



SUSTAINABLE DEVELOPMENT GOALS  
AT HYATT REGENCY TOKYO



## CARING FOR OUR PLANET

Sustainability is woven into every dining experience, guided by authenticity, responsibility and respect for our environment.



Food & Beverage

Local Sourcing

### Hyatt Regency Tokyo's suppliers

1. Takeuchi Farm Tokyo Akikawa Beef
2. Tokyo Takura Farm
3. Tokyo Fruits Takahashi Orchard
4. Tokyo Tama Honey Mitsubachi Farm
5. Hachijo Fruit Lemon



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## CARING FOR OUR PLANET

From the ingredients we select to the experiences we create, care for the environment is at the heart of every meal. Embracing sustainability as a way to honor nature and the communities we serve.

Food & Beverage

Local Sourcing

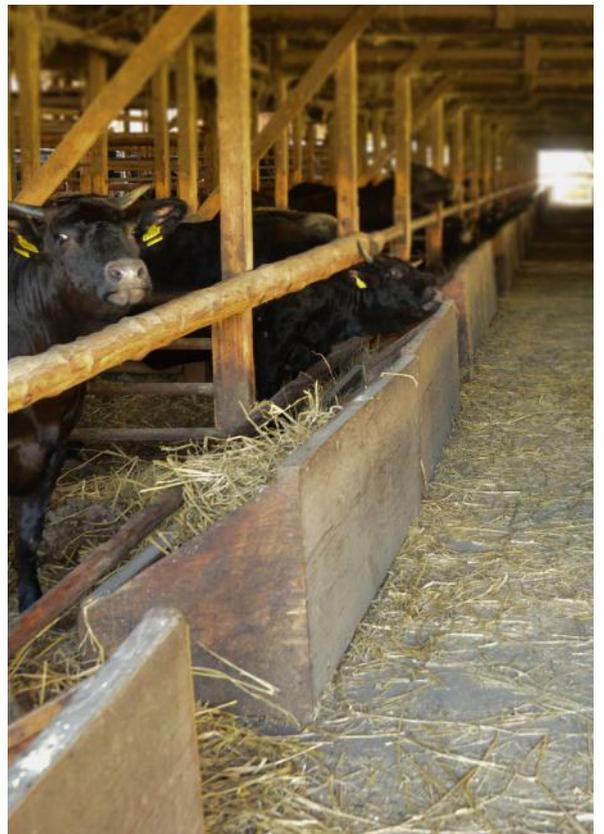
### Takeuchi Farm Tokyo Akikawa Beef

1. The only Wagyu producer in Tokyo metropolis

2. Dedicated to ethical, sustainable, low-impact practices.

Nestled in the lush countryside of Akiruno City, Takeuchi Farm Tokyo is committed to ethical and environmentally responsible farming.

Each animal is raised with meticulous care in a calm, stress-free environment, using locally sourced feed and sustainable resource management—efforts that are reflected in the exceptional quality, tenderness, and flavor of this premium meat



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## CAGE FREE EGGS

Celebrating mindful sourcing, conscious choices and respect for nature. Sustainability guides each experience, ensuring that what we serve today helps protect tomorrow.



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### Local Sourcing

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#### **Free-Range Eggs from Asagiri Hozan Farm, Shizuoka**

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We use free-range eggs sourced from Marufuku at Asagiri Hozan Farm in Shizuoka Prefecture. Nestled at the foot of Mount Fuji, the farm provides an ideal natural environment — pure air, fertile volcanic soil, and clean mineral-rich meltwater flowing from the mountain.

The chickens roam freely and are raised on a carefully balanced diet that includes smoked bonito from Yaizu, resulting in eggs that are exceptionally nutritious, flavorful, and safe. These thoughtfully produced eggs reflect our commitment to supporting sustainable farming and offering our guests wholesome, high-quality ingredients they can enjoy with confidence.



## CARING FOR OUR PLANET

We are committed to protecting the environment through thoughtful sourcing, responsible practices by working closely with local producers and reducing our environmental footprint.



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### Tokyo Fruits Takahashi Orchard

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1. Known for its dedication to cultivating premium fruits through careful growing practices and meticulous quality control.
  2. Dedicated to ethical, sustainable, low-impact practices.
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We feature desserts made with seasonal fruits from Takahashi Orchard, a Tokyo farm dedicated to premium, sustainable urban agriculture. Through this partnership, we support local production and help reduce food loss.

