

POLICY & PROCEDURES

Policy Title:	Sustainability Policy		
Policy Number:	SP001		
Department:	Exec Office		
Issued by:	Andy Goonesekera Chief Engineer	Approved by:	Jennifer Brown General Manager
Issued Date:	17/07/2026	Revised Date:	

PURPOSE

InterContinental Sydney is committed to establish and maintain a sustainable hospitality experience for our guests by operating responsibly, protecting our environment and supporting our community. In line with the sustainability commitments of IHG, the hotel management, together with our staff is fully committed to reduce our carbon footprint.

OUR COMMITMENT

People & Culture

We truly understand that our team across all departments plays a vital role in delivering our sustainability goals. We keep our team engaged in sustainability initiatives, actions and most importantly value positive feedback for continuous improvement. Our safe, inclusive and respectful workplace encourages and motivates the team towards a behavioural change, valuing our environment at large. We commit to maintain and improve this work culture via regular structured training and awareness programs.

Governance

The hotel leadership and management team ensure that our sustainability initiatives, practices and actions are in line with this policy. Our sustainability committee headed by the Environmental Manager ensures smooth governance. Whilst making sure that we comply with all applicable minimum environmental and sustainability legislation requirements, we ensure compliance with our internal brand and hotel specific initiatives and actions as well.

Energy, utilities & Emissions

With our full-scale renovation, we have demonstrated our commitment to invest in having a super-efficient building equipped with state-of-the-art building services and systems. The recently commissioned advance intelligent Building Management System has been integrated with all other critical systems and has real-time utility consumption tracking to compare against benchmarks. Our engineering team uses building automation and management strategies and continuously reviews those to minimise carbon emissions. Star-rated efficient water fixtures together with an efficient water distribution system, ensure optimised water consumption while not compromising guest comfort. Energy and utility consumptions are tracked via real-time submeters to optimise consumption and to eradicate wastage.

Maintenance

With our proactive maintenance strategies, we promote equipment and system efficiency contributing to reduce greenhouse gas emissions. Our planned preventive and predictive maintenance schedules run by skilled and trained staff ensure prolonged plant, equipment and system lifetimes, leading to minimised repairs and replacements. We encourage our maintenance contractors to use green materials and follow condition-based maintenance strategies to reduce waste.

Sustainable Sourcing

When products and services are sourced, we prioritise suppliers and contractors who demonstrate their commitment based on sustainability policies, procedures and ethical practices. Our purchasing team encourages suppliers to have sustainable packaging, optimise the number of deliveries and transparency throughout their product and service delivery process, to ensure sustainability compliance.

Waste Management & Circular Practices

We are committed to follow 5R concepts ensuring not only proper waste management practices, but also circular economy practices at large. Our responsible contractors who manage segregated food, glass, cardboard, hazardous and construction waste ensure minimised landfill with transparent tracking mechanisms. Going over and above, we encourage our guests, suppliers and other partners to support our sustainable practices. We reduce food waste through menu planning and forecasting, eliminate single-use plastics where feasible and have refillable water bottles in our guest rooms with water filters stationed on each guest floor.

Community Engagement

We are committed to give back to our community via partnerships with charities. Other than our financial support, we donate excess food, furniture and fixtures to the people in need through these charities. In line with our procurement procedures, we value local suppliers and contractors in view of promoting local and seasonal businesses.

Guest Engagement

We communicate sustainability initiatives to our guests and invite them to join us on our sustainability journey. Guests are encouraged to be mindful of consumption and to reduce waste across guest rooms, restaurants and common areas without compromising comfort or luxury.

Continuous Improvement

Our team which governs sustainability, regularly tracks and reviews our procedures, practices and the management system as a whole for continuous improvement. We are committed further by keeping updated ourselves to explore emerging sustainable standards and practices and to adapt those to make our operations more sustainable.



Jennifer Brown
General Manager