

FOUR SEASONS *FOR GOOD*

/// 2022 ENVIRONMENTAL, SOCIAL
AND GOVERNANCE (ESG) REPORT



FOUR SEASONS





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GOVERNANCE

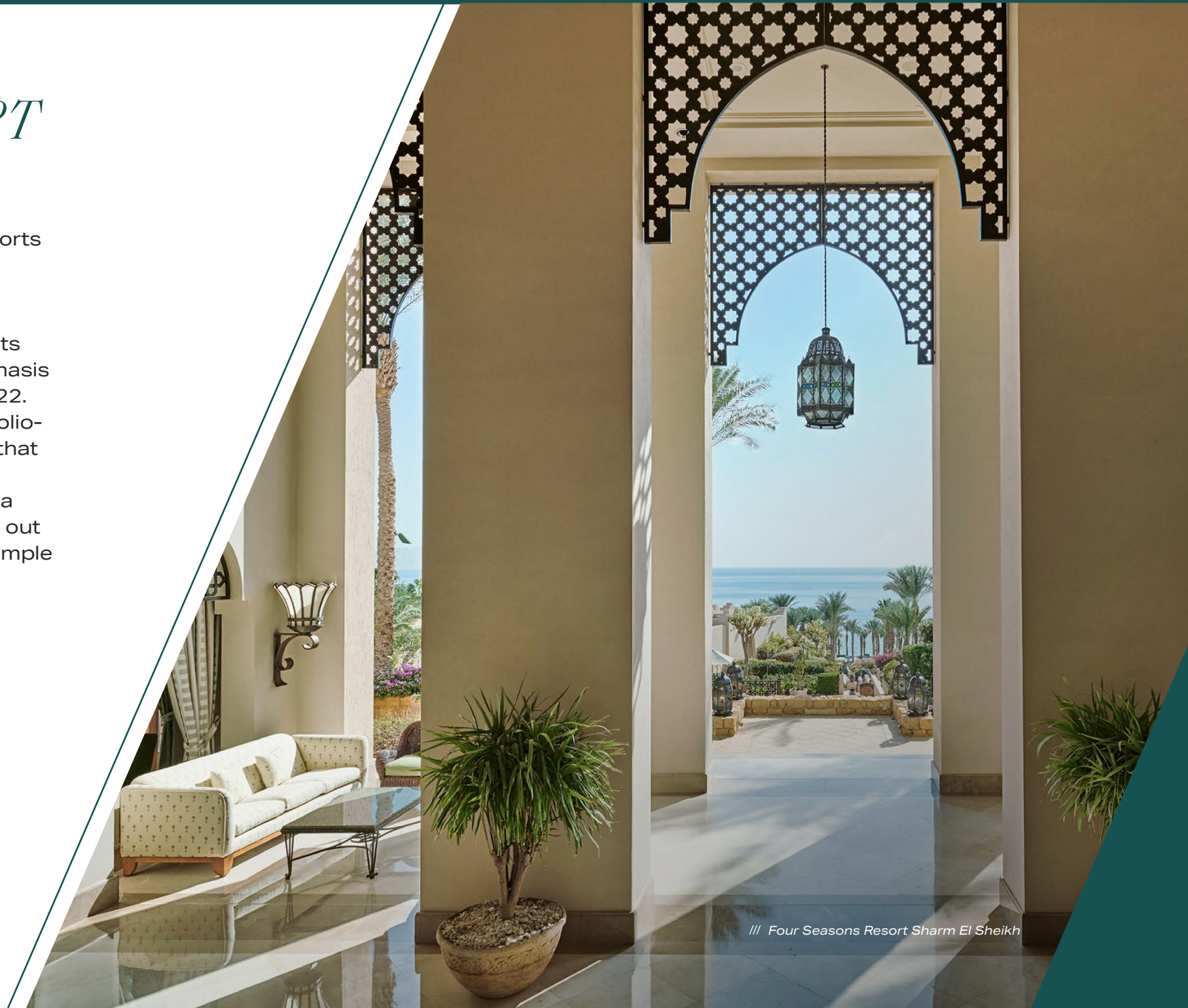
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PERFORMANCE DATA

ABOUT *THIS REPORT*

This report contains information about the Environmental, Social and Governance (ESG) performance of Four Seasons Hotels and Resorts (“Four Seasons” or “the Company”). Any dollar figures are stated in USD unless otherwise indicated. The report is designed to share our ESG accomplishments to date, including efforts that extend back decades, with a strong emphasis on the calendar year ended December 31, 2022. Unless otherwise stated, data related to portfolio-level achievements are based on information that was self-reported by our hotels, resorts and residences via an annual survey process with a March 31, 2023 deadline. The report also sets out our vision for our ESG program, distilled in a simple commitment: *Four Seasons for Good*.





LEADERSHIP *MESSAGE*

When I joined Four Seasons as CEO in 2022, I was excited to be part of a company that has achieved global leadership by combining an innovative spirit with an unwavering commitment to its long-standing values.

The ESG program Four Seasons has now formalized – and captured in the narrative *Four Seasons for Good* – reflects the same powerful combination. It also articulates an ambition to positively impact the world around us, driving changes that will improve lives for generations to come.

A commitment to ESG efforts, including community investment and collaboration, has been deeply engrained in our culture from the start. Our efforts have always been guided by the Golden Rule: To treat others how we want to be treated. To name just one example, Four Seasons properties and the Four Seasons Toronto Home Office have been raising funds for cancer research since the early 1980s, when our Founder and Chairman helped create one of Canada's leading philanthropic events: The Terry Fox Run. Similarly, many Four Seasons managed properties have led environmental sustainability initiatives and nurtured local partnerships for years.

Today, Four Seasons continues to identify new and innovative ways to advance its long-held commitments to people and our planet. For example, a newly opened Four Seasons property in Mexico showcases green innovation through biophilic design. By taking cues from nature, the design of this new resort centres on ecological sustainability and emphasizes harmony between people and the environment.

To inform our quest for ongoing enhancement, we're building relationships with some of the world's leading organizations, such as World Wildlife Fund and Johns Hopkins Medicine International. By engaging with subject matter experts on key issues and collaborating with industry networks, we seek to enhance our operations and drive progress across our industry. The remarkable breadth of activity captured in this year's report reflects our appetite to drive improvements in many areas at once, working within and beyond Four Seasons managed properties to make a difference that matters wherever we can.

Our efforts are part of a commitment to excellence that has made Four Seasons the leading luxury hospitality company in the world. As we continue to provide guests and residents with extraordinary experiences, we want them to know that we're also leading with genuine heart: protecting the planet, cultivating belonging and uplifting the communities around us.

I'm proud to share our 2022 results and I extend my gratitude to every team member who has been part of the work outlined in this report. Even as we celebrate this milestone, more progress is already underway. I look forward to sharing the news from the next stage of our *Four Seasons for Good* journey with our guests, communities and other stakeholders around the world.

Alejandro Reynal
President and CEO

ABOUT *FOUR SEASONS*

Four Seasons is a global luxury hospitality brand headquartered in Toronto, Canada. As of year-end 2022, the Company managed 126 hotels and resorts and 53 residential properties in major city centres and resort locations in 47 countries, with more than 50 projects at various stages of planning or development. Over 52,000 people are employed at the managed properties and the Company's offices.

Four Seasons manages properties on behalf of third-party owners, and designs and delivers a Four Seasons experience defined by genuine heart and personalized service. The Company extends its luxury lifestyle offering beyond hotels, resorts, Private Retreats and residences through nearly 600 restaurant and bar outlets, the bespoke Private Jet Experience, the Four Seasons Drive Experience and the Four Seasons at Home collection. The next offering, Four Seasons Yachts, will set sail in 2025.

Four Seasons has an extensive and predominantly decentralized global supply chain, with most goods and services sourced by Four Seasons managed properties, often with an emphasis on supporting local suppliers. Four Seasons also centrally manages the procurement of many of the branded items in our guest room and tabletop categories, with a focus on sustainable sourcing and regional procurement where feasible.

OUR TEAMS AROUND THE WORLD

52,599

team members globally*

10,846

in Europe, the Middle East and Africa

25,463

in the Americas

16,290

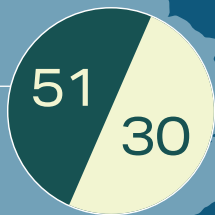
in Asia-Pacific

* As of December 31, 2022

OUR PORTFOLIO

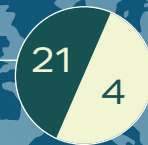
North America

- 28 Hotels
- 23 Resorts
- 30 Residences



Europe

- 15 Hotels
- 6 Resorts
- 4 Residences



Middle East & Africa

- 14 Hotels
- 7 Resorts
- 8 Residences



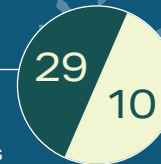
Central & South America

- 3 Hotels
- 1 Resort
- 1 Residence



Asia-Pacific

- 19 Hotels
- 10 Resorts
- 10 Residences



- Hotels and resorts
- Private Residences

In 2022, Four Seasons opened seven new properties, including new hotels and residences in Fort Lauderdale, Minneapolis and Nashville, as well as two new resorts in Mexico – one in Tamarindo and the other, Naviva®, in Punta Mita. The Company also expanded its growing collection of standalone Private Residences with new offerings in Marrakech and Dubai.

126

Total Hotels and Resorts

53

Total Private Residences

LEADING WITH *GENUINE HEART*

OUR PURPOSE

To inspire the world to lead with genuine heart

WHO WE ARE

At Four Seasons, true luxury is a meaningful sense of belonging. It is a dedicated focus on how people want to be treated, grounded in the genuine care guests experience during their stay and defined by an abundance of humanity and generosity. This starts with our passionate teams, welcoming guests to be the centre of our world, anywhere in the world – and always with a distinctly human touch.

OUR GUIDING PRINCIPLE

The Golden Rule is our guiding principle. Our people 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 through our ESG program, *Four Seasons for Good*, where we seek to ensure that our activities are consistent with the long-term health of the communities and ecosystems where we operate.



/// Four Seasons Resort Hualalai

OUR ESG *APPROACH*

At Four Seasons, we've always been guided by the Golden Rule – to treat others how we want to be treated. Showing our planet and the communities around us the same level of love and kindness is part of this commitment. Our desire to create a positive impact through every action, every day is driven by our genuine heart – because we don't just *want* to be the best in the world, we *need* to be the best for the world. It's in our nature to do good in exceptional ways.

This is *Four Seasons for Good*.



PLANET

IN THIS SECTION

- /// Designing sustainable environments
- /// Minimizing our footprint
- /// Connecting to the environment locally

PEOPLE

IN THIS SECTION

- /// Advancing Diversity, Inclusion and Belonging (DIB)
- /// Creating life-changing opportunities
- /// Giving back locally

GOVERNANCE

Our Planet and People pillars are underpinned by our Governance efforts, including our commitment to lawful and ethical operations, and robust oversight of our ESG programs.



/// Four Seasons Resort
The Nam Hai, Hoi An, Vietnam

2022 HIGHLIGHTS

PLANET

74%

Share of properties that report having electric vehicle charging stations.

1,615

Number of Four Seasons Food and Beverage (F&B) leaders who received training in sustainable F&B practices in 2022; 100% of properties have at least one team member with this training.

96%

Share of properties that report having a recycling program in place.

6+

Metric tons of soap and plastic waste diverted from landfill through our partnership with Clean the World.

PEOPLE

Top 10%

Four Seasons 2022 ranking among companies across all industries globally with respect to inclusion and belonging, as identified by our survey partner, Glint.

100%

Share of properties that report having a Green Team responsible for leading local sustainability initiatives.