Takahashi Orchard grows exceptional fruits—including blueberries, Japanese pears, Shine Muscat grapes, peaches, figs, kiwis, and sweet corn—renowned for their rich sweetness and quality.

Our pastry team transforms these harvests into seasonal treats such as Japanese pear shortcake, fruit Danishes and homemade jams.



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## RESPONSIBLE FARMING PRACTICES

The farm improves soil fertility through compost use, supporting sustainable agriculture and local resource circulation.



### Tokyo Takakura Farm

1. Known for environmentally responsible, low-pesticide farming practices recognized for safety and quality.

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2. The farm enhances soil fertility through compost use, supporting sustainable agriculture and local resource circulation.
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We partner with Takura Farm in Tokyo to source a wide variety of fresh, seasonal vegetables for our restaurants. In support of sustainable agriculture and reducing food waste, we also make thoughtful use of B-grade produce in sauces and soups.

Takura Farm practices environmentally responsible farming, using high-quality compost made entirely from Tokyo-based resources by Takeuchi Farm, producers of “Akigawa Beef.” This nutrient-rich compost enhances both soil quality and flavor.

Our seasonal selection includes tomatoes, onions, potatoes, red leaf lettuce, komatsuna, green onions, turnips, and carrots.



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## RESPONSIBLE SOURCING

By incorporating both premium and B-grade lemons, our restaurants reduce food waste while supporting sustainable agriculture.



### Hachijo Fruit Lemons

1. Known for patient, hands-on cultivation that produces large, naturally ripened lemons with refined flavor.
2. Hachijo Fruit Lemons are the result of generations of cultivation and ongoing refinement by local producers.

We actively use imperfect vegetables and fruits — produce that offers the same taste and quality but may fall outside market appearance standards.

By incorporating these ingredients into selected menu items, we help reduce food waste and support more sustainable agricultural practices.



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## HONORING NATURE THROUGH RESPONSIBLE SOURCING

We are committed to responsible local sourcing that supports regional ecosystems, protects biodiversity, and promotes sustainable agriculture, while delivering high-quality ingredients that enhance the flavor.



### Tokyo Tama Honey Mitsubachi Farm

1. Known for its commitment to producing high-quality honey through careful beekeeping practices
2. Harvesting only fully matured, high-sugar-content honey for a rich, authentic taste.

We proudly use honey from Mitsubachi Farm, located in the lush natural landscapes of Tokyo Tama. The farm practices sustainable urban beekeeping, where bees support local pollination and biodiversity.

Through this partnership, we help conserve local ecosystems and promote environmentally responsible agriculture. Mitsubachi Farm's honey is carefully harvested to ensure purity, freshness, and a delicate natural sweetness that elevates our dishes and desserts.

By choosing this locally sourced honey, Hyatt Regency Tokyo reaffirms its commitment to sustainability and Tokyo's finest ingredients.



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# SUSTAINABLE MENU DEVELOPMENT

Each menu is developed with care for sourcing and food waste reduction, reflecting our commitment to sustainable practices and meaningful partnerships.



## Food Waste Audit

We conduct a five-day food waste audit four times a year across all dining and kitchen operations. By visualizing food loss, teams develop improvement plans to reduce waste by at least 2% annually, supporting responsible consumption and a more sustainable future.



## Usage of sustainable Seafood

We are committed to using sustainable seafood — responsibly caught or farmed to protect marine ecosystems and support local communities.

These ingredients are featured in selected menus.



## Usage of fair-trade Chocolate

We use internationally certified Fair-Trade chocolate, ensuring ethical labor practices and sustainable sourcing throughout production and distribution.

## COMMITMENT TO SAFETY AND FOOD MANAGEMENT STANDARDS

The health and safety of our guests and colleagues are our highest priority. We adhere to strict food safety and hygiene protocols that meet both global Hyatt standards and local regulatory requirements.



### OBTAINED “HACCP” CERTIFICATION



Obtained HACCP certification, a globally recognized guideline for food hygiene management. This certification ensures that our food preparation and service processes meet the highest safety and quality standards.



### Usage of sustainable seafood

We have also achieved FSSC 22000 certification, an international food safety management standard that builds on ISO 22000 with additional requirements. This certification highlights our commitment to maintaining rigorous safety controls across all operations.



