

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



Pandemic Support to Single Parents



Food Donation



Great Eagle Music Children Ensemble



Musica del Cuore

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

It is the Group's vision to achieve Sustainable Growth. At Great Eagle, sustainability is a concept whereby we would integrate environmental and social concerns in our business operations. We are committed to pursuing this business approach by embracing opportunities and managing risks derived from economic, environmental and social developments, and making informed decisions by engaging with our stakeholders.

Our commitment to this concept is steadfast as we believe that sustainability could:

- create long-term value for our stakeholders; and
- improve the quality of life in our workplace, the local community as well as the world at large.

The above belief is harnessed into our sustainability vision - "Create Value, Improve Quality of Life".

Reporting Approach & Boundary

This Environmental, Social and Governance ("ESG") Report ("the Report") is prepared in accordance with the HKEX's ESG Reporting Guide and satisfies the "comply or explain" provisions of it. The Report follows the four Reporting Principles, namely Materiality, Quantitative, Balance and Consistency as stipulated in the ESG Reporting Guide.

The Report is structured according to the ESG subject areas of the ESG Reporting Guide:

- Environmental
- Social
 - o Employment and Labour Practices
 - o Operating Practices
 - o Community

In addition to reporting on these ESG subject areas, we have documented on how we govern and make decision in pursuit of our sustainability targets in "Sustainability Governance & Management" section. Selected key performance indicators are supplemented to illustrate our sustainability performance.

The reporting boundary of this Report covers the Group's major businesses and principle subsidiaries in development, investment and management of hotels and properties in Asia, North America, Australasia and Europe. It particularly focuses on our corporate office, owned hotels and major owned and/or managed properties. The Group determines the reporting boundary based on financial significance and

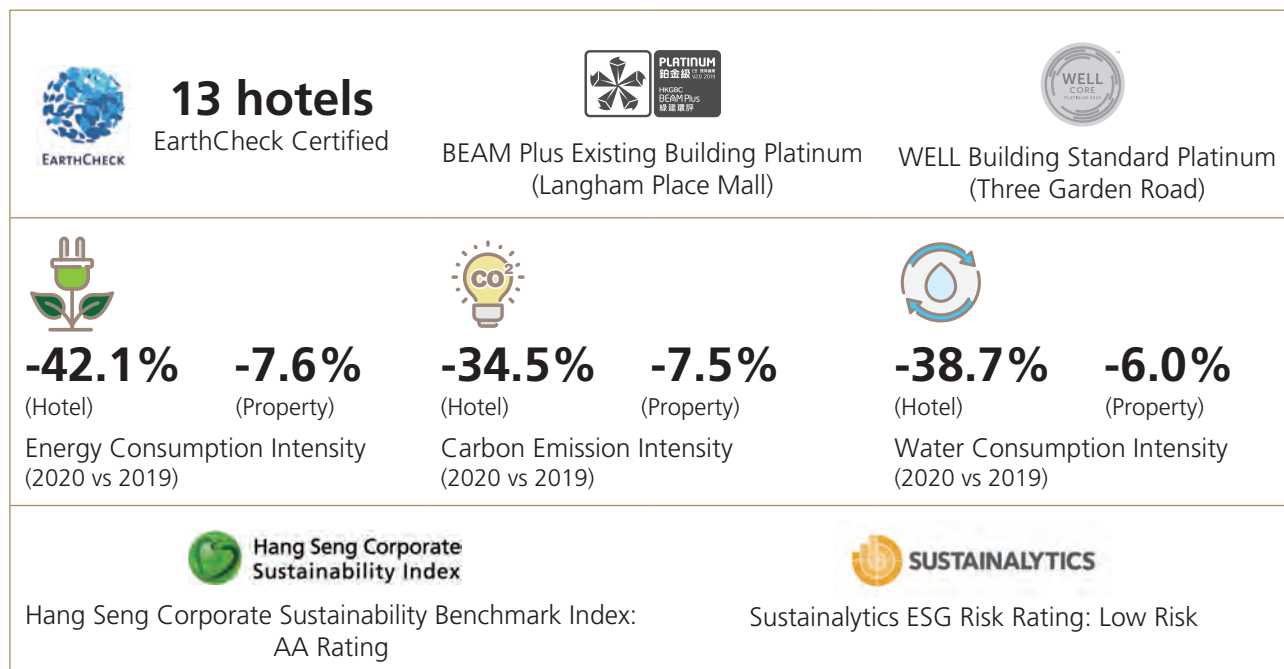
operational influence of our business, and regularly reviews it by considering factors such as revenue contribution, management ownership, operating status, and sustainability impacts in order to ensure the material issues of the Group's portfolio are covered.

Our Hotel Division, Langham Hospitality Group, annually issues their sustainability report which reviews their current systems and performance as well as sets out their environmental and social objectives for the coming years.

Our sustainability commitment extends to support the UN Global Compact which encourages business worldwide to adopt sustainability policies. It also drives business awareness and action in support of achieving the Sustainable Development Goals (SDGs) by 2030. Based on our business focus, we have identified the relevant SDGs that we believe are most closely related to us. They are:

SDGs	Cross reference in this report
 3 GOOD HEALTH AND WELL-BEING	Good Health & Well-Being <ul style="list-style-type: none"> • Health & Safety • Work-life Balance • Community Engagement
 4 QUALITY EDUCATION	Quality Education <ul style="list-style-type: none"> • Community Investment Policy • Community Engagement
 5 GENDER EQUALITY	Gender Equality <ul style="list-style-type: none"> • Employment
 6 CLEAN WATER AND SANITATION	Clean Water & Sanitation <ul style="list-style-type: none"> • Environmental Policy and Impact Assessment • Environmental Measures • Community Engagement
 8 DECENT WORK AND ECONOMIC GROWTH	Decent Work & Economic Growth <ul style="list-style-type: none"> • Employment • Development and Training • Superior Quality Services
 11 SUSTAINABLE CITIES AND COMMUNITIES	Sustainable Cities & Communities <ul style="list-style-type: none"> • Environmental Policy and Impact Assessment • Environmental Measures
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Responsible Consumption & Production <ul style="list-style-type: none"> • Anti-corruption and Supply Chain Management • Environmental Policy and Impact Assessment • Environmental Measures
 13 CLIMATE ACTION	Climate Action <ul style="list-style-type: none"> • Environmental Policy and Impact Assessment • Environmental Measures

Performance Highlights



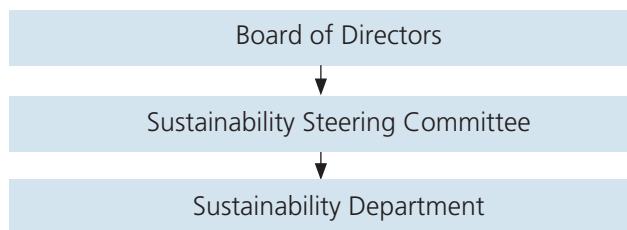
SUSTAINABILITY GOVERNANCE & MANAGEMENT

Sustainability Governance

Supporting our sustainability vision is a robust sustainability governance and management framework which encompasses the following elements:

- The Board of Directors: the Board oversees the broader sustainability trends and is devoted to lead the Group’s sustainability direction. ESG strategy, planning and reporting are regularly put into the agenda of the Board meetings for discussion. The Board is also responsible for evaluating and determining the Group’s ESG-related risk and ensuring that appropriate and effective ESG risk management and internal control systems are in place (please see “ESG Risk Management” for details);
- Sustainability Steering Committee: the Committee is responsible for enabling the Group to take responsibility for our sustainability impacts and integrate sustainability into every facet of the Group’s operations. The Committee is chaired by the Board Executive Director and comprises management from key areas of the Group, serving as a senior level working group for determining and monitoring the Group’s material ESG issues and strategy implementation (“Terms of Reference of the Committee” is posted on the corporate website); and
- Sustainability Department: the Department is responsible for day-to-day sustainability-related matters within the Group. It periodically engages internal and external stakeholders in order to understand their expectations such that material ESG issues to the Group could be identified. It integrates the Group’s ESG strategy into our business and operations as well as embedding a sustainability culture across all functions.

Sustainability Governance



Management Approach

In order to manage our sustainability impacts from operations and integrate sustainability throughout the Group, we put in place a well-established framework of ESG-related policies and procedures:

- The Group Sustainability Policy: the Committee has formulated Group Sustainability Policy which provides a robust framework and direction for the Group to implement sustainability and embed sustainability into our organisational culture (the Policy is posted on the corporate website); and
- ESG Framework: a set of policies and procedures are in place to guide the Group to achieve planned ESG outcomes. The framework includes policies and procedures such as Environmental Policy, Employee Handbook, Equal Opportunity Policy as well as Code of Conduct.

Corporate Governance

The Group is committed to maintaining and developing a high standard of corporate governance practices that are designed to enhance company image, boost shareholders’ confidence, and reduce the risk of fraudulent practices and ultimately serve the long-term interests of shareholders. The Board from time to time monitors and reviews the Group’s corporate governance practices according to the regulatory requirements and the needs to underpin engrained value of integrity and accountability.

