

2024 PROGRESS REPORT

FOUR SEASONS FOR GOOD



FOUR SEASONS

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ABOUT THIS REPORT

This report contains information about the Environmental, Social and Governance (ESG) performance of Four Seasons (“the Company”) and outlines the objectives and examples of activities of its ESG program, *Four Seasons for Good*. Any dollar figures are stated in USD unless otherwise indicated. The report is designed to share our accomplishments to date, with a strong emphasis on the calendar year ended December 31, 2024. Unless otherwise stated, data related to portfolio-level achievements are based on self-reported survey responses submitted by our hotels, resorts and residences with an April 1, 2025 deadline, and information obtained from partners. All properties within the Four Seasons portfolio are managed by the Four Seasons, with all references to “properties” in this report referring to properties managed by Four Seasons.

LEADERSHIP *MESSAGE*

Across Four Seasons properties worldwide, our teams take great pride in creating memorable experiences for guests and residents – always grounded in our commitment to leading with genuine care.

Through our *Four Seasons for Good* program, we bring this commitment to life, integrating environmental and social responsibility across our business, meaning we seek to make well-reasoned decisions that take into consideration their environmental, social and economic benefits. It extends beyond traditional hospitality and shapes how we design, build, source, serve and, importantly, act as leaders within the communities in which we operate.

Our ambition to be the world's most aspirational luxury hospitality and residential brand drives us to set impactful global goals – like reducing water consumption and advancing energy conservation – while also empowering property teams to activate meaningful community-based initiatives.

From marine habitat restoration in Mauritius, to community artisan partnerships in Mexico, to our decades-long support for cancer research through the Terry Fox Foundation, *Four Seasons for Good* takes many forms around the world. It reflects a powerful balance between the excellence of our global brand and the powerful authenticity of local connection.

These collective efforts are not only focused on impact; they're also about the exceptional experiences we create and the trust we continue to build with our stakeholders. *Four Seasons for Good* encourages guests, residents and team members to actively engage with local communities and ecosystems: joining a biodiversity project alongside

marine scientists, supporting a regional cancer fundraiser or discovering culinary traditions with local chefs and farmers, to name a few. These moments offer more than connection – they create a genuine sense of belonging, kindness and care, which we believe is the essence and expectation of today's luxury traveler.

I'm proud to share this year's *Four Seasons for Good Progress Report*. It's a testament to our continued commitment to people and the planet, and to the thoughtful, elevated hospitality that has long defined Four Seasons. This enduring approach remains the foundation of our pioneering ambition to shape the future of luxury hospitality worldwide.

“Our ambition to be the world's most aspirational luxury hospitality and residential brand drives us to set impactful global goals – like reducing water consumption and advancing energy conservation – while also empowering property teams to activate meaningful community-based initiatives.”

Alejandro Reynal
President & CEO



ABOUT FOUR SEASONS

OUR VISION

To be the most aspirational luxury hospitality and residential brand through genuine and unparalleled service experiences.

Four Seasons opened its first hotel in 1961 and since that time has become a global leader in luxury hospitality and branded residential, with a focus on genuine and unparalleled service experiences. The Company manages hotels, resorts and residential properties on behalf of third-party owners in major city centres and resort destinations globally. In addition to its hotels and resorts, Four Seasons experiential offerings include [restaurants and bars](#), the [Four Seasons Private Jet Experience](#), [Four Seasons Drive Experience](#) and the upcoming [Four Seasons Yachts](#). Four Seasons consistently ranks among the world's best hotels, resorts, restaurants and bars, and most prestigious luxury hospitality brands in reader polls, traveler reviews and industry awards.

AWARDS IN 2024

33 stars

With the Four Seasons Hotel Seoul earning a new Michelin star in 2024 – and properties around the world retaining existing stars – Four Seasons remains the most Michelin-starred luxury hospitality company, holding 33 stars across 24 restaurants worldwide.

A decade of accolades

In the *Forbes Travel Guide*, Four Seasons has earned the most Five-Star rankings of any company for the tenth consecutive year. Four Seasons holds a total of 65 Five-Star rankings across 44 hotels and resorts, 17 spas and four restaurants.



Four Seasons Hotel Rabat at Kasr Al Bahr

OUR *PORTFOLIO*

As of year-end 2024, Four Seasons managed 133 hotels and resorts and 55 residential properties in major city centres and resort locations in 47 countries, with more than 60 projects at various stages of planning or development.

OUR GLOBAL PRESENCE

NORTH AMERICA

28 Hotels
24 Resorts
31 Residences

EUROPE

15 Hotels
6 Resorts
4 Residences

CENTRAL & SOUTH AMERICA

3 Hotels
1 Resort
1 Residence

MIDDLE EAST & AFRICA

16 Hotels
7 Resorts
9 Residences

ASIA-PACIFIC

23 Hotels
10 Resorts
10 Residences

133 900+

hotels and resorts

villa and residence rentals

55 47

residential properties

countries

OUR TEAMS AROUND THE WORLD

(as of December 31, 2024)

16,355

in Europe, the
Middle East
and Africa

26,401

in the Americas

56,025

team members
globally

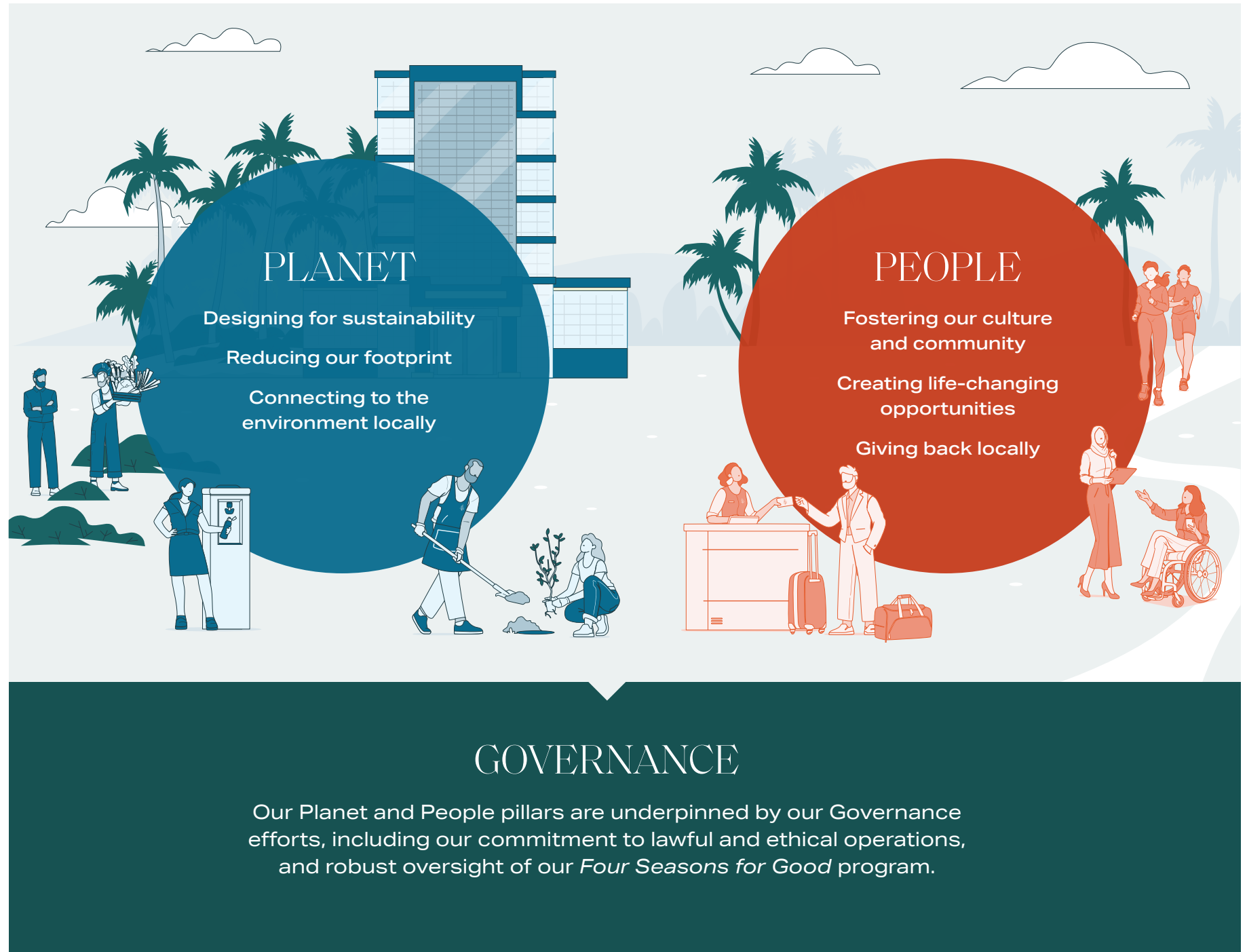
13,269

in Asia-Pacific

ABOUT *FOUR SEASONS FOR GOOD*

The Golden Rule – to treat others how we want to be treated – is our guiding principle. We expect our people to live each day with deep empathy, and always treat others the way they wish to be treated themselves. Our commitment to the Golden Rule comes to life through how we treat our guests, residents, partners and each other. It also comes to life in *Four Seasons for Good*, through which we seek to preserve the beautiful places in which we operate, and to support the communities where we live and work in positive, enduring ways.

Four Seasons for Good is centred around two pillars: Planet (environmental impact) and People (social impact), as defined and described in more detail in this report, and as implemented by each of our properties based on their circumstances and priorities.



2024 HIGHLIGHTS

PLANET

28

Number of properties with sustainability certifications – a 75% increase from 2023 (see page [16](#)).

295+

Number of metric tons of food waste estimated to have been avoided, after implementing artificial intelligence–powered food waste measurement tools (see page [21](#)).

668

Number of electric vehicle (EV) chargers available at our properties (see page [19](#)).

84%

Share of properties with food waste composting programs (see page [21](#)).

95%

Share of properties that have eliminated single-use plastic water bottles (see page [21](#)).

PEOPLE

Top 2%

2024 ranking among companies across all industries globally with respect to employee engagement, as identified by our survey partner, Glint (see page [30](#)).

99

Number of team members supported through the Four Seasons Golden Rule Relief Fund (see page [39](#)).

\$2M+

Amount raised to fight cancer globally (see page [37](#)).

100%

Share of properties with community impact partnerships (see page [36](#)).

13,790

Total number of team member volunteer hours (see page [36](#)).

HONOURS AND AWARDS

We are proud of the recognition that many of our properties earned in 2024 for their *Four Seasons for Good* efforts.

GREAT WORKPLACES FOR WOMEN

Newsweek recognized **Four Seasons Resort Maui at Wailea** as one of America's Greatest Workplaces for Women.

Great Place to Work named **Four Seasons Astir Palace Athens** as one of Greece's Best Workplace for Women.

THREE LEADERS IN HAWAI'I

Four Seasons Resort Lanai, **Four Seasons Resort Sensei Lanai** and **Four Seasons Resort Maui** were recognized with Hawai'i Green Business Program awards, which celebrate "businesses that strive to operate in an environmentally and socially responsible manner."

COMBINING SUSTAINABILITY AND SERVICE EXCELLENCE

The Arizona Lodging & Tourism Association recognized **Four Seasons Resort Scottsdale at Troon North** as the "Good Earthkeeping" Hotel of the Year, for the property's integration of environmental management practices to improve operations while maintaining quality service.

BEST IN MEXICO

The 2024 Food and Travel Reader Awards recognized **Four Seasons Resort Tamarindo** as the Most Sustainable Hotel in Mexico.

PART OF A CARING COMMUNITY

The Illinois Hotel & Lodging Association's Stars of the Industry event honoured **Four Seasons Hotel Chicago** in the Community Service category for their partnership with Chicago Cares.

TAHITI'S FIRST SUSTAINABLE TOURISM AWARD

Four Seasons Resort Bora Bora won Tahiti Tourism's *Concours des Initiatives du Tourisme Durable 2024* (2024 Sustainable Tourism Initiatives Competition) for their efforts to support individuals with physical disabilities across the island.

EMBRACING INCLUSION

Four Seasons Astir Palace Athens was awarded the World's Leading Sustainable Accessibility & Inclusion Initiative at the World Sustainable Travel & Hospitality Awards, for their work related to social and workplace inclusion for people with disabilities or neurodiversity.

GOLD IN MACAO

The Macao Green Hotel Awards recognized **Four Seasons Hotel Macao** and **The Grand Suites at Four Seasons** with Gold Awards this year.



Sensei Lanai, A Four Seasons Resort

STAKEHOLDER ENGAGEMENT AND MATERIALITY

Relationships are at the heart of our success. Four Seasons upholds and protects those relationships by, among other things, engaging with our stakeholders and keeping pace with changing standards and expectations in our industry.

In 2024, we conducted a double materiality assessment at the enterprise level, analyzing our impact on the environment and society, and assessing how sustainability issues affect the Company's financial performance. Findings from this process helped us identify which topics are most material to our operations; these insights in turn guide our reporting and strategic focus.

PROCESS

The double materiality assessment evaluated our actual and potential impacts, risks and opportunities in our operations and across our value chain. The process was aligned with

European Union Corporate Sustainability Reporting Directive (CSRD) and European Sustainability Reporting Standards (ESRS) guidance.

