

Policy	Environmental, Energy and Social Sustainability Policy – Crystalbrook Flynn		
Date reviewed	July 2024	Document#	Flynn001

Overview

Crystalbrook Collection is committed to being a leader in the hospitality sector for achieving best practice environmental and socially sustainable outcomes. We position sustainability and innovation at the forefront of the way we think and operate and enjoy modern living through attitude, design, technology, and a passion for a better world -- or what we call #ResponsibleLuxury.

Scope

This policy applies to all restaurants, food and beverage outlets, and facilities at Crystalbrook Flynn.

- **Crystalbrook Flynn, Cairns, Queensland**
 - 311 rooms and suites, two swimming pools, a variety restaurants and bars, Eleme day spa, fitness centre and conference and event facilities
 - Physical size of land – Urban located at 68-72 Abbott Street Cairns City, QLD 4870 (-16.919740, 145.776010). The property is surrounded by neighbouring hotels, retail and public facilities (ie Cairns Library) and within 100m of the Esplanade, a waterfront promenade with shops and eateries.

Purpose

Crystalbrook Collection fosters a culture of awareness and continual improvement by embedding innovative sustainable practices, to deliver sophisticated luxury which enhances the guest experience, without compromising the environment, culture or community.

We believe our actions define who we are. Crystalbrook Pastoral is central to our brand, welfare standards and commitment to environmental and social sustainability where we farm our own beef, bringing a unique 'farm to table' experience to our restaurants. Special consideration is given to sourcing all products and services within the local proximity of our hotels, in accordance with fair trade principals.

Our commitment to environmental and socially sustainable principles is reflected in the design and construction of our hotels and resorts and integrated into our organisational values and principles from the inception of our brand - #ResponsibleLuxury. This provides a foundation for all internal and external activities, policies and processes and empowers our Collaborators to integrate this commitment into our interactions with key stakeholders including guests, industry partners, and contractors. Furthermore, we focus on employing local staff, with 'locally aware' being one of our key recruitment indicators, and throughout their career journey we deliver continuous education through training and awareness-raising initiatives and activities.

Crystalbrook Collection is committed to protecting the environment by continually improving the environmental and sustainable performance of our hotels and resorts through annual benchmarking. We strive to be an industry leader and thought provoker, and embrace the principles of sustainable development including inclusivity, integrity, transparency, and accountability. We are compliant with relevant legislation and regulations and have appointed Responsible Luxury Coordinators at each of our hotels and resorts, to drive our Responsible Luxury actions.

Responsibility and Authority

The effectiveness of this policy will be reviewed and summarised annually by the People and Culture department to ensure that ethical and professional practice is being maintained.

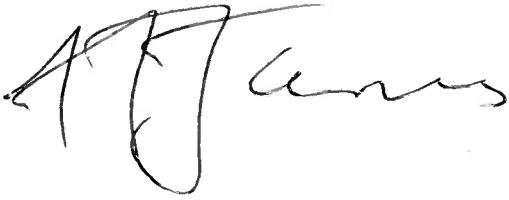
Further Information

Crystalbrook Collection

If you require additional information in relation to this policy, please contact your manager or the People and Culture department.

Policy Owners

People and Culture

A handwritten signature in black ink, appearing to read 'Luke James'. The signature is stylized with a large, looped initial 'L' and 'J'.

LUKE JAMES

AREA GM