We have in place a set of governance policies and procedures which constitute to the core elements of the governance framework of the Group. They include Reporting and Monitoring Policy on Connected Transactions, Whistleblowing Policy, and Social Media Policy, among others.

For more information on our corporate governance performance, please refer to the separate Corporate Governance Report contained in this Annual Report.

ESG Risk Management

The Audit Committee and the Group’s Internal Audit Department support the Board to conduct annual reviews on the effectiveness of the Group’s risk management and internal control systems. One of the measures to ensure appropriate and effective risk management and internal control is through Risk Management Self-Assessment (RMSA) and Internal Control Self-Assessment (ICSA). Internal Audit Department takes the lead to coordinate with the major business entities of the Group to conduct RMSA and ICSA annually in order to evaluate possible risks including business, financial, operations as well as ESG-related risks. Through RMSA and ICSA, Sustainability Department regularly assesses the ESG risks arising from material ESG issues and provides the assessment results along with mitigating measures to Internal Audit Department for their further risk evaluation.

Stakeholder Engagement

To understand stakeholders’ expectations and identify material ESG issues, the Group needs to consider views from both internal and external stakeholders. We engage our key stakeholders periodically in order to identify the important ESG issues and prioritise the materiality level of them. In the recent engagement, we commissioned an independent consultant to provide an impartial assessment with the Group’s key stakeholders. The following table shows the key stakeholders engaged and the respective engagement methods:

Stakeholder	Engagement Method
Employees	Focus Group
Tenants	
Suppliers	Phone Interview
Investors	
Media	

Materiality Assessment & ESG Strategy

We identified the Group’s material ESG issues by listening to our key stakeholders through the recent stakeholder engagement. Stakeholders were asked to rate a list of ESG issues in terms of the relevance and importance to the Group’s sustainability development and the aspects as laid down in HKEX’s ESG Reporting Guide. We could then conduct a materiality

assessment which defines the level of materiality by considering “Stakeholder Interest” as rated by the stakeholders and “Potential Impact to Business” as evaluated internally. A strategy was formulated to enable the Group to focus all of the efforts, setting up targets to manage the material ESG issues as determined from the assessment.

The materiality assessment matrix, the top three material ESG issues and related targets are presented as follow:



Environmental

- A Climate change
- B Waste management
- C Use of energy and water

Social

Employment & Labour Practices

- D Anti-discrimination
- E Diverse workforce
- F Employee satisfaction
- G Health and safety at work
- H Training and development

Operating Practices




- I Supply chain influence
- J Anti-corruption
- K Customer satisfaction

Community

- L Project sponsorship
- M Staff volunteering
- N Communication

Top Three Material ESG Issues	Targets
 Employee Satisfaction	<ul style="list-style-type: none"> • Review to enhance staff benefits • Organize sustainability activities, interest classes, sports clubs and recreational events
 Health & Safety at Work	<ul style="list-style-type: none"> • Launch health & safety campaign such as wellness and exercise month • Promulgate the importance of physical and mental wellness and share healthy tips in workplace • Prevent spread of coronavirus in workplace
 Communication	<ul style="list-style-type: none"> • Communicate with colleagues through social media platforms • Timely update media of the Group’s sustainability news

Along with the top three material ESG issues as determined in the recent materiality assessment, the Group continued to manage three other ESG issues which were identified as material in the previous materiality assessments. They are “Environmental Protection”, “Supply Chain Influence” and “Community Involvement”:

Previous Material ESG Issues	Targets
 <p>Environmental Protection</p>	<ul style="list-style-type: none"> Maintain EarthCheck Certification for hotels and implement green practices Obtain green building rating schemes for new and existing properties Maintain ISO 14001 Environmental Management System for existing properties and implement green practices Launch “Climate Change Project” to concert the Group’s efforts to mitigate and adapt climate change impacts
 <p>Supply Chain Influence</p>	<ul style="list-style-type: none"> Communicate Supplier Code of Conduct to suppliers Request suppliers to fill in Supplier Code of Conduct Checklist
 <p>Community Involvement</p>	<ul style="list-style-type: none"> Based on the three Thematic Sponsorship themes, partner with NGOs to design deserving projects Organise meaningful volunteering activities for colleagues to contribute to the community

The achievement of the above targets is reported in the respective sections of this Report.

A new round of stakeholder engagement and materiality assessment is undergoing. The results would enable the Group to formulate a new corporate sustainability strategy which would develop a 2030 sustainability roadmap, setting out a clear pathway for the Group towards our vision of sustainable growth. New emerging ESG issues such as the global COVID-19 pandemic crisis and worsening climate change would definitely constitute the new corporate sustainability strategy.

Sustainability Culture

To achieve our sustainability vision, we believe nurturing a sustainability culture in the Group is a crucial factor. To this end:

- we convey sustainability to colleagues in a friendly and funny way by designing a sustainability logo and a set of icons which represent our sustainability commitments in human rights, labour practices, the environment and operating practices, among others;
- to communicate our latest sustainability news to industry peers, the Group has established a LinkedIn page to post up-to-date news feed on our sustainability activities. Colleagues could keep abreast of the Group’s sustainability activities by reading the Group’s newsletter “Eagle Express” which is issued quarterly. Media is also timely updated when we organize sustainability-related events;
- CONNECT is the corporate sustainability programme of our Hotel Division. The Programme is composed of four focus areas namely “Environment”, “Community”, “Colleagues” and “Governance”. They shape the balanced thinking and actions to bring the Division to become a sustainable company; and
- the Division annually organises the Global CONNECT Events that are related to the focus areas. All of the hotels are required to participate in the selected events for the purpose of strengthening the group-wide “CONNECT” power. The Division believes it is important to ensure colleagues embrace sustainability not only in their daily work, but also as part of their lifestyle.



Sustainability Logo

ENVIRONMENTAL

The Group strives to establish excellence in environmental responsibility. Backed by our devoted teams, we promote diversified green initiatives in our properties and develop green buildings in order to protect the environment and mitigate climate change.

Environmental Policy and Significant Impact

The Group's Environmental Policy demonstrates our commitment to sustainable development and responsible environmental stewardship (the Policy is posted on the company website). Under the Policy, we are committed to complying with all related environmental legislations and keeping the environmental footprint of our operations to a minimum. In addition, we pledge to identify and minimise our significant impacts on the environment and nature, identify and mitigate climate-related issues to us and continuously improve the environmental performance of our operations. The Policy also lays down a framework for each division to establish their own environmental policy.

To systematically minimise our significant impacts, our major subsidiaries have established their environmental management systems (e.g. ISO14001). The systems enable them to identify all significant impacts arising from their operations and determine measures to mitigate the adverse impacts. Through the assessments, the divisions have identified "energy consumption", "carbon emission" and "water consumption" as our significant impacts which require managing actions across the Group.

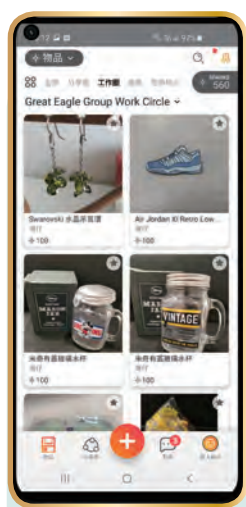
Our major operations consume mainly energy and water which are natural resources that should be used prudently. Carbon emissions from our properties intensify climate change that requires our close attention to mitigate and formulate a resilience plan. As such, we collect data for these three aspects in order to monitor the performance of our managing actions. We also manage these aspects by fully complying with relevant environmental laws and regulations related to the significant impacts including GHG Protocol Corporate Accounting & Reporting Standard, Building Energy Code and Building Energy Efficiency Ordinance of Hong Kong and other local carbon emission reduction guidance, building

energy and water efficiency regulations in overseas business. We did not receive any environmental fines and penalties during the year. Regarding issue in sourcing water that is fit for purpose, our fresh water is primarily sourced and discharged via the local municipal water facilities as our properties are mainly located in urban or suburban areas. To step up our efforts in tackling climate change, we are conducting a "Climate Change Strategy" which would enable us to devise a long-term strategy to mitigate and adapt climate change and the results would be reported in the next ESG Report.

Green Champion Working Group

To cultivate a green culture within the Group, we have established the Green Champion Working Group which is formed by the nominated Green Champions from each division. The Working Group meets regularly throughout the year to design green campaigns in order to raise colleagues' green awareness. It also acts as a platform for the Green Champions to share and learn green practices among each other. The following green campaigns were launched in the year:

- Me2You Mobile App: we utilised new technology to reduce waste and reuse resources by promoting this new mobile app to colleagues to use. The mobile app is a resource sharing platform that encourages users to share idle items and receive points ("Sparks") in return for redeeming others' items;
- Red Packet Reuse & Recycle: Hong Kong people dole out around 320 million red packets during Lunar New Year. The amount of paper used to make this huge number of red packets – most of which end up in the landfills – is astonishing. To reduce this environmental impact, we supported Greeners Action to collect used red packets from colleagues and tenants for reuse and recycle; and
- Mooncake Collection: to share the festive joy and love with the needy in the community, we collected surplus mooncakes from colleagues and tenants. All collected mooncakes were donated to Food Co. which would redistribute them to their service users.



