

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



Plant-Based Culinary Arts Academy



Green Chef Junior Cooking Competition



Great Eagle Music Children Ensemble

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

CHAIRMAN'S MESSAGE

2021 was a very challenging year, with the COVID-19 pandemic affecting the global economy and financial markets, changing how we work and live. However, we made significant progress with our sustainability efforts which have been major core of our purpose.

Climate change has been a pressing concern of our time, requiring urgent and immediate action to combat the global issue. On this regard, we believe Great Eagle has a significant role in contributing to the communities in which we operate.

Last year, we have developed a climate response roadmap for the first time, setting out a clear pathway towards our vision of sustainable growth. We started our journey by working on the cultural context, conducting stakeholder surveys and interviews to collect valuable opinions. Throughout the year, site audits of our Hong Kong properties and hotels and benchmarking reviews were carried out to identify opportunities that could effect change and promote this cause. As a result, the senior management team has been fully engaged to share their aspirations and build alignment for our climate leadership.

I am pleased that our Climate Leadership Strategy has been formulated. With a vision to become a well-recognised and respected climate leader in Hong Kong and Asia, we aim to achieve net-zero impact by 2045 and contribute solutions and inspirations to combat climate change with three key strategic focuses – Asset, People, Capital. Moving forward, we have identified eight pathways for implementation to drive impact, with a clear roadmap and targets for each pathway to help us realise our sustainability goals.

The global sustainability issue demands concerted action to build a sustainable future. We are firmly committed to doing our part for the climate agenda, working together with the community to secure a more sustainable tomorrow for us and generations to come.

Lo Ka Shui

Chairman and Managing Director

25 February 2022

INTRODUCTION

It is the Group’s vision to achieve Sustainable Growth. At Great Eagle, sustainability is a concept whereby we 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.

In particular, the climate crisis is the biggest global challenge in the current century. We are committed to being a well-recognised and respected climate leader in Hong Kong and Asia, transforming the Group into an adaptive and collaborative team that thrive amid accelerating climate change impact and influence positive change at industry and societal levels. In addition, the Group’s long-term climate leadership strategy has been developed and will guide us to achieve net-zero impact by 2045.

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 decisions in pursuit of our sustainability targets in the “Sustainability Governance & Management” section. In addition, 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 the 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

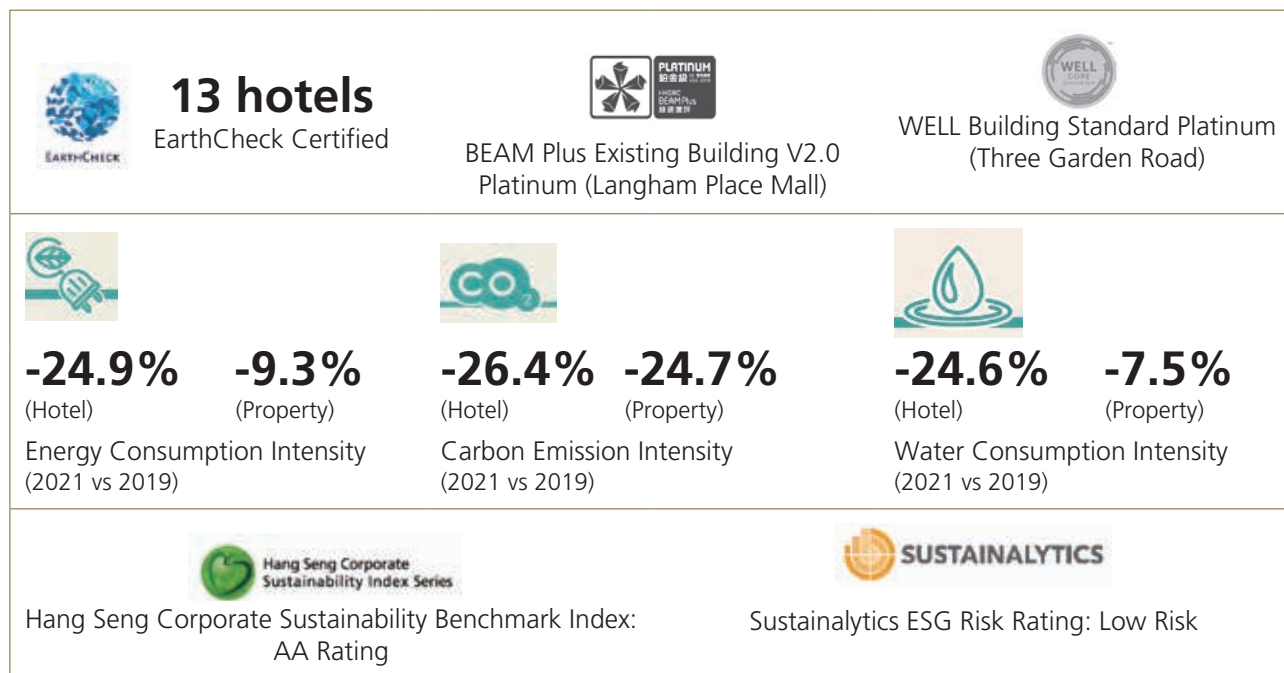
reviews it by considering factors such as revenue contribution, management ownership, operating status, and sustainability impacts in order to ensure the material issues of the Group’s portfolio are covered.

