

FIRST PUBLIC SUSTAINABILITY REPORT ISSUED BY SWISSÔTEL HOTELS & RESORTS – ALL HOTELS WORLDWIDE CERTIFIED – ENGAGEMENT FOR MANAGEMENT EXCELLENCE, ENVIRONMENT AND SOCIETY

ZURICH, December 2012 – As part of its commitment to sustainable development, Swissôtel Hotels & Resorts is proud to release its first public sustainability report. This report has been produced to inform the global hotel group's guests and stakeholders about the long-term strategy, goals, initiatives and performance relating to sustainability activities across the group.

Over the past three years Swissôtel Hotels & Resorts has established a robust and strategic sustainability framework, culminating in the implementation of a global sustainability strategy and infrastructure. To deliver a systematic implementation of this strategy, a web-based integrated sustainability management system has been deployed in all hotels. To ensure consistent standards are achieved, all locations were assessed and successfully certified by the Swiss Association for Quality and Managements Systems (SQS) and met the internationally recognised standards of ISO 9001 (quality management), ISO 14001 (environmental management) and OHSAS 18001 (workplace health & safety management). Reporting and analytical tools have been developed and implemented in collaboration with external partners, which help to measure and assess the effectiveness of social and environmental initiatives. This includes the monthly and yearly reporting of over 100 performance indicators from each property which are consolidated and analysed by the corporate office. Sustainability teams at all hotels ensure the corporate strategy is implemented, with consideration given to local regulations, cultures and practices.

The commitment of the hotels has shown some encouraging results with following improvements having been achieved since 2009:

PRESS RELEASE

ASIA AUSTRALIA EUROPE NORTH AMERICA SOUTH AMERICA

- 11 % reduction in water consumption per guest night
- 13 % reduction in CO2 per guest night
- 13 % reduction in energy consumption per guest night

"For us, being sustainable isn't about the things you say, but the things you do", says Meinhard Huck, President Swissôtel Hotels & Resorts. "It is our goal to be clear and honest in the communication of our objectives, goals and performance and we welcome dialogue with all our partners, guests and team members. With the release of this sustainability report we have achieved another important milestone."

The Swissôtel sustainability report follows the Global Reporting Initiative (GRI) reporting guidelines and meets their criteria for Level C. Furthermore, it has been externally verified by SQS.

The Swissôtel Hotels & Resorts sustainability report can be downloaded in PDF format under the following link: <http://www.swissotel.com/about-swissotel/sustainability/>

Swissôtel Hotels & Resorts (www.swissotel.com) is an award winning and distinctive group of deluxe hotels, combining renowned Swiss hospitality with contemporary design, personalised service, charm and efficiency. Located in popular gateway destinations and city centres, the hotels provide convenient access to business and shopping districts. The group's Swiss heritage ensures organisational competence, attention to detail, safety and a superlative guest experience.

The international hotel chain is owned by FRHI Holdings Limited, a leading global hotel company with 102 hotels and resorts worldwide under the Raffles, Fairmont and Swissôtel brands. The company also manages Fairmont and Raffles branded Residences, Estates and luxury private residence club properties.

Hotels under development: Sochi/Russia (2013), Bodrum/Turkey (2013 and 2014), Bangalore/India (2014), Chengdu/China (2014), Mumbai/India (2014) and Kazan/Russia (2016).

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