



**Horwath HTL**

*Hotel, Tourism and Leisure*

**Asia Pacific  
Sustainability  
Trends 2020**



**GREENVIEW**



## Introduction

Greenview & Horwath HTL are pleased to present the fourth Asia Pacific Survey of Hotel Sustainability Trends.

The participation of over 2,000 hotels and serviced apartments across the region is encouraging. The large data set confirms that the vast majority of hotels in the region are paying attention to sustainability.

Hotels are tracking energy usage, giving environmental training to staff, running basic Programs such as linen/towel reuse, and keeping properties efficient with preventive maintenance. Performance in energy and water usage continues to be elusive in comparison across various hotels, but the data quality improves and hotels can see their own performance over time through tracking.

The hotel industry is poised to move into a next phase of sustainability, where the new technology, innovative Programs, and solutions needed to solve climate change become more widespread across the region's portfolio and pipeline. Next generation best practices such as renewable energy and water recycling are still nascent in the region, but we see the trend toward them.

Moving into the next phase will require raising awareness and scaling of solutions worldwide. That's why we're proud to support the industry's effort to benchmark best practices in sustainability, with the results of this report contributing to the Green Lodging and Hotel Footprinting Tool, other freely available initiatives for hoteliers to understand how their properties are positioned in sustainability.

We would like to acknowledge and thank the Honorary Advisory Board for the Horwath HTL annual hotel industry surveys and the supporting Country hotel associations for their participation and strong support.

## Overview

The UNEP's Emission Gap Report 2019 concluded that the world needs to cut global emissions by 7.6% every year for the next decade to meet the climate target of 1.5°C. Countries are expected to deliver ambitious climate plans by 2020 to limit global warming to 1.5°C, in line with the Paris Agreement in the Conference of the Parties (COP 25). According to the Cambridge Institute for Sustainability Leadership, the travel and tourism sector accounts for about 5% of global greenhouse gas emissions and expected to grow by 130% by 2035. It is estimated that 2% of the global greenhouse gas emissions are caused by hotels around the world.

As sustainability has become a hot topic, hotels and resorts have started to act by ramping up efforts to reduce their resource and energy consumptions. Sustainability trends in the hospitality industry are also evolving as hotels take innovative greener practices and resource management with the prime objective to reduce their carbon footprints.

Sustainability is not limited to environmental management; it is also about economic progress and social development. Social issues such as inclusivity, promoting work-life balance, promoting employees' health and wellbeing, sourcing supplies locally and reducing food waste are all part of the sustainability agenda.

To understand the region's status on implementing sustainability, we asked hotels regarding their sustainability practices in the Horwath HTL Asia Pacific Hotel Industry Surveys, including 2019 calendar year utility data for energy and water usage.

The 2020 Horwath HTL Asia Pacific Hotel Industry Surveys received data for 2,453 hotels across 13 countries (2,088 full-service, 273 limited service, and 92 unidentified). With each year the data set, data quality, and uptake in best practices have improved and are likely to continue to become more robust. Some of the additional sustainability questions included in this year's survey are:

- Food Waste Generated – whether food waste is generated.
- Food Waste Prevention Strategies – whether food waste prevention strategies are implemented. For example, by conducting training, adjusting portion size, redesigning menu cards, and changing size of serving vessel.
- Food Donation – whether excessive food is donated.

We then calculated the greenhouse gas (carbon) emissions of the hotels using the energy data, producing the metrics according to the same methodology used in the Cornell Hotel Sustainability Benchmarking Index (<https://greenview.sg/chsb-index/>).



## Survey Accuracy

The benchmarking data presented offer users, by and large, a baseline reference on the operational performance and prevalence of practices among hotels in each category. Great emphasis has been placed on presenting accurate benchmarks, and the following fundamentals abided in the derivation of results.

### Cost and Usage Variance

Cost and usage metrics vary widely across properties and are determined by several factors, as some figures reported from utility invoices will include large facility components adjacent to but separate from the property's actual operations.

Likewise, data may be underreported or allocated disproportionately. We used several levels of validity testing to remove outliers and inaccurate data; however, we must acknowledge that certain outliers may always exist and be valid data under nuanced circumstances.

Finally, the hotels in each country data may vary each year, and therefore, the comparisons do not represent like-for-like comparisons.

### Requisite Sample Size

Each average benchmark figure will only be presented if the number of respondents is more than ten percent of the total respondents in the respective column group, or  $\geq$  five respondents overall. Anything less than ten percent/five respondents will be shown as "Not Available" or "N/A".

### Overall Respondents by Country

Country	Full Service	Limited Service	Not Specified	Grand Total
Australia	129	23	1	153
China	1,018	80	-	1,098
Hong Kong	-	-	85	85
India	123	24	-	147
Indonesia	293	40	2	335
Japan	53	-	-	53
Korea	19	16	-	35
Malaysia	102	12	-	114
Maldives	17	-	-	17
Philippines	23	24	-	47
Singapore	75	12	-	87
Thailand	187	36	4	227
Vietnam	49	6	-	55
<b>Total</b>	<b>2,088</b>	<b>273</b>	<b>92</b>	<b>2,453</b>

*\*Data received from Myanmar, Cambodia, Laos were not included due to lack of minimum sample size*

# Key Findings

## TRENDS IN ENERGY USAGE

- Australia, China, Malaysia, Singapore, and Thailand recorded reduction in energy usage per square metre for all hotel types in 2018 compared to 2017.
- India, Maldives, and the Philippines posted continuous reduction in energy usage per square metre for all hotel types since 2016.
- Vietnam reduced energy usage per square metre for all hotel types by -4.0% in 2018.
- Full-service hotels in Korea, Malaysia, Singapore, and Thailand reported reduction in energy usage per square metre in 2018 with y-o-y change of -12.7%, -7.7%, -2.7% and -3.3% compared to 29.9%, 6.5%, 2.6% and 10.1% respectively, in 2017.
- In 2017, full-service hotels in India and the Philippines improved energy usage per square metre with y-o-y change of -19.5% and -38.2% respectively. However, in 2018 these numbers increased to 10.8% and 15.0% respectively.
- Limited service hotels in Malaysia continually reduced energy usage per square metre with y-o-y change of -10.4% in 2016 and -13.7% in 2017; however, this number increased to 16.5% in 2018.
- In 2017, limited service hotels in Australia recorded increased energy usage per square metre with y-o-y change of 6.5% compared to -7.7% in 2016; however, in 2018, limited service hotels in Australia were back on track with reduction by -10.6%.
- Limited service hotels in India and Indonesia also recorded improved energy usage per square metre in 2018, with y-o-y change of -11.5% and -5.2% respectively, compared to 2017 with year over year change of 28.6% and 15.3% respectively.

## TRENDS IN ENERGY COST

- Indonesia reported continuous reduction in energy cost per square metre for all hotel types since 2015 with overall reduction of -28.2%.
- Malaysia, the Philippines, and Thailand reduced energy cost per square metre for all hotel types in 2018 with y-o-y change of -3.9%, -6.9% and -3.0% respectively compared to 2017.
- Singapore posted continuous reduction in energy cost per square metre for all hotel types since 2014; however, this number increased in 2018 with y-o-y change of 11.8%.
- Full-service hotels in Malaysia reduced energy cost per square metre by -22.8% in 2018 compared to 38.9% in 2017.
- Limited service hotels in Indonesia and Singapore recorded continuous reduction in energy cost per square metre with y-o-y change of -8.3% and -11.1% respectively in 2017 and -11.1% and -7.0% respectively in 2018.
- Limited service hotels in Australia, India, and Thailand reported increased energy cost per square metre since 2016 with overall increase of 8.2%, 37.1% and 17.2% respectively.

## TRENDS IN WATER USAGE

- India recorded continuous reduction in water usage per occupied room for all hotel types since 2015 with y-o-y change of -12.5% in 2016, -1.3% in 2017 and -13.3% in 2018. China on the other hand, posted continuous reduction in water usage per occupied room all hotel types since 2016, with overall reduction of -5.8%.
- Korea, the Philippines, and Singapore reduced water usage per occupied room for all hotel types with y-o-y change of -4.3%, -41.0% and -2.2%, respectively, in 2018 compared to 2017 with y-o-y change of 1.0%, 14.3% and 6.4% respectively.
- Singapore recorded continual increase in water usage per occupied room for all hotel types since 2014 with a total increase of 14.1% in 2017, contrarily recorded reduced usage in 2018 with y-o-y change of -2.2%. Hong Kong also recorded reduced water usage per occupied room for all hotel types in 2018 with y-o-y change of -19.7%.
- Full-service hotels in China and Vietnam reduced water usage per occupied room by -0.8% and -14.9% in 2018.
- India, Indonesia, Japan, Maldives, and Thailand posted increased water usage per occupied room for full service hotels with y-o-y change of 2.4%, 30.8%, 9.4%, 22.5%, and 12.0% respectively in 2018 compared to 2017 with y-o-y change of -2.0%, -8.4%, -4.7%, -8.3%, and -9.5% respectively.
- Limited service hotels in India continually reduced water usage per occupied room since 2016 with y-o-y change of -35.6% in 2016, -1.0% in 2017 and -38.6% respectively in 2018.
- In 2018, limited service hotels in Australia and Thailand posted increased water usage per occupied room with y-o-y change of 59.2% and 2.1% respectively compared to 2017 with y-o-y change of -33.6% and -13.4%.
- Limited service hotels in China, Malaysia, the Philippines and Vietnam reduced water usage per occupied room by -14.8%, -30.5%, -34.3% and -15.3% respectively in 2018.

## TRENDS IN WATER COST

- India continuously reduced water cost per occ. room for all hotel types by -35.2% in 2017 and -3.0% in 2018. Hong Kong and Maldives also recorded reduced water cost per occ. room in 2018 by -37.7% and -5.8% respectively.
- The Philippines reduced water cost per occ. room by -66.3% in 2018 compared to increased cost in 2017 by 73.6%.
- Full service hotels in India, Malaysia, Singapore and Thailand reported increased water cost per occ. room in 2018 with y-o-y change of 12.3%, 2.6%, 9.6% and 9.3% respectively compared to reduced water cost in 2017 with y-o-y change of -38.1%, -34.7%, -10.4% and -15.1% respectively.
- In 2018, full-service hotels in Australia and the Philippines reduced water cost per occ. room by -2.8% and -7.3% respectively, despite increased y-o-y change in 2017 by 39.8% and 57.2% respectively.
- Limited service hotels in the Philippines, Singapore and Vietnam posted reduced water cost per occ. room with y-o-y change of -83.3%, -9.0% and -42.6% respectively in 2018. Limited service hotels in Indonesia also reported reduced water cost per occ. room by -17.8% in 2017 and -18.3% in 2018.



## Top Attributes

### TOP 5 COMMON ATTRIBUTES

*These practices are the most common among hotels with uptake rate over 75%. Hotels are considered lagging among peers if they do not have these practices in place.*

- Energy Tracking**  
 This is a common practice, with 99% of participating hotels tracking energy consumption. Countries such as India, the Philippines, Maldives, Japan, China, and Korea reported over a 99% uptake rate, concluding that hotels which do not track energy consumptions are less likely to participate in the survey.
- Preventive Maintenance Program**  
 Preventive maintenance program is a set of procedures to proactively perform maintenance, repairs, and replacements to deter equipment failures. On average, 97% of respondents have this practice in place and considered as the most common practice among hotels. Hotels from India, the Philippines, Maldives, Singapore, and Vietnam recorded over 99% prevalence. We recognize that hotels that do not have preventive maintenance Program in place are less likely to participate in the survey.
- Water Tracking**  
 Around 95% of participating hotels track water consumption on regular basis. Singapore recorded the lowest uptake rate among the hotels in the region with 58% on uptake rate. Countries such as India, Malaysia, the Philippines, Maldives, Japan, China, Hong Kong, and Korea have over 98% of uptake rate for this practice. There is a probability that hotels that do no track water consumptions are less likely to participate resulting in nearly 100% uptake rate in some of these countries.

- Towel Reuse Program**  
 Almost 86% of participating hotels in the region have a towel reuse program in place. Countries such as India, Thailand, Indonesia, Singapore, Australia, Maldives, Japan, Vietnam, China, and Hong Kong reported over 85% prevalence for this practice. Although towel reuse program is the most customary practice within the region, it is crucial to note here that about 14% of the participating hotels still do not have this practice in place.
- ≥75% of Non-Smoking Guestrooms**  
 Around 82% of hotels within the region have over 75% of Non-Smoking Guestrooms. Singapore, Australia, the Philippines, Maldives, Vietnam, and Korea have over 90% prevalence for this practice. Limited service hotels in the region recorded slightly higher (85%) prevalence compared to full-service hotels (80%).

### TOP 5 ESTABLISHED ATTRIBUTES

*Established attributes are a list of practices hotels should consider implementing apart from the common practices to maintain competitiveness in the hotel industry. Practices with over 50% and below 75% uptake rate are grouped under established attributes.*

- Written Environmental Policy(ies)**  
 This practice recorded 75% prevalence among hotels in the region. Countries such as India, Thailand, Indonesia, Maldives, Vietnam, and Korea reported over 80% prevalence. Full-service hotels in the region outperformed limited service hotels with 78% uptake rate.
- ≥75% F&B with Reusable Food Service Ware**  
 More hotels are shifting towards the use of reusable food service ware as the best choice for the environment and human health. Overall, 74% of participating hotels have

over 75% of F&B with reusable food service ware. Maldives and Hong Kong hotels in the region have over 90% prevalence for this practice.

- **Staff Training**

Over 72% of participating hotels in the region agree conducting staff training to further improve performance, productivity, and growth of staff. India, Thailand, Maldives, and Korea have over 80% uptake rate for conducting staff training.

- **Green Team**

Green team is a team of employees with hands joined together to educate, inspire, and empower towards sustainable operation. Overall, 71% of hotels within the region have established a green team. Over 80% of hotels in Thailand, Maldives, and Korea have this practice in place.

- **≥75% of Meeting Rooms Have Digital Thermostats**

Nearly 70% of hotels have equipped their meeting rooms with digital thermostat. India, Japan, Vietnam, and Hong Kong reported over 80% prevalence for this practice within the region.

### TOP 5 EMERGING ATTRIBUTES

*Emerging practices are considered as those attributes that currently becoming apparent and prominent among hotels. Top 5 attributes with over 25% and less than 50% uptake rate listed here for hotels to consider on their next list of green practices to implement to remain successful in the growing industry while being on pace with sustainability trends.*

- **Energy Audit**

Energy audit is an inspection survey and an analysis of energy flows to ensure energy is being used efficiently. This practice is surfacing recently as more hotels step in to conduct energy audit to reduce energy consumption. Overall, 49% of hotels in the region have started to conduct energy audits. Hotels from Thailand, Singapore, Australia, Maldives, Japan, Vietnam, and Korea reported over 50% prevalence for this practice.

- **Carbon Footprint Measured**

Carbon footprint is the total amount of emissions produced to directly and indirectly support hotel operations. The increasing number of environmentally conscious guests asking about carbon footprint have resulted in more hotels taking the initiative to measure their carbon footprint. This practice reported an uptake rate of 48% within the region. Countries such as India, Thailand, Indonesia, Maldives, Japan, and Korea have more than 50% uptake for this practice.

- **≥75% Guestrooms with Bulk Soap/Shampoo Dispensers**

More and more hotels are eliminating bathroom miniatures in favour of bulk size amenities such as the wall mounted dispensers or free standing and waterproof in line with the sustainability trends to eliminate wasted liquid and packaging which is both financially and environmentally costly. Overall, 45% of hotels within the region have over 75% of their Guestrooms supplied with bulk soap/shampoo dispensers. Limited service hotels within the region recorded 46% prevalence for this practice compared to full-service hotels (38%).

- **≥75% Meeting Rooms Have Occupancy Sensors**

Occupancy sensor is an indoor motion detecting device used to monitor guest's presence to provide better service without compromising the guest's privacy. The practice of installing occupancy sensors in Guestrooms are more common compared to meeting rooms, however, hotels have begun to install occupancy sensors in meeting rooms typically to reduce energy, provide automatic control and comply with building codes. Around 39% of participating hotels have meeting rooms installed with occupancy sensors.

- **Food Waste Prevention Strategies**

According to WWF, wasted food represents about 8% of global greenhouse gas emissions, and is the main contributor to deforestation and the depletion of global water sources. WWF also states that humans waste one of every three food calories produced, which is in total more than three times the total number of malnourished globally. Therefore, effective food waste prevention strategies are important to address the issue of food loss and waste worldwide. Over 38% of participating hotels have food waste prevention strategies in place to reduce food waste. Some of the strategies implemented are redesigning their hotel menu (84%), changing size of serving vessels (69%), adjusting portion size (67%), and training (49%).

### TOP 4 INNOVATIVE ATTRIBUTES

*These are the advanced level of practices that hotels should consider once they have tackled the common, established, and emerging practices. Although currently not very common among hotels, these practices are expected to advance among hotels in order to keep adopting new green practices to retain the position as leaders.*

- **Food Donation**

Over 21% of participating hotels donate excessive food in line with the effort to fight food waste and help local communities meet the needs of the food insecure.

- **Renewable Power Generated**

Renewable energy is energy that is collected from renewable resources that naturally replenishes on a human timescale, such as wind, rain, sunlight, waves, tides, and geothermal heat. Across the region, the total percentage of participating hotels that generated renewable power is only 19%.

- **Carbon Offsets/Renewable Energy Cert. Purchase**

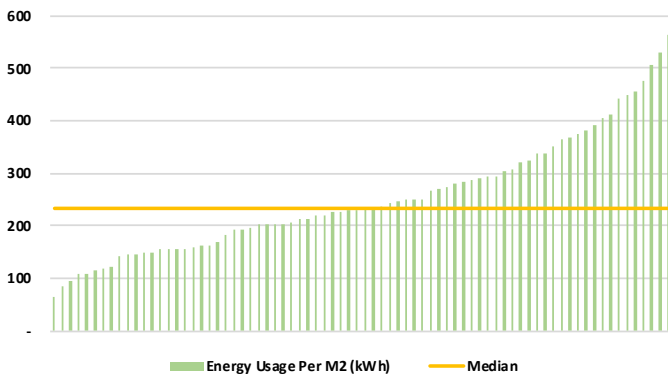
Renewable energy helps hotels maintain a competitive edge and meet sustainability goals; however, not every hotel can generate renewable energy on-site. In such circumstances, hotels can always incorporate renewable energy sources like hydropower, solar, and wind into their mix by purchasing Renewable Energy Certificates (RECs). Overall, 12% of participating hotels within the region purchased Renewable Energy Certificates.

- **Vegetable Garden**

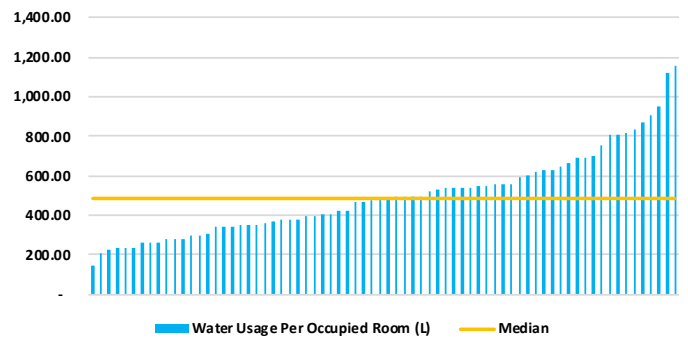
Hotels are creating gardens and small farms to grow herbs and vegetables due to high demand from guests for locally sourced fresh and organic food. Over 9% of hotels have vegetable gardens created to cater to new trends and demands.



