



# Annual Report 2024



Pangaia Solutions Limited



# Table of Contents

Executive Summary	3
Projects & Initiatives	6
Thought Leadership & Awareness Building	17
Advisory & Training Services	23
Finance & Administration	28
Future Plans	30
Stay Connected	34

# Executive Summary

Start of the production of this report coincided with the Chief Executive of Hong Kong SAR's release of the 2024 Policy Address. As a charitable organisation committed to transforming the hospitality and travel industries into a catalyst for sustainability, we at GREEN Hospitality are glad to see the government's initiatives to enhance the green finance ecosystem, develop the city into a green maritime centre, establish the third InnoHK research cluster to accelerate sustainable development, explore more itineraries for eco-tourism, build smart and green mass transit systems, and promote a low-carbon lifestyle, including enhancing waste reduction and recycling and upcycling efforts and establishing a common legislative framework for the producer responsibility schemes.

We are likewise glad to learn of the collaboration between governments in Hong Kong, Macau, and the Greater Bay Area (GBA) to deepen the promotion of ecological and environmental protection work, including “enhancing environmental governance to build a beautiful Hong Kong, promoting green and low-carbon transformation, green transportation development, and advocating for the building of ‘Zero-waste City’”.



# Our Year in Numbers

over  
**34,369**  
stakeholders  
engaged

Through the campaigns on our communication channels and programs, we engaged a large number of stakeholders across the borders.



**4**

in-house  
events

**79**  
stakeholders

**8**

workshops  
in Hong Kong  
and the US



**68**  
participants

**4**

major  
programs

**15+**  
partnerships

We partnered with government, academia, nonprofits, and the private sector to drive sustainability action and innovation.

**8**

countries  
& territories



**62**

volunteers  
engaged

Our footprint now includes projects in Hong Kong, Mainland China, Macau, the Philippines, Singapore, Malaysia, Australia, and the U.S.



GREEN  
HOSPITALITY

As we continue to build strategic partnerships to expedite our [Sustainable Hospitality Roadmap](#) to integrate and accelerate sustainability as a core value across the hospitality ecosystem in Hong Kong, Macau, and the rest of the GBA, we would like to invite you to join us in celebrating the big and small wins we achieved in 2024, together with our clients, partners, youth interns, and volunteers.

From the second iteration of the [Food Waste to Good Taste](#) programme to our collaboration with a partner nonprofit - The Urban Conservancy in the US, our partnership with the World Sustainable Hospitality Alliance, thought leadership and advisory work in building and implementing sustainability strategies for hospitality businesses, our unwavering commitment to sustainability is crucial to fast-tracking climate actions in Hong Kong, the larger GBA, and the region.

Join us in the sustainability movement to help Hong Kong, Macau, and cities across the Asia-Pacific achieve their waste reduction and resource circularity goals by 2035 and its carbon neutrality goals by 2050. [Get in touch](#) to discuss participation in our programmes, membership, or request solutions such as training, workshops or audits, to fast-track your sustainability and ESG journey.



**Lucia Loposova**

Executive Director





GREEN Hospitality | Impact Report 2024

# Projects and Initiatives

# Food Waste to Good Taste

In partnership with the School of Biological Science at The University of Hong Kong and CHOMP (an award-winning food-saving app in Hong Kong), supported by the HKU Knowledge Exchange Fund, the second iteration of the 'Food Waste to Good Taste' project aimed to reclaim nutrients from food waste and optimise food waste utilisation by gaining a better understanding of their nutrient content.



The project has successfully equipped 39 hospitality practitioners on food waste reduction practices through our training programs, and empowered 5 hospitality businesses, ranging from fine dining to fast food establishments, with the necessary knowledge, skills, and mindset to rethink, reuse, and reduce food waste.



From January to June 2024, the project team, conducted food waste audits for the five participating hospitality businesses – Holt’s Café at Rosewood Hong Kong, KFC Hong Kong, LockCha Teahouse, One Harbour Road at Grand Hyatt Hong Kong, and Pizza Hut Hong Kong.

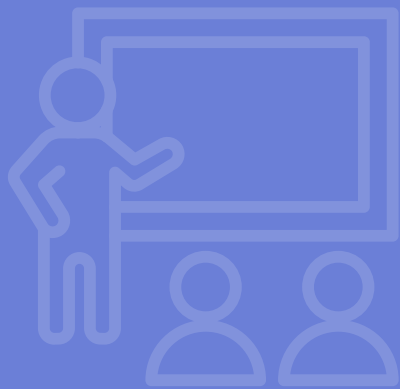
Through the food waste audits and subsequent reports, GREEN Hospitality provided each business with a tailored and comprehensive assessment along with recommendations to the chefs and other kitchen staff on ways to save and upcycle their food waste. By engaging the team of researchers at HKU, we also provided science-based assessment of nutritional values of the food waste with an aim to inspire chefs to salvage these leftovers while capitalising on its nutrients and bioactive compounds for health benefits when added to meals. We also enabled the participating hospitality businesses to align their operational strategies with the goals outlined in the Waste Blueprint for Hong Kong 2035, including waste reduction, resource circulation, and zero waste to landfill practices.



**“It is our honour to have participated in the Food Waste to Good Taste project last year for our BluHouse. The comprehensive food waste report has provided inspiration for our Chef and F&B team to do better. We are happy to have a chance to expand this audit and consultation service to our Holt’s Café this year.”**

Ada Ng - Director of Social Impact, Rosewood Hong Kong





# 5

training workshops  
organized from  
April to May



# 39

hospitality practitioners  
equipped with invaluable  
knowledge

# 4,776

individuals reached  
through different  
channels

To share our knowledge and expertise on food waste reduction with the broader hospitality and F&B industry, GREEN Hospitality organised five training workshops throughout April and May 2024, both in English and Cantonese, to equip 39 hospitality practitioners with invaluable knowledge and practical strategies to reduce food waste in their daily operations. Drawing on academic knowledge and industry best practices, the workshops covered topics such as food security, food prevention strategies, innovative solutions, team engagement tactics, and knowledge related to sustainable food systems.

