progress of the Responsible Business 5-year strategic plan.

Global Responsible Business team

The global Responsible Business team establishes and executes the strategy while fostering collaboration across departments. This team collaborates closely with central and area support office teams, corporate operations, franchised services, and the hotel teams. The team is responsible for the provision of sustainability tools and product guidelines, as well as data collection, compliance monitoring, and reporting processes to maintain transparency and drive continuous improvement in sustainability performance across the entire portfolio.

Corporate operations and franchised services

Corporate operations and franchised services ensure the effective implementation of sustainability initiatives across all properties by bridging the gap between the global Responsible Business team and hotel teams and ensuring alignment with RHG’s sustainability goals, policies, and best practices. Corporate operations oversee leased and managed hotels, and franchised services support franchisees in meeting sustainability commitments.

Regional coordinator network

A network of appointed Regional Responsible Business Champions in Europe, Middle East, Africa, and Asia Pacific sets regional targets in line with the Group’s strategy. This network oversees the progress of hotels in their respective regions, supporting corporate operations, and franchised services.

Hotel teams

Under the guidance and leadership of their General Manager, hotel teams are responsible for integrating the Responsible Business program into their daily operations and delivering regular updates to the global Responsible Business team and hotel owners.

It is highly recommended for hotels to have a Hotel Responsible Business coordinator, and a dedicated Responsible Business team. The Responsible Business coordinators and their teams collaboratively formulate action plans aligned with both regional and global priorities.

Reporting and compliance

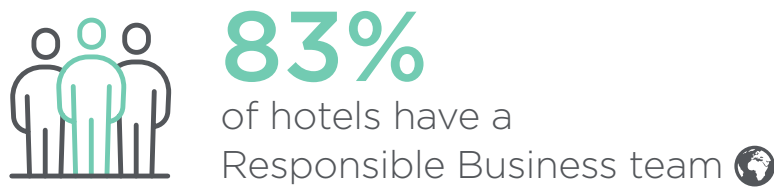
Sustainability performance indicators and attributes for all hotels are collected centrally. Additionally, utility and waste statistics for leased and managed hotels are collected in the Group’s financial reporting system once a month. Hotels report their Responsible Business performance in the yearly Responsible Business status report. The survey is aligned with various reporting frameworks and contains 200-plus checkpoints on People, Community, and Planet. In 2024, 72% of RHG hotels submitted an answer to the status report. The overall HCMI reporting increased by 22%. Analysis and benchmarking of the hotel sustainability data is available.

Restatement of information

No restatements of previously reported information have been made in this reporting period.

Environmental issues

RHG checks the environmental compliance of all hotels. In 2024, no hotel reported environmental compliance issues.



Data Management

RHG recognizes the importance of effective sustainability data management in driving Responsible Business practices and delivering meaningful impact across its operations.

By tracking, monitoring, reporting, analyzing, benchmarking and sharing information about its performance, the Group aims to continuously improve its sustainability performance requirements in alignment with its strategic commitments and contributing to a more sustainable future for the hospitality industry.

THINK Hub

RHG closely tracks and reports on key environmental, social, ethical and economic topics. We streamline Think Planet data collection for Asia Pacific, Europe, Middle East and Africa to monitor progress, identify priorities and opportunities. Sustainability performance indicators and attributes for all hotels are collected in the THINK Hub, a sustainability data management software powered by BeCause. This platform provides real-time access to key sustainability metrics, which streamlines reporting and ensures compliance with regulations and industry certifications. THINK Hub supports verification and certification processes through third-party eco-labels and auditing companies, ensuring transparency and credibility in sustainability claims. By consolidating data, it supports data-driven decision-making and scales sustainability initiatives across the Group, while enhancing guest and investor engagement.

THINK Performance Tool

The THINK Performance Tool, powered by Power BI, consolidates data from various systems into a comprehensive dashboard for hotels and managing directors. It features a summary page and dedicated Planet dashboards focusing on key sustainability metrics like carbon, water, energy, and waste footprints. Additionally, it includes Community dashboards tracking donation efforts, volunteering hours, towel reuse, and Green Housekeeping activities. The tool monitors verification and certification performance and enables benchmarking across properties, brands, and at both the Group or country level. By tracking resource usage, the THINK Performance Tool helps identify areas for improvement and supports data-driven decision-making to enhance sustainability efforts.

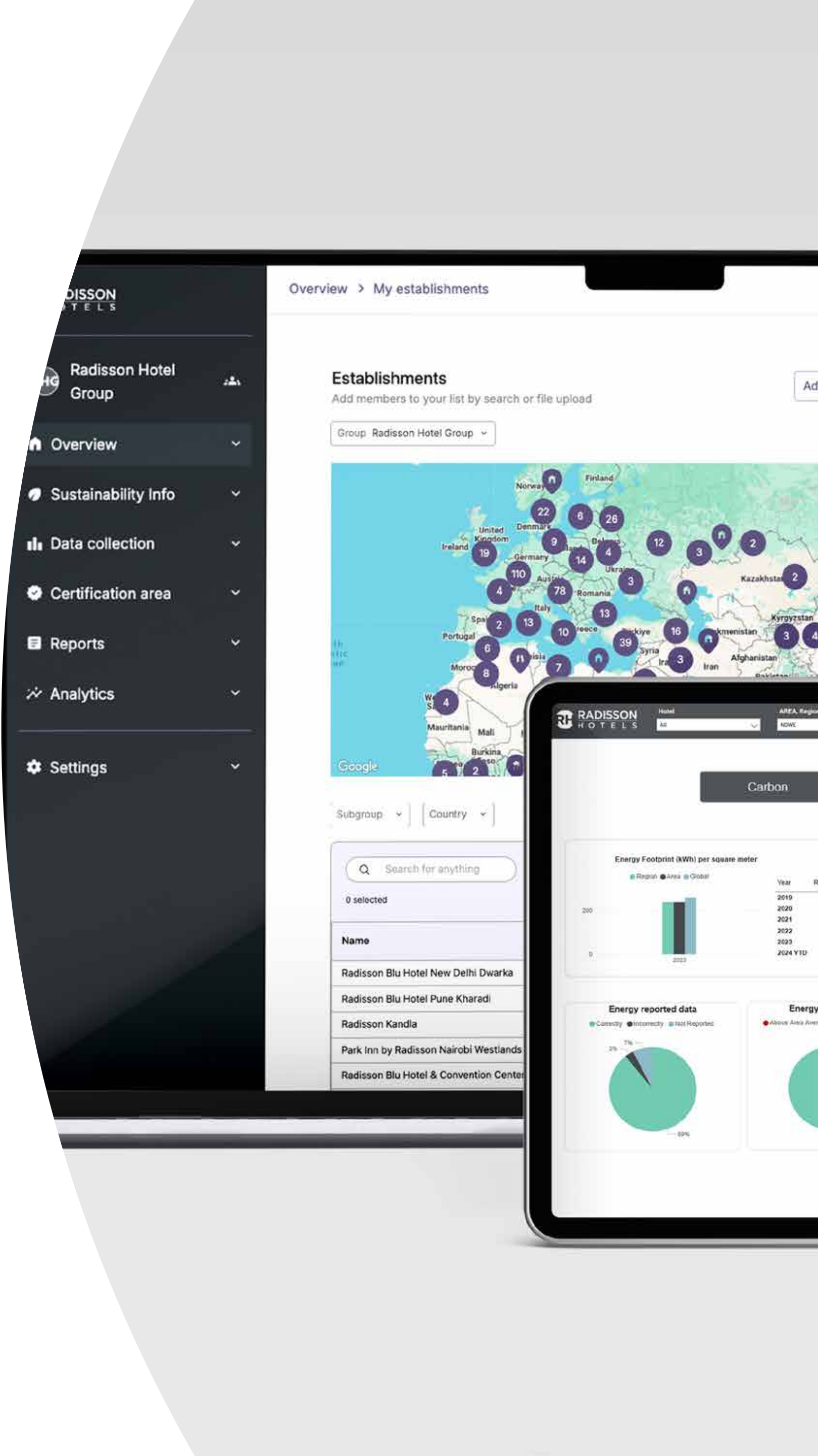
Enhancing sustainability transparency

OTAs (Online Travel Agents), TMCs (Travel Management Companies) and other booking platforms are increasingly requesting more sustainability-related information from hotels to better inform bookers and travelers about options that align with their values.

RHG is proactively working with leading partners such as Booking.com, HRS, Make My Trip, BCD, Google, Expedia, and MCI to exchange sustainability performance data and attributes, which include environmental, social, and governance factors. Additionally, the Group is collecting the hotels’ sustainability attributes in accordance with the latest GBTA’s sustainable procurement standard. By sharing detailed sustainability metrics, the Group enables its hotels to highlight their efforts across all Responsible Business areas and increase transparency for travelers. This collaboration empowers hotels to showcase their commitment to sustainability, enhancing guest trust and attracting more sustainability-conscious guests.

Workday

Workday, the leading human capital management platform, is used by RHG to support the Performance and Development cycle along with other core HR elements, such as on-boarding, learning and development, career development, compensation, and benefits.



Memberships

The hospitality industry has the potential to create a lasting positive impact on lives, communities, places, and economies. Partnerships play a key role in strengthening and accelerating the adoption of sustainable development practices. RHG is committed to driving sustainable success within and beyond the hospitality sector through public-private partnerships with key external stakeholders.

As a partner of industry associations and membership organizations, RHG leverages its influence to advance sustainability across its operations. By working closely with senior executives from other leading hospitality companies, RHG helps address challenges, share expertise, and develop practical solutions for the industry to operate responsibly and grow sustainably.



UN Global Compact

The United Nations plays a crucial role in promoting sustainable tourism practices worldwide. The UN Global Compact is the largest corporate sustainability initiative in the world. RHG has been a United Nations Global Compact signatory since 2009. The UN Global Compact is a voluntary initiative which encourages businesses and organizations worldwide to align their operations and strategies with ten universally accepted principles in the areas of human rights, labor, environment, and anti-corruption. RHG is committed to ethical business conduct and to integrating these principles into its practices, promoting human rights, fair labor practices, environmental sustainability, anti-corruption measures, and communicating on progress (CoP) annually. For more information, access RHG's communication on progress [here](#).



World Travel and Tourism Council

The World Travel and Tourism Council (WTTTC) is the global authority on the economic and social contribution of travel and tourism. The WTTTC promotes sustainable growth and works with governments, destinations, businesses, and international institutions to create jobs, drive exports, and generate prosperity. Its main goal is for the travel and tourism sector to be seamless, secure, safe, inclusive, and sustainable whilst working towards a greater public-private sector collaboration. As an active member of the WTTTC, RHG advocates for industry-wide sustainability standards. A key tool in this effort is the Hotel Sustainability Basics framework, which provides essential guidelines and verification process for a starting point in hotel sustainability with the possibility to benchmark and improve performance, ensuring responsible and scalable sustainable practices across the industry.



UN Tourism

UN Tourism is responsible for the promotion of sustainable, responsible, and universally accessible tourism. UN Tourism plays a vital role in supporting the hospitality industry by advocating for policies that promote sustainable development, providing training and capacity building, conducting research and data analysis, promoting sustainable tourism practices, and providing support during crises. Collaborative efforts ensure tourism benefits are shared equitably while protecting natural resources and further enhancing cultural understanding globally.

UN Tourism and RHG have signed an Memorandum of Understanding, and are aligned aligned on essential themes, including sustainability, education, and people-centered policies. This strategic partnership leverages the global expertise of UN Tourism and the operational reach of RHG to drive sustainable practices in hospitality. UN Tourism and RHG will continue to work together to achieve concrete results in the short, medium, and long term.



World Sustainable Hospitality Alliance

The World Sustainable Hospitality Alliance (Alliance) represents how the hospitality industry is taking collective responsibility forward by ensuring that destinations and communities are being supported and protected now and for future generations. RHG is an active member of the Alliance, our Chief Sustainability and Security Officer serves as the vice-chair, working with other leading hospitality companies and strategic partners to address key challenges affecting the planet and its people, as well as developing free practical resources and programs to enable the wider industry to operate responsibly and grow sustainably. Members include 32 world-leading hotel companies with a combined reach of over 66,000 hotels, spanning over 300 brands and totaling over 8 million rooms.

Memberships



GBTA

The Global Business Travel Association (GBTA) is the world's leading trade organization for business travel and meetings. It provides education, advocacy, research, and networking opportunities to corporate travel professionals, suppliers, and stakeholders. GBTA promotes industry best practices, sustainability, and innovation, helping businesses optimize travel programs while addressing emerging trends and challenges in global business travel management. RHG is an active and engaged member of the GBTA and provides thought leadership on sustainability efforts. RHG was involved in the GBTA's Sustainability Committee between 2021 and 2024 and provided guidance and resources to help support key sustainability business travel solutions, including development of the first global sustainable procurement standards for business travel.



Energy and Environment Alliance

The Energy and Environment Alliance serves its 24,000 member-owned hotel properties worldwide. Urgency in limiting global warming to 1.5°C demands an accelerated decarbonization pathway, necessitating swift action from businesses. The Alliance's primary focus is increasing carbon reduction rates within the hospitality industry, offering support through collaborative knowledge sharing, facilitating sustainable energy procurement, and optimizing energy productivity. RHG joined the Alliance in 2023 to contribute to this crucial mission.



Overseas Security Advisory Council (OSAC)

RHG is one of the founding members of the US State Department's Overseas Security Advisory Council (OSAC) Hotel & Lodging Sector Committee (HLSC). The Committee exchanges information on potential threats, conducts joint training sessions annually, and enables members to monitor for emerging threats. This exchange of information is vital to helping safety and security teams understand evolving threats.



GSTC

The Global Sustainable Tourism Council (GSTC) is a non-profit organization that develops and manages global sustainable tourism standards in addition to providing international accreditation for sustainable tourism Certification Bodies. The standards provide guidelines for businesses and destinations to adopt sustainable practices in tourism, encompassing environmental, social, and economic considerations. The GSTC aims to promote sustainability in the tourism industry by encouraging responsible and ethical practices to minimize negative impact on the environment and local communities.

RHG's membership in the GSTC is part of the Group's strategic focus to drive cross-industry alignment and establish transparent and measurable standards for sustainability within the hospitality industry, as well as foster increased coordination between the private and public sector. Our Chief Sustainability and Security Officer serves on the board of the GSTC.



European Commission

DG MOVE, the European Commission's Directorate-General for Mobility and Transport, is the new home for travel and tourism policies within the EU. It works to support the competitiveness and sustainability of the tourism sector, promote digital innovation, and implement the EU Transition Pathway for Tourism, which aligns with the European Green Deal and circular economy goals. DG MOVE also collaborates with stakeholders to enhance sustainable tourism, crisis resilience, and economic growth in the hospitality industry.

Apostolos Tzitzikostas is the first ever European Commissioner for Sustainable Transport and Tourism and head of DG MOVE. His vision is to make European tourism more competitive, sustainable, and resistant to future shocks, ensuring that it is safe, accessible, and affordable for all EU citizens.

RHG actively supports the European Commission's sustainability agenda and the Transition Pathway for Tourism, contributing to the transition of the EU tourism ecosystem and improving the sector's resilience. RHG regularly informs DG MOVE's policy makers to enhance the visibility of the company's and hospitality industry's sustainability efforts.

RHG is a member of the technical secretariat for the Hotel Accommodation PEFCE development for the EU Single Market.

Commitment and Endorsements

RHG has a long-standing commitment to sustainability, dating back to its first environmental policy in 1989. As a leader in responsible hospitality, RHG is committed to supporting essential initiatives which accelerate responsible tourism worldwide.

UN Sustainable Development Goals

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, outlines a collective roadmap for global peace and prosperity. The 17 goals and 169 targets serve as an urgent call to action for both developed and developing nations. RHG aligns its efforts with the Sustainable Development Goals (SDGs).

According to the 2024 Sustainable Development Goals Report, only 17% of the SDG targets are on track, nearly half are showing minimal or moderate progress, and progress on over one-third has stalled or regressed. The lingering impacts of the pandemic, escalating conflicts, geopolitical tensions, and growing climate chaos have severely hindered progress. Continued efforts and innovative strategies are essential to ensure that travel and tourism can fully support the achievement of the SDGs by 2030.

Despite global challenges, RHG's continued commitment, innovative approaches, and collaborative efforts have contributed to substantial progress toward achieving the SDGs by 2030. Regular monitoring, assessment, and the adaptation of RHG's Responsible Business program and strategies will be crucial to address evolving global circumstances.

Glasgow Declaration

The Glasgow Declaration on Climate Action in Tourism is a catalyst for increased urgency to accelerate climate action in tourism and to secure strong commitments in support of global goals. RHG is one of the early signatories of the Glasgow Declaration and encourages other hospitality groups to join the call for strong action by halving emissions by 2030 and reaching net zero emissions as soon as possible before 2050. To this end, RHG is continuing to build on its existing strategic sustainability initiatives and commitments.

RHG has aligned with the five pathways of the Declaration (Measure, Decarbonize, Regenerate, Collaborate, and Finance) to accelerate and coordinate climate action. It has submitted its climate action plan and has reported on the plan's progress in 2024 accordingly.

Universal sustainability KPIs for hospitality

Endorsed by RHG and in partnership with UN Tourism, the World Sustainable Hospitality Alliance launched the Universal Sustainability Key Performance Indicators (KPIs) at COP29, marking a transformative step for the hospitality industry by providing a structured framework for measuring and reporting on essential sustainability metrics. By adhering to these KPIs, RHG demonstrates

its dedication to sustainable practices and transparency, reinforcing its commitment to a sustainable future.

Nature positive biodiversity

Nature plays a vital role in travel and tourism by providing essential ecosystem services and enhancing the uniqueness of global destinations. Beyond tourism, nature offers clean air, fresh water, and food which are crucial for human development and resilience against viral pandemics. Additionally, it provides effective solutions to mitigate the adverse effects of climate change.

RHG is partnering with the WTTC on the Nature Positive approach by incorporating biodiversity safeguards into standards aimed at reducing carbon emissions, pollution and the unsustainable use of resources. This collaboration is part of RHG's commitment to the Nature Positive approach under the Post-2020 Global Biodiversity Framework.



Pathway to Net Positive Hospitality

RHG is committed to achieving a net positive impact by contributing more to society, the environment, and the economy than is taken out.

The pathway to net positive hospitality, developed by the World Sustainable Hospitality Alliance with support from the World Travel and Tourism Council, provides a practical roadmap for hotels to enhance sustainability across four pillars: people, planet, place, and prosperity. For RHG, this pathway enables every hotel to improve its sustainability impact, regardless of their starting point. To achieve this, RHG follows structured stages with increasing ambition and sustainability maturity.

Foundation: Hotel Sustainability Basics

Hotel Sustainability Basics, an industry-wide standard, establishes 12 fundamental actions every hotel should adopt. RHG has been a strong advocate of this initiative and has integrated the Basics criteria into brand standards as a minimum requirement for all hotels.

Advancing: robust sustainability action plans

RHG’s Responsible Business program provides a structured approach to sustainability, focused on People, Community, and Planet. The program helps hotels advance on their sustainability journey through clear targets and by encouraging hotels to seek third-party eco-label certifications for deeper sustainability integration and recognition.

Accelerating: net zero by 2050

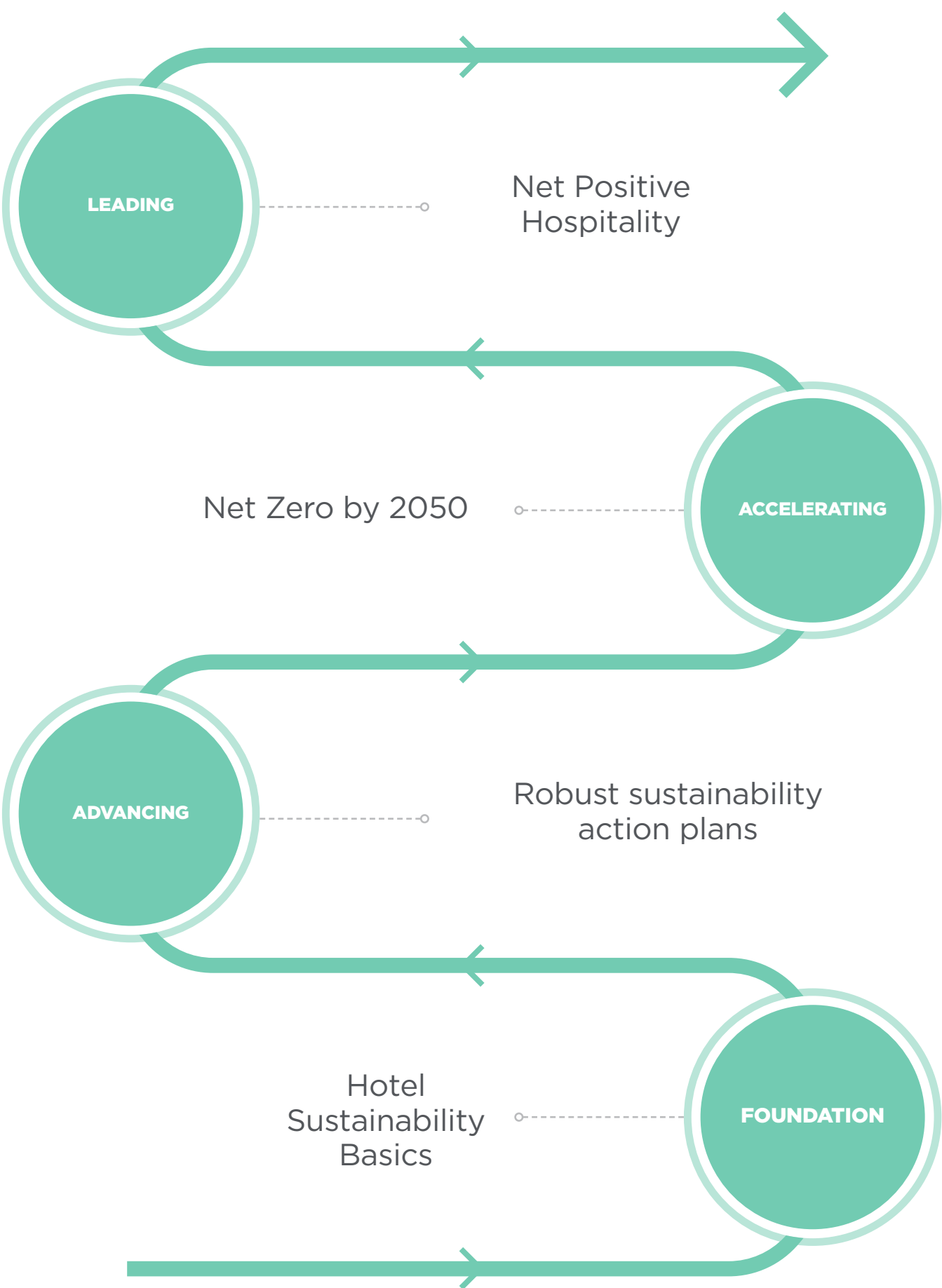
With science-based net zero targets, RHG is working to reduce emissions across its portfolio, addressing direct and indirect emissions and wider supply chain emissions. To tackle unavoidable emissions, RHG invests in carbon removal projects, renewable energy, and verified carbon credit programs.

Leading: net positive hospitality

Net positive hospitality means actively regenerating the environment, supporting communities, and creating lasting economic and social benefits. Hotels must remove more carbon than they emit, restore biodiversity, and achieve water positivity. They should ensure fair wages, provide upskilling opportunities, foster inclusion, and prioritize guests’ well-being. Community engagement is key, including supporting local businesses, preserving cultural heritage, and funding local initiatives.

By encouraging regenerative tourism, ethical supply chains, and long-term sustainability commitments, RHG aims to move beyond minimizing harm to making a positive impact. This holistic approach includes resource efficiency, pollution reduction, nature conservation, workplace equity, community partnerships, and responsible governance. Through this framework, RHG not only mitigates its environmental footprint but actively contributes to a more sustainable and prosperous future.

Pathway to Net Positive



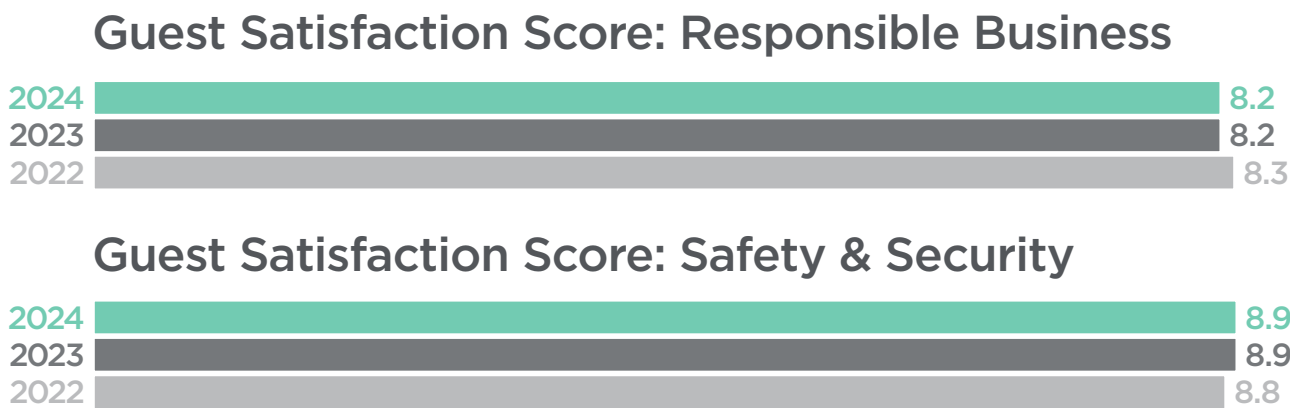


Awards and Recognition

RHG has become an industry leader by continually advancing its sustainability efforts, it has earned the Group widespread acclaim for its dedication to positively impacting the environment and community through its outstanding Responsible Business program. By listening and learning from its stakeholders, RHG ensures its initiatives are both effective and inclusive.