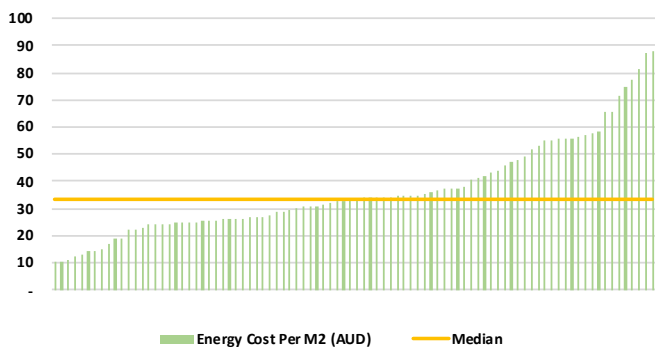
AUSTRALIA: Energy Usage Per Square Metre (kWh)



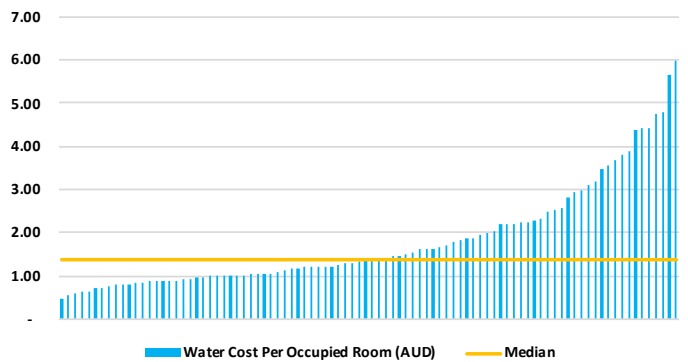
AUSTRALIA: Water Usage Per Occupied Room (L)



AUSTRALIA: Energy Cost Per Square Metre (AUD)



AUSTRALIA: Water Cost Per Occupied Room (AUD)





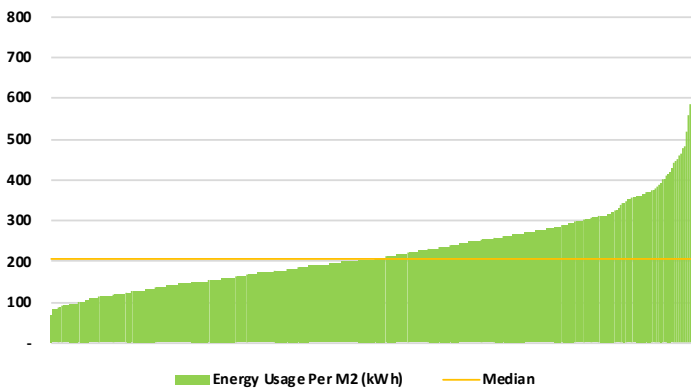
AUSTRALIA		ENERGY				WATER				GHG EMISSIONS	
		Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR
ALL	Count	76	92	90	123	58	72	72	92	76	92
	High	562	137	88	21	7,062	1,158	18	6	277	76
	Mean	254	66	37	8	2,360	500	7	2	148	38
	Q3	311	83	45	11	3,099	608	9	2	195	48
	Median	232	59	33	7	1,867	489	6	1	131	35
	Q1	163	46	26	6	1,279	347	4	1	105	28
	Low	66	14	10	1	224	144	1	0	27	10
FULL SERVICE	Count	67	81	82	110	51	64	64	83	67	81
	High	562	137	88	21	7,062	1,123	18	6	277	76
	Mean	266	71	37	9	2,367	507	7	2	152	41
	Q3	330	86	47	11	2,769	622	9	2	199	50
	Median	247	62	34	8	1,737	492	6	1	133	37
	Q1	188	52	26	6	1,280	347	4	1	109	32
	Low	87	38	10	1	224	210	1	1	27	15
LIMITED SERVICE	Count	9	11	8	13	7	8	8	9	9	11
	High	235	45	55	19	3,669	1,158	12	2	205	28
	Mean	163	26	30	5	2,304	448	7	1	121	17
	Q3	203	27	30	6	3,333	442	9	1	161	21
	Median	160	24	26	4	2,219	369	7	1	118	17
	Q1	144	20	25	3	1,487	322	4	1	98	12
	Low	66	14	17	2	603	144	2	0	27	10
AIRPORT	Count			6	6						
	High			75	8						
	Mean			41	5						
	Q3			51	7						
	Median			34	5						
	Q1			33	4						
	Low			12	3						
RESORT	Count	11	14	15	21	8	10	10	12	12	14
	High	450	120	77	21	5,233	949	18	6	247	72
	Mean	238	79	38	11	1,810	672	7	3	164	45
	Q3	281	96	51	13	1,917	798	9	4	213	50
	Median	221	79	32	11	1,386	656	6	3	167	43
	Q1	173	56	25	8	1,118	565	3	2	110	38
	Low	96	43	10	1	603	422	1	1	75	24
CITY/ URBAN	Count	56	66	62	87	45	54	55	73	56	66
	High	530	137	88	19	7,062	1,158	16	6	277	76
	Mean	242	62	35	8	2,409	475	7	2	140	36
	Q3	296	75	42	10	3,205	552	9	2	183	46
	Median	229	57	33	7	1,841	413	6	1	126	33
	Q1	159	44	25	6	1,283	315	5	1	101	26
	Low	66	14	11	2	508	144	1	0	27	10

AUSTRALIA	ALL		FULL SERVICE		LTD SERVICE		AIRPORT		RESORT		CITY/URBAN	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Towel Reuse Program?	139	86%	120	87%	19	84%	7	43%	24	100%	96	86%
Opt-Out Linen Reuse	144	81%	123	81%	21	81%	7	100%	27	70%	98	83%
≥75% LED Lighting	138	83%	119	84%	19	74%	7	100%	22	68%	97	85%
Variable Frequency Drives	135	64%	115	70%	20	30%	7	71%	23	61%	93	66%
Main Air Handling Units	145	90%	124	88%	21	100%	7	86%	27	93%	99	90%
- Kitchen Hoods	146	75%	125	70%	21	100%	7	57%	27	74%	100	77%
- Elevators	146	79%	125	75%	21	100%	7	86%	27	78%	100	79%
- Water Pumps	144	90%	123	89%	21	95%	7	86%	25	96%	100	90%
- Refrigeration Units	145	69%	124	65%	21	90%	7	57%	26	77%	100	69%
- Other	141	82%	121	80%	20	95%	7	100%	25	76%	97	85%
Renewable Power Generated?	143	11%	122	11%	21	10%	7	29%	26	23%	98	6%
- Wind Power	5	0%										
- Solar PV	13	85%	11	91%					5	80%	5	80%
- Heat Pump	5	20%										
- Cogeneration	7	43%	6	50%								
- Other	8	88%	7	86%								
Carbon Offsets/Renewable Energy Cert. Purchase	130	10%	110	11%	20	5%	6	0%	25	4%	89	13%
≥75% Guestrooms Have Digital Thermostats	132	71%	112	71%	20	70%	7	100%	25	56%	90	76%
≥75% Guestrooms Have Occupancy Sensors	133	31%	113	34%	20	15%	7	43%	25	28%	91	33%
≥75% Meeting Rooms Have Digital Thermostats	131	62%	111	66%	20	40%	7	86%	25	52%	89	64%
≥75% Meeting Rooms Have Occupancy Sensors	131	17%	111	19%	20	5%	7	0%	25	12%	89	19%
Energy Sub-Metering	138	33%	118	30%	20	50%	7	14%	24	42%	96	33%
- Fitness Facility	44	36%	36	31%	8	63%			9	44%	33	36%
- Food & Beverage Facilities	46	70%	37	65%	9	89%			9	78%	34	68%
- Guestrooms	46	54%	38	45%	8	100%			10	70%	33	45%
- Public Spaces	41	54%	34	50%	7	71%			9	78%	30	43%
Energy Tracking	134	96%	114	100%	20	75%	7	100%	25	88%	92	100%
Benchmarking Energy among Peers	132	65%	112	71%	20	35%	7	86%	25	52%	90	71%
Energy Audit	130	59%	111	61%	19	47%	6	33%	24	54%	90	66%
Electric Vehicles	135	25%	115	28%	20	10%	7	14%	25	44%	92	18%
Recycling in Common Areas	142	80%	121	82%	21	71%	6	83%	27	78%	98	84%
Recycling Bins in Guestrooms	143	17%	122	13%	21	38%	7	0%	27	33%	98	15%
≥75% Guestrooms with Soap/Shampoo Dispensers	142	4%	121	4%	21	0%	7	0%	27	7%	97	3%
Waste and Recycling Tracking	142	49%	121	55%	21	19%	7	43%	27	22%	97	59%
Soap Donation	141	63%	120	64%	21	57%	6	33%	27	59%	97	66%
≥75% F&B with Reusable Food Service Ware	138	78%	119	80%	19	63%	6	50%	26	73%	95	82%
Food Waste Composting	140	29%	121	31%	19	11%	7	0%	26	23%	96	32%
Waste Audit	143	44%	122	49%	21	14%	7	29%	27	37%	98	48%
Food Waste Generated	77	38%	65	40%	12	25%			21	33%	50	40%

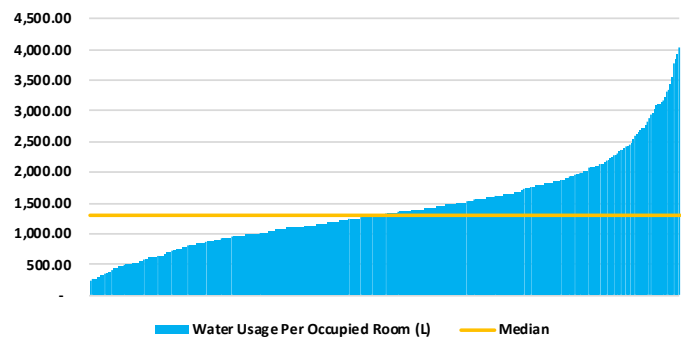
AUSTRALIA	ALL		FULL SERVICE		LTD SERVICE		AIRPORT		RESORT		CITY/URBAN	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Food Prevention Strategies	73	25%	61	30%	12	0%			21	38%	47	19%
- Training	17	82%	17	82%					8	88%	8	75%
- Adjusting portion size	16	63%	16	63%					8	63%	7	71%
- Redesign menu	18	83%	18	83%					8	88%	9	78%
- Change size of serving vessel	17	53%	17	53%					8	63%	8	50%
Food Donation	77	14%	65	14%	12	17%			21	19%	50	12%
≥75% Low-Flow Toilets	134	78%	114	76%	20	90%	6	100%	24	79%	94	78%
≥75% Efficient Faucets	135	76%	115	76%	20	75%	7	100%	24	54%	94	79%
≥75% Efficient Showerheads	135	79%	115	77%	20	85%	6	67%	24	79%	95	79%
Water Tracking	137	89%	116	92%	21	71%	7	100%	25	80%	95	92%
Graywater Reuse	137	4%	116	5%	21	0%	7	14%	25	16%	95	0%
Low-flow Pre-Rinse Kitchen Spray Valves	134	53%	115	57%	19	32%	6	67%	24	46%	94	55%
Water Sub-Metering	136	32%	116	34%	20	25%	7	14%	25	40%	94	30%
- Fitness Facility	38	37%	34	38%					8	50%	24	42%
- Food & Beverage Facilities	42	62%	37	62%	5	60%			8	38%	28	64%
- Guestrooms	40	60%	35	54%	5	100%			8	75%	26	50%
- Landscaping/ Grounds Keeping	42	50%	37	49%	5	60%			9	89%	27	37%
Preventive Maintenance Program	142	94%	121	93%	21	100%	7	100%	26	100%	98	93%
Written Environmental Policy(ies)	140	76%	119	77%	21	71%	6	100%	26	85%	97	76%
Green Practices Shared on Website	137	43%	116	44%	21	38%	6	67%	25	48%	95	43%
Green Champion	140	64%	119	64%	21	62%	7	71%	25	72%	97	63%
Green Team	139	51%	118	54%	21	33%	6	50%	25	52%	97	54%
Staff Training	140	58%	119	61%	21	43%	6	33%	26	50%	97	62%
Employee Volunteering Opps During Wrk Hrs	140	62%	119	66%	21	43%	6	33%	26	65%	97	63%
Staff Recognition	140	58%	119	59%	21	52%	6	50%	26	62%	97	61%
Comment/Suggestion Process	139	48%	118	50%	21	38%	6	17%	26	42%	96	53%
>50% Green Cleaning Products	135	59%	114	61%	21	48%	7	43%	25	48%	92	65%
100% Non-Smoking	140	85%	120	86%	20	80%	7	71%	25	56%	97	96%
≥75% of Non-Smoking Guestrooms	141	97%	121	98%	20	95%	7	100%	26	100%	97	96%
3rd-Party Certification	138	23%	118	23%	20	25%	6	17%	26	15%	95	27%
Carbon Footprint Measured	138	37%	118	38%	20	30%	6	33%	26	27%	95	41%
Local Procurement Policy	138	73%	118	78%	20	45%	6	83%	25	84%	96	72%
Green Roof	141	21%	121	21%	20	20%	7	0%	26	12%	97	27%
Vegetable Garden	140	11%	120	10%	20	15%	6	17%	26	8%	97	11%
Beekeeping	141	10%	121	11%	20	5%	7	14%	26	4%	97	12%
Procurement Requirements	139	33%	119	37%	20	10%	6	17%	26	35%	96	38%
- Contractors	36	72%	33	70%					6	33%	30	80%
- Service Providers	41	73%	39	72%					8	63%	31	81%
- Suppliers	46	93%	44	93%					9	100%	36	94%
- Other	32	50%	30	47%					6	17%	25	60%



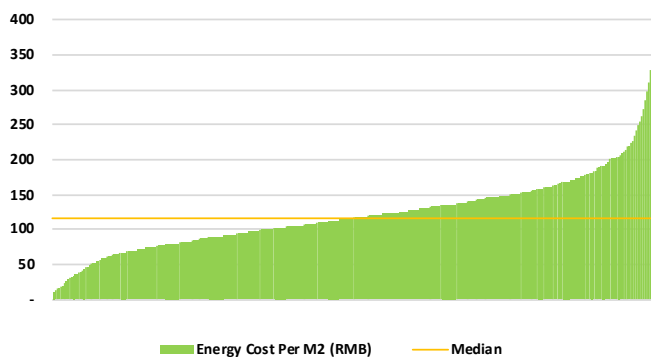
CHINA: Energy Usage Per Square Metre (kWh)



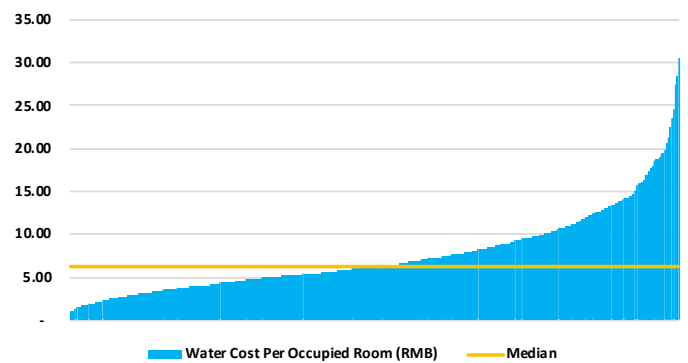
CHINA: Water Usage Per Occupied Room (L)



CHINA: Energy Cost Per Square Metre (RMB)



CHINA: Water Cost Per Occupied Room (RMB)



CHINA		ENERGY				WATER				GHG EMISSIONS	
		Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR
ALL	Count	824	854	943	952	611	606	640	663	828	862
	High	693	496	365	332	8,849	4,032	45	31	282	261
	Mean	224	149	121	90	2,241	1,422	11	8	95	65
	Q3	273	188	147	108	2,745	1,762	13	10	114	78
	Median	205	138	116	78	2,032	1,316	9	6	89	59
	Q1	154	89	87	57	1,494	956	7	4	69	41
	Low	70	16	10	11	230	223	2	1	22	9
FULL SERVICE	Count	801	827	908	920	594	587	620	642	805	835
	High	693	496	365	332	8,849	4,032	45	31	282	261
	Mean	225	153	122	92	2,257	1,447	11	8	96	66
	Q3	274	189	149	109	2,753	1,782	13	10	115	78
	Median	207	140	117	79	2,039	1,333	9	6	89	59
	Q1	155	92	88	59	1,503	974	7	4	69	43
	Low	81	32	10	13	230	223	2	1	22	14
LIMITED SERVICE	Count	23	27	35	32	17	19	20	21	23	27
	High	446	84	309	295	3,899	1,517	37	24	200	46
	Mean	181	44	84	42	1,696	668	11	4	77	20
	Q3	213	64	113	42	1,966	958	13	5	89	24
	Median	161	38	82	27	1,527	504	8	3	70	18
	Q1	128	29	44	21	1,026	378	4	2	58	14
	Low	70	16	10	11	640	232	2	1	31	9
AIRPORT	Count	12	11	13	13	11	12	12	12	12	11
	High	459	185	247	142	3,239	1,093	12	5	159	91
	Mean	221	106	144	63	1,791	728	8	3	99	47
	Q3	261	128	152	75	2,087	896	9	4	116	57
	Median	197	97	130	61	1,797	846	8	4	97	45
	Q1	160	74	124	41	1,245	490	5	2	81	39
	Low	96	45	70	21	865	259	4	1	51	17
RESORT	Count	162	156	192	195	121	99	129	131	162	159
	High	560	496	360	325	7,760	3,932	42	31	269	242
	Mean	198	183	113	122	2,584	2,005	13	11	87	83
	Q3	241	222	140	149	3,389	2,691	16	14	104	104
	Median	177	162	102	107	2,137	1,997	10	10	80	71
	Q1	140	113	78	76	1,429	1,266	6	6	63	54
	Low	81	16	10	17	331	223	2	1	30	10
CITY/ URBAN	Count	516	546	586	594	384	399	400	418	518	550
	High	660	476	363	305	8,849	4,032	45	25	257	224
	Mean	234	141	125	82	2,161	1,296	11	7	99	60
	Q3	288	177	151	98	2,662	1,626	13	8	119	73
	Median	218	133	120	74	2,027	1,246	9	6	94	57
	Q1	164	86	90	52	1,495	877	7	4	72	39
	Low	70	19	10	11	230	232	2	1	22	9
CONVENTION/ CONFERENCE CENTER	Count	132	140	150	148	93	94	97	100	134	141
	High	693	433	365	332	6,165	3,923	41	28	282	261
	Mean	216	148	113	85	2,192	1,454	10	8	90	62
	Q3	267	181	138	97	2,624	1,651	12	9	106	72
	Median	199	125	111	76	2,032	1,370	9	6	85	54
	Q1	151	87	82	59	1,564	1,088	6	5	66	41
	Low	83	37	17	13	778	443	3	2	32	19

CHINA	ALL		FULL SERVICE		LTD SERVICE		AIRPORT		RESORT		CITY/URBAN		CON/CONF	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Towel Reuse Program?	987	87%	948	87%	39	82%	14	79%	208	84%	610	88%	153	88%
Opt-Out Linen Reuse	770	51%	747	51%	23	35%	10	60%	162	52%	479	51%	118	47%
≥75% LED Lighting	1095	80%	1015	83%	80	46%	15	80%	221	82%	692	79%	165	79%
Variable Frequency Drives	1038	81%	997	82%	41	46%	14	71%	215	81%	646	81%	161	82%
- Main Air Handling Units	1093	94%	1013	93%	80	98%	15	73%	221	92%	690	94%	165	93%
- Kitchen Hoods	1092	24%	1012	25%	80	5%	14	7%	221	23%	690	24%	165	27%
- Elevators	1091	92%	1011	92%	80	98%	15	93%	221	94%	688	92%	165	93%
- Water Pumps	1093	36%	1013	38%	80	6%	14	43%	221	41%	691	34%	165	38%
- Refrigeration Units	1092	90%	1012	89%	80	99%	15	93%	221	94%	689	89%	165	88%
- Other	1073	10%	993	11%	80	3%	14	7%	220	11%	676	9%	161	12%
Renewable Power Generated?	1043	18%	1002	18%	41	15%	14	21%	217	24%	648	16%	162	20%
- Wind Power	1091	93%	1011	92%	80	99%	15	93%	221	87%	690	95%	163	92%
- Solar PV	1094	1%	1014	1%	80	0%	15	0%	221	2%	692	1%	164	2%
- Heat Pump	1092	96%	1012	95%	80	99%	15	93%	221	95%	690	96%	164	96%
- Solar Thermal	1094	4%	1014	5%	80	1%	15	7%	221	7%	692	3%	164	5%
- Geothermal	1092	0%	1012	0%	80	0%	15	0%	221	2%	691	0%	163	0%
- Hydroelectric	1092	0%	1012	0%	80	0%	15	0%	221	0%	690	0%	164	0%
- Cogeneration	1092	94%	1012	93%	80	99%	15	93%	221	90%	691	95%	163	94%
- Other	1093	95%	1013	95%	80	99%	15	93%	221	93%	691	96%	164	93%
Carbon Offsets or Renewable Energy Certificate Purchase	1024	6%	985	6%	39	5%	14	0%	210	9%	636	5%	162	5%
≥75% Guestrooms Have Digital Thermostats	1095	77%	1015	81%	80	23%	15	67%	221	77%	692	77%	165	77%
≥75% Guestrooms Have Occupancy Sensors	1095	59%	1015	62%	80	16%	15	40%	221	60%	692	58%	165	61%
≥75% Meeting Rooms Have Digital Thermostats	1095	72%	1015	76%	80	18%	15	73%	221	72%	692	73%	165	68%
≥75% Meeting Rooms Have Occupancy Sensors	1095	44%	1015	47%	80	11%	15	27%	221	42%	692	45%	165	44%
Energy Sub-metering	1041	84%	1001	85%	40	60%	14	50%	215	82%	648	85%	162	89%
- Fitness Facility	1084	88%	1005	88%	79	86%	15	87%	220	87%	684	88%	163	88%
- Food & Beverage Facilities	1094	58%	1014	61%	80	23%	15	33%	221	54%	691	59%	165	65%
- Guestrooms	1091	94%	1011	94%	80	98%	15	93%	221	94%	688	94%	165	93%
- Public Spaces	1090	47%	1010	49%	80	13%	15	33%	221	45%	688	46%	164	54%
Energy Tracking	1030	100%	991	100%	39	97%	14	100%	211	100%	641	100%	162	100%
Benchmarking Energy among Peers	1019	73%	981	74%	38	63%	14	86%	207	70%	634	74%	162	75%
Energy Audit	1028	0%	990	0%	38	0%	14	0%	210	0%	640	0%	162	0%
Electric Vehicles	1027	40%	989	41%	38	16%	14	50%	209	54%	640	33%	162	46%
Recycling in Common Areas	1000	80%	965	81%	35	49%	13	77%	206	85%	626	79%	153	77%
Recycling Bins in Guestrooms	994	69%	959	69%	35	57%	13	77%	205	72%	620	68%	154	67%
≥75% Guestrooms with Bulk Soap/Shampoo Dispensers	691	72%	663	73%	28	61%	10	40%	149	81%	424	70%	108	71%

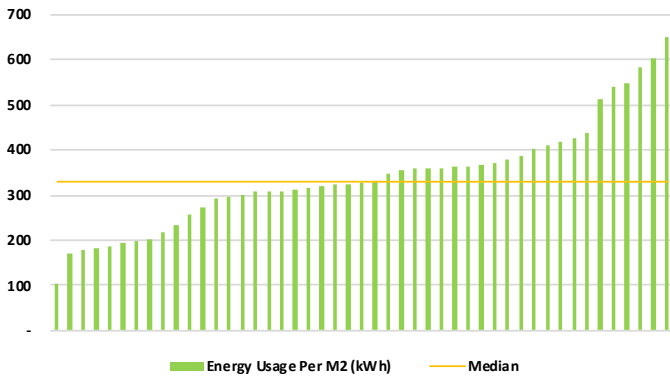
CHINA	ALL		FULL SERVICE		LTD SERVICE		AIRPORT		RESORT		CITY/URBAN		CON/CONF	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Waste and Recycling Tracking	959	52%	924	53%	35	26%	13	54%	196	56%	598	51%	150	54%
Soap Donation	973	19%	938	20%	35	6%	13	31%	201	20%	607	19%	150	17%
≥75% F&B with Reusable Food Service Ware	969	74%	934	75%	35	54%	12	67%	201	76%	605	75%	149	71%
Food Waste Composting	969	38%	934	39%	35	14%	13	54%	201	42%	603	36%	150	40%
Waste Audit	972	10%	937	10%	35	3%	13	8%	200	11%	605	11%	152	8%
≥75% Low-Flow Toilets	982	86%	948	87%	34	65%	13	92%	201	84%	613	87%	153	88%
≥75% Efficient Faucets	823	74%	800	75%	23	74%	12	75%	167	74%	517	76%	126	67%
≥75% Efficient Showerheads	850	77%	819	78%	31	52%	12	75%	174	74%	525	78%	137	75%
Water Tracking	1021	100%	984	100%	37	97%	14	100%	207	100%	638	100%	160	100%
Graywater Reuse	1026	21%	988	21%	38	11%	14	7%	209	32%	640	17%	161	21%
Low-flow Pre-Rinse Kitchen Spray Valves	1013	37%	977	38%	36	11%	14	14%	205	43%	632	37%	160	34%
Water Sub-Metering	1029	81%	991	82%	38	66%	14	57%	209	82%	642	80%	162	85%
- Fitness Facility	1087	90%	1008	90%	79	90%	15	93%	220	90%	686	89%	164	90%
- Food & Beverage Facilities	1094	52%	1014	55%	80	15%	15	33%	221	51%	691	51%	165	57%
- Guestrooms	1093	92%	1013	92%	80	96%	15	93%	220	93%	691	92%	165	93%
- Landscaping/ Grounds Keeping	1087	41%	1008	43%	79	9%	15	13%	220	45%	687	40%	163	44%
Preventive Maintenance Program	1016	98%	979	99%	37	76%	13	100%	207	98%	636	97%	158	99%
Written Environmental Policy(ies)	978	71%	944	72%	34	41%	13	69%	198	76%	612	70%	153	65%
Green Practices Shared on Website	954	47%	920	48%	34	29%	13	54%	195	49%	597	47%	147	47%
Green Champion	980	52%	944	52%	36	39%	13	69%	198	54%	614	54%	153	42%
Green Team	969	67%	940	67%	29	55%	13	85%	197	69%	604	68%	153	61%
Staff Training	986	78%	951	78%	35	66%	13	92%	202	80%	616	78%	153	72%
Employee Volunteering Opps During Work Hours	969	52%	934	53%	35	29%	13	54%	200	57%	603	53%	151	44%
Staff Recognition	970	65%	935	65%	35	57%	13	46%	197	68%	607	65%	151	61%
Comment/Suggestion Process	965	42%	930	43%	35	31%	13	46%	197	43%	600	42%	153	42%
>50% Green Cleaning Products	958	90%	925	90%	33	76%	13	100%	198	89%	596	90%	149	87%
100% Non-Smoking	979	85%	944	86%	35	63%	13	77%	203	88%	608	83%	153	91%
≥75% of Non-Smoking Guestrooms	954	50%	928	51%	26	42%	13	31%	193	49%	597	51%	149	49%
3rd-Party Certification	934	34%	901	35%	33	18%	13	15%	193	36%	581	34%	145	35%
Carbon Footprint Measured	973	48%	939	49%	34	24%	13	38%	200	47%	608	49%	150	47%
Local Procurement Policy	961	90%	928	91%	33	67%	13	92%	200	90%	599	90%	147	89%
Green Roof	992	27%	957	28%	35	17%	13	31%	206	31%	618	26%	153	29%
Vegetable Garden	993	8%	958	9%	35	3%	13	15%	206	14%	617	7%	155	5%
Beekeeping	984	3%	949	3%	35	3%	13	0%	204	4%	612	3%	153	2%
Procurement Requirements	936	69%	902	70%	34	50%	13	69%	198	75%	583	68%	140	65%
- Contractors	1083	98%	1005	98%	78	100%	15	100%	220	100%	685	98%	161	99%
- Service Providers	1090	98%	1010	98%	80	100%	15	100%	220	100%	690	98%	163	98%
- Suppliers	1089	31%	1010	33%	79	8%	15	33%	220	31%	688	32%	164	26%
- Other	1059	94%	981	93%	78	100%	14	100%	218	96%	665	93%	160	94%