### IMPLEMENTATION OF REGULAR FIRE DRILLS

We conduct regular fire and emergency prevention drills to ensure the safety of our guests and colleagues. Through continuous training and preparedness, we maintain a safe and secure environment throughout the hotel.

## INTEGRATING SUSTAINABILITY INTO THE GUEST EXPERIENCE

At Hyatt Regency Tokyo, our guest rooms are thoughtfully designed to balance comfort with responsible, sustainable practices—creating a stay that cares for both our guests and the future.





## SUSTAINABILITY AT THE HEART OF THE GUEST EXPERIENCE

By making our operations as eco-friendly as possible, we reinforce our global commitment to responsible and sustainable hospitality.



At Hyatt Regency Tokyo, we are dedicated to creating a guest experience that is both comfortable and sustainably minded.

Through rigorous safety standards, reductions in single-use plastics, and thoughtful management of water and resources, we work to ensure that every stay supports a cleaner, safer, and more responsible environment. Our commitment to continuous improvement allows us to provide hospitality that cares for both our guests and the world around us.



## PLASTIC REDUCTION

From reusable bottled water to wooden room keys, we are committed to reducing plastic waste through thoughtful, sustainable choices.

### **NORDAQ Implementation of In-House Bottled Water System**

The water provided in guest rooms has been transitioned from plastic bottles to reusable glass bottles, supported by our in-house NORDAQ purification system. This change significantly reduces plastic waste, lowers environmental impact, and improves operational efficiency. Through this sustainable approach, we provide guests with safe, high-quality water while reinforcing our commitment to environmental responsibility.

### **Wooden guest room key**

Wooden guest room keys have been introduced to replace plastic keys, reducing single-use plastic waste and promoting the use of renewable materials.





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## CONSIDERATION FOR WATER RESOURCES

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As part of our commitment to the Sustainable Development Goals (SDGs) and in alignment with Hyatt's World of Care platform, Hyatt Regency Tokyo is taking meaningful steps to reduce water consumption, energy use, and our overall environmental impact.

We are aligning with Hyatt's responsible linen and towel program designed to minimize unnecessary washing while maintaining comfort. Our in-room "Conserve Card" program encourages guests to choose how often bed linens are refreshed, otherwise, after every three nights. Towels and bathrobes are laundered thoughtfully to help conserve valuable



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## INTRODUCTION OF LARGE-FORMAT BOTTLE

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Following the hotel's renovation, bathroom amenities are now provided in large-format bottles to reduce single-use plastics and overall waste. Selected items, such as toothbrushes, now feature paper packaging and biomass materials.

By adopting eco-friendly materials and refillable formats, we promote resource circulation and support more sustainable hotel operations.



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## ENVIRONMENTALLY FRIENDLY AMENITIES

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The packaging for guest room slippers has been redesigned, replacing conventional plastic wrapping with eco-friendly paper bands. This initiative reduces plastic use, minimizes waste, and promotes more efficient resource management. Through this sustainable approach, we demonstrate our commitment to environmental responsibility and mindful hospitality.

## RESPONSIBLE CONSUMPTION

We take pride in offering aluminum Nespresso capsules that support a circular and sustainable future.



## NESPRESSO'S RECYCLING PROGRAM

In our guest rooms, we serve Nespresso coffee supported by a dedicated recycling program.

Capsules are given a second life, with coffee grounds reused for landscaping and aluminum recycled into new products.

## COMMITMENT TO CARBON NEUTRALITY

We have changed all our iconic chandeliers lighting to LED lights. This transition significantly reduces energy consumption and supports our contribution to the Sustainable Development Goals long-term carbon-neutral operations.

