

SUSTAINABILITY REPORT 2022



IMPERIAL HOTEL

Contributing to the International Community as the Best International Hotel

In order to actively promote support for the SDGs (Sustainable Development Goals) advocated by the United Nations, our Group relaunched its existing Environment Committee as a new Sustainability Promotion Committee in April 2020 so as to implement SDGs-based initiatives (environmental friendliness, risk management, contribution to society, diversity, etc.).

In FY2021, amid the prolonged impact of the COVID-19 pandemic, we first fulfilled our role by hosting distinguished guests from abroad for the Tokyo Olympics and Paralympics, a national event, under our philosophy of being responsive to the needs of society. We also strove to enhance the value of our brand by expanding our serviced apartments, renewing our hotel shops, and developing and marketing products that contribute to the SDGs.

At the same time, we unveiled a partnership redevelopment plan in the Uchisaiwai-cho 1-chome district, where the Imperial Hotel Tokyo stands. This plan aims to realize a next-generation smart city that drives the creation of new value and the resolution of social issues by combining the strengths of each field, such as urban development, digital, hospitality, well-being, carbon neutrality, and disaster prevention, through co-creation with businesses that are equally rooted in this area.

In addition, towards the achievement of carbon neutrality by 2050, we have set a goal of reducing CO2 emissions at all of our operating sites by 40% from the FY2013 level in terms of shipping costs by 2030.

These activities and plans are intended to contribute to the achievement of the SDGs and further enhance our corporate value. Founded in 1890 as a "Made in Japan" hotel, we will continue to fulfill our role and responsibility to serve the needs of the times for the next one hundred years, even two hundred years, and to contribute to the development of a sustainable international society through our core business activities.



President & Chief Executive Officer
Hideya Sadayasu

Mission Statement

To contribute to the international community's further development and to enhance leisure living and culture for all people by providing superior products and services as befits Japan's flagship hotel.

Sustainability Management Committee Core Policy of Activities

- 1 Pursue sustainable growth and resolution of social issues through sound business activities.
- 2 Plan and implement with safety, reliability, fairness, and appropriateness in mind.
- 3 Contribute to the development of society in cooperation with stakeholders as a good corporate citizen.
- 4 Enhance the effectiveness of our social activities in light of both domestic and international circumstances.

Sustainability Management Activities

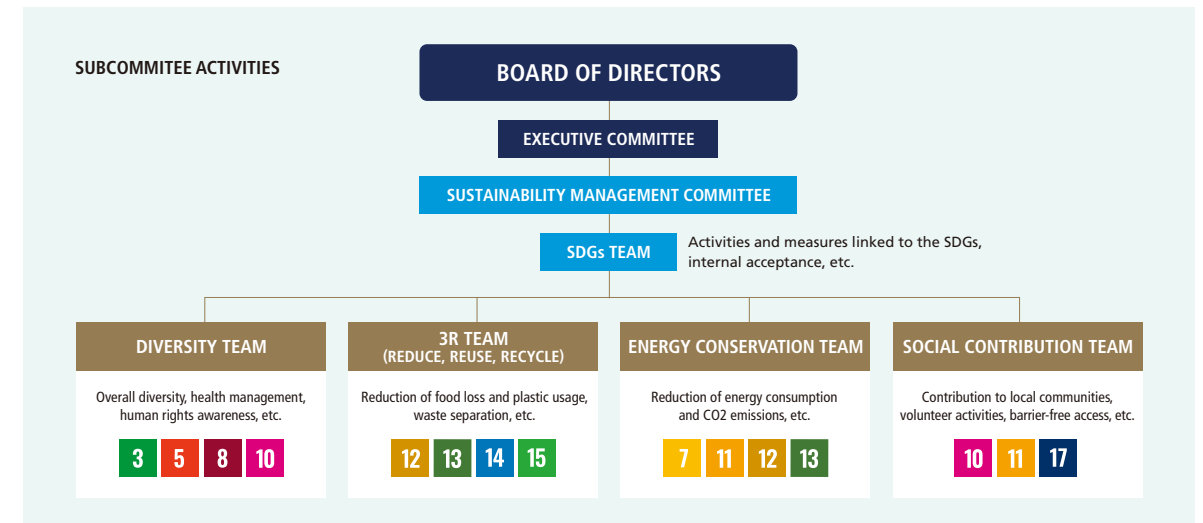
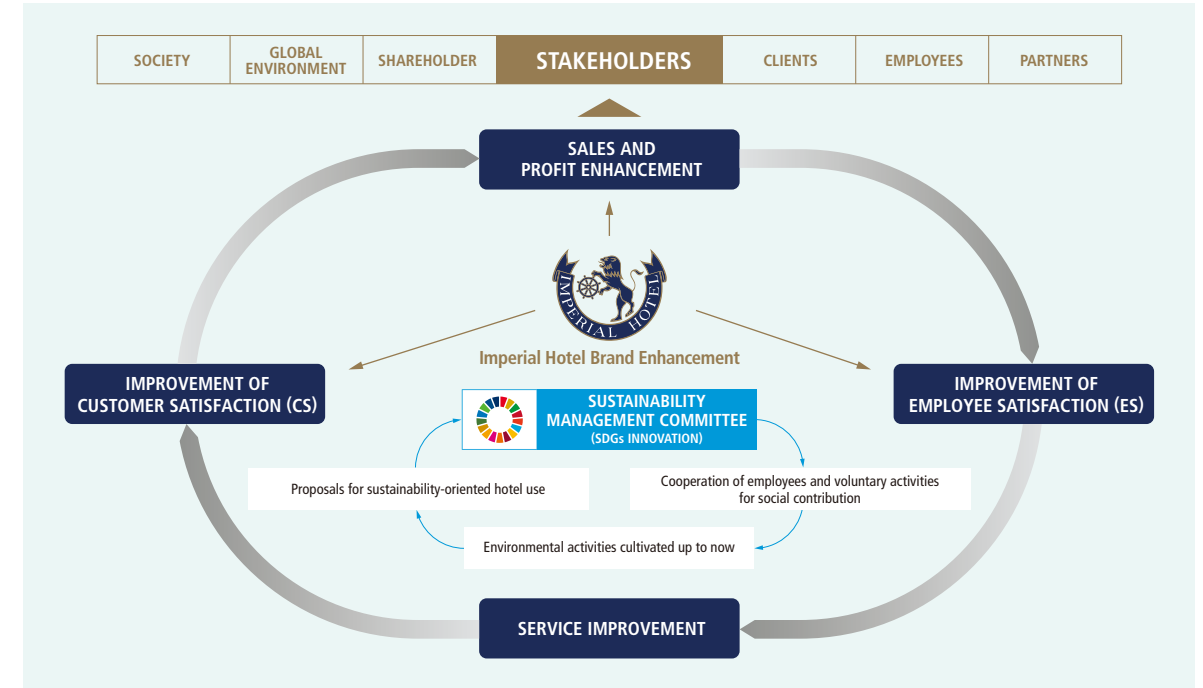
We have identified 11 of the 17 SDGs as issues that our Group should be aiming to tackle.