Me2You
Mobile App

- retrofits LED light and upgrades HVAC systems to improve electricity efficiency;
- installs water saving fixtures in guest rooms, public toilets and kitchens across the hotels and raises colleagues' awareness on water conversation;
- holds "lights out" campaign in support of the Earth Hour movement; and
- offers sustainable seafood and meatless dishes at our restaurants as well as colleague cafeterias to promote healthy green diet during "Loving Earth Month".

Environmental Measures

Our Hotel Division has been stipulating the direction with a mandatory key performance indicator for all our hotels – to achieve EarthCheck certification. EarthCheck is the leading international sustainability benchmarking and certification service for the travel and tourism industry. The EarthCheck standards align with international frameworks such as the International Organisation for Standardisation (ISO), Global Reporting Initiatives (GRI) and industry practices such as the Global Sustainable Tourism Criteria (GSTC). Our hotels are regularly assessed and verified by independent third party auditors to drive continuous improvement in sustainable operations.

In 2020, five hotels obtained their EarthCheck Platinum Certification as their sustainability efforts have been recognised for at least ten years. Three hotels also received Gold Certified status, four hotels with Silver Certified, and one hotel with Bronze Benchmarked.

In order to reduce energy consumption, carbon emission and water consumption, the Division has been implementing the following green practices:

- attains LEED Gold Certification for both Eaton DC and Eaton HK;
- optimises operational efficiency of plants and equipment and upgrades systems under major refurbishment;



Earth Hour

Engaging our hotel guests is vital for moving environmental protection forward. As such, the Division launched some exciting green campaigns and measures this year:

- held "1.5°C Lifestyle Challenge" for colleagues to develop daily low-carbon living habits such as low carbon diet;
- The Langham formed a partnership with one of the world's leading travel and lifestyle brands, TUMI. With both brands' collective focus on sustainability, The Langham and TUMI kicked start the collaboration with the "Celebrate The Perfect Journey" staycation package in Greater China. The package featured the Pre-Launched First-Ever Recycled Hardside Suitcase which was made with plastic bottles. A dedicated pink TUMI accents kit is also curated exclusively for the partnership;

- to celebrate Cordis' fifth Anniversary, Cordis, Shanghai launched "The Colours of Travel" exhibition in Shanghai. The hotel partnered with the renowned Chinese singer Huang Yali and students at Donghua University, an internationally acclaimed fashion and design innovation institution in Shanghai, joining forces to create sustainable art by upcycling hotel's waste; and
- to allow customers to make good use of mooncake boxes, Eaton HK created a custom-crafted bamboo steamer to replace metal mooncake boxes which usually go to

the landfill after the Mid-Autumn Festival. The idea was from Hong Kong's traditional yum cha when dim sum is cooked with bamboo steamers. Customers could reuse the steamer instead of disposing it to the landfill.

Climate crisis is the biggest global challenge in the current century. The Division is committed to going beyond simply cutting their emissions. They are setting targets to minimise their direct and indirect carbon emissions which are in line with the Paris Agreement to help the planet stay below the 1.5 °C global warming limit. They aim to become Climate Net Zero hotel operators eventually.



Recycled Hardside Suitcase



Custom-crafted Bamboo Steamer



"The Colours of Travel" Exhibition

Case Study – Sustainable Christmas Tree Competition

“Sustainable Christmas Tree Competition”, a colleagues and guests engagement campaign, was the finale of the Hotel Division’s annual Global CONNECT Events this year. To upcycle hotels’ waste, each hotel designed and built Christmas trees using recycled/waste materials collected from the hotels in the competition. Colleagues and guests were invited to vote for the “Most Popular Tree” whilst our Executive Committee members selected the “Most Innovative Trees” based on their eco-friendliness, innovation and presentation.



Empty Jam Jar



Waste Metal Coat Hanger



Abandoned Plastic Straws

Our Property Management Division also strives to mitigate their significant environmental impacts as well as improving their environmental performance. As such, the Division has:

- attained the highest rating – Final Platinum under BEAM Plus EB V2.0 Comprehensive Scheme for Langham Place Mall;
- implemented ISO 14001 Environmental Management System Standard at the properties they manage;
- retrofitted conventional lights to LED lights at common areas;
- equipped comprehensive ventilation and air conditioning systems with climate sensors to reduce energy wastage for low occupancy;
- through retro-commissioning, carried out constant optimization on chiller plants by applying automatic control logic of pressure reset and temperature reset systems. Manual



Retrofit of Conventional Lights to LED Lights



Electronically Commutated (EC) Plug Fan

control of chiller plants is also transformed into automation system;

- installed Electronically Commutated (EC) plug fan when retrofitting air handling unit;
- installed solar panels at rooftop;
- installed vertical gardens and eco farms at rooftop;
- placed recycling stations in shopping mall and office buildings;
- installed automatic low flow water faucet for wash basin; and
- drawn underground water for irrigation.

- formulated a Green Purchasing Policy for colleagues, tenants, contractors and suppliers as a reference for making green purchasing decisions.

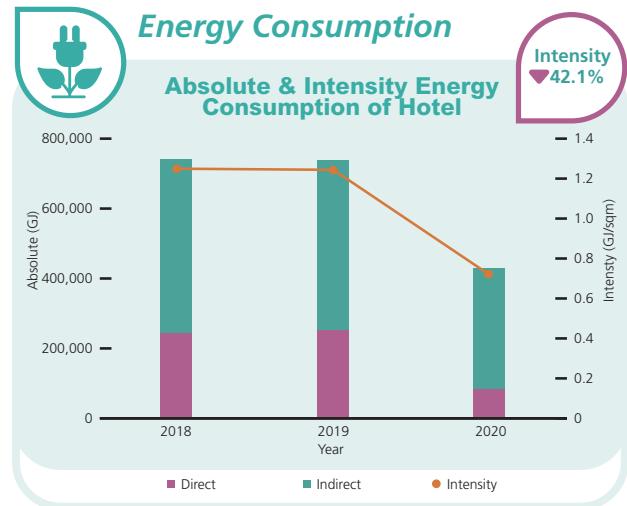
To tackle climate change, the Division is working on a mitigation plan to address physical and transitional risks which include increased occurrence of super typhoon, tightened regulatory requirements on carbon emissions reduction and disclosures. Climate Resilience Policy and mitigation plan would be established to enhance business resilience.

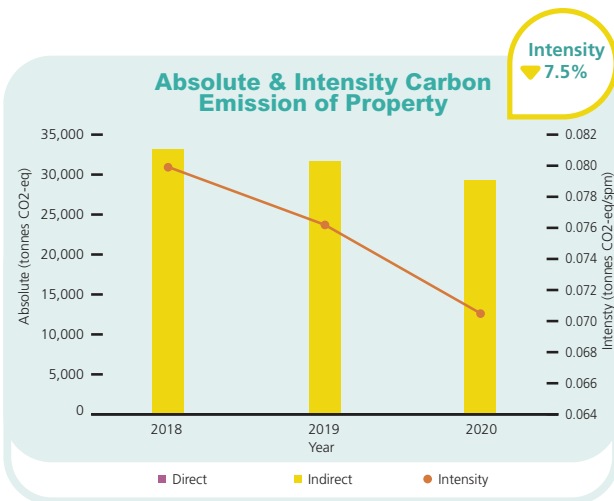
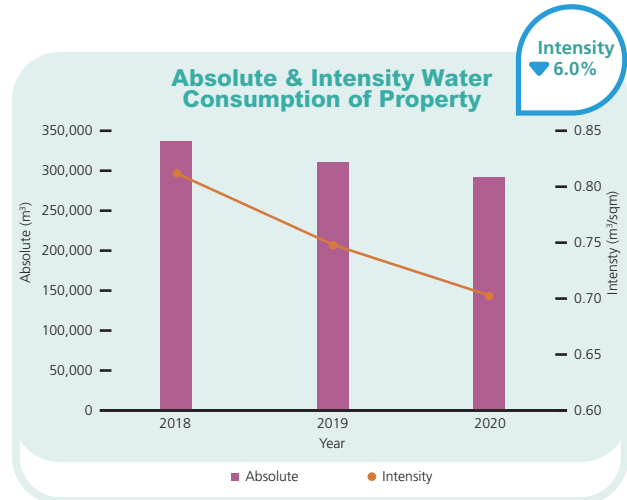
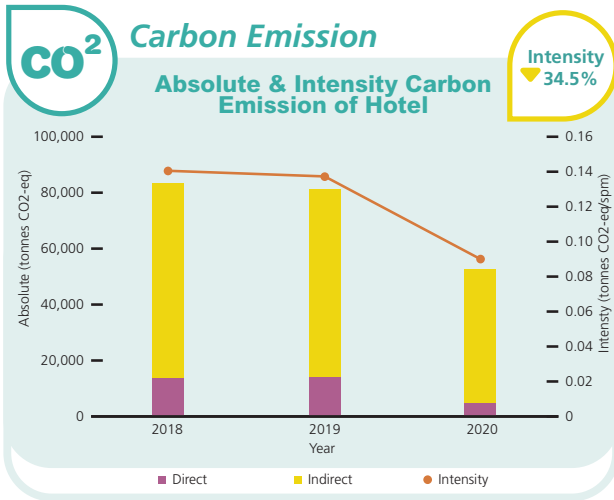