Our Group’s subsidiaries, Champion REIT, Langham Hotels Investment Ltd, and our Hotel Division, Langham Hospitality Group, annually issue their sustainability reports which review 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
	Good Health & Well-Being	<ul style="list-style-type: none"> • Health & Safety • Work-life Balance • Community Engagement
	Quality Education	<ul style="list-style-type: none"> • Community Investment Policy • Community Engagement
	Gender Equality	<ul style="list-style-type: none"> • Employment
	Clean Water & Sanitation	<ul style="list-style-type: none"> • Environmental Policy and Impact Assessment • Environmental Measures • Community Engagement
	Decent Work & Economic Growth	<ul style="list-style-type: none"> • Employment • Development and Training • Superior Quality Services
	Sustainable Cities & Communities	<ul style="list-style-type: none"> • Environmental Policy and Impact Assessment • Environmental Measures
	Responsible Consumption & Production	<ul style="list-style-type: none"> • Anti-corruption and Supply Chain Management • Environmental Policy and Impact Assessment • Environmental Measures
	Climate Action	<ul style="list-style-type: none"> • Environmental Policy and Impact Assessment • Environmental Measures

Performance Highlights



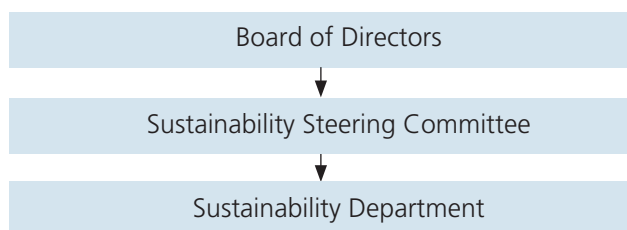
SUSTAINABILITY GOVERNANCE & MANAGEMENT

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 leading 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 and embeds 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, and 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. From time to time, the Board monitors and reviews the Group's corporate governance practices according to the regulatory requirements and the needs to underpin the 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 climate and ESG-related risks. Through RMSA and ICSA, Sustainability Department regularly assesses the ESG risks arising from material ESG issues. In addition, it 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 regularly to identify the important ESG issues and prioritise their materiality level. In 2021, we commissioned an independent consultant to conduct a series of stakeholder engagement programmes. The engagement programmes aim to explore stakeholders' perceptions and expectations on the priority areas and strategies that can enhance the Group's response to climate change impact.

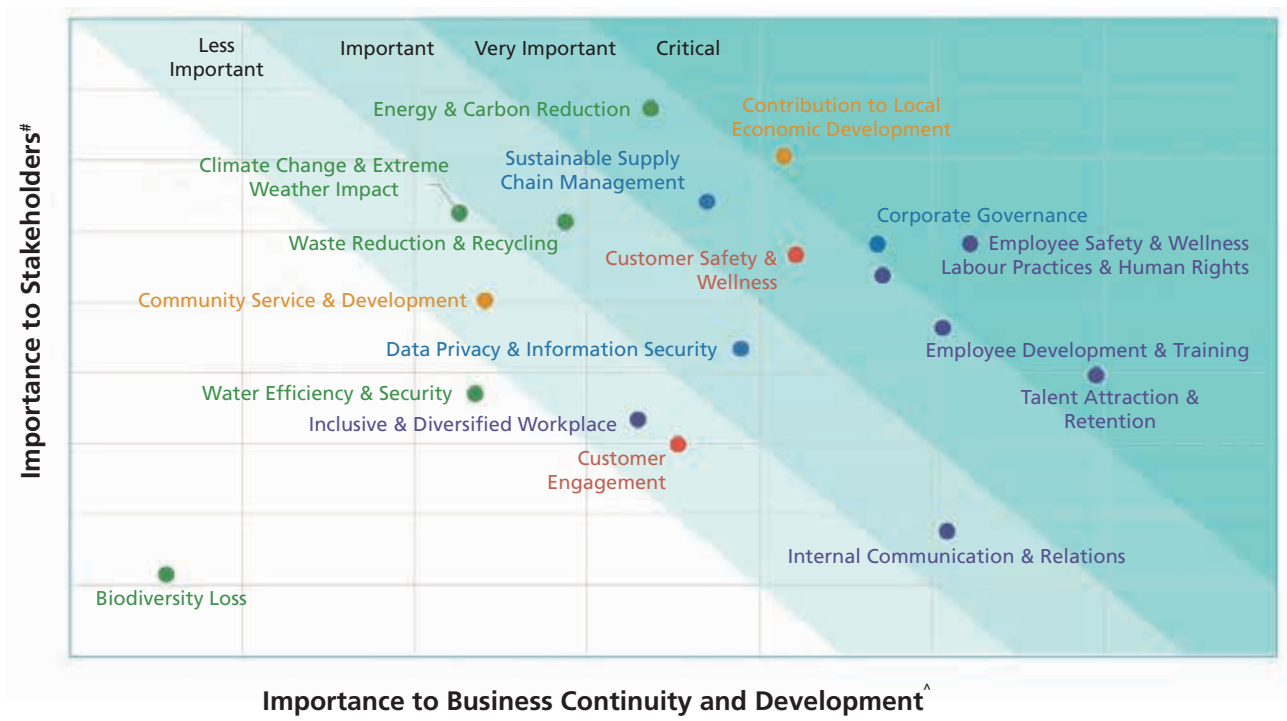
The engagement process involves in-depth interviews and quantitative surveys with internal and external stakeholders and a visioning workshop with the Group's management team. The stakeholder groups include employees, vendors, investors and analyst, environment/sustainability professionals, NGOs, and 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 identified through peer benchmarking analysis and internal assessment, with reference to HKEX’s ESG Reporting Guide. We could then conduct a materiality assessment which defines

the level of materiality by considering “Importance to stakeholders” as rated by the stakeholders and “Importance to business continuity and development” as evaluated internally. As reviewed in the assessment, a strategic roadmap was developed for the Group to set out a clear pathway to manage the material ESG and climate issues.