Our Group's objectives

SUSTAINABLE DEVELOPMENT GOALS



Imperial Hotel is committed to co-creating sustainable hotels together with our guests under the slogan of "Achieving both Luxury and Sustainability".



Decarbonization Road Map in the Imperial Hotel Medium- to Long-Term Management Plan 2036



CLIMATE CHANGE INITIATIVES
(REDUCTION OF CO2 EMISSIONS)

Aiming to reduce CO2 emissions at directly managed workplaces by 40% (compared with FY 2013) by FY 2030 and achieve effectively zero emissions by FY 2050

- Reduction of environmental load by introducing the latest technologies in new hardware
- Promotion of energy conservation activities and verification of sustainable energy introduction
- Analysis and countermeasures for business risk based on TCFD (Task Force on Climate-Related Financial Disclosures)

VISION

OBJECTIVES

We will further evolve the Imperial Hotel brand, with people at its pinnacle, as Japan's flagship hotel, retaining the spirit of the company's founding and build a structure ensuring corporate continuity under all circumstances as we look forward to our 150th anniversary year in 2040.

BASIC STRATEGY

1 Evolution of Grand Hotel

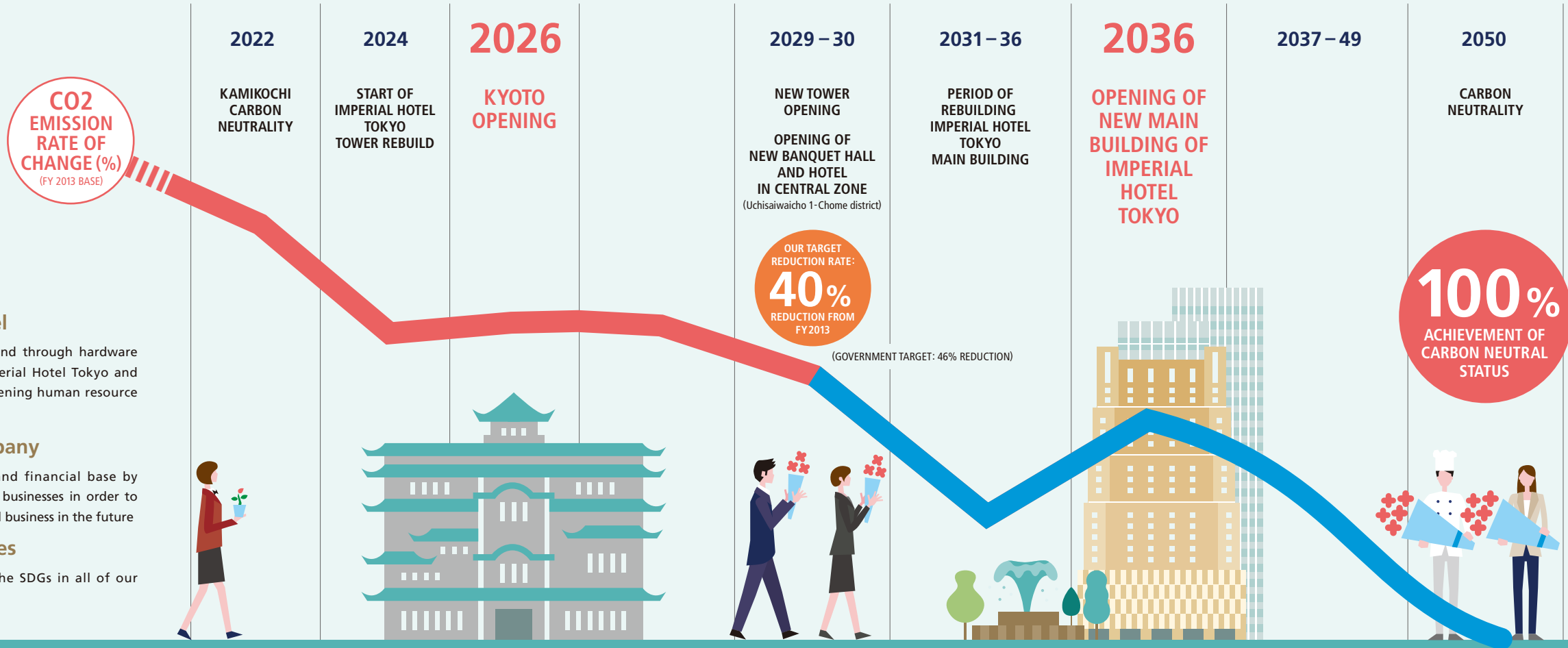
To enhance the strength of our brand through hardware renewal with reconstruction of Imperial Hotel Tokyo and humanware enrichment by strengthening human resource development