Solar Panels at Rooftop

To protect the environment, Property Management Division understands that it cannot be done solely by themselves and must seek partnership with the tenants. In view of this, the Division has:

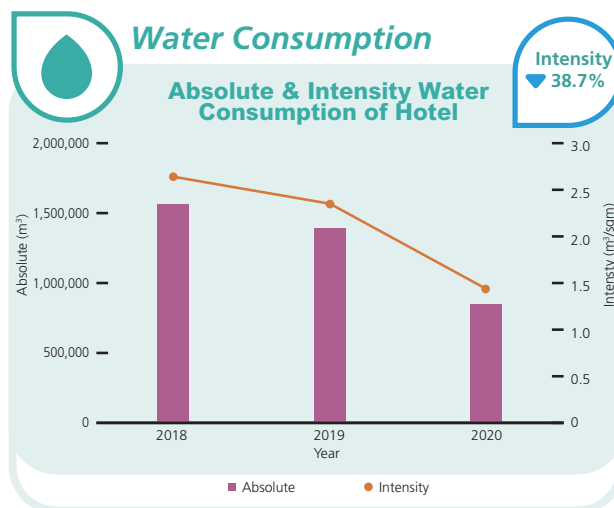
- hosted year-round recycling campaign to collect recycle papers, plastics, metal containers, aluminium cans, glass bottles, batteries, fluorescent tubes, computer equipment, electrical appliances from tenants and shoppers;
- joined hands with “Food for Good” to collect food waste from our food courts;
- participated in Earth Hour as well as encouraged retail tenants, office occupiers and shoppers to join this meaningful event; and





Notes:

1. Hotel includes owned hotels only.
2. Property includes three owned and/or managed major properties: Great Eagle Centre, Langham Place (Office Tower & Shopping Mall) and Three Garden Road only.



Our Development and Project Management Division is committed to pursuing environmental initiatives as an integral part of the development and project management process. They conduct life cycle analysis on environmental impacts throughout the planning, design, construction, and operational phases of the hotel, office, retail and residential assets. The Division demonstrates their commitment to sustainable development by implementing sustainability design and registering building rating schemes which are appropriated for our specific properties. For example:

- Toronto: our existing development, Chelsea Hotel, has a mutual agreement with the City of Toronto to create a Public Park as a compliment to the redevelopment of the project. Currently, the project is being designed to achieve LEED Gold Certification;
- Hong Kong: the ONTOLO residential development in Pak Shek Kok, Tai Po, has obtained HKGBC BEAM Plus Provisional Gold Rating for environmental and sustainable design. At the Eaton Residence, ongoing works complies with all Hong Kong statutory requirements on Energy Saving Policies;
- Venice: located on the island of Murano, the new resort hotel development is intentional in its preservation of historic architecture. Heritage buildings would be restored with materials reused from site. In response to the climate change forecast, the overall site elevation will be raised to accommodate the rising water levels in the area; and
- Tokyo: the hotel development is uniquely planned to create a ground level park amenity for the benefit of the neighbourhood's residents and general public.

The Division would continue to utilise cloud based management systems to reduce the environmental impacts during designing planning and construction phases of the project development.

Case Study – ONTOLO

ONTOLO is the Group's latest residential development project. In the process of designing and developing, the Development and Project Management Division has thoroughly considered the project's impact on the environment. Green measures include:

- unlike conventional indoor metal irrigation tanks, storm water is collected, filtered, and stored in the detention chambers under the Great Lawn before being re-used as irrigation. This system is integrated seamlessly into the landscape;
- lower shading coefficient and U-value of double glazing are selected to reduce cooling load of flat units;
- sea water is adopted for flushing;
- waste sorting and storage area, as well as recycling waste bins are provided within the development for waste separation of general refuse, paper, plastic, metal and glass;
- electric vehicle chargers are provided at private and motorcycle parking lots;
- CO and NO₂ sensors, and variable speed drives of ventilation fan are used in carpark ventilation system to reduce use of HVAC;
- Building Management System (BMS), timer, sensor controls are used for lighting automation in the back of house area and carpark;
- Gammon Green concrete is used in this site to reduce cement consumption, leading to 10% carbon reduction;
- 30% greenery coverage of site area is provided; and
- BEAM Plus Provisional Gold Rating is achieved.



ONTOLO

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

In our corporate office, Administration Division implements green practices according to the slogan "ER³" (Environmental Protection, Recycle, Reduce and Reuse). This year, the Division further enhanced the corporate office workplace transformation with more environmental and wellbeing practices:

- natural lighting design office maximises visual comfort and reduces energy consumption;
- more greenery improves air quality and removes impurities;
- the LED TV wall display system in Town Hall conveys eco-living message to colleagues by playing video clips on carbon reduction, eco consumerism and green diet;
- efficient automated lighting control systems are installed in working areas, meeting rooms and restrooms;
- melamine faced chipboard are used as material for desks, tables and cabinets so as to reduce VOC from paints and coatings;
- carpet is made of eco-friendly materials;
- certified carpet cleaner which complies with international environmental standards is used;
- hand dryers are installed in restrooms to reduce paper towel usage; and
- Red Packet Decoration Competition was held to invite colleagues to upcycle used red packets to make decorative crafts.



Greenery in Office



LED TV Wall Display System

SOCIAL

Employment and Labour Practices

Our human capital is the backbone to our sustainable success. We are determined to reward our committed workforce with above par benefit packages and well-rounded development programmes. We have in place a variety of policies and initiatives in creating a safe, people-caring and equal opportunities working environment.

Employment

The Group is committed to providing lawful and proper employment that signifies human development. We strictly adhere to International Labour Organisation Conventions on Employment, Employment Ordinance of Hong Kong and relevant local employment laws and regulations in overseas business such that we could attract and retain the best talents. During the reporting period, we did not receive any non-compliance against the above. The measures we have in place to ensure our commitment and compliance with the laws and regulations include:

- our Employee Handbook, which was drafted with reference to related labour standards, ensures our employment and labour practices comply with relevant employment laws and regulations;
- the Handbook sets out our policies relating to recruitment, promotion, working hours, rest periods, welfare as well as grievance mechanism, and it is communicated to colleagues through company orientation; and

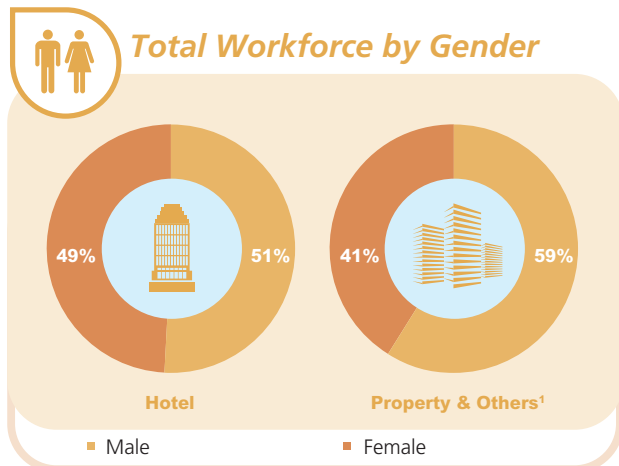
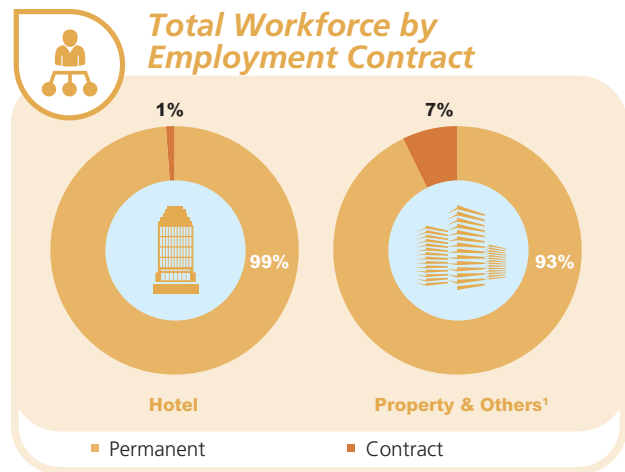
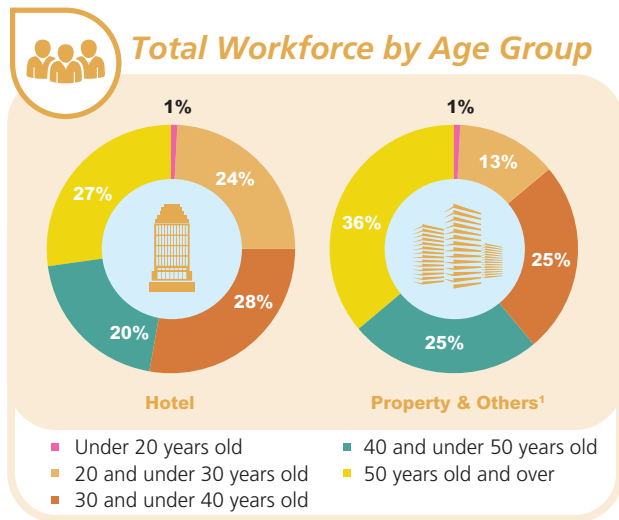
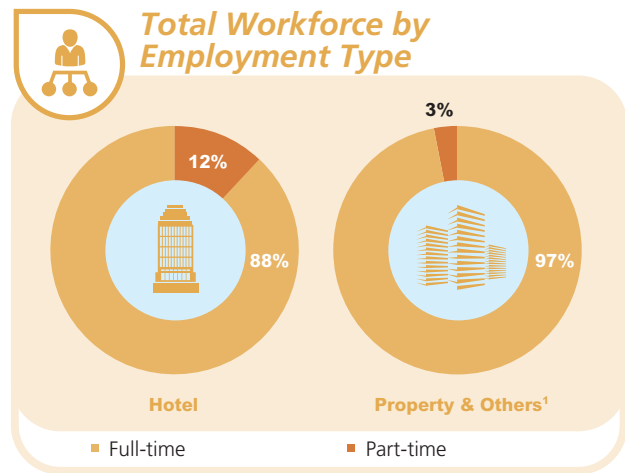
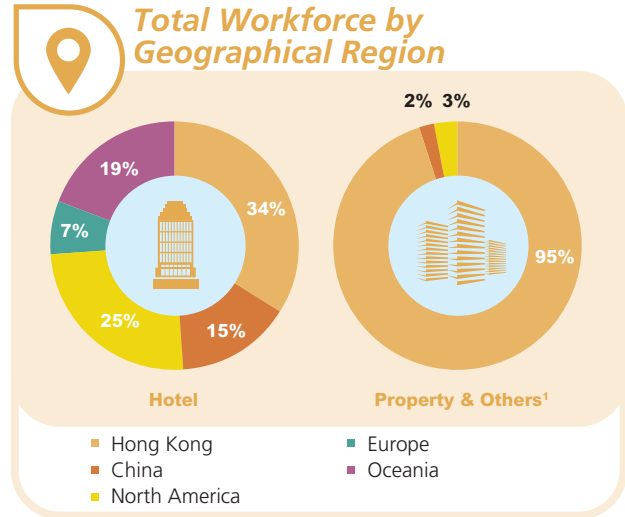
- Child labour and forced labour across our operations and supply chain are strictly prohibited and our Group Sustainability Policy stipulates such requirements. Human Resources Division would monitor the employment practices and conduct investigation if there is any violation in the operations (the Policy is posted on the corporate website).

