

Serving and Sustaining our Island Home

POSITIVE IMPACT REPORT 2023



GRAND WAILEA

MAUI

A WALDORF ASTORIA RESORT

A Message From Grand Wailea's Managing Director

At Grand Wailea, A Waldorf Astoria Resort, we are dedicated to providing a restful retreat shaped by nature and inspired by Maui's culture and community. In 2023, we approached this mission with a renewed commitment to supporting and sustaining our island home.

I am proud to report that Grand Wailea made meaningful strides to operate more sustainably and conserve Maui's precious natural resources.

Reflecting our ongoing commitment to sustainable sourcing, we continued to support dozens of local businesses in 2023. We proudly partnered with local artisans, farmers, and advisors to create an immersive and authentic Maui experience from our newly renovated Kilolani Spa to our new oceanfront culinary destination, Olivine.

We also deepened our commitment to promoting and sharing Native Hawaiian culture through our Kilohana Cultural Resource Center, inviting more than 20,000 guests to participate in activities and educational experiences.

Please know that in 2024 and beyond, Grand Wailea remains committed to achieving a brighter and more sustainable future for Maui.

With warm aloha,



J.P. Oliver
Area Managing Director – Grand Wailea, A Waldorf Astoria
Resort & Hotel Del Coronado, Curio Collection by Hilton



Our Year At-A-Glance

SUPPORTING OUR COMMUNITY



More than \$165,000 donated to nonprofits in 2023.



\$5+ million in contributions to nonprofits from 2016-2023.

PRESERVING MAUI'S NATURAL RESOURCES



More than 50% reduction in average daily water usage since 2017 after implementing a comprehensive water conservation plan.



18.2% reduction in water use per occupied room year-over-year.



8% of total kilowatt-hours of energy used came from solar power.



25+ native plant species incorporated into landscaping.

LOCAL SOURCING



Over 80% of the produce and products for our restaurants are sourced from local farmers and suppliers.



70+ local vendors supplied products or services at the resort.

CELEBRATING NATIVE HAWAIIAN CULTURE



20,000+ guests reached through the Kiloohana Cultural Resource Center.

Supporting Maui

After the August 2023 Wildfires

The Grand Wailea team swiftly mobilized after wildfires devastated Lāhainā in August 2023, recognizing the critical need for support and our kuleana (responsibility) to the community. That is what drove our efforts to provide thousands of meals and supplies to survivors and raise funds to support immediate relief, recovery, and rebuilding efforts in West Maui.

RECOVERING AND REBUILDING TOGETHER

- **Nearly 10,000 meals** prepared for displaced residents and relief workers.
- **Nearly 1,500 room nights** for displaced residents and relief workers.
- **Over \$14,000 donated** to employees who were directly affected by the wildfires.
- **More than \$1.5 million** was contributed by Grand Wailea's owner, Blackstone, to impacted employees across Maui and local relief funds.
- **\$75,000 contributed** to local relief funds by Hilton Global Foundation, the charitable giving arm of Hilton properties like Grand Wailea.



GIVING BACK TO MAUI WILDFIRE RELIEF

Driven by a deeply personal commitment to their community, Grand Wailea team members led wildfire recovery efforts on the ground, donating essential supplies including hundreds of sleeping arrangements, thousands of hygiene supplies, laundry services and fresh linens to local shelters, and a full emergency kitchen for West Maui.

Grand Wailea's Executive Chef Ryan Urig, a longtime Lāhainā resident, was one of the leaders at the forefront of these efforts. Under Chef Urig's guidance, and in partnership with World Central Kitchen and chefs across the island, dozens of team members prepared, packed, and delivered nearly 10,000 meals to displaced

residents and relief workers. Grand Wailea became a vital hub for storing and preparing the fresh food donations that arrived in West Maui by the container load and played a pivotal role in providing nutritious meals to those affected by the wildfires.

Chef Urig expressed the profound impact of the devastation and the motivation to help, stating, "We're all in that survival mode, trying to make sure we can take care of everybody because that's what we do in Hawai'i."