Guest satisfaction

Sustainability is an expectation of today’s guests and travelers and has been integrated in the overall guest experience journey. To measure impact, the Responsible Business and Safety and Security scores in the Guest Satisfaction Survey (GSS) are essential tools for RHG. Guests’ feedback provides critical insights that help hotels prioritize their actions. By leveraging the survey’s features, RHG can benchmark sustainability and security performance across different hotel properties, brands, and regions. It is important to note that the GSS does not include online reviews.



Guests have highlighted several key areas for improvement, such as enhancing communication about Responsible Business actions and initiatives as well as finding ways to encourage sustainable guest behavior. These insights from the GSS are consistent with online reviews which indicate a growing interest in sustainability.

Furthermore, guests have expressed a desire to see a reduction in single-use plastics at hotels, including bottles, amenities, and other products. They also want more information on energy and water-saving opportunities in hotels.

Innovation Sustainability Award

RHG secured the 2024 Sustainable Hospitality Initiative of the Year at the Sustainability Innovation Awards in Dubai. The award acknowledges the Group’s exceptional Move to Zero campaign - a bold stride toward achieving science-based net zero by 2050.

The campaign’s ongoing communications strategy helps team members develop lasting net zero habits. In the campaign, the Group focuses specifically on energy, water, vegetarian, plastics waste, emission free mobility, and biodiversity. The underlying message is that multiple small steps towards carbon footprint reduction can make a big impact. This recognition celebrates RHG’s commitment to driving a positive, transformative shift in the hospitality industry.

EcoVadis Silver Supplier Rating

RHG has been rated by EcoVadis as a sustainable supplier with a score performance at the silver medal recognition level since 2017, putting the company in the top 3% of the accommodation industry and top 15% of performers worldwide. RHG’s EcoVadis score has increased from an overall score of 61 in the previous assessment to 72. Access the Silver medal for 2025 [here](#).

Local Sustainability Recognition

RHG’s collective commitment to a more sustainable travel industry is also supported on a local level by our hotels, whose efforts have been recognized on several occasions.

Silver for Radisson Blu Dhaka Water Garden at SATA

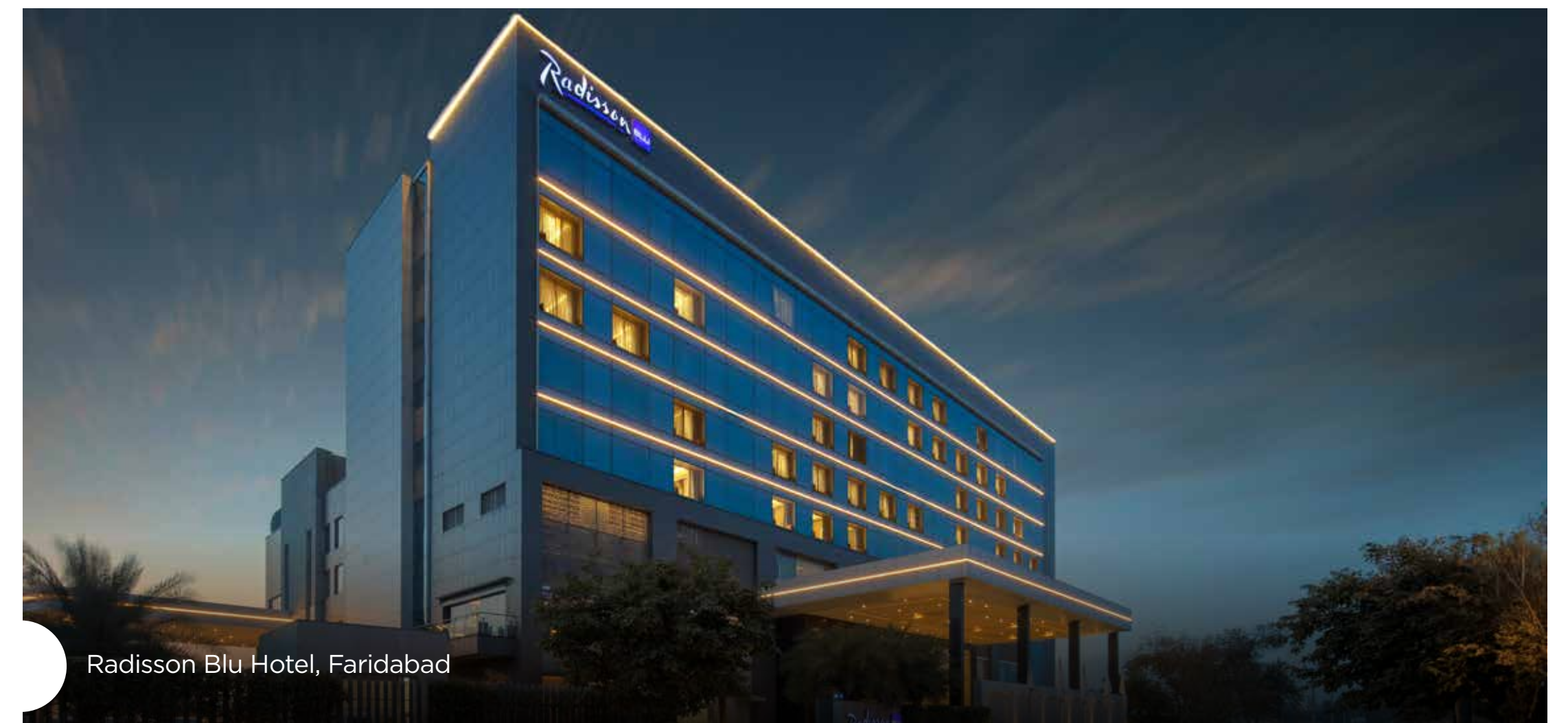
Radisson Blu Dhaka Water Garden has reinforced its status as a top hospitality destination in Bangladesh with prestigious wins at the South Asian Travel Awards (SATA) 2024. The hotel earned the Silver Award in the “Eco-Friendly Hotel” category. This recognition stems from the hotel’s significant environmental initiatives, including eliminating single-use plastics by replacing plastic straws, cutlery, and water bottles with sustainable alternatives. Additionally, Radisson Blu Dhaka Water Garden has introduced reusable water bottles and an in-house water filtration system, effectively reducing plastic waste by 90%. Energy conservation efforts, including controlling chiller temperatures, shutting down unused floors, and replacing high-energy bulbs with LEDs, have also contributed. Furthermore, the hotel has implemented rainwater conservation and a wastewater treatment plan to recycle water for irrigation.

Radisson Blu Faridabad awarded Best Sustainable Hotel

Radisson Blu Faridabad has been named Best Sustainable Hotel 2024 by BIG FM at the Big Impact Awards, recognized for its dedication to sustainable hospitality. The hotel has implemented key initiatives for water conservation, energy efficiency and waste reduction. Water conservation efforts include a three-step water recycling program, rainwater harvesting, and a zero-discharge sewage treatment plant that repurposes water for landscaping and cooling. Waste reduction measures involve composting food waste, recycling programs, and eliminating single-use plastics. Finally, the hotel implemented energy-efficient LED lighting, smart heating, ventilation and air conditioning systems and a comprehensive energy management system. Solar photovoltaic panels and a solar water heating system further reduce reliance on non-renewable energy sources. These measures have collectively led to a 40% reduction in overall energy consumption.



Radisson Blu Hotel, Dhaka Water Garden



Radisson Blu Hotel, Faridabad

A woman with long dark hair, wearing a dark blue top, is smiling and looking towards the right. She is in an office environment. In the background, a man in a plaid shirt is smiling on the left, and another person with curly hair is on the right. The image has a blue overlay on the left side.

Think People



83%

overall team
member
engagement score
in Radisson Listens



571K+

trainings
completed



9th

slavery and
human trafficking
statement issued



30%

women in
leadership
positions



236

hotels certified
by Safehotels



 **RADISSON**
PEOPLE FOUNDATION

launched to
support team
members

Employment and Beyond

RHG aspires to be the employer of choice by continually attracting and growing top talent. As a global company, RHG provides team members with all the tools, guidance and resources necessary to develop meaningful, clear, and accelerated career paths, enabling them to create Memorable Moments for guests.

Employment

Employment statistics in hospitality are crucial as they highlight the industry’s economic impact, workforce trends, and areas for growth and improvement. RHG employs a highly diverse workforce. In 2024, team members represented 146 different nationalities. The global team is composed of 45% women, 54% men, 1% other and 2% with a disability. Of the Group’s total workforce, 18% is considered as outsourced labor, mainly for housekeeping, security, Food & Beverage, and other operational roles.



146

Nationalities



18%

Outsourced team members



2%

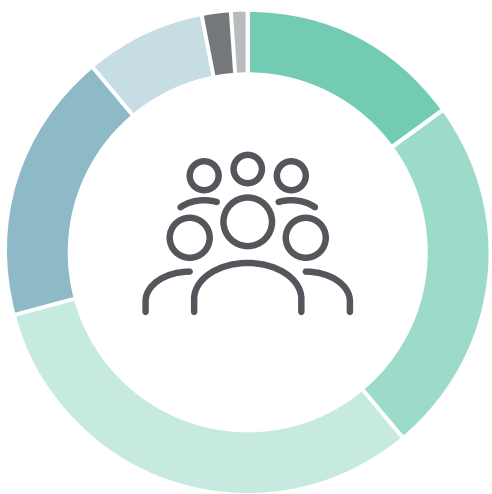
Team members with disability

Empowering and social dialogue

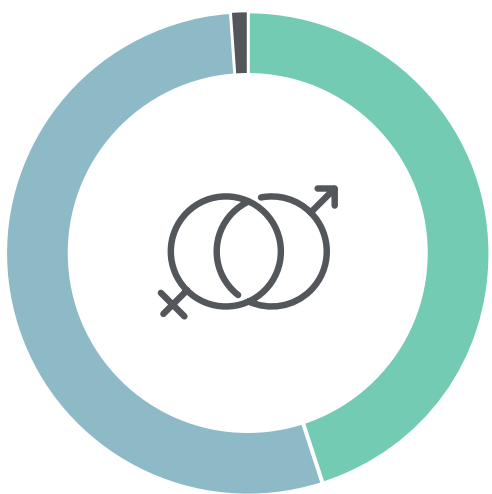
RHG enables and encourages two-way communication and consultation between team members and management. In 2024, 36% of RHG’s team members were covered by collective bargaining agreements. Of the hotels operating in countries where this is not possible, 88% practice other forms of workplace cooperation to improve the welfare of all team members and to develop mutually acceptable solutions for common challenges.

European Works Council

RHG established the European Works Council comprising of representatives from the Group’s central management team, appointed team members, and the Global Chief Resources Officer. Through them, the wider team are informed and consulted by management on the progress of the business and any significant decision at European level that could affect their employment or working conditions. The Council’s Annual Meeting convened in person in 2024 and discussed a range of subjects, including RHG’s company finances, business development, performance, ethics and human rights reporting, and Responsible Business activities.



TEAM MEMBERS BY AGE		
Below 24		15%
Between 25 - 30		24%
Between 31 - 40		32%
Between 41 - 50		18%
Between 51 - 60		8%
Between 61 - 65		2%
Above 65		1%



TEAM MEMBERS BY GENDER		
Female		45%
Male		54%
Non-binary/Other		1%



TEAM MEMBERS BY SENIORITY		
Below 1 Y		27%
Between 1 - 2 Y		32%
Between 3 - 5 Y		17%
Between 6 - 10 Y		15%
Between 11 - 15 Y		5%
Between 16 - 25 Y		3%
Above 26 Y		1%



Employment and Beyond

Supporting employment opportunities

As of 2023, the general global youth unemployment rate was 13%, with 64.9 million young people aged 15 to 24 unemployed*. Many young people are not in education, employment, or training, leaving them vulnerable to poverty and exploitation. Hotels can offer these youth opportunities for decent living and fulfilling careers, contributing to economic growth and job creation. RHG commits to providing young people, especially those at risk, with employability programs to build a better future.

The skills developed within a hotel are not only transferable within the industry but give a solid foundation for any number of other career opportunities. These employment opportunities are vital to not only reduce young people’s vulnerability but also enable the development of skilled and motivated workers to support future security and prosperity of economies and communities around the world.

Recognizing its role in tackling this issue, RHG is committed to providing accessible training and employment opportunities for vulnerable youth, and has created employment positions for underprivileged young individuals. In 2023, RHG’s hotels opened their doors to 14,000 trainees, including 840 at-risk participants by engaging them in various trainee and apprentice programs to empower them with valuable skills and experiences.

* Source: International Labor Organization

Empowering change in Philippines

Park Inn by Radisson North EDSA partnered with the Quezon City Jail Female Dormitory, in collaboration with the World Sustainable Hospitality Alliance, to launch an introductory housekeeping skills training program for persons deprived of liberty (PDLs). The initiative equips PDLs with practical skills, enabling reintegration into society and future employment opportunities. Supporting the hands-on learning approach, a mockup room of the hotel was constructed within the jail’s female dormitory, allowing the trainees to practice and apply the skills they learn in a real-life setting. The trainings are delivered by a certified trainer. This project highlights the power of sustainable partnerships in driving social impact.



14,000
Trainees



840
At-risk youth trained



Culture and Engagement

RHG’s cultural values focus on a guest-centric experience, reinforcing its commitment to ensuring that Every Moment Matters for guests, owners, and talent.

Guided by the Group’s Culture Beliefs, every team member is empowered to create a memorable experience for each guest across all properties and workplaces. Living the brand promise means embracing each moment as a chance to serve, enhance, innovate, enjoy, learn, push boundaries, develop, exceed expectations, and leave a lasting impression.



Yes I Can!

The Yes I Can! service ethos is a core principle of RHG, reflecting a positive attitude and professional approach in all interactions with guests. It emphasizes the importance of serving with a spirit of enthusiasm and dedication, ensuring that guests feel valued and cared for. The “Yes I Can!” ethos is more than just a slogan; it is a commitment to providing exceptional service and creating a welcoming environment for guests. It is reflected in various aspects of the company’s operations, including personalized meetings, innovative solutions, and a focus on safety and security. This service philosophy has been a part of RHG for over 25 years and is integral to the company’s brand promise.

RHG recognizes its team members who embody a genuine Yes I Can! spirit by presenting them with a Yes I Can! pin. Furthermore, the Group hosts annual Seniority Awards to acknowledge team members who have dedicated five, 10, 15, 20 years, and beyond to the company. Team members are honored with an anniversary diamond pin for each five-year milestone, and the number of diamonds bestowed increases in accordance with their years of service. In addition, the awarded team members also receive a framed diploma signed by Federico J. González, the Group’s Executive Vice Chairman.



Recognized as a top employer

RHG was honored by Forbes magazine as one the world’s best employers worldwide in the Travel and Leisure industry. This is the fourth consecutive year that RHG has been recognized by Forbes magazine and is a true sign of the Group’s commitment to its team members. This prestigious award brings RHG an important step closer to achieving its goal of being the people-focused hotel company of choice for guests, owners, and talent.

RHG’s Culture Beliefs

Building a global culture that fosters team engagement and a proud sense of belonging is a critical business priority. When team members agree and care about the company’s beliefs, they feel more engaged and motivated to perform their best. RHG has identified the following beliefs which serve as the foundation of its shared company culture:

- We deliver memorable moments every day, everywhere, every time
- We enjoy serving with our “Yes I Can!” spirit
- We grow talent, talent grows us
- We are many minds, with one mindset
- We value open and direct interactions to build trust
- We believe anything is possible
- We have fun in all that we do

Talent recognition

RHG is a people-oriented company aligned with its Every Moment Matters (EMM) brand promise. Across all regions and countries, the Group celebrates the EMM Awards annually. The EMM Awards are peer-to-peer recognition awards, in which all hotels and offices participate by nominating their colleagues on how they live up to RHG’s culture beliefs. Apart from celebrating the awards locally in each hotel and office around the world, a global celebration was hosted for the third year by the Executive Vice Chairman, announcing seven global winners virtually.

In 2024 RHG celebrated the fifth anniversary of the Every Moment Matters Awards with seven global awards. The excitement surrounding this milestone led to record engagement, encouraging the introduction of an exclusive award for the most engaged hotel.

The EMM Awards bring the whole company together to recognize the Group’s most important asset, its people. The awards have become the most important recognition in the company and a true symbol and celebration of RHG’s ambassadors.

Culture and Engagement

Connect

RHG keeps its global teams connected through live streams, newsletters, video messages, and intranet updates, ensuring everyone stays engaged with the company’s strategy, five-year plan, and leadership. Monthly sessions like Radisson Talks, where leaders share business updates, and Career Conversations, stories that can inspire internal and external talent, foster a sense of community and brought together an average of 350 participants per event in 2024.

To celebrate its people, RHG runs various campaigns. The Moment Makers campaign honors team members who consistently create memorable experiences, with seven team members recognized globally in 2024. Prioritizing video content, RHG also launched a TikTok channel to connect with younger audiences.

The Pioneers campaign spotlights women leading with innovation and breaking new ground. In 2024, RHG shared seven inspiring stories of female leaders making an impact.

A key part of bringing these stories to life is through #LifeAtRadisson Ambassadors, a community of passionate team members who share their experiences and help amplify the Group’s culture on social media. Through storytelling, they bring RHG’s Employer Value Proposition to life, showcasing what makes life at Radisson Hotels so special. With 86 Ambassador across all areas and countries, RHG amplifies and gives voice to all its initiatives.

Radisson Listens

At RHG, the annual Radisson Listens team member engagement survey is an important annual touchpoint that supports to understand how team members feel about their work, leadership, and overall workplace environment. For many years, RHG has measured team member engagement and enablement, to provide insight into how motivated and committed team members are and help gauge overall global morale.

Radisson Listens survey was completed by all hotels and offices in November 2024 with a 93% response rate, representing a higher participation rate vs other best-in-class companies. RHG’s overall team member engagement score remained 83% globally which is 7% point above the norm of the global leisure and hospitality industry.



As an organization, RHG has made three commitments to its teams:

- All team members must take part in a meeting where they are shown their team’s engagement results (for teams of more than five members) – leaders must ensure this takes place.
- All team members are able to voice their opinion freely – leaders must facilitate a conversation to ensure this happens.

- An action plan must be implemented for each team regardless of size – leaders are responsible for ensuring this happens.

Radisson Listens – Pulse Survey

In 2024, the Pulse Survey functionality was activated following the Global Engagement Survey in 2023. These small, quick surveys were established globally to allow for real time feedback from team members between the yearly global engagement survey cycles and encourage regular discussions with teams around engagement.

Radisson Flex

Radisson Flex is the Group’s hybrid work model, offering all support office team members a choice of when, where, and how they work. Team members benefit from the social engagement and collaboration offered by an office environment combined with the innovative technology support which connects them and enables them to work remotely as aligned with their personal preferences. This flexibility empowers every individual to strike a personal balance, ultimately enhancing their overall performance and driving optimal results.

Mental health first aid

Mental health and wellbeing are essential for overall quality of life, productivity, resilience, and fostering positive relationships and experiences.

Following the establishment of a community of mental health first aid (MHFA) supporters, RHG’s

ongoing focus is to encourage these individuals to become ambassadors for mental health awareness, advocates for the support provided through the team member assistant program, and to provide ongoing development opportunities around mental health based on feedback from their peers. Over 4,000 on-line training participants have completed a selection of up to 75 different training offerings around mental wellbeing and health.



4,000

online mental health training participants



75

trainings on mental wellbeing and health

Mindful moments

At RHG’s Central Support Offices, various mental health initiatives have been well received. Coinciding with World Mental Health Day on 10 October, a Mindful Moments week was organized simultaneously both at the Brussels and Madrid Support Offices. Activities were organized through the day, focusing on healthy lifestyle habits, stress detection and management, and relaxation techniques, as well as an online webinar on building resilience. In Germany, new workshops have been introduced about company integration management, to support team members in organizing their work so they can work efficiently in the long term.

Talent Acquisition

In today’s competitive market for top talent, standing out as a credible employer and maintaining a great workplace are crucial. These factors enhance a company’s market potential and growth opportunities. RHG’s focus on strategic talent acquisition underscores the importance of these elements in attracting and retaining top talent, thereby driving sustained success and innovation.

Employer value proposition

People are central to business success and the future. RHG’s Employer Value Proposition (EVP) aligns with the evolving expectations in the workforce, the balance of rewards and benefits, and work-life integration. The EVP is a key tool for attracting young talent to the hospitality industry.

Utilizing professional social networks effectively raises RHG’s profile as a premier employer. Social media also enhances the recruitment experience by providing comprehensive insight into working at RHG, enabling potential hires to make informed decisions. Furthermore, social platforms amplify the voices of RHG’s ambassadors through compelling storytelling. Multiple employer branding campaigns have strengthened RHG’s position among top hospitality companies by increasing engagement and recognition for the Group.

In 2024, RHG launched the EVP to align with the evolving expectations of today’s workforce and ensure the Group remains top of mind for talent in the hospitality industry. This revamp was driven by the need to create a more compelling, inclusive, and future-focused employer brand that resonates with both current and future team members.

RHG’s EVP is built on four key pillars. By focusing on these pillars, RHG has strengthened its employer brand, ensuring that team members feel valued, inspired, and supported in their professional journeys.

Service and Experience Bringing the magic of hospitality to life	Inclusive Workplace and Team Spirit Creating a diverse, welcoming, and supportive culture
Career Growth and Development Building great careers through learning and mentorship	Innovation and Entrepreneurship Empowering team members to lead with ambition and creativity

This proposition remains a powerful tool for fostering purpose, increasing engagement, and attracting young talent to the hospitality industry.



Culture and Engagement

Attract tomorrow's talent

RHG is dedicated to attracting and retaining diverse talent globally. In 2024, local Talent Acquisition teams participated in key recruitment events, showcasing hospitality careers to a wide audience. Career Fest, a global virtual job fair, was a major initiative, drawing over 5,000 registrations from Europe, Africa, Middle East, and Asia Pacific. The event featured 55 speakers. Participants showed strong interest in career development in hospitality. The event saw 938 meetings booked, and 199 job applications submitted. Career Fest's success is evident in the positive feedback and confirmed hires.

Team member benefits

Special benefits are extended to all global team members, including exclusive rates for team members, their friends, and family when staying at RHG hotels. In addition, discounts on food and beverage services along with other hotel amenities are provided, complemented by reduced prices on various items facilitated by the Procurement Department. Team members have access to a diverse array of developmental opportunities, including training courses offered through Radisson Academy aimed at supporting their professional growth and advancement.

Tent partnership for refugees

In 2024, RHG continued to strengthen its people-centric commitment through the Tent partnership for refugees in Poland. Awareness sessions across all hotels in Gdańsk, Poland, helped align teams on collaboration opportunities and action planning. Future planning includes hosting the first local job fairs for refugees, followed by workshops to equip the hotel teams with skills to foster inclusion and support meaningful employment.



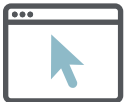
4,510

job vacancies



106

average applicants per vacancy



48%

of visits to the corporate website are to the main Careers section



Talent Management

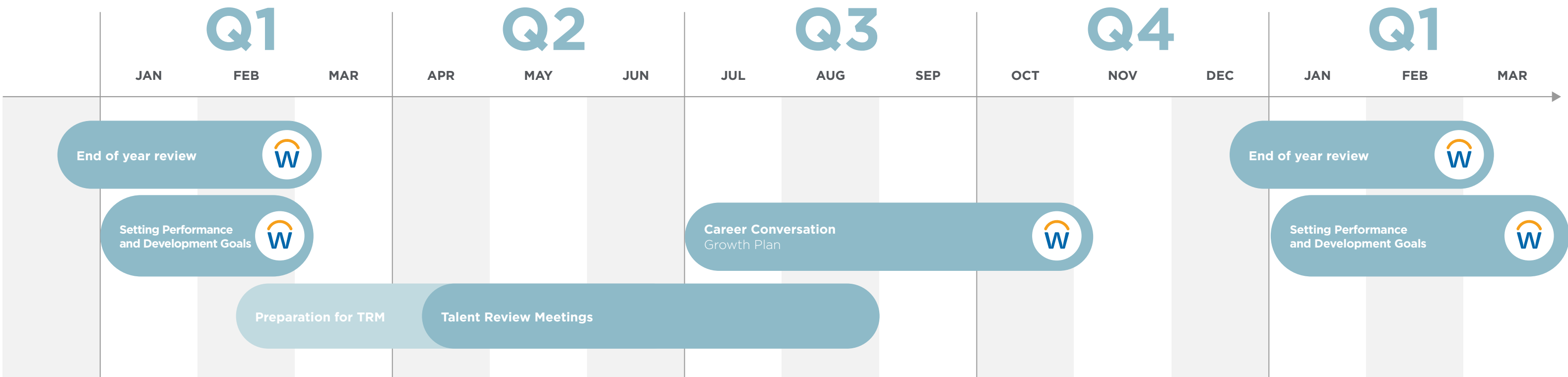
As RHG is a leading, dynamic, and inclusive employer, offering numerous career and advancement opportunities to its 75,000+ team members for both professional and personal growth. The Culture Belief, “We grow talent, talent grows us,” is central to this ethos of continuous development.

The company recognizes that internal team development, clear career progression pathways, and a consistent cycle of performance management, development, and feedback are crucial to unlocking the potential within its team members and driving overall business success.

Talent management and careers

RHG’s passion revolves around people, the very essence of the Group’s hospitality philosophy. RHG’s talent management strategy prioritizes internal growth by developing meaningful career paths using technology-driven processes, internal talent brokerage, and robust training programs at Radisson Academy.

