

# SUSTAINABLE DEVELOPMENT GOALS



Hankyu Hanshin Hotels'

Initiatives toward

# SDGs

2023.2



# Hankyu Hanshin Hotels' Initiatives toward SDGs

At Hankyu Hanshin Hotels, we strive to understand and adhere to the Sustainable Development Goals (SDGs) outlined by the United Nations.

Based on our corporate philosophy, we differentiate between six important themes related to the betterment of society.

As an organization, the Hankyu Hanshin Holdings Group in its entirety recognizes these themes and endorses the SDGs.

Through our various undertakings in the hotel industry, we strive to contribute toward the realization of these themes and SDGs.

# SDGs Basic Policy

[ Striving toward a Healthy Society ]

By taking ownership of social issues, starting with the environmental crisis, we proactively work toward a better world for future generations. Our aim is to contribute toward the realization of a healthy society in which everyone can live in prosperity with peace of mind.

## Six Themes

Hankyu Hanshin Hotels recognizes the following six themes in its day to day operations.

1 Safe, reliable infrastructure

2 Thriving communities



5 Environmental protection

6 Robust governance



3 Life designs for tomorrow

4 Empowering individuals



# 1 Safe, reliable infrastructure

Plan of action based on the theme

Through the continuous implementation of measures regarding food safety and disaster preparedness, we strive to ensure that our facilities and services make everyone feel safe and at ease.



## Disaster preparedness measures

### Infection prevention measures

Under the slogan of "SAFETY PRIDE," all employees are working together to create safe spaces.

#### All hotels are carrying out deep antibacterial and disinfecting measures

By our own employees' hands, all rooms, restaurants and banquet halls have been treated with SELFEEL® Air Catalyst, to create safe spaces throughout our hotel facilities.

#### Employee infection prevention

Including the presence of alcohol disinfectant in public spaces and regularly taking temperatures, our measures against employee infections are thorough. Employees' physical conditions are checked before work, shifts are adjusted to avoid crowds, and a remote work system is being prepared.

#### Order-at-the-table buffet

Embracing the new normal, we have introduced the order-at-the-table buffet style. Instead of having to get up to get their own food, guests can now make use of a tablet device to order dishes of their choosing to their table.

Available at:  
Hotel Hankyu International "Night and Day"

### Supplies in case of disaster, stocking up and maintenance

In case of a major disaster potentially leaving employees stranded, our hotels are stocked with food and supplies for three days to allow staff to stay on site. A separate special stockpile for guests is also available.

Disaster preparedness manuals are in place, and obligatory fire drills are carried out twice a year, supervised and evaluated by a fire station official on at least one occasion. The result of this evaluation is taken seriously and carried over to the next drill. By taking evacuation and fire drills seriously, we do what we can to ensure safety at our hotels for our guests.

### Toward all smoke-free rooms

In light of growing health consciousness, all guest rooms in our hotels are now smoke-free. Considering the effects of second-hand smoking and customer satisfaction, as well as taking into account fire safety, we are focused on providing a comfortable environment for our guests.

## Food safety measures

### Creation of and adherence to guidelines concerning our menu

A uniform rule set for our food menus was formulated. In accordance with these rules, a checklist was made for each of our restaurants. Applications for new dishes have to be sent to a quality control supervisor for approval, before being displayed on the menu. Each hotel is inspected four times a year with a special focus on the adherence to the guidelines. Furthermore, training sessions on food hygiene, allergies and how to apply for approval of new dishes are conducted three times a year.



### Beef and rice origin traceability

The cattle identification numbers displayed at restaurants are checked against those recorded in logs. The production area of rice served in restaurants is made visible on the menu or other locations in the restaurants.



### Hygiene control efforts

Hygiene control includes routine kitchen wipe tests, bacteria inspection of foodstuffs and employee stool tests. In addition, food poisoning and contamination prevention is carried out according to the HACCP, which became mandatory in June 2021.