The project, through the social media channels, newsletters, and websites of GREEN Hospitality and CHOMP, as well as the designated website set up for the project, successfully reached 4,776 individuals.



# SME Sustainability Accelerator:

## Empowering Businesses for a Greener Tomorrow through Training, Tools and Resources

We were able to further expand our capacity-building efforts through our collaboration with the Urban Conservancy in the US, which allowed us to deliver two food waste training sessions to a US audience of 16 participants hailing from SMEs and micro food and beverage businesses based in New Orleans, Louisiana. As part of this collaboration, we also developed and delivered a pilot training to 14 participants in Hong Kong on Waste Reduction & Circularity with specific case studies and exercises tailored to the hospitality industry.

While providing training, we tried to understand the current business practices around food waste as well as the impact of the training. To that end, we conducted comprehensive surveys among the participants before and after each training workshop. From the results, we learned that 64.7 % of the workshop attendees had never measured their waste before, and 64.7% of their businesses had not conducted waste audits. After the training, 81.8% reported that they would conduct waste audits, and all participants stated that they would make an effort to reduce waste.

urbanconservancy

staylocal<sup>TM</sup>  
building community awareness

“Excellent opportunity to better understand our involvement in waste management. Would love to attend more workshops like this.”

Michael Chia - Hotel Manager  
Lanson Place Causeway Bay

### training programmes on



circular  
economy



waste  
reduction



# Hong Kong & Greater Bay Area Sustainable Hospitality Roadmap

Comprising the two Special Administrative Regions of Hong Kong and Macau and the nine municipalities of Guangzhou, Shenzhen, Zhuhai, Foshan, Huizhou, Dongguan, Zhongshan, Jiangmen and Zhaoqing in Guangdong Province, the Guangdong-Hong Kong-Macao Greater Bay Area (GBA) is home to a population of over 71 million, far exceeding that of the United Kingdom, Italy, or South Africa. By the World Bank's estimates, the GBA's GDP is approximately US\$1.7 trillion, ranking it 11th in the world, ahead of Russia, South Korea, Spain, and Australia. Moreover, hospitality and tourism are key sectors in Hong Kong, Macau and the adjacent GBA, which also means they have negative environmental, social impacts while holding economic importance.



sustainable hospitality  
roadmap

Energy &  
Infrastructure



Waste  
Management &  
Circularity



Sourcing &  
Biodiversity



In that view, we launched the “Hong Kong & Greater Bay Area Sustainable Hospitality Roadmap” in 2023, as a collaborative initiative to integrate and accelerate sustainability as a core value across the hospitality ecosystem in Hong Kong, Macau, and the rest of the Greater Bay Area (GBA) region. The objective of the Sustainable Hospitality Roadmap remained to foster innovation and use sustainability as the main drivers of business competitiveness for the region, also in 2024. In collaboration with the hospitality industry in Hong Kong and the GBA, the Roadmap convenes practitioners to agree on a range of initiatives towards achieving sustainable tourism, helping to revitalise the region as a leading green tourist destination.



## The Roadmap's key objectives include:

Create strategies to accelerate sustainable hotel practices and experiences aligned with the SDGs and the global sustainability agenda

Develop clear guidelines and targets for the regional hospitality industry to pursue and work towards collectively

Help the tourism industry achieve sustainability goals and promote responsible consumption habits amongst hotel guests and tourists



Throughout the year, we looked at improving our research on the current status of the industry when it comes to sustainability in Hong Kong and expanded our analysis to include Macau. We also put a lot of effort into fundraising and partnership building to mobilise resources that will support the implementation of the Roadmap.

## Net-Positive Hospitality Forum

One of the key focus areas was deepening partnership with the World Sustainable Hospitality Alliance (WSHA). On 21 June 2024, GREEN Hospitality co-hosted the 'Net Positive Hospitality Stakeholder Forum', featuring Glenn Mandziuk, CEO of the WSHA, and Patrick O'Meara, Director of Partnerships and Business Engagement in Hong Kong. The event explored the Alliance's pioneering resources and initiatives driving sustainability in global hospitality, including its framework called 'Pathway to Net-Positive Hospitality'. It was also an opportunity to gather 27 key stakeholders from hotel brands, casinos, real estate, and academia from Hong Kong and Macau to connect and discuss the specific challenges of the industry in this region and the way forward.





## Think Tank: Tackling Textile Waste

In June 2024, we also co-hosted one of our industry roundtables - 'Think Tank: Tackling Textile Waste' in collaboration with Crestwell Attire and Infinity Innovation, companies that harness digital design, AI, ethical manufacturing practices, and circular supply chain solutions to create a more sustainable future for hospitality apparel.

In the session, hospitality practitioners shared valuable insights and contributed to the discussion on innovative solutions for textile waste. We acknowledged the need for a shift in the social and cultural perception of recycling, as there is a lack of desire for items labelled as 'recycled'. While there are laudable practices by hospitality brands, such as the donation of towels to dog shelters, upcycling linens into handmade items, and donating to elderly homes, the donation isn't a long-term solution, nor does it address the need for a better closed-loop system. The topic of textile circularity is rather new to the hospitality industry in our region, and the roundtable discussion focused on identifying current practices and gaps. As an outcome, we decided to build capacity on the topic of textile circularity and establish connections along the supply chain to come up with pilots and projects that tackle this issue in the future.