86%

Share of properties that report having community impact partnerships in place.

73%

Share of properties that report donating gently used items to local organizations.

COLLABORATING *FOR GOOD*

We partner with other sustainability leaders within and outside of our industry to collectively drive positive change. We do this by striving for high standards of sustainability in our own operations and by collaborating through industry groups and across our supply chain. This year, we maintained partnerships with social enterprises and non-profits such as Clean the World, World Wildlife Fund and Food Rescue US, and continued our long-standing participation in the following organizations:

AMERICAN HOTEL AND LODGING ASSOCIATION (AHLA)

We continue to serve on the AHLA's Sustainability Committee and in 2022 supported the launch of the Responsible Stay initiative, which focuses on energy and water conservation as well as waste reduction and responsible sourcing.

SUSTAINABLE HOSPITALITY ALLIANCE (SHA)

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, including:

- The Pathway to Net Positive 2.0
- The Hotel Waste Measurement Methodology
- The Hotel Net Zero Methodology.

Among other shared principles, we continue to uphold the SHA's Principles on Forced Labour, which we have incorporated into our Company's 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.

GLOBAL SUSTAINABLE TOURISM COUNCIL (GSTC)

In 2022, we also took steps to join the GSTC as a member organization, formalizing our membership in early 2023. GSTC manages global standards for sustainable travel and tourism, acting as the international accreditation body for sustainable tourism certification.



/// Four Seasons Hotel Atlanta



CONTRIBUTING TO THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGs)

In addition to our many other collaborative efforts with conservation groups, scientific experts and community organizations, Four Seasons is proud to join other leading global businesses in contributing to the UN SDGs. We recognize that our managed properties and operations have the potential to intersect with all 17 SDGs – and in keeping with our values and purpose we’re committed to exploring opportunities to pursue an even wider range of positive contributions in the years ahead. At present, we’re working to make the greatest impact we can by focusing our efforts on the following six global goals:

3
GOOD HEALTH
AND WELL-BEING

GOOD HEALTH AND WELL-BEING

Our support of cancer research through the Terry Fox Foundation has strong ties to 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 wellbeing.

5
GENDER
EQUALITY

GENDER EQUALITY

Our Diversity, Inclusion and Belonging (DIB) and human rights efforts 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.

8
DECENT WORK AND
ECONOMIC GROWTH

DECENT WORK AND ECONOMIC GROWTH

The opportunities for economic development and growth our properties provide, our approach to sourcing and procurement, 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.

12
RESPONSIBLE
CONSUMPTION
AND PRODUCTION

RESPONSIBLE CONSUMPTION AND PRODUCTION

One of our major food waste commitments directly 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. Our efforts in our operations and through our supply chain also support the following target:

12.5 – By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

14
LIFE
BELOW WATER

LIFE BELOW WATER

Through growing adoption of sustainable design and construction practices, single-use plastics elimination efforts, waste management strategies and low-impact landscaping approaches, we contribute to the following targets:

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.

15
LIFE
ON LAND

LIFE ON LAND

Our ESG strategy and efforts around biodiversity preservation and responsible sourcing connect strongly to SDG 15.

PLANET

Our aspiration is to leave the world better than we found it. We don't just *want* to be the best in the world, we *need* to be the best for the world. That's why we are focused on protecting and regenerating the planet with love and care, working toward a future in which the only impact we have is for good.

IN THIS SECTION

- /// Designing sustainable environments
- /// Minimizing our footprint
- /// Connecting to the environment locally

RELEVANT UN SDGs



/// Four Seasons
Resort and
Residences
Jackson Hole

DESIGNING SUSTAINABLE ENVIRONMENTS

In the development and operation of Four Seasons properties, we aim to minimize the environmental footprint of initial construction, integrate wellbeing and maximize the efficiency of our operations over time. All Four Seasons design and construction projects are required to have sustainability consultants on staff, focused on integrating sustainability into our facilities, building systems and landscape designs.

KEY PRIORITIES IN THIS FOCUS AREA:

- Design and build to maximize efficiency and minimize impact.
- Create spaces that promote human health and community.
- Prioritize sustainable building materials and innovative technologies.

SUSTAINABLE DESIGN AND CONSTRUCTION STANDARDS

Our managed properties around the world use a range of strategies to enhance overall building performance, from capturing water runoff for irrigation use to recovering waste heat so as to reduce the energy needed for hot water.

In 2021, we updated our Mechanical, Electrical and Plumbing (MEP) standards to incorporate sustainable design criteria, ensuring that all new construction and major renovations adhere to industry-leading standards. Our current focus is on achieving consistently strong sustainability practices across our global portfolio of properties and seeking opportunities to exceed leading standards where possible.

We are adding a dedicated sustainability volume to the design standards we provide to developers of new properties. Our Sustainability Strategy consists of a three-tiered approach combining recognized excellence in environmental certifications (i.e., LEED Gold or equivalent), layered with elements of health and wellness based on the Fitwel standard, and alignment to net zero pathways (i.e., IFLI Zero Carbon, USGBC TRUE Zero Waste, USGBC LEED Zero Water).

For operating hotels, we are introducing new Engineering teamroles that focus on reviewing energy consumption and minimizing carbon footprints while focusing on guest and team member satisfaction. Although sustainability has been part of our approach for years, the evolution of our strategy underscores the importance of considerations such as efficiency and conservation, placing them at the core of our approach.

Because Four Seasons properties operate in diverse regions and climates, opportunities and challenges regarding sustainability and climate resilience vary. We support all of our hotels, resorts, residences and offices in pursuing ambitious levels of building performance and encourage them to innovate in ways that are well suited to their local environments.



/// Four Seasons Hotel One Dalton Street, Boston



/// Naviva®, a Four Seasons Resort, Punta Mita, México

ESG IN ACTION

ONE WITH NATURE

NAVIVA®, A FOUR SEASONS RESORT, PUNTA MITA

Nature was treated as a partner in the design of Naviva®, our first tented resort in North America. This lush refuge is located on a private peninsula on Mexico's Pacific coast. Featuring 15 luxury tents surrounded by 48 forested acres, Naviva® is defined by biophilic design practices – those that use natural features as a prevailing influence and inspiration. The project reflects all 14 patterns of biophilic design, which emphasize the relationships between nature, human biology and the design of the built environment.

Letting landscape lead the way. The development team approached the site with care, building around existing trees and seeking to preserve vegetation. Tents were placed by hand into the existing environment to minimize disruption to the surrounding forest. A reforestation and planting program sought to regenerate foliage affected during construction.

Water from air. The resort partners with SOURCE Water to supply all drinking water on-site using hydropanel technology that harnesses solar power to extract clean, pollutant-free water from the air around the property. The property also harnesses rainwater for reuse in the surrounding landscape.

Low-impact construction. Naviva® prioritizes low-impact construction materials such as reclaimed wood, local stone, copper and bamboo. The resort also uses passive ventilation made possible by the region's prevailing winds, minimizing the need for air conditioning.

Protecting habitat. The design includes measures to protect habitat and prevent the disorientation of insects and wildlife. Strategies include paths that mimic the colours of nearby soil and rocks, and low-watt LED lights that minimize energy usage while limiting light pollution.

Renewable energy. In addition to using numerous design strategies to minimize the property's need for energy, Naviva® produces a portion of its own energy, drawing about 20% of its electricity needs from solar power.

ECO-CERTIFICATION

As we strive for sustainability practices that match or exceed global standards, we support our properties around the world in seeking appropriate environmental and ESG certifications, especially the US Green Building Council's Leadership in Energy and Environmental Design (LEED) and certifications recognized by the Global Sustainable Tourism Council (GSTC).

HEALTHY PEOPLE, HEALTHY PLANET

We're integrating key elements of Fitwel and WELL, internationally recognized healthy-building certification standards, into the design of new Four Seasons hotels, resorts and residences. Our goal is to use the design and construction of our properties to support the wellbeing of both our guests and our people.



LEED: Leadership in Energy and Environmental Design is the most widely used green building rating system in the world, providing a framework for healthy, efficient and cost-saving green buildings.

Recent certifications

- Platinum
 - Four Seasons Hotel Guangzhou
 - Four Seasons Hotel Philadelphia at Comcast Center
- Gold
 - Four Seasons Hotel Madrid
- Silver
 - Four Seasons Hotel One Dalton Street, Boston



EARTHCHECK

EarthCheck: A leading scientific benchmarking certification and advisory group for sustainable travel and tourism globally. This system includes a combination of core criteria (e.g., waste and chemicals) and custom criteria relevant to specific businesses and sectors.

Recent certifications

- Platinum
 - Four Seasons Resort Sharm El Sheikh
- Silver
 - Four Seasons Resort Maldives at Landaa Giraavaru
 - Four Seasons Hotel Cairo at Nile Plaza



Green Key: The Green Key Eco-Rating Program is designed to recognize a wide range of hotels and lodging facilities for their commitment to improving environmental and fiscal performance.

Recent certifications

- ★★★★ 4-star
 - Four Seasons Hotel Montreal



Green Globe: A science-based certification system developed through decades of research. The Green Globe Certification Standard includes 44 criteria in four groups and is supported by over 380 compliance indicators.

Recent certifications

- Four Seasons Resort Seychelles at Desroches Island
- Four Seasons Resort Seychelles



Hoteles más Verdes

Hoteles más Verdes

Recent certifications

- Four Seasons Hotel Buenos Aires

MINIMIZING *OUR FOOTPRINT*

We seek to protect and regenerate the planet by minimizing our footprint. As we procure low-impact products, increase our operational efficiency and recycle resources ranging from cotton to food waste, we're working to use less while creating even more meaningful experiences for our guests.

KEY PRIORITIES IN THIS FOCUS AREA:

- Protect and regenerate the planet by focusing on carbon, energy, water, waste and biodiversity.
- Assess and mitigate our climate risk.
- Champion sustainability in our sourcing and procurement.

UNDERSTANDING OUR IMPACT

Building on progress we made last year, we continued to populate our sustainability management software system with new data – building out a detailed and comprehensive picture of utility data across our properties dating back to 2018. Specific gains achieved in 2022 included enhancing our ability to capture site-specific waste data and creating improved dashboards to help us better monitor our progress against targets.

As we work to reduce the impact of Four Seasons managed properties, we're also responding to our corporate customers' interest in understanding the environmental impact of hotel stays and events.

Many organizations are now seeking information about the emissions associated with particular spaces and activities as they seek to plan their gatherings in the most sustainable way possible. Our carbon calculations are aligned with the Sustainable Hospitality Alliance's Hotel Carbon Measurement Initiative (HCMI), the industry's standard methodology for calculating carbon emissions. Our water and waste calculations are also aligned with SHA's Hotel Water Measurement Initiative (HWMI) and the Hotel Waste Measurement Methodology (HWMM). We provide relevant data when requested and strive to be trusted partners to our corporate clients in pursuit of the shared goal of reducing our climate impact and enhancing our environmental performance.

Meeting the needs of guests is a part of our DNA. We know that our guests care about our properties' environmental and social efforts, and are seeking more information about these. To highlight key sustainability attributes and achievements, all Four Seasons hotels and resorts added a dedicated sustainability web page to their websites in 2022.

REDUCING CARBON AND ENERGY CONSUMPTION

In 2022, we continued our practice of requiring regular environmentally centred audits, driving operational efficiency globally. Every property in our portfolio is required to undertake a detailed audit of its water and energy consumption and carbon emissions at least every four years, exceeding the American Society of Heating, Refrigerating, and Air-Conditioning Engineers (ASHRAE) Level II standards. As a result of this process, each property has a customized list of conservation and carbon reduction initiatives, with specific opportunities for enhancement relative to its baseline.