2 Stable growth as a company

Strengthen our earning capacity and financial base by expanding our real estate and other businesses in order to establish a solid structure for our hotel business in the future

3 Resolution of social issues

To maximize our contribution to the SDGs in all of our corporate activities





Contributing to SDGs through Our Business

The Imperial Hotel aspires to contribute to the SDGs through its business and to build a structure that enables sustainable corporate continuity by taking on the challenge of new businesses.



Proposing a new style of living: "SERVICED APARTMENTS"

1 In March 2021 we launched the new "Imperial Hotel Serviced Apartments" business based on the concept of living in a hotel. Utilizing the hotel's resources, we propose a new way of living in a serviced apartment in the hotel, capturing demand from executives for use as a second business space, as well as for BCP measures on a corporate scale and as a second home for wealthy persons.

Food diversity at the new "GARGANTUA"

2 The Gargantua hotel store was relocated to the first floor of the Imperial Hotel Plaza in December 2021, significantly expanding its sales floor space. The new shop consists of three sections, including a delicatessen that reflects food diversity and offers a lineup of sustainable products, a pastry shop that combines tradition and innovation and contributes to food loss, and a bakery. Gargantua has been evolved into a grand food shop with the aim of setting a new standard ahead of the curve.

Future-focused challenge undertaken in the restaurant area of the Tower building's basement floor

3 In November 2021 we reopened the restaurant area of the Tower building's basement floor at the same time as the renovated "La Brasserie" restaurant, the new opening of the "Imperial Hotel Torakuro" Japanese restaurant managed directly in alliance with the Kagurazaka Ishikawa group, and the establishment of a "Hotel Bar" area where guests can seamlessly enjoy Western and Japanese gastronomy. Looking to the future, we have set about tackling new issues with menus created from a sustainable perspective, a system for ordering from smartphones in the Hotel Bar area, and the introduction of a subscription system.

Pursuing a Sustainable Hotel from Kamikochi

Kamikochi Imperial Hotel has begun a new chapter in its history as the very model of a sustainable hotel. The Imperial Hotel Group is committed to reducing the total amount of plastic it uses, as well as developing business activities that contribute to achievement of the SDGs.



Reducing plastic use by 70% in FY2022

In compliance with the Plastic Resource Circulation Act, enforced in April 2022, the Imperial Hotel is replacing plastic with alternative materials for twelve items, including guest room amenities that are subject to the Act, at its four directly managed business sites (Tokyo, Osaka, Kamikochi, and Kashiwa). Through these efforts, we aim to reduce the amount of plastic consumed by 70% (11 tons) per year in FY2022 and by 87.5% (as compared to FY2019) from FY2024 after the completion of the entire replacement process.



Switching to carbon neutral energy

From April 2022, we are switching 100% of the electricity used at the hotel to Shinshu Green Denki, which is CO2-free electricity produced in the Shinshu region by Chubu Electric Power Miraiz. Gas and kerosene will be offset with the J-Credit Scheme to achieve virtually zero CO2 emissions from the hotel.

Employees take the initiative in participating in environmental activities

As we work to establish Kamikochi Imperial Hotel as a Nature-Friendly Mountain Resort, we are providing our employees with explanations of environmental rules when they enter the mountains, as well as promoting trash separation and energy conservation awareness. We have also been participating in a local initiative called the "Kamikochi wo Utsukushikurusu Kai" (Association for Beautifying Kamikochi).

Sustainable architecture in harmony with the landscape

Since its renovation from wooden structures to reinforced concrete in 1977, Kamikochi Imperial Hotel has maintained its original wooden structural aspects both in the interior and exterior. In 2002, the hotel received the 11th BELCA (Building and Equipment Long-life Cycle Association) Prize in the long-life category for its maintenance measures for wooden parts and its thorough measures against snow and ice damage.