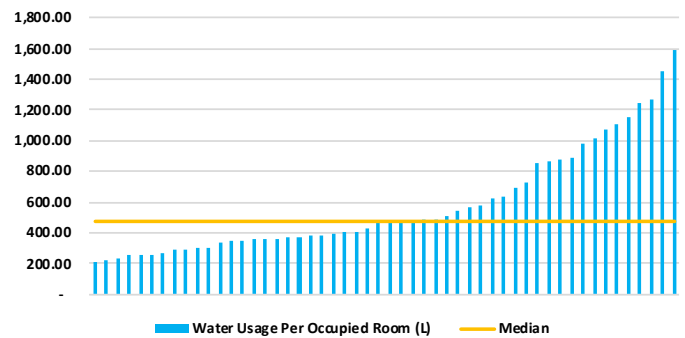


HONG KONG		ENERGY				WATER				GHG EMISSIONS	
		Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR
ALL	Count	47	35	55	57	47	52	51	58	49	35
	High	649	235	762	147	4,833	1,586	53	12	438	160
	Mean	341	90	385	61	2,873	583	23	4	235	58
	Q3	382	100	456	68	3,797	759	32	5	278	65
	Median	328	68	384	53	2,775	471	20	3	229	44
	Q1	283	51	291	42	2,120	351	15	2	188	34
	Low	106	41	90	25	210	213	5	1	78	25
CITY/ URBAN	Count	41	29	47	50	41	45	44	50	43	29
	High	649	235	762	147	4,833	1,586	53	12	438	160
	Mean	342	88	401	60	2,939	570	24	4	238	57
	Q3	378	103	458	66	3,832	726	32	6	275	64
	Median	325	65	386	51	2,775	431	20	3	232	44
	Q1	293	49	318	42	2,118	344	17	2	193	33
	Low	171	41	180	25	210	213	7	1	109	25

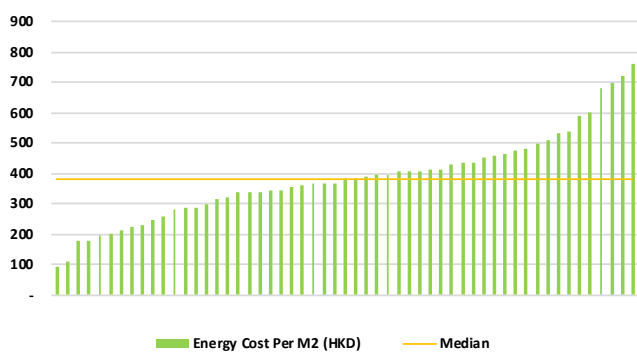
HONG KONG: Energy Usage Per Square Metre (kWh)



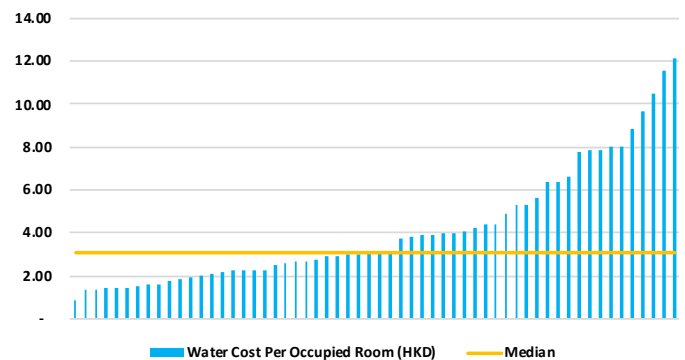
HONG KONG: Water Usage Per Occupied Room (L)



HONG KONG: Energy Cost Per Square Metre (HKD)



HONG KONG: Water Cost Per Occupied Room (HKD)

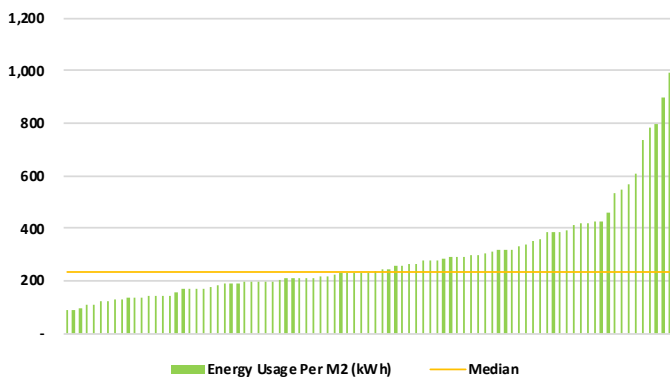


HONG KONG	ALL		CITY/URBAN	
	Count	Yes	Count	Yes
Towel Reuse Program?	72	88%	61	87%
Opt-Out Linen Reuse	58	38%	50	40%
≥75% LED Lighting	70	59%	59	56%
Variable Frequency Drives	73	66%	62	68%
- Main Air Handling Units	26	85%	22	82%
- Kitchen Hoods	25	32%	21	33%
- Elevators	27	33%	23	30%
- Water Pumps	27	67%	23	70%
- Refrigeration Units	28	54%	24	58%
- Other	18	11%	14	7%
Renewable Power Generated?	75	8%	64	9%
Carbon Offsets or Renewable Energy Certificate Purchase	74	0%	63	0%
≥75% Guestrooms Have Digital Thermostats	61	85%	53	85%
≥75% Guestrooms Have Occupancy Sensors	39	85%	35	86%
≥75% Meeting Rooms Have Digital Thermostats	45	80%	39	82%
≥75% Meeting Rooms Have Occupancy Sensors	11	64%	11	64%
Energy Sub-metering	71	69%	60	68%
- Fitness Facility	23	35%	18	39%
- Food & Beverage Facilities	25	80%	20	85%
- Guestrooms	26	85%	21	86%
- Public Spaces	25	72%	20	80%
Energy Tracking	74	99%	63	98%
Benchmarking Energy among Peers	73	48%	62	47%
Energy Audit	73	37%	62	37%
Electric Vehicles	72	26%	62	24%
Recycling in Common Areas	71	76%	61	75%
Recycling Bins in Guestrooms	73	23%	62	19%
≥75% Guestrooms with Soap/Shampoo Dispensers	33	67%	31	71%
Waste and Recycling Tracking	70	56%	59	56%
Soap Donation	72	43%	61	43%
≥75% F&B with Reusable Food Service Ware	54	93%	47	94%
Food Waste Composting	67	22%	56	21%
Waste Audit	66	18%	56	18%
≥75% Low-Flow Toilets	60	80%	54	80%

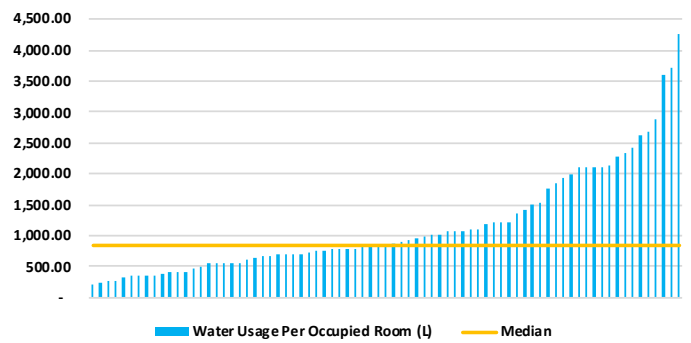
HONG KONG	ALL		CITY/URBAN	
	Count	Yes	Count	Yes
≥75% Efficient Faucets	43	67%	35	63%
≥75% Efficient Showerheads	51	73%	43	72%
Water Tracking	73	100%	62	100%
Graywater Reuse	73	4%	62	5%
Low-flow Pre-Rinse Kitchen Spray Valves	71	20%	60	22%
Water Sub-Metering	73	79%	62	79%
- Fitness Facility	28	25%	22	27%
- Food & Beverage Facilities	32	88%	26	88%
- Guestrooms	32	88%	26	88%
- Landscaping/Grounds Keeping	31	45%	25	48%
Preventive Maintenance Program	71	96%	62	95%
Written Environmental Policy(ies)	68	60%	59	59%
Green Practices Shared on Website	66	47%	58	50%
Green Champion	72	56%	62	56%
Green Team	71	70%	62	69%
Staff Training	68	54%	59	54%
Employee Volunteering Opportunities During Work Hours	66	62%	58	59%
Staff Recognition	67	37%	59	41%
Comment/Suggestion Process	66	45%	58	48%
>50% Green Cleaning Products	60	47%	51	47%
100% Non-Smoking	71	70%	61	70%
≥75% of Non-Smoking Guestrooms	66	89%	57	91%
3rd-Party Certification	63	30%	53	30%
Carbon Footprint Measured	68	46%	59	42%
Local Procurement Policy	67	67%	58	69%
Green Roof	71	23%	61	23%
Vegetable Garden	71	3%	61	3%
Beekeeping	70	0%	61	0%
Procurement Requirements	61	39%	52	40%
- Contractors	17	88%	14	93%
- Service Providers	17	88%	14	93%
- Suppliers	17	100%	14	100%
- Other	10	60%	7	71%



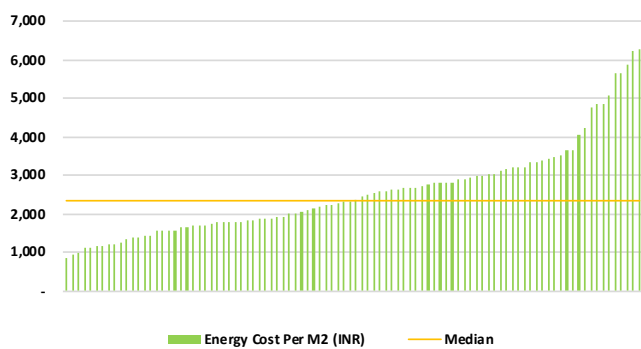
INDIA: Energy Usage Per Square Metre (kWh)



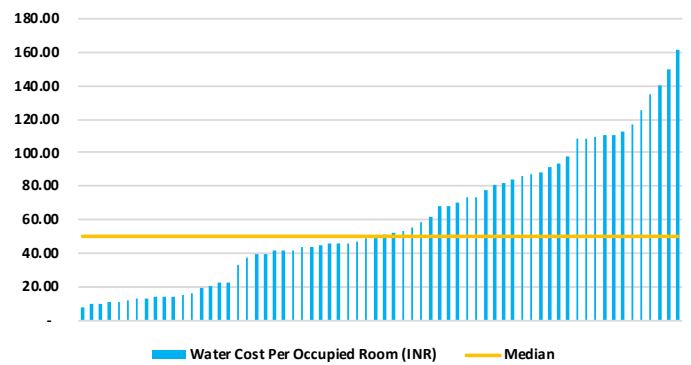
INDIA: Water Usage Per Occupied Room (L)



INDIA: Energy Cost Per Square Metre (INR)



INDIA: Water Cost Per Occupied Room (INR)



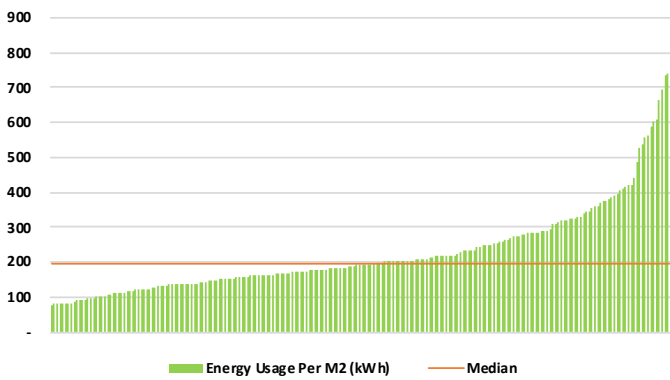
INDIA		ENERGY				WATER				GHG EMISSIONS	
		Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR
ALL	Count	89	95	96	101	69	77	69	66	90	98
	High	990	266	6,287	1,922	7,608	4,265	348	161	517	192
	Mean	289	113	2,574	985	2,375	1,169	120	60	174	71
	Q3	332	144	3,049	1,270	2,825	1,499	177	87	193	88
	Median	234	109	2,342	931	2,037	857	95	50	155	69
	Q1	187	69	1,725	676	1,369	568	53	26	116	48
	Low	90	25	861	268	215	214	11	8	64	18
FULL SERVICE	Count	71	76	76	78	53	61	56	55	72	79
	High	990	266	6,287	1,922	7,608	4,265	348	161	517	192
	Mean	300	124	2,521	1,062	2,454	1,348	126	65	178	77
	Q3	345	162	2,991	1,382	2,825	1,935	180	93	205	91
	Median	258	119	2,255	981	2,050	1,064	96	56	159	72
	Q1	190	82	1,725	744	1,369	731	56	40	116	54
	Low	90	40	861	276	215	346	13	8	64	29
LIMITED SERVICE	Count	18	19	20	23	16	16	13	11	18	19
	High	547	144	5,635	1,264	3,844	869	249	88	353	93
	Mean	246	70	2,779	723	2,115	487	96	36	160	45
	Q3	272	99	3,361	954	2,713	626	146	46	174	59
	Median	214	58	2,511	683	1,693	419	73	23	142	38
	Q1	173	40	1,739	461	1,380	306	36	15	106	26
	Low	111	25	1,119	268	447	214	11	10	79	18
AIRPORT	Count	7	7	8	8	5	5	5	5	7	7
	High	416	178	4,775	1,329	2,658	959	348	126	289	94
	Mean	297	112	2,752	998	1,794	597	261	95	176	66
	Q3	390	135	3,105	1,210	2,584	853	332	111	203	77
	Median	332	118	2,634	970	2,037	731	309	110	174	70
	Q1	219	89	2,327	895	1,246	229	205	110	142	59
	Low	111	41	1,119	475	447	214	110	20	79	27
RESORT	Count	7	8	8	9	6	8	7	7	7	9
	High	423	243	3,345	1,790	6,969	4,265	212	161	226	192
	Mean	298	168	2,600	1,535	2,816	2,168	90	83	177	116
	Q3	348	192	2,805	1,703	2,766	3,635	151	111	206	116
	Median	290	160	2,650	1,616	2,500	1,661	60	74	170	111
	Q1	251	139	2,407	1,499	1,758	1,060	18	59	154	100
	Low	176	115	1,821	1,023	562	346	17	8	124	76
CITY/ URBAN	Count	58	57	60	61	44	46	43	43	59	58
	High	990	266	6,287	1,922	7,608	2,897	312	134	517	170
	Mean	286	110	2,530	893	2,485	1,153	107	52	174	66
	Q3	303	145	3,042	1,134	3,232	1,531	160	80	181	83
	Median	230	96	2,163	757	2,054	983	80	46	154	59
	Q1	174	59	1,636	615	1,383	582	42	19	109	41
	Low	92	35	956	268	215	271	13	10	64	23
CONVENTION/ CONFERENCE CENTER	Count		5	5	5		5				5
	High		172	3,640	1,507		2,637				95
	Mean		118	2,384	1,191		1,146				74
	Q3		121	2,795	1,455		978				85
	Median		115	2,376	1,149		907				75
	Q1		109	1,666	984		640				61
	Low		74	1,443	861		568				52

INDIA	ALL		FULL SERVICE		LTD SERVICE		AIRPORT		RESORT		CITY/URBAN		CON/CONF	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Towel Reuse Program?	114	89%	91	88%	23	91%	8	100%	11	91%	69	86%	6	100%
Opt-Out Linen Reuse	122	90%	98	88%	24	100%	9	89%	12	75%	73	93%	6	67%
≥75% LED Lighting	120	91%	96	89%	24	100%	9	100%	11	91%	72	90%	6	67%
Variable Frequency Drives	117	85%	93	85%	24	88%	9	78%	11	91%	71	85%	6	100%
- Main Air Handling Units	122	80%	98	85%	24	58%	9	78%	12	92%	73	77%	6	83%
- Kitchen Hoods	121	59%	97	61%	24	50%	9	44%	12	75%	73	60%	5	60%
- Elevators	122	89%	98	92%	24	75%	9	78%	12	100%	73	89%	6	100%
- Water Pumps	122	97%	98	97%	24	96%	9	100%	12	100%	73	97%	6	100%
- Refrigeration Units	122	66%	98	67%	24	58%	9	67%	12	75%	73	66%	6	50%
- Other	120	79%	96	84%	24	58%	9	89%	11	91%	72	75%	6	83%
Renewable Power Generated?	120	21%	96	23%	24	13%	9	11%	11	18%	72	24%	6	17%
- Wind Power	14	21%	11	27%							12	25%		
- Solar PV	18	39%	15	47%							12	33%		
- Heat Pump	17	59%	14	57%							13	62%		
- Solar Thermal	15	47%	12	50%							11	45%		
- Geothermal	12	0%	9	0%							10	0%		
- Hydroelectric	12	0%	9	0%							10	0%		
- Cogeneration	15	27%	12	33%							11	9%		
- Other	19	11%	17	12%							13	15%		
Carbon Offsets or Renewable Energy Certificate Purchase	112	18%	88	19%	24	13%	8	25%	10	20%	69	23%	6	0%
≥75% Guestrooms Have Digital Thermostats	111	96%	87	95%	24	100%	8	100%	12	100%	66	97%	6	83%
≥75% Guestrooms Have Occupancy Sensors	77	94%	62	92%	15	100%	5	100%	8	100%	45	98%	5	60%
≥75% Meeting Rooms Have Digital Thermostats	80	91%	64	92%	16	88%			10	100%	47	85%	5	100%
≥75% Meeting Rooms Have Occupancy Sensors	29	79%	25	80%							13	77%		
Energy Sub-metering	120	78%	96	79%	24	71%	9	67%	11	82%	72	78%	6	83%
- Fitness Facility	89	64%	72	72%	17	29%	6	67%	8	50%	54	69%	5	80%
- Food & Beverage Facilities	90	87%	74	84%	16	100%	6	100%	8	88%	54	91%	5	80%
- Guestrooms	90	92%	73	90%	17	100%	6	83%	8	100%	55	91%	5	80%
- Public Spaces	90	89%	73	88%	17	94%	6	100%	8	75%	55	89%	5	80%
Energy Tracking	116	100%	92	100%	24	100%	8	100%	11	100%	70	100%	6	100%
Benchmarking Energy among Peers	114	77%	90	79%	24	71%	8	88%	11	64%	69	75%	6	100%
Energy Audit	115	50%	91	56%	24	29%	8	75%	10	30%	70	56%	6	67%
Electric Vehicles	112	16%	89	18%	23	9%	8	0%	12	50%	66	17%	6	0%
Recycling in Common Areas	113	81%	90	83%	23	70%	7	100%	11	73%	71	77%	6	100%
Recycling Bins in Guestrooms	112	54%	89	57%	23	39%	7	57%	11	73%	71	51%	6	67%
≥75% Guestrooms with Bulk Soap/ Shampoo Dispensers	33	76%	21	67%	12	92%					23	83%		
Waste and Recycling Tracking	112	74%	90	76%	22	68%	7	86%	11	73%	69	75%	6	83%

