Global Compact
Network Singapore



Embedding Sustainability in its Investments, and Operational and Purchasing Practices for Positive Social and Environmental Impact

Winner of the UNGCNS Singapore Apex Corporate Sustainability Awards 2025

Category: Sustainable Business

FRASERS
HOSPITALITY



A signatory to the UN Global Compact since 2019, Frasers Hospitality implements sustainability initiatives throughout the more than 100 hotels and service apartments that it owns and operates in 20 countries across Asia, Australia, Europe, the Middle East and Africa.

This includes embedding sustainability throughout the life cycle of a key item used in their operations, namely linen. In addition to providing guests with the power to opt for linen changes only when needed, sustainable linen crafted from 100% recycled PET bottles has been sourced for their UK offerings, and when bedding requires replacement, these are donated to local beneficiaries[1].

Sustainability embedded in their purchasing practices and their business operations, are thus linked in a meaningful manner to initiatives that deliver social value, resulting in both positive social and environmental impact.

In Singapore, filtered water taps have been installed to reduce plastic bottle usage and it implements comprehensive waster management initiatives in alignment with the WWF Singapore Plastic ACTion (PACT) program to reduce plastic pollution and transition to alternative materials by 2030[2]. Fraser Suites Singapore have also supported research projects and innovation efforts focused on improving plastic and recycling infrastructure.[3] Water-saving tap valves have been also installed in offerings in Johor Bahru, whilst recycled used kitchen oil and food waste have been diverted to local farms to be used for bed planting of vegetables.

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[1] Sustainability | About us | Frasers Hospitality. (n.d.). Frasers Hospitality. http://www.souperhospitality.com/index-16.html

[2] Plastic Action by WWF SG. (2025, June 26). Homepage | Plastic Action. Plastic Action. https://plastic-action.asia/

[3] Frasers Property Group. (2024). SUSTAINING VALUE CREATION. In 2024 ESG Report (pp. 3–31) [Report]. https://fht.frasersproperty.com/misc/FHT_ESGReport_2024.pdf



Its sustainability efforts are guided by a dedicated sustainability framework and targets that address environmental, social and governance issues. This includes a commitment to being Net Zero Carbon by 2050, a de-carbonization roadmap that aligns with the Science-based Target Initiative and the development of an inhouse Sustainability Dashboard in 2024 to track and analyze environment-related consumption data more effectively. This provides it with robust processes to ensure sustainable investments, monitor climate risks and performance, and pursue green building certifications. To date, 88% of the properties that they own by gross floor area have been green-build certified.

To identify their focus areas and targets and guide the embedding of sustainability within their business processes, materiality assessments are conducted every 2-3 years. This review process generally comprises undertaking a market review of key sustainability trends, as well as surveys and interviews with internal and external stakeholders.



To further integrate sustainability within its operations, Frasers Hospitality has also developed an inhouse Sustainability Playbook targeted at all employees to help them understand the company's sustainability objectives and commitments, how these are achieved and how these relate to their individual job function. The playbook provides helpful resources such as process flow charts, stakeholder engagement guides and training materials to advance their sustainability knowledge, in addition to training sessions conducted by the sustainability team. This enables employees to contribute to achieving the company's sustainability targets and equips them to engage stakeholders on sustainability related initiatives and collaborations.

In line with its strong commitments to sustainability, Frasers Hospitality has also set embedded a 10% sustainability-linked Key Performance Indicator (KPI) across employees and teams with respective influence across all corporate functions including investment, asset management, finance and operations at their properties.

In recognition of its sustainability efforts, Frasers Hospitality achieved the highest rating of 5 stars under the Global Real Estate Sustainability Benchmark (GRESB)[4] in 2024 and was placed first in the 'Asia Pacific Hotel – Listed' peer category.

Leveraging sustainability certification as a part of a broader strategic approach Frasers Hospitality secured sustainability-linked financing at both portfolio and asset levels, which includes a green loan for Yotel Ginza in Japan to refinance its development. In 2024, Yotel Ginza received A-rating for the CASBEE (Design) Certification , established by the Japan Sustainable Building Consortium, that comprehensively evaluates and rates the energy efficiency, water conservation, indoor air quality, environmental impact, outdoor environmental quality, and waste management performance of buildings[5].

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[4] The leading annual ESG benchmark for the real estate sector.
[5] Lee, S. (n.d.). CASBEE Certification: A Step-by-Step Guide. https://www.numberanalytics.com/blog/casbee-certification-step-by-step-guide

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ABOUT THE AUTHOR

Kai Kim Chiang is a climate finance and sustainability expert with 20+ years of experience across Asia. A UNGCNS contributor, her work focuses on climate risk integration, just transitions, and human rights benchmarking. She is passionate about fostering the cross-sector collaboration necessary for a resilient, inclusive global economy.

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