Performance and Development - The Annual Cycle



The RHG Performance and Development cycle which is an integral part of RHG Talent Management strategy, targets driving business objectives alongside supporting team members’ progress towards individual development targets. In 2024, RHG enhanced its Performance and Development cycle processes which led to 95% of team members having an individual development plan. RHG is committed to offering team members from all levels and specialties across the business a range of opportunities for growth by building engaging and impactful development and careers plans bespoke to their needs. Managers are driven to identify their key talent.



95%
team members have an individual development plan

Identification of Talent - Talent review meetings

Annual talent review meetings are crucial for identifying, developing, and retaining top talent within the company. TRMs advance the Group’s talent strategy by holding leaders accountable for actions, calibrating talent, and identifying and agreeing talent challenges and opportunities, as well as providing leadership with a structured platform to assess team member performance, potential, and readiness for future roles. This ensures a strong pipeline of talent to support the Group’s goal of internal promotion and growth.

In 2024, the analysis of potential versus performance was conducted for over 9,000 team members which led to the creation of growth plans and fostered internal moves. Internal promotion rate increased by 13%. As part of the Group’s ongoing efforts to foster internal careers and growth, RHG introduced an addition to the performance and development cycle as a follow up from the talent review meetings discussion – Career Conversation between the manager and team member designed to establish the future career aspirations and next career steps, which resulted in a growth plan of how to reach these goals.

Talent Management

Career proposition

RHG is committed to providing meaningful career moments and advancement possibilities to its team members globally. One of the elements supporting this aim is the RHG career proposition that aligns with the changing expectations of the new generation of hoteliers focused on core company values, responsible business, and digital engagement. Grounded in three pillars – Broad, Clear, and Fast – the Group’s career proposition offers a dynamic approach to professional growth, irrespective of someone’s background and origin.

- ‘Broad’ opens doors to the Group’s growing international portfolio, emphasizing cross-functional mobility and clear policies for international assignments.
- ‘Clear’ brings structure and transparency, with defined career tracks, career mapping tools, and personalized learning opportunities.
- ‘Fast’ injects dynamism into each team member’s role, with career acceleration programs, leadership commitment, and clear growth timelines.

Various efforts aimed at internal career development, including promotion on the RHG career propositions, introduction of the career planning tool for operations department, development of departmental career maps, global career month, and career Conversations led to an increase of 1% of team members having clarity on a future career with RHG in its global team member satisfaction survey.

Global career month

Launched in 2023 in a virtual format as an innovative approach to career development, RHG’s Career month evolved in 2024 into a global hybrid event to provide team members with career tools, leaders sessions, and insights into various departments. Career Month combined globally accessible sessions via desktop and mobile streaming with localized activities. It also served as a platform to showcase the career tools available at RHG and to support team members in completing their growth plans as part of the performance and development cycle.

Career month is a team member engagement initiative with global reach, aiming to promote RHG and its employer value proposition to continuously attract new talents. In 2024, RHG ran 46 sessions with 58 participating speakers, whereby 1,500 team members enrolled in the competition and 2,553 posts were shared externally.

Accelerate: Fast Track Development Program

Accelerate, RHG’s fast track development program to become General Manager, has proven to be a great success. Two groups of high potential employees have already completed their 8-11-month development journey of virtual workshops, on-site training, shadowing, and coaching. 22 participants have already started as newly appointed General Managers around the globe. Accelerate is a key example of RHG demonstrating its commitment to gender equality by ensuring each group comprises of minimum 50% female participants.



22

General Managers appointed in Accelerate program

Leadership and talent foundations

RHG’s leadership and talent foundations established the criteria for how the Group expects team members to perform their work and were developed to ensure that consistent standards are in place across the globe. These standards give the Group one common language and a balanced approach to development needs, in addition to bringing its Culture Beliefs to life by helping to create meaningful individual development plans for team members.

Foundations cards and game

To support managers with development conversations with team members within the performance and development cycle and outside of it, RHG launched Leadership Foundation cards. The cards facilitate development conversations in a gamified approach, based on the Group’s Foundations. Additionally, an online game was developed for the same purpose.



People Development

“We grow talent, talent grows us” is the driving force behind RHG’s commitment to learning and development. Radisson Academy embodies this Culture Belief.



571K+

trainings completed



266K+

training hours completed



80%

of courses rated 5 stars



5X

increase in training completions per team member



9

Radisson Academy Lives hosted across as many locations

Milestone

In 2024, RHG celebrated a critical milestone — Radisson Academy’s fifth anniversary. Radisson Academy has been central to RHG’s continuous learning journey, empowering its teams with the latest skills, and preparing them for future challenges. This milestone reaffirms the Group’s investment in its people and RHG’s dedication to fostering a thriving learning environment.

Radisson Academy online

All hotel team members can access personalized training, as well as continuous learning and career development opportunities via Radisson Academy online. Managers actively support their teams through role-based assignments, training reports, and interactive dashboards, fostering closer collaboration and leadership involvement.

Training completions have increased to over 571,000 since launch marking a 27 times increase. Trainings show consistent high satisfaction ratings with 80% courses rated 5 stars. This can also be seen in fivefold increase in average training completions per team member. RHG remains committed to empowering its teams with the knowledge and skills they need to thrive.

Radisson Academy live

Radisson Academy Live is a part of the Radisson Academy, which offers a variety of in-person instructor-led training sessions dedicated to business and leadership development. Radisson Academy live experienced record-breaking growth in 2024, hosting an unprecedented nine academies throughout the year—the highest number since its relaunch. This surge in activity significantly broadened participation opportunities, offering instructor-led Business and Leadership Development training in two entirely new areas. More than 750 individuals representing over 230 locations connected and honed their skills in a variety of key disciplines, including Finance, Meeting and Events, Food and Beverage Profitability, Project Management, Emotional Intelligence, and Leadership. This substantial increase in live academies underscores the program’s growing importance for networking, knowledge sharing, and professional development.



People Development

Radisson Academy certifications

In 2024, Radisson Academy certifications continued to drive the development of team members’ functional and strategic capabilities, accelerating their career progression. Building on previous successes, RHG saw nearly 550 certifications completed across established programs and new content, demonstrating the Group’s commitment to staying ahead of industry trends. A key highlight was the pilot launch of RHG’s first leadership program aimed at Directors and Senior Directors – Radisson’s License to Lead - with 43 participants of which over 50% were female leaders. This program used multiple learning modalities including virtual, face-to-face, simulation, psychometric assessment, and project application to hone skills. RHG’s certifications, including this new program, delivered tangible value throughout the year, empowering its teams with the skills and knowledge needed to excel. Learners showcased their achievements with nearly 750 digital badges issued in partnership with Credly, facilitating easy sharing of validated skill sets on social media and amplifying the long-term benefits of RHG’s certifications.

Hospitality fundamentals by Topsy

RHG’s partnership with Topsy, the leading hospitality education platform, has been a driving force behind RHG’s learning and development success. The team’s engagement with Topsy soared, nearly doubling the training records for 2023. This remarkable growth is reflected in the impressive usage of Topsy’s extensive library of over 1,750 video lessons, seamlessly integrated into RHG’s

online ecosystem. These resources have fueled over 91,000 course completions, totaling over 83,000 training hours for over 18,000 team members.

Responsible Business by Topsy

Beyond core skills, Topsy supports RHG’s Responsible Business initiatives via Topsy’s multilingual content library, offering courses on topics such as ‘Sustainable Food Practices’, ‘Health and wellbeing in hospitality’, and ‘Diversity, Equity and Inclusion’. Furthermore, Topsy’s collaboration with EarthCheck, a leading scientific benchmarking, certification, and advisory group for sustainable tourism, has produced valuable training content covering topics like environmental sustainability, resource management, and enhancing the visitor experience through sustainable practices. This provides the RHG team with expert insight and best practices in these critical areas.

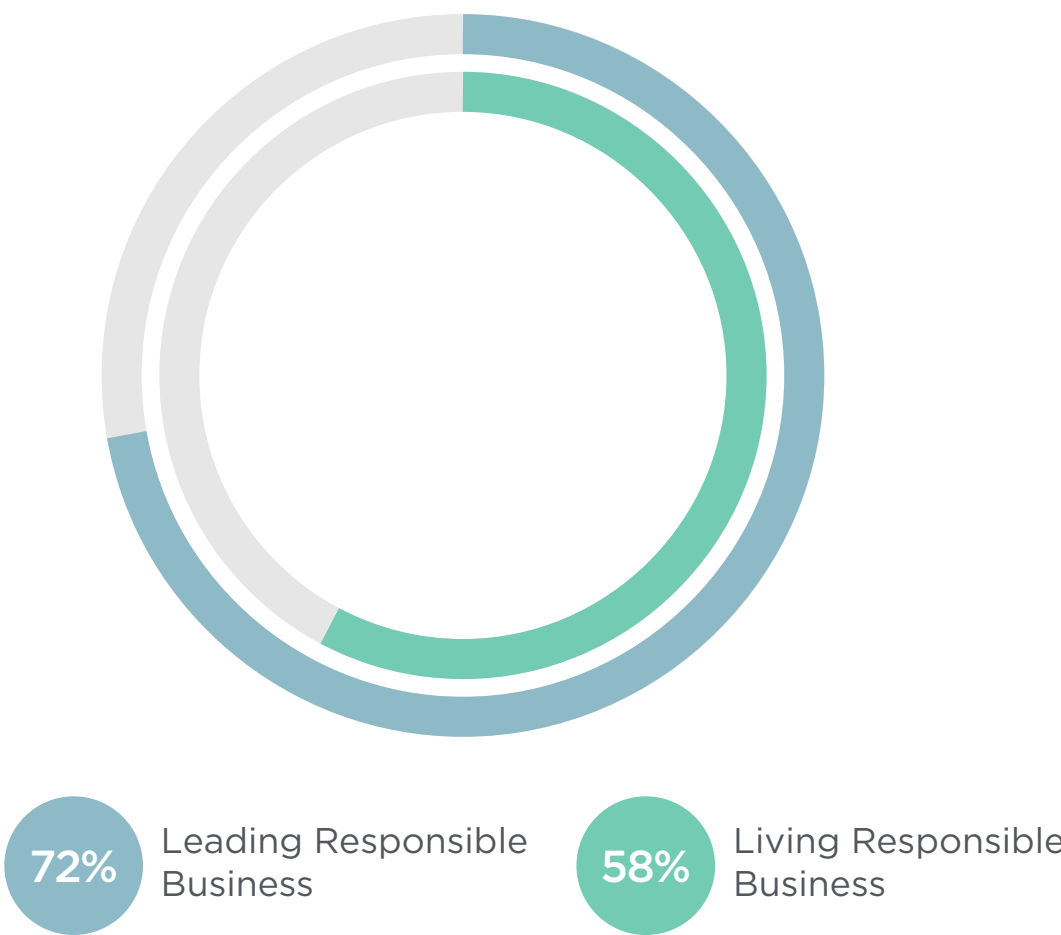
Global responsible business training

RHG team members live Responsible Business every day – at home, with their hotel colleagues, and working in their local communities – striving to create a better future and a better planet for all. Team engagement with Responsible Business starts with the Group’s global Responsible Business training program.

The Living Responsible Business module is available in 21 languages through classroom training with a gamified approach. It is designed

for all hotel team members, covering topics such as ethics, equity, diversity and inclusion awareness, community support, eco-footprint reduction, and sorting waste, as well as more sensitive issues, like tackling sex trafficking, and forced labor. A network of Responsible Business trainers globally deliver on property workshops.

Leading Responsible Business is a comprehensive and interactive online learning module and simulation for RHG leaders in hotels and offices. The training covers planet-footprint reduction, youth employability, responsible recruitment and sourcing, promoting human rights, and RHG’s partnership with SOS Children’s Villages.



Next step program in Beirut

Radisson Blu Hotel Beirut Verdun collaborated with Next Step to create an opportunity for students with intellectual disabilities, aiming to reduce inequality and promote zero discrimination within the community. The Next Step Program at the American University of Beirut empowers these students by equipping them with essential skills for legal employment and independent community life.

In this initiative, five Next Step students are undertaking internships at Radisson Blu Beirut Verdun. They are gaining hands-on experience in departments such as F&B Service, Kitchen, Housekeeping, and Banqueting, all under the guidance of dedicated coaches and the hotel team. Feedback from guests, students, and parents has been positive from day one, with guests showing strong support as the students actively contribute to daily operations.



Diversity, Equity and Inclusion

RHG is dedicated to offer stays and a workplace where diversity, equity, and inclusion (DEI) are central to its operations. RHG actively cultivates a diverse talent pipeline that mirrors the communities it serves, welcoming individuals of various nationalities, cultures, abilities, genders, and sexual orientations.

Accessibility for all

All hotels in the RHG portfolio are required to provide an environment which is accessible to everyone, regardless of their abilities. At the end of 2024, 5% of all the rooms in RHG hotels were accessible.

We are many minds, with one mindset

RHG ensures that all team members have equal opportunities for growth and fair compensation, fostering an environment where success is determined by talent and dedication. Leaders at RHG champion inclusion by celebrating each individual’s uniqueness and nurturing a culture where everyone feels valued, respected, and empowered to thrive.

Culture diversity

Operating in 100+ countries and territories, diversity is part of RHG’s DNA. The global workforce includes 146 nationalities, ethnicities, and races. Across its global hotel portfolio and global offices, growth opportunities including cross-functional or international assignments are available to everyone to broaden team members’ horizons and encourage them to embrace new perspectives.

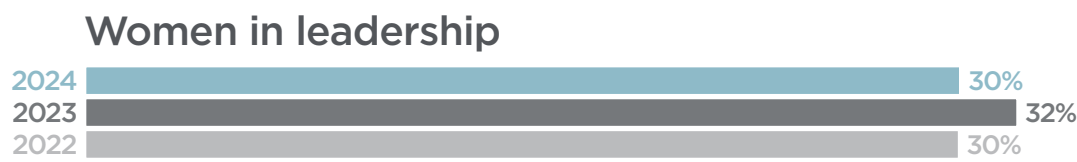
Employee Resource Groups

RHG currently counts two Employee Resource Groups (ERG), Women and LGBTQ+. ERGs are voluntary, team member driven, inclusive groups that provide a space where participants feel heard, supported, and valued. ERGs raise awareness by driving activities that support Diversity, Equity, and Inclusion, pushing forward the agenda, building a strong community within RHG, and promoting social change.

Diversity, Equity and Inclusion

Balanced leadership

RHG is committed to balanced leadership, to achieve gender equality in female leadership positions, eradicating and preventing barriers that could slow down female growth at all levels and providing the tools and policies to ensure work-life balance while not comprising to quality of talent. Currently, leadership team consists of 30% female leaders, including director-level and above at offices and from General Manager level at hotels. In some countries, such as the Nordics and the Baltics, these percentages are higher.



RHG is committed to increasing the number of female leadership roles and has established a target of 35% Women in Leadership by 2025 and 50% by 2030. To achieve this goal, RHG has implemented key actions across the different stages of the team member life cycle.

In 2024, RHG took significant strides towards fostering gender diversity and inclusion, internally and externally. Notably, the development of internal female talent as well as creation of external talent pools aimed at female General Managers which resulted in a growth in female General Manager positions in 2024 equaling to 19%. The internal efforts have also resulted in 28% of females being in Managing Director positions.

RHG also demonstrated its commitment to gender equality by defining transparent career plans and

fast tracks with balanced 50% female participation in all development programs and critical training initiatives. The company undertook a comprehensive review of rewards packages and policies, with a particular focus on addressing the gender pay gap and cultivating more inclusive working conditions. Leaders play a key role in decision-making, participating in the DEI agenda, and being equipped with tools to support women. In 2024, RHG introduced spotlight and the General Manager support program.

Spotlight is the global sponsorship program focused on top female talent. This one-year program offers increased visibility, clarity in career goals, and progression support within RHG. The General Manager support program is making the General Manager role more attractive by enabling a better work-life balance via flexible work scheduling and economic aid for family structures.

Additionally, RHG implemented a progressive parental coverage policy across all offices, enhancing local government aid to cover approximately 100% of the gross base salary for team members. This initiative is designed to provide comprehensive support for team members navigating parental responsibilities.

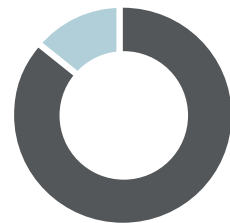
Furthermore, RHG showcased female leadership testimonials across its internal and external channels as part of its Female Pioneers campaign, celebrating and highlighting the achievements of women leaders in the organization. These initiatives collectively underscore RHG’s commitment to creating a diverse and inclusive workplace.

RHG has taken clear action to prevent discrimination in professional development and promotion processes. The increase in balanced leadership was achieved through RHG’s recruitment process which always ensures a gender-balanced number of applicants is included on the final shortlist for General Managers and Director and above positions.

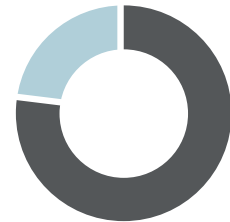
Compensation and benefits

RHG’s Remuneration Policy aims to achieve a market positioning that attracts and retains the necessary talent and promotes long-term value generation and sustainability. RHG remains committed to ensuring internal equity and external competitiveness, as well as equal pay for all genders. In addition to emphasizing equal pay as part of RHG’s core values, the Group operates a fair pay policy and issues gender pay gap reports where necessary.

Breastfeeding and recreational room in Kigali
Radisson Blu Hotel & Convention Centre, Kigali has introduced a new breastfeeding and recreational room to support team well-being and work-life balance. The dedicated space offers new mothers a comfortable, private area for breastfeeding and provides all staff with a welcoming spot to unwind during their busy day. This thoughtful initiative reflects the hotel’s ongoing commitment to creating an inclusive and nurturing workplace where every team member can feel cared for and supported.



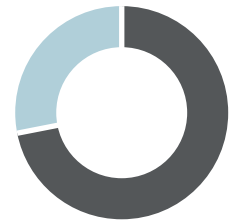
BOARD OF DIRECTORS		
	Male	86%
	Female	14%



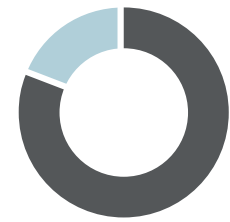
EXECUTIVE LEADERSHIP		
	Male	77%
	Female	23%



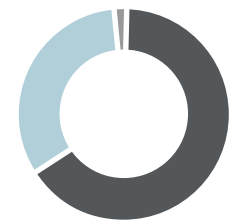
CORPORATE OFFICE		
	Male	53%
	Female	47%



MANAGING DIRECTORS		
	Male	72%
	Female	28%



GENERAL MANAGERS		
	Male	81%
	Female	19%



HEADS OF DEPARTMENT		
	Male	61%
	Female	36%
	Other	3%

Diversity, Equity and Inclusion

Diversity, equity and inclusion training

Radisson Academy online includes multiple trainings on DEI to ensure the workplace is free from biases and harassment. Onboarding sessions include a dedicated DEI section outlining RHG's commitments.

Furthermore, the Head of Department foundations for success program with a focus on unconscious biases, saw over 400 Heads of Department complete the program between 2023 and 2024. These initiatives underscore RHG's commitment to cultivating an inclusive workplace culture through ongoing learning to prevent discrimination.

Diversity week

Diversity week is an annual global online conference, open to all team members. Over five days, teams engage through testimonials, educational webinars, and sessions featuring industry leaders, company executives, and external speakers. The event aims to promote workplace diversity, create

meaningful conversations about inclusivity and equity in growth opportunities, encourage open dialogue on topics like gender and culture, and celebrate RHG's unique and diverse talent as a leading, dynamic, and inclusive employer.

Diversity week in Madagascar

Radisson Blu Madagascar hosted a vibrant Diversity Week celebrating cultural richness and inclusion. Team members proudly dressed in their traditional outfits to showcase regional and international heritage, setting a warm and welcoming tone for the week. The hotel also shone a light on its leadership team by featuring an equal mix of Heads of Departments and managers on social media, underlining a commitment to balanced representation and diversity in leadership. A special celebration brought together NGOs, associations, and community partners at Tamboho during a lively cocktail party. The event included interactive sharing sessions with children and their parents, emphasizing the power of collaboration and inclusion. Creativity took center stage during a painting session where every participant left a unique mark on a blank canvas, sharing their personal perspective on diversity. The week wrapped on a high note with a Women's Day celebration featuring a personal development workshop, a sharing session, and an energetic Zumba class led by internationally known Malagasy singer Niu Raza, along with fun games and giveaways.



Human Rights

RHG strives to conduct all business operations in a way that promotes and enhances human rights within its sphere of influence. RHG abides by the UN’s Guiding Principles on Business and Human Rights for collective action, which are embedded in the Group’s policies and procedures. RHG is committed to preventing and mitigating negative effects of human rights risks and to addressing risks that arise in the labor supply chain.

Human rights risks

The hospitality industry faces several human rights risks due to its diverse operations and extensive supply chains. Risks include labor exploitation, modern slavery, human trafficking, poor working conditions, discrimination and harassment, health safety, and security risks. Addressing these risks requires a comprehensive approach, including due diligence, stakeholder engagement, and continuous monitoring and improvement of human rights practices.



GLOBAL PORTFOLIO HUMAN RIGHTS RISK		
Very low		20%
Low		19%
Medium		14%
High		46%
Very high		1%

Around 47% of all RHG properties are located in areas with generally high or very high human rights risk. These are places where human right require additional attention and effort to mitigate risks.

Human rights policies

The key human rights and employment principles are reflected in two RHG policies which both complement the Group’s Code of Business Ethics and clarify the principles by which RHG team members live and work in the Group’s hotels and offices. These policies are:

- Human Rights Policy: covering RHG’s engagement with issues such as ethical business conduct, the protection of children’s rights, combating human trafficking, and the protection of team members’ rights.
- Employment Principles: covering RHG’s promises to its team members. These include non-discrimination, freedom of association, and the development of in-house talent.

Both policies are publicly available and are communicated on internal channels to all hotels and corporate team members. The Supplier Code of Conduct includes clear human rights requirements for the value chain. RHG encourages its partners, suppliers, and the broader business community to promote and enhance awareness of human risks and to take a stand against human trafficking and modern slavery.



Human Rights

Discrimination and harassment

RHG is committed to fostering a workplace free from discrimination and harassment. The Group does not tolerate behavior that threatens the well being of any team member, guest, or other persons. RHG team members must never verbally or physically mistreat others or engage in offensive behavior, including sexual or other harassment, abusive or intimidating treatment, inappropriate language or gestures, discrimination, or any conduct that interferes with a team member’s ability to do their job, regardless of whether the behavior is illegal. RHG recruits individuals without regard to race, gender, age, disability, marital status, sexual preference, nationality, caste, political affiliation, national origin, veteran status, religious or union organization, minority group, or any other characteristic protected by law.

Risk of trafficking and modern slavery

RHG’s aim is to address these vulnerabilities in the hospitality industry, to combat and eliminate any form of modern slavery, and to operate its business without slavery, sexual exploitation, the exploitation of children, or forced, bonded and compulsory labor. Hotels can be venues for human trafficking, including sexual exploitation. RHG is committed to combating modern slavery and human trafficking by educating team members about the issues involved, as well as encouraging its partners, stakeholders, and the broader business community to take a stand against slavery and human trafficking.

The Group’s aim is to address vulnerabilities in the hospitality industry, to combat and eliminate any form of modern slavery, and to operate its business

without slavery, sexual exploitation, the exploitation of children, or forced, bonded and compulsory labor. As highlighted in its Supplier Code of Conduct, RHG is encouraging its partners, suppliers, and the broader business community to take a stand against human trafficking and modern slavery.

For more detailed information, access RHG’s latest slavery and human trafficking statement [here](#).

Responsible recruitment and employment

Adults and children around the world remain victims of modern slavery. This problem is a reality, albeit one that many people today are unaware of. Hotel operations in numerous regions rely on the talent of migrant workers hired as team members or contracted through employment agencies. Migrant workers are amongst the most vulnerable groups in the labor force, due to their immigration status.

RHG does not accept forced labor in its operations or supply chain. The Group’s responsible recruitment and employment framework helps to ensure RHG takes a proactive approach to preventing forced labor in every part of its business.

These expectations are met within RHG and in the practices of labor agencies and outsourced labor suppliers used by RHG. The industry’s principles regarding forced labor are imbedded in RHG’s responsible recruitment and employment framework.

RHG’s commitment to tackling forced and bonded labor in its operations and supply chain:



Human Rights

Toolkit to combat modern slavery

RHG developed a toolkit for responsible recruitment and employment, designed to combat modern slavery. It supports hotels to raise awareness of – and prevent – forced labor in the recruitment and employment process. The toolkit is available to all hotels, helping hotel management and HR teams in their endeavors to combat the problem. In 2024, 55% of RHG’s hotels actively used the toolkit. RHG’s efforts are focused on protecting migrants and outsourced team members, which represents a significant part of the workforce in its hotels. The toolkit for responsible recruitment and employment has been reviewed by the United Nations International Organization of Migration.



The Leading Responsible Business training for all Heads of Department and General Managers contains a specific training module detailing how to use the toolkit. Additionally, RHG has also made available the risks of modern slavery in labor sourcing training, designed to help human resources, procurement, and legal teams to identify and address the risks of modern slavery in hotel operations and the supply chain. Real-life case studies are used to underpin the training.