We distributed model Requests for Proposal (RFPs) in 2022 to help hotels, resorts and residences procure technical services focused on reducing energy consumption, enhancing efficiency and evaluating opportunities to lower their carbon footprint. This is just one example of our efforts to support our properties in adopting efficiency-oriented innovations appropriate to their local contexts, such as adding solar photovoltaic (PV) systems, integrating heat pumps and ensuring optimally programmed Guest Room Management Systems (GRMS).

74%

of properties report having electric vehicle charging stations.

100%

of properties are required to complete an energy audit at least every four years.

IMPROVING WASTE MANAGEMENT

The first and most important step in any waste management approach is reducing the amount of waste created. To this end, in 2022, our teams continued to take steps to reduce waste in our hotels, resorts, residences and offices, including working with suppliers to reduce unnecessary packaging.

Also in 2022, we introduced a requirement for properties to complete waste audits every four years. Our goal is for all Four Seasons properties to develop a comprehensive understanding of the waste they produce and how it's managed in their municipalities. Insights generated from the audits help to target waste reduction and improve management practices over time. The audit results are used to identify areas where changes could have the greatest impact – from adjusting our supply chains to building new recycling partnerships, to enhancing on-site composting and recycling programs.

PARTNERING FOR GOOD

Four Seasons properties have built a range of regional partnerships that benefit both the environment and local economies.

- Our hotels and resorts in the Asia-Pacific region partner with ecoSPIRITS to purchase premium spirits through a low-waste, low-carbon, closed-loop distribution system.
- Clean the World, a social enterprise, recycles soap from many of our hotels and resorts, creating new sanitized, lab-tested hygiene products that are donated to communities in need.

96%

of our properties report having a recycling program in place.

63%

of our properties report having an organic waste diversion program.

2.2 metric tons

of soap and 3.8 metric tons of plastic waste were diverted from landfill through our partnership with Clean the World in 2022.

3.5+ metric tons

of single-use glass packaging waste have been eliminated since 2020 through partnerships with ecoSPIRITS in Asia-Pacific.

ESG IN ACTION

SOLAR-POWERED INNOVATION

FOUR SEASONS RESORT MARRAKECH

Nestled between the city's ancient medina and vibrant neighbourhoods, Four Seasons Resort Marrakech features a unique layout with guest rooms and amenities spread across nine separate buildings. As part of its commitment to sustainability, the resort recently upgraded its hot water system to harness the power of solar energy.

Each building now has on-site boilers powered by a hybrid solar and electric system. This innovative design not only uses solar energy but also recovers waste heat from air conditioning units, significantly reducing electricity consumption. The electrical heating is only activated when solar energy and waste heat are insufficient to meet the building's needs. If a building is unoccupied, the entire system can be temporarily turned off.

This eco-friendly upgrade marks a significant improvement over the previous system, which relied on natural gas and centralized boilers, resulting in potential heat loss during water distribution. Committed to ongoing sustainability efforts, Four Seasons Resort Marrakech is exploring further opportunities to maximize its use of the region's abundant solar energy. By enhancing guest comfort while minimizing non-renewable energy usage, the resort seeks to preserve and regenerate the beautiful region in which it operates.

/// Four Seasons Resort Marrakech



ELIMINATING SINGLE-USE PLASTICS

We are committed to eliminating single-use plastics in the guest experience. Our goals are to reduce waste and avoid harm to ecosystems, especially the extraordinary marine ecosystems that surround many of our hotels, resorts and residences.

In 2022, we continued working with global vendors to remove plastics from guest amenities. In particular, we made substantial progress in replacing all small bathroom amenity bottles with large-format containers that are reusable or refillable, and addressing single-use plastic water bottles. The majority of our hotels and resorts achieved our goal to implement large-format amenity bottles and eliminate plastic water bottles by the end of 2022. We anticipate that all properties will achieve these objectives before the end of 2023.

In addition to removing plastics from the guest experience, we continue to focus on reducing plastic waste in our Back of House. All properties are expected to address single-use plastics in staff food and beverage offerings, including water bottles.

250+

 metric tons

Estimated single-use plastics avoided annually from full transition to large-format bathroom amenities.





ESG IN ACTION

MINIMIZING WASTE ON A STUNNING ARCHIPELAGO

FOUR SEASONS RESORT SEYCHELLES

The Seychelles is an archipelago of 115 islands in the Indian Ocean. Its geography makes it challenging to develop waste management infrastructure and processes that are familiar in larger, more physically connected countries. Four Seasons Resort Seychelles takes many steps to minimize not only the waste it produces, but also to help build relationships and support enterprises that will help the entire country build its waste management infrastructure over time.

- In keeping with Four Seasons standards, the resort uses refillable glass bottles for water and large-format bathroom amenities.
- Food, largely sourced from local suppliers, is often delivered in reusable containers, which suppliers take back after depositing eggs, produce, fish and other products.
- Four Seasons Resort Seychelles is one of the few places on the island that segregates waste and enables recycling. The resort has developed a range of relationships with recycling firms specialized in handling specific items, from batteries and scrap metal to glass. Organic waste from kitchens goes to local farmers for use as animal feed.
- End-of-life products and materials from the resort, from linens to electronics, are offered to employees for reuse.
- Any waste that the resort is not able to divert from landfill is measured and tracked – ensuring that the resort team understands their impact and can track their progress as they strive for ongoing improvement.

TACKLING FOOD WASTE

We are working to substantially reduce food waste in our operations, including at our nearly 600 restaurants and bars. We're also engaging suppliers in collaborative efforts to build more sustainable food systems.

KEY HIGHLIGHTS:

- At least one Food and Beverage (F&B) leader from every Four Seasons managed hotel and resort completed a sustainability-focused food waste training program developed by World Wildlife Fund and the American Hotel and Lodging Association, with support from the Rockefeller Foundation. In 2023, we aim to extend the training to all of our F&B team members, adding to the more than 1,600 team members who have already completed food waste training.

- We increased the number of hotel and resort kitchens that use artificial intelligence (AI) food waste technologies. Offered through leading providers Winnow, Lumitics and Kitro, these tools can track, measure and reduce food waste. The tools have helped participating properties achieve a reduction of avoidable food waste in restaurants and staff dining facilities.
- We continued to build relationships with organizations such as Food Rescue US to share high-quality food with local community groups who need it. About 40% of our hotels and resorts currently report having such relationships with local partners, and we continue to build new connections to link people with available food.
- Our cooking oil recycling program continued to grow. At the beginning of 2023, we were about three-quarters of the way toward our goal of 100% participation among our properties.

Our goal: 50% reduction in food waste by 2030 (from our 2019 baseline). This effort aligns with UN Sustainable Development Goal 12.3.

55%

of properties report having a food waste composting program.

77%

of properties report having a cooking oil recycling program.



/// Four Seasons Resort Peninsula Papagayo, Costa Rica

ESG IN ACTION

USING ARTIFICIAL INTELLIGENCE TO CUT WASTE

FOUR SEASONS RESORT PENINSULA PAPAGAYO, COSTA RICA

In 2022, Four Seasons Resort Peninsula Papagayo, Costa Rica achieved a dramatic improvement in its avoidance of food waste by using advanced technology tools. Under the leadership of Executive Chef Emiliano Rabia, the team adopted AI tools from Winnow to pinpoint and reduce key sources of waste.

The tool features a built-in camera and connected scale that automatically recognizes food waste items being thrown away. The system is able to identify, quantify and precisely estimate the cost of food waste, ultimately producing reports for food and

beverage leaders that help them to optimize their use of food with the goal of waste reduction.

First installed in two kitchens and the staff dining facility, Winnow delivered remarkable results from August to December 2022:

- \$46,000 cost savings
- 50% reduction in food waste (by value)
- Over 13,000 kilograms of organic waste diverted from landfill.

Chef Emiliano and his colleagues are committed to building on these gains through wider adoption of new tools and practices – and Four Seasons is committed to helping to spread this and other effective innovations as we work toward our goal of 50% food waste reduction by 2030.



ESG IN ACTION

PARTNERING TO NOURISH YOUNG PEOPLE

FOUR SEASONS RESORTS BALI

In the spring of 2022, leaders at Four Seasons Resort Bali at Jimbaran Bay took the opportunity to reduce food waste while supporting local children and youth. They reached out to a local organization, Scholars of Sustenance (SOS) Indonesia, which in part provides support to the Bali Street Kids Orphanage. The resort and SOS began exploring ways to provide high-quality food to the orphanage; the first donation was fresh food left over from the daily breakfast buffet.

Building on the success of these initial donations, the partnership grew in two ways. First, the resort began to identify additional donation opportunities, including fresh produce from guest room fruit baskets. Between May and October alone, Four Seasons Resort Bali at Jimbaran Bay provided more than 3,400 meals to the orphanage. The second expansion of the partnership came as Four Seasons Resort Bali at Sayan joined the effort.

Today, both Bali resorts continue to provide hundreds of kilograms of food to local kids in need, and are among the island's top hotel food donors, according to SOS Indonesia. In addition to the primary benefit of this work – nourishing young people – the partnership helps to divert food waste from landfill and avoid related carbon emissions. The collaboration also reflects the island's traditional philosophy of Tri Hita Karana, an approach to wellbeing and shared prosperity that emphasizes harmony among people and with nature.

WATER CONSERVATION

We are committed to reducing water consumption in our hotels, resorts, residences and offices around the world, placing particular emphasis on conservation efforts in water-stressed regions.

In 2022, we continued to promote water conservation practices, supporting properties with information and guidance on the adoption of low-flow fixtures, leak detection systems, rainwater harvesting, greywater reuse, native landscaping and water-efficient irrigation. We also continued to encourage the adoption of smart water meter systems that can interface with building automation systems for enhanced monitoring of consumption.

We sought further conservation gains by distributing model RFPs across our properties to help them procure technical services – such as technical due diligence reports and existing-building commissioning – that will help to streamline operations, including with respect to water consumption.

We now require daily meter reading at our properties around the world as part of standard Engineering operations, and sub-meters are increasingly being used to refine our Engineering teams' understanding of consumption patterns. Close monitoring of consumption across our properties gives us a wealth of data to inform our overall conservation efforts. It also enables our Engineering teams to respond quickly if they detect an unusual increase in consumption at a given property or location.

42%

of properties report using water reclamation systems.

83%

of properties report having water-efficient faucets.

86%

of properties report having water-efficient toilets.

ESG IN ACTION

HARVESTING RAINWATER IN LONDON

FOUR SEASONS HOTEL LONDON AT TEN TRINITY SQUARE

London is famous for its drizzly weather – and, not coincidentally, for its lush gardens. But as in many large centres around the world, the hard roofs and concrete surfaces that cover much of the city mean that rainwater often runs off into municipal stormwater systems instead of being used to nourish vegetation.

Four Seasons Hotel London at Ten Trinity Square introduced a design adaptation to capture rainwater, using the harvested water to irrigate a city-maintained garden adjacent to the hotel. Rainwater collected from the hotel roof flows through a carefully designed system of drains and gutters into a storage tank in the basement. From there, it is pumped to street level, and then – after being filtered and sanitized – is used to support life in the garden.

Using rainwater for irrigation is just one of many conservation practices at work at this property. Other measures include leak detection systems in the building's water piping, and water-efficient, low-flow toilets, faucets and showers in all guest rooms – practices that reduce unnecessary water waste while maintaining an exceptional guest experience.