## Pilots & Resources Development

Lastly, as part of our support to the implementation of the Roadmap strategies, we developed and piloted training & capacity-building programs on topics of food waste and circularity tailored to the hospitality industry that will empower the employees with practical tools and knowledge to take action.


Through the industry roundtables, regional forum, and a series of capacity-building workshops, GREEN Hospitality convened and empowered more than 147 practitioners and thousands of others through our public engagements at various events, conferences, and via our communication channels and media publicity, which we leverage to build awareness around sustainability issues in the hospitality industry and the Net-positive hospitality.



# Empowerment: Student Internship and Volunteering

With youth empowerment being one of our core values, throughout the year of 2024, we continuously engaged student interns by partnering with the [Impact Lab](#), a credit-bearing experiential learning course managed by the [Foundation for Shared Impact \(FSI\)](#), and The University of Hong Kong and through collaboration with other universities in Hong Kong, such as EduHK and HKUST.

By placing students in important roles in a real-life professional workplace, we were simultaneously equipping them with essential human skills and transferable workplace skills, as well as instilling in them the notion that every job can and should be an impactful job. Students were able to contribute to the diverse areas we work on through research, event coordination, programme assistance, and action on environmental conservation, pollution reduction, and awareness building.



**“This is a truly meaningful nonprofit organization that not only focuses on impactful sustainability work but also invests in the growth and development of its interns. What stands out is how the organization subtly influences interns during their daily work, instilling knowledge about environmental protection and encouraging behavior changes.”**

Yinghe Hu - HR & Talent Management Intern



## Guide Fong Tour



In addition to allowing youth to acquire transferable skills, we also engaged them in community-building and service-focused activities organised by GREEN Hospitality and our partners, like FSI and Soap Cycling. In July, our interns joined 'GuideFong Tour' organised by FSI, which explored the district known for micro-businesses owned and operated by ethnic minorities of Hong Kong and included cross-cultural immersion that ended with a visit to the Kowloon Mosque following the principles of community-based tourism. At the tour, our interns learnt the challenges facing some of the ethnically diverse entrepreneurs who make up Hong Kong's rich, multicultural tapestry, and they also witnessed first-hand the resilience and innovative spirit of small-business owners in Hong Kong.

In the same month, our interns participated in a soap recycling workshop organised by Soap Cycling, where they gained hands-on experience in community service and witnessed the tangible effects of reusing and recycling hotel amenities on community welfare and environmental health.



## Soap Recycling Workshop

In August, we engaged our interns through a Climate Fresk workshop to help them gain a deeper understanding of the complex scientific processes at play and how human activities are impacting the delicate balance of our planet's systems.

## Climate Fresk Workshop



To support GREEN Hospitality's operations and to allow capacity building among passionate individuals who are seeking to contribute and build sustainability-related experience, we engaged professionals who volunteered their time and expertise as advisors, directors, or supervisors of our youth interns and projects, while learning sustainability principles.

Events held in  
partnership with





In 2024, we engaged a total of 45 students and 17 volunteers, placing importance on diversity in our selection with an aim to enrich our capacity and creativity. Amongst the students who were placed in various positions ranging from business development to communications and marketing, 19 were male and 43 female, hailing from 18 countries, including Chile, Italy, Pakistan, France, India, Bulgaria, South Korea, China, Brazil, the UK, the US, etc.

**95.5%**

of our interns reported feeling more employable as a result of this experience

For 43% of the students who joined our programs, this was their first professional experience and for a couple of them, this was their first international experience too. The impact of this program is evident through student feedback, where 95.5% of our interns reported feeling more employable as a result of this experience. Our supervisors demonstrated the nurturing spirit and commitment to empowerment, as students reported feeling adequately supervised, monitored every week, more than 99% of the time throughout their placement. Our students frequently return to us for support with their applications to further education and employment, and some return to work with us or rejoin the internship program. We have observed, having mentored more than 250 students to date, that many of them go on to choose fields and positions related to sustainability.