Remediation plan
Provides guidance on what actions to take when certain risks are identified

Recruitment agency due diligence
Controls the business risk, outlining what due diligence to perform when using recruitment agencies

Team member awareness
Back of house engagement tools

Guidance documents
Advice on promoting ethical recruitment practices with details of how to engage with recruits and team members

Worker interviews
Helps to highlight possible cases of abuse or recruiter-induced human trafficking

Training
Educates team members to increase awareness, mitigate risks, and give guidance on due diligence processes

Self-assessment questionnaire
Helps to identify potential gaps and human rights vulnerabilities in hotel business processes and to pinpoint the vulnerabilities of third-party intermediaries



Business Ethics and Compliance

All interactions within RHG as well as with its team members, partners, stakeholders, and local communities are based on the highest principles of business ethics.

Code of business ethics

RHG's Code of Business Ethics (the Code) governs how the Group does business. It enables RHG to take positions on key issues of business ethics with a single voice. The code includes ten principles which guide RHG whenever a business decision needs to be made. Those principles are:

1. We respect the law
2. We show respect for all persons in all situations
3. We think ethically
4. We act fairly
5. We do not discriminate against anyone for any reason
6. We are honest and transparent
7. We are loyal to our employer
8. We do not exploit the company's resources
9. We think of safety at all times
10. We take care of the earth

The Code addresses topics such as conflict of interest, fraud, money laundering, facilitation of tax evasion, anti-trust and anti-competitive practices, corruption, and bribery. It also outlines the measures in place for handling alleged harassment. RHG's onboarding program emphasizes how to identify and prevent harassment. Additionally, there is a clear sexual harassment policy implemented in all countries of operation. All programs and protocols are created in accordance with RHG's Code of Business Ethics.

Business Ethics and Compliance

Ethics hotline

A key element of business ethics at RHG also encapsulates the whistleblowing policy. Any team member with concerns or questions about the Code is encouraged to raise these directly with their supervisor, human resources department, or person of trust in the hotel or regional organization.

RHG creates communities where everyone’s voice is heard and valued, fostering team spirit and collaboration. To achieve this, it is fundamental that spaces are safe and that RHG team members are provided with the tools to report any misconduct.

Infringements of laws or the Code, as well as matters pertaining to a team member’s rights, obligations, or working conditions are to be reported directly to their supervisor. If the person(s) to whom the team member reports an ethical problem or questionable practice is not responsive or if there is reason to believe that reporting to the person(s) indicated is inappropriate in a particular case, the team member can report the matter of concern using the independently operated business ethics hotline. In no event will any action be taken against the team member for reporting ethical problems or information on questionable practices in good faith. The business ethics hotline can be accessed via ethics.radissonhotels.com. Any specific complaint launched on the ethics hotline will be investigated by the global ethics committee and its representatives.

The Ethics Point platform is independently operated by a third-party organization, Navex Global. Team members can use the site to file presumed breaches of the Code and report any other concerns anonymously, except where local law restricts the company from accepting anonymous reports. Investigations are conducted in a timely and sensitive manner. The site is available in 11 languages.

Compliance certificate

Additionally, Designated team members are required to submit compliance certificates annually. This includes the Executive Leadership team, Area Vice Presidents, Managing Directors, Regional Directors, General Managers, and Financial Controllers. Key responsibilities for these team members include:

- Leading by example and acting in accordance with the Code in all day-to-day work
- Ensuring that the Code is alive and adhered to in each team
- Ensuring they are familiar with the Code as team members may ask for advice and guidance on certain issues
- Identifying compliance risks and making the appropriate decisions regarding issues relevant within their areas of responsibility

Ethics training

The Code applies to every person who works for RHG and its companies. The Code is distributed to all team members digitally via the HR planning system, Workday, or through the team members’ handbook. It is also included in RHG’s internal procedures manual. All team members are trained in the Code of Business Ethics, its implications, and the reporting processes. Training occurs in the onboarding sessions and the classroom-based Living Responsible Business training module.



Reported Ethical Cases		
	Misconduct or inappropriate behavior	17%
	Concern	13%
	Financial issues	13%
	Violence or threat	12%
	Discrimination or harassment	10%
	Anti-bribery	6%
	Violation of policy	4%
	Auditing and accounting	2%
	Conflict of interest	2%
	Substance abuse	2%
	Unsafe working conditions	2%
	Other	17%



Business Ethics and Compliance

Preventing bribery and corruption

RHG has a zero-tolerance policy for bribery, making anti-bribery a fundamental part of the Code. This commitment is reinforced through comprehensive training for all team members and the inclusion of anti-bribery and anti-corruption provisions in partner contracts. To ensure ongoing compliance, all team members in management positions must confirm their adherence to these standards annually.

RHG's policy mandates strict adherence to all applicable laws. Every individual conducting business on behalf of RHG must act with integrity, avoiding any form of bribery or corruption. This policy extends to all RHG operations, both domestic and international, including those conducted by subsidiaries, consultants, agents, advisors, vendors, intermediaries, and joint venture partners.

Any violation of anti-corruption laws is taken very seriously, posing significant risks such as monetary fines, criminal penalties, and severe damage to RHG's reputation. Additionally, RHG requires all team members to ensure that all transactions and asset dispositions are consistent with management authorizations, maintaining accurate and detailed records of all transactions.

Understanding and complying with the anti-

corruption laws of each country where RHG operates is crucial. RHG does not make any contributions or give support (direct or indirect) to political parties or individual politicians.

It must be noted that no cases of corruption were reported through RHG's Ethics hotline in 2024.

Data privacy and data protection

People are at the heart of the business at RHG. RHG fully recognizes the importance that privacy and data protection represents to all individuals. RHG's global privacy program, supported by the Privacy Office and Data Protection Officer, follows the Nymity Privacy Management Accountability framework and includes clear privacy notices, comprehensive policies and guidelines, and processes to handle data breaches and subject requests. Team members receive regular training to ensure a broad understanding of privacy and data protection requirements, with a particular emphasis on data security. RHG is committed to transparency, data minimization, and security, as well as adequate international data transfers, ensuring compliance with the highest standards of data protection.



Safety and Security

As demand for both business and leisure travel continues to recover, it is essential that RHG remains vigilant and ensures the safety and security of all guests, team members, and business partners. Hotels must have a unified approach in place to maintain these standards. Guests expect to be welcomed into environments where their safety and security is always a top priority.

RHG's Safety and Security program is used across all its offices and hotel brands to protect the Group's guests, team members, properties, and reputation.



Safety and Security

One global safety and security program

RHG structures its program for Safety and Security around the foundational TRIC=S framework, which allows the Group to engage its teams and localize its approach to safety and security.

TRIC=S formula:

Threat assessment +
Risk evaluation and mitigation +
Incident response capability +
Crisis management, communication, and continuity
= Safe & secure hotels

The development of TRIC=S enables Safety and Security to play a vital part in supporting RHG’s growing number of hotels in many different locations and the ever- evolving risk landscape.

The TRIC=S framework encompasses five cornerstones: The fire safety cornerstone focuses on the prevention or reduction of the risk of fire at hotel properties by having equipment, procedures, and regular training in place. It also ensures fire prevention is taken into consideration when renovating or refurbishing hotels.

The guest and team member safety cornerstones cover topics like protecting guest identity to managing critical incidents, such as a loss of life within the hotel.

The operational security cornerstone aims to actively prevent any operational disruptions in the hotel. Implementing proper controls, regular inspections, maintenance, and procedures is essential to protect guests, team members, and property.

Data and cyber security are essential for the protection of personal data and the IT infrastructure of hotels, offices, and central systems of RHG’s performant IT backbone. RHG has a dedicated specialist team with detailed prevention and protection measures in place.



Safehotels

RHG was the first major international hotel group to partner with Safehotels in 2015. Safehotels is recognized by hotel and travel industry associations, such as UNISDR, GBTA, ICCA, and Chubb, and certifies hotels against their own, independent ‘Global Hotel Security Standard’.

The Safehotels certificate allows RHG to add external validation to its industry-leading safety and security program, TRIC=S, and to create additional value for guests, team members, and investors. The yearly Safehotels audit validates nearly 265 criteria, including security equipment, team awareness and training, fire security, crisis management, and first aid response. The Safehotels certificate is increasingly being endorsed and embraced by global clients. At the end of 2024, 236 RHG properties worldwide had gained Safehotels certification.

In 2021, an ISO technical committee produced the ISO 31030 Travel Risk Management Guidance for Organizations. The guidelines mainly focus on actual travel and include sections on ‘Accommodation selection’ and ‘Considerations for accommodation in higher- risk locations’, where hotels can be ‘assured’ to certain security requirements through third party certification/accreditation programs, which aligns perfectly with RHG’s partnership with Safehotels.



236
hotels Safehotels
certified

Always Care Tool

The implementation of the Always Care Tool (ACT), an all-in-one security self-assessment and knowledge hub, seamlessly integrates these five cornerstones, enabling hotels to assess their performance in each area on a quarterly basis. Completing the mandatory ACT assessment every quarter reinforces strong Safety and Security habits, engages hotel teams, and ensures the collection of critical data, as well as presents hotels with best practices.

Living safety and security

Online training plays a vital role in risk mitigation. Through Radisson Academy online, all team members have access to specialized Safety and Security courses. In addition to the ‘Leading Safety and Security’ online training for managers in 2024, RHG launched ‘Living Safety and Security’, a new training program designed to equip all team members with life-saving knowledge for effective incident prevention and response.

Safety and Security

Crisis management, communication, and continuity

RHG applies a global incident and crisis management process to respond effectively to incidents, prevent events from escalating, and rapidly mobilize resources to manage any crisis. The Group's crisis management process follows the internationally recognized hierarchy of responsibilities on the following levels:

- Gold' strategic level, focusing on business continuity
- 'Silver' tactical support level
- 'Bronze' operational level

The concept allows for a flexible response, rapid assessment, and escalation of an incident as determined by the nature, severity, and scale of incident. Trainings and desktop exercises are carried out regularly. The company-wide response framework is supported by in-depth procedures for specific subject matters such as data, cyber, and IT security.

Data and cyber security awareness training

Like many industries, hospitality is increasingly dependent on digitization and mobile transactions. There have been numerous highly publicized incidents of hacking and data breaches around the world. RHG's cyber security teams endeavor to identify cyber risks in advance and determine the threat exposure to mitigate them and prepare for possible incidents or disruption. This includes, among other measures, requiring all team members who have access to RHG networks, to complete regular trainings in the secure use of equipment and data, as well as social engineering and phishing risks.

OSAC Hotel and Lodging Sector Committee

RHG believes in collaboration in and across industries to build strong networks and enhance the safety and security of its properties and people. RHG is a founding member of the US State Department's Overseas Security Advisory Council (OSAC) Hotel and Lodging Sector Committee (HLSC). The committee exchanges information on potential and emerging threats, conducts joint training sessions, and enables members to share information and good practices.

EU DG HOME counter terrorism unit

The European Commission's Directorate-General for Migration and Home Affairs (DG HOME) is responsible for policies related to internal security, including counterterrorism and radicalization. RHG previously contributed to the EU Forum on the Protection of Public Spaces and is currently participating in the development of one of their projects.

ASIS Europe

ASIS International, the largest private security organization globally, organizes conferences and creates certification programs for individuals in security management. ASIS Europe is a premier event focused on both physical and cyber security risks, and the role security plays in supporting business objectives. It is a critical gathering for established and aspiring security leaders working in multi-national environments. Inge Huijbrechts, Chief Sustainability and Security Officer at RHG, is co-chair of the European From Risk to Resilience Event.



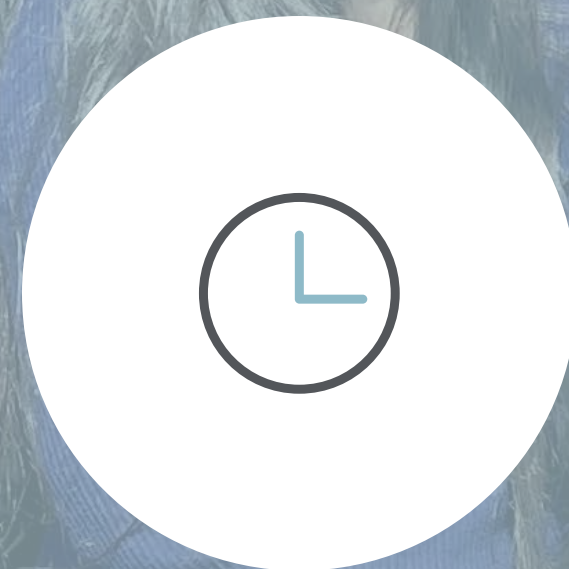


Think Community



€1.25M

donated in cash
and in-kind
to nonprofit
organizations



57,200

team members
volunteering hours



21st

Action Month for
the Community
and the Planet



7 Year

Global
Partnership with
SOS Children's
Villages



10 Year

Partnership with
Just a Drop



32,000

people provided
with safe drinking
water for life

Community Engagement

Part of RHG’s pathway to Net Positive Hospitality is to create shared value in the communities in which the Group operates. Net Positive is about understanding the relationship between RHG’s footprint, which includes negative impacts, and its handprint, which encompasses positive social contributions, to ensure the Group has a lasting positive effect.

Impact
RHG is leveraging its handprint to proactively mitigate any negative impact on social causes, driven by the Group’s enthusiastic encouragement of win-win partnerships to both global and local communities. RHG’s collective efforts are dedicated to fostering thriving and healthy communities and destinations. In 2024, RHG donated €1.25M cash and in-kind and saw team member volunteering of a total of 57,200 hours.

 **€1.25M**
cash and in-kind donations

 **€7.76**
donations per available room

 **€2M**
volunteer time equivalent*

* Based on Independent Sector Value of Volunteer Time calculator





RHG's team members are more than colleagues; they form a global family. Radisson People Foundation is a new initiative, launched in 2024, to ensure support is available to team members when needed. With the People Foundation we put purpose into practice and support one another as one global RHG family.

Supporting RHG's global family

The Radisson People Foundation exemplifies RHG's commitment to providing swift and critical support during life's most challenging moments. Through this Foundation, immediate relief is offered following natural disasters, and support is extended to team members and their immediate family members in times of need, including health crises, death, war, and other disasters. The Foundation is there to support RHG's team members in any country, across all RHG hotels no matter their ownership type, area, or central office location.

Together, the Foundation provides a helping hand in life's unexpected moments, reinforcing RHG's dedication to its team members and strengthening the Group's collective efforts as moment makers.

Governance and grants

In 2024, the Radisson People Foundation announced the availability of grants to support team members working in RHG hotels or Support Offices, and their first-degree dependent relatives. After a thorough evaluation, the trustee committee decided to support 72 team members in need and their families with grants.

The colleague who inspired Radisson People Foundation

For eight years, a dedicated team member at a RHG hotel in the Philippines spread warmth and kindness. When a stroke left her unable to work and provide for her children, RHG stepped in to help. This was the beginning of the Foundation—born from the belief that no team member should ever face hardship alone. With the support of the Foundation, her children were able to continue their education. After 16 months of a courageous battle, she has now peacefully departed, but her legacy of strength and love lives on in the Radisson People Foundation.

Supporting Valencia

RHG team members remain committed to making a difference by initiating or supporting a variety of disaster relief initiatives. RHG supported the community in Valencia, Spain, following a severe weather event, DANA, which caused extensive damage and disruption. In collaboration with various organizations, RHG provided in-kind donations, financial contributions, and volunteer support to aid those affected. Team members contributed with the donation of essential items which were distributed to those in need. Additionally, a Radisson Rewards points donation scheme was setup, raising 8.7M Rewards points for the Red Cross. RHG matched the donations of Radisson Rewards membership point donations that were collected.



72

team members in need and their families are being supported



Global Community Partnerships

Community partnerships are vital to create a more equitable, sustainable, and resilient world. RHG works with global partners to accelerate local impact, enabling hotels to leverage collective strengths and work towards common goals that create shared value, as well as have a lasting positive impact on the communities in which they operate.

Support actions with approved partners

RHG partners with organizations dedicated to community and environmental support. RHG aims to provide basic human necessities such as food, shelter, water, sanitation, and hygiene, thereby creating employment opportunities for better futures, and by fostering a healthier planet for all.

RHG nurtures important global partnerships with charitable partners by supporting local communities in many ways. RHG's hotels are enabling better futures for vulnerable youth, marginalized groups, and persons with disabilities through programs that deliver employability and life skills. In addition, RHG's teams around the world are introducing and supporting a variety of disaster relief initiatives.



Just a Drop partnership – 10-year milestone

RHG's dedication to water stewardship and community involvement is exemplified through its long-term collaboration with Just a Drop, an international water aid organization focused on implementing sustainable access to safe water, sanitation, and hygiene projects in water-stressed communities, encompassing activities like digging wells, pump installation, and sanitation initiatives. RHG has been partnering with Just a Drop since 2015. Through this long-standing collaboration, they have successfully funded numerous water projects, providing safe drinking water to thousands of people in various countries. Funds for Just a Drop are generated through RHG's Towel Reuse and Green Housekeeping programs.

More than 20 sustainable projects have been funded by RHG in countries including India, Kenya, Nicaragua, Peru, Uganda, and Zambia. These initiatives are carefully selected to provide long-term benefits, ensuring access to clean water, improving health conditions, and creating job opportunities. Many of these projects have a transformative impact on the children they support, offering them safe

water, better hygiene through hand washing stations and soap making, and enabling girls to attend school more consistently thanks to the menstrual hygiene program.



10 Years
partnership



32,000
people supported with
clean drinking water



20+
projects

Sustainable water solution in India

The Just a Drop project in Daha, Madhya Pradesh, India, aims to transform the lives of 323 villagers by providing safe water and improved sanitation. Currently, villagers, especially women and girls, spend hours fetching unsafe water from a distant river, impacting their education and employment opportunities. The project will drill a well with a solar pump, build a 40,000-litre water tank, and install tap stands at each home. Additionally, five model toilets will be constructed, and a check dam will be built to enhance agricultural prospects. This initiative, supported by RHG, will improve health, hygiene, and overall living conditions, breaking the cycle of drudgery and fostering a sustainable future for the community.



Global Community Partnerships

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Radisson Rewards members' support

RHG's collaboration with SOS Children's Villages also extends through to the Group's Radisson Rewards loyalty program. Members can donate their Radisson Rewards points to assist the charity with its crucial endeavors. Loyalty points are utilized to support children in their development, including access to education and a nurturing family environment. Notably, there is no restriction on the number of points a member can generously donate.



9.4M

Radisson Rewards points donated



SOS CHILDREN'S VILLAGES

SOS Children's Villages partnership

SOS Children's Villages is the world's largest organization focused on supporting children and young people without parental care or at risk of losing it, across over 130 countries and territories. Since 2018, RHG has been partnering with SOS Children's Villages to contribute to their mission of ensuring that children and young people grow up with the care, relationships, and support they need to become their strongest selves.

The organization focuses primarily on strengthening families to prevent family separation, providing care and protection for children without adequate parental care, and advocating for children's rights and systemic change to ensure all children can grow up in supportive environments. RHG actively encourages its hotel teams to establish connections with local SOS Children's Villages offices with the aim of supporting the upbringing and education of children to prevent any child from growing up alone. This involves providing financial assistance and collaborating on initiatives such as internships and work-training programs. These efforts aim to create uplifting experiences for children and young people supported by SOS Children's Villages to allow them to gain insight into the hospitality business and prepare them for their future careers.

165

hotels in 54 countries actively supporting SOS Children's Villages

€765K+

donations to SOS Children's Villages since start of partnership



Partnerships in Action

RHG emphasizes impactful global partnerships to create shared value locally. Through collaborations with organizations like SOS Children's Villages and Just a Drop, team members support initiatives that provide essential resources such as food, shelter, water, sanitation, and hygiene. These partnerships not only improve living conditions but also create employment opportunities, fostering a healthier planet and better futures for all.



Hardware and soft skills in Kigali



Action Month in Tallinn



Career Day in Hospitality in Colombo



Making a difference in Kenya

Action Month in Tallinn

Radisson Blu Olumpia Hotel, Tallinn

celebrated its Action Month with a series of heartwarming initiatives. The SOS Children's Villages scholarship hand-over event saw Tallinn hotels awarding sponsorships to five talented youths whose diverse passions include singing, piano playing, astronomy, reading, guitar, scouting, Lego building, and horseback riding. A visit to the Peeteli Church Social Centre marked the end of the school year with a special delivery of freshly baked pastries to the children, a gesture that resonated deeply with the community. Additionally, dedicated teams volunteered at the local food bank, helping to pack vital food donations, while a blood donation drive at the Tallinn blood center encouraged life-saving contributions.

Career Day in Hospitality in Colombo

Radisson Hotel Colombo hosted an engaging career day in hospitality for young individuals from SOS Children's Villages. The event offered 50 children a hands-on look at hotel operations. During a guided tour, each department showcased its daily operations, while team members shared their personal career journeys to spark interest in the wide range of opportunities within the hospitality industry.

Hardware and soft skills in Kigali

Radisson Blu Hotel & Convention Centre, Kigali donated 30 used desktop computers in excellent condition to SOS Children's Villages Rwanda. This action supports education and skills development for children, reinforcing the hotel's commitment to the community. The hotel also sponsors a child's school fees for a year and covers a family's internet expenses. Moreover, the youth skills development program welcomes six trainees each year for a six month internship in different departments to provide them with practical learning opportunities and certificates of accomplishment. Further support includes the donation of used linens and sharing meals during special occasions, all aimed at nurturing a strong sense of community.

Making a difference in Kenya

Radisson Hotels in Nairobi came together to make an impact on young lives through their support for SOS Children's Villages. During June Action Month, Radisson Blu Hotel, Nairobi Upper Hill partnered with SOS Children's Villages to create a heartwarming experience for 100 children and 20 staff members. The hotel organized a fun-filled day featuring engaging activities, delicious meals, and meaningful interactions. With a total contribution of €4,500, the hotel teams ensured that every child felt valued and supported. During the festive season, Radisson Blu Hotel, Nairobi Upper Hill invited the children to their Christmas tree lighting ceremony, spreading warmth with an in-kind donation. To keep the spirit of giving alive, all three hotel properties in Nairobi placed donation boxes on-site, encouraging guests and team members to contribute and make a difference.

Community and Planet

RHG prioritizes community engagement through volunteering for both planet and community efforts. The Group's teams contribute their time and energy to various initiatives aimed at making a positive difference on the community and the planet in local areas.

Action Month for Community and Planet

RHG celebrated its 21st Action Month globally in 2024, uniting hotel and corporate office teams, along with guests, to positively impact local communities. Teams engaged in various activities, such as fundraising through fun events, rounding up bills for donations, supporting local food shelters, and distributing furniture.

Additionally, teams participated in nature-focused initiatives, including planting and restoring forests, organizing city and beach clean-ups, and volunteering at animal rescue centers and sustainable farms. They also arranged eco-tourism trips for guests, demonstrating a commitment to environmental stewardship and community support. These efforts reflect RHG's dedication to creating a better future for all.

Annual gala charity dinner in Sydney

Radisson Blu Plaza Hotel, Sydney proudly hosted their 11th annual gala charity dinner, raising an impressive 105,000 AUD for bowel cancer research Australia. The event brought together guests for an evening of fine dining and entertainment, all in support of bowel cancer research, prevention, and patient care. Every aspect of the evening—including catering, audiovisual support, and prizes — was generously donated by the hotel and its partners, ensuring that all funds went directly to the charity. The hotel's culinary team collaborated with leading chefs to create a memorable dining experience, while team members volunteered their time to ensure the success of the event. The hotel's ongoing commitment to meaningful community initiatives continues to make a lasting impact, supporting important causes and raising awareness for critical health issues such as bowel cancer demonstrating a commitment to environmental stewardship and community support.

Cleaner canals in Amsterdam

To combat pollution and safeguard Amsterdam's canals, **Park Inn by Radisson Amsterdam City West** and the **Radisson Blu Hotel Amsterdam City Center** participated in a plastic fishing initiative in collaboration with EcoBoats. Teams undertook the task of retrieving plastic waste from the canals using nets. Four garbage bags were filled with the plastic waste collected. This outcome underscores the substantial impact that collective action can have on environmental conservation.

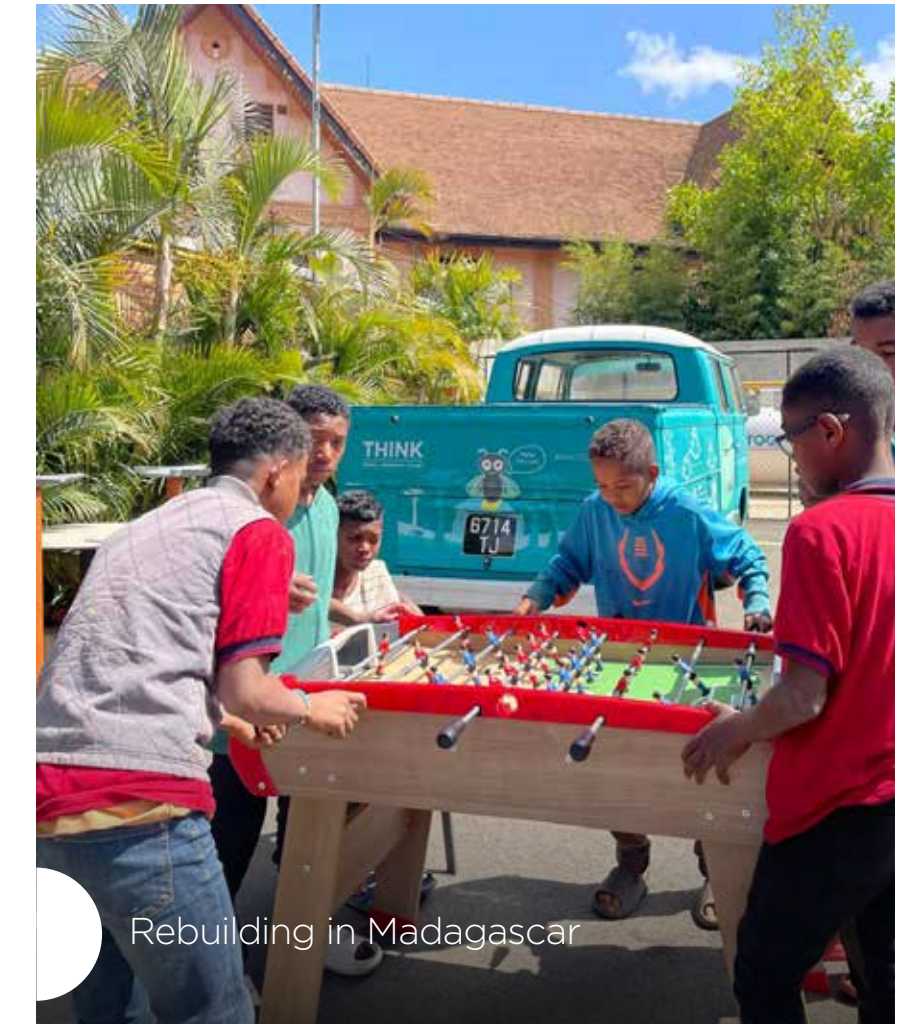
Rebuilding in Madagascar

Radisson Blu Hotel, Antananarivo Waterfront

responded with immediate solidarity following the tragic fire at the Akany Avoko Center—a vital space that supports young people. The fire affected 80% of the center's facilities, including the boys' dormitory. The call for help quickly spread on social media and within the hotels, drawing support from guests, team members, partners, and local companies. A donation box was established to welcome contributions from all who wished to help. In a heartening display of community care, the affected boys were welcomed into the hotels during weekends where they could eat, rest, and play, while a partner organization provided an inspiring reading session. The children have returned to the center, and 44 boys have a safe and welcoming place to call home again.