The materiality assessment matrix is presented as follow:



Note:

- # Importance to stakeholders is determined by external stakeholders’ rating of the material issues in terms of their importance to the society/environment and their relevance to Great Eagle.
- ^ Importance to business continuity and development is determined by internal stakeholders’ rating of their importance to Great Eagle’s business continuity and development.

Three Key Strategic Focus are as below, supported by eight implementation pathways:

Asset	People	Capital
Optimise for net-zero vision and climate resilience	Adaptive, collaborative, climate-competent	Empower transition and transformation

In 2022, we will continue to refine our Climate Leadership Strategy and its eight implementation pathways to drive improvement and transformation in the three strategic areas of focus to lead the Group toward climate leadership. In the following annual report, we will report on our progress with clear targets and implementation structure in achieving the above strategy.

Along with the three key strategic focus areas as determined in the recent materiality assessment, the Group continued to manage relevant ESG issues identified as material in the previous materiality assessments. They are "Environmental Protection", "Supply Chain Influence", "Community Involvement", "Employee Satisfaction", "Health & Safety at Work", and "Communication". Our works on the above ESG issues are reported in the respective sections of this Report.

Sustainability Culture

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

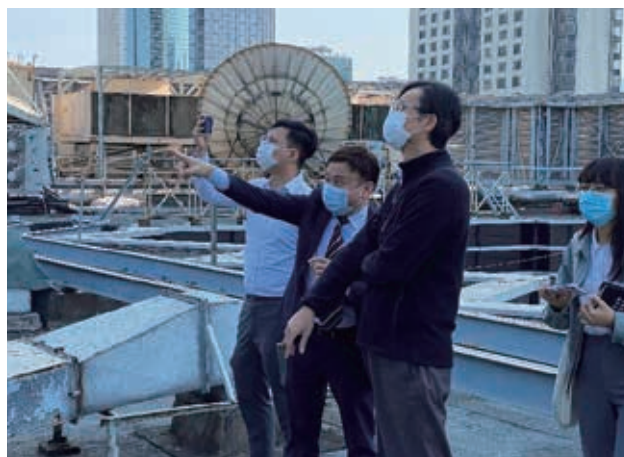
- Since 2020, the Group has started developing the Climate Response Roadmap and a series

of engagement activities to influence our employees to be climate-conscious. These activities included a visioning workshop for senior executives, site audit for our buildings, climate change exhibition and quiz, Green Monday talk, and virtual town hall meetings with the focus on climate change;

- 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”. Media is also timely updated when we organise 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 groupwide “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.



Visioning Workshop



Site Audit at Buildings



Climate Conscious Exhibition



Green Monday Talk

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.

Taskforce and 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.

Energy savings and emission reduction are crucial in managing carbon footprint with the Group. Therefore, an Energy Efficiency Taskforce was established this year, the first-ever cohesive taskforce formed by multiple business units, including Property and Hotel Divisions. The Taskforce aims to strengthen

the cooperation between business units to drive synergy and share best energy-saving best practices for enhancing the Group’s overall building energy efficiency.



Energy Efficiency Taskforce Meeting and Site Visit

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 2021, one hotel obtained their EarthCheck Master Certification as their sustainability efforts have been recognised for at least fifteen years. Six hotels also received Platinum Certified status (10+ years), three hotels with Gold Certified (5+ years), and three hotels with Silver Certified.

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;

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- optimises operational efficiency of plants and equipment and upgrades systems under major refurbishment;
- retrofits LED light and upgrades HVAC systems to improve electricity efficiency; and
- installs water saving fixtures in guest rooms, public toilets and kitchens across the hotels and raises colleagues' awareness on water conversation.

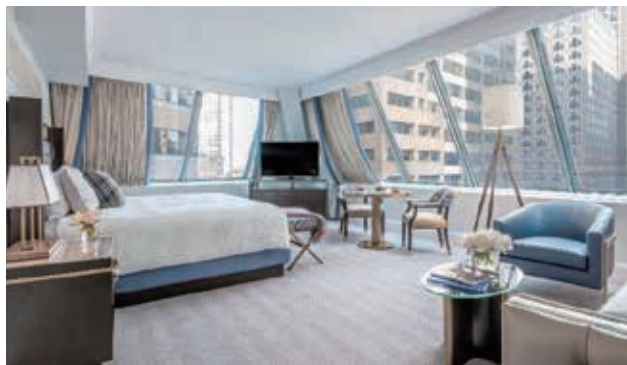
In 2021, The Langham, Boston re-opened its doors after a two-year, multi-million dollar renovation transforming this historical thread in the fabric of downtown Boston into a new American classic hotel. We implemented several important enhancement works to improve the hotel's environment performance, including:

- Green energy – uses 100% green electricity, which makes the hotel be nearly zero carbon emission.
- Energy efficiency – lighting retrofit with motion sensors and timers, variable speed drives on the water pump, window tinting on guest floors, and HVAC energy management system enabling intelligent control without sacrificing guests' thermal comfort.