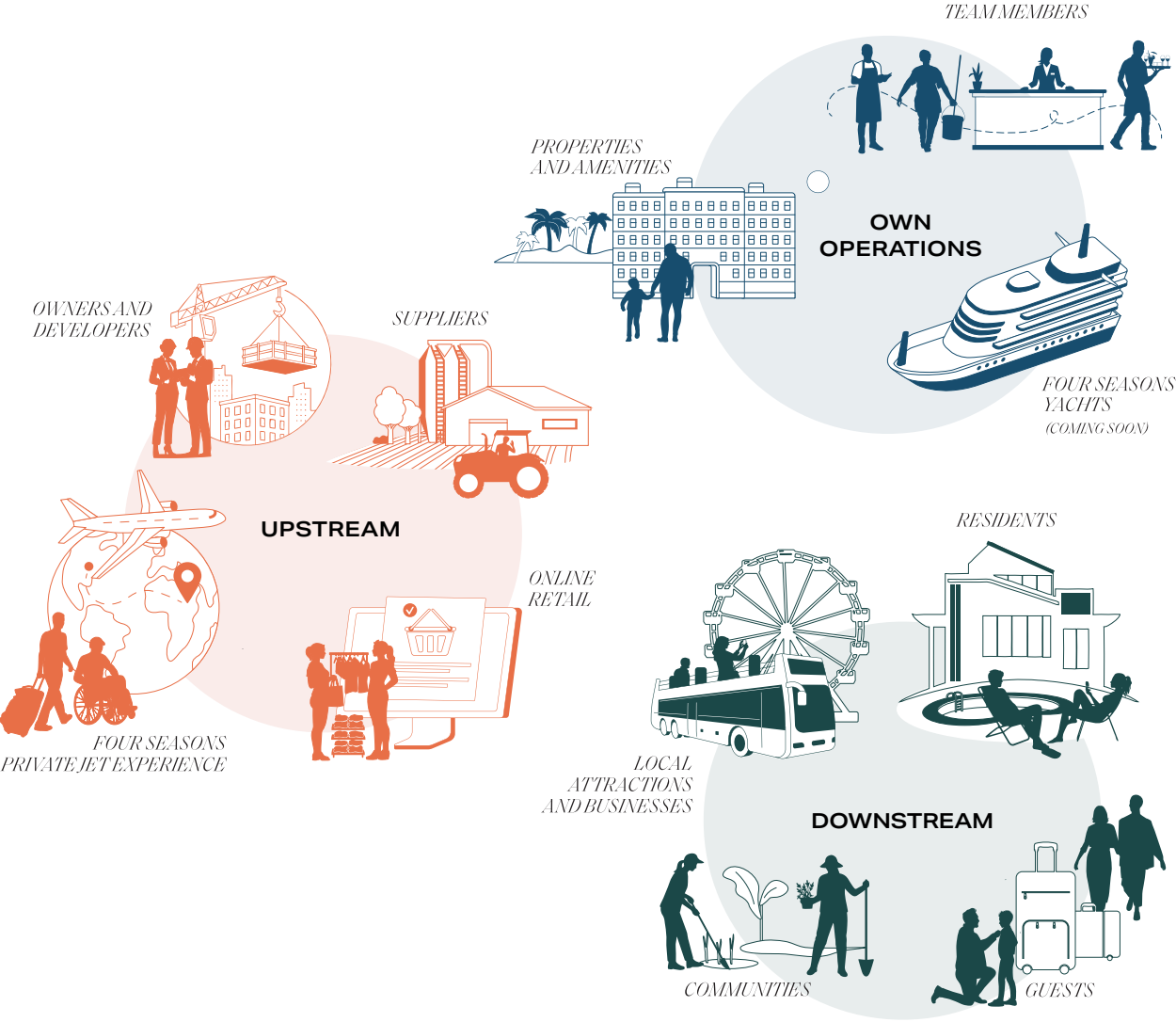
In addition to reviewing historical events, relevant standards and enterprise risks and performing industry benchmarking, we engaged key internal and external stakeholders through surveys, interviews and focus groups to validate and refine our findings. To gain insight into geographic variations and nuances, we ensured global representation in the groups we engaged, and used a range of methods to invite input.

The table and diagram on this page summarize our value chain and material topics.

OUR MATERIAL TOPICS

IMPACT MATERIALITY	DOUBLE MATERIALITY	FINANCIAL MATERIALITY
Environmental	<div>/// Climate change adaptation</div> <div>/// Climate change mitigation</div> <div>/// Energy</div> <div>/// Water consumption</div> <div>/// Water withdrawal</div> <div>/// Water discharges</div>	
Social	<div>/// Working conditions for workers in the value chain</div> <div>/// Team member health and safety</div> <div>/// Team member working conditions</div> <div>/// Guest safety</div>	<div>/// Team member labour rights</div>
Governance		<div>/// Corporate culture</div>

OUR VALUE CHAIN



OUR STAKEHOLDERS INCLUDE:

- /// Shareholders

/// Guests

/// Residents
- /// Corporate customers

/// Owners and developers

/// Team members
- /// Communities

/// Business partners

/// Industry

COLLABORATING *FOR GOOD*

As we advance *Four Seasons for Good*, we collaborate with many organizations, aiming to share best practices and drive positive change in areas like waste reduction and human rights. We aim to work with partners across our supply chain who share our priorities; we contribute to industry groups pursuing positive impact; and we support charities and non-profits making a positive impact for communities and ecosystems. We also recognize and respect the circumstances facing individual properties and remain focused on providing unparalleled service experiences.

AMERICAN HOTEL AND LODGING ASSOCIATION (AHLA)

Four Seasons is an active member of AHLA's Sustainability Committee and its Safety and Security Committee. Through this work, we support the Association's Responsible Stay initiative, which focuses on energy and water conservation as well as waste reduction and responsible sourcing. We have also joined AHLA's 5-Star Promise, a voluntary commitment to enhance policies, trainings and resources to combat human trafficking.

WORLD SUSTAINABLE HOSPITALITY ALLIANCE (THE ALLIANCE)

As a member of this charitable organization since 2012, our Company has supported the development of industry guidelines and resources aimed at supporting action on key issues. We have also incorporated the Alliance's Principles on Forced Labour into our [Human Rights Policy](#).

CORPORATE ECO FORUM (CEF)

Since 2021, we have been part of this invitation-only membership group for Fortune 500 and Global 500 companies that demonstrate a serious commitment to sustainability as a foundation of business strategy and a driver of innovation.

US DEPARTMENT OF STATE'S OVERSEAS SECURITY ADVISORY COUNCIL (OSAC)

We are a member of OSAC's Hotels and Lodging Sector Committee, which monitors a broad range of security concerns in the hospitality industry, including but not limited to human trafficking and forced labour. OSAC is a Federal Advisory Committee promoting security cooperation between American business and private sector interests worldwide and the US Department of State.

OTHER NOTABLE PARTNERSHIPS AND COLLABORATIONS

/// EarthCheck

/// Ecolab

/// ecoSPIRITS

/// Global Impact

/// Global Sustainable Tourism Council (GSTC)

/// Green Key Global

/// Green Key International

/// KITRO

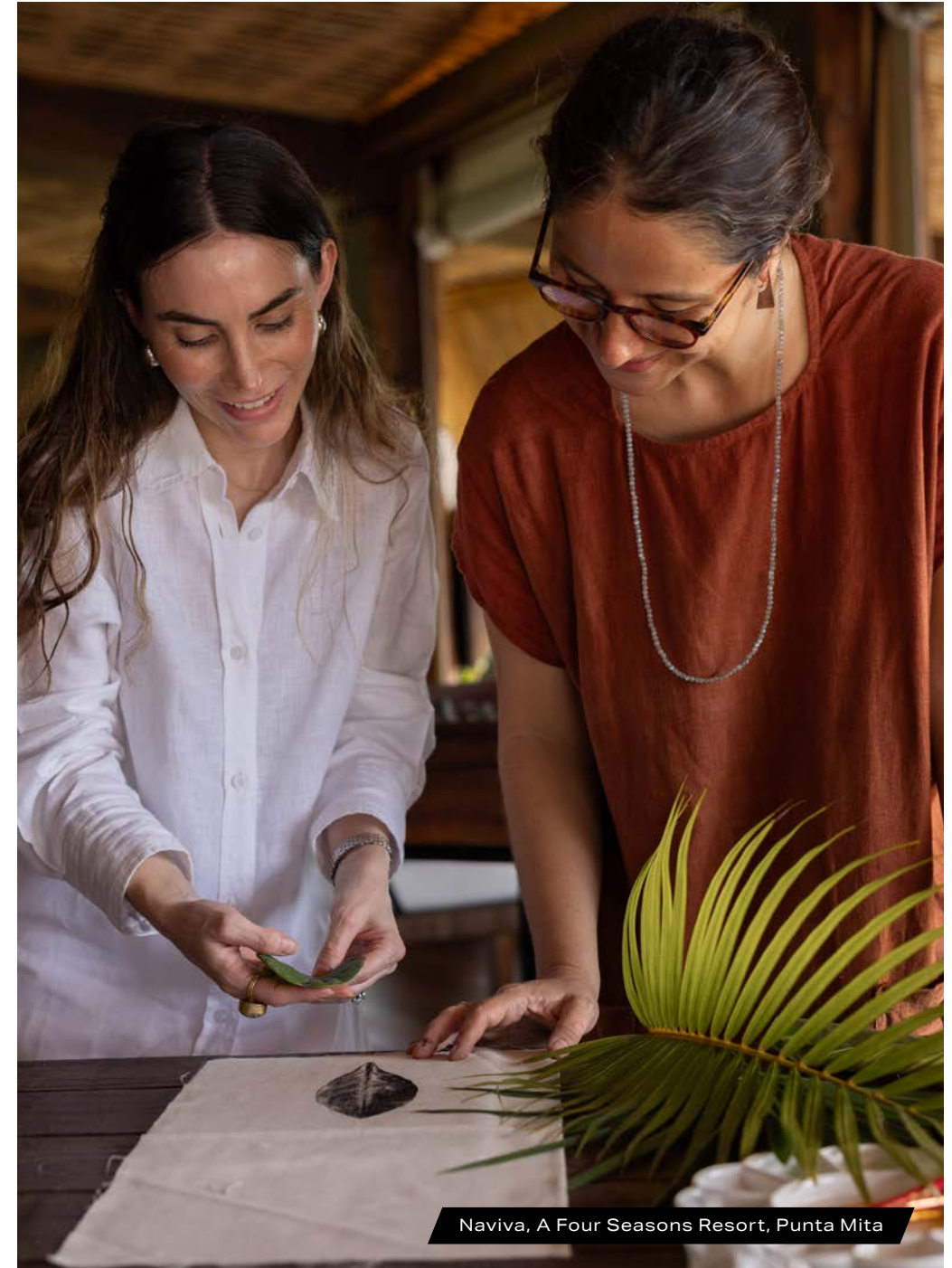
/// Lumitics

/// Monterey Bay Aquarium Seafood Watch

/// Terry Fox Foundation

/// Winnow

/// World Central Kitchen



Naviva, A Four Seasons Resort, Punta Mita

CONTRIBUTING TO THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGs)

PEOPLE

● SDG 3: GOOD HEALTH AND WELL-BEING

Our contributions to fighting cancer globally through the Terry Fox Foundation (see page [37](#)) and other organizations support SDG target 3.4 – By 2030, reduce by one-third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.

● SDG 5: GENDER EQUALITY

Our culture and human rights efforts (see pages [30](#) and [35](#)) connect strongly to this SDG and to the following targets:

- 5.1 – End all forms of discrimination against all women and girls everywhere.
- 5.2 – Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation.
- 5.5 – Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.

● SDG 8: DECENT WORK AND ECONOMIC GROWTH

The opportunities for economic development and growth our properties provide, our approach to sourcing and procurement (see page [24](#)), and our work on human rights connect strongly to this SDG, and specifically to the following targets:

- 8.7 – Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking, and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms.
- 8.8 – Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.
- 8.9 – By 2030, devise and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products.



Four Seasons is proud to join other leading global businesses in contributing to the UN SDGs. The SDGs align with our interpretation of the meaning of “sustainable,” which is an approach to planning and development that attempts to balance environmental, social and economic needs and impacts of our society and Four Seasons. Our initial focus for our properties and operations is on six goals and 10 targets. This is supported through a variety of initiatives, some of which are set out below:

PLANET

● SDG 12: RESPONSIBLE CONSUMPTION AND PRODUCTION

One of our major food waste commitments (see page [21](#)) explicitly supports SDG target 12.3 – By 2030, halve per capita global food waste at the retail and consumer levels and reduce food losses along production and supply chains, including post-harvest losses.

More broadly, our efforts in our operations and through our supply chain also support SDG target 12.5 – By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

● SDG 14: LIFE BELOW WATER

Through growing adoption of sustainable design and construction practices, single-use plastics elimination efforts (see page [21](#)), waste management strategies (see page [20](#)) and low-impact landscaping approaches, we contribute to target 14.1 – By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution.

● SDG 15: LIFE ON LAND

Our *Four Seasons for Good* strategy and efforts around biodiversity preservation (see page [27](#)) and responsible sourcing (see page [24](#)) connect strongly to SDG 15.

PLANET

We take local and global action to care for the planet. We work with partners and experts to help nurture the extraordinary ecosystems that surround our properties. And we collaborate to reduce our footprint, conserve natural resources and protect the world we share.

In this section

/// Designing for sustainability

/// Reducing our footprint

/// Connecting to the environment locally

Relevant UN SDGs



DESIGNING FOR *SUSTAINABILITY*

Four Seasons seeks to match or exceed leading international standards when it comes to the design, construction and renovation of our properties. We engage consultants to integrate environmental considerations and the well-being of our guests and employees into the design and construction of our properties.

KEY PRIORITIES IN THIS FOCUS AREA

- /// Prioritize efficiency and reduced environmental impact in our design and construction.
- /// Create spaces that promote human health and well-being.



Four Seasons Hotel Madrid

DESIGN SERVICES SUSTAINABILITY STANDARDS

In January 2024, our Design Services Sustainability Standards came into force. These design requirements apply to all hotel, resort and residential new build projects and major renovations.

FOCUS AREAS

Our design and construction standards require all new construction and major renovations to achieve LEED Gold certification or higher or an approved regional equivalent (e.g., BREEAM in Europe). They are also required to follow select Fitwel standards that support the health and well-being of our guests, residents and team members and strive for net zero in waste, water or carbon emissions. Our Design Services Sustainability Standards address eight focus areas, summarized on the next page.