Walkathon in India

RHG South Asia's 'Walk for a Cause' transformed a simple fundraising event into an act of solidarity. Across the diverse landscapes of India, from Kashmir to Chennai, Jaipur to Guwahati, 52 hotels and 2,500 team members united on a single day. The teams were driven by a deeply personal mission to secure the educational future of children who tragically lost their parents who were part of the RHG family during the COVID-19 pandemic. This nationwide effort raised an impressive €12,000 for the Radisson India People Foundation. More than just a financial contribution, this initiative underscored RHG South Asia's unwavering commitment to these children, pledging to support them until adulthood.



Rebuilding in Madagascar



Cleaner canals in Amsterdam



Think Planet



SBTi

approved near-term
and net zero targets



58%

of portfolio offers
Sustainable Stays*



33%

reduction of carbon
emissions per square
meter vs 2019



27%

water footprint
reduction per occupied
room vs 2023



95

hotels use 100%
renewable electricity



1,432

electric car-
charging stations



115,000

tons of voluntary
carbon compensation



78

hotels with sustainable
building certifications

* Sustainable Stays include hotels which are Hotel Sustainability Basics verified and/or eco-label certified

Net Zero Trajectory

With its approved net zero science-based targets and as signatory of the Glasgow Declaration, RHG is committed to take climate action and is taking significant steps to develop its Paris-aligned emissions trajectory to become net zero no later than 2050.

RHG’s primary focus is to manage its global hotel portfolio sustainably by aiming for the lowest carbon, energy, water, and waste footprint within both its operations and across the broader value chain. Achieving this goal involves close collaboration with hotel teams, property owners, builders, and architects. RHG actively uses smart technologies to implement its decarbonization strategy, minimize energy and water consumption, and engage with suppliers, team members, and guests to decrease waste and promote circular models.

Climate transition plan

RHG is dedicated to creating a Climate Transition Plan (CTP) to meet its net zero ambitions and reduce its carbon footprint. RHG’s current decarbonization strategy is a key part of its net zero transformation. As part of this strategic road map, the Group focuses on key impact levers to reduce GHG emissions for scope 1, scope 2, and scope 3 emissions. The CTP will include RHG’s decarbonization strategy and outline clear steps to change how the business operates, activate key carbon reduction impact levers, and allocate necessary resources. It will align with the Paris Agreement’s goal of limiting global warming to 1.5°C and will be CSRD complaint. The plan will also detail investments in sustainable projects, assess the impact of current assets, and integrate with RHG’s overall business strategy.

Net zero leadership updates

To accelerate its decarbonization strategy, RHG’s leadership team is provided with frequent net zero performance updates as part of the regular five-year plan strategy reviews and updates. Specific work groups have been formed to address

bespoke projects, including team members from finance, legal, technical services, franchised services, operations, brands, procurement, food and beverage, and Responsible Business.

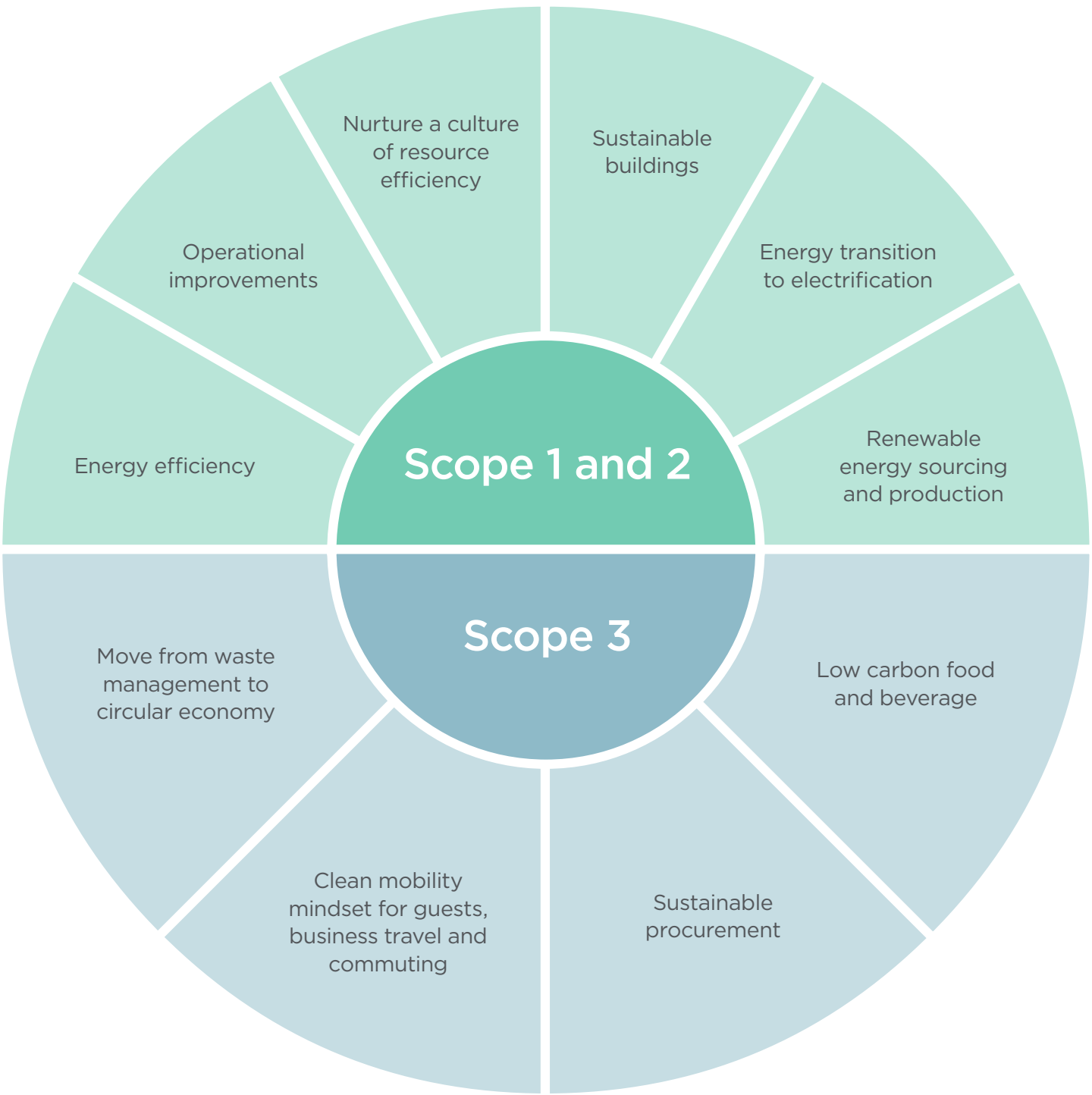
Science Based targets

RHG is amongst the top companies in the world who have aligned their targets with COP climate goals and set their carbon reduction targets according to science. RHG has validated its near-term and net zero Science Based Targets (SBTs), aligned with its commitment to be net zero by 2050. RHG joined both the Business Ambition for 1.5°C campaign and the UNFCCC Race to Zero. Authentication conforming with the corporate net zero criteria – version 5.0 – provided by the Science Based Targets initiative (SBTi), a partnership between experts of CDP (Carbon Disclosure Project), the United Nations Global Compact, World Resources Institute, and the WWF.

Approved Science Based Targets

As near-term targets, RHG commits to reducing absolute scope 1 and 2 GHG emissions 46.2% by 2030 from a 2019 base year in addition to reducing absolute scope 3 GHG emissions from fuel and energy related activities and franchises 27.5% within the same timeframe.

As long-term targets, RHG commits to reducing absolute scope 1, 2, and 3 GHG emissions 90% by 2050 from a 2019 base year. As net zero targets, RHG commits to reaching net zero GHG emissions across the value chain by 2050.



Carbon Footprint

Carbon Footprint

RHG analyzes its carbon dioxide equivalent (CO2e) emissions in line with the GHG protocol. It reports on its carbon footprint using the market-based approach grouped into scopes, including the energy footprint of its franchised portfolio.

The Group’s scope 1 and 2 emissions for its leased and managed portfolio are primarily from energy consumption. Scope-3 emissions are from indirect emissions from its supply chain, including the energy footprint of its franchised hotel portfolio. For a detailed overview of RHG’s carbon footprint progress, access the carbon footprint performance table [here](#). RHG has obtained independent external consulting for the data in the carbon footprint performance table.

RHG’s CO2e Emissions by Scope 1 and 2 (tons)



Carbon footprint per square meter (kgs CO2e)



Carbon footprint per occupied room (kgs CO2e)

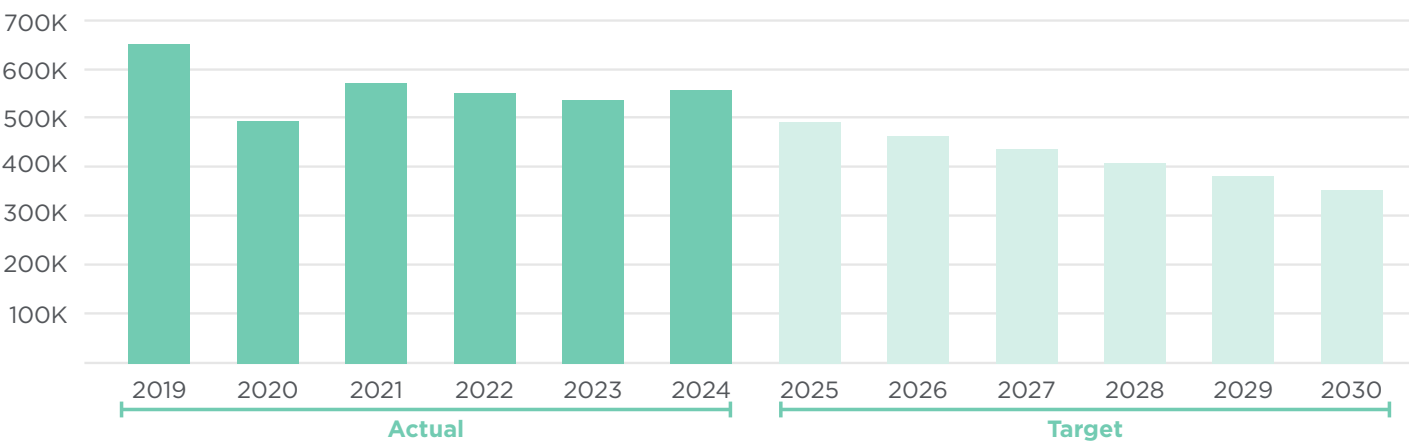


RHG carbon footprint

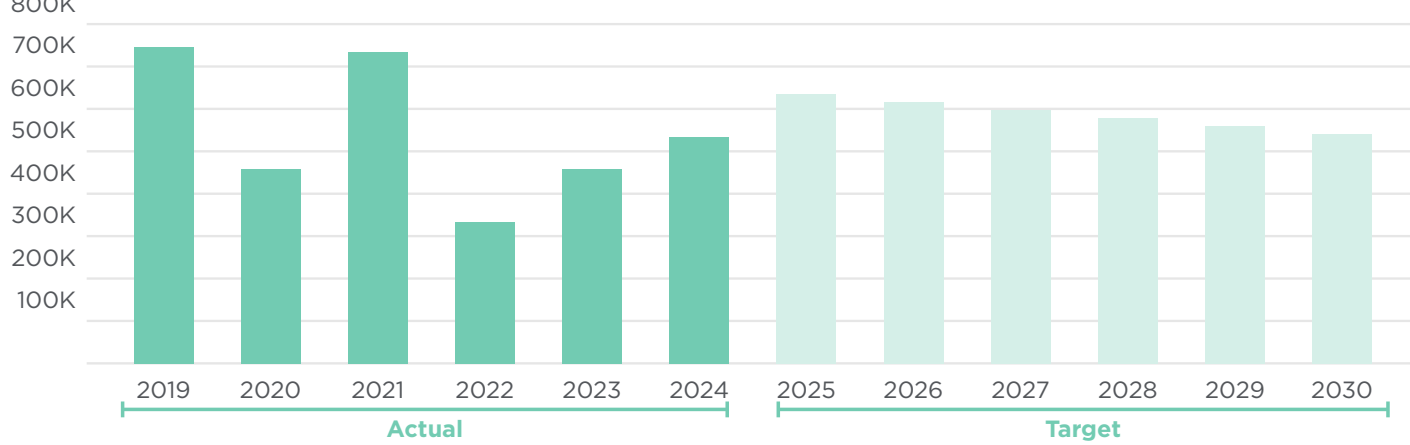
In 2024, RHG’s company carbon footprint of scope 1 and 2 per square meter was 68kg of CO2e, 33% lower than in 2019, and was 33kg of CO2e per occupied room, which represents a 4% increase compared to 2023. The Group’s total scope-1 and scope-2 carbon footprint totaled 568,160 tons of CO2e, a reduction of 13% compared to 2019.

While RHG’s data accuracy has increased and the carbon emission reduction trends observed since 2019 have been encouraging, the 2024 footprint indicates that this downward trajectory is beginning to plateau. The absolute carbon emissions footprint shows a year-on-year increase of 8%. The good performance of RHG’s leased portfolio is compensated by increasing emissions in the managed hotels in the Middle East and Africa, amongst others in the Kingdom of Saudi Arabia, Oman, and Eastern Africa. A remediation plan has been defined and will focus on the highest emitting countries and hotels.

RHG science-based target progress and trajectory scope 1 and scope 2 (MT CO2e)



RHG science-based target progress and trajectory scope 3 (MT CO2e)*



* Scope 3 absolute emissions of franchises in 2022 have significantly been reduced. SBTi baseline will be recalculated by 2026 latest.

Carbon footprint calculator

The Hotel Carbon Measurement Initiative (HCMI) is a key systematic tool for hotels to consistently measure and disclose carbon emissions. Aligned with the GHG Protocol standards, this methodology was developed in collaboration by the World Sustainable Hospitality Alliance, the World Travel and Tourism Council, and global hotel companies including RHG. It is applicable for use by hotels worldwide. The methodology underwent updates in 2016 and 2022, with another planned for 2025. The latest iteration of the methodology was used to calculate RHG’s carbon footprint. The carbon calculator encompasses on-site energy usage, emissions from refrigerants, and, if relevant, carbon emissions from outsourced operations like laundry. The tool is integrated in RHG’s sustainability data management system.

Cornell Hotel Sustainability Benchmark

The Cornell Hotel Sustainability Benchmarking Index (CHSB) is a global initiative led by the industry for collecting and benchmarking data on energy, water, and carbon emissions from over 25,000 hotels. Participants encompass major hotel brands, operators, and owners worldwide. Since 2021, RHG has been utilizing a portion of the annual CHSB index, aiding in benchmarking its hotels’ performance against industry peers and supplying crucial aggregated datasets for progress monitoring. Furthermore, RHG participates in the CHSB advisory group.

-33% reduction of carbon emissions per square meter vs 2019

Energy Footprint

RHG actively monitors and analyzes its energy performance. AI is revolutionizing energy monitoring in hotels by providing real-time insights and predictive analytics to optimize energy usage.

RHG energy footprint

In 2024, RHG’s energy footprint in intensity per square meter was 177 kWh and 91 kWh per occupied room, which represents a 21% reduction in energy use compared to 2019. RHG’s absolute energy footprint amounted to 1,579 GWh, a reduction of 7% compared to 2019.

Operating RHG’s hotel portfolio requires a diverse energy mix to ensure efficiency. This mix typically includes electricity for lighting, heating, cooling, and powering appliances, often sourced from both the grid and renewable energy sources like solar or wind. Natural gas is commonly used for heating water and cooking, while some hotels may also utilize biomass or geothermal energy for additional heating needs. By balancing these various energy sources, hotels can reduce their carbon footprint, lower operational costs and enhance guest comfort.

Energy footprint per square meter (kWh)



Energy footprint per occupied room (kWh)



Renewable energy

The energy transition reduces risks in the hospitality industry by enhancing energy security, lowering operational costs, and mitigating environmental impact. By diversifying energy sources and incorporating renewables, hotels can reduce their dependence on volatile fossil fuel markets, thereby stabilizing energy costs. RHG is actively engaged in this transition and is focusing on the implementation of renewable electricity solutions for optimal carbon reduction. The Group’s decarbonization strategy includes a commitment to expanding the electrification of buildings and operations and increasing the procurement of renewable electricity.

RHG’s overarching renewable energy sourcing strategy encourages this transition throughout its portfolio, with a specific focus on 22 key markets which have the largest number of RHG properties, representing 66% of the total energy volume for leased and managed hotels. The strategy’s deliverables include procurement and owner playbooks which help guide teams with renewable energy sourcing. Hotels are encouraged to install systems to generate renewable energy onsite. The majority of the renewable energy mix comes from other options including Green Tariffs, PPAs, and EACs.

In 2024, 79 hotels operated on 100% renewable electricity, including 98% of the leased hotel portfolio. On average, 9% of the energy mix used at RHG comes from renewable sources, similar to 2023. Through the electrification of hotels, a reduction in natural gas of 2% compared to 2023 is observed.

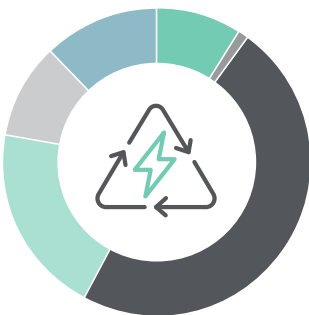


Energy Footprint

Energy efficiency

RHG is dedicated to enhancing energy efficiency across its properties by closely monitoring its engineering departments and coordinating with hotels on various energy-saving measures. Aligned with its carbon reduction targets, RHG leverages past experiences and best practices to expand its sustainability initiatives. New hotel designs prioritize energy-efficient MEP (Mechanical Electrical Plumbing) technology, while existing properties undergo retrofits to improve energy efficiency, guest comfort, safety, and security in areas like lighting, heating, ventilation, and air-conditioning (HVAC) systems.

The Group’s strategy emphasizes intelligent energy consumption, optimizing HVAC performance through Building Management Systems, smart thermostats, motion sensors, daylight sensors, thermal insulation, and replaceable HVAC filters. RHG also focuses on providing stakeholders with guidance, tools, and resources to transition to renewable electricity and electrification.



ENERGY MIX		
	Renewable electricity purchased	9%
	Liquefied Petroleum Gas	8%
	Non-renewable electricity purchased	51%
	Natural gas	18%
	District heating and cooling	11%
	Other	8%

Solar power system in Gran Canaria

Radisson Blu Resort & Spa, Gran Canaria

Mogan has taken a major step towards sustainability by installing a solar power system. With 772 photovoltaic modules and five inverters, the system can generate an estimated 700 MWh of energy annually. This initiative significantly reduces the resort’s carbon footprint, cutting CO2e emissions by approximately 230 tons per year. The solar installation also ensures 100% self-consumption of generated energy, enhancing efficiency, and reducing reliance on external sources.

Solar energy in Malta

Malta enjoys an average of three thousand hours of sunshine annually. This abundance of sunlight makes it an ideal location for solar energy initiatives, such as the photovoltaic system at Radisson Blu Resort & Spa, Malta Golden Sands. The resort has installed a photovoltaic (PV) system with 437 panels, each 380W, achieving a peak output of 166.06 kWp and generating approximately 250MWh of clean energy annually. This initiative reduces CO2e emissions by 100 tons per year.



Solar power system at the Radisson Blu Resort & Spa, Gran Canaria Mogan



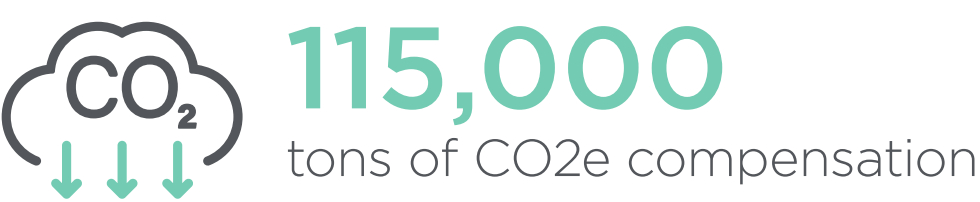
Solar energy at the Radisson Blu Resort & Spa, Malta Golden Sands

Carbon Compensation

With RHG’s science-based net zero commitment and its decarbonization journey, carbon offsetting is essential to achieve net zero as it helps balance out emissions that are difficult to eliminate entirely. While RHG strives to reduce its carbon footprint emissions, some residual emissions remain unavoidable. Currently, RHG invests in voluntary carbon offsetting by supporting projects that remove or avoid an equivalent amount of greenhouse gases elsewhere.

Carbon compensated meetings

RHG’s value proposition Radisson Meetings is offering carbon compensation for all its meetings and events globally, at no cost to the client. Since its launch in 2019, the initiative has offset 115,000 tons of CO2e, equivalent to removing 26,800 petrol-driven cars from the road. The carbon footprint of each meeting is calculated using the HCMI methodology.



Projects

RHG offsets carbon emissions by supporting projects that help reverse climate change and promote positive sustainable development. Selected projects are natural climate solutions which are certified by Gold Standard, Clean Development Mechanism (CDM), or Verified Carbon Standard (VCS), linked to the fulfilment of UN Sustainable Development Goals. Carbon credit spot purchase is managed through First Climate. Various types of carbon compensation technologies are used.

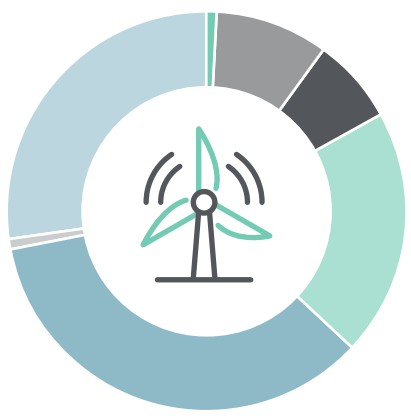
prizePromise

As an inclusive and community focused brand, prize by Radisson aims to be sustainable with its focus on the environment. The prizePromise is aligned with RHG’s strategy and commitment to reach net zero by 2050. prize by Radisson is the first brand to offer carbon compensated stays at no extra charge to guests. The carbon footprint of every stay is calculated using the HCMI methodology and thereafter compensated.

Rewards members’ offsetting

Radisson Rewards loyalty members can offset their carbon footprint by using their loyalty points. In addition, members can also choose to contribute their Radisson Rewards points to offset the environmental impact of their stay. There is no cap on the number of points a member can contribute to this cause.

1.9M Radisson Rewards points redeemed to compensate guest travel footprints



TYPE OF COMPENSATION PROJECTS	
Biogas	1%
Cook Stoves	9%
Afforestation / Reforestation	7%
Hydro power	20%
Wind power	35%
Biomass	1%
Water stewardship	27%



Carbon Compensation Projects

Since introducing its carbon compensation initiative in 2019, RHG has supported 21 global environmental and social projects. These efforts involve setting up biogas plants in underdeveloped regions of India and China, utilizing manure and kitchen waste for thermal energy, installing cleaner cooking stoves and water treatment systems in Kenya and Bangladesh, initiating a sustainable Brazil nut harvesting program in Peru for local community income, and supporting wind farm projects in Turkey, India, and the USA, contributing to clean electricity production.

Safe drinking water in Kenya and Nigeria

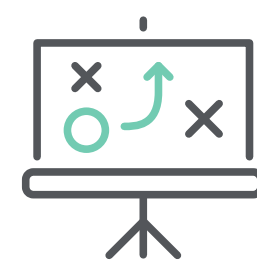
The project offers reliable water treatment technologies as well as installation, maintenance, and repair services to primarily public schools in Nigeria and Kenya. Displacement of boiling water and the associated firewood is resulting in carbon emission reductions. The project utilizes water purification technologies that meet national and international drinking water standards.

Bundled rice husk-based cogeneration plant in India

The purpose of the project is to utilize rice husk available in the region for steam and electricity generation for captive consumption. The project is a bundle of two cogeneration plants of capacity 1.0 MW and 0.6 MW located at Bahadurgarh, Patiala in the state of Punjab and Mugalpur, Moradabad in the state of Uttar Pradesh respectively. This project utilizes only biomass.

