



Serving and Sustaining Maui



Grand Wailea™

A WALDORF ASTORIA RESORT

Positive Impact Report
2021

Letter from JP

At Grand Wailea, we aspire to create authentic connections between our guests and our island home. This not only gives our guests the chance to have a meaningful vacation experience, but it also benefits Maui's 'āina (land) and the people who live here.

This approach reflects our broader commitment to responsible tourism, sustainability and the environment, our team members, and the broader community. Central to this approach is our combined commitment to cultural and environmental sustainability.

We offer a unique set of locally rooted experiences and cultural offerings that reflect our commitment to the way of life and traditions of our island home. Through the work of our cultural ambassador and the rest of our team, we are able to preserve and pass along important Hawaiian cultural elements while giving each guest a Maui experience not found anywhere else.

In addition to these guest-facing initiatives, we also play our part to conserve Maui's natural resources through resort-wide water-saving, solid waste reduction, and energy-saving measures. We source more than 90% of the produce and products for our restaurants from Hawaiian farms, recycle cooking oil and green waste, plant indigenous drought-resistant plants to save water, and operate our buildings in an energy-efficient manner. In addition, we make strategic green investments and target our philanthropic efforts to benefit our local communities and the people who live here.

Going forward, we intend to continue and expand our commitment to responsible tourism through our myriad initiatives and efforts. We hope to set a positive example among our peers, and to create a unique, immersive experience for our guests that transcends and redefines conventional luxury travel.



JP Oliver
Managing Director, Grand Wailea



The resort distributed more than 800 breakfast bentos and more than 100 custom-made face masks to team members, the Boys & Girls Clubs of Maui, homeless individuals, and first responders.



Team members also donated more than 600 pounds of produce to the Maui Food Bank and Feed My Sheep, a mobile food distribution program.



Grand Wailea provided personal care kits—each containing shampoo, conditioner, body wash, soap, a toothbrush and toothpaste, and a razor—to organizations such as Women Helping Women as well as to team members.



On Mother's Day, Grand Wailea gave more than 800 meal kits to team members so they could make a family meal at home. In addition, we gave a rose to every mom on our team.

Our Year at a Glance


Supporting Our Community


 **\$161,000** gifted to nonprofits in 2021

 **300** employees participated in volunteer efforts

Uplifting Local Businesses

 **More than 90%** of the produce and products for our restaurants are sourced from local farms

 **75 local vendors** supported by food and beverage and spa offerings

 **Over \$7 million** worth of goods like produce, paper, flowers and candy purchased from local businesses through Q2 of 2021

Protecting and Preserving Our Environment


 **More than a 38% reduction** in daily water usage compared with pre-pandemic levels


 **\$1 million invested** in water-saving measures

 **\$4 million invested** in energy-saving programs

 **6 million kilowatt-hours** of energy **saved** each month—enough to power about 12,000 homes on Maui each month

 **0 single-use plastic** water bottles on property

 **100%** of food and beverage establishments have switched to nonplastic packaging

 **45,000 pounds** of food waste diverted from landfills to Puna Farms to use as feed for their animals

 **Nearly 30 native plant species** growing on the grounds

“This is not only a resort. This is a place of connection. I can give guests a better sense of respect, understanding, and appreciation for where they are—in our islands.”

KALEI 'UWĒKO'OLANI, CULTURAL PROGRAMMING MANAGER AND LEADERSHIP EDUCATOR, GRAND WALEA

Encouraging Responsible Tourism

MĀLAMA HAWAI'I

Grand Wailea participates in the Hawai'i Tourism Authority's Mālama Hawai'i initiative, which invites guests to mālama (give back) through volunteer work in return for incentives. Through our Mālama Hawai'i program, our guests work together with the coastal preservation team from our NGO partner Hawai'i Land Trust in some of Maui's most treasured natural preserves, giving them the chance to give back to the community, learn about the traditional Native Hawaiian approach to land stewardship, and make a lasting impact on Maui through service. In return for their kōkua (help), we say mahalo (thank you) by giving volunteers a free sixth night of their stay.

HONORING NATIVE HAWAIIAN CULTURE

At Grand Wailea, we believe in the importance of creating a mutually beneficial relationship between our guests, our team members, and the local community here on Maui. One way we do this is through our cultural programming, which comprises a range of unique offerings developed and organized primarily by Kalei 'Uwēko'olani, Grand Wailea's Cultural Programming Manager and Leadership Educator.

Among these are monthly Hawaiian culture training sessions called Mahina Mana'o, during which Kalei shares a Hawaiian word each week with her colleagues to perpetuate the language. In addition, Kalei's popular weekly cultural tours for guests explore various sites around our resort, showcasing the relationship between culture and spirit, medicinal and traditional uses of foliage, traditions of Hawai'i, and the interconnectedness of the people to this 'āina. Kalei also leads guest workshops featuring various traditional Hawaiian crafts like lei-making and hū kukui (an ancient Hawaiian game made from candlenuts) using natural materials from our property grounds—only taking what we need.

Finally, we commemorate holidays like May Day and King Kamehameha Day with lei, hula, and other activities that are open to both guests and the public to bring people from all backgrounds together in the true spirit of aloha.



In December 2021, we partnered with Manaola Yap, a renowned Native Hawaiian fashion designer, to decorate and showcase a Royal Hawaiian Christmas tree in our lobby.