BUILDING ON STRENGTH

Our commitment to creating sustainable environments was at work prior to the development of the Design Services Sustainability Standards. Many Four Seasons managed properties have held internationally recognized eco-certifications for years, and 14 properties in our development pipeline were on track to achieve LEED certification or an approved equivalent before 2024.

REIMAGINING FOUR SEASONS OFFICE SPACES

Four Seasons shapes the day-to-day experiences and activities of more than 50,000 team members around the world. Many fulfil their roles serving guests and residents at Four Seasons properties, while others work in our corporate offices.

Over the last few years, as we have implemented sustainability and well-being standards for our properties, we have been working to ensure that our approach to designing office spaces for our corporate team members embodies the same principles. Accessibility and inclusion are also core considerations, with support for diverse needs and work styles integrated into the design of spaces and workstations where possible.

Growing Momentum

Our London corporate office, which opened in December 2024, was the first to be developed according to our new guidelines, achieving Fitwel 2-star certification under the Fitwel: Commercial Interiors standard. Four Seasons offices in Miami and Dubai are currently being built to our certification criteria, with Miami expected to achieve Fitwel and Dubai expected to achieve LEED Platinum in 2025.



Four Seasons Hotel Philadelphia at Comcast Center

EIGHT *FOCUS AREAS*

In addition to the key requirements outlined in the Design Services Sustainability Standards, supplemental criteria across eight focus areas incorporate further efficiencies in the design, construction and operation of our managed properties.

Below are some examples of the criteria implemented at various properties:



BIOPHILIC DESIGN

Introduce elements of nature for well-being of guests and employees

Naviva, A Four Seasons Resort, Punta Mita, Mexico

/// 14 patterns of biophilic design help guests feel more connected to nature, and contribute to an overall sense of well-being.



CLIMATE RISK AND RESILIENCE

Ensure projects are designed to withstand changed climate conditions

Four Seasons Hotel Toronto

/// The building's innovative double facade design reduces energy consumption and optimizes solar gain.



EMBODIED CARBON AND LIFE CYCLE ASSESSMENT

Implement strategies to reduce greenhouse gas emissions over the building's life cycle

Four Seasons Hotel New Orleans

/// The historic World Trade Center office building was restored, making it an excellent example of adaptive reuse that reduces the carbon footprint of new construction.



EFFICIENCY, LOW-CARBON SOLUTIONS AND RENEWABLE ENERGY

Investigate opportunities for highly efficient buildings

Four Seasons Hotel Marrakech

/// A combination of air conditioning heat recovery and on-site solar and electric boilers meet 100% of water heating needs.



SUSTAINABLE SOURCING

Ensure materials used during construction and operations are sustainably sourced

Four Seasons Resort Tamarindo

/// Locally sourced materials like natural stone, reclaimed wood, handcrafted ceramics and responsibly harvested teak and guayacan wood were used.



SMART BUILDING SOLUTIONS

Implement innovative practices throughout a building's lifetime

Four Seasons Hotel Istanbul at Sultanahmet

/// Leak detection technology helped the property identify a major leak event, reducing water consumption by 30%.



WATER EFFICIENCY

Design building systems for efficient water use and reuse during operations

Four Seasons Hotel London at Tower Bridge

/// 100% of rainwater captured on the building's roof is stored and reused for the irrigation of an adjacent public garden.



WASTE MINIMIZATION

Identify infrastructure needs to minimize waste during design, construction and operations

Four Seasons Hotel Washington, DC

/// Through awareness-raising, training and other efforts, the hotel achieved an 80% reduction in waste hauling fees.

SUSTAINABILITY CERTIFICATIONS

Sustainability certifications remain an integral component of our *Four Seasons for Good* strategy, and our objective is for every hotel in our portfolio to achieve an approved green building or sustainable hotel certification. Pursuing rigorous, globally recognized sustainability certifications helps Four Seasons properties to enhance their performance, build a culture of continuous improvement and drive transparency and accountability.

We regularly monitor developments in the frameworks and certifications that guide responsible design and operations around the world, seeking to remain aligned with leading practices and focus our efforts where we believe they make the greatest difference. While Four Seasons properties have flexibility to pursue the approved sustainability certifications that are most relevant to their local context, the certifications presented on this page – LEED, BREEAM, Green Key and EarthCheck – are areas of shared focus for the Company globally.

We have selected these standards based on their rigour and credibility as well as their compatibility with *Four Seasons for Good* systems and practices.

28

properties with sustainability certifications.

SUSTAINABILITY CHAMPION



Mariana Domingues
Sustainability Manager
Four Seasons Hotel Ritz Lisbon

“Our Green Key certification aligns perfectly with our commitment to protecting the environment, supporting communities and offering our guests a responsible travel experience. It also helps us stay ahead of upcoming European regulations.”

LEED

Leadership in Energy and Environmental Design (LEED) is the world’s most widely used green building rating system. It provides a framework for healthy, efficient and cost-saving green buildings.



Operations and Maintenance (O+M)

- **Platinum**
/// Four Seasons Hotel Guangzhou
/// Four Seasons Hotel Kuwait at Burj Alshaya

Building Design and Construction (BD+C)

- **Platinum**
/// Four Seasons Hotel Philadelphia at Comcast Center
- **Gold**
/// Four Seasons Hotel Madrid
/// Four Seasons Hotel Minneapolis
/// Four Seasons Hotel Nashville

- **Silver**
/// Four Seasons Hotel Boston at One Dalton
/// Four Seasons Private Residences at 706 Mission, San Francisco
/// Four Seasons Private Residences Los Angeles

BREEAM

A globally recognized sustainability assessment method that evaluates environmental performance across various categories like energy, water, materials and waste management.



In Use – Excellent

- /// Four Seasons Hotel George V, Paris

GREEN KEY

Includes Green Key International and Green Key Global certifications, which are leading standards of excellence in the field of environmental responsibility and sustainable operation within the tourism industry.



- /// Four Seasons Hotel Ritz Lisbon
- /// Four Seasons Hotel Madrid
- /// Four Seasons Hotel Milan
- /// Four Seasons Hotel Montreal

EARTHCHECK

A leading international scientific benchmarking certification and advisory group for sustainable travel and tourism. Includes a combination of core criteria (e.g., waste and chemicals) and custom criteria relevant to specific businesses and sectors.



- **Platinum**
/// Four Seasons Resort Sharm El Sheikh
- **Silver**
/// Four Seasons Hotel Cairo at Nile Plaza
/// Four Season Resort Maldives at Kuda Huraa
/// Four Seasons Resort Maldives at Landaa Giraavaru

OTHER APPROVED CERTIFICATIONS

- /// Four Seasons Resort Bora Bora – SOCOTEC Certification – Sustainability Management System for the Hotel Industry
- /// Four Seasons Hotel Buenos Aires – Hoteles Más Verdes
- /// Four Seasons Hotel Mexico City – Preferred by Nature
- /// Four Seasons Hotel Istanbul at Sultanahmet – Türkiye Sustainable Tourism Industry Criteria (TR-I)
- /// Four Seasons Hotel Istanbul at the Bosphorus – Türkiye Sustainable Tourism Industry Criteria (TR-I)
- /// Four Seasons Hotel Singapore – Global Sustainable Tourism Council (GSTC)
- /// Four Seasons Hotel Tunis – Intertek Cristal EcoCheck Standard
- /// Four Seasons Resort Seychelles – Green Globe & Sustainable Seychelles
- /// Four Seasons Resort Seychelles at Desroches Island – Green Globe & Sustainable Seychelles
- /// Four Seasons Hotel Macao – ISO 14001
- /// The Grand Suites at Four Seasons – ISO 14001

FOUR SEASONS FOR GOOD AT SEA

Our ambition to reduce our environmental impact is active everywhere we operate, from the world's most vibrant cities to the Caribbean and Mediterranean waters where guests will soon be able to embark on Four Seasons Yacht Experiences, forthcoming in 2026. Our operational practices and the exceptional design and engineering of our first yacht, *Four Seasons I*, reflect our commitment to sustainability on land and at sea.

Sleek design above and below the water line. The hydrodynamics and aerodynamics of the vessel's form – hull and deck – have been tested and optimized to minimize drag. These design refinements reduce the energy required to propel the yacht.

Hybrid propulsion and battery energy storage. A unique, variable speed electric podded propulsion system offers more versatile and efficient power management than conventional systems, while a battery energy storage system enables periods of zero-emission sailing at low speeds.

Optimized energy management. An advanced Energy Management System minimizes fuel use by constantly monitoring and controlling the energy production and consumption onboard.

Waste and water. The yacht follows the same sustainability standards as our properties on land: a commitment to zero single-use plastics in the guest experience; conservation of fresh water and rigorous management of wastewater; and solid waste carefully sorted for reuse, recycling or disposal.

A gentle presence in communities. For a light touch in local destinations, we offer our guests shore experiences in small groups – with fewer than a dozen guests in each group visiting small harbours and coastal communities. At least 70% of the experiences offered will be GSTC certified, adhering to rigorous sustainability practices across environmental, socioeconomic and cultural dimensions. The remaining 30% of shore offerings are hosted by small local partners who deliver authentic experiences responsibly but whose modest scale is a barrier to achieving certification.

Protecting marine habitat. The vessel is designed to be quiet underwater, so it can safely operate in areas where marine noise pollution is a concern. It can also use a computer-controlled positioning system to maintain a given position, avoiding the use of anchors that can damage seabeds.



MINDFUL JOURNEYS

BY AIR

Four Seasons Private Jet Experiences are operated by Titan Airways Limited on an Airbus A321neo, one of the most fuel-efficient commercial jets available. Airbus reports that the A321neo generates approximately 30% lower carbon emissions and 50% less noise than comparable aircraft. The calculated emissions of the Jet for each leg of an itinerary are currently calculated and fully offset through investment in nature-based projects that meet Plan Vivo or Verra certifications, deemed to be high-quality nature-based projects.

Additionally, a portion of the sales from each Jet Experience trip supports community initiatives. Four Seasons donates on behalf of every Jet Experience guest to support the *Four Seasons for Good* community initiatives underway at each of the properties on our Jet itinerary. Four Seasons Jet Experience partner TCS World Travel donates to the Vayu Foundation to support the development and distribution of innovative technologies to prevent maternal death during childbirth and to provide non-invasive ventilators for infants in more than 22 countries.

TCS World Travel along with its sister companies across the Travelopia Group have also partnered with Blue Marine Foundation to help conserve and restore ocean ecosystems that are vital in tackling climate change. Through their three-year partnership, Travelopia aims to support the conservation and restoration of thousands of hectares of vital marine ecosystems through seven global projects.

These are just some of the many ways *Four Seasons for Good* is [embedded](#) into the Jet Experience.

ON THE OPEN ROAD

The Four Seasons Drive Experience offers an exhilarating driving journey through the world's most breathtaking destinations, all from the seat of a luxury vehicle. Carbon offsets are integrated into the pricing of the experiences and are purchased to offset greenhouse gas emissions.

FOUR SEASONS FOR GOOD IN ACTION

A FIVE-STAR SUSTAINABILITY LEADER

FOUR SEASONS HOTEL GEORGE V, PARIS

An art deco landmark built in 1928, Four Seasons Hotel George V, Paris is situated just off the Champs-Élysées. While most guests are first struck by the property's historic beauty, those who look closely will soon find many signs of contemporary sustainability excellence – from intelligent energy-consumption controls in guest rooms to a comprehensive recycling program.

In recent years, Four Seasons Hotel George V has made a range of efforts and investments to improve its environmental performance and social impact in its nearly century-old Hotel. In 2024, the property earned a unique recognition, becoming the only luxury 5-star hotel in the world to achieve a dual BREEAM In-Use certification with an “Excellent” rating. It was granted this rating in two categories: Asset (recognizing the property's physical properties) and Management (recognizing policies and operations).

Initiated by BRE (Building Research Establishment) in 2009, BREEAM In-Use is an assessment and certification scheme designed to assess the environmental performance of operational buildings. To meet the targets of this rigorous certification system, the George V has undertaken numerous initiatives, including training all employees on sustainability; partnering with vendors to reduce ESG impacts; implementing energy and water conservation measures; greening both the roof and outdoor courtyards; and installing bird nesting boxes.

This prestigious certification is a welcome affirmation of the environmental excellence that heritage properties in the Four Seasons portfolio are achieving as they adopt enhancements and retrofits in pursuit of sustainability leadership.



REDUCING *OUR FOOTPRINT*

Four Seasons has adopted diverse strategies to reduce our environmental impact over time – and we’re always looking for new ways to enhance our systems and practices to reduce waste and improve our efficiency. Our [Environmental Policy](#) guides our approach, and we work with our properties around the world to obtain their insights and amplify their achievements across the portfolio.

KEY PRIORITIES IN THIS FOCUS AREA

- /// Seek to reduce our environmental impact by focusing on carbon, energy, water and waste.
- /// Assess and mitigate our climate risk.
- /// Champion environmentally responsible sourcing and procurement.

REDUCING CARBON EMISSIONS AND ENERGY CONSUMPTION

In 2024, we completed the implementation of a new utility management platform that uses automation to collect high-quality, reliable utility data and deliver critical analytics for our property teams. The platform tracks energy, water and waste consumption, and calculates our carbon emissions. This monitoring tool plays a critical role in helping us advance our environmental goals.

We have developed an enterprise-wide strategic roadmap for reducing emissions across our portfolio, including financial and

feasibility analyses. This effort includes a detailed evaluation of energy and carbon conservation opportunities at each of our properties. These opportunities were identified through third-party energy and water audits, which all properties have completed in recent years. Over 30% of the opportunities are low- or no-cost, with the remainder being considered in capital expenditure planning. This decarbonization roadmap will help inform future action across our global operations.

REWARDING RESULTS

As of 2024, Annual Incentive Plans for relevant property leaders – including Hotel Managers, Directors of Engineering, Directors of Finance and Directors of Residences – are tied to properties’ success in achieving annual targets for reducing energy and carbon emissions. These incentives are designed to help drive progress against our goals at individual properties and across the Four Seasons portfolio.