Fuel cell vehicles for hotel limousine service

Kamikochi Imperial Hotel provides a pick-up service by hired car for guests in Tokyo's 23 wards, Musashino City, and Mitaka City from their homes to the hotel. The hotel has adopted the TOYOTA MIRAI, a fuel cell vehicle that runs on hydrogen.

Environmental Initiatives

Our group believes that environmental consideration is one of the new hospitality services that society expects. Therefore, we have established the 3R Team and the Energy Conservation Team under the Sustainability Management Committee chaired by the President, formulating respective action plans to promote each initiative across the company.



Measures to Prevent Food Loss

Recognizing that measures to prevent food loss are a key priority for the hotel industry, each department is committed to thorough management of food material procurement, ingenious ways to use food materials without unnecessary waste during cooking, and the introduction of order-based buffet services, etc.

Order-based Buffets

The new Imperial Viking Sal restaurant has introduced an order-based buffet system using tablet devices stationed at individual tables not only to reduce excessive production and waste of food in planned production, but also to deliver to our guests the freshly prepared deliciousness that is the essence of food which is cooked only after an order has been placed. The new acqua pazza signature dish also incorporates seafood farmed in an environmentally friendly manner.



Sustainable Original Salt

The peels of lemons, vegetables, and crustacean shells are baked in a low-temperature oven to form a powder, which is mixed with salt and used in cooking as a proprietary salt. A portion of the proceeds from the sales of a commercialized product made from potato peels is donated to JEAN, an incorporated association that promotes environmental protection.



Utilizing Food Losses as Environmentally Recyclable Vegetables

Since 2007, food waste from restaurants and banquet halls has been dried on-site and converted into fertilizer for vegetable cultivation via partner companies. Vegetables harvested with the fertilizer are purchased as environmentally recyclable vegetables and are used in some of the restaurant menus.

Insourcing Our Employee Cafeteria

The employee cafeteria, which has been operated directly by the company since last year, is now using offcuts and unsold products that would have been discarded in the past for its menu. In addition, staff members are able to offer menu items that they themselves have proposed and personally developed, which increases their motivation and helps them gain experience in a wide range of operations, including sales and cost management, thereby developing human resources with a broader perspective.



Serving Environmentally Friendly Coffee

We are the first hotel in Japan to start serving farm-produced coffee bearing the Rainforest Alliance Certificate. This is a certificate that indicates forest conservation and a healthy working environment for farmers, and this coffee is served in some of our restaurants.

We are the first hotel in

Conversion to LED for Lighting in the Building

To reduce electricity consumption in the building, we are switching to LED lighting, which can reduce electricity consumption to about 15% of the previous level.

Water Recycling (Greywater)

In Tokyo, water used for baths and toilets in tower guest rooms is filtered and purified in the hotel and reused as cleaning water for the offices, public spaces, and employee toilets in the building. In Osaka, wastewater from guest rooms is treated by a partner company, recycled, and used as flushing water for the hotel toilets.

Rooftop Greening and Solar Power Generation

Rooftop greening of the main building and the banquet hall is expected to suppress the rise in surface temperature, thereby reducing the temperature rise inside the building. The rooftop of the banquet hall is covered with artificial turf and is infilled with 100% recyclable natural material (coconut shells). Solar panels have been installed on the roof of the main building, and the electricity from these panels is used to light up the building at night.

Thorough Separation of Waste

We separate about 20 types of waste under the slogan "Garbage when mixed, valuable when separated." As part of our efforts to maximize the amount of recyclable waste, we engage in waste reduction by conducting sorting surveys in the waste disposal rooms and at each workplace, and by displaying easy-to-understand waste sorting signs.

New sustainable products produced from employee feedback

SDGs learning staycation plan

Imperial Hotel Tokyo offers staycation plans for children to learn about the SDGs in a fun way.



Sustainable weddings

The Imperial Hotel Tokyo, the birthplace of hotel weddings in Japan, is now proposing sustainable weddings. We have a program to donate school lunches for schoolchildren corresponding to the number of guests in attendance, a green electricity menu, and gifts of Fair Trade and environmentally friendly products, bringing to life some of the ideas submitted by our employees in e-learning programs.



Comments from Employees on the SDGs

We conducted an e-learning program for employees to learn about the SDGs. Here are some of the comments received:



By ensuring that each and every one of us engaged in food preparation has a high awareness of food loss, sharing various thoughts and ideas among both young and experienced cooks, responding flexibly, and practicing actual operations, I hope that we can reduce food loss to as close to zero as possible.



We have been actively working on the SDGs over recent years, but I felt that it was important for our guests to enjoy and learn about them, and to know about the efforts of our hotel, not with the primary goal of making a profit, but from the perspective of contributing to society as well. I believe there must be many SDGs that only hotels can fulfill, and I want to find and share these.



I feel keenly that each individual's day-to-day actions (awareness) are of significant importance. We need to reconsider our attitude toward the SDGs in order to create such an atmosphere throughout the company so that we will be conscious of the SDGs in our actions.



Although hotels have an aspect of luxury that makes you forget daily life, I feel that climate change is a critical issue to consider in terms of security and safety not only on a day-to-day basis but also in the future.