Promoting equal opportunities, workplace diversity and inclusion are vital to our business. We aim to recruit people from different background to join us and provide them with equal opportunities to grow. We are committed to providing a fair working space by adhering to applicable laws and regulations. During the year, we did not violate United Nations International Bill of Rights, Sex/Disability/Family Status/Race Discrimination Ordinance of Hong Kong and other local anti-discrimination laws. We also encourage a diverse and inclusive workforce in order to increase our creativity and competitive advantages. To achieve a fair and diverse & inclusive workplace:

- we monitor our diversity profile through our workforce profile review which includes distribution of age, gender and geographical region;
- our Equal Opportunity Policy ensures that no job applicants or employees receive less favourable treatment or are disadvantaged by sex, pregnancy, disability, marital status or family status when applying for a position with the Group or during employment (the Policy is posted on the corporate website); and
- our Hotel Division has found “Diversity and Inclusion Party”, which is a taskforce formed by colleagues from various countries, to develop diversity & inclusion priorities, policies and programmes for the hotels.

Supporting employment of persons with disabilities, we have participated in Labour and Welfare Bureau's Talent-Wise Employment Charter & Inclusive Organisations Recognition Scheme. One of our practices is the partnership of our Hotel Division with Hong Chi Association and Hong Kong Lutheran Social Service. The trainees work in our hotels' back of house areas and support day-to-day operations (e.g. housekeeping, cleaning and laundry services). The teamwork between the trainees and the colleagues has successfully built a culture of respecting people differences in the workplace.

Our hotels in Shanghai also hire colleagues with disability through local Disabled Persons Federation, School of Deaf-mutes and internal referral. The hotels provide on-going support to the colleagues with disability in order to ensure they receive the same level of attention and training as of the others.



Note:

- Property & Others include businesses such as property development, property management, maintenance and property agency services, sales of building materials, restaurant operation and investment in securities.

Health and Safety

Aside from creating a fair workspace, health and safety of our colleagues is paramount to us. The Group Sustainability Policy sets out our commitment to provide a healthy and safe working environment to protect colleagues from occupational hazards (the Policy is posted on the corporate website). We manage occupational health and safety risks to colleagues by strictly adhering to International Labour Organisation Convention “Occupational Safety and Health Convention”, Occupational Safety and Health Ordinance of Hong Kong and relevant local laws and regulations in overseas business. To secure workplace health and safety and comply with legal requirements, we have deployed stringent measures at our corporate office, hotels and properties.

The global pandemic seriously threatened the health and safety of our colleagues, tenants and guests. To protect colleagues from infections, we implemented the following measures in our corporate office:

- an interdepartmental task force was setup to coordinate the overall pandemic prevention, develop emergency response plan and formulate relevant strategies and measures;
- healthcare representative from each department was delegated to report any suspected/confirmed cases to the task force;
- health advice and guidelines were communicated to colleagues;
- colleagues were provided with surgical face masks and required to wear in the workplace;
- colleagues were encouraged to use online meeting or conference call instead of face-to-face meeting;
- sterilized mats were placed at the entrances of our offices;
- sanitizers, diluted bleach and alcohol spray were available for use; and
- visitors were required to fill in the “Health Declaration Form”.



Provision of Surgical Face Masks to Colleagues

In Hotel Division, to embrace the health and safety commitment, the following measures are implemented:

- the group-wide Occupational Health and Safety Policy stipulates all hotels to maintain an effective and efficient health and safety management system with policies, committees, training and incident reporting mechanism;
- senior management, human resources directors and security departments of the hotels are responsible for implementing and monitoring the system;
- the effectiveness of the system is monitored in conjunction with the Key Performance Indicators (KPI) System which allows the improvement teams to analyse collected data and root causes of problems, run improvement action plans and follow up on the results;
- to raise colleagues’ awareness and on-going best practices on health & safety. Training on fire protection, material handling, blood borne pathogen, bomb threat, crowd control and so on were arranged. Colleague are also well trained to follow all OH&S policies & procedures and are required to report all known or potential safety risks and health hazards to the supervisors as appropriate; and
- colleagues’ wellness is promoted globally through the annual Global CONNECT event – Colleague Wellness Week, which is dedicated to enhancing awareness of colleagues on their

wellbeing and supporting them in developing a healthy lifestyle. Health promotion programmes included nutritional meal at colleague cafeteria, wellness fair, stress management and mental health workshops and fun & humour at work. Wellness activities such as yoga and Zumba classes, table tennis tournament and body combat training were also organised.

- continued “Risk Preparedness Video Competition” which has been developing the culture on risk preparedness in hotels for colleagues and relevant stakeholders. This year, the competition focused on combating the global pandemic. Each hotel created fun videos to promote how colleagues could prepare, manage and minimise the risks to health and hygiene during the pandemic.



Nutritional Meal at Colleague Cafeteria



Risk Preparedness Video Competition



Wellness Fair

Our Property Management Division manages the health and safety risks to colleagues, tenants and shoppers through the establishment of an occupational health and safety management system, which is set up in accordance with ISO 45001 standard. Following the management system, the Division:

- identifies health and safety hazards which are in turn managed by operating procedures and safety devices;
- establishes Safety Committees which implement action plans and review effectiveness of the management system in order to achieve zero accident;

Health and wellness of colleagues is a top priority for the Division particularly during the pandemic. As such, the Division:

- organised “Global Fitness Challenge” with the objective of spreading positivity. The CEO of the Division took the lead to pass on the challenge to colleagues around the world to stay positive. The hotels then incorporated this concept into a holistic series of wellness programmes for colleagues and guests to join; and

- uses checklists to inspect high risk activities such as construction work, working in confined space, installing electrical systems and manual handling; and
- provides training courses such as monthly safety induction training, first aid and AED certification training, and field demonstration to the frontline staff.

In the year, to further enhance health and safety at the properties, the Division implemented the following measures:

- promoted a warm-up exercise to colleagues to relieve stressful muscle and reduce occupational injury case via staff briefing and training video;
- installed protective barrier on the roof floor of Langham Place to provide a safe working environment to workers; and
- provided epidemic protective supply for frontline colleagues, e.g. surgical mask, medical gloves and goggles. Protective shields were installed at customer services centres, receptions at the management offices and control rooms to reduce risk of the pandemic infection.



Protective Barrier on Roof Floor



Protective Shield at Customer Services Centre

+ Work Related Fatalities & Lost Working Days Due To Injuries

	Hotel			Property & Others ¹		
	2018	2019	2020	2018	2019	2020
Total workforce hours (in thousands)	15,726	10,797	6,880	1,982	1,884	1,880
Number of fatalities	0	0	0	0	0	0
Lost working days due to injuries	4,594	4,907	4,463	641	1,131	939

Note:

1. Property & Others include businesses such as property development, property management, maintenance and property agency services, sales of building materials, restaurant operation and investment in securities.