MAKING SUSTAINABLE MOBILITY PART OF THE GUEST EXPERIENCE

In October 2024, Four Seasons announced a collaboration between participating Four Seasons properties and electric vehicle (EV) company Lucid Motors, whereby participating properties offered chauffeured Lucid EV house cars and/or complimentary guest experience vehicles for guests to drive. The program rolled out to participating Four Seasons hotels and resorts in the United States and Saudi Arabia in late 2024.

MANAGING CLIMATE RISK

Since 2021, we have mapped Four Seasons managed properties – both existing and in development – against a series of 30 risk indicators, including those related to climate change. We use the results of this continuous risk monitoring to manage existing and emerging risks, and to help inform operational decisions.

As part of the double materiality assessment carried out this year, we analyzed potential financial effects on the Company from physical climate-related events.

Our efforts to decarbonize our portfolio are connected to our management of transition risk. Many jurisdictions around the world are introducing or reinforcing standards and requirements regarding building energy and emissions performance; working proactively to boost efficiency and reduce emissions reduces transition risk for our Company in these jurisdictions.

This year, we engaged consultants to initiate an environmental data assurance readiness assessment in preparation for future reporting requirements. This work focused on reviewing our Scope 1 and 2 emissions as well as energy and water data, with an emphasis on verifying the accuracy and consistency of our reporting processes.

100%

of properties report undertaking a third-party energy audit in the last four years.

76% 668

of properties report having EV charging stations.

EV charging stations are reported across our properties.



Four Seasons Resort Seychelles at Desroches Island



FOUR SEASONS FOR GOOD IN ACTION

INNOVATION AND EFFICIENCY ON A *SMALL ISLAND*

FOUR SEASONS RESORT AND RESIDENCES ANGUILLA

Set in an idyllic Caribbean scene of pale sand and crystalline waters, this Four Seasons property is a hive of innovation. The property team employs a range of carbon and energy management strategies to minimize the property's environmental footprint while supporting an exceptional guest and resident experience. Their efforts are working: energy consumption per square metre was reduced by over 2% in 2024 relative to the previous year – a figure the property is able to quantify precisely through regular monitoring that helps it continuously refine its practices.

A solar pool heater keeps one of the central pools warm during the cooler months, reducing the property's reliance on liquefied petroleum gas. The adaptation has avoided more than 429 metric tons of carbon dioxide equivalent (CO₂e).

The islands of Anguilla rely heavily on desalination plants for potable water. To reduce their use of this vital but energy-intensive infrastructure, in 2022 the property installed a dedicated water recycling plant specifically for laundry, which accounts for about 30% of the property's water consumption. This approach has dramatically reduced the energy requirements of the property's water system, avoiding 238 metric tons of CO₂e.

The list of the property's innovations go on – from an energy-saving heat recovery system to a food waste avoidance partnership with local farmers – demonstrating that small islands and big sustainability goals can be a great match.

REDUCING WASTE

We have been rolling out recycling and organic waste diversion programs in properties around the world for years. Although this work proceeds at different rates because local infrastructure and services vary, the majority of our properties worldwide seek to divert waste from landfill as standard practice. Among other efforts, we're striving to make recycling available in all guest rooms where local systems permit. Our new Design Services Sustainability Standards mean that Four Seasons properties will support waste diversion by design.

In 2024, many of our hotels and resorts in the Asia-Pacific region continued to partner with ecoSPIRITS to purchase premium spirits through its low-waste, low-carbon, closed-loop distribution system – eliminating up to 95% of the packaging waste associated with spirits in a traditional glass bottle format. Through the partnership, participating properties:

/// Eliminated over 4,475 kg of packaging waste – 45% more than in 2023.

/// Avoided over 4,452 kg of CO₂e – 42% more than in 2023.

100% 94%

of properties are required to carry out a waste audit every four years. After reviewing the results, properties receive recommendations for improvement.

of properties report having a recycling program in place.

TACKLING PLASTIC WASTE

In 2024, Four Seasons continued our work to eliminate single-use plastics from the guest experience; nearly all properties are now in compliance with this requirement. One vital step in this journey was the replacement of complimentary single-use plastic water bottles with more sustainable alternatives, including glass bottles that can be refilled on-site. Through the diligent efforts of our teams, we avoid the use of over 10.9 million single-use plastic water bottles annually, with 95% of properties reporting that these bottles have been eliminated from the guest experience. All of our properties have also reported adopting large-format bathroom amenities, avoiding an additional 250 metric tons of single-use plastics annually based on property purchasing data.

Our efforts extend beyond the guest experience to broader operational practices, with Four Seasons properties continuing to partner with their suppliers to reduce unnecessary packaging from deliveries, and replacing single-use packaging with reusable materials where feasible.

100%

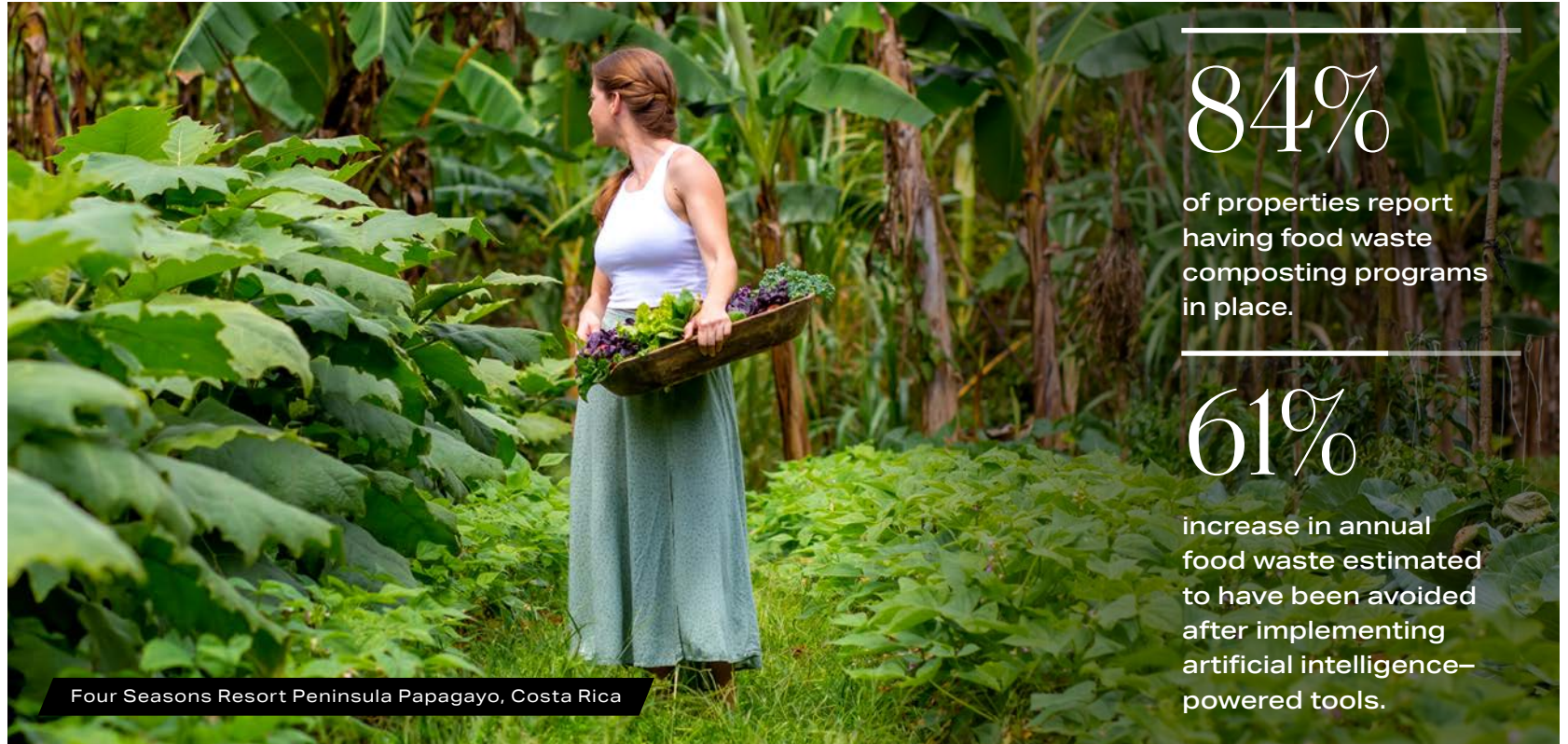
of properties report replacing small bathroom amenity bottles with large-format containers.

95%

of properties report eliminating single-use plastic water bottles.

295+

metric tons of food waste estimated to have been avoided, after implementing artificial intelligence–powered food waste measurement tools, based on property purchasing data.



Four Seasons Resort Peninsula Papagayo, Costa Rica

84%

of properties report having food waste composting programs in place.

61%

increase in annual food waste estimated to have been avoided after implementing artificial intelligence–powered tools.

FOOD WASTE

Four Seasons manages more than 600 restaurants and bars worldwide, as well as over 100 team member dining areas. Reducing food waste supports our commitment to people and our planet, as the UN estimates that food waste is responsible for 8-10% of greenhouse gas emissions annually.

In 2024, we continued to progress toward our goal of cutting food waste in half by 2030, relative to a 2019 baseline. We deploy a range of strategies to help us meet this goal.

Systems and practices. Four Seasons supports the adoption of programs that help properties reduce and manage food waste. These include composting, cooking oil recycling programs and partnerships with local charities and nonprofits that channel edible excess food to people who need it.

Training. Since 2022, we have trained over 4,900 Food & Beverage team members using the [Hotel Kitchen](#) food waste reduction courses.

Beyond Food and Beverage teams, we’ve been engaging all staff in our food waste reduction efforts, including through awareness-raising activities such as the “Clean Plate Club” food waste reduction challenge in our employee cafeterias.

Technology. All of our properties are required to implement artificial intelligence–powered tools to help us measure food waste precisely. The adoption of this technology is progressing quickly: in 2024, 82% of our properties reported having such tools in use, up from 56% the previous year. The tools, offered through Winnow, Lumitics and Kitro, typically use a built-in camera and connected scale to recognize food items being thrown away, helping leaders identify, quantify and accurately estimate the nature and cost of the waste. The analytics from the tools also support our culinary teams in optimizing ingredient use and aligning dishes with demand, ultimately reducing waste. In 2024, over 295 metric tons of food waste was estimated to have been avoided based on preliminary analysis, after implementing the technology, representing over a 61% increase from 2023.



FOUR SEASONS FOR GOOD IN ACTION

WORKING TOWARDS *NET ZERO* WASTE

FOUR SEASONS HOTEL AUSTIN

A combination of staff training and advanced technologies have brought waste diversion to outstanding levels at this metropolitan hotel. More than 85% of waste at the property is diverted from landfill – and leaders are striving for a 90% threshold *en route* to achieving the TRUE Net Zero Waste certification from Green Business Certification Inc.

In addition to handling items that are recycled in many major North American cities – glass, cardboard, paper, aluminum – the property supports the recycling of less typical items and materials, such as batteries, copper and cooking oil. The success of the recycling program is powered in part by knowledgeable and engaged team members: the team has organized field trips where team

members tour recycling plants to understand how processes work and how source materials and waste sorting can support or impede successful recycling.

The Hotel participates actively in waste reduction initiatives supported across Four Seasons, including the use of large-format bathroom amenities and the elimination of single-use plastic from the guest experience.

Four Seasons Hotel Austin is among the 84% of Four Seasons properties that has a composting program in hotel kitchens and 82% that use AI-powered technology to support food waste reduction. The Hotel also offers in-room composting bags for guests to dispose of organic waste such as fruit peels – the first Four Seasons property to do so.

CONSERVING WATER

Four Seasons properties around the world share a commitment to conserving water. Conservation is an especially high priority in water-stressed regions, but we respect this precious resource everywhere we operate, setting annual targets for reducing properties' water consumption and using a range of strategies to protect the health of local waterways.

Our consumption in 2024 declined relative to the previous year, a sign that our conservation efforts – such as leak detection systems, grey water reuse and water-efficient irrigation – are working. Our Design Services Sustainability Standards also require water-efficient building systems and fixtures to be integrated into any new builds or major renovations.

We are working with our partner Ecolab on enhancing water quality for equipment such as cooling towers and boilers, and on implementing water recycling solutions that will drive efficiency and safety. Additionally, we leverage Ecolab's warewashing and laundry programs to reduce water intensity in our day-to-day operations. In 2024 alone, 96.5 million litres* of water were conserved through innovative technologies and conservation efforts made possible by our partnership with Ecolab. That's equivalent to the drinking needs of more than 88,000 people.

Optimizing on-site laundry operations is another important area of focus; careful planning of load sizes and operational processes can significantly reduce water consumption.

41%

of properties report using reclaimed water.

96.5

million litres

of water were conserved through innovative technologies and conservation efforts made possible by our partnership with Ecolab.

* These results are specific to Four Seasons based on a comparison of our current Ecolab product selection versus typical baseline Ecolab products for this industry. The savings values are estimated by Ecolab based in part on assumptions and limitations intended to reflect typical industry practices. Results may vary for other businesses based on factors and circumstances in their operations.

FOUR SEASONS FOR GOOD IN ACTION

WHERE SMART WATER MANAGEMENT MAKES *GOOD NEIGHBOURS*

FOUR SEASONS HOTEL JAKARTA

Located in a tropical climate zone, Jakarta, Indonesia, experiences significant precipitation each year – especially during its rainy season between November and March. The city is vulnerable to flooding because of a combination of rainfall, low elevation and built-environment factors such as density and drainage infrastructure.

Four Seasons Hotel Jakarta, built in 2016, includes many design features and systems that support thoughtful water management. These help the Hotel meet its own water needs while interacting effectively with its surroundings, including minimizing strain on the city's stormwater management infrastructure.

