

PLAZA PREMIUM GROUP

Plaza Premium Group Releases Inaugural Sustainability Report, Pledges Long-Term Commitment to Responsible Travel



HONG KONG, 23 October, 2025 — Plaza Premium Group (PPG), the global leader in integrated, 360° airport hospitality experiences and passenger service solutions, is pleased to announce the release of its first Sustainability Report, as part of the company's focus on promoting responsible and sustainable travel.

Inspired by the ethos of 'Together, we make travel better', the report details new milestones in sustainable growth, people empowerment, and operational excellence achieved over the past year, laying the foundation for annual sustainability disclosures going forward.

According to Mr. Song Hoi See, Founder and CEO of Plaza Premium Group, "Modern airports have transformed well beyond serving as mere transit points—today, they are vibrant destinations where travellers actively seek out enhanced experiences at every stage of their journey. Increasingly, sustainability is integral to every major decision: from the design of terminals and energy-efficient operations to robust waste and water management, addressing climate challenges, protecting biodiversity, and fostering meaningful social and community impact."

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“Embracing sustainable practices is now an absolute necessity for the future of our industry. Since our founding, our mission has been to make travel better for everyone, with sustainability at the heart of our business. This report marks a significant milestone and formalizes our commitment to driving continuous improvement and accountability in the airport hospitality industry.”

Advancing Accessible, Inclusive, and Sustainable Travel

In 2024, PPG became the International Air Transport Association (IATA)’s first global Strategic Partner in Accessibility and signed a memorandum with the International Board of Credentialing and Continuing Education Standards (IBCCES) to advance accessible travel standards and training worldwide.

“Our vision is to set new industry standards and contribute to a better future by championing sustainability, diversity, and social impact in everything we do. We aspire to progress our practices and performance each year, communicating successes and challenges openly,” stated Mei Mei Song, Chief Transformation Officer of PPG.

Highlights of 2024

The report chronicles several breakthrough achievements in environment, social, and governance (ESG) priorities:

- PPG introduced its five-pillar sustainability framework focused on People First, Responsible Business, Net-Zero Future, Social Impact, and Better Together, guiding the company’s sustainable strategy toward 2030.
- Female representation rose to 48% of the global workforce and 41% of senior leadership, reinforcing PPG’s focus on diversity, equity, inclusion, and belonging. A formal DEIB Statement was launched in 2024.
- Major strides in circular resource management including the rollout of Hydrotaps have been installed in most lounges, and in all newly opened locations
- Launched an initiative to reduce single-use plastics across lounges

Sustainable procurement criteria and a Supplier Code of Conduct were also implemented to boost ethical standards and local sourcing across the value chain.

Supporting the United Nations Sustainable Development Goals

As a signatory to the United Nations Global Compact (UNGC), the company is taking action to align its business practices with the Ten Principles of the UNGC on human rights, labour, environment and anti-corruption. The company has identified three Sustainable Development Goals (SDGs) which PPG is best positioned to contribute to and have an impact on through our business and sustainability priorities.

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These are:

- SDG 8: Decent Work and Economic Growth
- SDG 11: Sustainable Cities and Communities
- SDG 12: Responsible Consumption and Production

New initiatives in the pipeline

New initiatives continue apace in 2025, PPG launched the AI-Powered Food Waste Management by Winnow in Kuala Lumpur as part of Plaza Premium Group's broader ESG strategy to reduce food waste across its kitchen operations, aligning with the Group's goal of transforming travel hospitality through environmentally responsible practices. A Zero-Waste Masterclass at KLIA T2 was conducted with the company's chefs exploring further ways to minimise waste and enhance sustainability. PPG is in the process of preparing to roll out the initiative to key locations such as Hong Kong after the successful implementation in Kuala Lumpur this year.

In addition, the formation of the PPG Choir, an exciting global initiative to unite its diverse workforce through the universal language of music. The choir debuted in Hong Kong, followed by the Kuala Lumpur chapter. With 141 participating colleagues representing many nationalities, the choir is an extension of the company's values and ESG goals, including its commitment to enhance employee wellbeing, strengthen company culture, and foster unity across borders. Plans are underway to expand the choir across PPG's other global locations.

A Call for Collaboration

Plaza Premium Group invites all stakeholders—customers, partners, investors, and community members—to join its ongoing journey for better, more sustainable travel. Feedback and insights are welcomed and encouraged to help shape future initiatives, drive positive change, and deliver value for generations to come.

[**Download highlights of the report here**](#)

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About Plaza Premium Group

Plaza Premium Group (PPG) is the global leader in integrated airport hospitality and passenger service solutions, operating the largest network of airport lounges worldwide and offering a 360-degree airport hospitality experience with 14 brands under its portfolio, operating in 150 countries across 600 international and domestic airports and serving 24 million passengers annually. With a mission to Make Travel Better, the group introduced the world's first independent airport lounge concept in 1998.

Plaza Premium Lounge, Plaza Premium First - award-winning airport lounges, Aerotel - the world's largest airport transit hotel chain, Refreshhh by Aerotel, ALWAYS - airport

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passenger services, airport dining concepts, Smart Traveller - innovative digital experience and rewards platform, and One Travel Experience Ecosystem (OneTECO), the group is at the forefront of transforming airport experiences for the better through innovative and human-led solutions. PPG's commitment extends beyond its brands, as it also provides lounge management and hospitality solutions to leading airlines, alliances, and corporations worldwide.

Plaza Premium Group has over 100 accolades, demonstrating its exceptional achievements and commitment to service excellence. Notably, the group has received the prestigious "World's Best Independent Airport Lounge" award at the World Airline Awards by Skytrax for nine consecutive years from 2016 to 2025. With a team of over 6,000 dedicated professionals worldwide, and through a continuous pursuit of innovation and excellence, the group is experiencing exponential growth globally.

To learn more: <https://www.plazapremiumgroup.com>

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