/// *Four Seasons Hotel London at Ten Trinity Square*



SOURCING RESPONSIBLY

We are committed to using our purchasing power to reduce waste, support responsible businesses and social enterprises, and promote sustainable food harvesting and production. Our sourcing happens either through our Corporate Sourcing and Procurement team, which procures goods and services on behalf of our global portfolio, or at the local and regional levels as our hotels, resorts and residences procure products in their own areas. Through both global standards and regional collaborations, we're working to make our supply chain a force for good.

In late 2022, we began a detailed review of ESG factors across our supply chain, with the goal of developing a comprehensive Four Seasons Sustainable Sourcing Strategy in 2023. This new strategy, which will include ESG Supplier Criteria and Key Performance Indicators, builds on foundational steps we have taken over the last several years, such as the creation of a Supplier Code of Conduct that references human rights, environmental protection, animal welfare and other ESG factors. As of 2022, all corporate Sourcing and Procurement contracted suppliers are required to acknowledge adherence to our Supplier Code of Conduct to be eligible to participate in RFPs.

Also in 2022, progress continued on:

Cage-free eggs. We continue to advance toward our goal, set in 2021 with The Humane League, of sourcing only cage-free eggs across the Four Seasons global portfolio by 2025. This initiative will have a positive impact on animal welfare and sustainable food sourcing at both the local and global levels.

Sustainable seafood. Our standards already prohibit unethical practices around endangered species. We are now collaborating with leading organizations to develop a more comprehensive sustainable seafood strategy. Over one-third (39%) of our properties report serving responsibly sourced seafood.

Animal welfare. We support the humane treatment of animals and expect our suppliers to do the same. Animal welfare is expressly referenced in our Supplier Code of Conduct, and our goal is to ensure that kitchens and staff dining facilities in all Four Seasons properties procure food products that meet high standards for animal welfare. Because performance begins with measurement and monitoring, this year we expanded our data collection requirements to ensure we have a comprehensive, global picture of this aspect of our operations.



/// Grand-Hôtel du Cap-Ferrat, A Four Seasons Hotel



/// Four Seasons Astir Palace Hotel Athens

ESG IN ACTION

LOCAL FARMERS, LOCAL FLAVOURS

FOUR SEASONS ASTIR PALACE HOTEL ATHENS

Greek cuisine is known around the world for its use of fresh, flavourful produce and seafood, and Four Seasons Astir Palace Hotel Athens is dedicated to showcasing these distinctive flavours. The hotel often features regional dishes – using the finest local ingredients – at its bars and restaurants, which include Mercato, Avra, Helios, Kyma, Taverna 37, Astron and Michelin-starred Pelagos.

The hotel sources 60% of its fruit and vegetables and 85% of its fish locally. About 90% of the hotel's soft drinks, beer and water come from nearby producers, as do 100% of its eggs. Herbs used in Pelagos and Taverna 37 are harvested from a garden on the hotel property. Not only does procuring goods from local farms ensure that guests enjoy the freshest and most authentic flavours of Greece, but it also helps to support the country's agricultural sector, which employs more than 10% of Greek workers.

In addition to supporting local farmers and fish harvesters, the hotel upholds high standards of responsible food production: its bars and restaurants use exclusively cage-free eggs and Rainforest Alliance Certified coffee.

The hotel's commitment to procuring distinctive, high-quality offerings extends beyond its food and beverage program. Team member uniforms, guest gifts and special touches in guest rooms are locally sourced, and the Greek brands and luxury goods found at The Boutique in The Spa showcase local craftsmanship and entrepreneurship.

CONNECTING TO THE ENVIRONMENT LOCALLY

We operate in extraordinarily diverse landscapes and climates and welcome guests to the world’s most exhilarating cities and to pristine retreats nestled into rainforests. Wherever we have a presence, we seek to protect and nurture local habitats and ecosystems, helping to strengthen the natural features and ecological relationships that make each place unique.

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.
- Inspire others for good.

BIODIVERSITY AND CONSERVATION

Biodiversity is vital because all forms of life work together to create ecosystems and habitats. In addition to having their own inherent value, these

ecosystems provide critical “services” to human beings, such as producing clean water and enabling food to grow. We are committed to protecting biodiversity wherever we operate, both to sustain the natural beauty of our properties and to ensure that these extraordinary places continue to thrive, providing our guests, our teams and our community members with beauty and sustenance for generations to come.

We continue to progress our goal for every property to establish a program that contributes to local biodiversity and conservation. From coral gardening to beekeeping, our properties around the world are taking action to protect and conserve their local environment in impactful ways.

77%

of properties report having biodiversity programs in place.

82%

of properties report using landscaping that is native or drought tolerant.

ESG IN ACTION

A HOME FOR THE WORLD’S FASTEST BIRD

FOUR SEASONS HOTEL ATLANTA

Guests who look down from the Penthouse Ballroom of Four Seasons Hotel Atlanta may soon see a remarkable sight: Peregrine falcons nesting on an exterior ledge of the midtown skyscraper’s 50th floor.

After being driven close to extinction in the mid-20th century, Peregrine falcons made a steady recovery, and were removed from the U.S. federal government’s endangered list in 1999. Still, these birds, which can reach speeds of more than 200 miles per hour when diving, remain a rare and protected species. When the Department of Natural Resources (DNR) approached the Atlanta team in 2021 proposing a habitat support – a “hotel on a hotel” – for these raptors, the answer was an enthusiastic yes.

Peregrines like to nest on high shelves, including on tall buildings, and have been active on and near the Four Seasons facade. Peregrine falcons mate for life and the DNR-designed structure aims to entice a nesting pair with an interior nesting area for eggs and an exterior ledge from which they can survey their territory.

/// Peregrine falcon





/// Four Seasons Resort Lanai

ESG IN ACTION

PROTECTING BIODIVERSITY ON LAND AND IN THE SEA

FOUR SEASONS RESORT LANAI

The Botanical Gardens at Four Seasons Resort Lanai are a key attraction for guests, who can stroll through 12 acres of gardens containing various native and non-native plants.

While traditional landscaping methods, including the use of synthetic pesticides, herbicides and fertilizers, can effectively boost or maintain plant health, they often come at the expense of coral reef ecosystems that are destroyed as the chemicals run off into the ocean when it rains.

To maintain local plant health and the coral reef ecosystem, Four Seasons Resort Lanai aligned its practices with requirements for the Gold Certification for Organic Landscape Management from the Maui Nui Marine Resource Council and became the first resort to achieve this accreditation in 2022.

The resort's 100% organic landscaping approach delivers numerous benefits on land as well as in the ocean. First, it helps pollinator species thrive. The Xerces Society for Invertebrate Conservation, a non-profit organization, has officially recognized the resort's grounds as a pollinator habitat. The presence of healthy and active pollinator populations strengthens surrounding plant populations.

Organic landscaping also helps to revitalize populations of insect species that prey on conventional pests like ants and cockroaches, creating a more balanced and biodiverse ecosystem.

The resort's thoughtful approach to the care of its landscape is part of a wider commitment to caring for the land and to understanding, preserving and sharing the island's culture, traditions and history throughout its operations.

OUR PEOPLE IN ACTION

The Four Seasons ESG program is powered by committed leadership as well as active engagement. All Four Seasons properties now have on-site ESG teams, or “Green Teams,” that advance shared goals related to our People and Planet pillars.

We support our Green Teams through quarterly webinars designed to facilitate exchange among properties and keep all teams updated on the goals of our ESG program, such as energy conservation, waste reduction and Diversity, Inclusion and Belonging (DIB) efforts.

In addition to sharing progress with peers across the Four Seasons network, Green Teams help to keep leaders and team members at their own properties connected to our shared ESG strategy. Green Teams engage colleagues to facilitate learning, identify areas for enhancement, drive forward projects and initiatives, and celebrate success. ESG education starts when a team member joins Four Seasons through EMBARK, a core training program that’s part of the onboarding journey.

In 2022, we launched the ESG Hub, an internal platform where all Four Seasons team members can access information on key sustainability topics, learn about the results we’re achieving together and access stories about local initiatives.

ESG IN ACTION

EARTH DAY AND EARTH HOUR 2022

Green Teams at Four Seasons properties organize events to observe global environmental and social awareness days. In 2022, many teams engaged colleagues and guests to observe Earth Hour (March 26) and Earth Day (April 22). A few examples include:

The Green Team at Four Seasons Resort Hualalai led Earth Day trash clean-ups and an artmaking event that invited guests to create new objects with marine debris.

At Four Seasons Hotel Jakarta, the Green Team marked Earth Hour by dimming the lights in portions of the hotel and simultaneously inviting guests to join in a wellness activity by candlelight.

Four Seasons Hotel at the Surf Club, Surfside marked Earth Day by inviting guests on an educational walk with representatives from an organization focused on the health of beaches in South Florida. In addition to learning about the ecological importance of dunes (and the natural protection they provide to coastal communities), guests were able to participate in the planting of sea oats, a species of coastal grass whose dense root structure helps to stabilize dunes and prevent erosion.

100%

of Four Seasons hotels and resorts have ESG teams, or “Green Teams,” responsible for implementing the *Four Seasons for Good* efforts at their properties.



/// Four Seasons Hotel Jakarta

PEOPLE

Our aspiration is to build a better future for our people and the communities around us. From enabling our diverse teams to reach their full potential, to giving back with genuine heart – together we are focused on creating a positive and lasting impact, for good.

IN THIS SECTION

- /// Advancing Diversity, Inclusion and Belonging (DIB)
- /// Creating life-changing opportunities
- /// Giving back locally

RELEVANT UN SDGs



ADVANCING *DIVERSITY, INCLUSION AND BELONGING (DIB)*

Four Seasons is committed to advancing diversity and fostering a culture of inclusion and belonging worldwide. In 2022, we continued to advance our Diversity, Inclusion and Belonging strategy, pursuing progress against our DIB Journey Map, which is released annually to our entire organization to promote engagement and accountability. Our DIB strategy includes five focus areas:

Education remained a top priority in 2022 as we rolled out targeted training opportunities for the senior leadership team, as well as broader training across Four Seasons with an emphasis on building an inclusive mindset.

Listening and communication are at the heart of our DIB approach because leading with genuine heart requires genuine understanding. We consistently seek opportunities to listen to our team members, both through formal tools such as team member surveys and through informal, day-to-day interactions. In 2022, we released a DIB Discussions toolkit designed to help

local People and Culture leaders facilitate effective conversations with their teams on local diversity-related issues. The guide aims to foster psychological safety through high-quality conversations characterized by genuine listening and openness.

Systems and policies at Four Seasons continued to evolve toward ever-greater inclusion. In 2022, we reviewed and sought specialist feedback on some existing policies related to hiring, promoting and transferring our people. We're in the process of updating these policies based on the results of the review.

Brand and partnerships are important aspects of this work, shaping our social media presence, our work with influencers and content creators, and our brand marketing work. In 2022, once again we strove to promote meaningful and authentic DIB storytelling, celebrating the diverse identities and experiences of our guests, residents and team members – including during inclusionary celebration periods, such as Black History Month, Women's History Month and Pride Month.

Measurement is an essential tool for tracking our progress and identifying areas where we can do even more to advance key outcomes. In 2022, we used pulse surveys to measure team member sentiment on the current state of inclusion and belonging at Four Seasons. In both surveys, our scores were in the 80s (out of 100), placing us in the top 10% of companies across all industries globally using our survey partner Glint's employee engagement platform. As we celebrate the progress we've made so far, we recognize that there's much more work to do. We're committed to ongoing learning and engagement as we work to build an ever more inclusive, responsive and connected company.



/// Four Seasons Hotel Hong Kong

KEY PRIORITIES IN THIS FOCUS AREA:

- Foster an environment where diverse team members are represented, heard and belong.
- Empower underrepresented groups through local business partnerships.