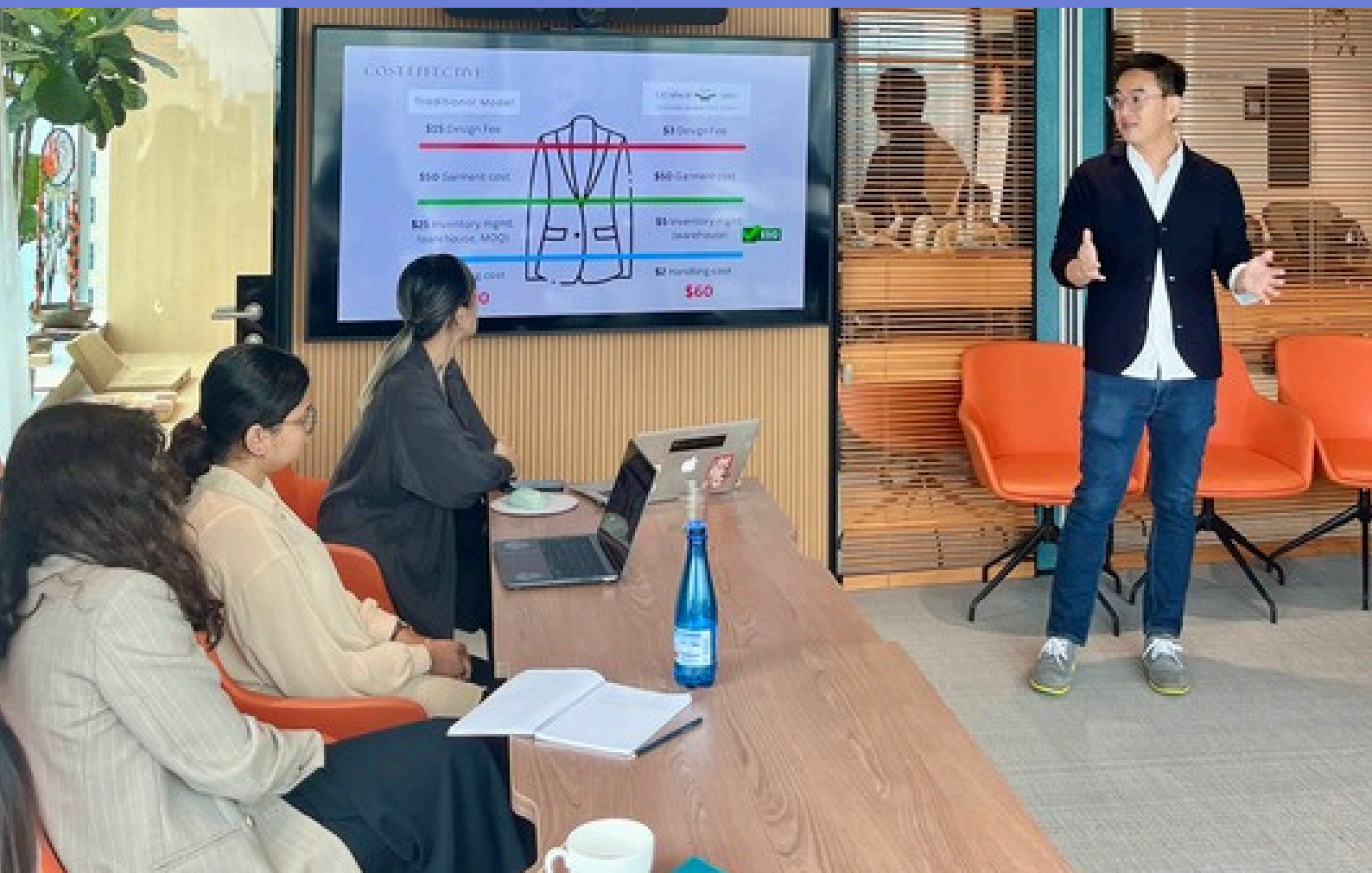


**“My time with GREEN Hospitality taught me a lot, especially about the value of sustainability in the hospitality sector. The focus on open communication and cooperation among team members was motivating and reaffirmed the importance of teamwork in accomplishing shared goals. I also valued the organisation's dedication to creating a welcoming and transparent work environment, which inspired me to speak out and take initiative.”**

Haley Nicholas Aidden Gotan - Finance & Accounting Intern

# Thought Leadership & Awareness Building

As part of our pillar and focus on knowledge sharing, we curated and participated in numerous opportunities to raise awareness of key topics and interact with wider audiences across borders.





# Internal Initiatives Knowledge Sharing

## GREEN Pursuits Podcast



GREEN Pursuits, a podcast by GREEN Hospitality, aimed to keep practitioners in the hospitality sector updated on sustainability challenges and solutions. In our in-depth interviews with practitioners, experts, business owners, and academics, we intend to provide bite-sized learning opportunities on ways to improve sustainability performance in hotels, airlines, F&Bs, and other organisations and achieve the UN SDGs.

Last year, we produced and released six GREEN Pursuits episodes on fermentation as a food waste reduction solution, corporate ESG strategy, ethical chocolate sourcing, and various innovative sustainability practices at hospitality businesses through our interviews with startups and hospitality businesses such as Hakko Bako, Sino Group, Conspiracy Chocolate, Sudima Hotels, Maximal Concepts, and Six Senses. Our 2024 episodes achieved 255 plays, and we look forward to producing more relevant content in the future.



GREEN Pursuits is available on [Apple Podcasts](#) and [Spotify](#).

**255**  
plays

**5**  
episodes

# GREEN Horizons Newsletter



Our monthly newsletters, disseminated through LinkedIn and direct emails, keep our 1,700 subscribers abreast of the latest sustainability trends, policy, and strategies transforming the hospitality industry in Hong Kong and the Asia-Pacific region, as well as GREEN Hospitality's upcoming events, training and programs for members to join. In addition to reporting on new or

changes to existing regulations impacting the hospitality industry, we also showcase innovative sustainability programmes and initiatives driven by our partners in the industry, the social impact space, and academia. Throughout 2024, we released seven issues of the GREEN Horizons newsletter to 900 subscribers on LinkedIn and monthly GREEN Updates via direct email to 800+ individuals. Subscribe to GREEN Horizons to stay informed on the latest happenings in sustainability in the hospitality industry, and to GREEN Updates (through our website) to get regular information of relevant activities and initiatives to participate in.

Subscribe to GREEN Horizons industry news on LinkedIn.  
Subscribe to GREEN Hospitality monthly newsletter.

over  
**1700**  
subscribers

## Translation of F&B Playbook

To help chefs, managers, and owners of F&B businesses improve the sustainability endeavours of their businesses, GREEN Hospitality produced the F&B Playbook in collaboration with TREEHOUSE in 2022. In 2024, we updated the previous version and added relevant information while we also translated the F&B Playbook into Chinese to make it accessible to more practitioners in the industry. The content of this book is packed with practical tips and tried-and-

tested solutions, and it serves as an instrumental guide for hospitality and F&B businesses to chart a pathway for reduced food waste and more efficient F&B operations.