Case Study – Pandemic Preventive Measures at Langham Place

During the spread of the pandemic, Langham Place geared up to speed on measures to keep the office tower and shopping mall safe in order to secure the health of tenants and customers. The Property Management Division reviewed the property circumstances and implemented pioneering pandemic infection prevention and control measures including:

- set up intelligent disinfection stations;
- applied Smart UV disinfection to handrails of escalators;
- frequently sanitised common areas and facilities with fogger;
- installed antimicrobial filters in the air conditioning system of tenants’ premises when there were reported cases;
- daily disinfected filters of air handling units;
- applied Inorganic Metal Catalyst membrane in lift cars and buttons;
- installed plasma cluster ion generators in passenger lifts;
- disinfected water in flushing water tanks with Biological Stabilizer System; and
- arranged Intelligent Cleaning and Sanitizing Robot for additional cleaning sessions.



Intelligent Disinfection Stations



Smart UV disinfection



Inorganic Metal Catalyst Membrane



Intelligent Cleaning and Sanitizing Robot

Development and Training

Human Resources Department regularly provides corporate and vocational training to colleagues according to the Training and Development Policy (the Policy is posted on the corporate website). To adapt to the challenging pandemic situation we faced this year, the Department reduced the risk of colleagues contracting the disease by delivering training online and focusing on “wellness”. Wellness programmes were conducted with emphasis not only on colleagues’ well-being but also mental health. For example, colleagues were introduced the importance of planning their meal to boost immunity and the relationship between muscle strength and injury prevention. Colleagues could also practice different types of exercises including thinking process exercise to reduce stress. Core training, “The 7 Habits of Highly Effective People”, was conducted by using videos and games to raise colleagues’ awareness of applying this learning at work and daily life.

Our Hotel Division is committed to creating an environment for colleagues to achieve their career aspiration and at the same time, nurturing a competent and motivated team. To this end:

- the Division’s learning and development programmes are made up of the First60 Certification programme, Langham Curriculum Certification (LCC), and Advanced Programme for Executives (APEX). These programmes enable the colleagues to gain new skills and experiences which would advance them in their current and future jobs;
- this year, the Division launched a series of online learning programmes to engage colleagues “Learning Anywhere, Anytime”. They partnered with eCornell to offer leadership certificate courses and LinkedIn Learning for all colleagues. A total of 100 function heads around the world enrolled the eCornell online courses and over 3,000 LinkedIn Learning courses were viewed. Positive feedback were received from colleagues who had experienced the new format of learning; and
- an updated standard of new protocols to address the pandemic including hygiene and

cleaning procedures throughout the hotel was established. These guidelines were required to be implemented immediately by colleagues and was discussed during a newly developed COVID-19 Safety Procedures Training. Other items on the agenda of the Training included Housekeeping Practice, Valet Policy, and Safety & Security Measures.



COVID-19 Safety Procedures Training

Performance Review assists colleagues to keep track of their performance and determine development needs. Our Performance Appraisal System provides a mechanism for colleagues to review together with their superiors about their performance, key objectives as well as training and development needs.



Average Training Hours Completed per Employee

	2018	2019	2020
Hotel	28	29	12
Property & Others¹	14.1	9.6	5.8

Notes:

1. Property & Others include businesses such as property development, property management, maintenance and property agency services, sales of building materials, restaurant operation and investment in securities.

Work-life Balance

We recognise that productive employees are those who maintain a healthy work-life balance. To achieve this, our Recreation Committee regularly organises various interest classes and recreational events for colleagues to participate. Sports clubs such as basketball and running have also been established. The clubs would send their teams to participate in competitions and charity runs so as to foster teamwork. However, due to the pandemic, the Committee had to postpone all the planned interest classes and recreational events including Wellness Festival in the year.

OPERATING PRACTICES

Maintaining the highest ethical standards is one of the Group's core values. We strive to engage business partners who could fulfil our sustainability values and commitment. We also aspire to be the preferred choice of customers by providing excellent and reliable services.

Anti-corruption and Supply Chain Management

The Group is committed to adhering to the highest ethical standards both in employee and supplier level. We are complied with United Nations Convention "Against Corruption", Prevention of Bribery Ordinance of Hong Kong and relevant local laws and regulations in overseas business. Measures to ensure our commitment and compliance include:

- all colleagues are given the Code of Conduct which stipulates the requirements they should adhere to. Colleagues are briefed on the requirements during the company orientation. The Code explicitly prohibits colleagues from soliciting, accepting, or offering bribes or any other form of advantage. Extortion, fraud and money laundering are also strictly prohibited (the Code is posted on the corporate website);
- the Code outlines the Group's expectations on colleagues with regard to conflicts of interest as well as whistle-blowing procedure. Any colleagues who have engaged or considered engaging in activities that might have conflict with the Group's interests are required to make full disclosure. During the year, we did not receive any non-compliance or fines in this regard;
- the Group recognises that through leadership and monitoring along the supply chain we could promote adoption and support of sustainability practices. In order to manage the environmental and social risks along our supply chain systematically, the Supplier Code of Conduct is formulated. When drafting the Code, we duly considered potential environmental and social risks including business integrity, fair labour practices (including prevention of child and forced labour) and environmental protection. The Code is communicated to our suppliers through tendering documents (the Code is posted on the corporate website);
- to ensure further suppliers' commitment to adopt sustainability, the Group has enhanced the process by using a checklist. The checklist is transformed from the requirements as stated in the Supplier Code of Conduct to a Q&A format and sent to the suppliers along with the tendering documents. Response rate and scoring profile are analysed periodically for suppliers' compliance status monitoring and determining improvement actions. Suppliers are required to fill in the checklist periodically so as to keep us informed of their sustainability performance status; and
- to promote environmentally preferable products and services when selecting suppliers, we are establishing the Sustainable Procurement Policy which requires procurement personnel to consider environmental factors during procurement. Factors include minimising or eliminating toxic, environmentally harmful and biodiversity depletion products, avoiding single-use disposable items with reusables or recyclables and considering recyclability when purchasing.

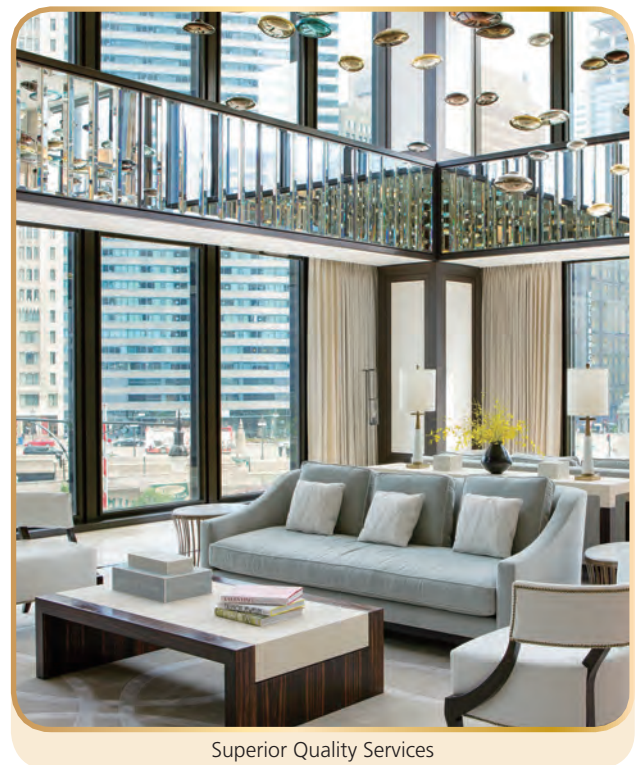
Superior Quality Services

We are committed to offering superior quality services to our customers by satisfying their expectations and needs – whether they are guests at our hotels or tenant/shoppers at our properties. Our subsidiaries have established their own systems and policies on delivery of customer service and support, complaints handling as well as dispute resolution. Accurate information, fair and responsible marketing and contracts are provided to protect consumers according to Trade Descriptions Ordinance of Hong Kong and relevant local laws and regulations in overseas business. In addition, consumer data protection and privacy is of our utmost importance and our Privacy Policy which informs our customers that all of their personal data provided are controlled according to Personal Data (Privacy) Ordinance and other relevant local laws.