/// Four Seasons Hotel New York Downtown

ESG IN ACTION

SHOWCASING AND CELEBRATING BLACK-OWNED BUSINESSES

FOUR SEASONS HOTEL NEW YORK DOWNTOWN

The Edit is a new pop-up at Four Seasons Hotel New York Downtown in the heart of Tribeca. The new retail boutique aims to showcase top New York artists and designers while celebrating the city's diverse identities. With new features scheduled to animate the space every few months, The Edit began with a celebration of Black-owned brands and designers, including:

- **Ashya**, an accessories brand by Ashley Cimone and Moya Annece, "rooted in travel, cultural awareness and the act of unifying style and utility."
- **Coco and Breezy**, an "inclusive, genderless brand" founded by twin designers Coiana and Brianna Dotson, best known for creating the late artist Prince's third-eye sunglasses.
- **LAVI NYC**, a contemporary menswear brand based in the Bronx and founded by brothers Ced and Cedel.
- **Miitra**, a brand of silk scarves created by Dimitra Williams with the mission "to uplift the spirit through thoughtfully designed pieces to promote strength, confidence and self-love."

The Edit's subsequent features have showcased women-led and LGBTQ-owned designers.

ESG IN ACTION**SUPPORTING SAUDI WOMEN ARTISANS****FOUR SEASONS HOTEL RIYADH AT KINGDOM CENTRE**

Alwaleed Philanthropies is a Saudi Arabian charitable organization founded by His Royal Highness Prince Al Waleed bin Talal Al Saud and managed by Secretary General, Her Royal Highness Princess Lamia bin Majed Al Saud with a mission to build bridges for cultural understanding, community development, the empowerment of women and youth, and disaster relief in times of crisis. Four Seasons Hotel Riyadh at Kingdom Centre has formed a multi-year partnership with Alwaleed Philanthropies to support local artisans and sustain local craft traditions while adding beautiful and distinctive pieces to our guest rooms. The property sources handcrafted objects from Saudi women trained through Alwaleed Philanthropies' Artisan Program, delivered through Alwaleed's partner Turquoise Mountain.

To date, Four Seasons Hotel Riyadh at Kingdom Centre has procured more than 2,000 pieces showcasing the craft and design traditions of the region – from ceramics and cushions to leatherwork and calligraphy. Guests may encounter, for example, ceramic pieces inspired by traditional Hejaz carvings found in plaster walls throughout the Kingdom, or woodwork integrating traditional Nejd patterns.

As the partnership continues, women artisans connected to the program not only gain access to opportunities directly connected to Four Seasons, but they also have opportunities to build their small enterprises through Turquoise Mountain workshops and training on entrepreneurship, branding, production and other topics. These learning opportunities help them build the skills to develop their work individually or through small businesses or cooperatives.





/// Girls Illuminated, Nevis

ESG IN ACTION

HELPING GIRLS DREAM BIG

FOUR SEASONS RESORT NEVIS

Every year, about two dozen girls aged 11 to 17 from St. Kitts and Nevis come together through Girls Illuminated for an empowering two-week program designed to help them build skills, form friendships, and develop and share their ambitions for the future. The program's founder, Ms. Winnielle Pereira of St. Kitts, describes it as a grassroots movement to "empower, uplift, nurture, love and inspire girls."

With a 30-year history in the small island nation, Four Seasons Resort Nevis is connected to many aspects of community life and is proud to continue supporting Girls Illuminated's success through its long-standing partnership. In 2022, the resort sponsored the participation of two of the 24 attendees (children of team members). Among other activities, program participants spent time with women leaders at Four Seasons Resort Nevis to learn about their career trajectories and opportunities in hospitality. The Girls Illuminated graduation ceremony was also hosted and funded by Four Seasons Resort Nevis; the resort community celebrated the participants alongside their families and communities.

Girls Illuminated is one of three such leadership programs that Four Seasons Resort Nevis supports in St. Kitts and Nevis, whose combined population is about 50,000. Boys in Ties and Island Girls Rock! both similarly seek to empower and inspire local young people by helping them learn about potential career paths and connect with people who have succeeded in their fields.

CELEBRATING AND EMPOWERING OUR TEAMS

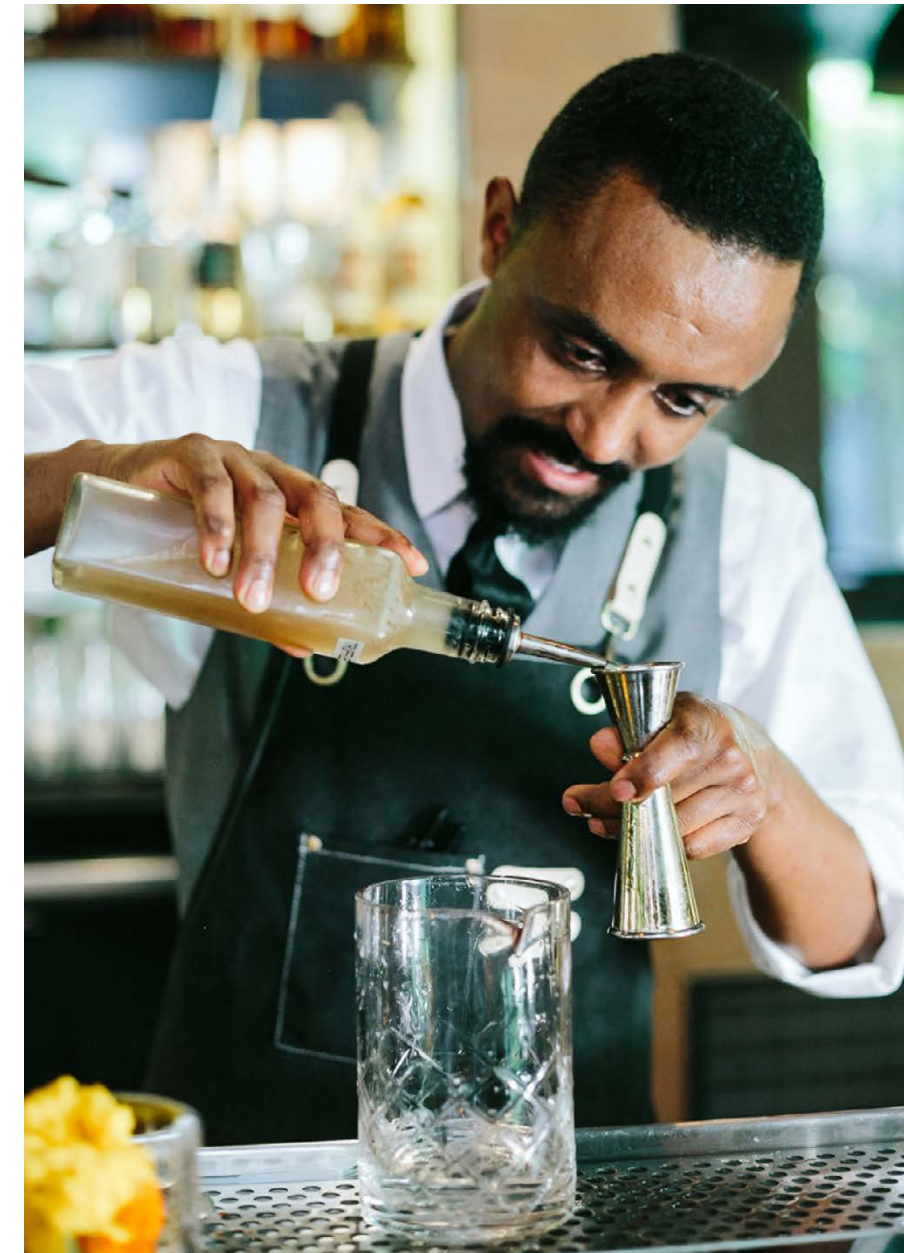
Our team members continually create extraordinary experiences and lifelong memories for our guests and residents, from crafting a celebratory Michelin-starred meal to building a sandcastle with a young guest. We know that the best way to enable our people to deliver these exceptional guest experiences is through a world-class team member experience and company culture.

In 2022, we continued to offer programs and support that show our care and appreciation for our people while helping them to develop professionally and advance toward their goals.

We continued to promote **employee wellbeing** in a range of ways. We offer competitive compensation, benefits and time-off plans. A market-leading Employee Travel Program lets team members travel the world while experiencing Four Seasons properties and building connections with international colleagues. We also provide an online wellbeing portal that includes toolkits and resources related to physical and mental health.

Our approach to **learning and development** ensures that our people have the skills and confidence to excel in every role, and at every career stage. Every Four Seasons property has a dedicated learning professional responsible for supporting employee development. A competitive tuition reimbursement program lets team members pursue formal learning alongside their work with us – and our partnerships with academic leaders such as the Cornell School of Hospitality Management and the École Hôtelière de Lausanne ensure that our team members have access to some of the best educational opportunities in the industry. A range of structured but flexible coaching, training, managerial and executive development programs ensure that our people can connect with the tools and pathways they need to reach their next career goal.

As always, celebrating excellence and supporting individual growth remained central to our **culture** this year. Our culture comes to life through social events, community support and team member recognition initiatives such as service awards, employee of the month and employee of the year. In addition to the structured training and continued career development opportunities within properties, our team members also have access to exciting global transfer opportunities – both permanent transfers and limited-term placements focused on particular initiatives – that enable them to grow in their work while exploring the world.



/// Four Seasons Hotel Washington, DC

CREATING LIFE-CHANGING OPPORTUNITIES

In addition to providing high-quality employment opportunities, Four Seasons offers a range of structured apprenticeship programs and unique educational offerings tailored to the diverse locations where we operate. These efforts support financial stability for individuals and economic development for communities. They also help to ensure that talented young people have ways to access opportunities in travel, tourism and hospitality.

KEY PRIORITIES IN THIS FOCUS AREA:

- Transform futures of underprivileged local talent through career opportunities and development.
- Promote respect for human rights across our value chain.

ESG IN ACTION

INVESTING IN THE FUTURE OF MALDIVIAN HOSPITALITY

FOUR SEASONS RESORTS MALDIVES

The Four Seasons Resorts Maldives Hospitality Apprenticeship program provides local Maldivian youth aged 17 to 20 with the skills and training to help them build a successful career in hospitality. Now in its 22nd year, with 750 graduates to date, the Government of Maldives-accredited program is the longest-running and most successful of its kind in the Indian Ocean region, addressing an important skills gap in this small island nation where limited hospitality training programs exist.

During the course of a year, apprentices receive theoretical and practical training while living, studying and working on-site at the two Four Seasons resort islands of Kuda Huraa and Landaa Giraavaru. Study disciplines include Food & Beverage Preparation or Service; Safe Maritime Transport; Housekeeping & Guest Services; Professional Association of Diving Instructors® (PADI) Divemaster; and Marine Biology, among others. Every apprentice is paired with an on-site mentor for training and guidance. The program is updated as needed to enable new graduates to adapt to the industry's changing demands. New combined disciplines introduced to second-year apprentices in 2021 included Safe Maritime Transport & Boat Mechanic and Front Office & Recreation Attendant.

Successful completion of the program prepares young Maldivians for a career in the hospitality industry, and many graduates go on to work at Four Seasons Resorts Maldives. The most recent class of 71 apprentices – studying a total of 11 disciplines – is scheduled to graduate in June 2023.



/// Four Seasons Resorts Maldives



ESG IN ACTION

REACHING ACROSS BARRIERS TO ENGAGE LOCAL TALENT

FOUR SEASONS HOTEL MADRID

As part of the Company's global commitment to creating life-changing opportunities, Four Seasons Hotel Madrid works with three organizations to hire and retain local talent who face barriers to employment.