In addition to using water-efficient plumbing fixtures – efficient faucets and showers and 100% dual-flush toilets – the property aims to reclaim water, capturing and storing rainfall within its compact urban footprint. Gutters on its roof and at ground level send groundwater into an indoor reservoir. Infiltrated water from the ground is also collected and treated. After filtration and chlorination, the water is used on-site for landscaping irrigation, air conditioning and a decorative outdoor pond. This system enables Four Seasons Hotel Jakarta to meet well over two-thirds of its water needs using reclaimed water.

Around the property, specialized membranes have been installed in landscaped areas to ensure water is absorbed into the soil during periods of heavy rain. This prevents runoff into roadways, which can contribute to flooding risks and harm surrounding infrastructure over time. By integrating key water considerations into its initial design, the property succeeds in providing a cool, comfortable environment for guests while reducing the Hotel's use of Jakarta's water.



RESPONSIBLE SOURCING

Our supply chain is largely decentralized, with most goods and services purchased at the regional or local property level. However, by outlining our expectations in our [Supplier Code of Conduct](#), setting high standards for the goods we source centrally, partnering with

experts in specific areas such as responsible seafood, and supporting Four Seasons properties in accessing high-quality goods and services from responsible producers, we’re working to align our sourcing practices with our *Four Seasons for Good* philosophy.

Scale at which goods and services are procured	Locally by hotels, resorts or residences	Centrally by our corporate sourcing and procurement team
Select examples of goods	<div>/// Food that is not grown on-site at our properties</div> <div>/// Products used in spa treatments</div> <div>/// IT devices and facilities equipment</div> <div>/// Artisanal and other goods offered in property-based retail operations</div>	<div>/// Room linens and terry</div> <div>/// Amenities (soaps, shampoo, etc.)</div> <div>/// Tableware</div> <div>/// Branded items in guest rooms</div>
Expectations	Four Seasons properties are expected to uphold Company standards in areas such as ethics, human rights and animal welfare. Our corporate team works to support and encourage sustainable local procurement practices.	Any supplier that wishes to participate in a Request for Proposal (RFP) process must provide written declaration of their adherence to our Supplier Code of Conduct, which details our expectations for suppliers, including criteria on environmental protection, human rights, animal welfare and other factors. We focus on sustainable and regional procurement where feasible.

Animal welfare. Our Supplier Code of Conduct expresses our commitment to animal welfare, and recognizes our ambition that all Four Seasons suppliers are expected to operate in alignment with that commitment.

Sustainable seafood. We’ve engaged [Monterey Bay Aquarium Seafood Watch](#) to help guide us in our procurement of ocean-friendly seafood. We are partnering to develop guidance and learning resources for our Food & Beverage teams globally. Our standards already prohibit unethical practices around endangered species, and Four Seasons encourages all properties to prioritize seafood that is caught or farmed in ways that ensure the long-term vitality of harvested species and the health of the oceans in their restaurant menus.

High-welfare pork. In 2024, we set the ambition to source 100% free-to-roam* whole pork products in the US, Canada and Europe by the end of 2028, with the eventual goal to scale globally as supply becomes broadly available.

Cage-free eggs. Four Seasons has been engaged in a multi-year process to build the supply of high-quality, cage-free eggs across our portfolio. While properties in the United States, Canada and Europe are already able to source cage-free eggs exclusively, in other regions we have activated strategic partnerships and are working to increase the availability of products that fulfil our quality and animal welfare objectives.

Percentage of hotels reporting that they offer exclusively cage-free eggs (shell and liquid)	
Region or country	Percentage
United States	100%
Canada	100%
Europe	100%
Other Americas (Mexico, Central and South America)	58%
Middle East and Africa	45%
Asia-Pacific	71%
Portfolio total	76%



Four Seasons Resort Los Cabos at Costas Palmas

* Free-to-roam includes reduced gestation crate, group-housed and gestation crate-free products.

SUSTAINABLE SPAS

Four Seasons spas are guided by the responsible procurement approach that applies across our portfolio. In 2024, we also developed dedicated guidance for our property teams to further drive sustainability in our 125 Spa and Wellness facilities globally. We have established the following Sustainable Spa ambitions for 2025:

- /// At least 80% of brands used in treatments and sold in retail are certified cruelty-free.
- /// At least 50% of skincare retail partners are certified sustainable, organic and/or are using natural local products.
- /// At least 50% of treatments are certified sustainable, organic and/or are using natural local products.
- /// At least one Spa treatment is designed in-house, promoting seasonal, local and/or fresh ingredients.

RELEVANT POLICIES

/// [Environmental Policy](#)

/// [Supplier Code of Conduct](#)

90%

of properties report using exclusively certified sustainable or organic spa products in treatments, retail or both.



FOUR SEASONS FOR GOOD IN ACTION

A PARADISE FOR LOCAL *FOOD LOVERS*

FOUR SEASONS RESORT THE NAM HAI, HOI AN

On Vietnam's central coast, guests of Four Seasons Resort The Nam Hai, Hoi An not only get a taste of the best of Vietnamese cuisine, but also get to experience the local flavours of the lush landscape that produces the food's characteristic fresh, herbaceous qualities.

The property's gardeners and kitchen teams collaborate to make productive use of the property's 35 acres. In addition to an orchid nursery to produce decorative flowers in-house, the resort contains two acres of organic gardens that grow more than 40 seasonal varieties of herbs and vegetables, as well as 100 mango trees, 4,500 coconut trees and more than a dozen jackfruit trees. Five dedicated gardeners harvest fruit from the trees daily. In all, 90% of the food served at Four Seasons Resort The Nam Hai is sourced locally.

In addition to making extensive use of the produce grown on property in its dining establishments, the resort offers The Nam Hai Cooking Academy, which invites guests to learn how to prepare authentic Vietnamese dishes using a mix of hand-picked vegetables from on-site gardens and other ingredients obtained on trips to age-old food markets nearby. The restaurants and cooking academy participate in an extensive composting program, helping to support the health and richness of the soil over time. All guests can learn about gardening, composting and food harvesting in this lush landscape, and young guests have special opportunities to participate through the Kids for All Seasons Club.

SUSTAINABLE STAYS AND GATHERINGS

Many of our guests, residents and corporate clients have their own sustainability objectives. For example, a growing number of our corporate clients are quantifying – and working to reduce – the environmental impact of their business activities, including corporate gatherings and events. *Four Seasons for Good* positions us to be a partner in our guests’ and clients’ sustainability journeys as we advance our own commitments for people and our planet.

A PARTNER ON YOUR JOURNEY

The Four Seasons sustainability commitment stands out at every stage of your experience.

BEFORE YOU RESERVE

- /// Our corporate website and each property-specific website provide sustainability information, sharing the broader *Four Seasons for Good* philosophy and each property’s specific initiatives.
- /// Knowledgeable reservation agents can answer any questions, and on-site concierges are equipped to provide recommendations on low-impact activities on and around our properties.

DURING YOUR STAY

- /// Housekeeping routines and default operational practices (such as energy management) are designed to minimize environmental impact while providing an exceptional guest experience.
- /// Procurement practices integrate sustainability considerations; for example, we have eliminated single-use plastic from the guest experience at nearly every property.
- /// Electric vehicles are available for guest transportation at many properties; guests who bring their own EVs have convenient charging options at 70% of our properties.
- /// Bicycles are available to rent for free at many properties, enabling emissions-free exploration.

REDUCING THE FOOTPRINT OF CONFERENCES AND EVENTS – MEASURABLY

In 2024, Four Seasons expanded the use of our Low-Impact Meetings and Events Guidance. This resource, now integrated into our global Meetings and Events Standards, aims to help organizers reduce the environmental impact of gatherings – through carbon reduction, sustainable sourcing and waste avoidance strategies – while enhancing benefits to attendees and local communities. For clients seeking to measure Scope 3 emissions from business travel, we can also provide emissions calculations for stays and events at our properties.



FOUR SEASONS FOR GOOD IN ACTION

SUSTAINABLE GATHERINGS IN *MONTREAL*

FOUR SEASONS HOTEL MONTREAL

Leaders seeking to host sustainable gatherings while delivering an exceptional participant experience have a partner in Four Seasons Hotel Montreal – where innovative environmental initiatives and sustainability-focused partnerships combine to deliver high-impact events with low environmental impact.

Just the second property in the city to be awarded 5 Green Keys by Green Key Global, Four Seasons Hotel Montreal claims sustainability as a core value and uses a range of measures to achieve outstanding results in energy efficiency, waste reduction and resource conservation. The Hotel offers menus featuring locally sourced and seasonal ingredients, utilizes digital planning resources to reduce paper waste and ensures energy-efficient lighting and equipment in meeting spaces. Comprehensive recycling and composting programs are supported by heart-of-house teams, and

the Hotel cultivates partnerships with local brands that share its sustainability values. The property’s certified status and sustainable meetings and events options have made it an attractive destination for organizations committed to hosting meetings and events that combine luxury with small environmental footprints.

The Hotel was the ideal venue for a month-long celebration in May 2024 in which three partners – Guerlain, Miels d’Anicet and Vodka Belvedere – came together to highlight their shared dedication to environmental stewardship and to playfully spotlight vital contributors to the planet and its food systems: bees. Throughout the month, “Buzzy Brunches” at Marcus Restaurant, Lounge & Bar featured creative uses of honey, including in the signature “Honey I’m Home” cocktail. Guests also received special, bee-themed surprises from Spa Guerlain.

CONNECTING TO THE *ENVIRONMENT* *LOCALLY*

In every place where we operate, we seek opportunities to protect the surrounding environment. From tree-planting to coral reef protection projects to ecological tours, we seek to activate conservation projects that deepen the relationships between beautiful local ecosystems and our guests, residents and team members.

KEY PRIORITIES IN THIS FOCUS AREA

- /// Engage and educate team members in preserving our planet.
- /// Implement conservation programs to protect biodiversity and enhance local ecosystems.

LOCAL ACTION, GLOBAL EXCHANGE

The *Four Seasons for Good Playbook* offers a set of operational practices that support conservation and biodiversity, which properties can adapt to their local contexts. It encourages properties to:

- /// Purchase and prioritize sustainable food and other products whenever feasible.
- /// Avoid selling and using products with potentially harmful ingredients, such as certain chemical sunscreens.
- /// Promote biodiversity-friendly behaviour across their buildings and landscapes.

As a complement to the *Playbook*, we foster a community of practice focused on good local environmental practices, sharing success stories from specific properties through Company-wide communications.

SUSTAINABILITY CHAMPION



Taylor Fujimoto
ESG Manager
Four Seasons Resort Maui

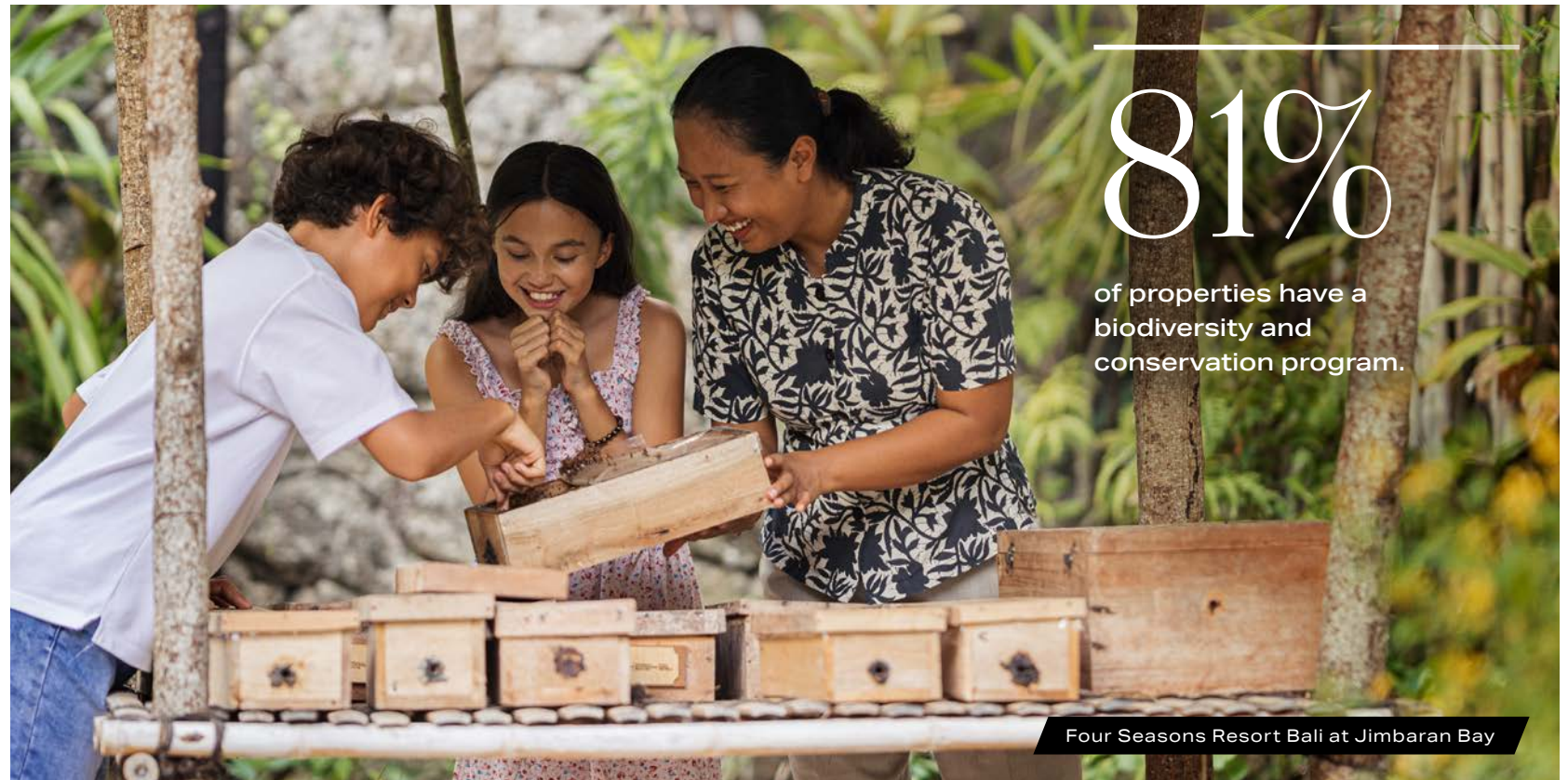
“As a steward of Hawai‘i, I develop innovative programs that educate guests of all ages and team members about the importance of the island’s environment so that we can work together to preserve it for generations to come.”