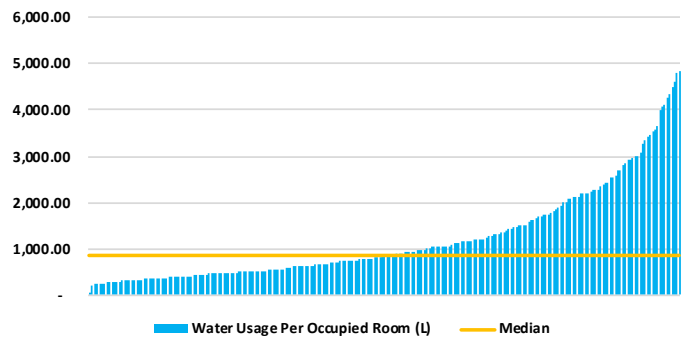
INDIA	ALL		FULL SERVICE		LTD SERVICE		AIRPORT		RESORT		CITY/URBAN		CON/CONF	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Soap Donation	111	54%	88	52%	23	61%	7	71%	11	55%	69	51%	6	33%
≥75% F&B with Reusable Food Service Ware	94	87%	77	88%	17	82%	5	80%	10	90%	58	90%	5	100%
Food Waste Composting	113	71%	90	74%	23	57%	7	57%	11	45%	69	77%	6	83%
Waste Audit	111	26%	88	28%	23	17%	7	29%	10	20%	69	28%	6	67%
≥75% Low-Flow Toilets	90	92%	70	94%	20	85%	6	100%	7	100%	54	93%	6	100%
≥75% Efficient Faucets	88	92%	68	91%	20	95%	5	100%	7	86%	57	93%		
≥75% Efficient Showerheads	80	84%	61	82%	19	89%	5	100%	6	83%	51	86%		
Water Tracking	98	98%	78	97%	20	100%	6	100%	7	100%	62	97%	6	100%
Graywater Reuse	111	86%	89	89%	22	77%	8	100%	10	100%	68	82%	6	100%
Low-flow Pre-Rinse Kitchen Spray Valves	113	85%	89	81%	24	100%	8	88%	10	90%	70	84%	6	83%
Water Sub-Metering	113	58%	89	58%	24	54%	8	63%	10	80%	70	54%	6	83%
- Fitness Facility	63	51%	51	55%	12	33%			6	33%	40	48%	5	80%
- Food & Beverage Facilities	66	74%	53	74%	13	77%	5	100%	6	50%	41	73%	5	80%
- Guestrooms	63	81%	51	78%	12	92%	5	80%	6	83%	39	74%	5	100%
- Landscaping/ Grounds Keeping	62	92%	51	92%	11	91%			6	100%	39	87%	5	100%
Preventive Maintenance Program	116	100%	92	100%	24	100%	8	100%	11	100%	71	100%	6	100%
Written Environmental Policy(ies)	112	89%	88	91%	24	83%	8	100%	11	91%	70	89%	6	100%
Green Practices Shared on Website	108	59%	86	58%	22	64%	8	75%	11	36%	66	56%	6	100%
Green Champion	112	73%	88	73%	24	75%	8	88%	11	73%	70	73%	6	83%
Green Team	109	72%	86	70%	23	78%	8	100%	11	45%	68	71%	6	100%
Staff Training	111	80%	88	78%	23	87%	8	100%	11	55%	69	77%	6	100%
Employee Volunteering Opportunities During Work Hours	111	93%	88	91%	23	100%	8	100%	11	82%	68	93%	6	100%
Staff Recognition	110	74%	87	72%	23	78%	8	75%	11	82%	67	72%	6	83%
Comment/Suggestion Process	107	73%	85	73%	22	73%	8	88%	11	82%	65	66%	6	83%
>50% Green Cleaning Products	108	73%	86	76%	22	64%	8	88%	11	100%	66	68%	6	50%
100% Non-Smoking	108	35%	85	35%	23	35%	6	50%	11	55%	69	30%	5	40%
≥75% of Non-Smoking Guestrooms	109	64%	86	65%	23	61%	7	57%	11	100%	69	61%	5	60%
3rd-Party Certification	105	34%	83	36%	22	27%	7	57%	11	27%	66	35%	5	60%
Carbon Footprint Measured	104	64%	82	62%	22	73%	7	86%	10	60%	65	58%	5	80%
Local Procurement Policy	107	93%	84	93%	23	91%	7	100%	10	80%	68	93%	5	100%
Green Roof	113	36%	90	38%	23	30%	8	50%	11	27%	70	36%	5	60%
Vegetable Garden	111	13%	88	10%	23	22%	7	14%	11	18%	70	13%	5	20%
Beekeeping	107	3%	84	4%	23	0%	7	14%	11	9%	69	1%	5	0%
Procurement Requirements	105	64%	82	61%	23	74%	6	67%	11	73%	67	64%	5	80%
- Contractors	61	93%	46	93%	15	93%			8	88%	37	92%		
- Service Providers	63	86%	48	85%	15	87%			8	88%	39	87%		
- Suppliers	65	97%	48	96%	17	100%			8	88%	40	98%		
- Other	54	67%	41	66%	13	69%			5	80%	35	63%		



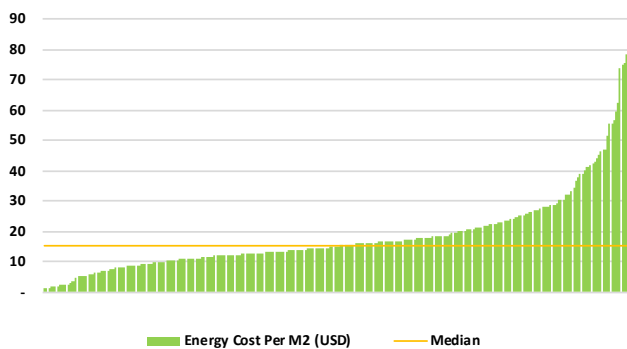
INDONESIA: Energy Usage Per Square Metre (kWh)



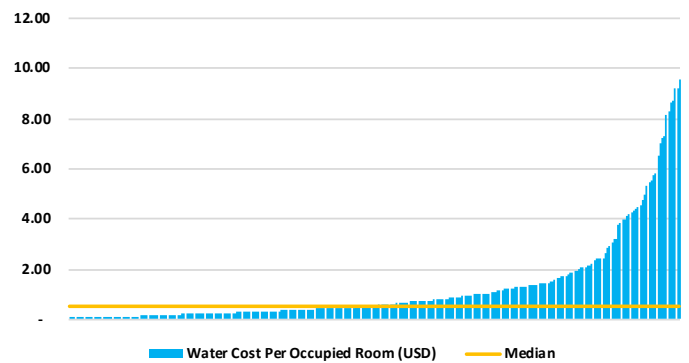
INDONESIA: Water Usage Per Occupied Room (L)



INDONESIA: Energy Cost Per Square Metre (USD)



INDONESIA: Water Cost Per Occupied Room (USD)





INDONESIA		ENERGY				WATER				GHG EMISSIONS	
		Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR
ALL	Count	222	248	280	291	240	239	252	279	226	249
	High	775	601	94	49	9,350	4,825	11	10	879	436
	Mean	228	143	19	10	2,771	1,226	2	1	154	91
	Q3	275	182	22	12	3,416	1,629	2	1	174	116
	Median	194	91	15	6	2,373	849	1	1	129	57
	Q1	145	49	11	3	1,493	494	1	0	96	33
	Low	76	12	1	1	169	63	0	0	50	6
FULL SERVICE	Count	201	224	245	260	220	213	218	247	205	225
	High	775	601	94	49	9,350	4,825	11	9	879	436
	Mean	232	153	19	11	2,842	1,307	2	1	157	97
	Q3	281	189	22	14	3,500	1,738	2	1	180	122
	Median	195	100	15	7	2,420	922	1	1	130	66
	Q1	147	58	11	4	1,548	530	1	0	97	38
	Low	81	26	1	1	204	214	0	0	50	17
LIMITED SERVICE	Count	21	24	33	29	20	26	33	31	21	24
	High	588	177	51	38	4,617	1,431	8	10	392	123
	Mean	188	43	19	5	1,982	560	2	1	125	29
	Q3	208	47	23	5	2,430	755	2	0	146	33
	Median	173	33	14	3	1,828	458	1	0	117	24
	Q1	106	23	9	2	1,172	310	0	0	76	15
	Low	76	12	1	1	169	63	0	0	56	6
AIRPORT	Count	7	7	8	8	6	6	7	7	7	7
	High	379	402	40	39	5,149	3,464	5	5	228	257
	Mean	223	137	23	12	2,972	1,168	3	1	147	88
	Q3	293	216	31	12	3,914	1,320	3	2	200	134
	Median	212	50	23	6	2,697	714	3	1	147	37
	Q1	153	32	13	3	1,866	380	1	0	100	22
	Low	76	12	8	2	1,381	325	1	0	56	9
RESORT	Count	55	64	66	69	58	48	59	64	56	64
	High	693	590	74	48	9,350	4,816	11	9	606	407
	Mean	223	195	17	15	3,189	1,624	2	2	152	126
	Q3	257	259	19	20	3,956	2,373	2	2	159	169
	Median	186	141	14	10	2,425	1,187	1	1	121	89
	Q1	139	86	11	7	1,396	768	1	0	93	57
	Low	81	39	2	2	204	63	0	0	50	26
CITY/ URBAN	Count	88	98	109	113	93	97	101	114	91	99
	High	775	573	94	46	8,293	4,825	9	10	879	436
	Mean	234	125	19	8	2,442	1,095	2	1	160	80
	Q3	277	158	23	10	3,156	1,220	3	1	186	96
	Median	198	76	15	5	2,150	734	2	0	135	50
	Q1	151	47	11	3	1,370	487	1	0	100	32
	Low	81	24	1	1	216	214	0	0	51	6
CONVENTION/ CONFERENCE CENTER	Count	24	27	28	30	25	28	24	31	24	27
	High	361	601	75	49	6,630	4,276	9	7	244	420
	Mean	220	160	19	13	2,680	1,675	2	1	142	101
	Q3	272	197	21	17	3,435	2,280	2	1	180	132
	Median	215	130	17	9	2,410	1,484	1	1	136	80
	Q1	157	72	13	5	1,728	769	0	0	105	48
	Low	120	45	1	4	261	294	0	0	74	27
B&B	Count	37	39	53	54	46	46	47	46	37	39
	High	602	590	83	27	8,755	4,099	10	2	400	204
	Mean	218	89	17	5	2,916	742	2	0	145	52
	Q3	234	68	18	5	3,487	777	2	0	157	43
	Median	189	41	15	3	2,682	505	1	0	123	26
	Q1	154	32	10	2	1,800	370	1	0	104	23
	Low	84	17	1	1	169	236	0	0	60	12

INDONESIA	ALL		FULL SERVICE		LIMITED SERVICE		AIRPORT	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Towel Reuse Program?	335	86%	293	86%	40	85%	8	88%
Opt-Out Linen Reuse	335	59%	293	59%	40	60%	8	63%
≥75% LED Lighting	335	35%	293	34%	40	45%	8	50%
Variable Frequency Drives	335	57%	293	58%	40	48%	8	50%
Main Air Handling Units	335	45%	293	46%	40	38%	8	63%
- Kitchen Hoods	335	41%	293	43%	40	28%	8	63%
- Elevators	335	76%	293	76%	40	83%	8	75%
- Water Pumps	335	72%	293	72%	40	70%	8	88%
- Refrigeration Units	335	56%	293	57%	40	55%	8	88%
Renewable Power Generated?	335	19%	293	20%	40	13%	8	25%
- Wind Power	335	1%	293	1%	40	3%	8	0%
- Solar PV	335	4%	293	5%	40	0%	8	0%
- Heat Pump	335	31%	293	31%	40	35%	8	25%
- Solar Thermal	335	8%	293	9%	40	5%	8	13%
- Other	335	2%	293	2%	40	5%	8	0%
Carbon Offsets or Renewable Energy Cert. Purchase	335	5%	293	5%	40	0%	8	0%
≥75% Guestrooms Have Digital Thermostats	335	62%	293	63%	40	58%	8	88%
≥75% Guestrooms Have Occupancy Sensors	335	54%	293	54%	40	55%	8	75%
≥75% Meeting Rooms Have Digital Thermostats	335	59%	293	59%	40	58%	8	88%
≥75% Meeting Rooms Have Occupancy Sensors	335	44%	293	43%	40	48%	8	75%
Energy Sub-metering								
- Fitness Facility	335	23%	293	24%	40	18%	8	0%
- Food & Beverage Facilities	335	44%	293	45%	40	38%	8	25%
- Guestrooms	335	30%	293	28%	40	43%	8	13%
- Public Spaces	335	30%	293	30%	40	35%	8	0%
Energy Tracking	335	93%	293	94%	40	90%	8	100%
Benchmarking Energy among Peers	335	61%	293	61%	40	58%	8	63%
Energy Audit	335	45%	293	47%	40	35%	8	75%
Electric Vehicles	335	10%	293	11%	40	5%	8	0%
Recycling in Common Areas	335	44%	293	46%	40	35%	8	38%
Recycling Bins in Guestrooms	335	31%	293	32%	40	25%	8	13%
≥75% Guestrooms with Soap/Shampoo Dispensers	335	51%	293	49%	40	58%	8	38%
Waste and Recycling Tracking	335	50%	293	49%	40	60%	8	63%
Soap Donation	335	37%	293	38%	40	28%	8	38%
≥75% F&B with Reusable Food Service Ware	335	80%	293	80%	40	80%	8	88%
Food Waste Composting	335	25%	293	27%	40	10%	8	25%

INDONESIA	RESORT		CITY/URBAN		CONV/CONF CENT.		B&B	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Towel Reuse Program?	79	92%	135	85%	36	83%	58	78%
Opt-Out Linen Reuse	79	66%	135	53%	36	58%	58	66%
≥75% LED Lighting	79	30%	135	31%	36	44%	58	47%
Variable Frequency Drives	79	71%	135	57%	36	64%	58	38%
Main Air Handling Units	79	48%	135	41%	36	61%	58	36%
- Kitchen Hoods	79	42%	135	38%	36	44%	58	36%
- Elevators	79	62%	135	80%	36	83%	58	83%
- Water Pumps	79	84%	135	64%	36	67%	58	71%
- Refrigeration Units	79	58%	135	55%	36	56%	58	53%
Renewable Power Generated?	79	22%	135	17%	36	17%	58	24%
Wind Power	79	1%	135	1%	36	0%	58	3%
Solar PV	79	6%	135	3%	36	3%	58	5%
Heat Pump	79	30%	135	29%	36	47%	58	36%
Solar Thermal	79	11%	135	6%	36	6%	58	10%
Other	79	1%	135	0%	36	3%	58	9%
Carbon Offsets or Renewable Energy Cert. Purchase	79	6%	135	4%	36	8%	58	3%
≥75% Guestrooms Have Digital Thermostats	79	68%	135	63%	36	58%	58	47%
≥75% Guestrooms Have Occupancy Sensors	79	62%	135	55%	36	50%	58	40%
≥75% Meeting Rooms Have Digital Thermostats	79	63%	135	59%	36	56%	58	47%
≥75% Meeting Rooms Have Occupancy Sensors	79	46%	135	43%	36	39%	58	40%
Energy Sub-Metering								
- Fitness Facility	79	29%	135	21%	36	33%	58	16%
- Food & Beverage Facilities	79	56%	135	39%	36	42%	58	43%
- Guestrooms	79	43%	135	24%	36	36%	58	22%
- Public Spaces	79	39%	135	29%	36	31%	58	26%
Energy Tracking	79	95%	135	93%	36	86%	58	93%
Benchmarking Energy among Peers	79	62%	135	54%	36	58%	58	69%
Energy Audit	79	49%	135	43%	36	44%	58	43%
Electric Vehicles	79	28%	135	6%	36	6%	58	3%
Recycling in Common Areas	79	62%	135	39%	36	42%	58	34%
Recycling Bins in Guestrooms	79	43%	135	29%	36	31%	58	26%
≥75% Guestrooms with Soap/Shampoo Dispensers	79	47%	135	50%	36	39%	58	71%
Waste and Recycling Tracking	79	71%	135	43%	36	56%	58	33%
Soap Donation	79	62%	135	31%	36	33%	58	21%
≥75% F&B with Reusable Food Service Ware	79	89%	135	76%	36	75%	58	84%
Food Waste Composting	79	51%	135	16%	36	22%	58	12%

INDONESIA	ALL		FULL SERVICE		LIMITED SERVICE		AIRPORT	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Waste Audit	335	43%	293	44%	40	33%	8	63%
≥75% Low-Flow Toilets	335	67%	293	67%	40	70%	8	50%
≥75% Efficient Faucets	335	54%	293	54%	40	53%	8	50%
≥75% Efficient Showerheads	335	54%	293	54%	40	53%	8	50%
Water Tracking	335	96%	293	96%	40	98%	8	88%
Graywater Reuse	335	30%	293	32%	40	20%	8	38%
Low-flow Pre-Rinse Kitchen Spray Valves	335	67%	293	68%	40	63%	8	38%
Water Sub-Metering	335	51%	293	51%	40	53%	8	63%
- Fitness Facility	335	30%	293	32%	40	23%	8	25%
- Food & Beverage Facilities	335	53%	293	54%	40	45%	8	63%
- Guestrooms	335	46%	293	45%	40	53%	8	50%
- Landscaping/ Grounds Keeping	335	42%	293	43%	40	43%	8	63%
Preventive Maintenance Program	335	95%	293	95%	40	98%	8	100%
Written Environmental Policy(ies)	335	83%	293	84%	40	75%	8	88%
Green Practices Shared on Website	335	62%	293	61%	40	63%	8	75%
Green Champion	335	67%	293	68%	40	60%	8	75%
Green Team	335	78%	293	78%	40	73%	8	75%
Staff Training	335	78%	293	78%	40	73%	8	75%
Employee Volunteering Opportunities During Work Hours	335	81%	293	81%	40	88%	8	75%
Staff Recognition	335	57%	293	58%	40	55%	8	63%
Comment/Suggestion Process	335	64%	293	65%	40	63%	8	50%
>50% Green Cleaning Products	335	75%	293	76%	40	70%	8	88%
100% Non-Smoking	335	41%	293	40%	40	48%	8	50%
≥75% of Non-Smoking Guestrooms	335	60%	293	60%	40	65%	8	75%
3rd-Party Certification	335	44%	293	45%	40	40%	8	38%
Carbon Footprint Measured	335	54%	293	54%	40	60%	8	13%
Local Procurement Policy	335	81%	293	81%	40	78%	8	100%
Green Roof	335	39%	293	39%	40	40%	8	38%
Vegetable Garden	335	13%	293	13%	40	13%	8	13%
Beekeeping	335	2%	293	3%	40	0%	8	0%
Procurement Requirements	335	66%	293	67%	40	60%	8	63%
- Contractors	335	57%	293	58%	40	53%	8	63%
- Service Providers	335	58%	293	59%	40	53%	8	63%
- Suppliers	335	68%	293	69%	40	63%	8	75%
- Other	335	42%	293	42%	40	40%	8	50%

INDONESIA	RESORT		CITY/URBAN		CONV/CONF CENT.		B&B	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Waste Audit	79	48%	135	40%	36	53%	58	34%
≥75% Low-Flow Toilets	79	67%	135	67%	36	61%	58	72%
≥75% Efficient Faucets	79	57%	135	52%	36	47%	58	59%
≥75% Efficient Showerheads	79	57%	135	52%	36	47%	58	59%
Water Tracking	79	96%	135	95%	36	100%	58	100%
Graywater Reuse	79	54%	135	21%	36	36%	58	19%
Low-flow Pre-Rinse Kitchen Spray Valves	79	68%	135	65%	36	75%	58	69%
Water Sub-Metering	79	65%	135	47%	36	42%	58	47%
- Fitness Facility	79	34%	135	31%	36	53%	58	12%
- Food & Beverage Facilities	79	57%	135	50%	36	64%	58	50%
- Guestrooms	79	56%	135	41%	36	61%	58	33%
- Landscaping/ Grounds Keeping	79	51%	135	44%	36	50%	58	26%
Preventive Maintenance Program	79	95%	135	93%	36	94%	58	98%
Written Environmental Policy(ies)	79	89%	135	81%	36	89%	58	71%
Green Practices Shared on Website	79	72%	135	59%	36	64%	58	53%
Green Champion	79	76%	135	66%	36	78%	58	52%
Green Team	79	80%	135	79%	36	89%	58	66%
Staff Training	79	84%	135	76%	36	83%	58	71%
Employee Volunteering Opportunities During Work Hours	79	95%	135	79%	36	86%	58	72%
Staff Recognition	79	61%	135	59%	36	61%	58	47%
Comment/Suggestion Process	79	77%	135	64%	36	67%	58	52%
>50% Green Cleaning Products	79	85%	135	69%	36	81%	58	67%
100% Non-Smoking	79	42%	135	29%	36	53%	58	59%
≥75% of Non-Smoking Guestrooms	79	75%	135	51%	36	69%	58	53%
3rd-Party Certification	79	61%	135	37%	36	50%	58	40%
Carbon Footprint Measured	79	63%	135	53%	36	61%	58	50%
Local Procurement Policy	79	90%	135	78%	36	86%	58	67%
Green Roof	79	39%	135	43%	36	39%	58	24%
Vegetable Garden	79	8%	135	17%	36	14%	58	9%
Beekeeping	79	5%	135	1%	36	3%	58	2%
Procurement Requirements	79	82%	135	64%	36	64%	58	52%
- Contractors	79	65%	135	53%	36	61%	58	50%
- Service Providers	79	67%	135	53%	36	64%	58	50%
- Suppliers	79	77%	135	63%	36	72%	58	59%
- Other	79	46%	135	41%	36	31%	58	43%



は住ま  
3F  
BAN-THAI RESTAURANT  
タイ料理専門店  
バンタイ  
BAN-THAI RESTAURANT  
3F

麻雀  
カトロ  
四名様専門店  
B1

HILINK

京風個室DINING  
紅桜  
3F  
美文化個室居酒屋  
寺屋  
Dining Bar TERAKOYA  
2F

焼肉  
安楽亭

ANRAKUTEL  
ANRAKUTEL  
ANRAKUTEL

半兵衛  
Hanbey

天神の宴  
完全個室  
5F

花水  
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03-6273-  
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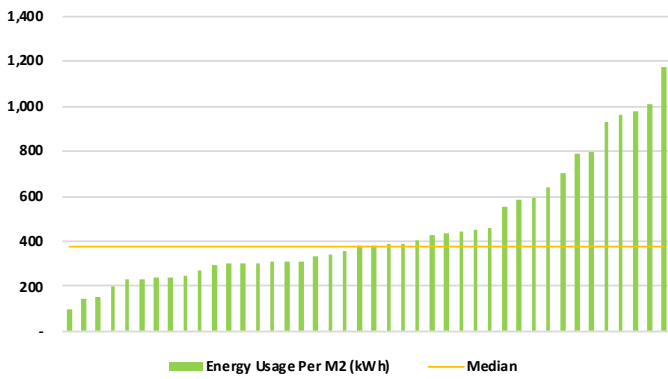
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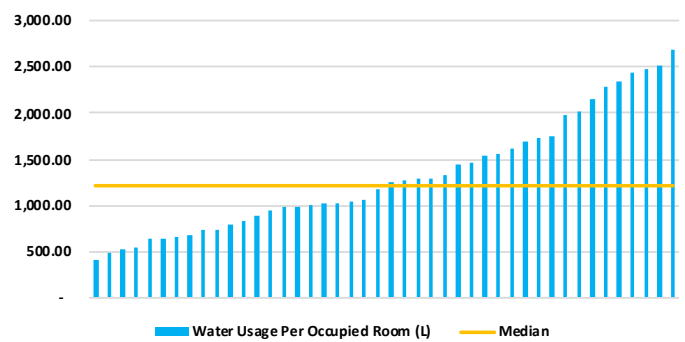
DINING BAR  
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JAPAN		ENERGY				WATER				GHG EMISSIONS	
		Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR
ALL	Count	42	45	44	48	40	44	40	46	42	42
	High	1,177	548	10,173	5,035	7,358	2,691	3,932	1,802	408	124
	Mean	454	184	5,102	1,942	3,637	1,318	1,848	693	168	60
	Q3	577	257	6,231	2,529	4,056	1,701	2,326	950	194	82
	Median	380	153	4,562	1,584	3,208	1,213	1,720	614	140	51
	Q1	296	94	3,760	1,231	2,849	828	1,313	392	121	37
	Low	98	39	2,606	534	1,592	407	552	85	36	14
FULL SERVICE	Count	42	45	44	48	40	44	40	46	42	42
	High	1,177	548	10,173	5,035	7,358	2,691	3,932	1,802	408	124
	Mean	454	184	5,102	1,942	3,637	1,318	1,848	693	168	60
	Q3	577	257	6,231	2,529	4,056	1,701	2,326	950	194	82
	Median	380	153	4,562	1,584	3,208	1,213	1,720	614	140	51
	Q1	296	94	3,760	1,231	2,849	828	1,313	392	121	37
	Low	98	39	2,606	534	1,592	407	552	85	36	14
CITY/ URBAN	Count	36	39	38	42	34	38	34	40	36	36
	High	1,177	548	10,173	5,035	7,358	2,691	3,932	1,802	408	124
	Mean	458	183	5,207	2,008	3,769	1,330	1,854	705	171	59
	Q3	588	260	6,471	2,704	4,524	1,726	2,317	969	199	81
	Median	359	152	4,657	1,603	3,268	1,213	1,730	647	138	49
	Q1	289	83	3,762	1,237	2,826	769	1,277	372	118	35
	Low	98	39	2,606	534	1,836	407	552	85	36	14