Fundación Tomillo supports young people in vulnerable situations by offering tailored training to help them learn, enhance their skills and improve their employability. In 2022, two students gained practical experience in the hotel's Engineering department after completing a five-week-long traineeship, with one of them being hired as a full-time team member after the experience.

The property works with **Down Madrid**, which, among other activities, seeks employment opportunities for its stakeholders. Four Seasons Hotel Madrid has two valued team members who joined the hotel through this program, one as a kitchen assistant and another supporting the operation of our staff dining facilities. The hotel works with their Down Madrid liaison to ensure a safe and comfortable work environment for these team members while supporting their success.

The property also works with **HOGAR Sí**, an independent non-profit organization committed to ending homelessness. One aspect of the organization's work is to connect people who have experienced homelessness with employment opportunities. In addition to hiring four new team members through HOGAR SÍ in 2022, Four Seasons Hotel Madrid also facilitated fundraising and the donation of supplies to support the organization's work with people who remain without shelter.

HEALTH, SAFETY AND SECURITY

As we work to create memorable experiences for our guests and help our team members thrive, ensuring that every Four Seasons environment meets leading standards of health and safety is an essential priority.

In 2020, as the COVID-19 pandemic emerged, Four Seasons embarked on a collaboration with Johns Hopkins Medicine International, the global division of a centre of renowned health care expertise, to ensure that our response was informed by the latest health and safety guidance. Throughout the pandemic, Johns Hopkins Medicine experts have served as trusted health and safety advisors for Four Seasons and its property teams around the world.

Through this collaboration, we developed **Lead With Care**, a framework that combines the health care expertise of Johns Hopkins Medicine with the celebrated service excellence of Four Seasons. **Lead With Care** seeks to advance our longstanding commitment to protecting the health, safety and security of our team members, guests and residents worldwide.

Although first developed as a response to the pandemic, **Lead With Care** proved to be a valuable step forward, introducing important innovations and supporting improved coordination and alignment across different operational areas. To build on these successes, in 2022 we announced an evolved version of the **Lead With Care** program, which continues to provide Four Seasons team members with the confidence to deliver an exceptional service experience grounded in compassion and genuine care, and informed by the latest health and safety guidance.

To drive the continued success of **Lead With Care**, we expanded our in-house team, deepening our subject matter expertise in the areas of health, safety and security while increasing our capacity to implement the program. We also transformed our initial pandemic-focused collaboration with Johns Hopkins Medicine into an ongoing advisory relationship. Four Seasons continues to meet regularly with a multidisciplinary committee from Johns Hopkins Medicine, and maintain frequent contact with our dedicated medical lead, to ensure that our policies and practices keep pace with the best evidence and insight from specialists and health leaders.

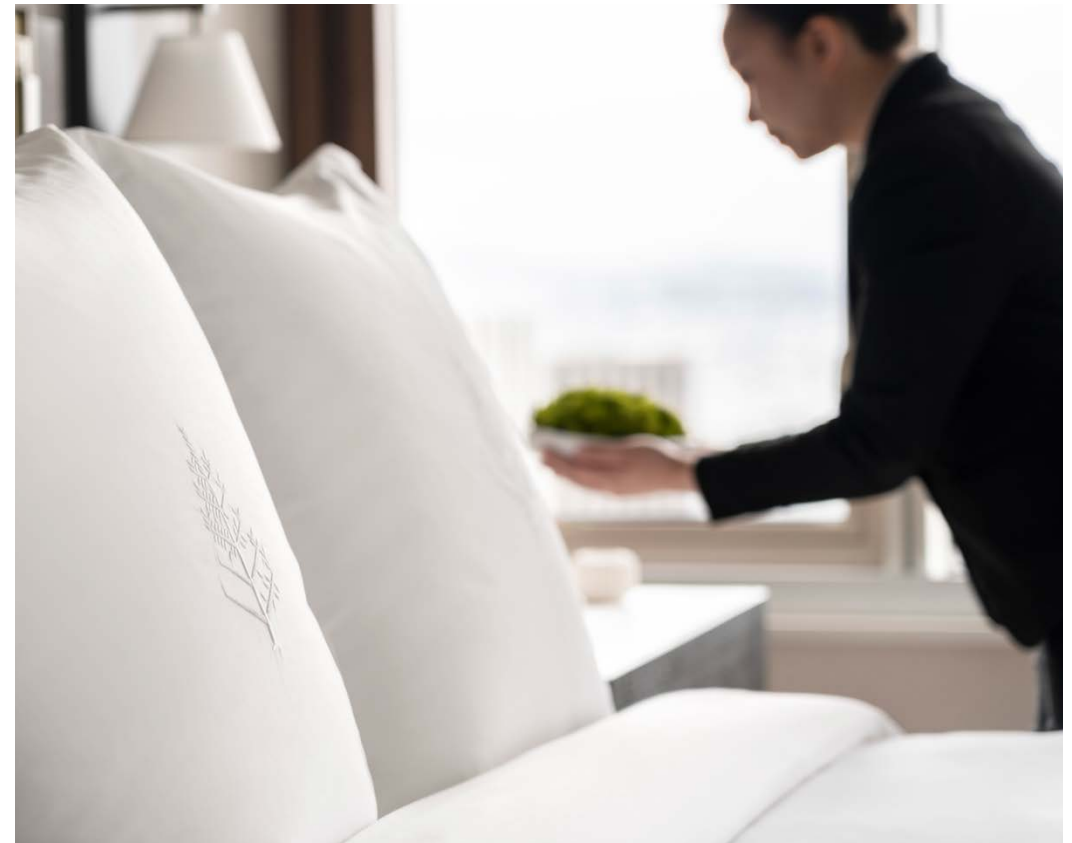
Within Four Seasons, an advisory board and core team composed of leaders from diverse functional areas (for example, Engineering, People and Culture, Risk, Sales and Marketing, Hospitality Operations, Information Technology, and others) guide the implementation, monitoring and continuous improvement of the program. At the property level, **Lead With Care** committees comprising functional leaders and team members are empowered to achieve the program's standards.

Annual key performance measures and self-assessments conducted by each of our properties will help to establish goals, identify opportunities and enable our corporate team to support every hotel, resort and residence in aligning to our **Lead With Care** operating commitments.

This work will create a long-term model of excellence that will set a new standard for health, safety and security operations within luxury hospitality.

OUR LEAD WITH CARE PROGRAM GUIDELINES INCLUDE:

- Property and Life Safety Systems
- Food Safety
- Hygiene
- Medical Services and Response
- Occupational Health and Safety
- Physical Security



/// Four Seasons Hotel San Francisco at Embarcadero



RESPECTING HUMAN RIGHTS

We are committed to responsible workplace practices at every hotel, resort, residence and office we operate, and across our supply chain. Respecting and protecting human rights – and actively avoiding potential complicity in human rights abuses – is fundamental to our approach.

We condemn all forms of forced, bonded or compulsory labour, child exploitation and sexual exploitation, and we are formally committed, through our [Human Rights Policy](#), to:

- Respect human rights in every market where we operate.
- Comply with the laws and regulations of the countries and jurisdictions in which we operate.
- Implement best practices for managing human rights risks in our operations and our supply chain.
- Demonstrate global leadership in responsible workplace practices, and conduct our business operations in a manner that avoids complicity in human rights abuses.

In 2022:

We worked with external specialists to further assess human rights risks across our portfolio and to evaluate the effectiveness of our current mitigation measures, proactively seeking opportunities to further enhance and improve our systems and practices.

We continued to proactively monitor human rights legislation around the world – for example, the introduction of Bill S-211 in Canada, which focuses on preventing and reducing the risk of forced labour and child labour in global supply chains.

We maintained our practice of requiring all team members to complete anti-trafficking training annually.

KEY POLICIES

Four Seasons:

- Has a dedicated [Human Rights Policy](#).
- Includes human rights considerations in our [Supplier Code of Conduct](#).
- Sets out clear ethical standards for how we do business, through our Code of Business Conduct and Ethics.
- Is a signatory to the Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism.
- Informs our human rights approach using the principles contained in:
 - the Universal Declaration of Human Rights
 - the International Labour Organization (ILO) Standards
 - the UN Guiding Principles on Business and Human Rights
 - the UN Global Compact
 - the Guidelines for Multinational Enterprises of the Organisation for Economic Cooperation and Development (OECD).

GIVING BACK *LOCALLY*

We have a long history of supporting local communities through philanthropic contributions and volunteerism. We encourage and support our teams in fulfilling commitments to unique causes with local relevance. To continue building our record of creating positive impact around the world in the most effective ways possible, today we are focused on establishing consistent processes and guidelines for our teams, providing them guidance and support as they contribute to meaningful local charities and not-for-profits, in alignment with our core ESG values.

SUPPORTING CANCER RESEARCH

Advancing cancer research is a long-standing Four Seasons philanthropic focus, rooted in the commitment of Four Seasons Founder and Chairman Isadore Sharp and his wife Rosalie, who lost their son Christopher to cancer in 1978.

In addition to supporting the Terry Fox Foundation directly, Four Seasons supports local hotel and resort teams around the world as they contribute to cancer research initiatives close to home.

In a sign that our people embrace the cause of cancer research, the Terry Fox Foundation emerged as one of the top three team member-supported causes in the Company donation-matching program in 2022.

\$10.36 million

Amount raised since 1981 through the Wilket Creek Terry Fox Run, led by Four Seasons Toronto Home Office and Four Seasons Hotel Toronto, with every dollar going directly to cancer research.

KEY PRIORITIES IN THIS FOCUS AREA:

- Support cancer research within our communities.
- Donate time and funds locally to those in need.
- Support team members in times of crisis.
- Inspire others for good.

\$680+ million

Amount raised worldwide for cancer research in Terry Fox's name.

ESG IN ACTION

A CANADIAN TRADITION

Extending a tradition that began in 1981, Four Seasons Toronto Home Office and Four Seasons Hotel Toronto supported the Terry Fox Run once again, gathering in person in September 2022. Drawing more than 3,000 participants – making ours the largest Terry Fox Run in Ontario – the gathering raised over \$300,000 for cancer research.

Four Seasons team members as well as their families, friends and community members gathered to run, walk, ride and skate routes ranging from 2 to 10 kilometres at Wilket Creek Park in northeast Toronto.

At the Wilket Creek Terry Fox Run alone, more than **\$10 million** has been raised since 1981, with every dollar going directly to the Terry Fox Foundation to support research initiatives in areas ranging from hereditary cancers to precision oncology for young people with hard-to-treat cancers. Over \$680 million has been raised worldwide for cancer research in Terry Fox's name.

/// Wilket Creek Terry Fox Run





/// Four Seasons Hotel Singapore, Run for Hope

ESG IN ACTION

30 YEARS OF SUPPORT IN SINGAPORE

FOUR SEASONS HOTEL SINGAPORE

The Run For Hope has been organized by Four Seasons Hotel Singapore annually since 1993, making it the country's single-most extensive run in aid of cancer research. In 2022, funds raised by Run For Hope participants reached a cumulative total of more than \$1.8 million; all funds raised over the past three decades have been contributed to the National Cancer Centre Singapore (NCCS) Cancer Fund, which is known for its pioneering research and patient care initiatives. NCCS is a public institution that's part of the global effort to advance cancer treatment and care, including for the more than 12,000 people in Singapore who receive a cancer diagnosis each year.

SINGAPORE RUN FOR HOPE – 2022 HIGHLIGHTS

1,581 runners

73 teams

40,000+ km run

\$237,000 raised

COMMUNITY ENGAGEMENT

Every Four Seasons managed property exists in a place with a distinct history and social fabric. Wherever we operate, we seek to build strong, mutually beneficial relationships with the people and communities around us – supporting local suppliers, engaging local talent, making the most of local knowledge and expertise, and creating plenty of opportunities for people nearby to participate in our activities for good.