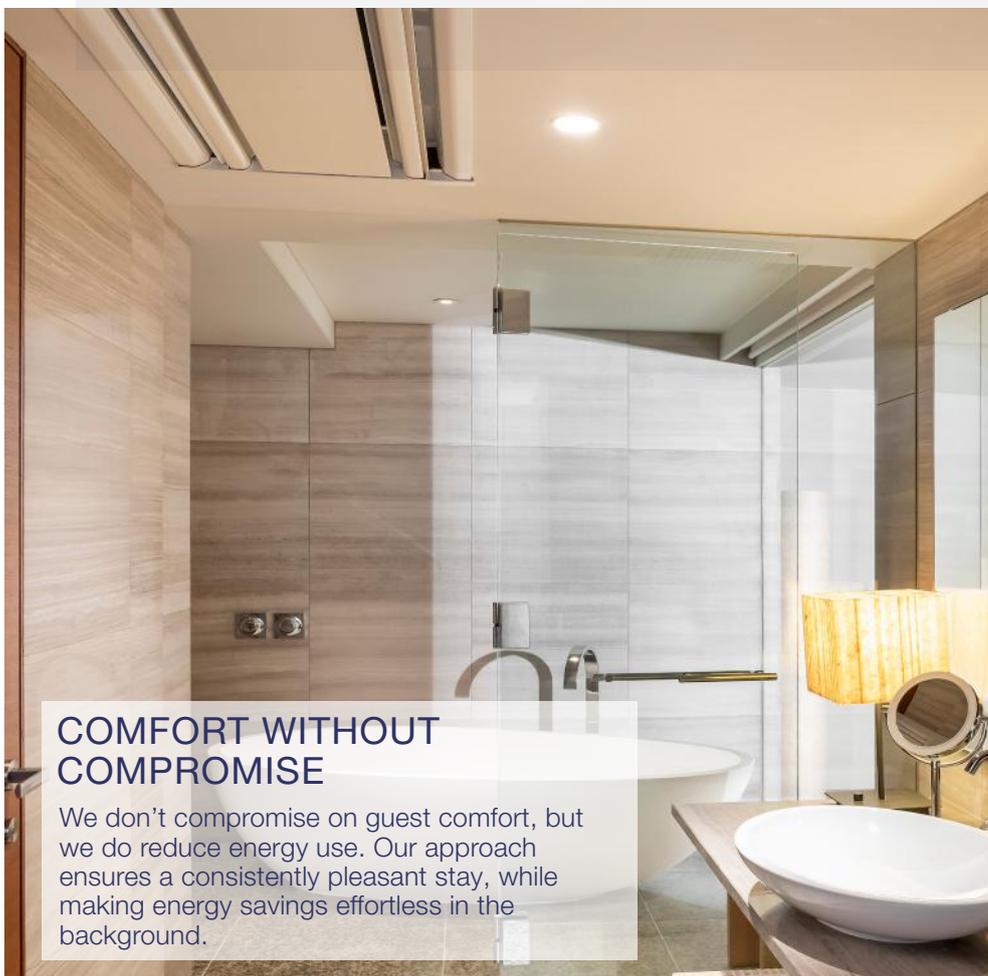


## ECO-FRIENDLY AIR CONDITIONING SYSTEM

Thermal energy that would otherwise be discarded is recovered and reused to power the hotel's air conditioning system, contributing to more efficient energy use and a smaller environmental footprint.

## COMFORT WITHOUT COMPROMISE

We don't compromise on guest comfort, but we do reduce energy use. Our approach ensures a consistently pleasant stay, while making energy savings effortless in the background.



# OUR PURPOSE

We care for people so they can be their best.



## DIVERSITY

Guided by Hyatt's commitment to "Care for people so they can be their best", Hyatt Regency Tokyo fosters an inclusive environment that supports the diverse needs of both guests and associates.