- Water efficiency – low flow showerheads and toilets in guest rooms and public areas, automatic faucets in all public areas, efficient was washing system in kitchens to monitor and reduce water and chemical usage.

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

- "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.
- 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".



The Langham, Boston



Camping night to celebrate Earth Hour at Cordis, Shanghai, Hongqiao

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

- received the EDGE Green Building Certification for Langham Place Mall, the first property in Hong Kong;
- 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 optimisation on chiller plants by applying automatic control logic of pressure reset and temperature reset systems. Manual control of chiller plants is also transformed into an automation system;
- installed variable speed drives for condenser water pumps by phases in Langham Place Retail Tower and Office Tower to conserve the power consumption of chiller plant operation;
- 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 the shopping mall and office buildings; and
- installed automatic low flow water faucet for washbasin.



Smart lighting at Chiller Plant



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 recyclable papers, plastics, metal containers, aluminium cans, glass bottles, batteries, fluorescent tubes, computer equipment, electrical appliances from tenants and shoppers;
- joined the World Green Organisation to host the “Recycle Together – Clean PET Bottle Recycle Competition” to promote recycling plastic bottles. This event was fully supported by the Coca-Cola Foundation.
- supported the “Energy Saving Charter on Indoor Temperature Scheme” by maintaining an average indoor temperature between 24°C and 26°C from June to September. We also engaged 46 tenants of shopping mall and offices joining the scheme in 2021;
- participated in Earth Hour as well as encouraged retail tenants, office occupiers and shoppers to join this meaningful event; and



Recycling at Langham Place



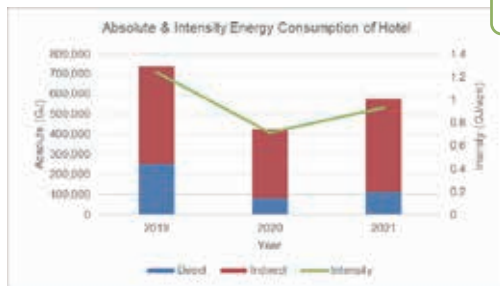
Recycle Together – Clean PET Bottle Recycle Competition

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

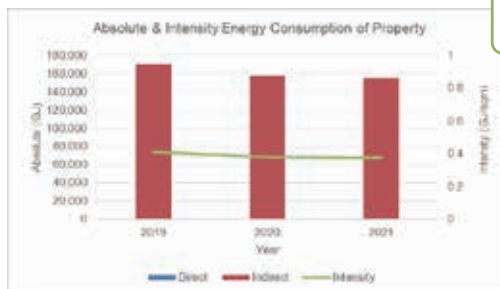
To tackle climate change, the Division is working on a mitigation plan to address physical and transitional risks, including the increased occurrence of super typhoon, tightened regulatory requirements on carbon emissions reduction, and disclosures. In addition, Climate Resilience Policy and mitigation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