# Media Engagement & External Representation

## Opinion Piece on Plastic Tableware Ban in TheMillSource

In the run-up to the disposable plastic tableware ban in Hong Kong on 22 April 2024, our Head of Thought Leadership, TC Li, reached out to multiple hospitality partners of GREEN Hospitality to gauge their readiness for the ban. In the opinion piece she penned for online media platform TheMillSource, TC highlighted GREEN Hospitality's essential work in training and educating the hospitality and F&B industry on waste reduction and management, including the 'Zero-waste to Landfill for the F&B Industry' project and 'Food Waste to Good Taste' project. The opinion piece also cited the sustainability journeys at different

hotels and restaurants and their respective keys to success and lessons learnt.

Separately, TC's opinion on the Hong Kong F&B industry's readiness for the disposable plastic tableware ban was sought and quoted in an article published in Eco-Business, an Asia-Pacific media and business intelligence organisation dedicated to sustainable development and ESG performance.

## Sharing Our Experience in Waste Reduction Practices in SME Restaurants at DBS Bank BusinessClass SME Sustainability Bootcamp

In April 2024, our Head of Thought Leadership, TC Li, shared insights from our "Zero Waste to Landfills for the F&B Industry" project at the DBS Bank BusinessClass SME Sustainability Bootcamp to kickstart the low-carbon journey for SMEs in Hong Kong. The Bootcamp aimed to help small- and medium-sized enterprises (SMEs) navigate the complexities of a low-carbon transformation in the competitive business landscape by offering resources and expertise from its partners.



# Keynote on Investing in Regenerative Food Systems for Resilient Destinations at the International Conference on Tourism Development and Investment in Sustainability at The Chinese University of Hong Kong

On 9-10 May, Lucia Loposova, our Executive Director, presented a keynote titled “Investing in Regenerative Food Systems for Resilient Destinations: Addressing Climate Change through Food while Improving Business Bottom Line”. Information in this session regarding food waste in the hospitality sector in Hong Kong was derived from the results of the food waste audits we conducted for our F&B partners, as well as our Food Waste to Good Taste project, and other academic data available on the topic. Through participation in this conference, we not only provided an overview of the problem but also showcased the potential

positive impact of intentional food waste reduction practices by hospitality and tourism businesses. We highlighted the opportunity for cost saving and evidence of a quick return on investment through the implementation of food waste reduction practices.



# Keynote on the Importance of Food Waste in the Hospitality Industry at the 2024 Waste Management Conference organised by the Hong Kong Polytechnic University

On 15 August, our Executive Director, Lucia Loposova, presented a case study of food waste in the hospitality sector at the two-day Waste Management Conference organised by the Polytechnic University of Hong Kong (PolyU). The presentation showcased the results from our work on food waste and the data for Hong Kong. In sharing our insights gained from hands-on work with our F&B partners tackling food waste on the ground, we provided an

overview of the problem and demonstrated the possibility of drastically reducing food waste and creating a lasting positive environmental as well as economic impact through effective solutions adopted by hospitality and tourism businesses.



# Tatler Magazine Feature on Food Waste to Good Taste Project

In August, we were featured in a [Tatler Magazine](#) article on food waste reduction in Hong Kong's F&B industry. Our [Food Waste to Good Taste](#) campaign, which we have been running in collaboration with the School of Biological Sciences of the

University of Hong Kong since 2022, was highlighted together with other hands-on efforts we have been pursuing to reduce food waste and change business practices through data-driven audits and training.

## Panels on Sustainable Gastronomy & Food Waste Reduction at Restaurant, Bar & Café Hong Kong (RBHK)

On 2-4 September 2024, our Executive Director, Lucia Loposova, moderated two panel discussions, as well as hosting a booth for GREEN Hospitality at RBHK - a leading exhibition and trade show in Hong Kong, receiving more than 9,000 visitors and 400 vendors from across the culinary experts, beverage masters, restaurant & bar owners. Panels, curated as part of the Natural & Organics Academy, featured leading chefs (East Hotel, SoHo House), bartenders (Socio Bar, Penicillin Bar), innovators (Breer, CHOMP, Breadline) and

civil society leaders (Feeding HK) working to combat food waste. From innovative cocktails to food rescue, there was an opportunity for a wider industry and those not yet engaged in sustainability to get inspired and connect.



## Future of Hospitality Seminar at FHA-HoReCa Singapore

On 23 October 2024, our Executive Director, Lucia Loposova, participated in the Food & Hotel Asia (FHA) Exhibition in Singapore organised by the InformaMarkets. The event was attended by close to 45,000 visitors from across 70 regions and more than 800 vendors from over 30 countries showcasing their solutions, including those for

sustainability. Lucia moderated and contributed to the discussion on upcoming trends, current policy developments and best practices in the hospitality industry alongside distinguished panellists from Accor Hotels, Greenview and The Lumiere Consultancy.



GREEN Hospitality | Impact Report 2024

# Advisory & Training Services

In addition to our programs, projects, and awareness campaigns, we actively support businesses in implementing sustainability practices and building capacity within their teams. Our comprehensive services range from concise, topic-focused workshops for leadership teams to training sessions for management and frontline staff. We also specialize in sustainability certification implementation, the development of tailored sustainability strategies, and conducting food waste or waste audits. These offerings are designed to guide our partners at every stage of their sustainability journey.

To date, we have collaborated with over 50 clients, expanding our reach across 8 countries and territories, including Hong Kong, Mainland China, Macau, the Philippines, Singapore, Malaysia, Australia, and New Orleans (Louisiana, US). Our team is committed to continuous learning, constantly evolving our knowledge, expertise, and solutions. Through innovative programs, training curricula, and other services, we strive to equip our diverse stakeholders with the most relevant and up-to-date insights on sustainable practices.