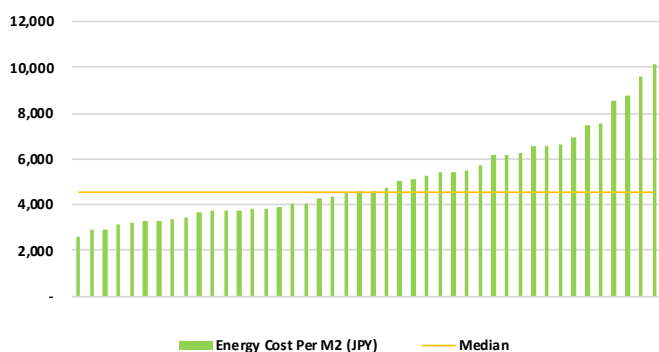
JAPAN: Energy Usage Per Square Metre (kWh)



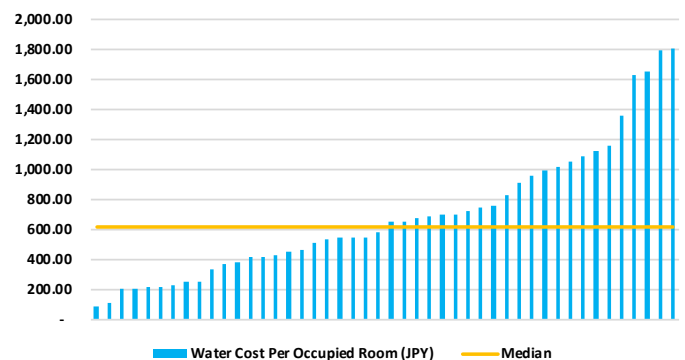
JAPAN: Water Usage Per Occupied Room (L)



JAPAN: Energy Cost Per Square Metre (JPY)



JAPAN: Water Cost Per Occupied Room (JPY)



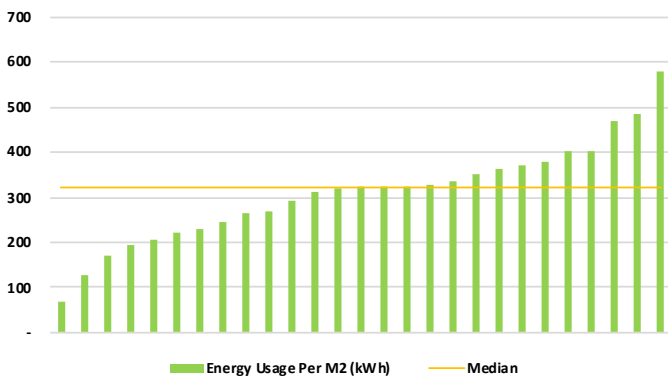
JAPAN	ALL		FULL SERVICE		LTD SERVICE	
	Count	Yes	Count	Yes	Count	Yes
Towel Reuse Program?	52	88%	52	88%	45	87%
Opt-Out Linen Reuse	52	94%	52	94%	45	93%
≥75% LED Lighting	52	56%	52	56%	46	54%
Variable Frequency Drives	52	75%	52	75%	46	76%
Main Air Handling Units	52	100%	52	100%	45	100%
- Kitchen Hoods	52	92%	52	92%	45	91%
- Elevators	52	87%	52	87%	45	87%
- Water Pumps	52	92%	52	92%	45	93%
- Refrigeration Units	52	88%	52	88%	45	89%
- Other	51	84%	51	84%	44	84%
Renewable Power Generated?	53	9%	53	9%	46	11%
Carbon Offsets or Renewable Energy Cert. Purchase	48	10%	48	10%	41	10%
≥75% Guestrooms Have Digital Thermostats	38	87%	38	87%	33	85%
≥75% Guestrooms Have Occupancy Sensors	12	83%	12	83%	11	82%
≥75% Meeting Rooms Have Digital Thermostats	36	86%	36	86%	31	87%
≥75% Meeting Rooms Have Occupancy Sensors	6	83%	6	83%	6	83%
Energy Sub-metering	52	56%	52	56%	45	53%
- Fitness Facility	27	78%	27	78%	22	73%
- Food & Beverage Facilities	28	96%	28	96%	23	96%
- Guestrooms	28	75%	28	75%	23	70%
- Public Spaces	28	86%	28	86%	23	87%
Energy Tracking	47	100%	47	100%	40	100%
Benchmarking Energy among Peers	47	40%	47	40%	40	43%
Energy Audit	47	55%	47	55%	40	53%
Electric Vehicles	48	38%	48	38%	41	37%
Recycling in Common Areas	53	79%	53	79%	46	78%
Recycling Bins in Guestrooms	52	38%	52	38%	45	40%
≥75% Guestrooms with Soap/Shampoo Dispensers	21	67%	21	67%	19	63%
Waste and Recycling Tracking	52	65%	52	65%	45	67%
Soap Donation	52	31%	52	31%	45	29%
≥75% F&B with Reusable Food Service Ware	47	85%	47	85%	40	83%
Food Waste Composting	53	40%	53	40%	46	39%
Waste Audit	53	45%	53	45%	46	43%
Food Waste Generated	16	50%	16	50%	16	50%
Food Prevention Strategies	15	33%	15	33%	15	33%
Food Donation	18	50%	18	50%	17	47%
≥75% Low-Flow Toilets	28	61%	28	61%	25	60%
≥75% Efficient Faucets	28	71%	28	71%	23	74%
≥75% Efficient Showerheads	28	68%	28	68%	25	72%
Water Tracking	51	100%	51	100%	44	100%



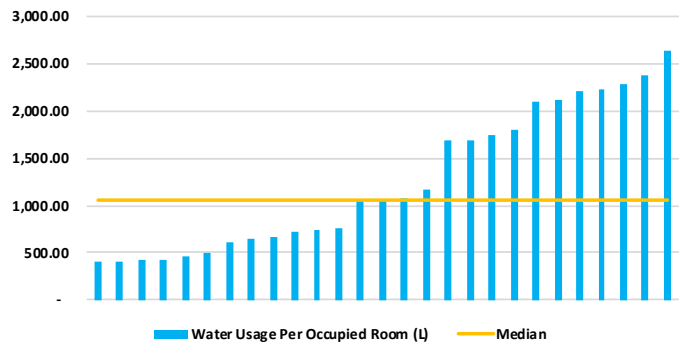
JAPAN	ALL		FULL SERVICE		LTD SERVICE	
	Count	Yes	Count	Yes	Count	Yes
Graywater Reuse	53	25%	53	25%	46	24%
Low-flow Pre-Rinse Kitchen Spray Valves	53	36%	53	36%	46	37%
Water Sub-Metering	52	67%	52	67%	45	67%
- Fitness Facility	34	79%	34	79%	29	76%
- Food & Beverage Facilities	35	94%	35	94%	30	93%
- Guestrooms	34	71%	34	71%	29	66%
- Landscaping/ Grounds Keeping	35	63%	35	63%	30	63%
Preventive Maintenance Program	53	92%	53	92%	46	91%
Written Environmental Policy(ies)	52	56%	52	56%	45	53%
Green Practices Shared on Website	52	33%	52	33%	45	38%
Green Champion	52	73%	52	73%	45	73%
Green Team	52	67%	52	67%	45	67%
Staff Training	52	63%	52	63%	45	64%
Employee Volunteering Opportunities During Work Hours	52	69%	52	69%	45	69%
Staff Recognition	51	41%	51	41%	44	36%
Comment/Suggestion Process	51	51%	51	51%	44	45%
>50% Green Cleaning Products	51	29%	51	29%	44	32%
100% Non-Smoking	53	30%	53	30%	46	33%
≥75% of Non-Smoking Guestrooms	50	72%	50	72%	43	74%
3rd-Party Certification	50	24%	50	24%	43	26%
Carbon Footprint Measured	53	57%	53	57%	46	57%
Local Procurement Policy	51	67%	51	67%	44	68%
Green Roof	53	25%	53	25%	46	24%
Vegetable Garden	53	2%	53	2%	46	2%
Beekeeping	53	2%	53	2%	46	2%
Procurement Requirements	50	26%	50	26%	43	28%
- Contractors	13	69%	13	69%	12	67%
- Service Providers	13	62%	13	62%	13	62%
- Suppliers	12	100%	12	100%	12	100%
- Other	12	42%	12	42%	12	42%



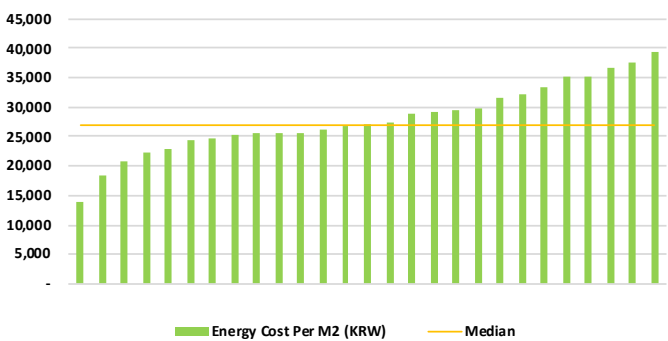
KOREA: Energy Usage Per Square Metre (kWh)



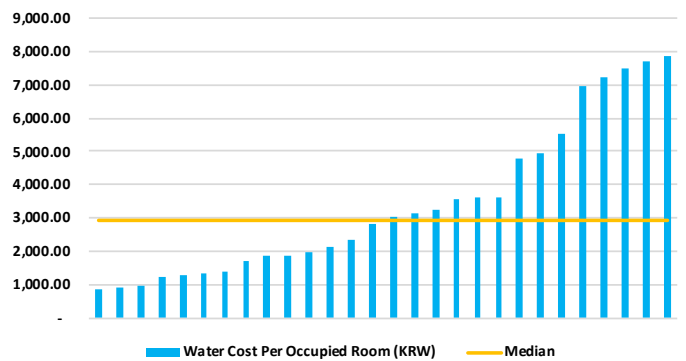
KOREA: Water Usage Per Occupied Room (L)



KOREA: Energy Cost Per Square Metre (KRW)



KOREA: Water Cost Per Occupied Room (KRW)



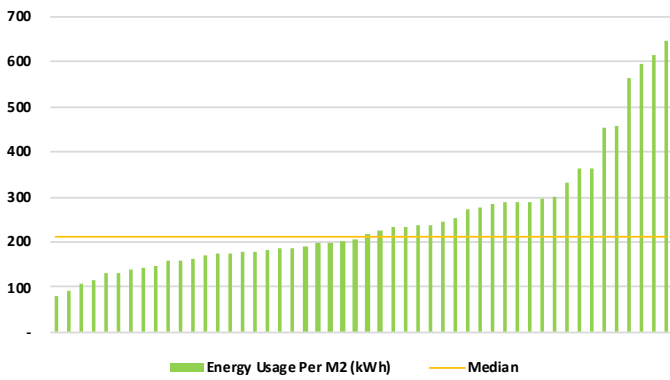
KOREA		ENERGY				WATER				GHG EMISSIONS	
		Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR
ALL	Count	27	26	27	30	26	27	26	28	27	26
	High	580	305	39,346	29,480	4,731	2,643	10,045	7,836	213	113
	Mean	310	144	27,983	13,023	2,791	1,259	6,868	3,409	117	55
	Q3	367	185	31,923	16,753	3,603	1,954	8,567	4,839	134	79
	Median	322	151	26,996	12,577	2,688	1,065	6,773	2,930	111	56
	Q1	237	83	24,905	6,442	1,868	628	5,455	1,615	100	32
	Low	68	36	14,048	2,255	1,290	404	3,346	860	27	15
FULL SERVICE	Count	17	15	16	16	16	15	15	15	17	15
	High	580	305	39,346	29,480	4,731	2,643	9,610	7,836	213	113
	Mean	334	190	28,590	18,110	2,701	1,748	6,864	4,917	127	74
	Q3	380	222	33,909	20,994	3,046	2,227	8,180	7,090	141	91
	Median	325	177	29,108	16,751	2,688	1,800	6,507	4,804	119	74
	Q1	265	161	25,323	14,447	1,940	1,116	5,407	3,194	110	61
	Low	127	79	14,048	10,480	1,702	655	4,473	1,856	59	39
LIMITED SERVICE	Count	10	11	11	14	10	12	11	13	10	11
	High	404	171	35,032	13,450	4,650	1,691	10,045	3,636	154	60
	Mean	269	80	27,100	7,209	2,936	649	6,872	1,668	101	30
	Q3	326	104	29,408	8,094	4,024	728	8,462	1,991	111	35
	Median	279	58	26,192	6,132	2,767	545	7,225	1,389	107	22
	Q1	215	39	24,820	4,875	1,917	423	5,501	1,213	95	20
	Low	68	36	20,775	2,255	1,290	404	3,346	860	27	15
CITY/ URBAN	Count	22	21	22	23	21	22	21	22	22	21
	High	580	305	39,346	29,480	4,650	2,643	10,045	7,674	213	113
	Mean	329	152	27,899	13,165	2,817	1,227	6,858	3,447	123	58
	Q3	369	187	31,143	16,709	3,708	1,784	8,672	4,908	128	81
	Median	323	157	26,928	12,791	2,719	920	6,507	2,712	113	60
	Q1	266	97	25,259	7,654	1,976	615	5,409	1,732	105	34
	Low	170	36	14,048	2,255	1,290	409	3,346	860	59	15

KOREA	ALL		FULL SERVICE		LTD SERVICE		CITY/URBAN	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Towel Reuse Program?	35	83%	19	68%	16	100%	27	81%
Opt-Out Linen Reuse	35	83%	19	89%	16	75%	27	85%
≥75% LED Lighting	35	83%	19	89%	16	75%	27	93%
Variable Frequency Drives	33	79%	17	82%	16	75%	26	85%
Main Air Handling Units	34	94%	19	89%	15	100%	26	96%
- Kitchen Hoods	34	74%	19	68%	15	80%	26	73%
- Elevators	34	85%	19	89%	15	80%	26	81%
- Water Pumps	34	97%	19	100%	15	93%	26	96%
- Refrigeration Units	34	88%	19	84%	15	93%	26	88%
- Other	29	86%	17	76%	12	100%	21	86%
Renewable Power Generated?	35	31%	19	26%	16	38%	27	33%
- Solar PV	11	73%	5	100%	6	50%	9	78%
- Heat Pump	8	63%			5	60%	7	71%
- Geothermal	8	50%			5	40%	7	57%
Carbon Offsets or Renewable Energy Certificate Purchase	32	31%	17	18%	15	47%	24	38%
≥75% Guestrooms Have Digital Thermostats	33	94%	17	88%	16	100%	25	96%
≥75% Guestrooms Have Occupancy Sensors	32	88%	17	82%	15	93%	24	88%
≥75% Meeting Rooms Have Digital Thermostats	31	77%	17	71%	14	86%	23	78%
≥75% Meeting Rooms Have Occupancy Sensors	31	52%	17	53%	14	50%	23	52%
Energy Sub-metering	35	40%	19	53%	16	25%	27	37%
- Fitness Facility	14	86%	9	89%	5	80%	11	82%
- Food & Beverage Facilities	15	93%	10	100%	5	80%	11	91%
- Guestrooms	15	80%	10	80%	5	80%	11	73%
- Public Spaces	15	93%	10	100%	5	80%	11	91%
Energy Tracking	32	100%	17	100%	15	100%	24	100%
Benchmarking Energy among Peers	32	56%	17	65%	15	47%	24	54%
Energy Audit	32	53%	17	59%	15	47%	24	50%
Electric Vehicles	33	45%	18	72%	15	13%	25	48%
Recycling in Common Areas	35	94%	19	95%	16	94%	27	100%
Recycling Bins in Guestrooms	35	43%	19	42%	16	44%	27	44%
≥75% Guestrooms with Soap/Shampoo Dispensers	35	9%	19	5%	16	13%	27	7%
Waste and Recycling Tracking	35	74%	19	79%	16	69%	27	78%
Soap Donation	35	34%	19	47%	16	19%	27	30%
≥75% F&B with Reusable Food Service Ware	33	52%	19	47%	14	57%	26	50%
Food Waste Composting	34	68%	19	79%	15	53%	27	67%
Waste Audit	35	46%	19	53%	16	38%	27	48%

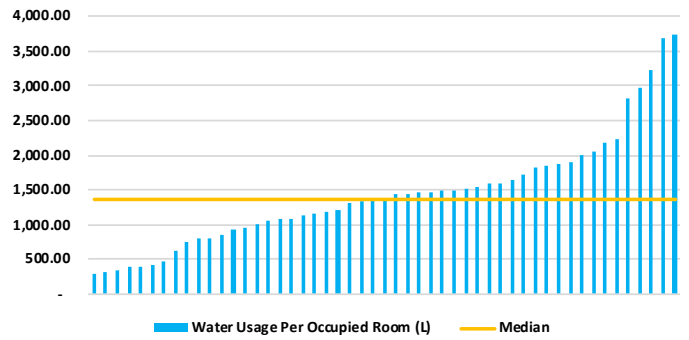
KOREA	ALL		FULL SERVICE		LTD SERVICE		CITY/URBAN	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Food Waste Generated	8	63%			5	80%	7	57%
Food Prevention Strategies	8	50%			5	60%	7	57%
Food Donation	8	25%			5	20%	7	29%
≥75% Low-Flow Toilets	33	76%	18	72%	15	80%	26	85%
≥75% Efficient Faucets	33	67%	18	67%	15	67%	26	69%
≥75% Efficient Showerheads	33	58%	18	56%	15	60%	26	58%
Water Tracking	33	100%	18	100%	15	100%	26	100%
Graywater Reuse	33	36%	18	50%	15	20%	26	38%
Low-flow Pre-Rinse Kitchen Spray Valves	32	47%	18	50%	14	43%	25	56%
Water Sub-Metering	33	58%	18	78%	15	33%	26	54%
- Fitness Facility	19	74%	13	69%	6	83%	15	73%
- Food & Beverage Facilities	20	95%	14	93%	6	100%	15	100%
- Guestrooms	20	70%	14	64%	6	83%	15	67%
- Landscaping/ Grounds Keeping	20	60%	14	64%	6	50%	15	60%
Preventive Maintenance Program	35	97%	19	95%	16	100%	27	100%
Written Environmental Policy(ies)	35	86%	19	84%	16	88%	27	89%
Green Practices Shared on Website	35	63%	19	63%	16	63%	27	63%
Green Champion	35	89%	19	89%	16	88%	27	85%
Green Team	35	86%	19	95%	16	75%	27	85%
Staff Training	35	83%	19	84%	16	81%	27	78%
Employee Volunteering Opportunities During Work Hours	35	89%	19	84%	16	94%	27	89%
Staff Recognition	35	80%	19	84%	16	75%	27	74%
Comment/Suggestion Process	35	80%	19	84%	16	75%	27	74%
>50% Green Cleaning Products	35	51%	19	37%	16	69%	27	56%
100% Non-Smoking	35	71%	19	68%	16	75%	27	74%
≥75% of Non-Smoking Guestrooms	35	100%	19	100%	16	100%	27	100%
3rd-Party Certification	34	38%	19	37%	15	40%	26	35%
Carbon Footprint Measured	35	54%	19	58%	16	50%	27	59%
Local Procurement Policy	34	59%	19	58%	15	60%	26	58%
Green Roof	35	46%	19	26%	16	69%	27	48%
Vegetable Garden	35	6%	19	0%	16	13%	27	7%
Beekeeping	35	6%	19	5%	16	6%	27	7%
Procurement Requirements	35	31%	19	21%	16	44%	27	33%
- Contractors	11	91%			7	86%	9	89%
- Service Providers	11	73%			7	71%	9	78%
- Suppliers	11	91%			7	86%	9	89%
- Other	11	64%			7	57%	9	78%



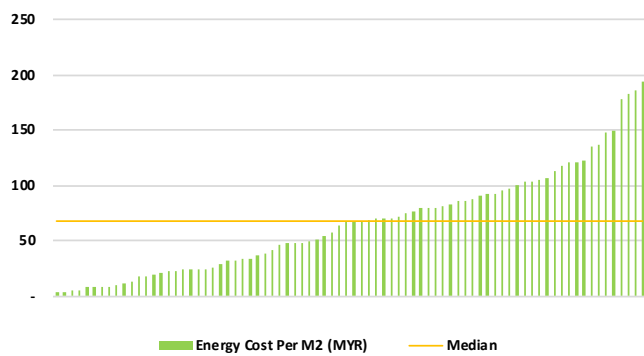
MALAYSIA: Energy Usage Per Square Metre (kWh)



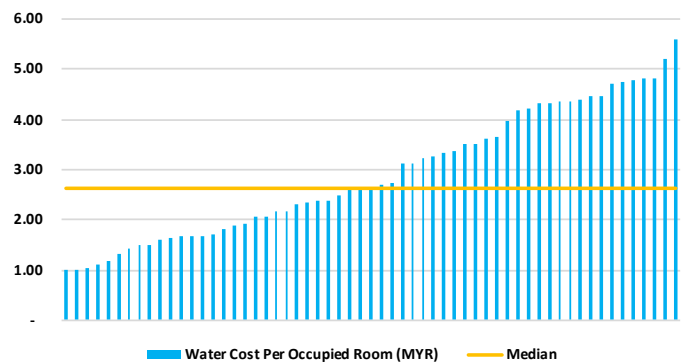
MALAYSIA: Water Usage Per Occupied Room (L)



MALAYSIA: Energy Cost Per Square Metre (MYR)



MALAYSIA: Water Cost Per Occupied Room (MYR)