Carbon Emission

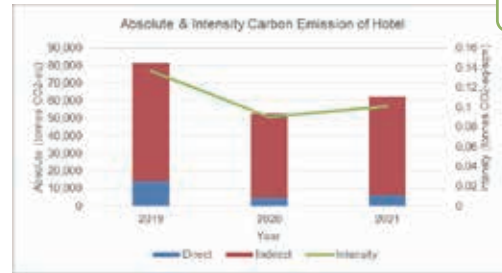
Energy Consumption



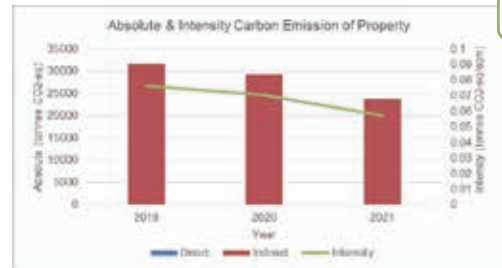
21 vs 19 Intensity
↓ 24.9%



21 vs 19 Intensity
↓ 9.3%

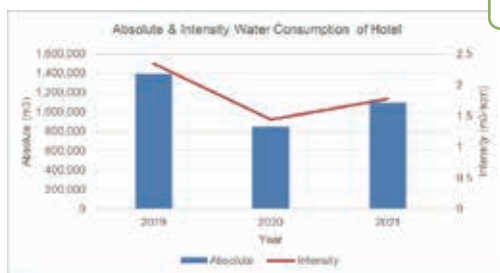


21 vs 19 Intensity
↓ 26.4%

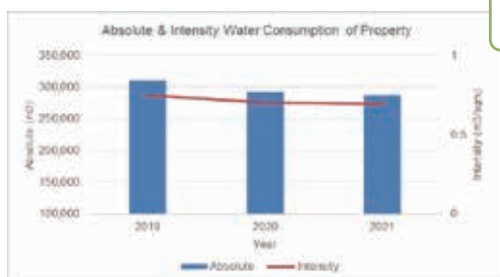


21 vs 19 Intensity
↓ 24.7%

Water Consumption

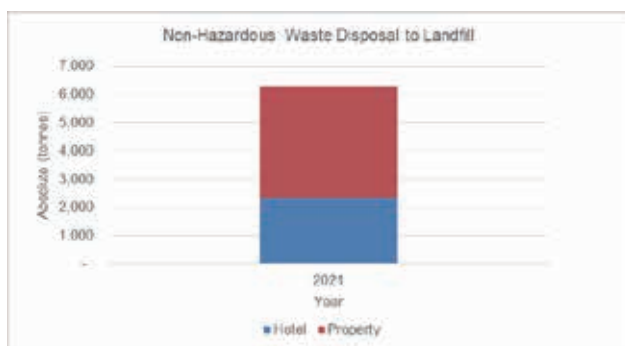


21 vs 19 Intensity
↓ 24.5%



21 vs 19 Intensity
↓ 7.6%

Waste Disposal to Landfill



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 is committed to pursuing environmental initiatives as an integral part of the design and construction process. The Division demonstrates alignment to the broader group's climate response roadmap by bringing development projects to achieve sustainable certifications, as well as adopting green strategies to improve the existing asset portfolio. For example:

- In Hong Kong: Ho Man Tin Station Package One Property Development is one of the Group's ongoing residential development projects. The project is currently under construction and has obtained HKGBC BEAM Plus Provisional Gold Rating for environmental and sustainable design. Three Garden Road and Eaton Residences are existing assets that are also undergoing modernization to adapt more energy efficient and environmentally friendly systems.
- In Venice: Anticipated to open in 2025, the upcoming resort development in Italy has been designed to achieve LEED Gold Hospitality Certification. In addition to careful sympathetic restoration of the existing heritage protected buildings, the project has been designed with a wide range of energy reducing features including enhanced thermal insulation, solar shading of the façade, automated building controls, LED and low energy lighting and high efficiency centralized mechanical plant. To provide security for future effects of global warming and rising sea levels, the project height has been agreed with the Municipality to raise by 300mm, making the development level higher than any recorded historic acqua alta (High Tide) event and one of the highest locations in the entire Venetian lagoon.

- In Toronto: Our existing Chelsea Hotel has agreed with the City of Toronto to create a public park as a compliment to the redevelopment project. Currently, the

project is being designed to achieve LEED Gold Certification. The project design and construction will be based on the Toronto Green Standard (TGS) Version 3.0.

Case Study – Renovation for Eaton Residences at Blue Pool Road

Eaton Residences (the Residences) at Blue Pool Road was built in 1989 and provides both serviced and residential apartment units. The Residences has been undergoing a full renovation since August 2020 and completed in end of 2021. The following green features are incorporated in its recent renovation work to support energy saving and overall carbon footprint reduction:

- Solar panels installed at the rooftop and connected to grid under the Feed-in Tariff scheme;
- Passenger lifts are modernised with new inverter technology incorporated to substantially reduce energy use compared with conventional systems;
- Electrical appliances (e.g. refrigerator, steam oven, air conditioning units) with the highest level EU or Hong Kong energy efficiency labelling are installed.
- All LED lights installed in public areas have timer control to optimise energy consumption in common areas.

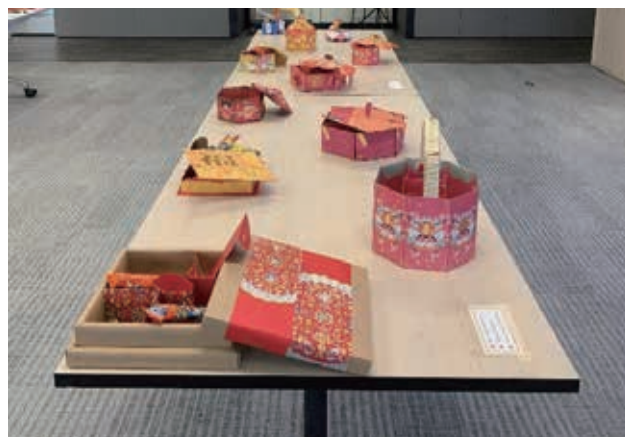


In our corporate office, Administration Division implements green practices according to the slogan “ER3” (Environmental Protection, Recycle, Reduce and Reuse). This year, the Division has adopted the Group’s climate change policy and continue to make the below measures in order to lower impact on the climate and the community:

- a new electric vehicle was purchased in replacement of a typical gasoline vehicle in 2021;
- overall electricity intensity (per floor area) in our offices is reduced by 1% as compared to 2020;
- eco-labelled paper products were required for the renewal of paper supplier contract this year;
- compared to 2020, the amount of paper being recycled in our offices is increased by 26%. This is equivalent to the avoidance in cutting down around 573 trees and helps reduce greenhouse gas emissions;
- continued to recycle natural Christmas trees and peach blossoms which would become compost materials through the recycling programme organised by the Environmental Protection Department; and



Recycle Natural Christmas Tree Certificate



Candy Tray DIY competition

- A Candy Tray DIY competition was held in the Chinese New Year to encourage colleagues to upcycle waste materials (including red pockets, papers, magazines or etc.) and create a unique eco-friendly candy tray.