\*HACCP  
HACCP is a management system for the prevention of food poisoning, contamination, and any other potential health hazards through the analysis and control of such hazards during the process from raw material production to consumption of the finished product.

# 2 Thriving communities

Plan of action based on the theme

Through strong connections with local communities, we aim to nurture environments in which people come together to work and live happily.



## Efforts to contribute to society, including the Hankyu Hanshin Dreams and Communities of the Future Project

With the full backing of the Hankyu Hanshin Holdings Group, we are developing the Hankyu Hanshin Dreams and Communities of the Future Project, which focuses on contribution to local communities.

### Future career training through hands-on work experience

We are proactively helping local students with career orientation, providing them with a better understanding of future opportunities through hands-on work experience.



### Improving the areas around our hotels

To conserve local environments, our staff regularly band together with locals to clean up and beautify the areas around our facilities.

### Providing free child vaccines by collecting bottle caps



Since 2020, a recycling effort for collecting PET bottle caps has been promoted, involving all employees. The fee received from a recycling company in exchange for these caps is contributed to an NPO called Japan Committee, Vaccines for the World's Children.

### Plans and services for charity

(2021 results)

<Accommodation plan>	Donation sum
Japan Cliniclowns Association support plan	181,342 yen
Child Chemo House support plan	299,810 yen
Heartful Stay Plan	22,677 yen
<Event>	
Christmas Charity event	71,700 yen
<Other>	
Sales of Ironeko cat-shaped bread crusts	196,840 yen
Offering a limited-time bread sale	55,741 yen



# 3 Life designs for tomorrow

Plan of action based on the theme

We aim to please and instill passion by providing future-proof amenities.



## Toward the realization of a richer diet

### Menu featuring soy meat

In order to raise awareness of “environmental” and “food” issues, we offer menu items that feature soy meat at a buffet restaurant where diners can casually enjoy a variety of the hotel’s cuisine.

Soybeans are attracting attention as an ingredient for overcoming future food shortages, and since they can be cultivated with less land and water than beef, their value as a sustainable food that reduces the environmental burden is beginning to be recognized anew.



### Video chat interpretation on tablet devices

Besides training our staff in various languages to provide guests with service in their native language, we also offer interpretation through video chat on devices such as tablets.

## Accurate communication through universal design solutions

### アレルギー特定原材料 Specified Allergenic Ingredients



料理に含まれるアレルギー特定原材料7品目を表示しております。  
The 7 specified allergenic ingredients contained in the dishes are labeled as above.

### Food pictograms to show contained ingredients

Throughout our buffets and breakfast restaurants, pictograms are used to display which ingredients are contained in dishes. This way, guests can rest assured that they will not accidentally consume any of seven allergy provoking ingredients. Pictograms are also used for 10 other foods commonly related to dietary restrictions such as pork, beef and alcohol.

### その他の特定食材 Other Specified Ingredients



あくまでも原材料として使用した場合の表示です。牛、豚のエキスや、醤油、お酢、料理酒などの調味料、食品添加物のアルコールは表示しておりません。お客様の判断の目安としてご利用くださいませ。

The materials above are only labeled when they are used as INGREDIENTS. Beef and pork extracts, seasonings such as soy sauce, vinegar, cooking liquor, and alcohol used as food additives are not labeled. Please use the labeling as a reference to decide if it fits your needs.

### Treating people with care

To make sure we provide comfortable environments to our guests, we allow them to choose a pillow of their liking and provide them easy-to-understand pictograms in guest rooms and public spaces, among other services.



# 4 Empowering individuals

Plan of action based on the theme

We strive toward a diverse corporate culture that takes advantage of individual differences, while nurturing future generations.



## Creating suitable work environments

### Promotion of health and productivity management

(Certified as a Health & Productivity Management Outstanding Organization in 2022)

We are promoting health and productivity management focusing on healthy working conditions for our employees and their families. Our goal continues to be providing a work environment in which every individual can work with a spring in their step. Special attention is paid to smoking measures, infectious disease control, prevention of lifestyle diseases, prevention of health conditions specific to women, and mental health measures.