Safety and Security of Our Guests (Risk Management Structure)



The safety and security of our guests is the lifeline of our hotels. Under the Risk Management Committee, the Group is promoting various initiatives including infectious disease countermeasures, food hygiene, disaster countermeasures, and crime prevention measures. In FY2021, the Imperial Hotel fulfilled its mission of responding to the needs of society as the first guest house in Japan to host the Tokyo Olympics and Paralympics and to receive distinguished guests and people related to the Games.

RISK MANAGEMENT STRUCTURE

Establishment of Risk Management Committee

Chaired by the President, the Risk Management Committee was established in 2003. Besides reporting on internal controls and various safety management systems, the committee discusses how to respond to new risk events in response to domestic and international situations.

COVID-19 Countermeasures

We are taking a variety of countermeasures to ensure the health and safety of our guests and employees.



Regular disinfection

Morbidity Risk Reduction for Employees

Starting on June 21, 2021, we began providing workplace vaccination for all employees, as well as tenants and office staff stationed in the hotel. In addition, we are endeavoring to reduce the risk of morbidity among employees by establishing a management system for employees who were suffering from illness, refraining from unnecessary outings and attendance at meetings, and staggering work hours.

GBAC STAR™ Certification (Tokyo and Osaka)

We have acquired GBAC STAR™ certification, which indicates that our facilities meet international hygiene standards in terms of infectious disease prevention measures.



Sharecare Health Security VERIFIED™ Certification (Tokyo and Osaka)

The Imperial Hotel is certified as a facility that meets 360 audit items, including hygiene, ventilation, social distance, and hotel staff health management.



Establishment of Food Safety & Trust Committee

Established in 2008 for the purpose of protecting and maintaining food safety and trust Group-wide, the Food Safety and Trust Committee is responsible for thorough implementation of measures against food poisoning, food safety and hygiene, allergy accident prevention, food labeling management, and pest control.

Development of Manuals and Conducting Drills for Disaster and Terrorism Countermeasures, etc.

To respond promptly to disasters such as earthquakes, fires, floods, terrorist acts, and infrastructure outages, we have prepared various manuals and conduct company-wide and divisional drills, as well as periodic reviews of manuals. In addition, the number of employees certified in first aid has been increased to protect the lives of our guests and employees.

Disaster Prevention Countermeasures for the Entire Community

Imperial Hotel Tokyo concluded an agreement with Chiyoda Ward in 2013 to accept travelers who have difficulty returning home. In 2021, Imperial Hotel Osaka concluded a tripartite agreement with Osaka Prefecture and Osaka City regarding the acceptance of travelers in the event of a large-scale disaster.

Ensuring Compliance with Laws, Regulations, and Corporate Ethics

For the purpose of promoting efforts to enhance soundness and transparency as a company through corporate governance, internal controls, and compliance, we distribute compliance books and SNS guidebooks to all employees, conduct periodic training, and maintain a whistleblower hotline and harassment hotline to ensure compliance with laws, regulations, and corporate ethics.

Barrier-Free Accessibility / Social Contribution Activities



BARRIER-FREE ACCESSIBILITY

We are promoting barrier-free accessibility so that guests with disabilities can experience a comfortable stay at our hotels. In addition to improving the environment in terms of facilities, we are addressing both the hardware and software aspects through employee training and study sessions by employees with disabilities.

Provision of a barrier-free accommodation environment

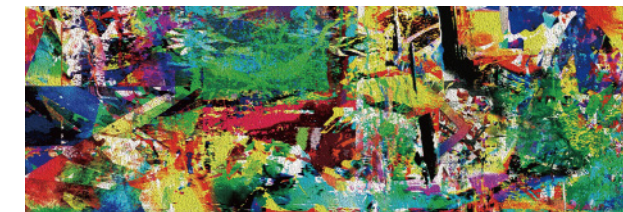
We provide one universal design room with an electric bed, TV intercom, and assistive devices permanently installed. In March 2020, we added nine more barrier-free general guest rooms.



Closet doors have been changed to sliding doors, with hanger bar height also adjustable

Maintenance of Barrier-Free Facilities

Our facilities are equipped to support guide dogs, hearing assistance dogs, and service dogs. Wheelchair ramps, elevators that support wheelchair use, and multi-purpose restrooms are installed in the buildings.



Title: SHIKOU

SOCIAL CONTRIBUTION PROGRAMS

At Imperial Hotel Group, we consider social contribution to be an important mission of our company, so we are engaged in various approaches such as organizing charity events and volunteer activities. We are also committed to community contribution activities in our drive to become a better member of the community.

Internships for International Students

Imperial Hotel Osaka, in cooperation with the Osaka Convention & Tourism Bureau, participated in the "SUCCESS OsakaFuture Design" internship program organized by Osaka University, Osaka Prefecture University, Osaka City University, and Kansai University under the theme of the SDGs, and conducted a "Language and Cross-Cultural Understanding Promotion Training" program. This effort served as a catalyst for cross-cultural understanding for the Imperial Hotel, promoted understanding of Japanese corporate culture among international students, and contributed to supporting the employment of international students, thereby embodying the SDGs.

Support for Para Artists

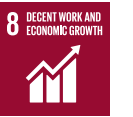
We support the social participation and sustainable economic independence of people with disabilities through our purchase of digital artwork created by artists with disabilities.