SOCIAL

Employment and Labour Practices

Our human capital is the backbone of our sustainable success. We are determined to reward our committed workforce with above par benefit packages and well-rounded development programmes. We have 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 the 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 backgrounds 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 organised a Celebrate Diversity Month for the first time. We want to celebrate the diversity that fosters respect and open-mindedness for people from different backgrounds. During this month, the hotels rolled out a series of initiatives for our colleagues, including colleague cafeteria promotion on a diverse cuisine, culture tips, different language or dialects sharing, dress up in traditional cultural clothing, etc.

Celebrate Diversity Month

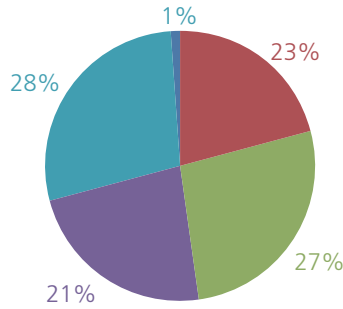
Supporting employment of persons with disabilities, we have participated in Labour and Welfare Bureau's Talent-Wise Employment Charter & Inclusive Organisations Recognition Scheme. One of our practices is the partnership of our Hotel Division with Hong Chi Association and Hong Kong Lutheran Social Service. 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 disabilities through the local Disabled Persons Federation, School of Deaf-mutes and internal referral. The hotels provide ongoing support to the colleagues with disability in order to ensure they receive the same level of attention and training as of the others.

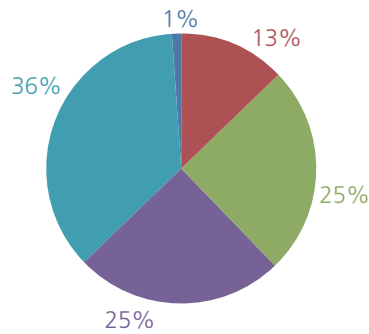


Total Workforce by Age Group

HOTEL



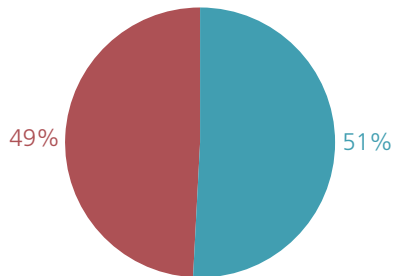
PROPERTY & OTHERS¹



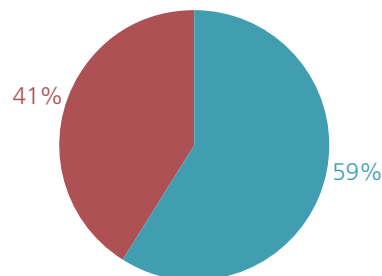
- Under 20 years old
- 20 & under 30 years old
- 30 & under 40 years old
- 40 & under 50 years old
- 50 & over years old

Total Workforce by Gender

HOTEL



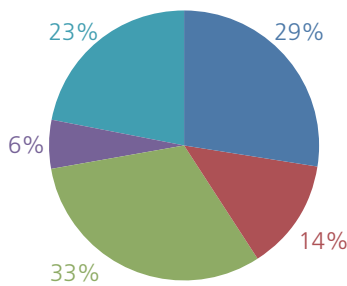
PROPERTY & OTHERS¹



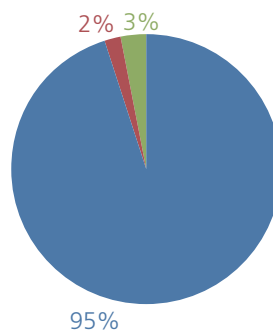
- Male
- Female

Total Workforce by Geographical Region

HOTEL



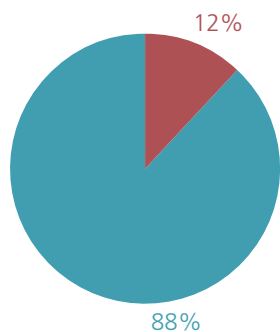
PROPERTY & OTHERS¹



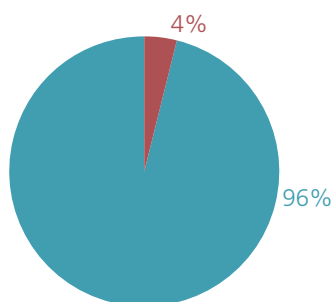
- Hong Kong
- China
- North America
- Europe
- Oceania

Total Workforce by Employment Type

HOTEL



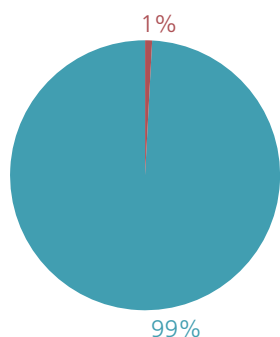
PROPERTY & OTHERS¹



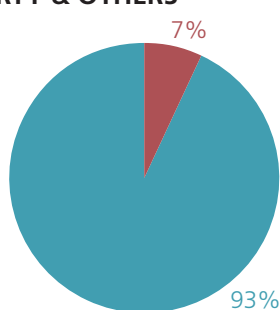
■ Full-time
■ Part-time

Total Workforce by Employment Contract

HOTEL



PROPERTY & OTHERS¹



■ Permanent
■ Contract

Total Turnover Rate

Year 2021	Hotel	Property & Others ¹
Overall	41	43
Under 20 years old	131	112
20 & under 30 years old	71	75
30 & under 40 years old	42	45
40 & under 50 years old	29	35
50 & over years old	21	34
Male	40	37
Female	43	50
Hong Kong	51	44
PRC	53	18
Europe	39	–
North America	16	31
Oceania	59	–

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, the health and safety of our colleagues are 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). In addition, we manage occupational health and safety risks to colleagues by strictly adhering to the 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 an 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;
- employees at all levels were encouraged to fulfil their civic responsibilities by getting the Covid-19 vaccine early. The Group organised a staff meeting to explain the importance of vaccination and also a vaccination incentive programme for all eligible colleagues;
- 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 meetings or conference calls instead of face-to-face meetings;
- sterilised mats were placed at the entrances of our offices;
- sanitisers, diluted bleach and alcohol spray were available for use; and
- visitors were required to fill in the "Health Declaration Form".