Afforestation in Henan Nanzhao, China

Based in Nanzhao County, this project covers 27,380 ha of formerly barren hills and wasteland in Henan Province. The project is owned and managed by local village collectives from 15 towns within the county, many of whom have profited from income generation opportunities offered by the project. The implementation of the project achieves reliable and measurable carbon sequestration by avoiding commercial logging and also contributes to sustainable development within the region. The protection of local forest will enrich the biodiversity and provide more opportunities for adaptive response to natural challenges and economic development.



21

projects supported



Afforestation in Henan Nanzhao, China



Safe drinking water in Kenya and Nigeria



Bundled rice husk-based cogeneration plant in India

Water Footprint

Water resources are becoming increasingly scarce. Climate change continues to exacerbate the situation with frequent droughts and floods. Hotels have a significant impact on fresh water use and water stewardship.

RHG is committed to ensuring equitable water use across the communities in which it operates. The Group’s water stewardship efforts include limiting water usage through technological improvements in its rooms and operations. Effective water stewardship in hotels involves implementing strategies to manage and reduce water usage sustainably.

RHG Water footprint

In 2024, RHG’s water intensity per square meter was 1,210 liters and 622 liters per occupied room, representing a 27% reduction in water use compared to 2023. RHG’s absolute water footprint amounted to 10,808,292 cubic meters, a reduction of 24% compared to 2023.

Several factors contributed to this substantial decrease, including the implementation of more efficient water management practices, the adoption

of advanced water-saving technologies, and increased awareness and efforts by both team members and guests to conserve water.

Additionally, the more inclusive data collection methods, along with increased frequency of monitoring, provided better insights into water usage patterns. Resort properties tend to have higher water usage due to their water-related services, which can influence overall water consumption figures.

Water footprint per occupied room (liters)



Water stress in operations

Around 43% of all the water used by RHG properties is consumed in high or extremely high water-stressed areas. These are places where water is scarce, of poor quality, or not easy to access. RHG is continuing its efforts to reduce water consumption with the installation of water-saving technologies and water-smart landscaping, as well as the use of gray water and rainwater where possible, and the education of both team members and guests.



GLOBAL PORTFOLIO WATER STRESS		
Extremely high		29%
High		17%
Medium-high		10%
Low-medium		15%
Low		30%

Hotel Water Footprint Measurement

In collaboration with other members of the World Sustainable Hospitality Alliance, RHG has formulated a standardized approach to measure and disclose water consumption throughout the entire hotel industry. The Hotel Water Measurement Initiative (HWMI) methodology empowers each hotel to gauge and report the water footprint associated with any specific hotel stay, meeting, or event consistently.

The tool allows RHG to measure and compare water usage by using the same consistent methodology as other hotel companies. HWMI generates common observations about water usage in the tourism and travel industry. The tool is integrated in RHG’s sustainability data management system.

Water initiatives

Specific actions have been designed to help hotels reduce their water consumption even further. RHG’s action plan template and water stewardship toolkit provide solutions for technical plants, guest rooms, kitchens, pools, and landscaping. Hotels install water saving technologies in areas where water consumption is high, and guest engagement initiatives, such as the towel reuse and green housekeeping programs focus on collective action.

821,943m³
of gray water collected
and re-used

40,163m³
rainwater is collected
and used



Sustainable Buildings

Sustainable buildings and futureproofing are essential concepts in modern architecture and construction. RHG prioritizes sustainable standards for new builds and retrofitting existing hotels at scale to meet its net zero targets.

Designing sustainable buildings

Sustainable buildings are designed to minimize their environmental impact by using water and energy-efficient systems, renewable energy sources, and sustainable materials. They aim to reduce carbon footprints, conserve resources, and create healthier living and working environments. RHG is committed to reducing the carbon, energy, and water footprints of new builds, conversions, and refurbishments. RHG uses eco-modelling tools to create business cases for sustainable buildings through close cooperation with property owners, investors, builders, and architects.

Build Planet hotels

To future proof RHG properties, it is enhancing the construction guidelines by integrating three key sustainable building certifications: LEED, BREEAM, and EDGE. These standards ensure measurable reductions in water and energy use and are applicable to both existing and new hotel buildings across all RHG brands. LEED and BREEAM are focused on the building score, whilst EDGE is focused on water and energy savings.

The Build Planet and Build Planet Advance guidelines prepare hotel owners for the net zero transition. The guidelines ensure a thorough gap assessment is conducted to provide hotels with a detailed report of adaptable and implementable corrective measures, aligned with space constraints and local regulations. Measures include using sustainable materials, selecting low carbon purchasing options, addressing indoor air quality, waste management, and prioritizing impactful water and energy sources. The implementation of these measures is aligned with RHG's decarbonization strategy to mandate a minimum threshold of water and energy reduction.



78

hotels with sustainable building certifications



22

Build Planet gap assessments completed



Sustainable Buildings

EU Taxonomy

The EU Taxonomy Regulation aims at facilitating sustainable investment by creating a unified classification system for environmentally sustainable business activities. Economic activities must make a substantial contribution to at least one of the six objectives. At the same time, they must Do No Significant Harm to the other five. RHG's Build Planet requirements are directly aligned with EU Taxonomy requirements on the following topics:

- Construction activity pollution and erosion prevention
- Building envelope commissioning
- Construction waste management
- Soil use and ecology
- Indoor and outdoor water use reduction
- Energy and atmosphere
- Materials and resources
- Sustainable site

These areas are designed to guide investments towards activities that support the EU's climate and environmental goals and assist hotel owners in complying with the taxonomy regulations by highlighting specific corrective measures marked as EU Taxonomy compliant.

Depending on the outcome of the European Commission's Omnibus proposal amending CSRD and CSDDD Directives as regards certain corporate sustainability reporting and due diligence requirements, RHG will be actively working to meet the requirements of the EU Taxonomy reporting in due time where applicable.

LEED zero carbon certification in Bengaluru

Radisson Blu Hotel, Bengaluru Outer Ring Road has become the first RHG property globally to achieve the prestigious LEED zero carbon certification awarded by the US Green Building Council. This milestone reflects the hotel's commitment to sustainability through energy efficiency and innovative practices. The hotel offsets 4,038 T CO2e annually via onsite and offsite solar plants, an in-house biogas plant, and certified carbon credits. Its operations eliminated over a ton of plastic waste annually with glass bottles and recycles 100% of laundry water through advanced systems. This certification is setting a new benchmark for sustainable hospitality in the region.

LEED Gold in Milan

The **Radisson Collection Hotel, Santa Sofia Milan** has achieved LEED Gold certification. The hotel implements water efficiency measures such as dual flush toilets and reduced water flow at guestroom faucets, showers, and kitchen faucets. Energy performance is enhanced through automatic lighting controls, high-efficiency air conditioning equipment, and a modern Room Energy Management system, all supported by 100% utility green tariff for electricity. The hotel monitors energy and water consumption closely to ensure efficient use of resources. Waste management practices include the separate collection of paper, cardboard, plastics, glass, metals, and organic waste. Indoor air quality is maintained through the indoor air quality procedure, applying a high standard with increased air flow rates by 30%, and the use of products and materials with low VOC emissions.

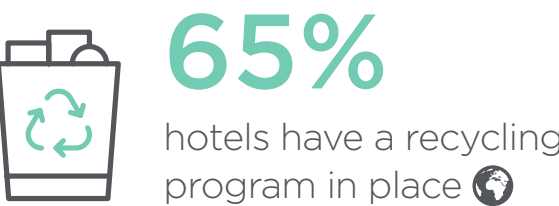


Responsible Consumption

Addressing RHG’s scope 3 value chain emissions requires close collaboration with suppliers. Practices of waste measurement and management, recycling facilitation, and the development of circular models are needed to reduce landfill and incineration volumes.

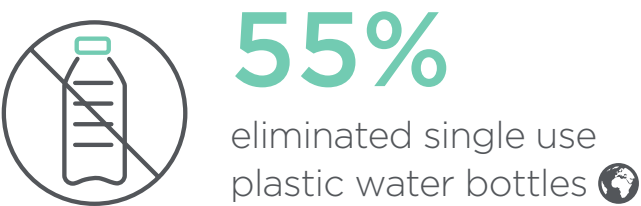
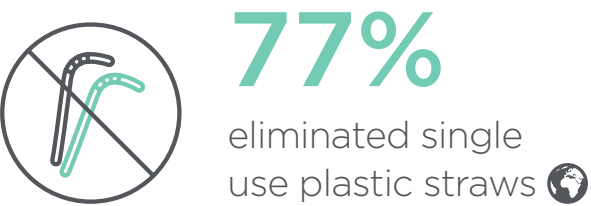
Responsible consumption

Key focus areas for RHG hotels include rethinking material usage, actively managing food waste, eliminating single-use plastics, and opting for durable alternatives. Hotels can embrace diverse tactics to move themselves towards a circular economy. This includes waste reduction strategies like composting organic matter and recycling paper, plastic, and glass. Procuring locally produced goods minimizes transportation emissions and supports local economies. Upcycling furniture and amenities extends these products’ lifespans while providing guests with unique experiences. Partnering with suppliers who prioritize eco-friendly products further advances circularity. Educating team members and guests on waste sorting practices contributes actively to a culture of responsible business practices within the hotels.



Single use plastics removal

RHG has embedded its single-use plastics removal strategy in its global brand standards and across its operations. This comprehensive plan targets items such as water bottles, straws, stirrers, cutlery, plates, and miniature soap amenities within hotel operations. Instead, hotels offer guests reusable alternatives to reduce waste footprint impact and to enhance guest satisfaction.



Bulk amenity dispensers

RHG has transitioned to using bulk amenity dispensers as replacements for single-use liquid bathroom amenities across all hotels. This initiative eliminates 57 million miniature amenity bottles annually and reduces plastic usage by nearly 500 tons. Roll-out times vary by country. Dispenser solutions are sourced regionally, and hotels receive guidance on recyclable soap dispenser containers. These recyclable bottle dispensers include vegan cosmetic products without any animal-derived ingredients. By the end of 2025, all hotels are required to have transitioned to bulk amenity dispensers.

Amenities closed loop recycling

RHG has taken significant steps towards more circular processes with an innovative closed-loop recycling approach to hotel bulk liquid amenities in key markets, including India, Saudi Arabia, and the United Arab Emirates. This initiative ensures that used bulk amenity bottles are collected, the remaining liquids are extracted and recycled, and

the packaging is recycled and repurposed. This circular economy approach contributes to a more sustainable supply chain and significantly reduces plastic pollution.

In India, for example, the closed-loop system was established through a network of eleven recycling partners across the country that handle amenities waste from hotels. Materials are then sorted, cleaned, recycled, and turned into raw materials. This unique system, in collaboration with Banyan Nation, a plastic recycling company, allows for the collection of plastic waste from bulk dispensers and the production of premium-quality recycled polyolefin plastics (PE and PP). The process is fully documented and recorded in an audit and regular reporting, ensuring traceability of the closed-loop approach.

Water bottles

RHG has implemented several key strategies to reduce single-use plastic water bottles. Installing water refill stations in common areas encourages guests to use reusable bottles, significantly cutting down on plastic waste. In guest rooms and dining areas, RHG replaces plastic bottles with glass alternatives. The integration of reusable bottles in the guest experience encourages guests to use refillable solutions. Hotels must adhere to RHG’s water bottle hierarchy, eliminate plastic bottles in meetings and events, and promote tap water usage whenever possible.

Furthermore, a coordinated approach to establishing in-house bottling plants and procuring water filtration solutions from a new collective group supplier has been implemented at the hotel level. This approach also reduces reliance on water bottle transportation, distribution, and disposal processes.



Responsible Consumption

Water bottling plant in Hyderabad
At Radisson Blu Plaza Hotel Hyderabad Banjara Hills, responsible consumption is redefined through an innovative water solution. A fully automatic water bottling plant has replaced single-use plastic bottles with customized reusable glass ones. Implemented with zero-capital investment, this fully OPEX model has eliminated 600,000 plastic bottles annually. Not only does this cutting-edge approach yield 10% savings on water procurement costs, it also significantly reduces the hotel's carbon footprint and plastic waste.

Soap for Hope
More than 20% of RHG's hotels actively engage in Soap for Hope™ or comparable initiatives. Originated by the Group's global supplier and partner, Diversey, Soap for Hope™ represents a groundbreaking soap recycling project. It involves repurposing leftover soap from RHG hotels by transforming it into new and sanitized bars. The resulting bars serve a dual purpose, either generating income through sales or being generously donated to those facing need.



Second life for linen in Davao
Park Inn by Radisson Davao exemplifies sustainable hospitality by integrating practices that benefit both the environment and the local community. The hotel advances circular economy practices through its linen recycling programs. In collaboration with Tela Tales and Repamana, an initiative led by De La Salle-College of Saint Benilde alumni, used linens are repurposed into new products such as bags and beach hats. This initiative reduces landfill waste and provides local women with valuable skills training and income opportunities.



Sustainable Stays

Recognition through verification and certification of hotels’ sustainability efforts is crucial to inform various stakeholders of key successes and milestones achieved.

Sustainable stays

RHG’s pathway to net positive hospitality guides hotels on the journey to improve their sustainability performance and be recognized for these efforts by third-party verification or certification partners. This external validation enhances credibility and demonstrates a commitment to sustainable practices, attracting eco-conscious guests and ensuring compliance with environmental regulations.

Data collection and visibility

RHG works with sustainability data management software powered by BeCause to aggregate verification and certification data through third-party auditors. This allows RHG to obtain the hotel’s sustainable stays performance through an automated solution, informing any stakeholder in real-time on radissonhotels.com.

Hotel Sustainability Basics

The starting point of any hotel’s sustainability journey is the Hotel Sustainability Basics. It is an excellent way for hotels to showcase their sustainability ambitions to corporate clients, guests, and talent, and improve their positive impact on the planet and its people. The Hotel Sustainability Basics verification supports hotels with this first step of recognition on delivering sustainable stays, aligned with RHG’s vision and commitment to operate in a more sustainable manner. This is the starting point of the Pathway, which can be followed by a third-party eco-label.

Eco-label certification

Obtaining a third-party eco-label not only ensures transparency and credibility for the hotel’s sustainability achievements but also supports RHG’s hotels in identifying areas for improvement and potential opportunities. RHG partners with globally recognized and leading eco-labels which conduct thorough audits of the hotels’ sustainability performance. The Group’s ongoing collaboration with respected eco-labels, such as Green Key, Earth Check, and Green Tourism, underscores RHG’s commitment to improving sustainability performance and reinforces the importance of validating and auditing hotels’ sustainability performances.

Green Key

RHG maintains a long-standing partnership with Green Key. Green Key offers a robust framework for hotels to engage in environmental management, address sustainability concerns, and raise awareness. Green Key’s high-quality environmental standards are upheld through documentation and regular on-site audits. For clients and guests, the Green Key eco-label certification highlights the hotel’s dedication to minimizing the environmental impact of each guest’s stay. Hotels accredited with the Green Key eco-label must adhere to nearly 100 sustainability criteria which include energy management, waste control, water usage, and social responsibility.



185
hotels are eco-labeled



214
hotels are Hotel
Sustainability Basics verified



Radisson Hotel, Antananarivo Waterfront

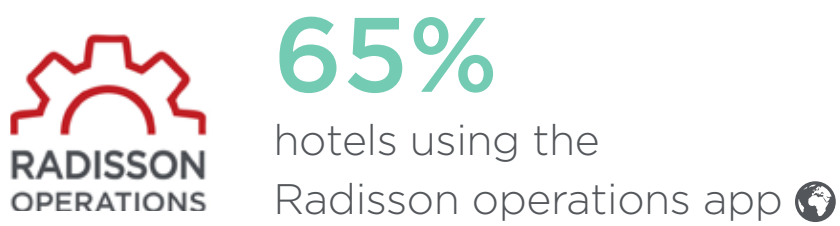
Hotel Operations

The integration of sustainability in the guest experience is vital when focusing on energy and water conservation, waste reduction, and other sustainability practices. RHG’s operational focus on system solutions and sustainability practices streamlines day-to-day business, centralizes knowledge, optimizes processes, and enhances guest experience.

Radisson operations app

RHG partners with Hotelkit, an all-in-one hotel operations platform which offers a quick, easy way to manage day-to-day business efficiently and transparently. The platform allows hotels to reduce its paper processes which saves an average of 8,000 sheets of paper per hotel annually. This digitalization reduces reliance on calls and printouts, with all vital information securely stored on the cloud.

The app also facilitates effective communication and ensures adherence to brand standards. It fosters team member engagement by simplifying onboarding and provides ongoing training resources. Moreover, it promotes sustainability and safety compliance through articles and how-to-videos. The tool allows for knowledge sharing, and cooperation among team members across departments, regardless of their roles.

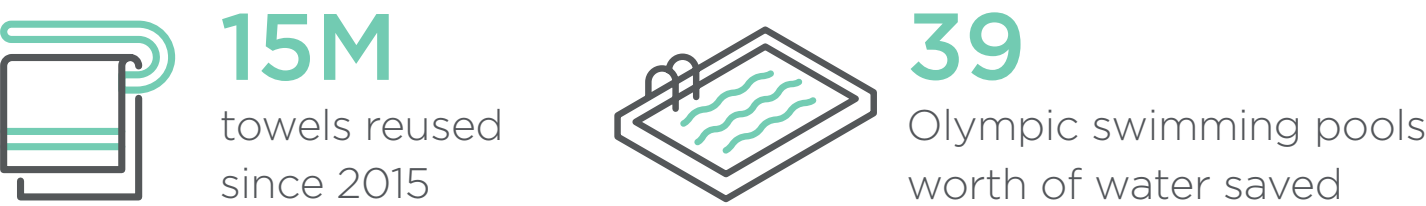


Green Housekeeping* and towel reuse

Guests staying multiple days can opt-out of daily housekeeping which in turn, conserves water, cleaning products, and energy. This initiative significantly impacts the environment by saving 10,000 kWh of energy and reducing 7T of CO2e, 803,000 liters of water, as well as 511 liters of chemicals annually for a 200-bedroom hotel with a 70% occupancy and 10% adoption rate.

Each towel reused saves approximately 15 liters of water and each time housekeeping service is foregone, 45 liters of water are saved. Since the start of these initiatives, the total water savings is 99M liters of water, equivalent to approximately 39 Olympic swimming pools worth of water.

If a guest opts for Green Housekeeping, they can choose to support Just a Drop, the Group’s water charity partner which provides access to sustainable clean drinking water, sanitation, and hygiene solutions for communities in rural Africa and Asia. The hotel will donate €1.00 on the guest’s behalf.



* Review of program name, awaiting full clarity of the interplay between the EU Empowering Consumers and EU Green Claims Directives.

STAY app

The STAY e-concierge app, used by X31 RHG hotels, is significantly contributing to sustainability efforts. By digitizing services and eliminating the need for paper, RHG hotels have achieved substantial reductions in paper usage. This transition to digital solutions has not only streamlined operations, it also resulted in considerable cost savings and environmental benefits. For instance, RHG hotels have reported saving approximately 2 kg of paper per available room annually by removing the need for printed collaterals and other materials such as maps, brochures, spa catalogs, and corporate documents. This measurable impact combines sustainability impact with application of technology.

Earth Hour and events for the planet

During annually recurring events like Earth Day, Earth Overshoot Day, and Earth Hour, many RHG hotels seize the occasion to demonstrate their commitment to the planet by organizing unique guest engagement events with minimal environmental footprints.

Move to Zero

In 2024, RHG completed the “Move to Zero” campaign focusing on energy efficiency and reducing carbon footprints. The campaign educates teams on how small changes can make a big impact by coordinating actions globally. The campaign engaged RHG’s hotel network with six actions: reducing energy use, cutting water consumption, lowering carbon footprints from menu choices, promoting sustainable travel, minimizing waste, and planting trees. Awarded for its success, this campaign celebrates the Group’s commitment to driving a positive, transformative shift in the hospitality industry together.

Sustainable Transportation

RHG's commitment to net zero aligns perfectly with its e-mobility mindset to make emission free mobility essential for its hotels. By helping guests choose sustainable transportation options, RHG is enhancing their overall experience, increasing EV network availability, and supporting environmental sustainability efforts.

Offering electric vehicle charging, bike rentals, and low-emission shuttles and taxi services attracts eco-conscious guests. RHG works with hotels and providers to integrate emission free mobility solutions into the Radisson Rewards loyalty program to ensure guests have peace of mind knowing they can make a positive impact.

EV network

Globally, the uptake of electric vehicles (EVs) is increasing, with nearly one in five new cars sold in 2023 being electric. RHG's hotels can support this rapid growth and increased adoption of electric vehicles worldwide, driven by government initiatives, technological advancements, and a growing focus on sustainability.

These initiatives aim to establish a comprehensive charging infrastructure, providing guests, clients, owners, and partners with access to regular, fast, and ultra-fast charging facilities.

RHG works closely with multiple partners to grow its EV charging network. Guests staying at RHG hotels can conveniently charge their electric vehicles using one of the 1,432 electric car charging posts available across 204 properties. This provides guests with a seamless charging solution to ensure they reach their next destination promptly. These efforts not only promote sustainable transportation but also provide additional capacity to the current charger network. Currently, all RHG hotels in Armenia, Australia, Brunei Darussalam, Bulgaria, Jersey, Cyprus, Luxembourg, Moldova, Portugal, Slovakia and Slovenia are equipped with EV charging stations.



1,432
EV chargers in
204 hotels



64%
hotels offer hybrid or full
electric taxi solutions

Clean transport

A growing number of RHG hotels are adopting low emission transportation solutions, with 64% currently offering exclusively low emission taxi services featuring hybrid or electric vehicles.



Food and Beverage

A significant part of a hotel’s carbon footprint comes from its Food and Beverage operations. RHG enhances guests’ well-being while prioritizing sustainability by sourcing in-season food from local producers, reducing the hotel’s environmental footprint. RHG also promotes responsible packaging and emphasizes fair-trade goods, vegetarian options, and organic products on hotel menus whenever possible

Food and Beverage transformation

The designated Food and Beverages efficiency model for operations is in place for restaurants, bars, breakfast, and Meeting and Events, targeting food and beverage quality, consistency, profitability, reductions in food waste, the use of cleaning chemicals, as well as the balance between work and life for RHG team members. Finally, RHG collaborates with suppliers committed to sustainable practices and product traceability.

Key features of the Food and Beverage transformation include:

- Vitality and wellbeing
- Seasonally updated à la carte menus
- Organic, plant-based, fresh, and local products
- Reduction strategy of processed foods
- Sustainable options – keeping mono-packaging to a minimum
- Aesthetically presented food using local tableware

Maintaining a healthy work-life balance for team members is paramount. By shifting towards a more agile staffing structure, RHG has achieved industry benchmark staffing levels. This restructuring has resulted in a notable reduction in working hours, affording team members more time and motivation to dedicate themselves to creativity in presentation. Consequently, this has led to improved quality and creativity, as well as profitability for RHG’s bars and restaurants.



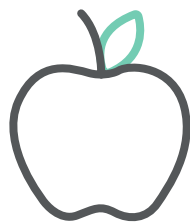
30-40%

of the offering
is plant-based



30-40%

offering is
gluten-free



60-65%

of the offering
is vegetarian

Fry another day

RHG has partnered with OilChef to extend the lifespan of cooking oil with the aim of reducing costs and enhancing sustainability. OilChef technology doubles the lifespan of cooking oil, leading to significant reductions in oil usage, waste, and carbon footprint. At **Radisson Hotel & Conference Centre London Heathrow**, oil consumption decreased by 50%, saving 5,484 liters annually. Similarly, **Radisson Blu Hotel, London Stansted Airport** saw a reduction of 50%, saving 7,300 liters annually.



Food and Beverage

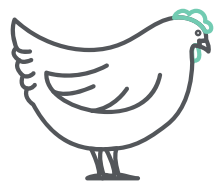
Cage-free eggs

RHG is committed to sourcing all its eggs from cage-free sources globally. At RHG, the welfare of animals raised for food is a high priority. RHG seeks to ensure decent welfare standards for animals that are reared for the ingredients used in the meals served in its hotels. This includes eggs and the use of egg products. With the support of the Human World of Animals, an NGO supporting businesses to shift behavior toward positive impact for animals and the Humane League, an NGO focused on ending the abuse of animals raised for food, RHG is providing its hotels with educational materials and cage-free egg directories for procurement purposes.

In some countries, like Norway and Netherlands, leased properties are already using 100% cage-free eggs. Norway has also initiated efforts to encourage suppliers to adopt the European Chicken Commitment (ECC) standards, ensuring improved animal welfare in poultry sourcing. This includes working with key suppliers to source slow-growing breeds, provide enriched living conditions, and reduce stocking densities in line with ECC guidelines.

Currently, 234 RHG properties are using eggs from cage free chickens. This includes free range and barn eggs.

Eggs used in hotels



29%

European hotels use cage free eggs

22%

Middle East and African hotels use cage free eggs

22%

Asia Pacific hotels use cage free eggs

Good food

RHG’s food and beverage offering for Radisson Meetings, known as Good Food, is designed to provide a tempting, healthy, and sustainable dining experience. It offers flexibility to accommodate events of any size, with high-quality ingredients and menus featuring localized touches and appealing presentations.

Good Food aims to simplify catering decisions and cater to various dietary needs, ensuring a memorable and locally inspired experience for attendees. RHG’s menus prioritize delicious and nutritious options to fuel productive gatherings, while also incorporating tempting elements to maintain a positive atmosphere and encourage conversation. RHG is committed to using the best sustainably sourced ingredients.