To further aid in these matters, financial and other support programs are in place.

### Harassment consultation

To promote awareness and understanding of harassment issues, regular training sessions are conducted. Additionally, a special point of contact and systems to deal with harassment cases have been established.

### Acknowledging good actions and performance

Once every half year, in line with our corporate philosophy, employees who have achieved excellent results or showed exceptional behavior are publicly acknowledged and awarded for their good actions. They receive prize money and a certificate from the company president in person, and are invited to a tea party for all specially recognized employees. The company as a whole gives such praise in order to boost motivation and morale.

### Personnel training

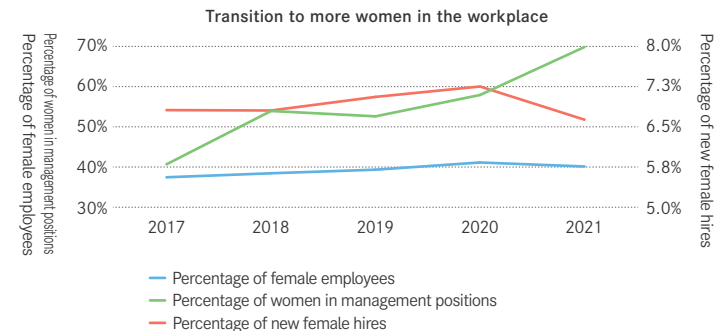


By focusing on specializations such as sommelier and bartender, language training, or overseas assignment, we nurture professional hotel business experts. We furthermore provide training in fields such as marketing and management strategy to develop hotel management professionals. Already catering to a complete variety of individuals and career plans, we also offer aid systems to help cover the cost of other personal training and education in order to stimulate self-development.

## Supporting women in the workplace

### Being a family friendly organization

To make sure that everyone has an equal chance at fulfillment through work, we offer temporary leave in case of pregnancy, childbirth and when additional time for child/nursing care is required.



# 5 Environmental protection

Plan of action based on the theme

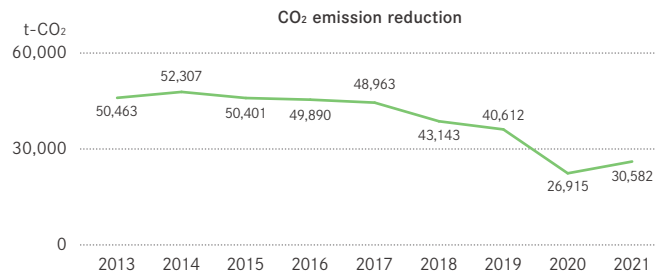
We work toward a reduction of greenhouse gas emissions and a low-carbon society. Through waste reduction measures and a focus on recycling, we push for environmental conservation.



## Striving for harmony with nature

### Aiming to reduce CO<sub>2</sub> emissions

At the center of our CO<sub>2</sub> emission reduction efforts is the effort to use less power. This effort was started in the wake of the 2011 Great East Japan Earthquake, when we replaced all lights in our hotels with LEDs. Currently, to further reduce our impact on the environment, we are promoting energy-saving efforts including the adoption of motion sensor lighting in our facilities.



### Efforts to remove plastics “Changes in the handling of in-room amenities”

Based on the “Plastic Resource Recycling Promotion Law” that came into effect in April 2022 as a measure against environmental problems, some disposable amenities are provided in the front lobby instead of in the guest rooms. In addition to “reducing waste generation” by asking guests to take only as much as they need, we are reducing the weight of plastic amenities or gradually replacing them with environmentally friendly alternatives to “reduce environmentally harmful substances as much as possible.” To ensure a comfortable stay for our guests, we inform them of these changes at check-in and also provided an educational display in the guest rooms.