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

- the groupwide 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 ongoing best practices on health & safety. Training on fire protection, material handling, bloodborne pathogen, bomb threat, crowd control and so on was arranged. Colleagues 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 Month, which is dedicated to enhancing awareness of colleagues on their wellbeing and supporting them in developing a

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



Meditation exercise at The Langham, New York, Fifth Avenue

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

- organised “CONNECT to Happiness Day” to celebrate the International Day of Happiness to make this day happy and spread positive energy within the company. Being happy is an essential aspect of our health and wellness. The hotels organised different activities for colleagues to join; and
- 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 focuses 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.



The Langham, Hong Kong delivered 125 sets of the brand’s signature afternoon tea sets to the staff working at COVID-19 testing centres around its neighbourhood to celebrate CONNECT to the Happiness Day.



CONNECT to the Happiness Day at The Langham, Sydney

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

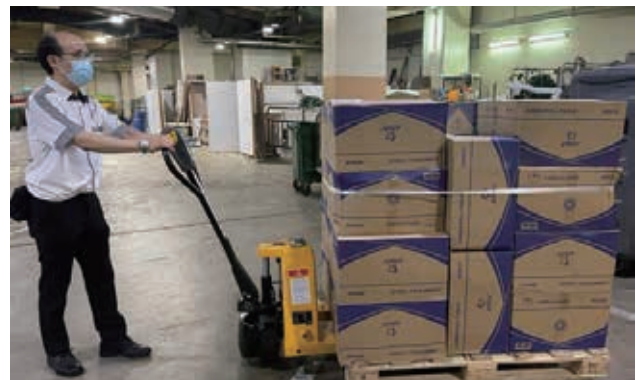
In the year, to further enhance health and safety at the properties, the Division implemented the following measures:

- designed and custom made new fibreglass working platforms and installed additional fall arrest systems for carrying out work above ground in the specific locations to prevent worker fall from height;
- provided air cooler fans and portable fans for frontline staff to reduce the risk of heatstroke during work in a car park and under outdoor hot weather in summer;
- upgraded the CRM system, which can dispatch relevant safety information to the technical staff upon their receipt of the work order, to enhance their safety awareness for each specific work task;

- purchased an electric pallet jack for the staff loading and delivering bulky goods in basement and storage area to reduce the risk of manual handling; and
- organised mental health & stress management training, yoga, and tai-chi classes for employees.



Custom made fibreglass working platforms



Electric pallet jack to minimise the risk of manual handling

Work Related Fatalities & Lost Working Days Due To Injuries

	Hotel			Property & Others ¹		
	2019	2020	2021	2019	2020	2021
Total workforce hours (in thousands)	10,797	6,880	6,852	1,884	1,880	1,923
Number of fatalities	0	0	0	0	0	0
Lost working days due to injuries	4,907	4,463	1,559	1,131	939	185

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.

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 contacting the disease by delivering training online and focusing on “wellness”. Wellness programmes were conducted with emphasis not only on colleagues’ wellbeing but also on mental health. For example, a seminar about parental guidance on children use in social media was conducted, as we believe when organisation cares about employees they can be motivated for company success. Another main topic in training is lawful and proper employment relations reinforcement to attract and retain talents. Also, learning digital acceleration tools were arranged to drive business growth and agility.

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

- the Division’s learning and development programmes comprise the First60 Certification programme, Langham Curriculum Certification (LCC), Advanced Programme for executives (APEX) and a Langham Leadership Trainee Program (LLTP). These programmes enable the colleagues to gain new skills and experiences which would advance them in their current and future jobs;
- this year, two modules on “The Art of Storytelling” and “What Makes a Guest Smile” were added to the First60 Certification programme. These modules aimed at inspiring our colleagues around the world to come up with stories about their hotel, its location, history and any meaningful anecdotes that they feel worthy telling and preserving for the future; and
- the Division held its first-ever hybrid Global Leadership Meeting, virtually bringing together over 90 hotel leaders and colleagues across 23 cities worldwide in 2021. Themed “Make A Difference, Make it Happen!” the event’s objectives were sharing the vision and strategic plan for the Division.



“What Makes a Guest Smile” training at The Langham, Hong Kong

Performance Review assists colleagues to keep track of their performance and determining 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. All employees received training in 2021.