# Industry Trainings & Employee Engagement Workshops

Our training and employee engagement initiatives are rooted in the principles of experiential learning, designed to be both interactive and practical. These programs empower participants to take meaningful strides in sustainability long after the sessions conclude. Since our founding, we have successfully trained over 400 employees, transforming their mindsets and deepening their understanding of diverse sustainability topics. These outcomes are rigorously evaluated during and after our interventions. Below, we outline the training programs and experiences we offer to drive impactful change.

## Food Waste to Good Taste Training

**\*Available in English & Traditional Chinese**

A comprehensive training program dedicated to food waste reduction, this initiative combines theoretical knowledge, actionable strategies, and real-world case studies from hospitality businesses and innovative practices across Hong Kong, Asia, and beyond. Participants will delve into the full scope of F&B operations, spanning menu design, procurement, employee engagement, and customer involvement, enhanced through hands-on exercises and collaborative discussions with peers. This immersive experience equips attendees with the tools and insights needed to drive meaningful change in food waste management.

# 100%

of our participants would likely or very likely recommend this training to their peers

**“The training gave a comprehensive overview of the economic, social and environmental challenges and opportunities regarding food waste. The content was well-curated and researched, and the session provided a good forum to share and listen to ideas from other members of the hospitality industry.”**

Participant - Food Waste Reduction Training, Hong Kong





# Closing The Loop: Practical Steps Towards a Zero Waste Business Workshop

**\*Available in English & Traditional Chinese**

This waste reduction workshop equips hospitality businesses with the tools and strategies to transform their operations into environmentally and socially responsible enterprises. This immersive half-day program delivers a clear, actionable roadmap tailored to the hospitality industry, with a focus on critical areas such as solid waste, plastic waste, and food waste management. Participants will gain practical insights and solutions to drive meaningful progress toward a zero-waste future.

## 91%

of our participants  
planned post-training  
waste reduction  
initiatives

**“Very useful and practical tips on engaging with supply chain, training staff, and finding innovative solutions to reducing waste.”**

Hannah Chung - Senior Manager, Sustainability  
Melco Resorts & Entertainment

**“This workshop is suitable for everyone who is looking for waste reduction methods in the hospitality industry. From the overview of the existing condition of waste generation and handling in Hong Kong to the practical suggestions for front-line colleagues to implement for reducing waste, it is a well-designed and organised session for the participants to learn from each other.”**

Roger Choi - Assistant Sustainability Officer  
Great Eagle Group



# Realise Your Waterfootprint Workshop

\*Available in English & Traditional Chinese

This workshop introduces the concept of the Water Footprint to Hong Kong's hospitality industry and the broader community. It offers valuable insights into water sustainability, showcasing practical strategies to reduce water consumption and raising awareness of how daily usage, currently exceeding 230 litres per person in Hong Kong, impacts both local and global freshwater resources. The session is designed to deepen understanding of how everyday choices influence water conservation efforts within Hong Kong's hospitality sector and beyond, while equipping participants with actionable tips and resources to drive meaningful change.



## 285

staff have been trained on Water Footprint Concepts and water-wise initiatives

## 80%

of participating organizations committed to operational change to conserve water or promote water sustainability

## 78%

believed they gained significant knowledge about water sustainability

## 71%

agreed that they would change their daily consumption habits to better conserve water

## Organisations we worked with:



# Climate Fresk Workshop

**\*Available in English & Traditional Chinese**

Climate Fresk is an interactive workshop designed to raise awareness about climate change and its interconnected causes and effects. Participants collaborate to map out the science behind climate change, exploring topics such as greenhouse gases, energy consumption, biodiversity loss, and social impacts. Through engaging activities and group discussions, attendees develop a deeper understanding of the climate crisis and identify opportunities for action. Climate Fresk aims to inspire individuals and organizations to contribute to sustainable solutions and foster a collective sense of responsibility for protecting our planet. Our workshop also provides the most recent resources for hospitality practitioners around carbon footprint and climate action.

**“I really enjoyed the Climate Fresk workshop, since I was able to learn a lot of new things that I previously didn't know. I was also able to contextualise my previous knowledge regarding climate change. There was a lot of communication and teamwork between the participants, which helped me gain a better understanding of them and made me feel more connected.”**

Jiho Lee, 2024 Climate Fresk Participant



With the expertise and knowledge we have accumulated in (food) waste reduction and circularity, water conservation, responsible procurement, sustainability certification implementation, sustainability strategy development, and sustainable event production and communications, we are well-placed to offer our services to hospitality businesses that aspire to be industry leaders in sustainability.

**CONTACT US**

to learn more about our offerings, designed to help you enhance your company's sustainability endeavours, reputation, talent and community engagement.