MALAYSIA		ENERGY				WATER				GHG EMISSIONS	
		Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR
ALL	Count	50	71	81	90	46	51	53	59	49	73
	High	647	221	195	111	8,312	3,744	19	6	295	145
	Mean	251	106	66	43	2,787	1,438	6	3	142	65
	Q3	288	146	93	51	3,602	1,771	7	4	173	89
	Median	211	88	67	37	2,252	1,371	5	3	126	58
	Q1	170	66	24	28	1,519	936	3	2	103	41
	Low	82	18	0	8	298	297	1	1	44	10
FULL SERVICE	Count	44	63	73	80	42	46	49	57	43	65
	High	647	221	183	111	8,312	3,744	19	6	295	145
	Mean	255	113	60	45	2,758	1,539	6	3	143	69
	Q3	291	148	90	52	3,602	1,832	7	4	179	92
	Median	211	92	54	39	2,229	1,456	4	3	125	59
	Q1	167	70	23	29	1,342	1,060	2	2	98	42
	Low	82	38	0	8	298	297	1	1	44	25
LIMITED SERVICE	Count	6	8	8	10		5			6	8
	High	276	135	195	55		1,089			173	71
	Mean	221	57	113	31		512			136	34
	Q3	264	77	159	41		409			152	49
	Median	216	44	95	31		389			136	28
	Q1	188	30	83	20		345			119	19
	Low	160	18	24	14		328			103	10
RESORT	Count	8	16	22	22	10	8	14	13	8	16
	High	615	221	183	111	5,222	3,744	12	6	280	144
	Mean	265	133	49	50	2,425	2,225	4	3	145	81
	Q3	330	196	74	65	3,770	3,039	5	5	199	112
	Median	186	138	27	40	1,930	2,312	4	3	118	84
	Q1	155	73	18	30	1,085	1,227	2	2	95	46
	Low	82	46	3	8	586	926	1	1	44	30
CITY/ URBAN	Count	42	54	59	67	36	43	39	46	41	56
	High	647	209	195	109	8,312	3,690	19	5	295	145
	Mean	249	98	72	41	2,887	1,292	6	3	142	60
	Q3	287	136	94	51	3,458	1,590	7	4	165	71
	Median	221	82	70	36	2,426	1,360	5	3	126	55
	Q1	176	63	40	27	1,664	826	3	2	113	40
	Low	92	18	0	14	298	297	2	1	60	10

MALAYSIA	ALL		FULL SERVICE		LTD SERVICE		RESORT		CITY/URBAN	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Towel Reuse Program?	109	77%	98	78%	11	73%	27	85%	81	75%
Opt-Out Linen Reuse	83	82%	75	81%	8	88%	23	83%	60	82%
≥75% LED Lighting	113	85%	101	84%	12	92%	27	81%	85	87%
Variable Frequency Drives	111	65%	100	66%	11	55%	27	63%	83	66%
Main Air Handling Units	72	78%	66	79%	6	67%	17	65%	55	82%
- Kitchen Hoods	71	62%	65	60%	6	83%	17	65%	54	61%
- Elevators	71	73%	65	74%	6	67%	17	76%	54	72%
- Water Pumps	71	77%	65	78%	6	67%	17	88%	54	74%
- Refrigeration Units	70	56%	64	53%	6	83%	17	65%	53	53%
- Other	65	71%	60	68%	5	100%	17	82%	48	67%
Renewable Power Generated?	112	6%	100	5%	12	17%	27	7%	84	6%
- Wind Power	5	40%								
- Solar PV	6	50%	5	40%					5	40%
- Heat Pump	5	80%							5	80%
- Solar Thermal	5	40%							5	40%
- Geothermal										
- Hydroelectric	5	40%								
- Cogeneration	7	100%	5	100%					5	100%
- Other	7	100%	5	100%					5	100%
Carbon Offsets or Renewable Energy Cert. Purchase	98	9%	87	8%	11	18%	24	0%	73	12%
≥75% Guestrooms Have Digital Thermostats	100	69%	89	71%	11	55%	24	50%	75	76%
≥75% Guestrooms Have Occupancy Sensors	100	45%	89	45%	11	45%	24	38%	75	48%
≥75% Meeting Rooms Have Digital Thermostats	100	53%	89	54%	11	45%	24	42%	75	57%
≥75% Meeting Rooms Have Occupancy Sensors	98	29%	87	28%	11	36%	24	17%	73	33%
Energy Sub-metering	110	45%	98	46%	12	33%	27	59%	82	39%
- Fitness Facility	43	53%	40	55%			14	36%	28	61%
- Food & Beverage Facilities	43	84%	40	83%			14	86%	28	82%
- Guestrooms	42	57%	39	56%			13	54%	28	57%
- Public Spaces	45	82%	42	81%			13	77%	31	84%
Energy Tracking	100	99%	89	99%	11	100%	21	100%	78	99%
Benchmarking Energy among Peers	100	56%	89	55%	11	64%	24	67%	75	53%
Energy Audit	96	38%	85	40%	11	18%	21	43%	74	35%
Electric Vehicles	102	18%	91	18%	11	18%	24	25%	77	16%
Recycling in Common Areas	109	79%	98	81%	11	64%	27	74%	81	81%
Recycling Bins in Guestrooms	109	19%	98	20%	11	9%	27	22%	81	19%
≥75% Guestrooms with Soap/Shampoo Dispensers	108	19%	97	16%	11	36%	27	15%	80	20%
Waste and Recycling Tracking	108	42%	97	43%	11	27%	27	26%	80	48%
Soap Donation	107	26%	96	27%	11	18%	27	22%	79	28%
≥75% F&B with Reusable Food Service Ware	105	54%	94	54%	11	55%	27	48%	77	57%
Food Waste Composting	107	27%	96	28%	11	18%	27	37%	79	24%
Waste Audit	107	27%	96	28%	11	18%	27	30%	79	25%

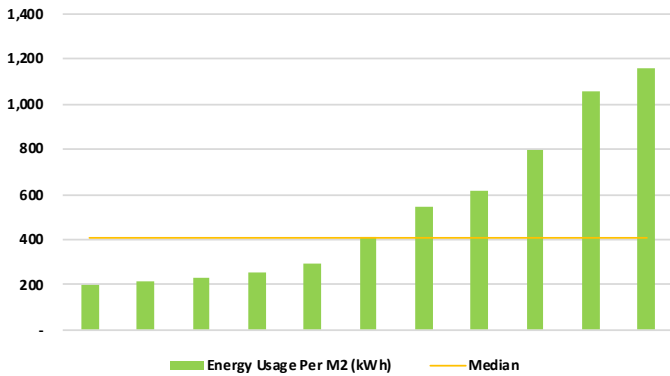


MALAYSIA	ALL		FULL SERVICE		LTD SERVICE		RESORT		CITY/URBAN	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Food Waste Generated	65	54%	60	55%	5	40%	17	59%	47	51%
Food Prevention Strategies	65	31%	59	34%	6	0%	16	25%	48	33%
Training	15	80%	15	80%					15	80%
Adjusting portion size	16	94%	16	94%					15	93%
Redesign menu	18	94%	18	94%					15	93%
Change size of serving vessel	17	65%	17	65%					15	73%
Food Donation	68	26%	62	29%	6	0%	17	29%	50	26%
≥75% Low-Flow Toilets	105	65%	95	64%	10	70%	27	63%	77	66%
≥75% Efficient Faucets	104	55%	94	54%	10	60%	27	37%	76	62%
≥75% Efficient Showerheads	104	51%	94	51%	10	50%	27	41%	76	55%
Water Tracking	107	98%	96	98%	11	100%	24	100%	82	98%
Graywater Reuse	110	5%	99	6%	11	0%	27	7%	82	5%
Low-flow Pre-Rinse Kitchen Spray Valves	109	52%	98	51%	11	64%	27	30%	81	59%
Water Sub-Metering	109	48%	98	51%	11	18%	27	59%	81	43%
- Fitness Facility	40	35%	38	34%			7	43%	32	34%
- Food & Beverage Facilities	44	86%	42	86%			10	90%	33	85%
- Guestrooms	41	46%	39	46%			7	57%	33	42%
- Landscaping/ Grounds Keeping	43	44%	41	44%			9	89%	33	30%
Preventive Maintenance Program	111	95%	100	95%	11	100%	27	96%	83	95%
Written Environmental Policy(ies)	108	64%	97	63%	11	73%	27	67%	80	63%
Green Practices Shared on Website	107	45%	96	46%	11	36%	27	44%	79	44%
Green Champion	107	48%	96	50%	11	27%	27	48%	79	48%
Green Team	108	45%	97	49%	11	9%	27	41%	80	48%
Staff Training	108	45%	97	47%	11	27%	27	48%	80	45%
Employee Volunteering Opportunities During Work Hours	108	71%	97	73%	11	55%	27	78%	80	70%
Staff Recognition	108	49%	97	51%	11	36%	27	63%	80	45%
Comment/Suggestion Process	106	55%	96	57%	10	30%	26	50%	79	57%
>50% Green Cleaning Products	103	56%	93	57%	10	50%	26	46%	76	61%
100% Non-Smoking	109	56%	98	54%	11	73%	27	48%	81	58%
≥75% of Non-Smoking Guestrooms	107	68%	96	66%	11	91%	26	50%	80	75%
3rd-Party Certification	105	27%	94	28%	11	18%	27	19%	77	30%
Carbon Footprint Measured	108	22%	97	24%	11	9%	26	19%	81	23%
Local Procurement Policy	107	69%	96	70%	11	64%	27	59%	79	72%
Green Roof	109	25%	98	27%	11	9%	27	7%	81	30%
Vegetable Garden	109	8%	98	9%	11	0%	27	4%	81	10%
Beekeeping	109	4%	98	4%	11	0%	27	0%	81	5%
Procurement Requirements	107	45%	96	43%	11	64%	27	41%	79	46%
- Contractors	39	92%	34	94%	5	80%	8	88%	30	93%
- Service Providers	42	90%	37	92%	5	80%	9	89%	32	91%
- Suppliers	45	98%	39	97%	6	100%	11	91%	33	100%
- Other	39	77%	34	76%	5	80%	8	88%	30	73%

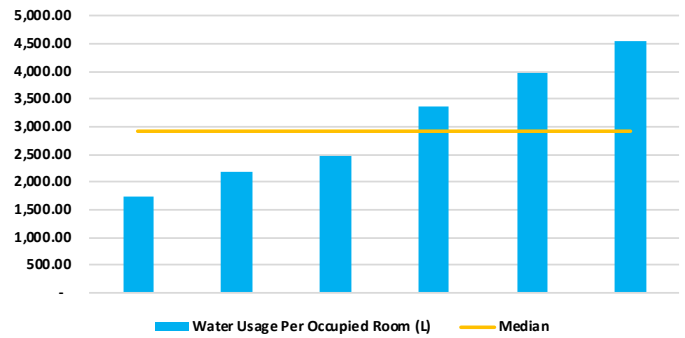


MALDIVES		ENERGY				WATER		GHG EMISSIONS	
		Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR	Usage PSM	Usage POR
ALL	Count	11	14	13	14	5	6	11	14
	High	1,162	590	197	112	5,682	4,537	404	323
	Mean	525	373	87	54	3,790	3,035	238	183
	Q3	705	494	129	55	4,405	3,808	301	208
	Median	408	344	72	48	4,188	2,912	252	167
	Q1	242	279	45	38	2,494	2,244	154	151
	Low	203	105	35	24	2,181	1,720	108	66
FULL SERVICE	Count	11	14	13	14	5	6	11	14
	High	1,162	590	197	112	5,682	4,537	404	323
	Mean	525	373	87	54	3,790	3,035	238	183
	Q3	705	494	129	55	4,405	3,808	301	208
	Median	408	344	72	48	4,188	2,912	252	167
	Q1	242	279	45	38	2,494	2,244	154	151
	Low	203	105	35	24	2,181	1,720	108	66
RESORT	Count	11	14	13	14	5	6	11	14
	High	1,162	590	197	112	5,682	4,537	404	323
	Mean	525	373	87	54	3,790	3,035	238	183
	Q3	705	494	129	55	4,405	3,808	301	208
	Median	408	344	72	48	4,188	2,912	252	167
	Q1	242	279	45	38	2,494	2,244	154	151
	Low	203	105	35	24	2,181	1,720	108	66

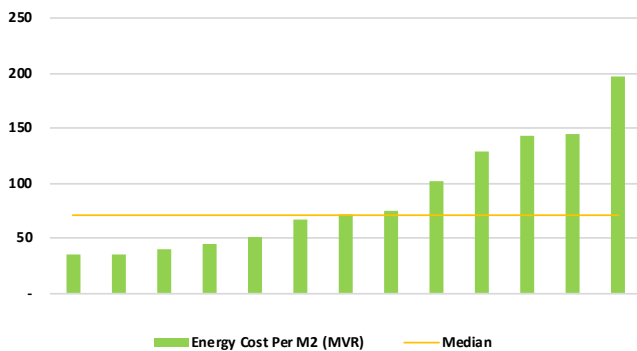
MALDIVES: Energy Usage Per Square Metre (kWh)



MALDIVES: Water Usage Per Occupied Room (L)



MALDIVES: Energy Cost Per Square Metre (MVR)

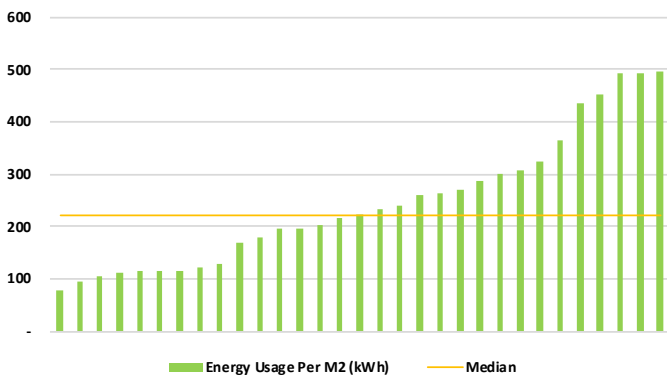


MALDIVES	ALL		FULL SERVICE		RESORT	
	Count	Yes	Count	Yes	Count	Yes
Towel Reuse Program?	17	94%	17	94%	17	94%
Opt-Out Linen Reuse	17	88%	17	88%	17	88%
≥75% LED Lighting	17	88%	17	88%	17	88%
Variable Frequency Drives	17	53%	17	53%	17	53%
Main Air Handling Units	17	65%	17	65%	17	65%
- Kitchen Hoods	17	65%	17	65%	17	65%
- Elevators	17	53%	17	53%	17	53%
- Water Pumps	17	94%	17	94%	17	94%
- Refrigeration Units	17	76%	17	76%	17	76%
- Other	16	81%	16	81%	16	81%
Renewable Power Generated?	16	63%	16	63%	16	63%
- Solar PV	5	20%	5	20%	5	20%
- Heat Pump	5	20%	5	20%	5	20%
- Solar Thermal	6	50%	6	50%	6	50%
- Other	8	75%	8	75%	8	75%
Carbon Offsets or Renewable Energy Cert. Purchase	16	25%	16	25%	16	25%
≥75% Guestrooms Have Digital Thermostats	16	75%	16	75%	16	75%
≥75% Guestrooms Have Occupancy Sensors	15	20%	15	20%	15	20%
≥75% Meeting Rooms Have Digital Thermostats	16	63%	16	63%	16	63%
≥75% Meeting Rooms Have Occupancy Sensors	16	25%	16	25%	16	25%
Energy Sub-metering	16	44%	16	44%	16	44%
- Fitness Facility	8	63%	8	63%	8	63%
- Food & Beverage Facilities	9	100%	9	100%	9	100%
- Guestrooms	7	100%	7	100%	7	100%
- Public Spaces	8	100%	8	100%	8	100%
Energy Tracking	16	100%	16	100%	16	100%
Benchmarking Energy among Peers	16	69%	16	69%	16	69%
Energy Audit	16	69%	16	69%	16	69%
Electric Vehicles	16	75%	16	75%	16	75%
Recycling in Common Areas	17	71%	17	71%	17	71%
Recycling Bins in Guestrooms	17	53%	17	53%	17	53%
≥75% Guestrooms with Soap/Shampoo Dispensers	17	88%	17	88%	17	88%
Waste and Recycling Tracking	17	76%	17	76%	17	76%
Soap Donation	17	18%	17	18%	17	18%
≥75% F&B with Reusable Food Service Ware	17	94%	17	94%	17	94%
Food Waste Composting	17	29%	17	29%	17	29%
Waste Audit	17	59%	17	59%	17	59%
Food Waste Generated	5	40%	5	40%	5	40%
Food Prevention Strategies	5	20%	5	20%	5	20%
Food Donation	5	20%	5	20%	5	20%

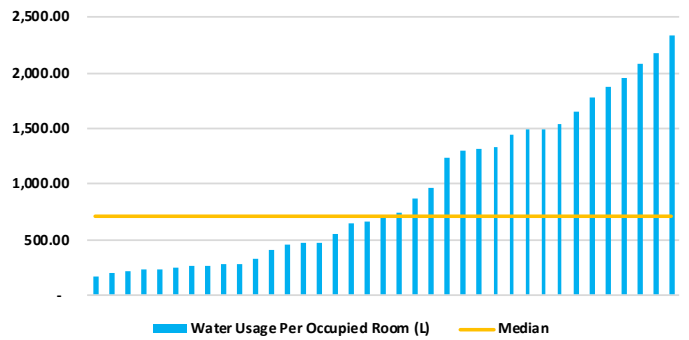
MALDIVES	ALL		FULL SERVICE		RESORT	
	Count	Yes	Count	Yes	Count	Yes
≥75% Low-Flow Toilets	16	94%	16	94%	16	94%
≥75% Efficient Faucets	16	81%	16	81%	16	81%
≥75% Efficient Showerheads	16	56%	16	56%	16	56%
Water Tracking	16	100%	16	100%	16	100%
Graywater Reuse	17	76%	17	76%	17	76%
Low-flow Pre-Rinse Kitchen Spray Valves	16	88%	16	88%	16	88%
Water Sub-Metering	17	71%	17	71%	17	71%
- Fitness Facility	12	67%	12	67%	12	67%
- Food & Beverage Facilities	12	100%	12	100%	12	100%
- Guestrooms	12	100%	12	100%	12	100%
- Landscaping/ Grounds Keeping	12	75%	12	75%	12	75%
Preventive Maintenance Program	17	100%	17	100%	17	100%
Written Environmental Policy(ies)	17	88%	17	88%	17	88%
Green Practices Shared on Website	17	71%	17	71%	17	71%
Green Champion	17	88%	17	88%	17	88%
Green Team	17	88%	17	88%	17	88%
Staff Training	17	94%	17	94%	17	94%
Employee Volunteering Opportunities During Work Hours	17	94%	17	94%	17	94%
Staff Recognition	17	88%	17	88%	17	88%
Comment/Suggestion Process	17	82%	17	82%	17	82%
>50% Green Cleaning Products	16	81%	16	81%	16	81%
100% Non-Smoking	17	59%	17	59%	17	59%
≥75% of Non-Smoking Guestrooms	17	94%	17	94%	17	94%
3rd-Party Certification	16	56%	16	56%	16	56%
Carbon Footprint Measured	16	69%	16	69%	16	69%
Local Procurement Policy	17	82%	17	82%	17	82%
Green Roof	17	18%	17	18%	17	18%
Vegetable Garden	17	6%	17	6%	17	6%
Beekeeping	17	0%	17	0%	17	0%
Procurement Requirements	17	76%	17	76%	17	76%
- Contractors	11	91%	11	91%	11	91%
- Service Providers	10	90%	10	90%	10	90%
- Suppliers	11	100%	11	100%	11	100%
- Other	8	88%	8	88%	8	88%



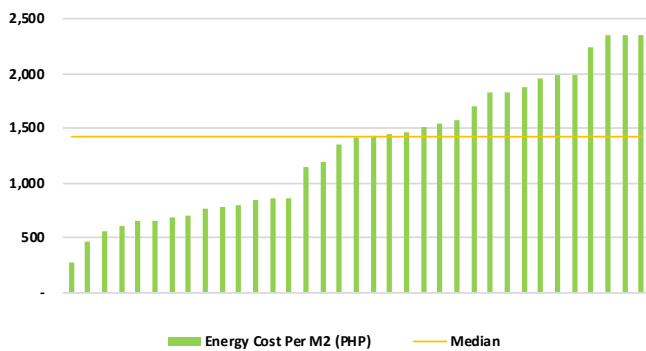
PHILIPPINES: Energy Usage Per Square Metre (kWh)



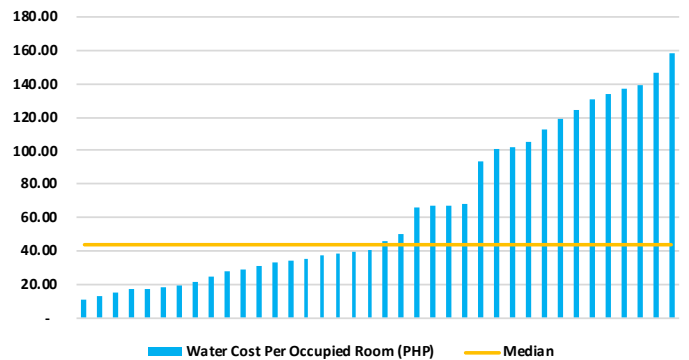
PHILIPPINES: Water Usage Per Occupied Room (L)



PHILIPPINES: Energy Cost Per Square Metre (PHP)



PHILIPPINES: Water Cost Per Occupied Room (PHP)



PHILIPPINES		ENERGY				WATER				GHG EMISSIONS	
		Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR
ALL	Count	31	36	35	41	27	37	34	38	31	36
	High	497	232	2,357	1,166	5,454	2,339	499	158	299	118
	Mean	245	80	1,314	438	2,889	935	202	65	129	42
	Q3	303	128	1,830	760	3,642	1,490	290	104	156	66
	Median	223	43	1,421	270	2,625	701	173	43	125	22
	Q1	126	20	771	155	2,101	281	99	28	71	11
	Low	79	11	270	75	672	167	23	11	48	7
FULL SERVICE	Count	17	19	17	19	17	20	18	17	17	19
	High	497	232	2,357	1,166	5,454	2,339	499	147	299	118
	Mean	308	133	1,461	762	3,085	1,434	177	93	158	70
	Q3	434	153	1,958	873	4,600	1,798	240	130	187	80
	Median	299	127	1,574	781	3,009	1,466	148	102	148	66
	Q1	217	109	855	631	2,472	1,172	97	66	111	59
	Low	117	40	270	310	672	452	23	21	68	21
LIMITED SERVICE	Count	14	17	18	22	10	17	16	21	14	17
	High	270	45	2,347	304	3,740	701	475	158	150	20
	Mean	169	20	1,176	157	2,555	348	230	42	94	11
	Q3	225	23	1,489	187	3,254	462	313	39	126	13
	Median	155	18	1,007	157	2,590	278	196	33	91	11
	Q1	112	17	710	99	2,029	227	120	18	60	10
	Low	79	11	465	75	1,212	167	74	11	48	7
CITY/ URBAN	Count	26	29	29	32	23	30	29	30	26	29
	High	497	232	2,357	921	4,803	2,170	499	158	299	118
	Mean	247	74	1,387	402	2,934	874	216	59	129	39
	Q3	305	127	1,880	685	3,642	1,478	305	100	159	66
	Median	228	29	1,431	192	2,952	597	179	39	127	14
	Q1	124	18	795	138	2,358	268	116	22	71	10
	Low	94	11	270	75	672	167	23	11	51	7