86%

of properties report having community impact partnerships in place.

79%

of properties report supporting local artists or artisans.

73%

of properties report donating gently used items, such as linens, furniture, fixtures and equipment, to local organizations.

4,644

people in need were supported with recycled soap through our partnership with Clean the World in 2022 (see [page 17](#)).

ESG IN ACTION

SUPPORTING INDIGENOUS NEIGHBOURS AND COMMUNITIES

FOUR SEASONS RESORT AND RESIDENCES WHISTLER AND FOUR SEASONS HOTEL SYDNEY

In November 2022, guests at Four Seasons Resort and Residences Whistler were treated to an extraordinary culinary experience as Executive Chef Sajish Kumar Das collaborated with the Squamish Lil'wat Cultural Centre (SLCC) and Lillooet's Fort Berens Estate Winery to celebrate the cuisine of the ancestral territory on which Whistler is situated. Dishes ranging from hay-smoked bison carpaccio to a wild rice and xusem cake were inspired by the traditional foods of the Skwxwú7mesh (Squamish) Nation and Łílwat7úl (Lil'wat) Nation, who have lived in the area for millennia.

This culinary event, part of Whistler's annual Cornucopia food and drink festival, is just one activity in a growing history of engagement and collaboration between Four Seasons Resort and Residences Whistler and the two neighbouring First Nations.

A similar practice is in place at Four Seasons Hotel Sydney, which collaborates with numerous Indigenous-led businesses. To note just one example, the restaurant and bar serve Green Ant Gin supplied through Something Wild, an organization at the forefront of supplying Indigenous food to restaurants and consumers around Australia.

These relationships go beyond the products that the hotels and resorts source for guests. Four Seasons Hotel Sydney connects visitors with Indigenous-led tours, which explore Aboriginal Australian culture as the oldest continuous culture in the world, as well as important sites in the area and their ongoing significance to Indigenous peoples. At Whistler, in addition to connecting guests with the SLCC, Four Seasons team members also visit the Centre for activities and events, including a now-annual gathering on Canada's National Day for Truth and Reconciliation, during which the Four Seasons Resort and Residences Whistler team joins Indigenous partners to share a moment of silence, reflecting together on our history and our future.

/// Squamish Lil'wat Cultural Centre (SLCC)



DISASTER RELIEF

We are connected to people and communities in diverse landscapes and climates around the world. When disasters strike, we're committed to supporting our people and communities as they navigate hardship and work together to recover.

The Four Seasons Golden Rule Relief Fund provides direct financial support to team members impacted by disasters. We designed the Fund to enable us to quickly deploy resources when disasters arise, and to offer our team members a clear, effective way to support their fellow team members in need.

ESG IN ACTION

RESPONDING TO THE CRISIS IN UKRAINE

When the Russia-Ukraine international armed conflict started in 2022, our teams around the world took swift action to support those impacted by the conflict. To support those impacted, our teams across our hotels, resorts, residences and offices collected supplies and raised funds, and also took action to support their Ukrainian colleagues and their families. We also encouraged our team members to leverage our Employee Assistance Program and Employee Wellbeing tools and programs, which include mental health and wellbeing support services. To further amplify our impact, Four Seasons donated to two organizations supporting humanitarian aid in Ukraine – World Central Kitchen and the International Committee of the Red Cross (ICRC).

/// Source: Svitlana Kuznetsova / International Committee of the Red Cross (ICRC)



GOVERNANCE

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

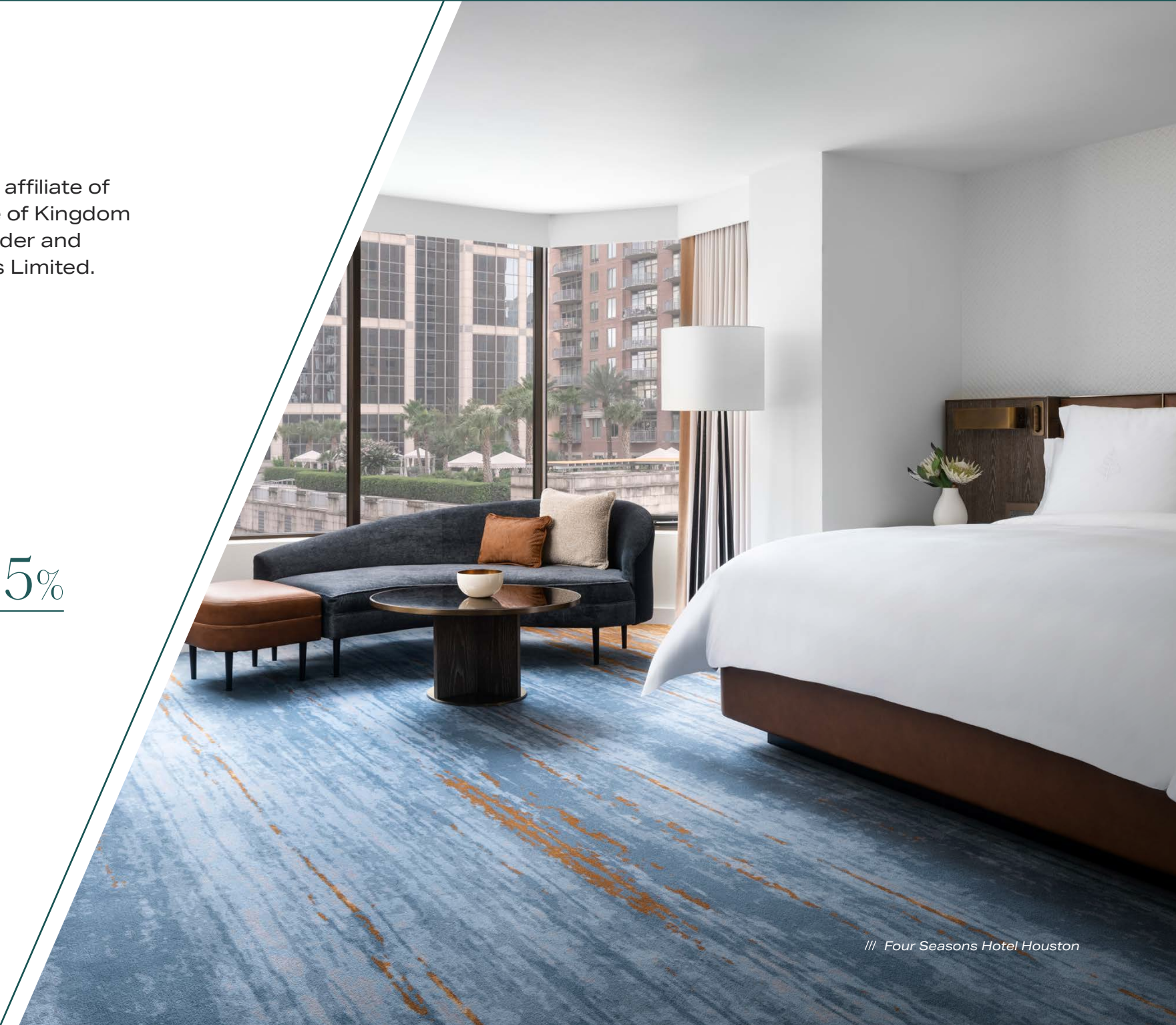
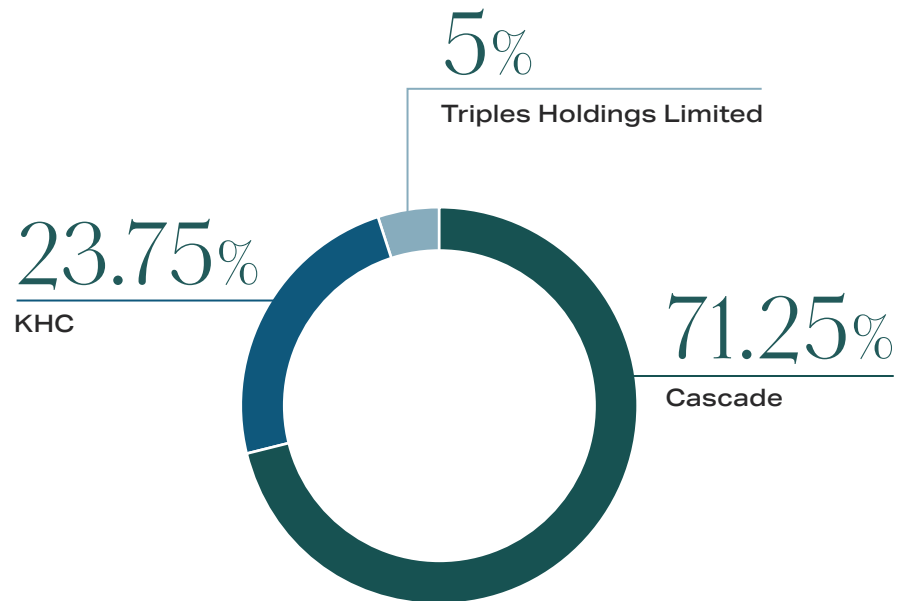
IN THIS SECTION

- /// Ownership
- /// ESG oversight
- /// Stakeholder engagement and materiality
- /// Ethics, compliance and risk management
- /// Data privacy and security



OWNERSHIP

Four Seasons Hotels and Resorts is owned by an affiliate of Cascade Investment, L.L.C. (Cascade), an affiliate of Kingdom Holding Company (KHC), and Four Seasons Founder and Chairman Isadore Sharp through Triples Holdings Limited. Ownership stakes are as follows:

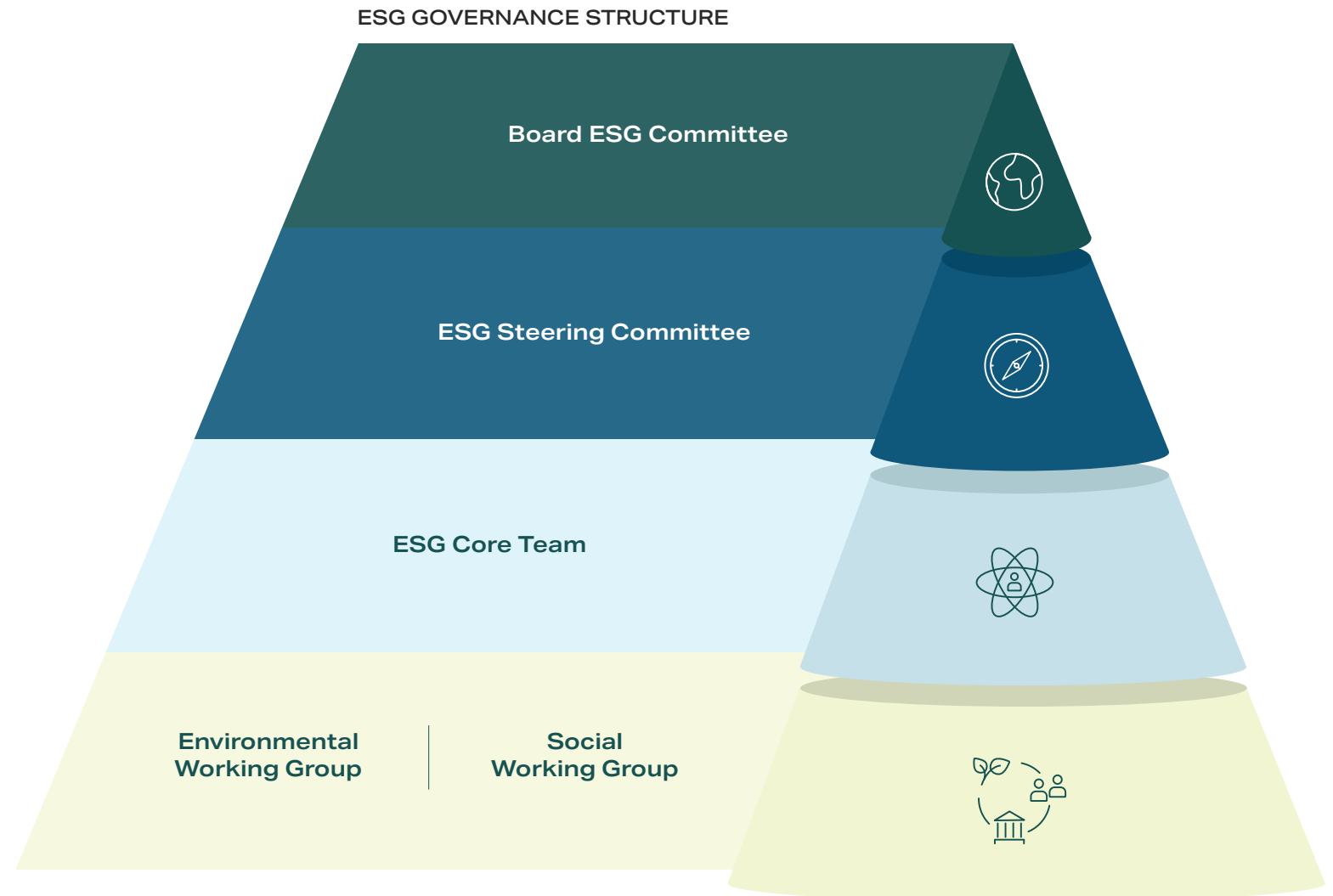


ESG OVERSIGHT

Our ESG programs are overseen by our Board's **ESG Committee**, which meets at least quarterly to review ESG progress and provide strategic guidance. In addition to our Board Committee, our ESG governance structure includes:

- An **ESG Steering Committee**. Comprising our CEO and members of our Executive Leadership Team, this committee meets every six weeks to oversee our ESG strategy and ensure alignment with overall corporate strategy and operational needs.
- An **ESG Core Team**. Composed of departmental leaders responsible for developing our ESG strategy and guiding programs, this team meets regularly to track progress, troubleshoot and support the ongoing implementation of our strategy.
- **ESG Working Groups**. We have two such groups, each comprising leaders responsible for implementing programs across our global operations. Each working group is focused on one of our two ESG strategy pillars: People and Planet. This structure is new as of 2022. Previously, we had an Environmental Impact working group and two others each focused on Social Impact and Diversity, Inclusion and Belonging (DIB). In early 2023, we combined the Social Impact and DIB groups to form a single People group, and for better alignment with our strategy.

Across all levels of the business, leaders collaborate and are actively committed to the success of our ESG program. Senior leaders establish ESG objectives annually; these goals are then translated into property-level ESG goals and Key Performance Indicators. Progress against both the property-level and corporate-level goals is reviewed by Four Seasons leadership on a quarterly basis.



STAKEHOLDER ENGAGEMENT AND MATERIALITY

Our success is grounded in strong relationships – with our guests, residents, team members, partners and the communities where we operate. Over time, we’ve built a network of stakeholders that help to shape and inform our approach to ESG considerations within and beyond our organization.

We engage our stakeholders both formally and informally, as in our recent interviews with major corporate clients about how we’re evolving our health and safety protocols as the COVID-19 pandemic moves out of its “emergency” phase (see [page 36](#)).

The content of this report is grounded in our understanding of the issues most important to our stakeholders, as well as our own regular monitoring of key ESG risks and trends (see [page 46](#)).

Our stakeholders include:

- Shareholders
- Team members
- Guests
- Communities
- Residents
- Business partners
- Corporate customers
- Industry
- Owners and developers



/// Four Seasons Resort Oahu at Ko Olina



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 ESG RISK

There are well-established processes to review risks across the company, including reviews of 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 2020, for example, our Sourcing and Procurement Team undertook a detailed supply chain due diligence assessment to understand environmental and social risks in our supply chain. Since then, we have continued to explore ways to enhance the sustainability of our supply chain and manage risks in this area (see [page 23](#) for more on our progress). Since 2021, we have mapped our properties – both existing and in development – against a series of 30 risk indicators, including those related to 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 ESG risks, and to help inform operational decisions.

HOW WE APPLY OUR CODE OF CONDUCT

Four Seasons has adopted a Code of Business Conduct and Ethics ("the Code"), which has been endorsed by our Board of Directors and senior management. The Code reflects, amongst 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.

Four Seasons expects that all parties and intermediaries we engage with will conduct themselves ethically and lawfully when acting on behalf 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 (see [page 47](#) for information on our reporting system). All new team members, including all managers, receive training on the Code as part of EMBARK, a proprietary Four Seasons training program. It's mandatory for all staff to 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 our people 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 a third-party reporting services provider retained by Four Seasons.

INTERNAL REVIEW AND REMEDIAL ACTION PROTOCOLS

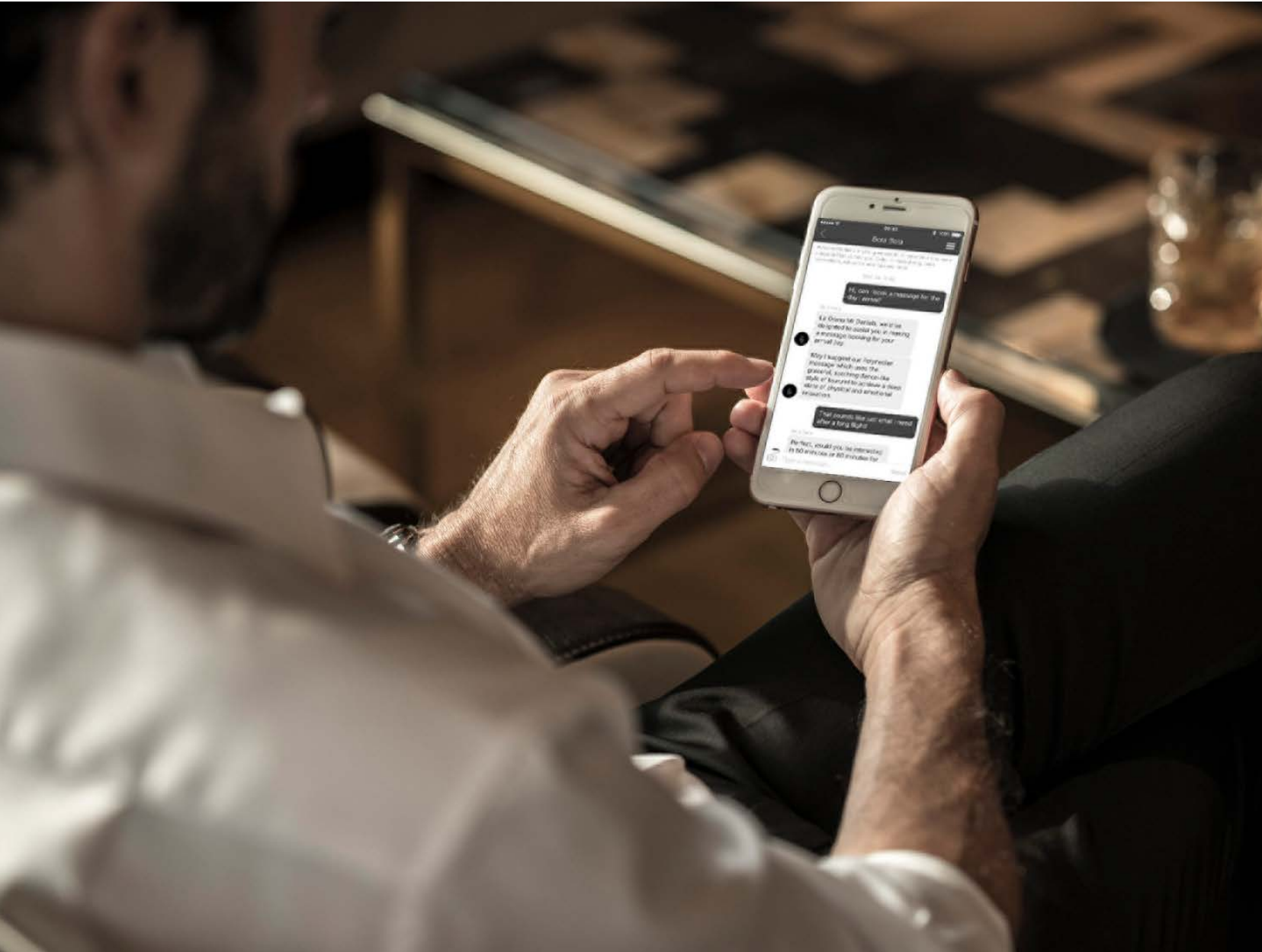
Fraud-related internal reviews and reporting are performed as required. Concerns relating to accounting or other financial matters are reviewed by Internal Audit as necessary.

A high-level summary of the material complaints 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 Shenzhen



DATA PRIVACY AND SECURITY

We take seriously the issue of safeguarding the privacy of our stakeholders, including guests, owners, travel agents, preferred partners, and visitors to our sites. We have a Privacy Office that is led by our Chief Privacy Officer and we have developed a comprehensive global Privacy Program. Our [Privacy Notice](#) outlines the information we collect, how it is used, disclosed, and protected, and our stakeholders' rights regarding their information.

We also 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. Such measures include but are not limited to:

- Monitoring and governance policies and processes
- Technical and physical access controls
- Encryption technologies
- Team member education and training
- Regimented audit and governance process

PERFORMANCE *DATA*

Unless otherwise stated, performance data in the following table are based on information that was self-reported by our hotels, resorts and residences via an annual survey process with a March 31, 2023 deadline.

AREA	INDICATOR	UNIT	RESULT
PLANET			
Reducing carbon and energy consumption	Properties with EV charging stations	Percentage	74%
Improving waste management	Properties with recycling programs	Percentage	96%
	Properties with organic waste diversion programs	Percentage	63%
	Soap diverted from landfill through our partnership with Clean the World	Metric tons	2.2*
	Plastic waste diverted from landfill through our partnership with Clean the World	Metric tons	3.8*
Tackling food waste	Food and Beverage leaders who have completed the online sustainable food and beverage training	Number	1,615*
	Properties with food waste composting programs	Percentage	55%
	Properties with cooking oil recycling programs	Percentage	77%
Conserving water	Properties with water reclamation systems installed	Percentage	42%
	Properties with water-efficient faucets installed	Percentage	83%
	Properties with water-efficient toilets installed	Percentage	86%
Biodiversity and conservation	Properties with biodiversity programs	Percentage	77%
	Properties using landscaping that is native or drought tolerant	Percentage	82%

* As of December 31, 2022

AREA	INDICATOR	UNIT	RESULT
PEOPLE			
Talent and wellness	Team members		
	Global	Number	52,599*
	Americas	Number	25,463*
	Europe, the Middle East, and Africa	Number	10,846*
	Asia-Pacific	Number	16,290*
Supporting cancer research	Funds raised for cancer research since 1981 at Wilket Creek Terry Fox Run	USD million	\$10.36
Community engagement	Properties with community impact partnerships	Percentage	86%
	Properties donating gently used items	Percentage	73%
	People in need supported through our partnership with Clean the World	Number	4,644*

* As of December 31, 2022



FOUR SEASONS

Four Seasons Hotels and Resorts

If you have any inquiries concerning the 2022 ESG Report,
please contact: ESG.Team@fourseasons.com

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