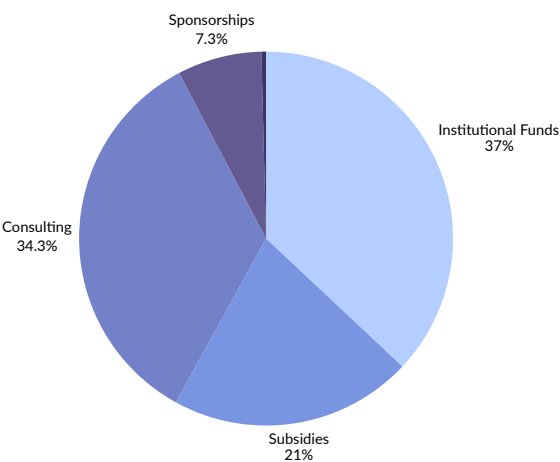


GREEN Hospitality | Impact Report 2024

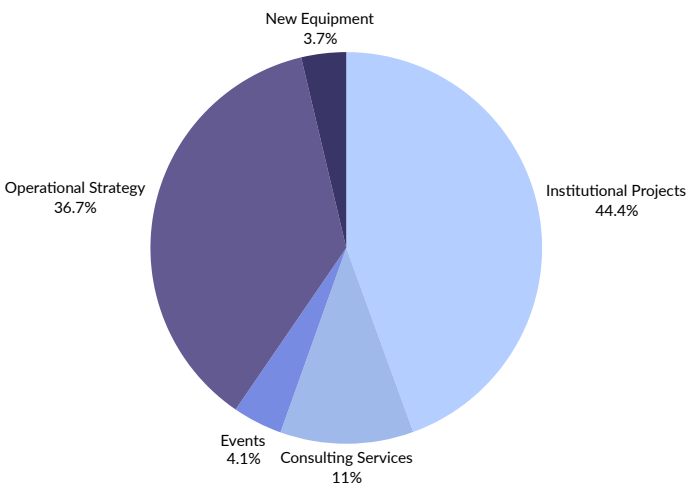
# Finance & Administration

# Finance & Administration

In 2024, GREEN Hospitality (Pangaia Solutions Ltd) delivered HKD 843,000 in revenue whilst spending HKD 625,000 in related expenses. This year, the relevance of advisory services has increased compared to the previous periods, underscoring the importance of these products and services to support the organisation’s administrative costs and programming.



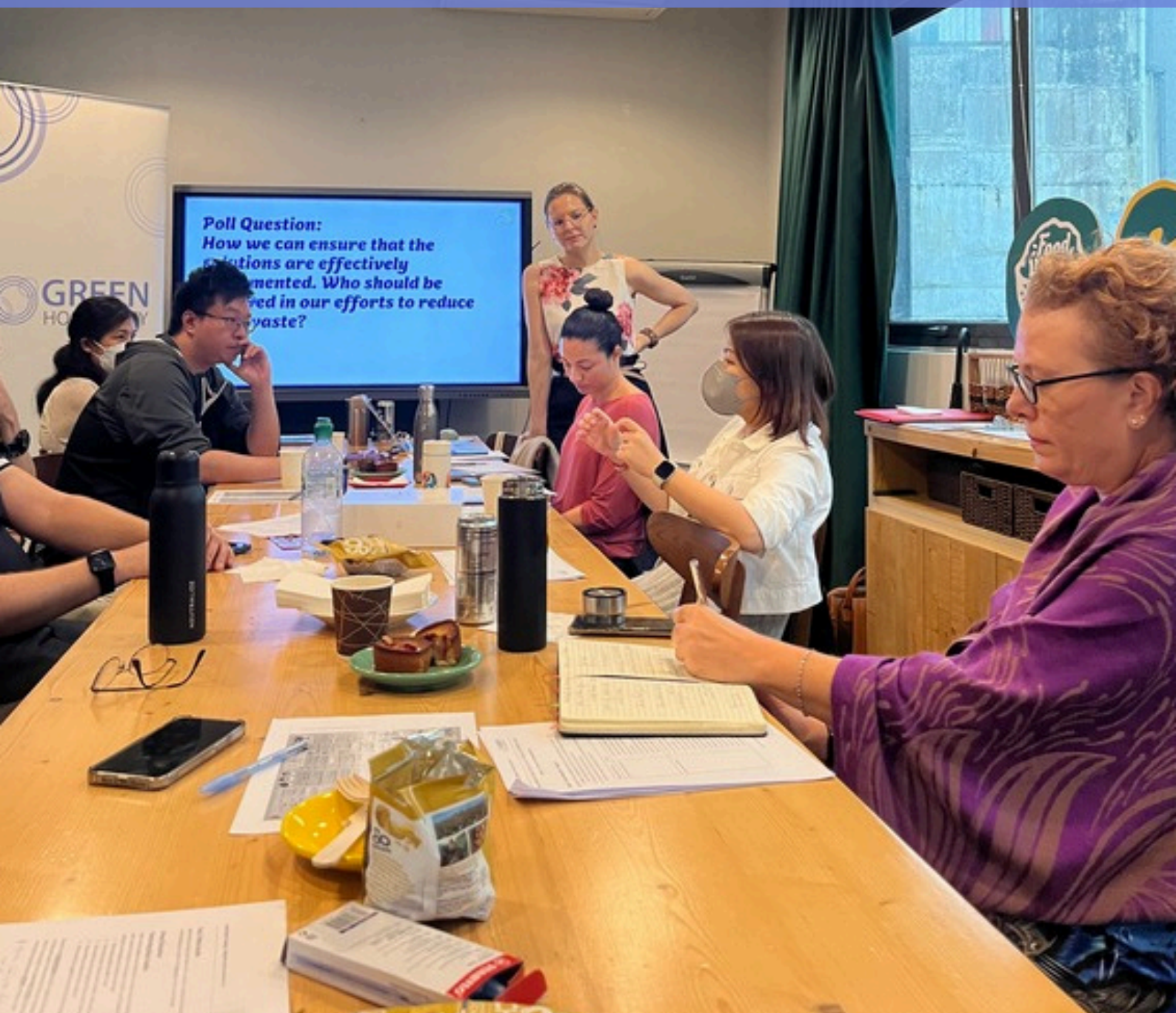
Nonetheless, the institutional funds continue to be important for the continuation of GREEN Hospitality’s work on programs such as Food Waste to Good Taste and capacity building initiatives through the HKU Knowledge Exchange fund and a grant conceded through a collaboration with a partner nonprofit, the Urban Conservancy.