<https://paraart-colors.hp.peraichi.com/>



Title: Imperial Hotel 2022

Diversity



The Group has positioned the pursuit of diversity as one of its key mid- to long-term challenges and is promoting it with the aim of becoming a company that creates diverse hospitality and is loved by all our guests by enabling employees with diverse lifestyles to exercise their fullest potential in their own ways.

Opportunities for Female Workers

We actively promote women to managerial positions with the target of having 15% female representation in managerial positions by the end of FY2023. As a result of our efforts, the ratio of female managers reached a record high of 15.1% in April 2022, and we revised our future goal upwards. We received the Eruboshi (L-Star) certification mark in recognition of our ongoing efforts.



Promotion of Work-Life Balance

© **CHILDCARE SUPPORT** We have established a number of systems that go beyond what is required by law, such as allowing employees to take childcare leave until the end of the fiscal year in which the child turns 3 years old, and to take shorter working hours after returning to work until the child enters the third grade of elementary school. In January 2021, we further refined and expanded the system to allow employees to take child nursing/nursing care leave in increments of 30 minutes, allowing them to choose from a variety of work styles. Since FY2018, we have also focused on encouraging paternity childcare leave. As a result, the percentage of male employees taking childcare leave in FY2021 reached a record high of 26.9%.



© **NURSING CARE SUPPORT** We provide services free of charge through an external consultation service and hold regular caregiving seminars and individual consultations.



Work System Reform

We introduced a work-from-home system in 2019 as one of our flexible work style options. In July 2020, we enhanced the work environment through the launch of a work-from-home study group, and in April 2021 we expanded the system by expanding the number of eligible employees, removing the maximum number of days, and providing an allowance equivalent to communication costs.

(*The allowance for communication expenses has been expanded from January 2021.)

Promotion of Respect for Human Rights

Through our exclusive in-company training program and the dissemination of information via our corporate portal site, we promote the acquisition of knowledge and correct understanding of human rights and strive to raise awareness of respect for human rights free from discrimination and prejudice.

Employment of People with Disabilities

We are actively committed to the employment of people with physical, intellectual, and mental disabilities, and are establishing a workplace environment in which they can play an active role in a wide variety of work areas. The employment rate of persons with disabilities at the end of FY2021 was 2.31%, exceeding the legally mandated rate (2.3%) that we have been achieving since FY2006. A training video on basic sign language for hospitality was produced by a hearing-impaired employee as a demonstrator, and the video was distributed on the in-house digital signage.

Health and Productivity Management

As part of our management agenda, we are committed to maintaining and improving the health of our employees, with the Representative Director and Managing Director as the chief health management officer, in cooperation with the Human Resources Department, the General Affairs Department, the Imperial Hotel Health Insurance Association, and industrial physicians. We were recognized in the 2022 Certified Health & Productivity Management Outstanding Organizations Recognition Program (Large Enterprise Category) under the Ministry of Economy, Trade and Industry's Excellent Health and Productivity Management Corporation Certification System. The ability of employees to work actively with good physical and mental health leads to good service and revitalization of the organization. We will continue to implement measures to protect employees from various risks.



Human Resource Development / "Imperial Hotel Meeting Highest Expectations" Promotion Activities

Human Resource Development

We provide training and seminars to ensure that each and every employee becomes someone who will delight guests and society, earning approval as meeting the highest expectations that people have of the Imperial Hotel. With the establishment of the Human Resource Development Office, we are promoting systematic human resource development and the creation of a system to support staff who voluntarily engage in career development.

Training Implementation

Along with self-development support such as correspondence courses and qualification programs, we provide various training opportunities for both new and experienced staff members tailored to their positions and individual career development, combining online and group training programs, depending on specific circumstances.

Activities in Competitions Japan's Representative at 46th WorldSkills Competition

A staff member of the Accommodations Department was selected as a representative of Japan at the 46th WorldSkills Competition in Shanghai, China. The international competition will be held in October 2022.



Second Place in the World at the Pastry World Cup

A sous-chef, Kengo Akabame of the Pastry Section, participated in the Coupe du Monde de la Patisserie, a pastry world cup held in France once every two years, as a member of the Japanese representative team and won second place in the world.



"Imperial Hotel Meeting Highest Expectations" Promotion Activities

In 1999, we launched the "Imperial Hotel Meeting Highest Expectations" promotion activities to encourage all employees to go back to the basics of work and service at the Imperial Hotel so that our guests and society would fully appreciate our hotel and recognize us as meeting the highest expectations. One of the pillars of the activities is a periodical awarding of individual and group commendations. An annual awards ceremony is held simultaneously in Tokyo and Osaka, where the Grand Prize is awarded by a vote of employees from among the award winners.

Vegan Osechi (New Year Dishes) Improve Customer Satisfaction

In order for vegan guests to enjoy osechi with their families in the New Year's plan, we developed a new vegan osechi after dozens of communications with our guests. This initiative was realized through the collaboration of the Banquet Reservations Section of the Sales Department, the Marketing Section of the Restaurant Department, and the M-Floor Kitchen of the Restaurant Culinary Section of the Culinary Department.