\* How amenities are provided  
Dai-ichi Hotel Tokyo and Hotel Hankyu International: Hotel guests will be asked at check-in what amenities they will be using.  
Other hotels than the above two: An amenity corner is set up in the front lobby.

# 5 Environmental protection



## Switching to environmentally friendly straws



From July 2019, we have replaced plastic straws used in our directly run restaurants and banquet halls with environmentally friendly straws. We recognize a strong need to further reduce our use of plastic, with Japan coming in at number two, only second to the United States, in annual plastic waste generation at 32 kg per head.\*

Such being the case, to address the need to further reduce our use of plastic, we have embarked on an initiative at our directly-managed restaurants in our hotels to only provide straws to customers who are in need of one.

(\*Source: United Nations Environment Programme (UNEP) report)

## Reusing linen to save water and reduce water pollution

With the cooperation of guests who stay multiple nights in using the same linen after the first night, we are saving water and reducing water pollution due to laundry activity.

Furthermore, a part of the money saved due to the reduced amount of laundry is contributed to local nature conservation efforts.



## Promoting the reduction of food waste



Food loss measurement system in place:  
Hotel Hankyu International, Takarazuka Hotel, Dai-ichi Hotel Tokyo, Hotel Hankyu Respire Osaka, Hotel Hanshin Osaka

## Reducing food waste and participating in a recycling society

With food loss becoming an increasingly worrying issue, we decided to start our efforts by putting in place a measurement system, which tracks the amount of food waste generated at our facilities. We are considering further reduction measures from this point onward. Current waste reduction efforts include recycling of food waste from Dai-ichi Hotel Tokyo as compost and that from Hotel new Hankyu Osaka as livestock feed.

## Making effective use of vegetable scraps that are typically discarded

Vegetable scraps generated during the cooking process are usually disposed of. We offer vegetable broth soup prepared by effectively using these scraps at our directly-managed staff cafeterias in our hotels. Using the nutritional components of vegetables to the fullest extent, this initiative promotes our employees' health and further encourages waste reduction. Through this initiative, we also afford our employees the opportunity to be reminded of our efforts to achieve SDGs on a daily basis, thereby striving to raise their awareness of SDGs.



Vegetable broth-based miso soup and other kinds of soup are served.



# 6 Robust governance

Plan of action based on the theme

Living up to expectations from all stakeholders, we thoroughly strive for fair and honest governance.



## Improving corporate governance effectiveness and transparency

### Corporate governance

In order to create satisfaction among our customers and contribute to society, we, as part of the Hankyu Hanshin Holdings Group, are working to greatly improve transparency and the soundness of our management. By ensuring adherence to regulations and a timely release of important information, we are strengthening and enhancing our corporate governance.

## Thorough compliance

### Compliance training

Hankyu Hanshin Hotels spreads the compliance guidelines of the Hankyu Hanshin Holdings Group to all the employees including those of affiliated subsidiaries. Training sessions given to employees of all organizational layers offer further education in compliance.



### Corporate ethics consultation

In case of conduct that is in conflict with the law or with societal norms, or in cases where such conduct is suspected, employees including those of all affiliate companies as well as those of business partners can report to a specialized point of contact for information and consultation. Such a point of contact is set up at the Hankyu Hanshin Holdings Group as well as our attorney's office. Through this approach, we can quickly recognize and resolve problems.

## Strengthening risk management

We have put in place a risk management system which aims to prevent risks and mitigate losses.

The group-wide risk assessment conducted by the Hankyu Hanshin Holdings Group exposes risks related to climate change, disasters and accidents in connection with the public health, as well as risks related to organizational management and compliance with laws. By taking these risks seriously and responding to them appropriately, soundness of business management is guaranteed.

### Information security

While continuing operations, we are aware of the increase in the importance of and risks related to information security. Therefore, we are taking all sorts of measures required for information security. While the departments in charge do what they can to gather information on risks related to information security, there are systems in place to respond swiftly and appropriately in collaboration with Hankyu Hanshin Holdings in the unlikely event that an information security threat becomes real.