Supporting Our Community

At Grand Wailea, we prioritize the well-being of our local communities and the people who live here. To that end, we target our philanthropic efforts so they create and sustain thriving communities and natural environments throughout our island home of Maui. The Grand Wailea Foundation was established in 2019 with a lead gift of \$75,000 from the resort's owner, Blackstone. The foundation's mission is to support Maui nonprofits working to improve the lives of our keiki (children), promote Hawaiian culture, and preserve Maui's natural environment.

Over the last five years, working together with our foundation, Grand Wailea has contributed more than \$4.5 million in services, cash donations, and in-kind gifts benefiting the community, with 75% of these donations going to local organizations such as Boys & Girls Clubs of Maui, the Maui Voyaging Society, the Maui Food Bank, Hawai'i Land Trust, and the Maui Historical Society (in support of its Bailey House Museum). During 2021, \$161,000 was gifted to beneficiaries. Going forward, and especially in the wake of the COVID-19 pandemic, Grand Wailea will remain focused on uplifting Maui's local communities and 'āina for many years to come.



“The majority of people Maui Food Bank now serves have never had to ask for food assistance before. The Food Bank could not fulfill its mission to help the hungry without the support of community partnerships.”

**RICHARD YUST, EXECUTIVE DIRECTOR,
MAUI FOOD BANK.**

RESPONDING TO URGENT COMMUNITY NEEDS DURING THE PANDEMIC



During the holiday season in 2021, Grand Wailea team members cooked and distributed 115 meals to police officers and firefighters for Thanksgiving and Christmas.



Grand Wailea and The Ritz-Carlton Maui, Kapalua joined forces to donate \$100,000 to the Maui Food Bank in July 2020. The resorts also held drive-through food distribution events in South and West Maui, where employee volunteers organized and distributed approximately 2,000 care packages to community members.



Throughout the pandemic, Grand Wailea held numerous community service events providing fresh food, personal care kits, and hot meals to team members and the surrounding community.



Grand Wailea gave thanks to first responders from the Maui Police, Fire, EMS, and other state and local agencies.

Protecting and Preserving Our Environment

As part of our ongoing sustainability efforts, we make constant efforts to reduce our environmental impact. One of the ways we do this is by minimizing water usage at our resort in various ways.

Grand Wailea comprises 40 acres, 23 of which are landscaped grounds featuring about 600 different plant species. Under the expert leadership of Jim Heid, Grand Wailea's Landscaping Manager, we have been increasing the share of native and adapted plant species that require less water to thrive, creating more water-efficient landscapes.

Including our landscaping efforts, Grand Wailea has invested more than \$1 million in all water-saving

programs at the property. Our future plans include replacing selected natural turf lawns with artificial turf to reduce irrigation use, introducing additional native plant species, improving irrigation efficiency by converting to modern systems, installing low-flow plumbing fixtures in additional guest rooms, replacing aging water pipes, continuing to use the services of an external specialist to implement conservation efforts, and redesigning and renovating our pools and water features.

Our accomplishments in implementing a comprehensive water conservation plan speak for themselves: since Blackstone purchased the property in 2018, Grand Wailea has reduced daily water usage by 38%.



“Grand Wailea is deeply committed to preserving Maui’s precious natural resources, and we have made significant strides to implement a comprehensive water conservation plan that has reduced daily water usage. We look forward to building on this progress and achieving additional water savings by completing planned improvements to our aging water infrastructure.”

JP OLIVER, MANAGING DIRECTOR, GRAND WAILEA

Uplifting Local Businesses

As an integral part of the Maui community, we form part of a vital ecosystem comprising local businesses and the people they employ. As such, we place great value on growing and sustaining our local economy through the choices we make and the products we source.

This approach is reflected in our local farm-to-table efforts, which have resulted in Grand Wailea sourcing more than 90% of the produce and products for our restaurants from farmers and fishers on Maui and in Hawai'i, all of whom share our commitment to sustainable fishing practices.

Across our food and beverage outlets, retail outlets, and spa offerings, we source products from and support nearly 75 local vendors, featuring local brands like Maui Brewing Company, Paia Gelato, The Maui Cookie Lady, Kula Farms, Fresh Island Fish, and Valley Isle Seafood. Reflecting this local focus, as of the second quarter of 2021, Grand Wailea sourced more than \$7 million worth of goods like produce, paper, flowers, and candy from local businesses.

"Eating fresh local fish is special for Hawai'i's guests and essential to our island way of life. Tropic Fish Maui is committed to providing delicious, healthy and sustainable local fish with Grand Wailea's supported partnership. All local fish from Hawai'i are fully traceable from responsible fishermen who are well-managed and accountable to prevent overfishing and environmental impacts."

– TROPIC FISH MAUI



Grand Wailea is the largest financial contributor to the Wailea Community Association, a nonprofit that maintains all of the common spaces in Wailea, including parks and beaches, for the enjoyment of locals and visitors alike.



The sunscreen and related products featured in our stores or provided to guests at our pools are reef-safe to help protect Maui's water, marine life, and living coral reef.



Grand Wailea installed a 1.5-megawatt solar panel array to power our operations—one of several energy efficiency measures we have implemented across the resort.



Visit www.grandwailea.com/resort/sustainability to see our latest efforts to preserve and protect what's precious about Maui and her people.



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