Following a strategy used since its launch in 2021 of keeping the organisation’s structure lean and efficient, this year was no different, with most of the expenses originating directly from the execution of projects (institutional or advisory-related). Costs in salaries, fees, and stipends of full-time staff, consultants and interns, albeit represented under the Operational Structure on the graph, were also

partially covered by subsidies from different schemes, limiting the residual expenses under this category to software licenses, office rent, third-party service providers and legal and accounting charges. Benefitting from an uncommitted surplus on the accounts at the end of the calendar year, GREEN Hospitality was also able to set aside funds to acquire new and necessary equipment to improve quality and keep leveraging its communications and organisations’ projects and activities.

# Future Plans





# 3rd Iteration of 'Food Waste to Good Taste' Project: Integration of Nutritive Food Waste into the Community Cooking Practice

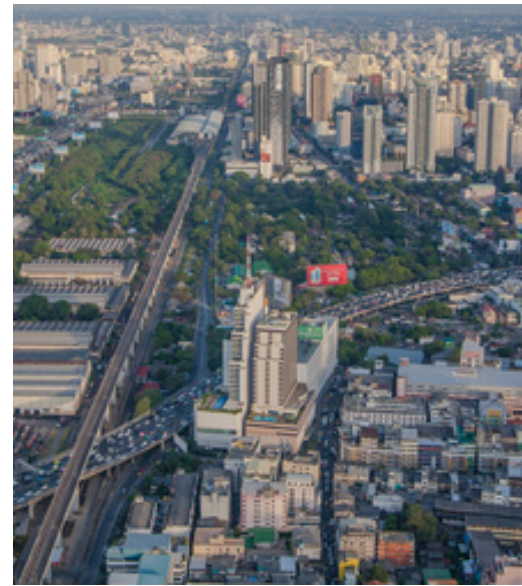
In our ongoing partnership with the School of Biological Science at The University of Hong Kong since January 2023, the third iteration of the 'Food Waste to Good Taste' project will raise awareness among restaurants and consumers about the impact of nutritious food waste and engage culinary professionals to create recipes for incorporating nutritive food waste in Asian cooking to add-nutritive-value to the dishes.

This will mark the final installation of the Food Waste to Good Taste project, which aims to:

- 1 Improve nutrient values of Asian dietary recipes using nutritive food waste through fortification and/or replacement of ingredients;
- 2 Partner with the F&B industry to redesign menus using nutritive food waste for added health benefits; and
- 3 Share nutrition facts and health benefits of the nutritive food waste with the F&B industry for better understanding of its benefits.

# Hong Kong & Greater Bay Area Sustainable Hospitality Roadmap

In 2025-2026, GREEN Hospitality will strengthen the Sustainable Hospitality Roadmap and establish a collaborative platform with the hospitality and tourism sectors of Hong Kong, Macau, and Guangdong to accelerate initiatives that reduce the industry's environmental, social, and governance (ESG) footprints. This effort aims to enhance the region's reputation as a sustainable tourist destination. By aligning with the Hong Kong government's plans to boost infrastructural connectivity with other core cities and reestablish Hong Kong as a global hub for finance, transportation, trade, aviation, technology, and innovation, we will drive forward impactful sustainability initiatives.



Building on the priorities identified in 2024, we will foster greater industry unity and launch pilot projects to test innovative approaches in areas such as textile waste and other forms of waste management. Additionally, we will enhance and expand our existing resource banks, ensuring they are continuously updated and made accessible to Roadmap members. We will also seek funding to broaden the reach of these resources, sharing them with a wider community to amplify their impact.

Our research efforts will focus on updating and expanding insights into the hospitality industry in Guangdong, with a particular emphasis on Shenzhen. Given its proximity to Hong Kong and Macau, Shenzhen presents significant opportunities for closer collaboration and knowledge exchange.

Furthermore, we will collaborate with our partners to form an alliance dedicated to leading and disseminating our sustainability efforts. This will involve building stronger relationships with key stakeholders, including the World Sustainable Hospitality Alliance, to drive collective progress and innovation in the sector.

# Resources and Toolkits

Visit our rich library of resources on waste management and reduction as well as real-life case studies to expedite your resource circularity journey!

## Waste Reduction Toolkits



## Case Studies and Industry Briefs



## Waste Reports



Visit [greenhospitality.io/research-insights](https://greenhospitality.io/research-insights) for more



# Stay Connected

There are many ways to stay connected with us at GREEN Hospitality and stay informed on the latest sustainability happenings and innovations in the sector. If you wish to stay in the know or be invited to participate in our events, workshops or programs, subscribe to our newsletter or follow your preferred social media channel. Join us in the movement to transform the hospitality sector into a catalyst for sustainability!

## Website

[bit.ly/GREEN\\_Website](https://bit.ly/GREEN_Website)

## Contact us

[hello@greenhospitality.io](mailto:hello@greenhospitality.io)

## Follow our socials



[bit.ly/GREEN\\_LinkedIn](https://bit.ly/GREEN_LinkedIn)



[bit.ly/GREEN\\_Instagram](https://bit.ly/GREEN_Instagram)



[bit.ly/GREEN\\_Facebook](https://bit.ly/GREEN_Facebook)



[bit.ly/GREEN\\_YouTube](https://bit.ly/GREEN_YouTube)

## Subscribe to our Newsletters

[bit.ly/GREEN\\_LinkedinNewsletter](https://bit.ly/GREEN_LinkedinNewsletter)

[bit.ly/GREEN\\_GeneralNewsletter](https://bit.ly/GREEN_GeneralNewsletter)

## Tune into our Podcast

[bit.ly/GREEN\\_Podcast](https://bit.ly/GREEN_Podcast)

## Become a Member

[membership@greenhospitality.io](mailto:membership@greenhospitality.io)