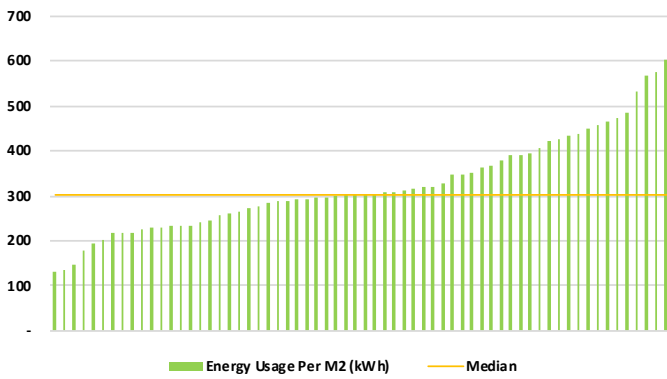
PHILIPPINES	ALL		FULL SERVICE		LTD SERVICE		CITY/URBAN	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Towel Reuse Program?	47	70%	23	100%	24	42%	36	64%
Opt-Out Linen Reuse	47	89%	23	83%	24	96%	36	86%
≥75% LED Lighting	46	89%	23	87%	23	91%	36	92%
Variable Frequency Drives	43	51%	23	87%	20	10%	35	49%
- Main Air Handling Units	47	89%	23	83%	24	96%	36	89%
- Kitchen Hoods	47	68%	23	48%	24	88%	36	69%
- Elevators	47	74%	23	52%	24	96%	36	72%
- Water Pumps	47	91%	23	83%	24	100%	36	92%
- Refrigeration Units	47	68%	23	39%	24	96%	36	67%
- Other	45	82%	21	71%	24	92%	36	81%
Renewable Power Generated?	46	7%	23	9%	23	4%	36	3%
Carbon Offsets or Renewable Energy Certi. Purchase	40	15%	20	25%	20	5%	32	13%
≥75% Guestrooms Have Digital Thermostats	40	48%	20	75%	20	20%	31	48%
≥75% Guestrooms Have Occupancy Sensors	40	23%	21	38%	19	5%	32	25%
≥75% Meeting Rooms Have Digital Thermostats	41	39%	21	67%	20	10%	32	47%
≥75% Meeting Rooms Have Occupancy Sensors	40	8%	21	14%	19	0%	32	9%
Energy Sub-metering	46	72%	23	61%	23	83%	36	72%
- Fitness Facility	19	47%	12	75%	7	0%	14	50%
- Food & Beverage Facilities	22	86%	11	91%	11	82%	16	88%
- Guestrooms	20	60%	12	67%	8	50%	15	53%
- Public Spaces	21	67%	13	85%	8	38%	16	63%
Energy Tracking	42	100%	21	100%	21	100%	32	100%
Benchmarking Energy among Peers	41	59%	21	90%	20	25%	32	53%
Energy Audit	39	26%	20	35%	19	16%	31	23%
Electric Vehicles	42	5%	21	10%	21	0%	32	3%
Recycling in Common Areas	47	85%	23	74%	24	96%	36	86%
Recycling Bins in Guestrooms	47	13%	23	9%	24	17%	36	8%
≥75% Guestrooms with Soap/Shampoo Dispensers	46	41%	22	5%	24	75%	35	43%
Waste and Recycling Tracking	46	46%	23	65%	23	26%	36	39%
Soap Donation	45	40%	22	55%	23	26%	35	37%
≥75% F&B with Reusable Food Service Ware	45	67%	21	67%	24	67%	34	74%
Food Waste Composting	46	22%	23	30%	23	13%	36	19%
Waste Audit	46	0%	23	0%	23	0%	36	0%
Food Waste Generated	16	56%	7	71%	9	44%	9	67%



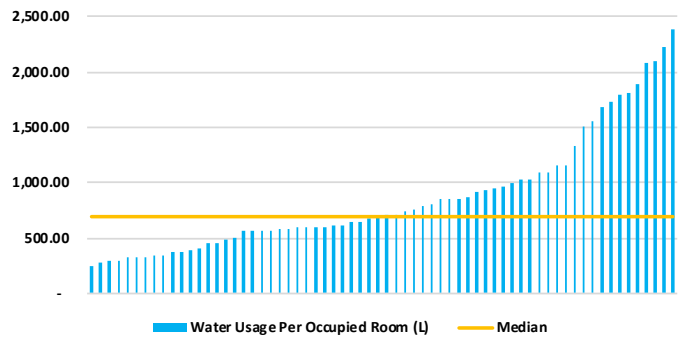
PHILIPPINES	ALL		FULL SERVICE		LTD SERVICE		CITY/URBAN	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Food Prevention Strategies	15	60%	6	67%	9	56%	8	50%
- Training	8	75%						
- Adjusting portion size	8	50%						
- Redesign menu	8	88%						
- Change size of serving vessel	7	71%						
Food Donation	16	6%	7	14%	9	0%	9	0%
≥75% Low-Flow Toilets	45	84%	23	78%	22	91%	36	83%
≥75% Efficient Faucets	46	72%	23	70%	23	74%	36	75%
≥75% Efficient Showerheads	45	56%	23	78%	22	32%	36	50%
Water Tracking	47	100%	23	100%	24	100%	36	100%
Graywater Reuse	46	28%	23	39%	23	17%	36	22%
Low-flow Pre-Rinse Kitchen Spray Valves	46	39%	23	70%	23	9%	36	42%
Water Sub-Metering	46	72%	23	70%	23	74%	36	75%
- Fitness Facility	17	35%	14	43%			13	31%
- Food & Beverage Facilities	24	88%	16	94%	8	75%	18	89%
- Guestrooms	19	42%	14	43%	5	40%	15	33%
- Landscaping/ Grounds Keeping	20	35%	14	36%	6	33%	15	27%
Preventive Maintenance Program	46	100%	23	100%	23	100%	36	100%
Written Environmental Policy(ies)	45	62%	23	83%	22	41%	35	63%
Green Practices Shared on Website	46	41%	23	70%	23	13%	36	39%
Green Champion	47	74%	23	70%	24	79%	36	83%
Green Team	47	66%	23	61%	24	71%	36	78%
Staff Training	47	77%	23	70%	24	83%	36	83%
Employee Volunteering Opportunities During Work Hours	45	93%	23	96%	22	91%	35	97%
Staff Recognition	44	73%	22	64%	22	82%	34	82%
Comment/Suggestion Process	44	39%	22	55%	22	23%	34	44%
>50% Green Cleaning Products	45	51%	23	65%	22	36%	35	46%
100% Non-Smoking	47	55%	23	74%	24	38%	36	50%
≥75% of Non-Smoking Guestrooms	47	96%	23	91%	24	100%	36	97%
3rd-Party Certification	45	20%	22	27%	23	13%	35	20%
Carbon Footprint Measured	46	33%	23	57%	23	9%	36	36%
Local Procurement Policy	46	87%	23	83%	23	91%	36	89%
Green Roof	46	26%	23	35%	23	17%	36	25%
Vegetable Garden	46	4%	23	9%	23	0%	36	6%
Beekeeping	46	0%	23	0%	23	0%	36	0%
Procurement Requirements	44	75%	22	68%	22	82%	34	82%
- Contractors	17	88%	11	91%	6	83%	14	86%
- Service Providers	25	88%	11	73%	14	100%	22	86%
- Suppliers	30	97%	15	93%	15	100%	25	96%
- Other	15	67%	10	50%	5	100%	13	69%



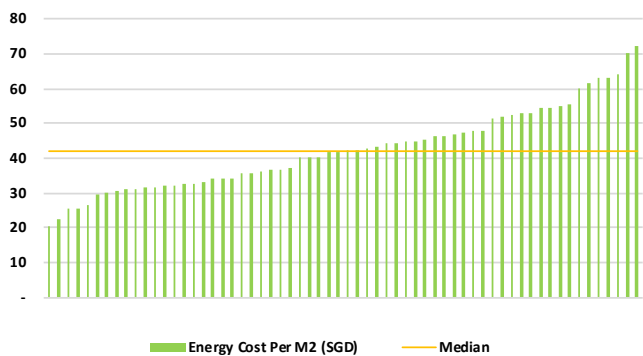
SINGAPORE: Energy Usage Per Square Metre (kWh)



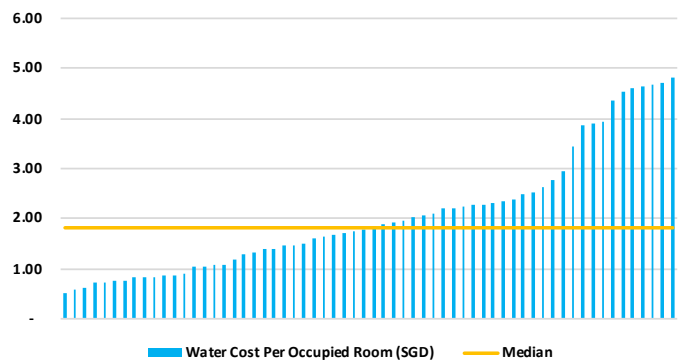
SINGAPORE: Water Usage Per Occupied Room (L)



SINGAPORE: Energy Cost Per Square Metre (SGD)



SINGAPORE: Water Cost Per Occupied Room (SGD)



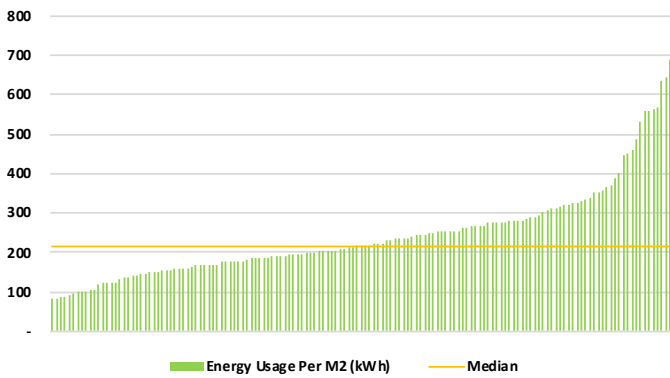
SINGAPORE		ENERGY				WATER				GHG EMISSIONS	
		Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR
ALL	Count	64	66	63	75	57	66	57	62	66	66
	High	601	267	96	43	5,812	2,379	18	5	280	86
	Mean	323	103	43	13	3,367	867	8	2	123	37
	Q3	390	142	52	16	4,202	1,022	11	2	141	54
	Median	303	84	42	9	3,266	695	8	2	117	32
	Q1	243	55	33	7	2,533	514	6	1	93	20
	Low	131	19	21	3	821	246	1	0	41	8
FULL SERVICE	Count	57	60	56	66	52	58	51	55	59	60
	High	601	267	72	43	5,812	2,379	18	5	280	86
	Mean	324	111	42	14	3,339	926	8	2	124	40
	Q3	391	158	51	17	4,045	1,098	10	3	143	55
	Median	302	90	41	11	3,228	772	8	2	116	33
	Q1	244	57	32	7	2,524	570	6	1	95	21
	Low	131	29	21	4	821	246	1	0	49	12
LIMITED SERVICE	Count	7	6	7	9	5	8	6	7	7	6
	High	574	56	96	9	4,843	596	12	1	209	20
	Mean	312	32	54	5	3,658	433	9	1	117	12
	Q3	334	33	59	7	4,576	569	11	1	127	12
	Median	305	28	46	4	3,829	410	9	1	119	11
	Q1	245	26	43	3	2,984	315	7	1	96	10
	Low	145	19	33	3	2,060	284	4	1	41	8
CITY/ URBAN	Count	53	56	55	67	47	57	49	54	55	56
	High	601	267	96	43	5,812	2,379	18	5	280	86
	Mean	321	103	44	13	3,399	886	8	2	123	37
	Q3	379	135	52	15	4,406	1,022	11	2	136	51
	Median	302	83	42	9	3,190	700	8	2	116	30
	Q1	234	56	34	7	2,516	561	6	1	91	20
	Low	131	26	21	3	1,696	246	3	0	41	10

SINGAPORE	ALL		FULL SERVICE		LTD SERVICE		RESORT		CITY/URBAN	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Towel Reuse Program?	79	89%	67	88%	12	92%			69	90%
Opt-Out Linen Reuse	79	78%	67	79%	12	75%	5	60%	69	78%
≥75% LED Lighting	83	92%	71	93%	12	83%			72	90%
Variable Frequency Drives	84	88%	72	92%	12	67%	5	60%	72	90%
- Main Air Handling Units	83	89%	72	88%	11	100%			72	90%
- Kitchen Hoods	83	71%	72	71%	11	73%			72	71%
- Elevators	83	76%	72	74%	11	91%			72	75%
- Water Pumps	83	83%	72	82%	11	91%			72	81%
- Refrigeration Units	81	56%	70	51%	11	82%			71	51%
- Other	73	62%	63	60%	10	70%			64	58%
Renewable Power Generated?	83	1%	71	1%	12	0%	5	0%	71	1%
Carbon Offsets or Renewable Energy Cert. Purchase	78	1%	68	0%	10	10%			67	0%
≥75% Guestrooms Have Digital Thermostats	79	82%	69	81%	10	90%			68	82%
≥75% Guestrooms Have Occupancy Sensors	79	51%	69	51%	10	50%			68	50%
≥75% Meeting Rooms Have Digital Thermostats	77	74%	68	72%	9	89%			67	72%
≥75% Meeting Rooms Have Occupancy Sensors	77	16%	68	13%	9	33%			67	15%
Energy Sub-metering	84	73%	72	72%	12	75%	5	80%	72	69%
- Fitness Facility	60	45%	53	47%	7	29%			49	45%
- Food & Beverage Facilities	62	87%	54	85%	8	100%			51	88%
- Guestrooms	60	47%	53	47%	7	43%			49	39%
- Public Spaces	62	73%	55	75%	7	57%			51	69%
Energy Tracking	79	97%	69	97%	10	100%			68	97%
Benchmarking Energy among Peers	79	62%	69	65%	10	40%			68	60%
Energy Audit	78	67%	68	71%	10	40%			68	63%
Electric Vehicles	79	13%	69	13%	10	10%			68	13%
Recycling in Common Areas	84	85%	72	86%	12	75%	5	80%	72	85%
Recycling Bins in Guestrooms	84	21%	72	21%	12	25%	5	20%	72	22%
≥75% Guestrooms with Soap/Shampoo Dispensers	81	14%	69	7%	12	50%	5	0%	69	13%
Waste and Recycling Tracking	84	76%	72	78%	12	67%	5	100%	72	72%
Soap Donation	81	23%	69	25%	12	17%	5	20%	69	25%
≥75% F&B with Reusable Food Service Ware	80	61%	69	61%	11	64%	5	80%	68	60%
Food Waste Composting	81	30%	70	29%	11	36%	5	0%	69	29%
Waste Audit	82	56%	70	59%	12	42%	5	20%	70	57%
Food Waste Generated	57	51%	51	51%	6	50%			50	50%
Food Prevention Strategies	50	48%	46	50%					43	47%
- Training	24	71%	23	70%					19	74%
- Adjusting portion size	24	75%	23	74%					19	84%
- Redesign menu	26	50%	25	48%					21	57%
- Change size of serving vessel	25	68%	24	67%					20	75%

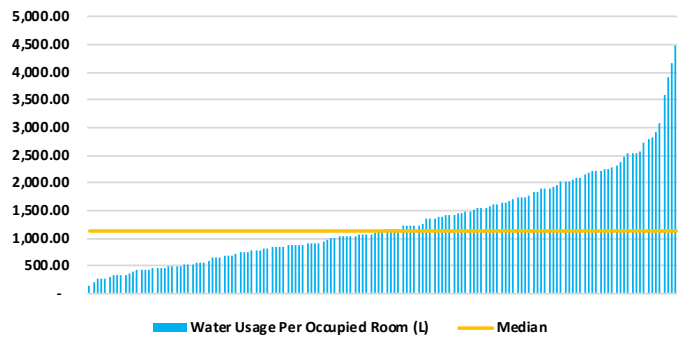
SINGAPORE	ALL		FULL SERVICE		LTD SERVICE		RESORT		CITY/URBAN	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Food Donation	49	8%	45	9%					42	10%
≥75% Low-Flow Toilets	82	63%	70	64%	12	58%	5	80%	70	60%
≥75% Efficient Faucets	83	49%	71	49%	12	50%	5	60%	71	48%
≥75% Efficient Showerheads	83	41%	71	41%	12	42%	5	40%	71	39%
Water Tracking	84	58%	72	54%	12	83%	5	60%	72	57%
Graywater Reuse	83	7%	71	6%	12	17%	5	0%	71	8%
Low-flow Pre-Rinse Kitchen Spray Valves	83	39%	71	35%	12	58%	5	20%	71	38%
Water Sub-Metering	81	53%	69	52%	12	58%	5	60%	69	52%
- Fitness Facility	70	20%	61	20%	9	22%			60	20%
- Food & Beverage Facilities	73	53%	64	50%	9	78%	5	40%	62	55%
- Guestrooms	72	31%	63	29%	9	44%	5	60%	61	31%
- Landscaping/ Grounds Keeping	73	33%	64	31%	9	44%	5	60%	62	32%
Preventive Maintenance Program	84	99%	72	99%	12	100%	5	100%	72	99%
Written Environmental Policy(ies)	84	69%	72	71%	12	58%	5	60%	72	67%
Green Practices Shared on Website	83	59%	71	59%	12	58%	5	60%	71	56%
Green Champion	83	70%	71	72%	12	58%	5	60%	71	68%
Green Team	83	70%	71	72%	12	58%	5	60%	71	69%
Staff Training	83	66%	71	69%	12	50%	5	40%	71	66%
Employee Volunteering Opportunities During Work Hours	83	83%	71	86%	12	67%	5	80%	71	82%
Staff Recognition	82	62%	70	61%	12	67%	5	40%	70	61%
Comment/Suggestion Process	82	63%	70	66%	12	50%	5	40%	70	61%
>50% Green Cleaning Products	83	69%	71	66%	12	83%	5	60%	71	69%
100% Non-Smoking	82	67%	71	65%	11	82%	5	40%	70	67%
≥75% of Non-Smoking Guestrooms	83	93%	71	93%	12	92%	5	100%	71	92%
3rd-Party Certification	84	52%	72	54%	12	42%	5	40%	72	53%
Carbon Footprint Measured	83	45%	71	44%	12	50%	5	60%	71	42%
Local Procurement Policy	83	73%	71	70%	12	92%	5	100%	71	73%
Green Roof	83	43%	71	44%	12	42%	5	0%	71	46%
Vegetable Garden	83	23%	71	27%	12	0%	5	0%	71	23%
Beekeeping	83	4%	71	4%	12	0%	5	0%	71	4%
Procurement Requirements	83	59%	71	56%	12	75%	5	60%	71	58%
- Contractors	49	73%	40	73%	9	78%			40	78%
- Service Providers	49	88%	40	88%	9	89%			40	93%
- Suppliers	50	100%	41	100%	9	100%			41	100%
- Other	45	64%	36	67%	9	56%			36	67%



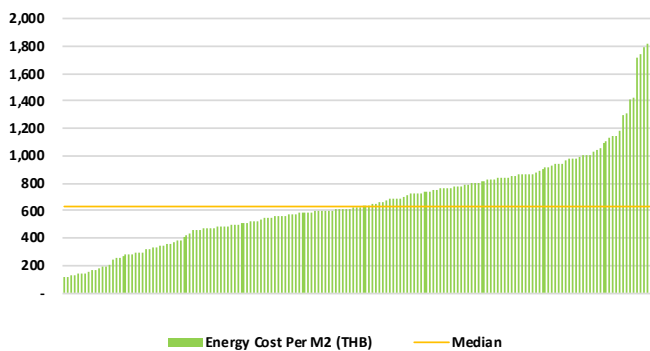
THAILAND: Energy Usage Per Square Metre (kWh)



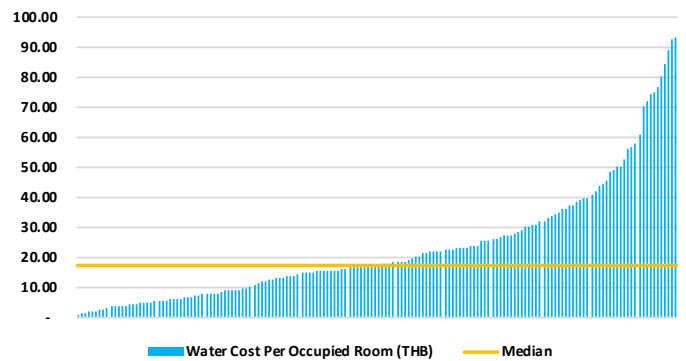
THAILAND: Water Usage Per Occupied Room (L)



THAILAND: Energy Cost Per Square Metre (THB)



THAILAND: Water Cost Per Occupied Room (THB)



THAILAND		ENERGY				WATER				GHG EMISSIONS	
		Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR
ALL	Count	147	167	174	198	135	149	143	164	147	166
	High	690	459	1,850	1,223	8,898	4,470	570	93	271	165
	Mean	243	109	670	304	2,744	1,317	96	23	105	45
	Q3	281	130	835	362	3,410	1,763	99	30	124	53
	Median	217	87	624	243	2,487	1,136	54	17	97	38
	Q1	167	56	472	165	1,617	719	34	9	76	26
	Low	83	16	117	51	169	130	10	1	34	8
FULL SERVICE	Count	125	142	146	167	114	126	115	134	125	141
	High	690	459	1,850	1,223	8,898	4,470	570	93	271	165
	Mean	253	120	692	334	2,831	1,457	95	25	109	50
	Q3	291	138	853	390	3,575	1,915	92	33	128	61
	Median	229	96	668	284	2,484	1,345	54	19	99	42
	Q1	177	66	472	191	1,670	865	33	11	80	29
	Low	83	31	118	53	209	212	10	1	34	11
LIMITED SERVICE	Count	22	25	28	31	21	23	28	30	22	25
	High	446	91	1,007	441	3,992	1,238	410	92	135	39
	Mean	188	41	557	144	2,276	550	102	16	85	19
	Q3	202	52	623	185	2,991	694	110	21	96	24
	Median	177	40	580	125	2,592	501	57	11	82	16
	Q1	142	26	466	92	1,520	335	37	6	67	12
	Low	84	16	117	51	169	130	12	2	40	8
RESORT	Count	70	85	89	102	66	72	66	77	70	84
	High	643	459	1,850	1,209	8,898	4,470	537	93	271	165
	Mean	243	127	627	343	2,888	1,612	102	29	105	52
	Q3	286	146	788	378	3,643	2,204	113	39	125	62
	Median	208	97	595	279	2,486	1,461	64	23	95	43
	Q1	162	66	339	192	1,565	864	33	12	72	28
	Low	83	26	118	53	169	324	10	1	34	11
CITY/ URBAN	Count	67	73	73	82	57	65	64	71	67	73
	High	690	346	1,792	1,223	6,705	2,833	570	48	265	159
	Mean	251	87	746	255	2,778	1,034	91	17	109	38
	Q3	282	111	869	352	3,386	1,400	73	23	125	48
	Median	234	76	688	206	2,675	978	53	16	107	31
	Q1	183	49	575	129	1,997	539	38	9	83	22
	Low	123	16	149	51	247	130	12	1	59	8
CONVENTION/ CONFERENCE CENTER	Count			6	7	7	6	6	8		
	High			1,149	648	5,847	2,169	398	84		
	Mean			658	336	2,101	1,144	123	23		
	Q3			909	528	2,898	1,692	158	29		
	Median			776	243	1,617	1,032	46	12		
	Q1			324	157	571	577	35	6		
	Low			117	87	305	291	18	2		