Cultural Programming Manager Kalei 'Uwēko'olani, who provided cultural training to aid workers, also recognized how taking action to help others became second nature, saying "The world is seeing aloha at its finest right now. Aloha means we don't hesitate when somebody needs something; we act immediately."

In addition to supporting Grand Wailea's recovery efforts, Blackstone—the resort's owner—generously contributed over \$1.5 million to help ease the burden of residents and employees at its Maui properties and the entire community. The support from Blackstone's senior leaders, portfolio companies and employees, and charitable foundations provided \$3,000 in relocation and relief payments to every resident and employee at Grand Wailea, The Ritz-Carlton Maui, Kapalua, and Front Street Apartments who lost their homes, and \$500,000 in donations to Hawai'i Community Foundation and Maui Food Bank.

Looking ahead, Grand Wailea remains steadfast in its commitment to supporting ongoing recovery and efforts to rebuild after the wildfires.

"On behalf of Blackstone, our hearts are with every individual who was affected by the devastating Maui fires. We hope this support, coupled with our teams working tirelessly to provide shelter, food and other donations, will help ease the burden of residents and employees at our properties, and all those who call Maui home." – Kathleen McCarthy, global co-head of Blackstone Real Estate



Inspired by the generous contributions of its owners and managers, Grand Wailea initiated several community-driven projects – becoming the lead sponsor and host of the August 19 Wiwo'ole Maui Benefit Concert, featuring Maui's top musical talent coming together to raise funds for Hawai'i Community Foundation's Maui Strong Fund.

Celebrating Native Hawaiian Culture



At Grand Wailea, guests are invited to immerse themselves in the rich tapestry of Native Hawaiian culture through a diverse array of thoughtfully curated activities and experiences. From lū'au celebrations to 'ukulele classes, lei-making lessons, and insightful cultural tours, the resort offers an unparalleled opportunity to deepen visitors' understanding and appreciation of Hawai'i's heritage. Through these engaging experiences and educational initiatives,

Grand Wailea seeks to foster a profound connection to Maui, its people, and the spirit of aloha.

"Thank you for such an authentic cultural experience and spiritual discussion...My family and I were touched by the aloha of Maui and its people. We felt the immediate spiritual connection and the closest there is to Heaven on earth." – Annie Rago, resort guest



In 2023, Grand Wailea welcomed more than 20,000 visitors to Kilohana Cultural Resource Center. From hula classes to ‘ukulele lessons and lei-making workshops, the resort’s cultural offerings provide guests with immersive experiences that foster a deeper connection to Hawai‘i.

A CONVERSATION WITH KALEI ‘UWĒKO‘OLANI, CULTURAL PROGRAMMING MANAGER & LEADERSHIP EDUCATOR AT GRAND WAILEA

How does the Kilohana Cultural Resource Center transform the guest experience?

A: The Kilohana Cultural Resource Center enriches the guest experience by offering authentic cultural programming that fosters a deep connection to Maui’s heritage. Through engaging activities such as hula classes, ‘ukulele lessons, lei-making workshops, and the e ala e sunrise experience, guests are immersed in Hawaiian traditions and values, enhancing their understanding and appreciation of the island’s culture.

How has the center grown in the last year?

A: Over the past year, the Kilohana Cultural Resource Center has experienced remarkable growth, reaching more than 20,000 people through its diverse cultural programming. The center continues to evolve, expanding its existing offerings to introduce new initiatives like

the talk story series, which educates guests about the Hawaiian language. As one of the teachers for these programs, it is rewarding to provide guests with even more opportunities to engage with Native Hawaiian culture in meaningful ways.

Why is it important to offer the opportunity for guests to nurture this cultural connection?

A: Providing guests with this opportunity is essential for fostering a sense of place and respect for Maui. By participating in cultural experiences at the Kilohana Cultural Resource Center, guests not only gain insight into Hawaiian language, values, and traditions but also develop a profound appreciation for the local community and its rich heritage. This cultural immersion enhances the overall guest experience, creating meaningful memories and deepening their connection to the spirit of aloha.