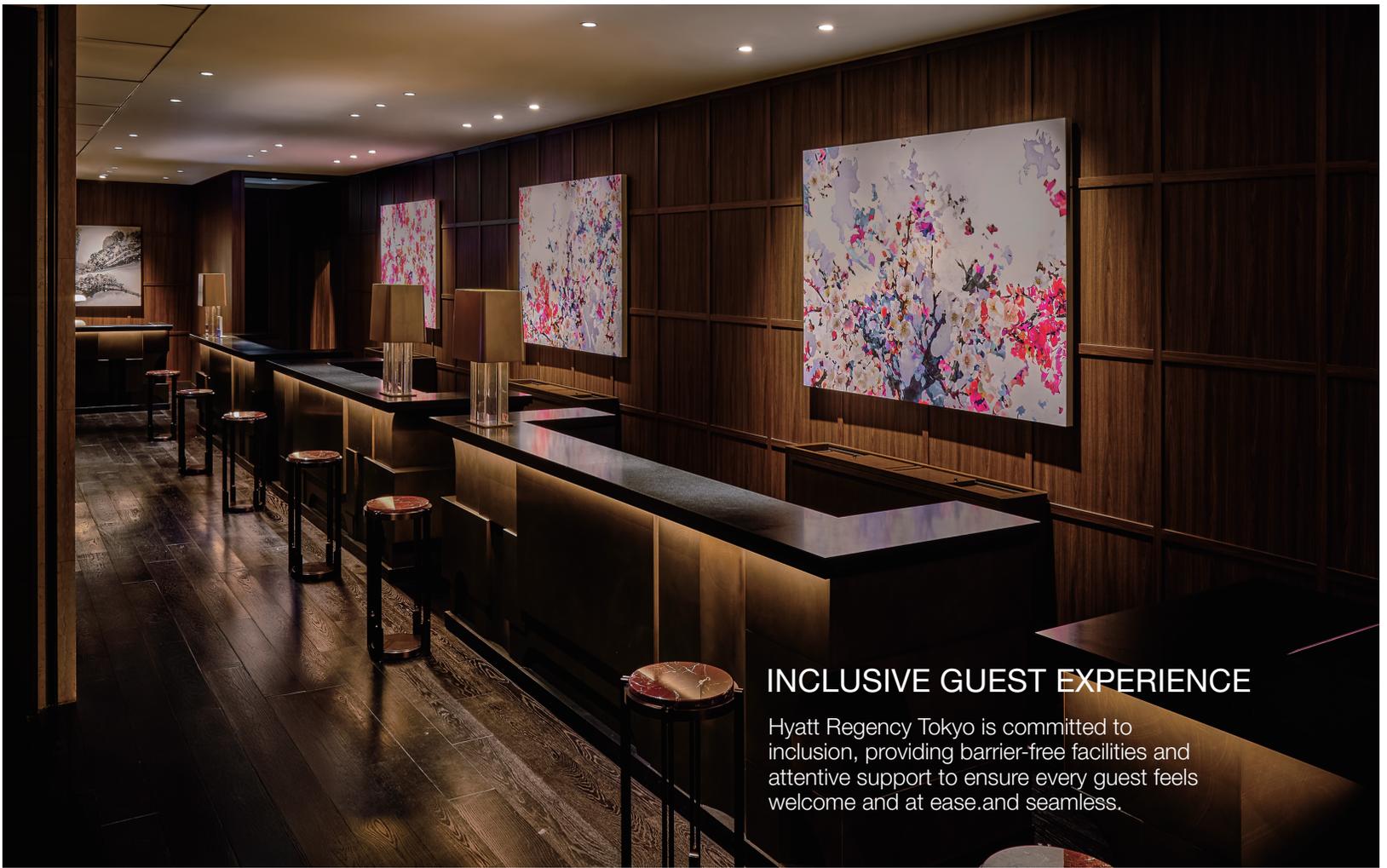
## DIVERSITY & INCLUSION AT HYATT REGENCY TOKYO

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### 1 . INCLUSIVE WORK PLACE

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By promoting the engagement of women and non-Japanese team members, we foster an inclusive workplace where all associates can succeed and help drive our success.



## INCLUSIVE GUEST EXPERIENCE

Hyatt Regency Tokyo is committed to inclusion, providing barrier-free facilities and attentive support to ensure every guest feels welcome and at ease and seamless.



## INCLUSIVE GUEST EXPERIENCE AT HYATT REGENCY TOKYO

### 1. ACCESSIBLE SERVICE

The entire hotel is fully barrier-free, with accessible guest rooms featuring roll-in showers and thoughtfully designed amenities to ensure comfort and convenience for all guests.

### 2. SERVICE CARE ASSISTANT



Selected team members have completed specialized training as Service Care Assistants, a certification represented by this badge.

This certification equips staff with the knowledge and skills to thoughtfully support wheelchair users, elderly guests, and guests with disabilities.



## CARE FOR COMMUNITY

We are committed to supporting our local community through meaningful initiatives rooted in care, connection, and shared responsibility.



## LOCAL CLEANLINESS

We actively participate in “Nishi-Shinjuku Clean Day,” a monthly community initiative involving companies and buildings throughout the Shinjuku New Urban Center area. Through regular cleanup activities, we contribute to keeping our neighborhood clean and pleasant for everyone.

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## COOPERATION WITH CHILDREN

We strengthen our ties with the local community by hosting activities for children, such as hotel tours and food education programs for nearby schools.

We also display students’ artwork in our hotel gallery space, fostering creativity and connection with the next generation.