Klimato

Radisson Blu Hotel, Bremen is using Klimato to reduce the carbon footprint of their menus. Klimato offers science-based climate insights that empower food and beverage businesses to measure, report, and reduce their environmental impact. Through a thorough review of a hotel’s food offerings, the platform provides actionable guidance on recipe optimization and ingredient swaps, setting the stage for low carbon menus. In addition to improving kitchen operations and procurement, Klimato employs behavioral science—such as clear menu labeling from A - very low to E - very high—to encourage guests to choose eco-friendly options. Radisson Blu Hotel, Bremen was one of the first hotels to adopt the Klimato system, allowing guests to view the carbon footprint of every dish. The majority of their menu options now exhibit a low climate impact, with carbon footprints of 0.9 kg CO2e or less.



Very low



Low



Medium



High



Very high



Tackling Food Waste

Food waste persists as a significant global concern, amplifying the world's carbon footprint due to the energy used for food production and transportation.

Tackling food waste

RHG recognizes that excessive ordering, preparation, and trimming in Food and Beverage outlets can generate substantial waste. By implementing the F&B transformation model, RHG is committed to curbing residual food waste destined for landfills or incineration. Additionally, it is evident that food waste requires measurement and analysis to reduce and prevent waste even further.

Measures include pre-portioned sourcing, zero-waste dishes, standardized recipes, cross-utilization of dishes across outlets, and seasonally focused menus. These measures decrease cleaning and washing needs and reduce the use of chemicals and supplies. Additionally, RHG hotels can make a significant difference in their breakfast food offering by including more organic and plant-based items, prioritizing increased local food sourcing, and reducing the amount of processed foods used.

eSmiley

RHG partners with eSmiley, a digital food waste management solution, to minimize food waste and enhance operational efficiency. Currently, 13 hotels have implemented the eSmiley solution, with 20+ hotels set to onboard this solution in 2025. This partnership aligns with RHG's sustainability goals and includes measures like portion control and proper food storage to reduce environmental impact further and promote sustainable food management practices.

 **210**
hotels are accurately
measuring food waste 🌍



Too Good To Go

Select RHG properties are partnering with Too Good To Go to reduce food waste. Too Good To Go allows businesses to sell excess meals left over at the end of the shift or day, combating food waste and preserving the environment by reducing food, energy, and water wastage, as well as CO₂e emissions.

The Too Good To Go app enables RHG hotels across Europe to sell surplus food at a reduced price, helping to minimize waste and protect the planet. Currently, 55 RHG hotels in Europe partner with Too Good To Go. Since the project's launch, 28,800 meals have been saved from being wasted. Annually this results in a CO₂e reduction of 59 tons.

 **409 tons**
CO₂e reduction

 **28,800 meals**
saved

equivalent to 5,344 economy flights from Brussels to Madrid

Transforming food waste to fertilizer

Radisson Blu Scandinavia Hotel, Gothenburg is successfully turning food waste into fertilizer using Mitsubishi Electric's automation technology. Food waste from the hotel kitchen is placed into a specialized machine that uses advanced automation to accelerate decomposition. Within just 24 hours, the machine converts the organic waste into nutrient-rich compost. Contributing to a circular economy, this rapid process reduces the volume of waste sent to landfills as well as methane emissions, a significant contributor to climate change. The resulting compost enriches the soil and reduces the need for chemical fertilizers.

Park Inn by Radisson Makkah Al Naseem has installed a 4kW composting machine to minimize waste. This machine processes up to 75 kg of food waste daily, reducing its volume by 90%. Over a year, it can handle up to 30 tons of waste. Carefully sorted food waste is added in daily batches, and the machine produces nutrient-rich compost.

Finally, **Park Inn by Radisson Davao** is setting a high standard by integrating the transformation of the hotel's food waste into valuable biofertilizers in collaboration with Davao Thermo Biotech Corp. This process cuts down on the use of synthetic fertilizers and supports sustainable agriculture.



Biodiversity

RHG recognizes biodiversity’s crucial role for the hospitality industry. Biodiversity attracts guests with natural beauty, enhances environmental resilience, supports sustainable practices, helps mitigate climate change, and boosts local communities. Protecting biodiversity ensures long-term sustainability and offers unique experiences for travelers.

Nature positive

RHG has subscribed to the Nature Positive approach under the Post-2020 Global Biodiversity Framework. The Group will integrate biodiversity protections and combine climate change impact mitigation with biodiversity protection and nature restoration. The Nature Positive Vision for Travel and Tourism aspires to a future where the hospitality industry has adopted a Nature Positive approach by 2030. As an industry collective, Travel and Tourism companies can be “Guardians of Nature”.

Nature-based solutions

Additionally, RHG will be coordinating actions in its operations and value chains to reduce its negative environmental footprint, to incorporate conservation and biodiversity monitoring, and to identify sites or species of importance. The Group makes significant efforts to innovate services and to develop nature-based solutions. This is also considered for RHG’s carbon compensation strategies.



4%

of hotels have local tree planting initiatives 🌍



4%

of hotels have local natural environment restore initiatives 🌍



22%

of hotels have onsite herb gardens 🌍



2%

of hotels have beekeeper initiatives 🌍

Mangroves for change in Sumatra

In celebration of Earth Overshoot Day, the team of **Radisson Lampung Kedaton**, in partnership with Bank Sampah Golden, made a significant environmental impact by planting 2,200 mangrove trees at Cuku Nyinyi Mangrove Ecotourism. Mangroves are essential to the planet’s ecosystem. They serve as carbon sinks to combat climate change and protect coastal communities from extreme weather. Investing in mangroves is a proactive step toward a more sustainable future.

Responsible Supply Chain

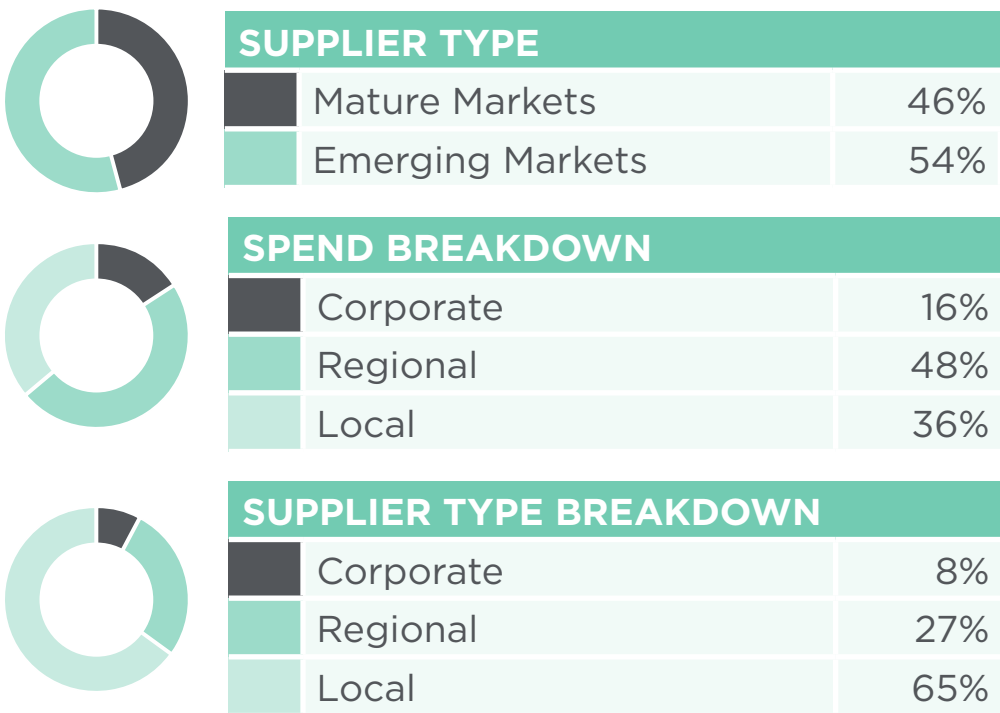
Sustainability in the supply chain management for hospitality is vital to reduce carbon footprints, ensure fair labor practices, and promote the use of low impact materials.

RHG is dedicated to promoting supply chain sustainability by prioritizing the environmental and social impacts of its services and the journey of its products, encompassing everything from human rights management to material sourcing. By collaborating with suppliers, RHG aims to deliver integrated projects and solutions to its hotels to make them more sustainable.

Responsible sourcing

RHG undertakes the responsible management of its value chain as a sustainability priority, starting with its own team and extending to its suppliers and guests. The Group is working to increase transparency, advance sustainable procurement, support risk identification and mitigation, and measure and reduce CO2e emissions of key suppliers. This includes increasing supplier engagement to align procurement strategies with sustainability goals, expanding sustainable product lines to include more eco-certified goods, and enhancing data collection on procurement-related emissions to set measurable reduction targets.

RHG’s suppliers are key stakeholders for the Group and an integral part of its Pathway to Net Zero by 2050 across scopes 1, 2 and 3. The Group’s sourcing strategy supports its efforts to integrate and promote responsible practices as well as apply sustainability criteria in all areas of the supply chain processes.

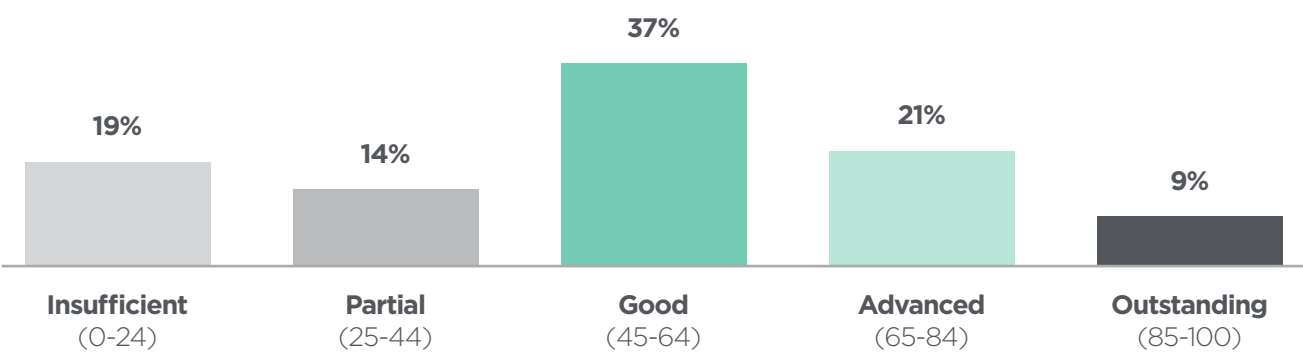


Responsible Supply Chain

Supply chain diversity, equity and inclusion

RHG is actively focusing on diversity, equity, and inclusion within its supply chain by promoting an inclusive approach to procurement and ensuring its supplier base reflects the societies in which it operates. RHG is developing criteria to assess suppliers' diversity and inclusion performance through selection qualification processes globally. The program is fundamental to increasing the quality of products and services RHG provides to its guests, together with increasing development and innovation.

RHG's supplier diversity, equity and inclusion maturity



Supplier Code of Conduct

RHG's Supplier Code of Conduct establishes the minimum standards expected from its suppliers. This code encompasses obligations for both suppliers and the wider business community to exhibit social, ethical, and environmental responsibility. The Supplier Code of Business Conduct complements the Code of Business Ethics and is a mandatory agreement signed by all Group suppliers. It has been integrated into the supplier agreement.

Access the latest Supplier Code of Conduct [here](#).

Managing and mitigating supply chain risks

An internal assessment shows that 76% of total procurement contracted spend falls into high and medium risk related products and services in terms of social and environmental impact. As part of its ongoing supplier due diligence, RHG continuously evaluates existing, new, and potential suppliers.

RHG's procurement team is undertaking several trainings with a specific procurement academy to ensure the development of knowledge when it comes to supply chain risk and sustainability. The courses that the team has been assigned are related to CSRD and understanding and mitigating climate change.

Risk mapping analysis

Using supplier risk mapping analysis, RHG evaluates each supplier's financial, environmental, and human resource status before signing or renewing a contract. The supplier risk mapping analysis is a continuous process that is used to assess suppliers, their capabilities, and their performance. It increases supplier visibility and allows RHG to understand and control the business risk of its supply chain better. It also allows capacity building of suppliers on environmental or social issues, including taking corrective actions and providing training.

RHG Supplier Risk Mapping Model



Responsible Supply Chain

EcoVadis

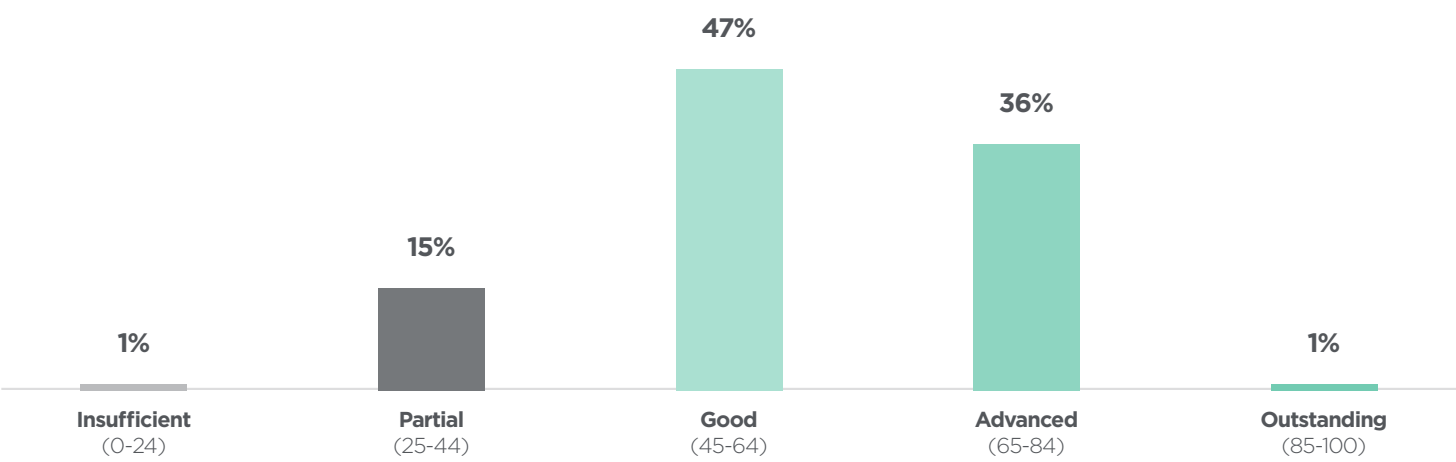
RHG continues its partnership with EcoVadis to track and validate supplier sustainability performance. EcoVadis is the world’s most trusted provider of business sustainability ratings and evaluates more than 150,000 companies annually based on their environmental, human rights, and ethical performance. Working closely together, RHG continues to increase vital transparency, advance positive action for people and the planet, and support risk identification and mitigation.

The EcoVadis rating covers four themes. Each company is assessed by means of a questionnaire which is customized to the size of the business, its industry sector, and its countries of operation. The criteria are based on international sustainability standards such as the Global Compact Principles, the International Labor Organization (ILO) conventions, the Global Reporting Initiative (GRI) standard, the ISO 26000 standard, and the CERES principles.

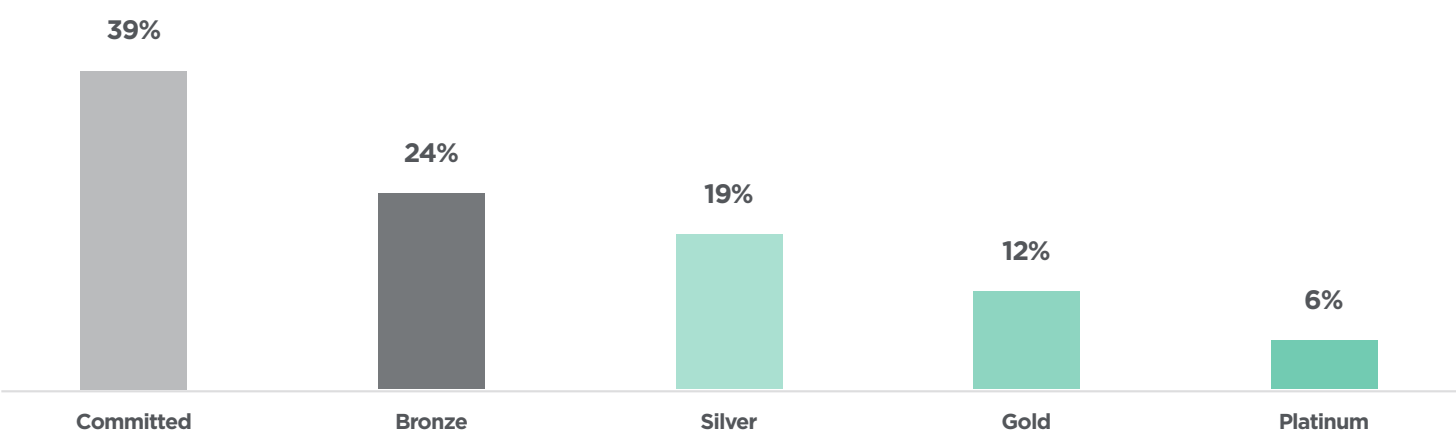
Client partnership

All corporate and regional suppliers are requested to complete the EcoVadis assessment to ensure they meet RHG’s sustainability standards. This assessment provides a performance scorecard used for supplier evaluation and is a key discussion point in regular meetings to enhance supply chain management and reduce environmental impact. Currently, 55% of global suppliers have been or are being assessed by EcoVadis. The overall score of suppliers since their last assessment has increased by 4.7%. This process helps RHG maintain high sustainability standards and fosters continuous improvement among suppliers.

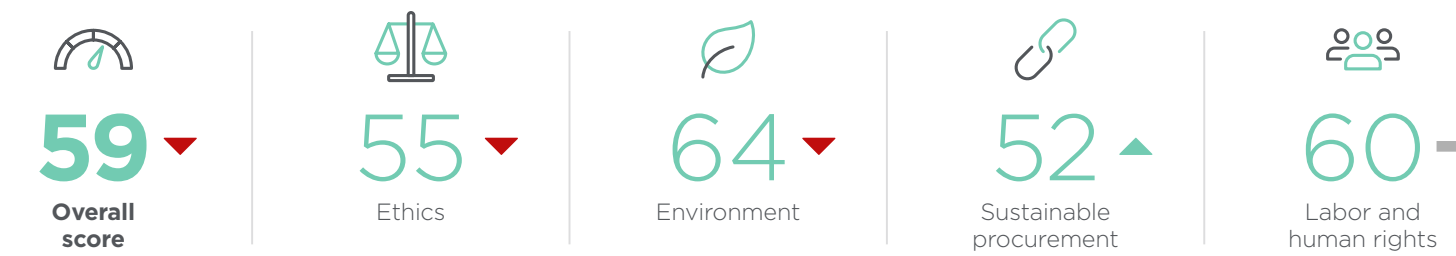
RHG suppliers by maturity



RHG suppliers by medal



RHG supplier performance



RHG Performance



EcoVadis silver sustainable supplier

RHG is listed as a silver supplier by EcoVadis for its sustainable business practices since 2017. In 2024, RHG improved its overall performance moving from the top 8% to the top 3% of the accommodation industry and from the top 25% to the top 15% of performers worldwide. Access the EcoVadis medal of RHG [here](#).

Hospitality Alliance for Responsible Procurement

RHG is one of the founding members of the Hospitality Alliance for Responsible Procurement (HARP) in partnership with EcoVadis, together with several other leading global hospitality organizations and two global hospitality group purchasing organizations. Driven by members’ commitment to improve sustainability performance, the Alliance is working to accelerate sustainable practices by fostering close collaboration with trading partners to build transparency and scale positive impact across their value chains.

The HARP initiative introduces a comprehensive assessment program and platform focused on sustainability within the industry value chain. It addresses key challenges in collective supplier sustainability programs by increasing visibility through improved supplier engagement rates, starting with supplier assessments. Additionally, it accelerates the performance improvement trajectory for suppliers and enhances the significance of engagements by concentrating on the industry’s critical categories.



Appendices

Appendix: UN Sustainable Development Goals



Appendix: GRI Standard Disclosures

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Appendix: Risks and Mitigation Overview on Materiality Topics

MATERIALITY TOPIC	IMPORTANCE OF RISKS, RISK MANAGEMENT AND MITIGATION	PAGE NUMBER	SECTION
ENVIRONMENT			
Climate change mitigation	Climate Change Mitigation: Efforts to reduce RHG’s carbon footprint to limiting the impact of global warming and climate change for our communities, the natural environment and the wider value chain. This includes the strategy working towards science-based net zero CO2e by 2050 and actions to lower carbon footprints in scopes 1, 2 and 3.	55-56	Carbon Footprint
Climate change adaptation	Climate Change Adaptation: Adjustments in RHG’s processes, practices, and structures to mitigate potential damage or to benefit from opportunities associated with climate change, including the integration of climate risk assessments into its construction and operational guidelines to ensure resilience against climate impacts.	55-56	Carbon Footprint
Energy	Management of energy consumption in operations, the transition to renewable energy procurement and production, focus on decreasing energy intensity, as well as promoting green mobility for guests, business travel, and commuting.	57	Energy Footprint
Water	Focusing to ensure management of water resources, including water consumption, withdrawals, discharges and water use is equitable throughout the communities in which RHG operate. RHG’s water stewardship efforts include reducing its water footprint and supporting local communities who live in water scarce areas around the world - helping to provide safe drinking water, sanitation, and hygiene.	61	Water Footprint
Biodiversity	Conservation and sustainable use of biodiversity and ecosystems, addressing impacts on species and habitats and integrating biodiversity safeguards, reducing carbon emissions, the impact of pollution and the unsustainable use of resources, and to protect and restore nature and its wildlife.	72	Biodiversity
Incoming non-food resources	Management of non-food resources used by hotel operations, ensuring sustainable sourcing and minimizing environmental impact	64	Responsible consumption
Incoming food resources	Sustainable sourcing and management of food resources, reducing the use of meat options, ensuring decent welfare standards for animals are being promoted andfocusing on reducing environmental impact and ensuring food security.	69-70	Food and Beverage
Waste	Strategies for waste reduction, recycling, and responsible disposal to minimize environmental footprint. RHG is working with suppliers to prevent waste, driving development of circular models, increase recycling, reducing the volume of waste that goes to landfill, which addresses waste-related and reputational risks and costs associated.	64, 71	Responsible consumption
SOCIAL			
Health, safety, and well-being of team members	Ensuring the health, safety, and physical and mental well-being of team members are always top priority, by creating and promoting an safe and healthy work environment.	42-44	Safety and Security
Equal treatment and equal opportunities for team members	Fostering a culture and workplace that celebrates diversity and inclusion, ensuring equal opportunities for everyone. Supported by policies and practices to ensure non-discrimination and equal opportunities, all RHG talent deserve a safe environment in which they are valued for who they are.	33-35	Diversity, Equity and Inclusion
Team member training and talent development	Investment in team member development through training programs and career advancement opportunities, helping to make RHG the company of choice for talent. People are at the core of everything we stand for – and what hospitality is all about.green mobility for guests, business travel, and commuting.	31-32	Talent Management and People Development
Respect for human rights of team members	Upholding and promoting human rights within the workplace, ensuring RHG takes a proactive approach to preventing forced labor in its operation by promoting responsible recruitment and employment practices.	36-38	Human Rights
Working conditions of workers in the value chain	Ensuring fair and safe working conditions for all workers involved in the company’s value chain.	36-38	Human Rights
Respect for human rights of workers in the value chain	Promoting and protecting human rights for all workers in RHG’s value chain by taking a proactive approach to preventing forced labor in its value chain.	36-38	Human Rights

Appendix: Risks and Mitigation Overview on Materiality Topics

MATERIALITY TOPIC	IMPORTANCE OF RISKS, RISK MANAGEMENT AND MITIGATION	PAGE NUMBER	SECTION
SOCIAL CONTINUED			
Communities'economic, social, cultural, civil and political rights	Supporting and respecting the rights of communities affected by RHG's operations and aiming to addresses the risks of poverty, hunger, lack of quality education and the availability of clean water and sanitation, globally and in the communities where RHG operate.	46-52	Community engagement
Information quality and security	Ensuring the accuracy, reliability and security of information, prioritize sustainability actions, enabling RHG to identify which hotels performance better.	42-44	Safety and Security
Health and safety of guests	Ensuring the health, safety and security of guests and business partners, creating an environment where their safety and security are always a top priority. The Safety and Security program protects the different stakeholders, properties and brand reputation.	42-44	Safety and Security
Equal treatment and opportunities for guests	Ensuring non-discrimination and equal opportunities for all guests.	33-34	Diversity, Equity and Inclusion
Satisfaction of guests	Measuring and improving RHG's guest satisfaction through quality services and experiences.	19	Awards and Recognition
GOVERNANCE			
Ethical corporate culture	Enabling RHG to take positions on key issues of business ethics with a single voice. All interactions of our team members, partners, stakeholders and local communities need to be based on the highest principles of business ethics.	39-41	Business Ethics and Compliance
Management of relationships with suppliers including payment practices	Promoting sustainability in RHG's supply chain and working with sustainable suppliers to provide fair, transparent and integrated projects and solutions for hotels, reducing environmental, social and reputational risks in the supply chain, including timely and fair payment practices.	73-75	Responsible supply chain
Corruption and bribery	Complying with all applicable laws and regulations and conducting business in a manner consistent with RHG's commitment to doing business with integrity, mitigating the risk of corruption and bribery.	39-41	Business Ethics and Compliance

Appendix: Footprint Performance

GREENHOUSE GAS EMISSIONS	2019 - BASELINE	2020	2021	2022	2023	2024
SCOPE 1 DIRECT EMISSIONS						
Emissions (MT CO ₂ e)	133,198	111,012	133,939	89,063	89,182	100,066
Emissions intensity (kg CO ₂ e/m ²)	19	16	18	11	10	11
Emissions intensity (kg CO ₂ e/OR)	9	14	13	6	5	6
SCOPE 2 INDIRECT EMISSIONS						
Market-based emissions (MT CO ₂ e)	522,821	373,438	424,836	450,300	437,271	468,094
Market-based emissions intensity (kg CO ₂ e/m ²)	76	53	57	55	51	52
Market-based emissions intensity (kg CO ₂ e/OR)	33	48	40	30	26	27
TOTAL SCOPE 1 + 2 EMISSIONS						
Market-based emissions (MT CO ₂ e)	656,019	484,450	558,775	539,362	526,452	568,160
Market-based emissions intensity (kg CO ₂ e/m ²)	95	69	74	66	62	64
Market-based emissions intensity (kg CO ₂ e/OR)	44	62	52	36	32	33
SCOPE 3 EMISSIONS						
Franchises — emissions (MT CO ₂ e)	742,436	455,469	734,455	328,464 **	449,245	530,128
Franchises — emissions intensity (kg CO ₂ e/m ²)	80	48	74	89	87	90
ENERGY PERFORMANCE						
Energy (GWh)	1,707	1,235	1,496	1,499	1,505	1,579
Energy intensity (kWh per square meter)	248	175	199	233	177	177
Energy intensity (kWh per occupied room)	115	158	139	125	90	91
WATER PERFORMANCE						
Water (m3)***				12,140,501	14,230,536	10,808,292
Water intensity (liter per square meter)	1,404	842	1,081	1,552	1,670	1,209
Water intensity (liter per occupied room)	582	718	832	800	852	622

* Totally 87% of 2024 carbon footprint data of scope 1 and 2 is from actual sources. Remaining data has been extrapolated.
** Scope 3 absolute emissions of franchises in 2022 have significantly been reduced due to the acquisition of the franchised business and intellectual property of Radisson Hotel Group Americas by Choice Hotels International in June 2022. SBTi baseline will be recalculated by 2026 latest.
*** Calculation from 2022 as per Hotel Water Methodology.