In 2023, Grand Wailea marked a new milestone as renovations began on the new Kilolani Spa, designed in collaboration with Grand Wailea’s cultural team. In honor of the island’s deep cultural legacy, the spa’s name—Kilolani—was inspired by the stargazers of ancient Hawai‘i who looked to the skies to navigate their course. The concept centers on the Hawaiian moon calendar, with spa programming evolving in tandem with the 10-day moon period. The spa offers guests personalized treatments that feature native botanicals, and signature products handcrafted on Maui.





Sourcing Locally

Grand Wailea prioritizes sourcing over 80% of the produce and products for the resort's restaurants from local farmers and suppliers, fostering economic growth and uplifting local businesses. Partnering with more than 70 local vendors, Grand Wailea champions the diverse talents and offerings of Maui's artisans and entrepreneurs, enriching the guest experience with authentic, locally sourced goods and services. Through these initiatives, Grand Wailea strives to create a symbiotic relationship between our resort and the surrounding community.

"As one of the largest employers on Maui, we recognize that Grand Wailea plays an important role in promoting responsible tourism and supporting the local community. We are proud of the partnerships we've developed with Hawai'i-based artisans and entrepreneurs, and the authentic experiences we've fostered for visitors as a result." - J.P. Oliver, Managing Director at Grand Wailea, A Waldorf Astoria Resort.

EMPOWERING MAUI THROUGH LOCAL PARTNERSHIPS

In the heart of Maui, 'Ala Lani Bath & Body embodies the essence of luxury with a diverse range of artisanal spa products. Founded by Holly Engelmann over two decades ago, 'Ala Lani is committed to using organic, locally sourced ingredients to create body butters, massage oils, herbal scrubs, including those used at Grand Wailea's new Kilolani Spa.

As Grand Wailea's spa has transformed through the years, so have the signature spa treatments offered by 'Ala Lani. Their 'Awa (kava) deep tissue massage has become one of the most popular experiences among guests, featuring 'Awa-infused massage oil with ginger, lemon and lemongrass to boost immunity.

"When a visitor goes to any spa in Hawai'i, they want to really experience a Hawaiian treatment. That's why I

incorporate various Hawaiian herbs," said Engelmann.

Since partnering with Grand Wailea more than 20 years ago, Engelmann says she's watched her business grow, becoming a premier brand for relaxation within the hospitality industry. Through her collaboration with Kilolani Spa, she's facilitated valuable relationships that she says will lead to future growth.

"Partnering with Grand Wailea has really set a great groundwork for my business because I've made a lot of new connections," said Engelmann. "Building those relationships with spa directors and massage therapists has helped me expand my network."

By supporting local vendors like 'Ala Lani, Grand Wailea aims to contribute to Maui's small businesses and a flourishing island economy, generate employment opportunities, and promote products sustainably sourced from local farms.

"Supporting local is so important. It allows me to create jobs on my own team and continue doing business with other local vendors," said Engelmann. "It's a snowball effect. We all help each other out."

Holly Engelmann is a licensed massage therapist and esthetician who moved to Maui in 1999 and launched her business, 'Ala Lani, in 2002. She uses a variety of Hawai'i-grown organic ingredients to create bath, body, and aromatherapy products and customize treatments used in Grand Wailea's Kilolani Spa.



In June, Grand Wailea celebrated the opening of Olivine, an oceanfront dining experience that fuses local Hawaiian ingredients with authentic Italian flavors. From locally sourced seafood and produce to herbs from Grand Wailea's own garden, each of Olivine's culinary creations embodies the resort's farm-to-table commitment.





GRAND WAILEA

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A WALDORF ASTORIA RESORT

PLEASE VISIT US ONLINE
TO LEARN MORE ABOUT THE
PEOPLE, STORIES, AND EVENTS THAT
ENRICH AND ENLIVEN OUR RESORT
AND OUR LOCAL COMMUNITY.