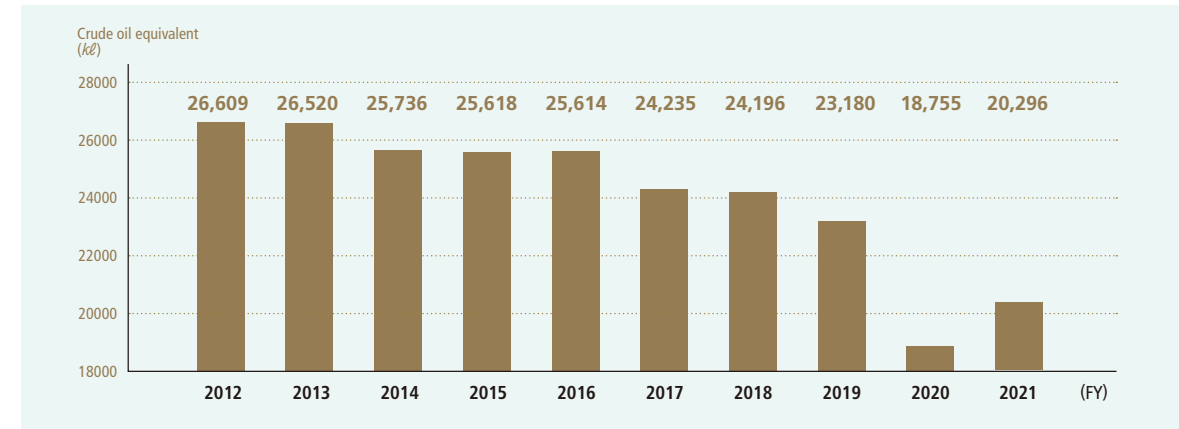


ESG Data List

Below is the list of ESG (Environmental, Social and Corporate Governance) data on the business activities of the Group.

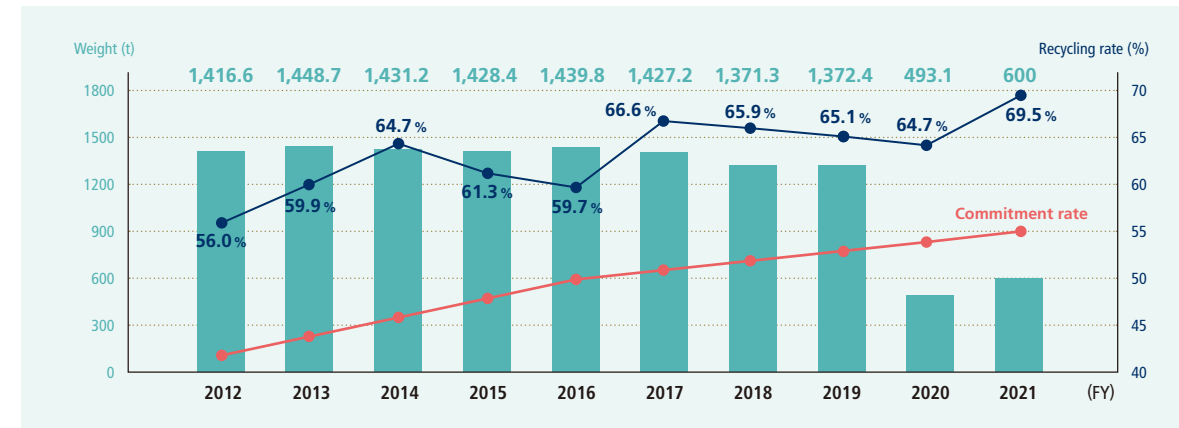
ENVIRONMENT

(1) Energy consumption based on the Revised Energy Conservation Act (crude oil equivalent)



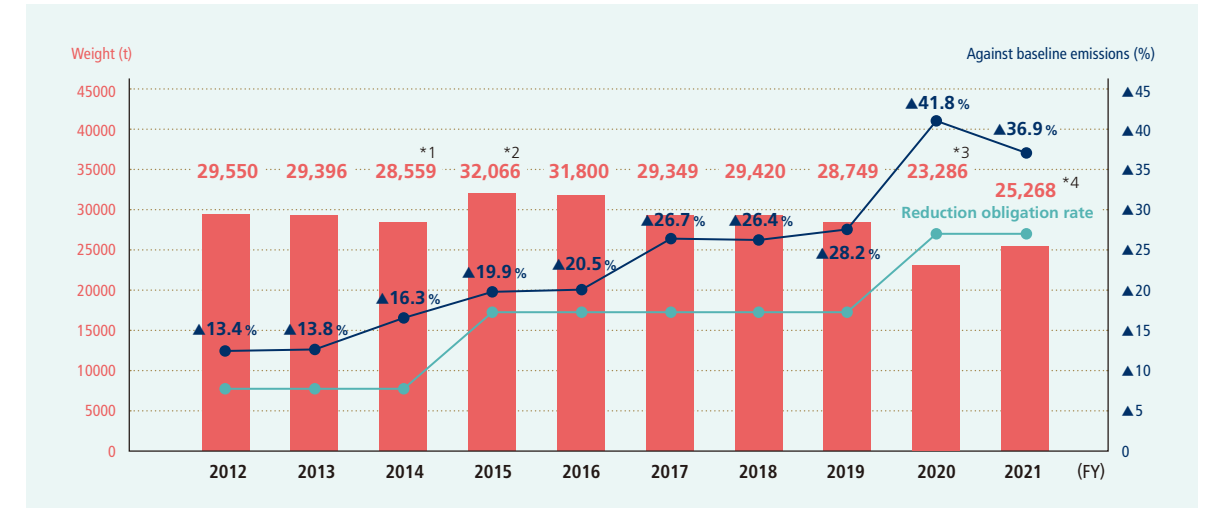
*Total of four business sites (Tokyo, Osaka, Kamikochi, and Kashiwa); preliminary figures for FY2021

(2) Amount of food waste generated (weight) and recycling rate based on the Food Waste Recycling Law



*Total of four business sites (Tokyo, Osaka, Kamikochi, and Kashiwa); preliminary figures for FY2021 / Mandatory figures for FY2021 are 55%.