WORKING TOGETHER

Engaging guests and residents. Guests and residents alike can join us in caring for habitats and ecosystems around our properties. Through these conservation initiatives, our guests and residents are able to deeply connect with the beautiful destinations where they’ve been inspired to visit or live full-time. Our activity clubs for children, Kids for All Seasons, often include sustainability or social impact programming, engaging our youngest guests around local ecosystems.

Rallying our teams. Four Seasons team members embrace opportunities to protect and enhance the health of the ecosystems on and around our properties, often through *Four Seasons for Good Teams*. Local committees generate ideas for conservation practices that have the potential to benefit the environment while sparking learning and participation.

Partnering locally for a healthier planet. We encourage properties to support and partner with local biodiversity conservation organizations, as well as experts who can help to identify opportunities for Four Seasons properties to support local action. We are proud of the partnerships between many of our hotels and local universities, as well as leading organizations such as WiseOceans and Reefscapers, focused on protecting local ecosystems.



81%

of properties have a biodiversity and conservation program.

Four Seasons Resort Bali at Jimbaran Bay

FOUR SEASONS FOR GOOD IN ACTION

NURTURING BIODIVERSITY AT AFRICA'S *EASTERN EDGE*

FOUR SEASONS RESORT MAURITIUS AT ANAHITA

The team at Four Seasons Resort Mauritius at Anahita works to protect and nurture the area's unique ecosystems, on land and underwater. The property employs a full-time Resort Ocean Environment Manager to offer a comprehensive Marine Discovery Program. The on-site biologist leads daily Resort Nature Walks where guests can learn about local fauna and flora, while identifying bird sounds. Another favourite guest activity is the "Seahorse Snorkel", where the Resort Ocean Environment Manager leads guests into the mangrove-lined lagoon to learn more about the rare ecosystem. Guests are then guided in a snorkeling experience where lucky visitors might spot tiny seahorses.

The team continues to pursue opportunities to protect the local ecosystem, and the property will soon become the first resort in the Indian Ocean to develop a seagrass nursery, a pilot project that aims to restore the seagrass meadows in the marine area around the resort. The nursery is part of the Blue Carbon Ecosystems Project led by the Odysseo Foundation, a local trust developing marine conservation projects. Seeds will be germinated in an Odysseo lab. Once strong enough, the seedlings will be moved to the seagrass nursery until maturity and then transplanted into the ocean by marine experts to create a healthy habitat for local marine life, such as fish, turtles, seahorses, rays and more.

The seagrass nursery will also play an important role in the fight against climate change. The nursery is an example of a blue carbon ecosystem, a term for marine areas that are capable of storing large amounts of carbon and aiding the fight against climate change. Seagrass can not only capture and store carbon, but it also provides essential services such as shoreline protection, water quality improvement, biodiversity support and the sustenance of the local economy.



PEOPLE

We strive to make a positive difference in the lives of everyone connected to our work: our guests and residents, our team members and communities, and partners across our value chain. We believe the best way to fuel success is to share it: building empowered teams who are committed to living up to the Golden Rule.

In this section

- /// Fostering our culture and community
- /// Creating life-changing opportunities
- /// Giving back locally

Relevant UN SDGs



FOSTERING OUR CULTURE AND *COMMUNITY*

Leading with genuine care means building an environment defined by compassion and understanding. We aim to foster teams where everyone has opportunities to grow, where leaders are empathetic, and where the culture we create together supports extraordinary experiences for our team members, guests, residents, and our local communities. Our commitment to these principles has always been deeply engrained in our culture, as a natural extension of the Golden Rule.

KEY PRIORITIES IN THIS FOCUS AREA

/// Cultivate a culture where all team members are highly engaged and feel an authentic sense of belonging.

/// Empower artisans and small businesses through local business partnerships.

PROGRESS IN 2024

Over the past year, Four Seasons made progress against our two core priorities.

PRIORITY: CULTIVATE A CULTURE WHERE ALL TEAM MEMBERS ARE HIGHLY ENGAGED AND FEEL AN AUTHENTIC SENSE OF BELONGING.

Recognition and celebration. Throughout the year, across all our properties and corporate offices, our teams celebrated the unique tapestry of cultural events relevant to their team members.

Learning and development. We have continued to invest deeply in the professional development of our leaders, providing them with the ability to inspire and build trust, and to adapt their leadership styles so that they foster a sense of belonging for all of their team members.

In 2024, we launched a leadership development program aimed at facilitating Company-wide conversations on trust, communication and empowerment. This initiative is working to strengthen our culture and build leadership capabilities at every level of Four Seasons, including those related to fostering belonging. This new Four Seasons Leader programming, which had over 18,000 completions, complements and extends a newly updated core management skills curriculum, which focuses on core business, people and service competencies.

As a result of our efforts, our Employee Engagement Score is in the top 2% of companies globally.

Top 2%

Our ranking among companies in 2024 across all industries globally with respect to employee engagement, as identified by our survey partner, Glint.



FOUR SEASONS FOR GOOD IN ACTION

OPPORTUNITY, BELONGING AND *GROWTH*

FOUR SEASONS HOTEL HONG KONG

Since 2021, Four Seasons Hotel Hong Kong has partnered with a local agency to provide meaningful learning and employment opportunities for students with intellectual disabilities. The partnership is an important expression of the property's dedication to nurturing local relationships.

The Hong Chi Association is dedicated to educating, training and empowering people with intellectual disabilities alongside their families. This year, the team at Four Seasons Hotel Hong Kong hosted four students connected to Hong Chi, working with the organization and the students to identify appropriate full-time roles and adapt them to the students' abilities and interests. Each student received personalized training and was paired with a mentor who supported their integration into the team.

The partnership has been a win-win, with students finding success – and demonstrating impressive commitment and growth – as they've worked alongside Four Seasons colleagues to contribute to an exceptional experience for guests of the property. The team looks forward to welcoming more students from Hong Chi Association.

PRIORITY: EMPOWER ARTISANS AND SMALL BUSINESSES THROUGH LOCAL BUSINESS PARTNERSHIPS.

In 2024, Four Seasons properties around the world continued to engage with nearby makers, social enterprises and small businesses to share the best local offerings with guests – in areas from food to craft – while building local prosperity.

According to local needs and availability, Four Seasons properties:

- /// Partner with local social enterprises and small businesses to bring unique offerings to guests, including food and beverage items, retail products and cultural experiences.
- /// Acquire artwork and crafts from local artisans for guest rooms and common areas.
- /// Highlight cultural products, performances or tours by local subject matter experts.
- /// Host pop-up shops or exhibitions at the property for local artisans or makers.

SUSTAINABILITY CHAMPION



Carolina Fernandez
ESG Manager
*Four Seasons Resort Peninsula Papagayo,
Costa Rica*

“Rooted in the heart of the Guanacaste community, our impact reaches far beyond the resort’s boundaries, reflecting a deep connection to the people, culture and environment that surround us.”



FOUR SEASONS FOR GOOD IN ACTION

CELEBRATING LOCAL ARTISANS IN *MEXICO*

FOUR SEASONS RESORT TAMARINDO

Guests who visit Four Seasons Resort Tamarindo are immersed in local Mexican design, artwork, crafts and fashion throughout their stay. The resort works with local organizations committed to sustainability and fair trade, including Fundación Haciendas del Mundo Maya, Ensamble Artesano and Taller Maya, to identify and support local artisans in producing hotel décor, employee fashion and products for the resort’s retail boutique, Almanaque Natural.

In celebration of Puro Talento Mexicano, a program dedicated to the elevation of Mexican talent across all disciplines, a vast majority of the resort’s products are Mexican-made, providing an authentic guest experience while supporting the local community. Through these efforts, the resort and its partners have helped to enhance market access and promote a sustainable income for over 5,600 artisans and 80 brands from 17 Mexican states. The resort frequently invites local artisans to host immersive workshops for guests and team members – forging close connections with the community and nurturing the ecosystem of local makers.

CREATING LIFE-CHANGING *OPPORTUNITIES*

To deliver the extraordinary experiences that define Four Seasons, we need to attract extraordinary team members and ensure that they have the tools and learning opportunities they need to do their best work. We are committed to a culture where every team member can achieve success in their career, and where respect for human rights is integrated throughout our operations and across our value chain.

KEY PRIORITIES IN THIS FOCUS AREA

- /// Transform futures through career opportunities and development.
- /// Promote respect for human rights across our value chain.

SUPPORTING TEAM MEMBER HEALTH AND WELL-BEING

We work to support the health and well-being of our global workforce, offering flexible and comprehensive benefits packages that evolve to meet the diverse and changing needs of our team members. Fostering a culture of well-being is also a top priority.

MENTAL HEALTH

We are committed to ensuring our team members have access to the mental health support they need. Our benefits reflect this commitment across all regions.

In Canada, we introduced 100% reimbursement on mental health practitioners through our benefits program in 2024. Team members, their spouses and dependants can now claim reimbursement for this form of care, up to our benefit maximums, without co-insurance.

In the US, we engaged a new Employee and Family Assistance Program (EFAP) provider in 2024.

Globally, we have completed the initial phase of our benefits inventory and begun working to expand access to improved mental health benefits for our colleagues worldwide. While we already provide a global EFAP, we are working to deliver an enhanced offering to those seeking support.

TEAM MEMBER BENEFITS

In 2024, we introduced new and enhanced benefits to better support the well-being of our team members and their families. In the US, we implemented a revised staff contribution strategy that reduces the amount team members pay toward medical premiums. At certain locations, medical coverage is now fully employer-funded.

We saw increased engagement at our on-site, prevention-focused clinics across the US, where we offer team members insight into their current and potential health risks through biometric screenings.

We also expanded our global Employee Travel Program to include retirees, allowing them to continue enjoying travel privileges in recognition of their service and contributions.

FINANCIAL WELL-BEING

We recognize that attracting and retaining exceptional talent requires a deep commitment to team member financial security and long-term well-being. Our total rewards package reflects this commitment, combining market-aligned compensation, comprehensive benefits and performance-based incentives that are customized to individual roles and regional contexts.

Our pay-for-performance philosophy ensures fair and transparent compensation; it rewards both achievements and the demonstration of our core

values, fostering a culture of accountability and integrity.

In select regions, eligible team members benefit from access to locally tailored retirement plans – such as Deferred Profit Sharing Plans (DPSPs) and 401(k)s – supported by company-matching contributions. We provide robust financial planning resources to support team member retirement preparation.

A strong governance framework guides the oversight of our retirement programs. Dedicated committees regularly review and monitor the investment options available in our defined contribution plans to ensure they align with our *Four Seasons for Good* commitments. Investment options are carefully chosen to promote diversification, mitigate risk and support sustainable, long-term financial growth. Our evaluation process incorporates environmental, social and governance criteria, reflecting our dedication to responsible investing and sustainable value creation for our employees and stakeholders.

TRANSFORMING FUTURES

Four Seasons properties offer and support apprenticeship programs to help talented individuals who might otherwise face barriers to economic participation access opportunities in travel, tourism and hospitality. These opportunities are tailored to the local communities and economic dynamics in the various locations where we operate. Ranging from structured apprenticeship programs to leadership development initiatives, these efforts support financial stability for individuals and economic development for communities – all while harnessing the capabilities of talented, motivated people.



Four Seasons Hotel
The Westcliff, Johannesburg

CONNECTING WITH STUDENTS AND EDUCATORS

We work with educational institutions to develop next-generation talent in travel and hospitality. In 2024, we strengthened our regional partnerships with educational institutions. We also participated in the Future Leaders Challenge, which brings students from across the Middle East and Africa together to explore hospitality careers through innovation and mentorship. Additionally, we contributed to the School Directors Alliance Summit, aligning our industry’s needs with local education systems to expand access to opportunity and create a more inclusive future workforce.

LEARNING FROM THE BEST

Four Seasons team members who excel at creating exceptional guest experiences are invaluable resources to their colleagues. In 2024, we revamped our core service training program to empower these high-performing guest-facing team members to share their knowledge more systematically as departmental trainers. The update ensures they’re well-equipped to successfully train new hires, fostering a culture of continuous learning and service excellence.

SUSTAINABILITY CHAMPION



Faisal Ibrahim
Assistant Manager – Environment & Sustainability
Four Seasons Resort Maldives at Landaa Giraavaru

“By offering training, mentorship and career pathways through the Four Seasons Maldives Hospitality Apprenticeship Program, we’re building a more inclusive and resilient industry – one that reflects our Maldivian community and allows young people to flourish.”

INVESTING IN PEOPLE

Four Seasons financially supports learning and career development activities that our team members pursue independently – and we provide guidance on similar subsidies to properties around the world. In 2024, reinforcing our commitment to helping team members grow within Four Seasons, we increased the recommended subsidy, expanding team members’ access to learning opportunities.

44%

of hotels report running, hosting or supporting hospitality apprenticeship programs.

FOUR SEASONS FOR GOOD IN ACTION

SHARING OPPORTUNITY IN TANZANIA

FOUR SEASONS SAFARI LODGE SERENGETI

In 2024, Four Seasons Safari Lodge Serengeti started an apprenticeship program designed to help young local talent prepare for careers in tourism and hospitality, a growing industry in Tanzania. The 24 apprentices in the first cohort, all aged 18 to 21 and drawn from nearby communities, undertook a year of training at the Lodge.

