



# CSR Strategy.

Quest Apartment Hotels' CSR activity can be defined under three key pillars.



At Quest, we are committed to the ongoing evolution of our products and services to reflect the values of guests and staff.

Quest Apartment Hotels acknowledges the Australian Aboriginal and Torres Strait Islander peoples as the first inhabitants and the traditional custodians of the lands where we live and work. We pay our respects to Elders past, present and emerging.



# Environmental action

The topic of Environmental Action calls us to consider how we can conduct business in an increasingly responsible manner to limit our impact on the world's natural resources and help safeguard the planet for future generations.

For Quest, Environmental Action encompasses property infrastructure and design, water consumption, carbon emissions, procurement and wastage, as well as ongoing education for guests, hotel staff and corporate office.

We believe it is our ethical obligation to take decisive environmental action, and to be able to look retrospectively on the decisions we make as a business today with pride in the years to come.

## QUEST GOALS BY THE END OF 2023

- Measure carbon emissions, water consumption and waste per occupied room at every Quest Apartment Hotel in Australia and set targets for reduction.
- Deliver education and support to 100% of the Quest franchise business network to encourage best environmental practice.
- Enhance our development standards for the construction of new Quest Apartment Hotels to be more environmentally innovative.
- Have 100% per cent uptake of solar and/ or green energy throughout the Quest business network.
- Migrate to paperless front office check-in at every Quest Apartment Hotel.
- Replace all single use amenities with bulk amenities at 100% of Quest Apartment Hotels globally.

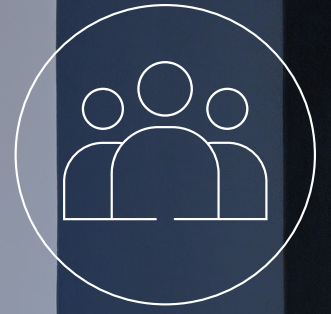
## ANZPAC PLASTICS PACT (ANZPAC)

In addition to the Environmental Action goals outlined, in June 2021, Quest signed on as a member of the ANZPAC Plastics Pact (ANZPAC).

ANZPAC is a collaborative solution which brings together key players across Australia, New Zealand and the Pacific Islands holding a shared vision for a circular economy for plastic, so it never becomes waste or pollution. Quest and fellow ANZPAC members will work together towards four ambitious and concrete 2025 regional plastics targets.

1. Eliminate unnecessary and problematic plastic packaging through redesign, innovation and alternative (reuse) delivery models.
2. 100% of plastic packaging to be reusable, recyclable or compostable packaging by 2025.
3. Increase plastic packaging collected and effectively recycled by at least 25% for each geography within the ANZPAC region.
4. Average of 25% recycled content in plastic packaging across the region.





# Diversity & inclusion

At Quest, we believe we are only truly successful when the people around us and communities we operate in are thriving too.

We embrace our duty as good corporate citizens and seek to strengthen the social and cultural fabric around us in through a range of local and corporate level initiatives.

## QUEST GOALS BY THE END OF 2023

- Improve the online Quest booking experience for people with accessibility requirements in alignment with the latest Web Content Accessibility Guidelines.
- Distribute all available accessible accommodation on the Quest Apartment Hotels website in Australia.
- Create brand-led accessible design standards to support guest requirements.
- Based on the findings of the independent diversity audit, establish strategies and goals for the improvement of Diversity & Inclusion across the Quest business.
- Audit pillars of diversity and inclusion across the Quest business network including the support and representation of Aboriginal and Torres Strait Islander people, accessible employment, gender parity, and cultural diversity.
- Provide an Acknowledgement of Country or Welcome to Country at the commencement of every Quest event or formal training activity.
- Attain Best Place to Work Top 10 recognition.
- Deliver conference and event programs with balanced representation across key pillars of diversity.
- Achieve at least 40% female representation in Quest's corporate leadership team by the end of 2022.



# Community involvement

At Quest, we believe we are only truly successful when the people around us and communities we operate in are thriving too.

We embrace our duty as good corporate citizens and seek to strengthen the social and cultural fabric around us in through a range of local and corporate level initiatives.

## QUEST GOALS BY THE END OF 2023

- Raise and/or donate more than \$450,000 by the end of 2023 for charities and community groups across the franchise business network and at corporate office.
- Have more than 60% per cent of Quest staff participate in QFAC initiatives by the end of 2023

*\*Donations include the value of room nights provided at reduced rate or free of charge*



## QUEST FOR A CAUSE

Quest Apartment Hotels are owned and operated by local people who are committed to making a meaningful contribution to their communities.

Quest for a Cause empowers our network of 140 properties nationally to work with local charities and groups, helping create brighter places to live, work and stay.

In 2021, Quest will rebrand and relaunch Quest for a Cause to drive greater understanding and involvement, improve program tracking and reporting and invite corporate office participation.



## HOUSING ALL AUSTRALIANS

In 2019, Quest partnered with Housing All Australians - a private sector body which aims to provide secure accommodation for vulnerable people, such as victims of family violence and those displaced due to sudden financial hardship.

Housing issues were exacerbated in 2020 due to the global pandemic, and Quest is proud to have played an important role in keeping communities and individuals safe.

To cater to the large need for accommodation, Housing All Australians is also establishing 'Pop-Up Shelters', turning dormant buildings into residences for people in need. This is not seen as a long-term solution, but rather an essential interim measure to get people off the streets and into secure environments. Quest is currently assisting HAA to furnish these spaces and make them feel like home.



## YOU CAN STAY – SONY FOUNDATION

Around one third of young people affected by cancer live in regional or rural areas and are typically diagnosed with rare cancers of the blood, brain, bone, and soft tissue requiring intense treatment in city hospitals.

To fill a gap in accommodation for teenagers and young adult cancer patients from regional areas, Sony Foundation Australia, the charity backed by the Sony group of companies, has partnered with Quest Apartment Hotels to establish charitable accommodation program 'You Can Stay'.

Available to cancer patients nationally aged 15 – 25 who live 100km or more from their treating hospital, You Can Stay is providing free accommodation at Quest Apartment Hotels for patients and their families.