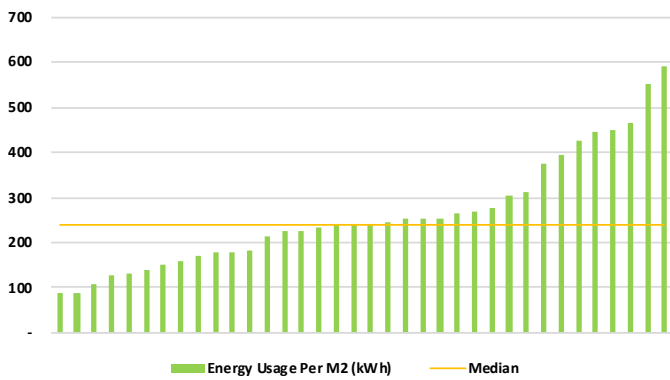
THAILAND	ALL		FULL SERVICE		LTD SERVICE		RESORT		CITY/URBAN		CONV/CONF	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Towel Reuse Program?	212	89%	177	90%	35	86%	109	93%	88	85%	7	86%
Opt-Out Linen Reuse	223	87%	187	88%	36	86%	112	87%	94	89%	8	88%
≥75% LED Lighting	216	86%	181	88%	35	74%	110	85%	91	86%	7	100%
Variable Frequency Drives	214	62%	180	67%	34	32%	110	59%	89	65%	7	86%
- Main Air Handling Units	219	84%	184	83%	35	89%	112	88%	90	80%	8	75%
- Kitchen Hoods	219	71%	185	69%	34	85%	111	72%	91	68%	8	75%
- Elevators	222	75%	187	74%	35	83%	112	73%	93	76%	8	75%
- Water Pumps	222	90%	187	89%	35	94%	112	93%	93	86%	8	88%
- Refrigeration Units	218	65%	184	61%	34	85%	111	68%	90	60%	8	63%
- Other	216	77%	182	76%	34	82%	109	79%	90	74%	8	63%
Renewable Power Generated?	217	26%	183	26%	34	24%	110	26%	92	25%	8	25%
- Wind Power	35	3%	29	3%	6	0%	17	0%	15	7%		
- Solar PV	41	34%	34	29%	7	57%	20	40%	17	29%		
- Heat Pump	55	87%	45	96%	10	50%	29	90%	23	87%		
- Solar Thermal	35	14%	29	14%	6	17%	18	22%	14	7%		
- Geothermal	34	0%	28	0%	6	0%	17	0%	14	0%		
- Hydroelectric	34	0%	28	0%	6	0%	17	0%	14	0%		
- Cogeneration	37	11%	30	10%	7	14%	19	11%	15	13%		
- Other	39	21%	33	21%	6	17%	21	19%	15	20%		
Carbon Offsets/Renewable Energy Cert. Purchase	200	14%	168	14%	32	9%	100	13%	87	16%	7	0%
≥75% Guestrooms Have Digital Thermostats	204	74%	173	77%	31	58%	105	74%	87	72%	7	71%
≥75% Guestrooms Have Occupancy Sensors	201	40%	170	41%	31	39%	102	37%	87	43%	7	71%
≥75% Meeting Rooms Have Digital Thermostats	194	68%	167	72%	27	41%	102	64%	81	72%	7	71%
≥75% Meeting Rooms Have Occupancy Sensors	192	19%	166	19%	26	15%	101	18%	81	21%	6	17%
Energy Sub-Metering	214	57%	181	59%	33	48%	108	58%	92	57%	7	43%
- Fitness Facility	113	49%	101	52%	12	17%	63	49%	44	50%		
- Food & Beverage Facilities	116	69%	102	72%	14	50%	62	68%	48	73%		
- Guestrooms	114	58%	100	57%	14	64%	61	62%	46	52%		
- Public Spaces	121	76%	106	76%	15	73%	63	73%	51	80%		
Energy Tracking	206	99%	174	99%	32	97%	105	98%	87	99%	7	100%
Benchmarking Energy among Peers	203	76%	171	76%	32	75%	102	75%	87	78%	7	71%
Energy Audit	205	71%	173	74%	32	56%	104	74%	87	70%	7	57%
Electric Vehicles	207	29%	175	32%	32	16%	104	45%	89	13%	7	29%
Recycling in Common Areas	214	88%	179	88%	35	89%	106	90%	92	85%	8	100%
Recycling Bins in Guestrooms	214	26%	179	26%	35	26%	107	30%	92	21%	8	38%
≥75% Guestrooms with Soap/Shampoo Dispensers	210	38%	176	36%	34	47%	104	42%	90	30%	8	38%
Waste and Recycling Tracking	208	65%	175	68%	33	52%	105	66%	88	65%	8	88%
Soap Donation	208	41%	174	42%	34	35%	102	37%	91	46%	8	50%
≥75% F&B with Reusable Food Service Ware	204	72%	172	70%	32	78%	102	79%	88	63%	8	75%
Food Waste Composting	207	48%	175	51%	32	31%	104	55%	89	40%	8	63%
Waste Audit	208	60%	175	61%	33	55%	103	62%	90	57%	8	75%



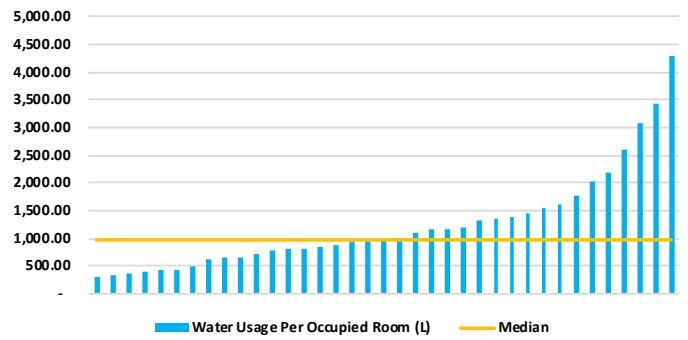
THAILAND	ALL		FULL SERVICE		LTD SERVICE		RESORT		CITY/URBAN		CONV/CONF	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Food Waste Generated	38	50%	36	47%			19	26%	17	71%		
Food Prevention Strategies	37	35%	35	34%			19	21%	16	44%		
- Training	17	65%	15	60%			5	40%	10	70%		
- Adjusting portion size	17	35%	15	27%			5	20%	10	40%		
- Redesign menu	17	71%	15	73%			5	60%	10	70%		
- Change size of serving vessel	16	31%	14	29%			5	20%	9	33%		
Food Donation	37	38%	35	40%			19	32%	16	44%		
≥75% Low-Flow Toilets	205	79%	171	79%	34	79%	104	78%	86	79%	8	100%
≥75% Efficient Faucets	204	76%	171	77%	33	76%	103	73%	87	80%	8	88%
≥75% Efficient Showerheads	204	72%	171	73%	33	64%	102	70%	87	72%	8	75%
Water Tracking	207	97%	173	97%	34	94%	104	100%	88	92%	8	100%
Graywater Reuse	207	46%	173	50%	34	26%	104	64%	88	26%	8	50%
Low-flow Pre-Rinse Kitchen Spray Valves	204	64%	171	67%	33	48%	102	70%	87	57%	8	63%
Water Sub-Metering	201	51%	170	53%	31	42%	104	53%	83	47%	8	75%
- Fitness Facility	103	44%	89	44%	14	43%	55	38%	39	46%	6	83%
- Food & Beverage Facilities	101	74%	89	73%	12	83%	54	74%	39	72%	5	100%
- Guestrooms	100	59%	88	59%	12	58%	54	61%	38	55%	5	80%
- Landscaping/ Grounds Keeping	112	65%	95	65%	17	65%	56	61%	46	70%	6	100%
Preventive Maintenance Program	214	97%	179	98%	35	94%	106	96%	92	98%	8	100%
Written Environmental Policy(ies)	212	82%	178	81%	34	82%	104	84%	92	78%	8	100%
Green Practices Shared on Website	209	64%	175	65%	34	56%	102	70%	91	55%	8	88%
Green Champion	213	80%	179	82%	34	68%	105	76%	92	83%	8	100%
Green Team	214	81%	179	84%	35	66%	106	77%	92	85%	8	88%
Staff Training	213	83%	178	84%	35	80%	106	83%	91	82%	8	100%
Employee Volunteering Opps During Wrk Hrs	209	89%	175	90%	34	85%	103	93%	91	84%	8	100%
Staff Recognition	210	66%	176	68%	34	59%	104	64%	91	66%	8	75%
Comment/Suggestion Process	209	76%	175	76%	34	76%	103	77%	91	75%	8	75%
>50% Green Cleaning Products	207	70%	174	70%	33	70%	102	75%	91	66%	8	75%
100% Non-Smoking	215	40%	181	36%	34	62%	107	35%	92	42%	8	38%
≥75% of Non-Smoking Guestrooms	213	88%	179	85%	34	100%	106	91%	91	82%	8	100%
3rd-Party Certification	211	50%	176	51%	35	46%	105	50%	91	47%	8	100%
Carbon Footprint Measured	214	50%	179	51%	35	43%	107	56%	91	44%	8	38%
Local Procurement Policy	212	86%	177	89%	35	71%	106	90%	90	82%	8	88%
Green Roof	215	37%	180	39%	35	23%	107	34%	92	40%	8	50%
Vegetable Garden	215	13%	180	13%	35	14%	107	8%	92	16%	8	50%
Beekeeping	215	6%	180	4%	35	14%	107	3%	92	7%	8	13%
Procurement Requirements	206	65%	171	67%	35	54%	104	65%	86	66%	8	50%
- Contractors	129	81%	111	83%	18	72%	63	84%	57	81%		
- Service Providers	131	86%	113	88%	18	72%	65	92%	57	82%		
- Suppliers	136	97%	117	98%	19	89%	68	99%	59	97%		
- Other	113	69%	98	66%	15	87%	56	71%	51	67%		



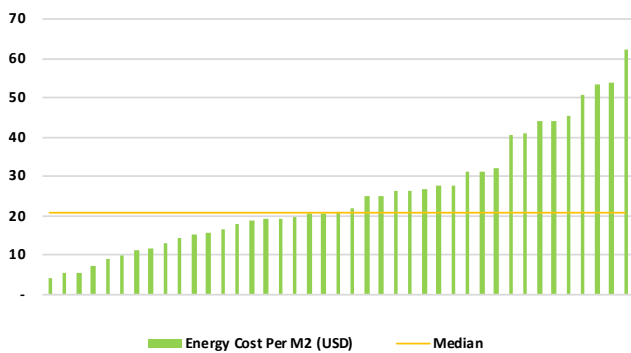
VIETNAM: Energy Usage Per Square Metre (kWh)



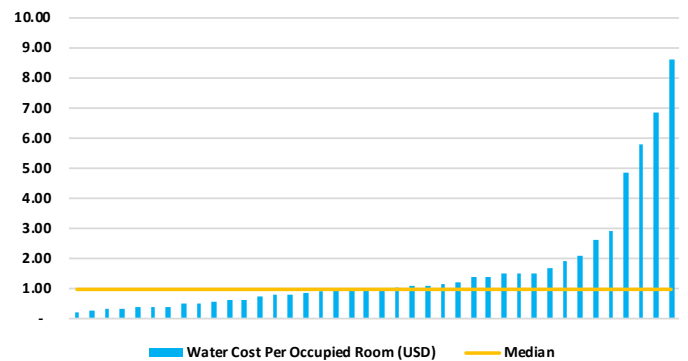
VIETNAM: Water Usage Per Occupied Room (L)



VIETNAM: Energy Cost Per Square Metre (USD)



VIETNAM: Water Cost Per Occupied Room (USD)



VIETNAM		ENERGY				WATER				GHG EMISSIONS	
		Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR	Cost PSM	Cost POR	Usage PSM	Usage POR
ALL	Count	36	42	41	48	32	37	32	40	36	42
	High	592	306	62	48	6,380	4,289	12	9	245	126
	Mean	263	109	25	15	2,883	1,240	3	2	110	46
	Q3	305	133	31	17	3,517	1,449	4	1	125	57
	Median	241	89	21	11	2,488	961	2	1	98	36
	Q1	177	62	15	7	1,947	648	2	1	72	26
	Low	88	32	4	3	502	284	1	0	34	14
FULL SERVICE	Count	31	38	36	43	27	31	27	35	31	38
	High	551	306	62	48	6,380	4,289	12	9	245	126
	Mean	263	114	25	16	2,894	1,318	4	2	110	48
	Q3	307	135	32	20	3,527	1,410	4	2	130	58
	Median	242	90	21	11	2,499	1,014	2	1	99	36
	Q1	181	66	15	7	1,925	784	2	1	76	28
	Low	88	32	4	4	502	284	1	0	34	14
LIMITED SERVICE	Count	5		5	5	5	6	5	5	5	
	High	592		51	14	5,440	1,598	4	1	224	
	Mean	259		25	8	2,825	839	2	1	107	
	Q3	254		31	13	3,017	1,316	2	1	114	
	Median	172		16	6	2,315	558	1	0	77	
	Q1	150		15	4	2,100	426	1	0	65	
	Low	129		13	3	1,253	367	1	0	57	
RESORT	Count	11	12	16	18	10	9	9	14	11	12
	High	592	306	62	48	5,917	4,289	10	9	245	126
	Mean	279	171	22	24	2,988	2,181	3	3	117	73
	Q3	389	238	31	36	4,834	3,077	4	4	166	106
	Median	247	184	17	20	2,697	2,189	2	2	97	77
	Q1	144	84	9	14	1,370	1,014	2	1	60	34
	Low	88	53	4	5	502	625	1	0	34	24
CITY/ URBAN	Count	21	24	23	27	18	22	20	23	21	24
	High	448	146	54	45	6,380	2,014	12	2	192	66
	Mean	258	87	28	10	2,769	982	3	1	107	36
	Q3	277	116	36	12	3,359	1,320	4	1	120	47
	Median	240	88	26	8	2,449	940	2	1	99	36
	Q1	213	67	20	7	2,001	662	2	1	81	28
	Low	129	32	13	3	1,163	284	1	0	57	14

VIETNAM	ALL		FULL SERVICE		LTD SERVICE		RESORT		CITY/URBAN	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Towel Reuse Program?	52	90%	46	93%	6	67%	19	95%	27	89%
Opt-Out Linen Reuse	54	81%	49	86%	5	40%	20	85%	29	79%
≥75% LED Lighting	54	89%	48	88%	6	100%	19	84%	29	93%
Variable Frequency Drives	54	83%	48	85%	6	67%	19	74%	29	86%
Main Air Handling Units	53	96%	47	98%	6	83%	19	100%	28	93%
- Kitchen Hoods	55	65%	49	63%	6	83%	20	65%	29	66%
- Elevators	54	85%	48	85%	6	83%	19	74%	29	97%
- Water Pumps	55	95%	49	94%	6	100%	20	95%	29	93%
- Refrigeration Units	54	78%	49	80%	5	60%	20	85%	28	79%
- Other	50	76%	46	74%			18	83%	27	74%
Renewable Power Generated?	55	31%	49	33%	6	17%	20	40%	29	24%
- Wind Power	10	10%	9	11%			5	20%		
- Solar PV	11	36%	10	30%			6	50%		
- Heat Pump	15	93%	14	93%			5	100%	8	88%
- Solar Thermal	11	45%	10	40%			6	50%		
- Geothermal	11	0%	10	0%			6	0%		
- Hydroelectric	11	0%	10	0%			6	0%		
- Cogeneration	10	0%	9	0%			5	0%		
- Other	12	25%	10	20%			6	33%	5	20%
Carbon Offsets or Renewable Energy Cert. Purchase	54	15%	48	15%	6	17%	20	5%	28	21%
≥75% Guestrooms Have Digital Thermostats	52	87%	46	87%	6	83%	20	85%	26	92%
≥75% Guestrooms Have Occupancy Sensors	52	38%	46	35%	6	67%	19	42%	27	41%
≥75% Meeting Rooms Have Digital Thermostats	53	81%	47	81%	6	83%	20	95%	27	74%
≥75% Meeting Rooms Have Occupancy Sensors	52	27%	46	22%	6	67%	19	32%	27	26%
Energy Sub-metering	54	63%	48	67%	6	33%	19	89%	29	48%
- Fitness Facility	30	57%	28	57%			16	69%	12	50%
- Food & Beverage Facilities	33	85%	31	84%			16	94%	14	79%
- Guestrooms	30	83%	28	86%			15	93%	13	69%
- Public Spaces	32	84%	30	87%			17	94%	12	67%
Energy Tracking	54	98%	48	98%	6	100%	20	100%	28	96%
Benchmarking Energy among Peers	52	71%	46	70%	6	83%	19	79%	27	63%
Energy Audit	53	60%	47	60%	6	67%	20	70%	27	59%
Electric Vehicles	53	26%	47	30%	6	0%	19	63%	28	7%
Recycling in Common Areas	54	72%	48	73%	6	67%	19	84%	29	69%
Recycling Bins in Guestrooms	55	38%	49	39%	6	33%	20	50%	29	31%
≥75% Guestrooms with Soap/Shampoo Dispensers	53	40%	47	40%	6	33%	20	65%	28	25%
Waste and Recycling Tracking	54	56%	48	54%	6	67%	20	65%	28	50%
Soap Donation	55	65%	49	61%	6	100%	20	45%	29	79%
≥75% F&B with Reusable Food Service Ware	51	65%	45	67%	6	50%	19	74%	27	56%
Food Waste Composting	55	42%	49	41%	6	50%	20	60%	29	28%
Waste Audit	54	35%	48	31%	6	67%	20	35%	28	43%

VIETNAM	ALL		FULL SERVICE		LTD SERVICE		RESORT		CITY/URBAN	
	Count	Yes	Count	Yes	Count	Yes	Count	Yes	Count	Yes
Food Waste Generated	13	38%	12	42%					8	38%
Food Prevention Strategies	12	50%	11	55%					8	50%
- Training	5	40%	5	40%						
- Adjusting portion size	6	83%	6	83%						
- Redesign menu	5	80%	5	80%						
- Change size of serving vessel	5	60%	5	60%						
Food Donation	14	21%	13	23%			5	40%	8	13%
≥75% Low-Flow Toilets	54	80%	48	79%	6	83%	19	84%	29	76%
≥75% Efficient Faucets	54	57%	48	58%	6	50%	19	58%	29	66%
≥75% Efficient Showerheads	53	58%	47	55%	6	83%	18	56%	29	62%
Water Tracking	55	98%	49	98%	6	100%	20	100%	29	97%
Graywater Reuse	55	24%	49	24%	6	17%	20	55%	29	7%
Low-flow Pre-Rinse Kitchen Spray Valves	55	55%	49	49%	6	100%	20	55%	29	52%
Water Sub-Metering	54	57%	48	56%	6	67%	19	84%	29	41%
- Fitness Facility	28	46%	24	50%			14	64%	12	25%
- Food & Beverage Facilities	33	79%	29	83%			16	81%	14	71%
- Guestrooms	28	61%	24	63%			14	86%	12	42%
- Landscaping/Grounds Keeping	30	67%	26	69%			16	88%	12	33%
Preventive Maintenance Program	55	100%	49	100%	6	100%	20	100%	29	100%
Written Environmental Policy(ies)	55	87%	49	86%	6	100%	20	95%	29	83%
Green Practices Shared on Website	54	50%	48	48%	6	67%	19	42%	29	55%
Green Champion	54	74%	48	75%	6	67%	19	74%	29	76%
Green Team	54	76%	48	79%	6	50%	19	74%	29	79%
Staff Training	54	78%	48	79%	6	67%	19	74%	29	79%
Employee Volunteering Opportunities During Work Hours	54	85%	48	83%	6	100%	19	89%	29	83%
Staff Recognition	53	51%	47	47%	6	83%	19	68%	28	39%
Comment/Suggestion Process	52	63%	46	61%	6	83%	18	61%	28	64%
>50% Green Cleaning Products	49	63%	43	60%	6	83%	17	59%	27	70%
100% Non-Smoking	54	41%	48	38%	6	67%	19	58%	29	31%
≥75% of Non-Smoking Guestrooms	52	92%	46	91%	6	100%	18	94%	29	93%
3rd-Party Certification	52	40%	46	39%	6	50%	18	50%	28	39%
Carbon Footprint Measured	54	46%	48	50%	6	17%	19	37%	29	52%
Local Procurement Policy	51	82%	45	82%	6	83%	18	89%	28	79%
Green Roof	55	45%	49	43%	6	67%	20	65%	29	38%
Vegetable Garden	55	13%	49	10%	6	33%	20	20%	29	10%
Beekeeping	55	5%	49	6%	6	0%	20	5%	29	7%
Procurement Requirements	51	49%	45	49%	6	50%	18	61%	28	46%
- Contractors	26	96%	22	95%			11	91%	14	100%
- Service Providers	26	85%	22	86%			11	91%	14	79%
- Suppliers	27	100%	23	100%			11	100%	14	100%
- Other	22	50%	19	47%			9	67%	13	38%



# Horwath HTL

*Hotel, Tourism and Leisure*

## **AFRICA**

Ivory Coast

Rwanda

South Africa

## **ASIA PACIFIC**

Australia

China

Hong Kong

India

Indonesia

Japan

Malaysia

New Zealand

Singapore

Thailand

## **EUROPE**

Andorra

Austria

Croatia

Cyprus

France

Germany

Greece

Hungary

Ireland

Italy

Netherlands

Norway

Poland

Portugal

Russia

Serbia

Spain

Switzerland

Turkey

United Kingdom

## **LATIN AMERICA**

Argentina

Brazil

Chile

Dominican Republic

Mexico

## **MIDDLE EAST**

UAE & Oman

## **NORTH AMERICA**

Atlanta

Denver

Los Angeles

Miami

Montreal

New York

Norfolk

Orlando

Toronto