The apprenticeship program is offered at no charge to participants and covers the cost of transportation and housing throughout the experience. Participants develop not only the

specific skills associated with their various roles – including Food and Beverage, Housekeeping, Laundry and Stewarding – but also the warmth, care and attention to detail that transform the guest experience. They also receive general career-preparation instruction, such as guidance on writing cover letters and CVs.

Several participants were offered permanent roles with Four Seasons upon graduating from the apprenticeship program, while others are now prepared to pursue opportunities elsewhere in the Tanzanian hospitality industry.



HEALTH, SAFETY AND SECURITY

Meeting leading standards in health and safety is a fundamental part of our commitment at every Four Seasons property and corporate office. As we work to provide exceptional experiences for our guests and help our team members thrive, we take a rigorous approach to creating safe environments and mitigating risks.

We have transformed our health and safety practices over the past few years through the development and evolution of our comprehensive Lead With Care (LWC) framework, which guides every aspect of our health, safety and security policies and practices around the world.

Work has also continued to ensure that LWC is fully established and consistently implemented at every Four Seasons property and office, with an emphasis on training and monitoring supports.

Examples of our ongoing implementation work in 2024 included the release of a new standard for incident response, reporting and investigation, as well as tools to build property readiness in case of an emergency or crisis event.

In 2024, we also redesigned the LWC communications portal, delivered quarterly bulletins and webinars to property leadership and enhanced new e-learning offerings, including the rollout of a “micro learning” video library and the development of a new course that helps LWC Committee members use the LWC Management System effectively.



Four Seasons Hotel Riyadh at Kingdom Centre

HUMAN RIGHTS

Four Seasons is committed to upholding responsible workplace practices across our supply chain and at every Four Seasons property and corporate office. Protecting human rights is a long-standing priority of our Company and an integral part of our broader commitment to respecting people in everything we do.

Our double materiality assessment affirmed that our stakeholders share our commitment to upholding human rights in our own operations and in our broader value chain. The assessment involved a thorough analysis of actual and potential impacts of risks associated with modern slavery and human rights for our business.

In 2024, we also began developing a comprehensive due diligence toolkit and checklist to support properties and corporate offices in ensuring ethical hiring practices and mitigating the risks associated with third-party labour sourcing. These resources are being finalized, with plans for a global launch in 2025.

We also added a right-to-audit clause to existing agreements for centrally sourced goods through an amendment, covering 98 suppliers. This step completes a process initiated in 2023, when we began adding right-to-audit clauses to all new Master Purchasing Agreements and to any purchasing agreements due for renewal. These clauses empower us to audit any supplier we think may present a risk of introducing human rights violations into our supply chain.

Since 2021, we have mapped Four Seasons properties against a series of risk indicators, including some related to modern slavery. In addition to that practice, we expanded our training requirements for colleagues involved in third-party labour sourcing at Four Seasons properties, who now complete an annual training. The training aims to deepen team members' understanding of issues such as forced labour and human trafficking in supply chains and operations, and how decision-makers can ensure respect for human rights when working with labour agencies. The training is also available as an optional learning opportunity for colleagues in roles not connected to labour sourcing.

As an annual practice, we review our corporate ESG policies to ensure they're consistent with our legal and regulatory obligations and with current leading practices.

KEY POLICIES AND REPORTS

/// [Human Rights Policy](#)

/// [Supplier Code of Conduct](#)

/// [2025 Modern Slavery Statement](#)

/// Code of Business Conduct and Ethics



Four Seasons Hotel Hampshire

GIVING BACK *LOCALLY*

Supporting our local community through volunteering and philanthropy has been a priority since the Company's founding, as a natural expression of our commitment to the Golden Rule. Four Seasons encourages and supports our properties and individual team members in advancing causes with local relevance. We also work collectively in support of initiatives that are priorities to the Company, including our commitment to fighting cancer.

KEY PRIORITIES IN THIS FOCUS AREA

- /// Donate time and funds locally to those in need.
- /// Fight cancer in our communities.
- /// Support team members in times of crisis.

COMMUNITY ENGAGEMENT

In 2024, we continued to refine processes and guidelines for charitable activity by Four Seasons teams around the world. Our goal is to enhance local impact while ensuring that our approach to local charities and non-profits is consistent and reflective of *Four Seasons for Good* core values.

We also helped our teams celebrate their local engagement with pride: we launched a contest asking team members globally to design a *Four Seasons for Good* T-shirt. The winning design, created by a team of employees at Four Seasons Hotel Alexandria at San Stefano, is now worn globally by colleagues participating in volunteer and donation events.

Throughout the year, we continued to build our practice of fostering strong, mutually beneficial relationships with people and communities in areas around Four Seasons properties. While philanthropic and volunteer activities are part of this work, we also seek to support local economies by engaging area suppliers, developing local talent and creating opportunities for guests to connect with the knowledge and expertise of local people – from artists and artisans to farmers and conservationists.

100%

of properties have partnerships in place to support their local community.

\$3.2M+

in total donations in 2024 to charitable organizations across the Company.

13,790

team member volunteer hours reported in 2024.

FOUR SEASONS FOR GOOD IN ACTION

SPREADING KINDNESS AND SUPPORTING *LOCAL CAUSES*

Four Seasons placed food security at the heart of its global celebration of this year's World Kindness Day. On November 13, 2024 – and throughout the festive season – participating Four Seasons properties contributed to local causes with special culinary offerings guided by the theme Food at the Heart.

Through their 2024 World Kindness Day activations, our team members raised over \$90,000 in support of 52 charities, including our global partner, World Central Kitchen.

- /// Pavillon at Four Seasons Hotel London at Park Lane participated in StreetSmart's campaign to combat homelessness and food poverty, inviting guests to support the cause.
- /// Four Seasons Resort Koh Samui hosted a "Food at the Heart" Thai Cooking Class, emphasizing community engagement and culinary education – and preparing a festive lunch for local school children.
- /// Four Seasons Hotel Amman crafted Flourless Chocolate Gâteaux, the proceeds of which supported the Al Hussein Society Jordan Center for Training and Inclusion.



FIGHTING CANCER

Fighting cancer – by supporting cancer research and contributing to patient care and support services – is a central focus of *Four Seasons for Good* and a Company-wide commitment that has grown steadily over more than four decades. Four Seasons' commitment to fighting cancer began with our founder Isadore Sharp and his wife, Rosalie, who lost their son Christopher to cancer in 1978. Inspired by Terry Fox, a young man not much older than Christopher, Mr. Sharp and Four Seasons organized the first Terry Fox Run and today, thousands of Terry Fox Runs take place around the world. The Terry Fox Run has raised more than \$650 million since 1981.

\$19.8M+

has been raised by people and teams connected to Four Seasons to support cancer research, patients and survivors since 1981.

\$2M+

was raised by Four Seasons globally in 2024 to fight cancer.

A LEGACY OF HOPE

Four Seasons founder Isadore Sharp and his wife, Rosalie, lose their son Christopher to cancer.

1978

Terry Fox dies of cancer in June. In September, Mr. Sharp and Four Seasons help to continue Terry's legacy, hosting the first annual Terry Fox Run in Toronto. The run draws 300,000 participants and raises \$3.5 million.

1981

1980

Mr. Sharp supports Terry Fox and his Marathon of Hope, a run across Canada to raise money for cancer research, and enlists other business leaders in the cause.

1982

Building on the previous year's success, the second annual run engages schools across Canada. An annual tradition is established.

1990s–2024

2024

Four Seasons properties and corporate offices globally continue to increase their support for this cause, raising over \$2 million.



FOUR SEASONS FOR GOOD IN ACTION

SUMMER FUN FOR KIDS IMPACTED BY *CANCER*

**FOUR SEASONS HOTEL ATLANTA,
FOUR SEASONS HOTEL BALTIMORE
AND FOUR SEASONS HOTEL HOUSTON**

For children touched by cancer, three camps hosted by Four Seasons hotels provide a fun and safe environment with medical support close by. Fundraising by the property teams and support from guests and residents ensure campers enjoy the experience at no cost to their families.

/// Camp H-Town, hosted by Four Seasons Hotel Houston, started in 2018 as the first oncology camp offered by Four Seasons. In collaboration with The University of Texas MD Anderson Children's Cancer Hospital, the Hotel has hosted hundreds of campers to date, creating joyful experiences through activities such as talent shows and pool parties, and visiting some of Houston's most popular attractions as true VIPs.

/// Camp Peach Pals, hosted by Four Seasons Hotel Atlanta since 2023 and inspired by Camp H-Town, works closely with Children's Healthcare of Atlanta. An entire floor of suites becomes "cabins," while meeting spaces transform into dining halls and activity areas, bringing talent shows, concerts, crafts and games to life.

/// Camp B'More was hosted by Four Seasons Hotel Baltimore for the first time in 2024, in collaboration with Johns Hopkins Kimmel Cancer Center and University of Maryland Pediatric Oncology. The theme was "Around the World" – and campers enjoyed themed days such as Island Day, Safari Day and European Adventure Day.

These properties look forward to welcoming their next cohorts of campers in 2025, with a fourth camp set to open at Four Seasons Hotel One Dalton Street, Boston.



DISASTER RESPONSE

When people and communities connected to Four Seasons experience disasters, we're committed to drawing on the strength of our regional and global networks to respond. Four Seasons properties have a proud record of responding quickly to extreme weather and other events – pitching in immediately with food and shelter where possible, and finding ways to support affected communities as they recover.

Our Golden Rule Relief Fund provides direct financial aid to our team members affected by disasters. In 2024, the Fund was deployed four times and provided financial support to 99 Four Seasons team members in Southern Florida, Houston, Beirut and Costa Rica.

In addition to directing Company support to people affected by disasters, the Fund ensures that Four Seasons team members who want to help have a trusted and effective way to support their colleagues in need. Many Four Seasons guests also generously choose to contribute when they learn that properties they have visited – where they have formed fond connections with team members and surrounding communities – have suffered a disaster.

FOUR SEASONS FOR GOOD IN ACTION

COMMUNITY SUPPORT DURING *HURRICANE BERYL*

FOUR SEASONS HOTEL HOUSTON

In July 2024, when Hurricane Beryl struck the Gulf Coast with deadly force, the team at Four Seasons Hotel Houston acted quickly to support colleagues and the wider community. Team members who were able to remain in their own homes but who had lost power or water were invited to access showers and pick up ice and other helpful items.

Those whose homes were damaged or otherwise difficult to use were invited for complimentary stays at the property, with all meals provided at no charge. More than 300 hotel room nights were provided in total. Even as the property provided emergency accommodation to some team members, it continued to serve the Houston community, remaining full throughout the period after the hurricane.

The property went beyond food and shelter, taking creative steps to make circumstances easier for families with kids. They opened a 24/7 movie and game lounge, equipping it with video games, TVs and traditional board games. The team also organized a bounce-house party with plenty of pizza.

In addition to the property's practical efforts on the ground, Four Seasons activated the Four Seasons Golden Rule Relief Fund, providing rapid financial support directly to our affected team members.



GOVERNANCE

Our Board of Directors draws on expertise in hospitality, luxury brands, sustainability and a range of related areas to provide strategic guidance to the Company. With respect to *Four Seasons for Good* and other areas, the Board and its committees provide rigorous oversight of the Company's progress against its key objectives, while ensuring that Four Seasons risk management, cybersecurity and other key practices remain aligned with leading standards and with the expectations of our stakeholders.

In this section

- /// *Four Seasons for Good* oversight
- /// Ethics, compliance and risk management
- /// Data privacy and security

FOUR SEASONS FOR GOOD OVERSIGHT

Our ESG Committee of the Board of Directors provides oversight of our *Four Seasons for Good* program. Our governance structure, summarized and visualized on this page, draws insight and engagement from many areas of the Company – harnessing the shared commitment of leaders and teams to the success of *Four Seasons for Good*.

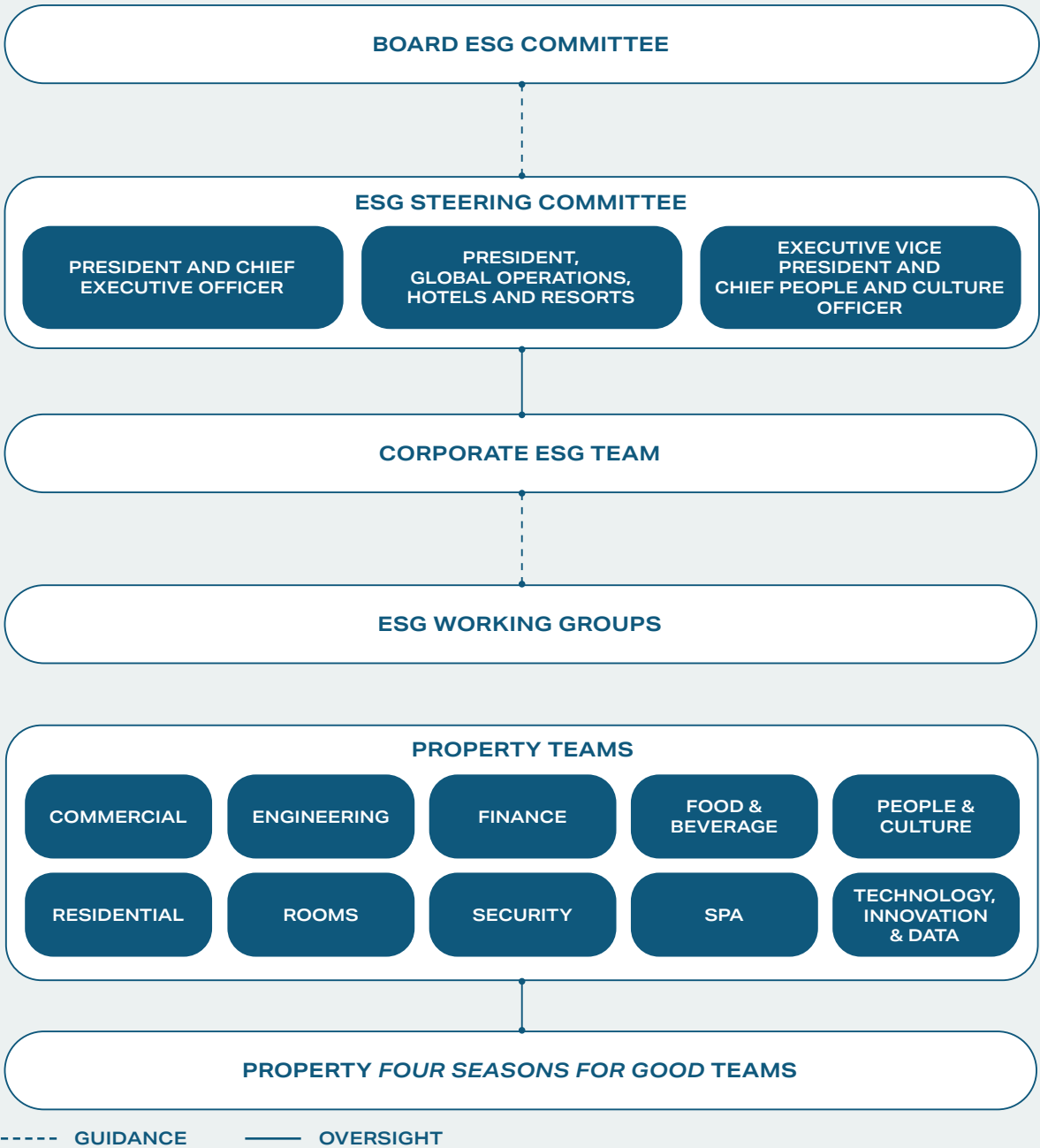
KEY POLICIES THAT GUIDE THE WORK OR THE ENTITIES ON THIS PAGE

/// [Environmental Policy](#)

/// [Supplier Code of Conduct](#)

/// [Human Rights Policy](#)

FOUR SEASONS FOR GOOD GOVERNANCE STRUCTURE



/// **The ESG Committee of the Board of Directors.** Meets quarterly to provide oversight of our *Four Seasons for Good* program, ensuring alignment with stakeholder expectations, regulatory requirements and integration into broader business planning.