The Hotel Division is committed to increasing guest loyalty by continuously improving and delivering excellent services. They aim to anticipate even the guests' unspoken needs and provide genuine services in a timely and reliable manner. Colleagues are encouraged to take ownership of guest satisfaction, innovation, excellence as well as guests' data privacy. The following measures are taken to fulfil their pledge:

- the Division implements Mystery Shopper Programme and Online Guest Satisfaction Survey in order to help them to understand what their guests are experiencing, discover which colleague's behaviour should be acknowledged or rewarded, and find out where the sales or customer service journey could be improved;
- the Division also adopts Total Quality Management approach to engage every colleague in pursuit of excellence. In the spirit of continuous improvement through innovation, the Division is reviewing the current quality systems and programmes to simplify the processes. The new approach enables them to build a more resilient and more agile team;

- one of the improvement projects started in 2020 is building a consolidated platform 'SMARTSUITE' to ensure the company knowledge is well managed. The new system makes it easier for colleagues to find and use the most accurate and updated version of policies, standards and Standard Operating Procedures (SOP) than before. The platform offers a systematic approach in improving processes, products, and building a customer-centric service culture;
- Langham Logic is one of the Division's operations and business improvement initiatives. It enables colleagues to exercise improvement initiatives in a systematic, practical, and innovative way. This year, Langham Logic programme was under review in order to modernise the process by taking a more result-driven approach. To enable the hotels to share and discuss the best-proven way of operation for a better result, the Division is developing a brand new best practice-sharing platform. which will be introduced in 2021;



Superior Quality Services

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

- this year, the Division engaged an external consultancy firm to support the establishment and rollout of a new data protection process standard, which is based on General Data Protection Regulation (GDPR), for all of the hotels as well as the global and regional offices; and
- to mitigate the security risk resulting from the increased demand for remote access, additional measures were put in place to strengthen user authentication in systems and network security. Phishing exercises and a crisis simulation were performed to raise the information security awareness of all colleagues and the corporate management team.
- during the pandemic, offered free fogging sanitization treatment frequently to all F&B tenants;
- arranged cleaning attendants to regularly sanitize seating areas of all F&B tenants; and
- prepared tailor-made protective block covers for roadshow tenants.

Our Property Management Division implements ISO 9001 Quality Management System which ensures their services meet the needs of customers and enhance customer satisfaction. Requirements of the system include:

- establishing a Customer Feedback System to collect appreciations, complaints and general enquiries from the customers;
- annually sending questionnaires to tenants to obtain their feedback;
- timely giving feedback to customers and determining improvement actions; and
- enclosing personal data collection statement in all application forms. Keeping and disposing of collected personal data strictly comply with the government regulations.

Other than implementing the quality management system, the Division put in place other measures to strengthen the customer services during the year:

- attained WELL Building Standard Certification of Platinum Rating for Three Garden Road;
- joined “Breastfeeding Friendly Community Initiative” as launched by Faculty of Medicine of University of Hong Kong to promote breastfeeding friendliness ideas to colleagues and tenants;



Fogging Sanitization Treatment

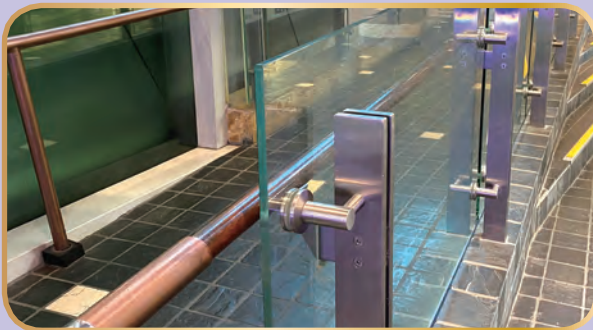


Protective Block Cover

Case Study – Barrier Free Assess at Langham Place Shopping Mall

The accessibility needs of persons with disability and the elderly are sometimes overlooked as most building provisions tend to design for the fit and able-bodied who are most mobile and vocal. If access to a facility is not barrier free, it would prohibit these sectors from easy use. To facilitate these sectors when visiting Langham Place Shopping Mall, Property Management Division has integrated several facilities for barrier free access. Facilities include:

- Tactile guide paths throughout the mall
- Ramps for wheelchair users
- Accessible toilets at most floors
- Height modification of concierge suitable for wheelchair users
- Accessible parking spaces
- Induction loop system at the concierge for hearing aid users
- Non-slip nosing and handrails with braille plates at most staircases
- Movable ramp to facilitate wheelchair users to enter or leave the Mall



Ramps for Wheelchair



Height Modification of Concierge



Induction Loop System



Movable Ramp

COMMUNITY

Building a better community is our commitment and we seek to achieve this with our community partners through designing community-caring programmes. We aim to care for the community especially towards those vulnerable groups and the environment, creating communities not just properties.

Community Investment Policy

Our community investment policy focuses on three themes – **Art, Children Education, and Environmental Protection**:

- we believe art is important to the community. Art could enrich the daily lives of people and promote social progress and cultural development;
- we believe that the world’s future relies heavily on the next generation. Children in preschool education and kindergarten, in particular, are in their prime period to learn and acquire knowledge; and
- environmental protection is a subject which is essential to our organisational culture and it should be extended to the community at large.

Community Engagement

Based on the themes, we engage and partner with non-profit organisations to design a few deserving projects which would benefit the community. We believe by focusing all of our philanthropic resources – financial, volunteer, and in-kind – on these projects, we could engender greater social impact. The following projects were conducted in the community this year:

Art

We continued supporting “Great Eagle Music Children Ensemble”, a successful project with Music Children Foundation. The project aimed to enhance the development of young talents from underprivileged background by providing them with attentive and intensive musical training as well as different forms of out-of-classroom exposures. Although the pandemic halted the planned face-face training and live performances this year, the ensemble did not stop their learning by attending online training classes and recorded a pandemic cheer-up video clip. The ensemble members would keep on developing music as a skill for life as well as creating social impacts by spreading the message of “music changes life”.



Great Eagle Music Children Ensemble

Children Education

As pre-school students are not eligible to receive free local public dental services, we partnered with Department of Paediatrics & Adolescent Medicine of Hong Kong University to launch “Oral Health Services for Preschool Children”. The project targeted to educate and improve dental health of pre-school children by organising interactive oral health workshops and in-school oral health assessments for children. Educational seminars for teachers and parents were also delivered at kindergartens. Dental leaflets and kits were prepared to teach and encourage pre-school children to properly brush their teeth and be aware of good dietary habits in order to prevent caries prevalence.



Oral Health Services for Preschool Children Project

Environmental Protection

Every day, millions of plastic bottles are being disposed into the landfill in which a substantial amount being plastic bottles. In order to reduce consumption of bottled drinks, the Group continued to partner with Water for Free to conduct “Say No to Plastic Project”. The campaign provided free water dispensers and educational talks to schools and community centres, encouraging the general public to bring their own bottles. This year’s project had expanded its service to cover secondary school students. An interesting “Urban Farming x Plastic Upcycling Workshop” was arranged at schools and our offices to deepen the community’s and our colleagues’ understanding of the importance to reduce disposal of plastics.



Say No to Plastic Project

Corporate Volunteering

Corporate volunteering forms another vital element of our community involvement. We encourage colleagues to explore the community and help people in need by joining volunteering services. This year, in response to the pandemic, Great Eagle Volunteer Team supported several charities by sourcing and packing surgical facemasks, hand sanitisers and staple foods. Beneficiaries included single parents from Hong Kong Single Parents Association who needed to stay home all the time to take care of their children as well as hospitalised children from Children’s Cancer Foundation who urgently required small-size high level surgical face masks. The team hoped that the efforts could alleviate the pressures the needy were encountering.



Great Eagle Volunteer Team Pandemic Support

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Overseas, to mark the 155th birthday of The Langham, London, their volunteers packed 155 Afternoon Tea gift boxes and hand-delivered to London's everyday heroes, including NHS workers, carers, bus drivers, and emergency services. In the U.S., The Langham, New York, Fifth Avenue offered 500 surgical masks, shampoos and dental kits to The Bowery Mission which provides food, shelter, and showers to the homeless. In China, The Langham, Shanghai, Xintiandi together with Great Eagle colleagues delivered their hand-made rice dumplings to the Huangpu Nursing Home Elderly.



The Langham, New York, Fifth Avenue Pandemic Support



Hand-made Rice Dumplings to Elderly

Aside from designing a few deserving projects with non-profit organisations, we endeavour to contribute to the development of art and local talents in Hong Kong. As such, our Marketing Division has introduced Musica del Cuore (an Italian term for "Music of the Heart") at Three Garden Road. Musica del Cuore is a free concert series which transforms the upper ground floor of Three Garden Road into a "community concert stage", presenting some of the finest Classical repertoires to the general public. The concert series has provided a platform for local talents, well-established artists and chamber groups to showcase their artistry. In the midst of the pandemic this year, the Division took the show online to continue sharing musical joy during these trying times.