(3) Specific Greenhouse Gas Emissions [Tokyo Head Office]

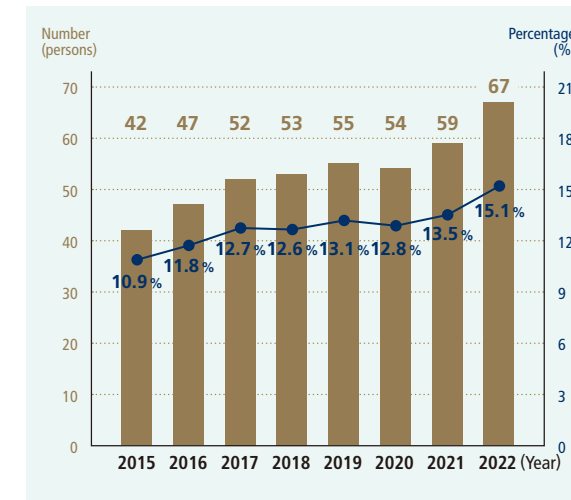


[Global warming countermeasures plan based on the Tokyo Metropolitan Ordinance on Environmental Security]

*1 Reduction commitment rate: 8.0% until FY2014 (Base year emissions: 34,113 tons). *2 From FY2015, reduction commitment rate is 17.0% (Base year emissions are 40,017 tons). *3 From FY2020, reduction commitment rate is 27.0% (Base year emissions are 40,017 tons). *4 FY2021 figures are preliminary figures.

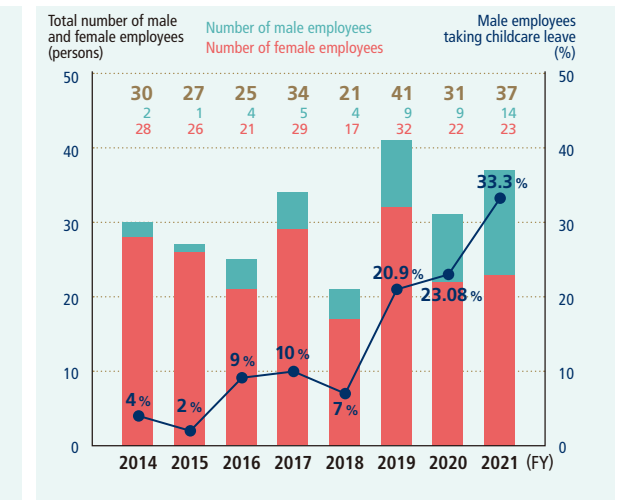
DIVERSITY PROMOTION

(1) Number of female managers



*Target value of the Action Plan for Women's Advancement Promotion as of April 1 each year: 20% by the end of April 2027

(2) Number of employees on childcare leave



*The rate of female employees taking childcare leave is 100% from FY2014 to FY2021. *The target rate for male employees is 50% by the end of April 2027

History of Imperial Hotel Sustainability

- 1890 Nov Opening of Imperial Hotel
- 1933 Oct Opening of Kamikochi Imperial Hotel
- 1996 Mar Opening of Imperial Hotel Osaka
- 2001 Dec Environmental Committee established
- 2003 Aug Risk Management Committee established
- 2008 Mar Food Safety & Trust Committee established
- 2014 Jun Acquired "Kurumin" certification
- 2016 Mar Declaration of Diversity Promotion
- 2017 Jan Gold Prize in Eco Mark Awards 2016
- 2017 Mar Award for Excellence in the Environment and Human Resource Development Enterprise Award 2016
- 2017 Apr Acquired "Tomonin" certification
- 2019 Jun Acquired "Eruboshi" certification
- 2019 Oct Grand Prize at "1st Social Contribution Awards" from Japan Hotel Association
- 2020 Apr Sustainability Management Committee established
- 2020 Nov Award for Excellence at "2nd Social Contribution Awards" from Japan Hotel Association
- 2021 Mar Award for Excellence, "Environment and Human Resource Development Enterprise Award 2020"
- 2022 Mar Certified as a corporation with Outstanding Health and Productivity Management
- 2022 Mar Award for Excellence at "3rd Social Contribution Awards" from Japan Hotel Association



For the third consecutive year, the Group received the "Social Contribution Award"* from the Japan Hotel Association for its comprehensive evaluation of the activities of the Sustainability Management Committee and its risk management structure, including COVID-19 countermeasures.

*An awards system established by the Japan Hotel Association in response to growing social demands for the hotel industry, including environmental protection, energy conservation, including environmental protection, energy conservation, barrier-free accessibility, disaster prevention and mitigation, and security.

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Eco Mark certification
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