Appendix: Radisson Hotel Group Slavery and Human Trafficking Statement 2025

Our aim is to combat and eliminate any form of modern slavery and to operate hotels free of any child exploitation as well as any kind of forced, bonded, or compulsory labor. RHG applies these principles to our operations and in our supply chain. This is our 9th Slavery and Human Trafficking Statement. Previous Slavery and Human Trafficking Statements can be found [here](#).

ORGANIZATIONAL STRUCTURE, OUR BUSINESS AND SUPPLY CHAINS

ABOUT RADISSON HOTEL GROUP

Radisson Hotel Group (RHG/Radisson) is a leading international hotel group with 10 distinctive hotel brands and more than 1,520 hotels in operation and under development in +100 countries. RHG is rapidly expanding with a plan to significantly grow the portfolio. Radisson's overarching brand promise is Every Moment Matters with a signature "Yes I Can!" service ethos.

The Radisson family of brands portfolio includes Radisson Collection, art'otel, Radisson Blu, Radisson, Radisson RED, Radisson Individuals, Park Plaza, Park Inn by Radisson, Country Inn & Suites by Radisson, and Prize by Radisson brought together under one commercial umbrella brand Radisson Hotels.

Radisson Rewards is Radisson's loyalty program, which delivers an elevated experience that makes "Every Moment Matter". As the most streamlined program in the sector, members enjoy exceptional advantages and can access their benefits from day one across a wide range of hotels in Europe, Middle East, Africa, and Asia Pacific. More than 75,000 team members work at RHG and at the hotels licensed to operate in its systems. RHG is directly involved in the operation of leased and managed hotels, while franchise owners and their managers have control over the operations of the franchised hotels. This statement applies to RHG hotels in Asia Pacific, Europe, Middle East, and Africa. RHG is headquartered in Brussels, Belgium.

GOVERNANCE AND RECOGNITION

RHG believes that people are at the core of everything we stand for. RHG's vision is to become the brand of choice for guests, owners, and talent. The people-centric culture plays an important role in business transformation and the business success. RHG acknowledges the United Nations Guiding Principles on Business and Human Rights, which are embedded in RHG's policies and procedures. They are consistent with our core beliefs and commitment to be an ethical business.

RHG endeavors to conduct its business operations in a manner that seeks to promote and enhance human rights within its sphere of influence. RHG is committed to raising awareness and mitigating human rights risks in its own operations as well as risks arising in the wider labor supply chain. This commitment is aligned with, and supported by, our Code of Business Ethics ("the Code") and the principles of the United Nations Global Compact. RHG has been a signatory to the Global Compact since 2009.

RHG aims to bring positive benefits to the communities in which its hotels and offices operate, through high-quality services, economic growth, employment opportunities, environmental protection initiatives, and community involvement. Our commitment to ethical excellence is our heartbeat, and we are recognized as a trusted global leader and a world leading responsible business.

EMPLOYMENT AND EMPLOYABILITY

In 2024, RHG accounts for 146 nationalities amongst its team members. Women comprise 45% of its team members, 54% are men, and 1% chose not to select a gender. 2% of team members have a disability. 80% team members have a full time or part time contract, while the remaining 20% have a contract without a fixed number of hours. Of our total workforce, 18% is outsourced labor, mainly for housekeeping, security, food & beverage, and gardening services.

WORKPLACE COOPERATION

Collective bargaining agreements cover 36% of our team members. Of the hotels operating in countries where this is not possible, 88% of hotels practice other forms of workplace cooperation. This allows management and team members to consult with each other to improve team members' welfare and develop mutually acceptable solutions for common challenges.

COMMITMENT TO COMBAT MODERN SLAVERY

RHG is committed to combatting modern slavery and human trafficking, educating team members on the slavery and trafficking issues, and encouraging its partners, stakeholders, and the broader business community to take a stand against slavery and human trafficking.

We operate to very high standards and advocate socially and environmentally sustainable business practices. Our aim is to identify and address vulnerabilities in the hospitality industry, combat and

eliminate any form of modern slavery, and to operate our business without modern slavery, sexual exploitation, exploitation of children, as well as without child labor, servitude, or any forced, debt bonded, or compulsory labor.

RHG STRIVES TO ENSURE THAT:

- Every team member has a worker contract
- No team member is forced to work
- No team member is forced to handover government-issued identification, passports, work permits, or bank cards to a third party
- No team member is required to pay any fees in exchange for work
- No excessive deductions are made from any team member's wages

These expectations are also applied and included in the practices of schools, labor agencies, and outsourced labor suppliers which RHG utilizes.

TEAM INVOLVEMENT

Team members from different countries across the organization are involved in our anti-slavery and anti-trafficking initiatives. Strategy development and follow-ups are coordinated by the corporate responsible business department and corporate human resources team, working closely with the procurement team, both centrally and in the various geographical areas in Asia Pacific, Europe, Middle East, and Africa.

STRUCTURE OF OUR SUPPLY CHAIN

RHG actively advocates for supply chain sustainability. RHG carefully selects suppliers who offer purchased goods or services. RHG's supply chain consists of suppliers who provide goods and services to leased, managed, and franchised hotels. Our supply chain has three types of supplier categories: local, regional, and corporate. Corporate and regional suppliers are managed by our corporate procurement team via centralized and regional procurement agreements. These suppliers provide a variety of products and services, including staffing, operational supplies, equipment, furniture, fixtures, food, drinks, amenities, linen, and cleaning supplies. Local suppliers are managed at the individual hotel level.

POLICIES AND PRINCIPLES

CODE OF BUSINESS ETHICS

The Code enables all RHG team members to take positions and act on key issues of business ethics with a single voice. It is a commitment to do what is right as well as to demonstrate and live our values, rules of conduct, behavior, and principles of action. The Code applies to all hotels owned, leased, and managed by RHG, as well as the director officers, team members, agents of RHG, its subsidiaries, and associated companies. The Code is distributed to all team members.

It's paramount that all team members know and understand the Code, act consistently with the Code and, if in doubt, seek guidance from their team manager, human resources manager, or the legal department. Management teams must be a role model, lead by example, and maintain, promote, and act in accordance with the Code in all daily operations.

All team members are trained in the Code, its implications, and reporting processes. The training, which is part of the immersion and induction program for new starters at RHG, is mandatory for all team members and includes a reference to the RHG's ethics platform. The latest version of the Code is aligned globally and incorporates recent legislative needs and changes.

HUMAN RIGHTS POLICY AND COMMITMENTS

RHG is committed to maintaining a high standard of business ethics, honesty, and integrity. The key human rights and employment principles are grouped into two policies.

The Human Rights Policy covers RHG's engagement on issues such as ethical business conduct, protection of children's rights, combating modern slavery and human trafficking, protection of migrant workers, and protection of team member rights.

The Employment Principles cover RHG's commitments to its team members such as non-discrimination, freedom of association, team member well-being, positive working environment, and internal development of talent.

These policies are publicly available, compliment the Code, and clarify the principles we live and work by in our hotels and offices.

Appendix: Radisson Hotel Group Slavery and Human Trafficking Statement 2025

SUPPLIER CODE OF CONDUCT

RHG’s Supplier Code of Conduct contains obligations for suppliers and sub-suppliers and the broader business community. It requires them to take a stand against modern slavery and human trafficking. The Supplier Code of Conduct supplements the Code. Its principles represent the minimum social and environmental sustainability standards that RHG expects its suppliers to achieve.

The Supplier Code of Conduct prohibits the use of any form of modern slavery, human trafficking, exploitation of children or forced or compulsory labor. All work must be voluntary, and in no case should workers be mandated to relinquish government-issued identification, passports, visas, or work permits. Suppliers and sub-suppliers must ensure that the Employer Pays Principle is applied and that workers are not required to pay any recruitment fees or expenses as a condition of receiving work.

The Supplier Code of Conduct has been seamlessly integrated into the supplier agreements and must be signed by all suppliers at the corporate and regional levels. The Supplier Code of Conduct is included in the digital repository module for contract management in the procurement system. This process is monitored by the corporate procurement team.

Local hotel suppliers are required to follow the RHG Supplier Code of Conduct. However, we do not actively register which suppliers have signed at the local level.

RESPONSIBLE BUSINESS POLICY

The Responsible Business and Environmental Policy covers compliance with all applicable legislation regarding labor, health and safety, human rights, and the environment. It requires our hotels and offices to operate free of slavery, exploitation of people, or forced, bonded, or compulsory labor. The policy strives to follow best practices in each of these areas.

DUE DILIGENCE PROCESSES

AUDITS

RHG’s hotels are subject to internal audits. Elements of the audit include control of background checks for all positions that handle cash as a part of their role, or other sensitive positions. Other verified checks include supplier contract approval, work permits for team members from outsourced companies, reference checks on other partners of suppliers, and background checks on outsourced team members in accounting and finance, human resources, security, IT, front office, and food & beverage. An outsourced company cannot sub-contract any activities delivered to the hotel without written approval from RHG. In 2024, 50 out of the 381 leased and managed hotels undergone the full internal audit.

RESPONSIBLE RECRUITMENT AND EMPLOYMENT

Hotels aim to apply responsible recruitment and employment practices when recruiting and employing outsourced team members. 71% of hotels undertake background checks on recruitment agencies. To mitigate the risk of modern slavery and human trafficking, RHG uses the responsible recruitment and employment framework. The framework includes the use of a toolkit which supports our recruitment practices.

TOOLKIT FOR RESPONSIBLE RECRUITMENT AND EMPLOYMENT

The toolkit for responsible recruitment and employment provides guidance on how to prevent modern slavery and promote ethical recruitment practices as well as details of how to engage with recruits and team members using worker interviews, how to increase awareness of modern slavery amongst team members, how to approach a recruitment agency, and what due diligence must be completed.

The toolkit also supports hotel management teams in their efforts to prevent modern slavery, especially concerning outsourced labor. The toolkit has been rolled out on our digital platform to all geographic areas in Asia Pacific, Europe, Middle East, and Africa. In 2024, 55% of our hotels actively used the toolkit. The Leading Responsible Business training for all heads of departments and general managers includes a specific training module on how to use the toolkit. The toolkit for responsible recruitment and employment has been reviewed by the United Nations International Organization of Migration.

SELF-ASSESSMENT QUESTIONNAIRE

The toolkit includes a hotel self-assessment questionnaire (SAQ). The SAQ allows hotels to identify potential gaps and vulnerabilities in the recruitment process. The SAQ is designed to gather information on risks of forced labor and human trafficking that hotels may be facing, and ultimately to help hotels and its third-party intermediaries to detect, remediate, and mitigate risks of labor abuse. It assesses the risk of forced labor or human trafficking in the business processes of third-party intermediaries which provide services related to the recruitment, selection, hiring, transportation, training, and management of migrant workers.

MIGRANT WORKER INTERVIEWS

The toolkit also includes a migrant worker interview template. This document provides a set of interview questions to use when conducting targeted migrant and foreign contract worker interviews. This tool is used to guide the hotel and help identify possible cases of abuse or recruiter-induced human trafficking.

REMEDIATION PLAN

Additionally, the toolkit includes guidance on how to implement a remediation plan for human rights risks and abuses that may be identified during the course of these assessments. It provides the team with guidance on what actions to take when certain risks are identified, and when cases of forced labor are uncovered or reported during assessments.

ETHICS PLATFORM

A cornerstone of the Code implementation is ethics.radissonhotels.com, a platform run by an independently operated third-party organization. Team members can use this site to report concerns anonymously. Any team member with concerns or questions about the Code is encouraged to raise these directly with their supervisor or person of trust in the hotel or regional organization. If this is not possible, the team member can report the issue online. The Ethics Leadership Group will investigate any specific report in an independent role. The site is available in 11 languages and can be utilized by all team members, outsourced team members, and agency workers. Of the 48 reports made in 2024, none involved allegations concerning modern slavery and human trafficking.

SUPPLY CHAIN DUE DILIGENCE

SUPPLY CHAIN VISIBILITY

For RHG to understand and control the business risk to our supply chain, we use a range of tools to increase supplier and supply chain visibility, from first contact with a supplier to ongoing annual reviews. RHG has an overarching accountability for the standards of its supply chain, the treatment of team members, and the safety of guests. The products, services, and activities of RHG’s suppliers may impact its reputation and affect its level of trust with other stakeholders. It is imperative that RHG’s suppliers follow the Supplier Code of Conduct and request the same from their supply chain, including third-party labor agencies.

In addition to compliance with the supplier agreement, we expect our suppliers to comply with the laws and regulations which apply in the countries and jurisdictions where they conduct business or deliver goods and/or services. All current corporate suppliers recognize RHG’s Supplier Code of Conduct.

TENDERING PROCESS

The first engagement process a supplier goes through is the Request for Information (RFI) tendering process. This allows RHG to evaluate new and potential suppliers during the first phase of the tender process. The RFI contains multiple criteria, including a set of knock out criteria, allowing RHG to evaluate the supplier’s financial, environmental, labor, and human rights status before signing a contract. We request all suppliers to register into EcoVadis or a similar supply chain assessment solution and provide reasonable evidence of compliance with RHG’s Supplier Code of Conduct on request. The provided supplier information is assessed and non-compliance is discussed with the individual supplier accordingly.

SUPPLIER CONTRACT

RHG is committed to advancing the United Nations Global Compact’s ten universally accepted principles as well as the United Nations Sustainable Development Goals. This is reflected in the Supplier Code of Conduct which is integrated in RHG’s standard supplier contract. The contract also refers to obligations for suppliers, sub-suppliers, and the broader business community, including a clause against modern slavery and human trafficking.

Appendix: Radisson Hotel Group Slavery and Human Trafficking Statement 2025

RISK MAPPING ANALYSIS

RHG uses a risk mapping analysis as part of its supplier due diligence to enable the Radisson to understand supplier performance. Input from the hospitality risk-rating tool was used for the analysis. The industry risk rating tool created by RHG and other members of the Sustainable Hospitality Alliance allows hotels to obtain a more complete overview of each supplier risk profile. The rating weighs various criteria including geographic risk, industry, spend, volume, workforce risk, resources, impact, and likelihood of success. The framework allows RHG to prioritize its focus and to address low-level involvement of risk management with suppliers.

RHG partners with EcoVadis to assess RHG’s corporate and regional suppliers on environmental, social, ethical, and sustainable supply criteria, and to foster a continuous improvement process. The criteria are based on international sustainability standards such as the Global Compact Principles, the International Labor Organization conventions, the Global Reporting Initiative standard, the ISO 26000 standard, and the Coalition for Environmentally Responsible Economies principles. In 2024, 55% of global suppliers were assessed or in the process of being assessed by EcoVadis. The average labor and human rights performance of all suppliers reviewed is 60%, and the average ethics performance is 55%.

VIOLATIONS OF OUR SUPPLIER CODE OF CONDUCT

Suppliers are expected to comply with the standards of the Supplier Code of Conduct and with all applicable laws and regulations. In cases where modern slavery, human trafficking, exploitation of children, or forced and compulsory labor are discovered in the supply chain, they must be reported to RHG without delay. A specific email address is provided for this purpose. RHG encourages any stakeholder with concerns about the Supplier Code of Conduct and its implementation to discuss this directly with the supplier.

If RHG receives such a report, the supplier is requested to comment and if required, RHG may request the supplier to implement an improvement plan to correct the issue. If the supplier does not act or respond to the report or concern and is not willing to work on correcting the issue, they can be subjected to disciplinary action. This can include termination as a supplier, and/or review by local authorities.

Best practice suggests we try to work with the supplier to improve their practices rather than terminating their contract. Suppliers are requested to notify their employees and any sub-contractors who work for RHG, that they may report serious or sensitive concerns, or possible breaches of the Supplier Code of Conduct.

TRAINING RESPONSIBLE BUSINESS TRAINING

We endeavor to educate and enable our team members to make conscious decisions in favor of environmental, ethical, and social issues every day, both in their private and professional lives. RHG’s award-winning Responsible Business training program equips team members in its hotels and offices with expertise and skills on an array of topics, including a special emphasis on the roles which hotels play in tackling modern day exploitation. We train all our team members to recognize the risks of modern slavery, sexual exploitation, and human trafficking in our operations and the supply chain. We explain the benefits of strong measures to tackle slavery and human trafficking, as well as the consequences of failing to combat these problems. Training compliance is measured on an ongoing basis.

COMBATTING MODERN SLAVERY TRAINING

As part of the responsible recruitment toolkit, a specific training module is used to increase awareness of modern slavery. It provides guidance on due diligence processes. The training includes information on responsible practices and the use of the toolkit by Area and Hotel human resource teams and recruiters.

Additionally, RHG offers an online e-learning focused on risks in the labor supply chain. The ‘Risks of modern slavery in labor sourcing’ training, made available through the membership network of the Sustainable Hospitality Alliance, is designed to support human resources, procurement, and legal teams to identify and address the risks of modern slavery in hotel operations and the supply chain. The training also includes real-life case studies to underpin the learnings.

INDUSTRY PARTNERSHIPS WORLD SUSTAINABLE HOSPITALITY ALLIANCE

The hospitality industry can be a force for good and make a positive contribution to tackle modern slavery and human trafficking. RHG is a “hospitality donor” member of the World Sustainable Hospitality Alliance and works together with them to address challenges, share expertise, and develop practical solutions to enable the whole industry to operate responsibly and grow sustainably. As part of the World Sustainable Hospitality Alliance, we collectively work to raise awareness of human rights risks, embed human rights into corporate governance, and address risks arising in the labor supply chain and during construction. RHG is committed to the industry’s Principles on Forced Labor which addresses human rights risks in the labor supply chain. These state that every worker shall have freedom of movement, no worker should pay for a job, and no worker should be indebted or coerced to work.

CHILD PROTECTION AND ANTI-TRAFFICKING

Protecting victims of human trafficking is imperative to RHG. Through our partnership with ECPAT and as a signatory of the Tourism Child Protection Code of Conduct, we have taken a public stand and continue to work to prevent human trafficking, sexual exploitation, and the exploitation of women and children. We ensure all team members are trained in our human trafficking module. This module is part of our mandatory, classroom based, Living Responsible Business training. The module includes various case-based scenarios to train team members to identify suspicious behavior and how to report forced sexual exploitation to police. It encourages discussion amongst participants on what actions to take.

FUTURE STEPS

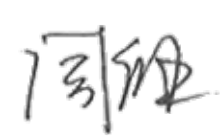
The risks of modern slavery and human trafficking in our operations and our supply chain need our constant attention. Because of the significant growth of our operations, we must monitor, manage, and mitigate risk in our operations and our supply chain continuously. We will continue to fight modern slavery and human trafficking to minimize and manage risks and develop better ways to increase the visibility of our actions in our operations and supply chain.

Over the coming years we plan to:

- Continue the refresher training for hotel teams on how best to use the toolkit for responsible recruitment and employment.
- Continue supplier engagement, evaluations, and risk mapping analysis for all suppliers of outsourced labor, all corporate suppliers, and all high-risk and high-volume regional suppliers to ensure they comply with our Responsible Business, Human Rights, and Preventing Modern Slavery policies.
- Continue our cooperation with other hospitality industry partners via the Sustainable Hospitality Alliance network and the human rights working group to identify and share best practices and participate in projects.
- Continue to review existing manuals, contracts, standards of operation, and audits to strengthen our aim to combat and eliminate any form of modern slavery.

SIGNED BY THE BOARD

This annual statement for the full financial year 2024 was approved by the Board of Directors of Radisson Hotel Group.



Zhou Wei

Chairperson

Appendix: Scope and Boundaries of this Report

Radisson Hotel Group is an international hotel group with ten distinctive hotel brands, and more than 1,520 hotels in operation and under development in +100 countries and territories.

The Radisson family of brands portfolio includes Radisson Collection, art'otel, Radisson Blu, Radisson, Radisson RED, Radisson Individuals, Park Plaza, Park Inn by Radisson, Country Inn & Suites by Radisson, and prize by Radisson, brought together under one commercial umbrella brand, Radisson Hotels.

The 2024 Responsible Business Report describes the most material corporate responsibility and sustainability aspects of the operations of Radisson Hotel Group, not the full range of our actions and data. Unless otherwise stated, the information in this report refers to the calendar year 2024.

This report relates to the Radisson Hotel Group portfolio for Asia Pacific, Europe, Middle East, and Africa, unless otherwise stated. This includes 901 properties which were in operation on 31 December 2024. For all hotels, including those that were opened or discontinued their operations in 2024, data is only reported for the months they were in operation. RHG has limited the reporting boundaries to areas in which the company has full control over data collection and information quality. Downstream impacts are generally excluded.

This report contains information about RHG's Environmental, Social and Governance (ESG) strategy and performance. The report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option see [here](#).

Our business entity

Radisson Hotel Group is represented by Radisson Hospitality AB, managing hotels in operation in Europe, Middle East, Africa and Asia Pacific. Radisson Hospitality AB is headquartered in Brussels, Belgium.

Since 2019, Radisson Hotel Group is part of Jin Jiang International. Jin Jiang International Co., Ltd. is the leading travel and hospitality conglomerate, headquartered in Shanghai, China and is the second-largest hotel group by the number of rooms in the world. (Source: MKG Ranking 2024).

This report includes Radisson Hospitality AB's 23rd annual Responsible Business Report. Data refers to our hotels in operation in Europe, Middle East, Africa and Asia Pacific. Specific hotel data including franchised hotels is indicated with .

Financial data presented in our Responsible Business Report is derived from audited annual accounts. For all external reporting, currencies have been converted to euros. Radisson Hospitality AB applies the precautionary principle. The Responsible Business Report also fulfils the statutory sustainability reporting requirements in the Swedish Annual Accounts Act (based on the EU Directive 2014/95).



Appendix: Auditors Report

AUDITOR'S REPORT ON THE STATUTORY SUSTAINABILITY REPORT

To the general meeting of the shareholders in Radisson Hospitality AB, corporate identity number 556674-0964

ENGAGEMENT AND RESPONSIBILITY

It is the board of directors who is responsible for the statutory sustainability report for the year 2024 and that it has been prepared in accordance with the Annual Accounts Act, according to the prior wording that was in effect before 1 July 2024.

THE SCOPE OF THE AUDIT

Our examination has been conducted in accordance with FAR's auditing standard RevR 12 The auditor's opinion regarding the statutory sustainability report. This means that our examination of the statutory sustainability report is substantially different and less in scope than an audit conducted in accordance with International Standards on Auditing and generally accepted auditing standards in Sweden. We believe that the examination has provided us with sufficient basis for our opinion.

OPINION

A statutory sustainability report has been prepared.

Stockholm, 30 April 2025, PricewaterhouseCoopers AB

Auditor in charge and signed by
Eric Salander
Authorized Public Accountant

Co-signing auditor
Karin Wannfors
Authorized public accountant

This is a translation of the Swedish language original. In the event of any differences between this translation and the Swedish language original, the latter shall prevail.

AUDITOR'S REPORT ON CARBON EMISSION INFORMATION

TÜV Rheinland's approach is risk-based, drawing on an understanding of the risks associated with modeling GHG emission information and the controls in place to mitigate these risks. Our examination included assessment, on a sample basis, of evidence relevant to the voluntary reporting of emission information. This statement should be read in conjunction with the full verification statement which is available [here](#).

CONCLUSION

TÜV Rheinland concludes with limited assurance that no evidence has been found that the presented CO2e assertion is not materially correct and is not a fair representation of the CO2e data and information, and is prepared following the requirements of GHG Protocol.

The auditor planned and performed the work to obtain the information, explanations and evidence that was considered necessary to provide a limited level of assurance that the CO2e emissions for the period 1 January 2024 – 31 December 2024 are fairly stated.

Courbevoie, 30 April 2025, TÜV Rheinland France

Signed by:
Haïdie Keddar
Local field manager and sustainability project manager Europe

Eric Soroka
Lead verifier in charge supported by a team of verifiers

Ike Xu
Technical reviewer



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Responsible Business team

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#RADISSONCARES