/// **ESG Steering Committee.** Comprising our CEO and members of our Executive Leadership Team, this committee meets quarterly to oversee our *Four Seasons for Good* strategy and ensure alignment with overall corporate strategy and operational needs.

/// **Corporate ESG Team.** Responsible for developing and ensuring the successful implementation of the *Four Seasons for Good* program, and supports assessing and managing risks and opportunities related to environmental and social impact.

/// **ESG Working Groups.** We have two such groups, each responsible for one of our core ESG strategy pillars: People and Planet. Each working group includes leaders responsible for implementing programs across our global operations.

/// **Property *Four Seasons for Good* Teams.** Lead the program at each Four Seasons property – implementing projects, tracking progress toward annual *Four Seasons for Good* goals, rallying colleagues and engaging guests and residents (where appropriate) around related activities and objectives.

ETHICS, COMPLIANCE AND *RISK MANAGEMENT*

Four Seasons is committed to conducting business in a manner that complies with applicable laws and is consistent with the highest ethical standards. We're also committed to understanding the risks that may impact these standards and using all reasonable efforts to ensure that those who provide services to and for Four Seasons – including team members, contractors and agents – are aware of and share our commitment to an ethical culture.

MANAGING RISK

The Company uses well-established processes for reviewing risks, including enterprise and governance risks. Over the last few years, we have been integrating ESG-related risks more fully into our risk management tools and practices. In 2024, for example, our double materiality assessment included comprehensive analysis of ESG-related impacts, risks and opportunities. Since 2021, we have mapped our properties – both existing and in development – against a set of 30 risk indicators in areas such as climate change, human rights, water stress, natural disasters, waste management and biodiversity. We use the results of this continuous risk monitoring to manage existing and emerging risks, and to help inform operational decisions.

HOW WE APPLY OUR CODE OF CONDUCT

Four Seasons has a Code of Business Conduct and Ethics ("the Code"), which has been endorsed by our Board of Directors and senior management. The Code reflects, among other things, the fundamental standards that Four Seasons requires team members, contractors and agents to abide by when providing services to or acting on behalf of Four Seasons. We expect that all parties and intermediaries we engage with will conduct themselves ethically and lawfully when acting on behalf of or for the benefit of Four Seasons.

Four Seasons is committed to open communication concerning our ethical standards, and we have established procedures that are described in the Code to facilitate the submission of concerns, as noted below. All new team members, including all managers, receive training on the Code as part of Embark, a proprietary Four Seasons onboarding program. All staff must refresh and upgrade their training – and have their knowledge on our ethical standards tested – at least annually.

FRAUD AND RISK ASSESSMENT

To assist in preventing and detecting fraud and to assess the risk of non-compliance, Four Seasons maintains a system of internal controls that, among other objectives, is designed to provide reasonable assurance regarding the reliability of financial reporting. Management oversight occurs within the context of the ethical framework established in our mission statement, which, combined with a strong compliance process, helps to ensure the integrity of our financial reporting systems and compliance with applicable law.

CONVERCENT, OUR THIRD-PARTY ETHICS HOTLINE

Four Seasons is strongly committed to conducting its business in a lawful and ethical manner. Team members are encouraged to talk to supervisors, managers or other appropriate personnel about any illegal or unethical behaviour they observe and, when in doubt, about the best course of action in a particular situation. It is the policy of Four Seasons not to allow retaliation for good-faith reports of misconduct by others. Four Seasons has established procedures that enable individuals to submit, on a confidential and anonymous basis (to the fullest extent possible consistent with applicable law), good-faith concerns relating to violations of our Code of Business Conduct and Ethics. Team members with a good-faith concern about illegal or unethical behaviour can report the concern through Convercent, a third-party reporting services provider retained by Four Seasons.

INTERNAL REVIEW AND REMEDIAL ACTION PROTOCOLS

Fraud-related internal reviews and reporting are performed as required. Concerns relating to accounting or other financial matters are reviewed by Internal Audit as necessary. A high-level summary of any material complaint is presented to the Audit Committee of the Board. Prompt and appropriate corrective action will be taken when and as warranted.

Any incidents identified through the ethics hotline are remediated by the departments responsible in collaboration with other relevant functions. In addition, responsible departments review relevant policies and processes to determine whether the incident points to any opportunities for enhancement.



Four Seasons Hotel Florence

DATA PRIVACY AND *SECURITY*

We're committed to safeguarding the privacy of our stakeholders, including guests, owners, travel agents, preferred partners and visitors to our sites. Our comprehensive Privacy Program is overseen by a dedicated Privacy Office under the leadership of our Chief Privacy Officer.

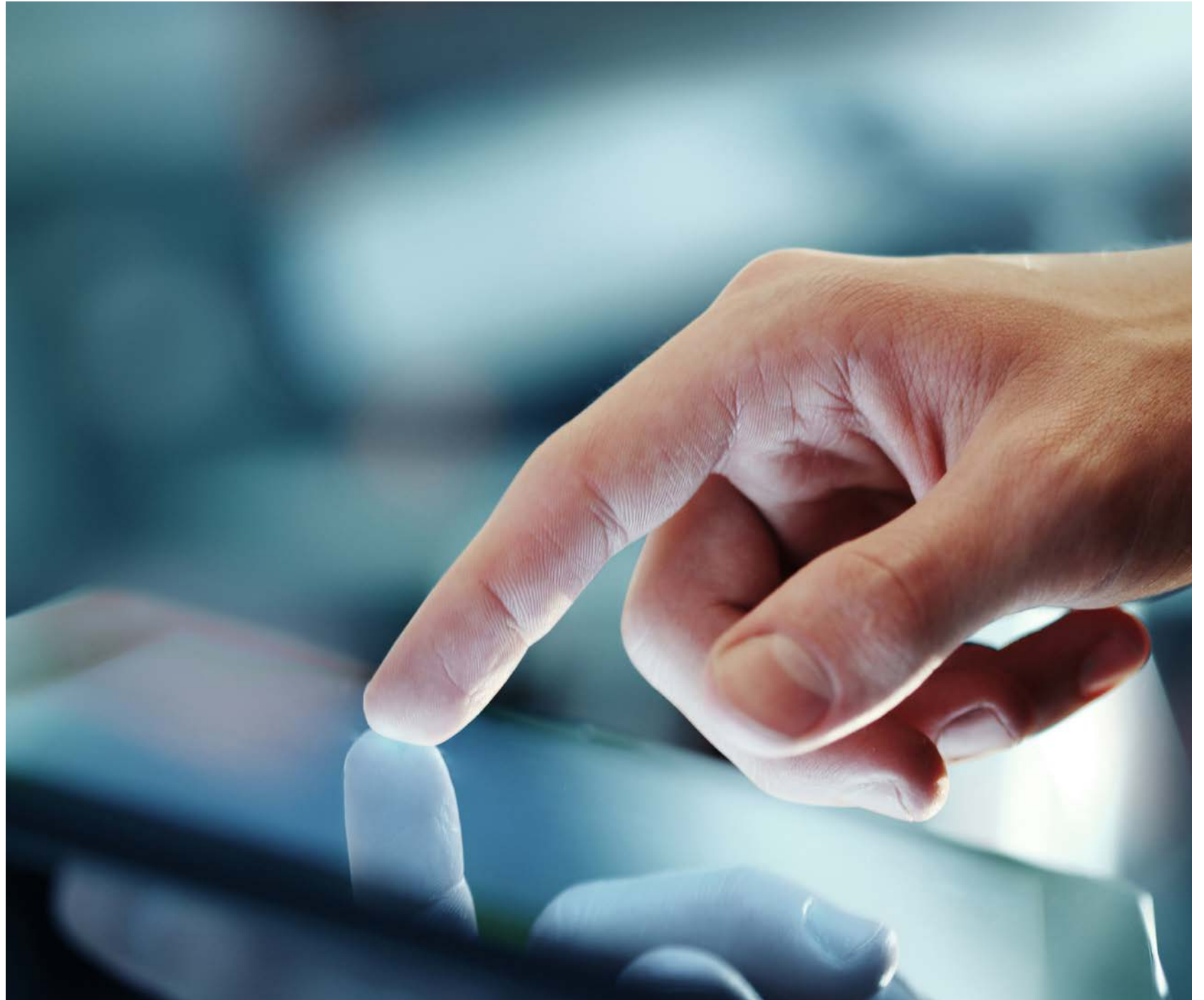
Our [Privacy Notice](#) outlines the information we collect, how it is used, disclosed and protected. It also articulates our stakeholders' rights regarding their information.

We have a dedicated Global Information Security team led by our Chief Information Security Officer. We use a variety of physical, technical and organizational security measures and technologies to help preserve the integrity and security of personal information, consistent with applicable data protection and privacy laws. A range of monitoring and governance policies guide our approach. Technical and physical access controls and encryption technologies secure assets to ensure sensitive information remains confidential. As both a service provider and merchant, we follow the Data Security Standards (DSS) set by the Payment Card Industry (PCI) to ensure the protection of payment information.

Other measures include but are not limited to:

Team member education and training. Team members are trained on security awareness annually.

Regimented audit and governance process. We work with third parties to regularly review our corporate and property cybersecurity and our credit card payment processing tools and protocols. We also engage third parties to run on-site breach simulations and to make sure our technology meets security standards.



PERFORMANCE DATA

Unless otherwise stated, data related to portfolio-level achievements are based on self-reported survey responses submitted by our hotels, resorts and residences with an April 1, 2025 deadline, and information obtained from partners.

AREA	INDICATOR	2024 RESULT
PLANET		
Designing for sustainability	Properties with green building or sustainable accommodation certifications	28*
Reducing carbon and energy consumption	Properties with EV charging stations	76%
	Total EV charging stations	668
	Properties that have completed an energy audit since 2022	100%
Improving waste management	Properties that have eliminated single-use plastic water bottles	95%
	Bottles avoided annually through the elimination of single-use plastic water bottles	10,927,692
	Properties that have replaced small bathroom amenity bottles with large-format containers	100%
	Properties with recycling programs	94%
	Packaging waste eliminated from the use of ecoSPIRITS low-waste spirits distribution system	4,475 kilograms*
Tackling food waste	Team members completing the online sustainable food and beverage training since 2022	4,919*
	Properties with food waste composting programs	84%
	Properties with cooking oil recycling programs	92%
	Properties leveraging intelligent scale technology to support food waste management	86%
	Food waste estimated to have been avoided, after implementing artificial intelligence-powered food waste measurement tools	295 metric tons*
Conserving water	Properties using reclaimed water	41%
	Water conserved through innovative technologies and conservation efforts made possible by our partnership with Ecolab	96.5 million litres*

AREA	INDICATOR	2024 RESULT
Sourcing responsibly	Properties using exclusively cage-free eggs	
	United States	100%
	Canada	100%
	Europe	100%
	Other Americas (Mexico, Central and South America)	58%
	Middle East and Africa	45%
	Asia-Pacific	71%
	Portfolio total	76%
	Properties using exclusively certified sustainable or organic spa products in treatments, retail or both	90%
Biodiversity and conservation	Properties with local biodiversity and conservation programs	81%
PEOPLE		
Fostering our community and culture	2024 ranking among companies across all industries globally with respect to employee engagement, as identified by our survey partner, Glint	Top 2%*
Talent and wellness	Team members	
	Global	56,025*
	Americas	26,401*
	Europe, the Middle East and Africa	16,355*
	Asia-Pacific	13,269*
	Hotels running, hosting or supporting hospitality apprenticeship programs	44%
Fighting cancer	Funds raised for cancer research	\$2,000,000+
Community engagement	Properties with community impact partnerships	100%
	Team member volunteer hours	13,790
	Total donations to charitable causes	\$3,200,000+
Disaster response	Team members supported through the Golden Rule Relief Fund	99

* As of December 31, 2024



FOUR SEASONS

For inquiries concerning the 2024 Progress Report,
please contact: ESG.Team@fourseasons.com

[Fourseasons.com](https://www.fourseasons.com)