Musica del Cuore

AWARDS, MEMBERSHIPS & CHARTERS

Awards		
Environment		
Organiser	Award	Awarded Unit
Green Business UK	Green Tourism Gold Certificate	The Langham, London
Green Key Global	4 Green Key ECOMmodating Rating	Chelsea Hotel Toronto
Qualmark New Zealand	Qualmark Enviro Gold Rating	Cordis, Auckland
TripAdvisor	GreenLeader	
	Gold Level	The Langham, London
	Silver Level	The Langham, Melbourne
	Silver Level	Cordis, Auckland
	Bronze Level	The Langham, Boston
The Asset	ESG Corporate Awards – JADE Award (top honour)	ChampionREIT
Bloomberg Businessweek	ESG Leading Enterprises Award	ChampionREIT
	Leading Environmental Initiative Award	ChampionREIT
FinanceAsia	Asia's Best Companies	ChampionREIT
	– Best Environmental Stewardship	
	– Most Committed to Social Causes	
Environment Bureau	Outstanding RCx (Proposal) Award	Great Eagle Centre
	Peach Blossom Trees Recycling Programme	Great Eagle Centre
Environmental Protection Department	Computer and Communication Products Recycling Programme – Certificate of Appreciation	Great Eagle Centre
Federation of Hong Kong Industries	BOCHK Corporate Environmental Leadership Awards 2019 – EcoPartner	Great Eagle Centre
Electrical and Mechanical Services Department	Hong Kong Energy Efficiency Registration Scheme for Buildings (Existing Building)	Langham Place
Environmental Protection Department	Certificate of Registration for Waste Cooking Oils Collector	Langham Place
Environment Bureau	Energy Saving Championship Scheme- RCx Technical Approach Merit	Three Garden Road
Stevie Awards Inc.	2020 Asia-Pacific Stevie® Awards- Gold	Three Garden Road

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Organiser	Award	Awarded Unit
The Business Intelligence Group	2020 BIG Innovation Awards	Three Garden Road
The Environmental Campaign Committee	Hong Kong Green Organization	Great Eagle Centre Langham Place Three Garden Road
	Energywi\$e Certificates – Basic Level	Langham Place
	Energywi\$e Certificates – Excellence Level	Three Garden Road
	Wastewi\$e Certificate – Excellence Level	Three Garden Road



Social

Employment and Labour Practices

Organiser	Award	Awarded Unit
Stevie Awards Inc.	Employer of the Year - Real Estate: Bronze Stevie® Winner	Great Eagle Group
Hotel Association of Canada	Award of Excellence – Human Resources	Chelsea Hotel Toronto
The Employees Retraining Board (ERB) Hong Kong	Super Manpower Developer Award	Langham Hospitality Group Langham Place
Corporate Governance Asia	Asian Excellence Awards – Asia's Best CSR	ChampionREIT

Employment and Labour Practices

Organiser	Award	Awarded Unit
Hong Kong Quality Assurance Agency	Certificate of Hygiene Measures for CoV Prevention Certification Scheme	Langham Place Three Garden Road



Award of Excellence – Human Resources

Operating Practices

Organiser	Award	Awarded Unit
Bloomberg Businessweek/ Chinese Edition	Listed Enterprises of the Year 2020	Great Eagle Group
International Awards Associate	2020 NYX Video Awards – Branded Content Category Grand Winner	Great Eagle Group
Condé Nast Traveller	2020 Reader's Choice Awards	
	No. 3 in Los Angeles No. 46 out of 50 Top Hotels in the World	The Langham, Huntington, Pasadena
	No. 3 in Hong Kong	The Langham, Hong Kong
	No. 4 in Boston	The Langham, Boston
	No. 5 in Australia and New Zealand	The Langham, Sydney
	No. 6 in Chicago	The Langham, Chicago
	No. 6 in China	The Langham Shanghai, Xintiandi
	No. 8 in the UK capital	The Langham, London
	No. 10 in Australia and New Zealand	The Langham, Melbourne
	No. 18 in New York City	The Langham, New York, Fifth Avenue

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Operating Practices		
Organiser	Award	Awarded Unit
Forbes Travel Guide 2020	2020 Star Award	
	Five Star Hotel	The Langham, Chicago
	Five Star Hotel	The Langham, London
Hurun Report	Luxury Hotel Brand Star Performer	Langham Hotels and Resorts
Michelin Guide, Hong Kong	The 2021 Michelin Guide, Hong Kong and Macau	
	Three Michelin Stars Rating	T'ang Court at The Langham, Hong Kong
	One Michelin Stars Rating	Ming Court at Cordis, Hong Kong
	One Michelin Stars Rating	Yat Tung Heen at Eaton HK
Michelin Guide, Shanghai	The 2021 Michelin Guide, Shanghai	
	One Michelin Stars Rating	Ming Court at Cordis, Shanghai, Hongqiao
	One Michelin Stars Rating	T'ang Court at The Langham, Shanghai, Xintiandi
Travel + Leisure Magazine	Top 25 Hotel Brands in the World	Langham Hotels and Resorts
	2020 World's Best Awards	
	No. 2 Top 5 Australia and New Zealand City Hotels	The Langham, Sydney
	No. 4 Top 5 Australia and New Zealand City Hotels	The Langham, Melbourne
	No. 2 Top 10 Hotels in Chicago No. 8 Top 15 City Hotels in the U.S.	The Langham, Chicago
US News & World Report	2020 Best Hotels	
	No.2 in the USA No.1 in Chicago No.1 in Illinois	The Langham, Chicago
USA Today	Top 10 Best Luxury Hotel Brand	Langham Hotels and Resorts
	Top 10 Best Historic Hotel	The Langham, Huntington, Pasadena

Operating Practices

Organiser	Award	Awarded Unit
Marketing Magazine	PR Awards – Best PR Campaign (Sustainability): Champion Our Wellness – Bronze Award	ChampionREIT
The Hong Kong Council of Social Service	Barrier-free Company/Organisation	Langham Place
The Hong Kong Police	2019 Kowloon West Best Security Services Award	Langham Place
The Hong Kong Police & VTC	2019 Security Services Best Training Award – Gold	Langham Place
The IAQ Information Centre	Indoor Air Quality Certificate – Excellent Class	Great Eagle Centre Langham Place Three Garden Road
Water Supplies Department	Quality Water Supply Scheme for Buildings – Fresh Water – Gold	Langham Place Three Garden Road

Community

Organizer	Award	Awarded Unit
Labour and Welfare Bureau	Social Capital Builder Logo Awards	Great Eagle Group
The Hong Kong Council of Social Service	10 Years Plus Caring Company Logo	Great Eagle Group Langham Hospitality Group



Social Capital Builder Awards



10 Years Plus Caring Company Logo

Memberships

Organisation	Membership
Business Environment Council	Corporate Member
Hong Kong Green Building Council	Silver Patron Member
The Hong Kong Arts Festival	Bronze Patron

Charters

Organisation	Charter
Environment Bureau	Charter on External Lighting
Environment Bureau	Energy Saving Charter
Environmental Protection Department	Carbon Footprint Repository
Environmental Protection Department	Foodwise Charter
Environmental Protection Department	Peach Blossom Trees Recycling
Friends of the Earth	Toner & Ink Cartridges Recycling & Reuse Program
Fullness Social Enterprises Society	Tithe Ethical Consumption Movement
Green Sense	No Air-Con Night



ESG Reporting Guide Content Index

Aspect	KPI	Content	Page Number
A. Environmental			
A1 Emissions	A1	General disclosure	33
	A1.1	The types of emissions and respective emissions data	38; Our business mainly emits carbon emission; NO _x , SO _x and other air pollutants emissions are from using/ testing gensets which are not material
	A1.2	Greenhouse gas emissions in total and intensity	38
	A1.3	Total hazardous waste produced and intensity	The only hazardous waste our business produces is mainly using cleaning detergent which is not material
	A1.4	Total non-hazardous waste produced and intensity	Materiality will be reviewed in 2021
	A1.5	Description of measures to mitigate emissions and results achieved	33-40
A2 Use of resources	A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	33-40
	A2	General disclosure	33
	A2.1	Direct and/or indirect energy consumption by type in total and intensity	37
	A2.2	Water consumption in total and intensity	38
	A2.3	Description of energy use efficiency initiatives and results achieved	33-40
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	33-40
A2.5	A2.5	Total packaging material used for finished products and with reference to per unit produced	Packaging material is mainly from festive gifts packaging from hotel restaurants which are not material
	A3	General disclosure	33
A3 The environment and natural resources	A3	General disclosure	33
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	33-40
B1 Employment	B1	General disclosure	41
	B1.1	Total workforce by gender, employment type, age group and geographical region	42
	B1.2	Employee turnover rate by gender, age group and geographical region	Materiality will be reviewed in 2021
B2 Health and safety	B2	General disclosure	43
	B2.1	Number and rate of work-related fatalities	45
	B2.2	Lost days due to work injury	45
	B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	43-46

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Aspect	KPI	Content	Page Number
B3 Development and training	B3	General disclosure	47
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Materiality will be reviewed in 2021
	B3.2	The average training hours completed per employee by gender and employee category.	47
B4 Labour standard	B4	General disclosure	41
	B4.1	Description of measures to review employment practices to avoid child and forced labour	41, 48
	B4.2	Description of steps taken to eliminate such practices when discovered	41, 48
B5 Supply chain management	B5	General disclosure	48
	B5.1	Number of suppliers by geographical region.	Materiality will be reviewed in 2021
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	48
B6 Product responsibility	B6	General disclosure	49
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Our products are mainly festive gifts from hotel restaurants which are not material
	B6.2	Number of products and service related complaints received and how they are dealt with	No major complaints received
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	Our practices relating to intellectual property are only prohibition of using unauthorised copyrighted software in the office which is not material
	B6.4	Description of quality assurance process and recall procedures	49-50
B7 Anti-corruption	B7	General disclosure	48
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issue or its employees during the reporting period and the outcomes of the cases	Zero
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	48
B8 Community investment	B8	General disclosure	52
	B8.1	Focus areas of contribution	52-53
	B8.2	Resources contributed to the focus area	52-54