Average Training Hours Completed per Employee

	2019	2020	2021
Hotel	29	12	20
BU Head or above	–	–	27
Other	–	–	19
Property & Others¹	9.6	5.8	4.3
BU Head or above	–	–	6.1
Other	–	–	3.8
Male	–	–	3.7
Female	–	–	5.3

Notes:

- 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



Global Leadership Meeting

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 in. In addition, sports clubs such as basketball and running have been established. The clubs would send their teams to participate in competitions and charity runs 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 can 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 at the 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 a 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). In 2021, we have a total of about 1,440 suppliers, with about 1,120 in Hong Kong, about 90 in China, about 10 in Asia (exclude China and Hong Kong), about 100 in Oceania, about 30 in Europe, and about 90 in North America;

- 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 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/policies on the delivery of customer service and support, complaints handling, and 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 are of our utmost importance. Our Privacy Policy 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 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 the Total Quality Management approach to engage every colleague in pursuit of excellence. In the spirit of continuous improvement through innovation, the Division reviews the current quality systems and programmes to simplify the processes. The new approach enables them to build a more resilient and more agile team;
- best practices are simply the best way of doing things that other departments or hotels can use for better performance and results. This year, a Best Practice Sharing platform was developed to encourage sharing of best practices as an effective way to improve our hotels' performance continuously. It helps our colleagues in finding and using the best methods of work to achieve our company objectives. The system also makes it easy for colleagues to discuss solutions on key topics related to the everyday challenges and problems our hotels and provide a systematic approach in managing our company knowledge;
- this year, the Division continued the rollout of our Data Protection Standards to all hotels and the global and regional offices. An external consultancy firm has been engaged as an independent advisor to guide and monitor our compliance with data protection laws, and register and liaise as a point of contact to relevant data protection authorities; and

- to mitigate the security risk resulting from the increased demand for remote access, additional measures had been put in place to strengthen user authentication to systems and network security. Phishing exercises had been performed to raise the information security awareness of all colleagues and the corporate management team. Furthermore, solutions to increase visibility on vulnerability were implemented, so as to enhance the overall data protection management.

Our Property Management Division implements ISO 9001 Quality Management System, ensuring their services meet customers' needs 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 government regulations.

Other than implementing the quality management system, the Division put in place additional measures to strengthen the customer services and their health and wellness during the year:

- attained WELL Building Standard Certification of Platinum Rating for Three Garden Road;
- joined "Breastfeeding Friendly Community Initiative" as launched by the Faculty of Medicine of University of Hong Kong to promote breastfeeding friendliness ideas to colleagues and tenants;
- during the pandemic, offered free fogging sanitisation treatment frequently to all F&B tenants;

- arranged cleaning attendants to sanitise seating areas of all F&B tenants regularly; and
- applied pioneering innovative and effective measures (e.g. intelligent disinfection stations, intelligent cleaning and sanitising robot, smart ultraviolet disinfection for handrails of escalators) to prevent the spread of COVID-19;
- people-oriented design (e.g. hands-free step to access doors, handle installed at water closet cover) to maintain personal hygiene and stay healthy;
- prepared tailor-made protective block covers for roadshow tenants.



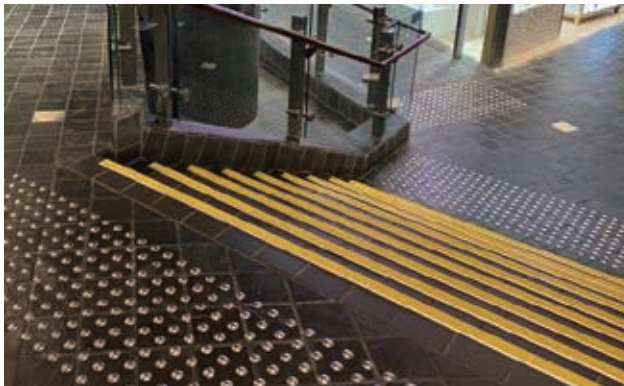
Disinfection robots for daily sanitisation



Fogging Sanitisation Treatment

The accessibility needs of persons with disabilities and elderly persons 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 with barrier-free access. Facilities include:

- Tactile guide paths throughout the mall
- Ramps for wheelchair users
- Accessible toilets on 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
- Projection lightings for wayfinding and falling accident prevention



Non-slip nosing and handrails with braille plates at most staircases



Motion projection lightings for falling accident prevention

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 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 we could engender greater social impact by focusing all of our philanthropic resources – financial, volunteer, and in-kind – on these projects. The following projects were conducted in the community this year:

Art

We continued supporting the “Great Eagle Music Children Ensemble” with Music Children Foundation. The project aimed to enhance the development of young talents from underprivileged backgrounds by providing them with attentive and intensive musical training and different forms of out-of-classroom exposures. Under the pandemic, the ensemble continued learning with online training classes and resumed practice sessions once the situation allowed. In addition, the ensemble members would develop music as a skill for life and create social impacts by spreading the message that “music changes life”.



Choir performance by Great Eagle Music Children Ensemble

Children Education

We partnered with the Department of Paediatrics & Adolescent Medicine of Hong Kong University to launch “Oral Health Services for Preschool Children”, the project was extended to 2021 due to the COVID-19 pandemic. It targeted to educate and improve the dental health of preschool children by organising interactive oral health workshops and in-school oral health assessments for children. Educational seminars for teachers were also delivered, whilst dental leaflets and kits were tailor-made to educate preschool children to properly brush their teeth and be aware of good dietary habits to prevent caries prevalence.

Environmental Protection

Case Study – Strategic Partnership with Green Monday

The Group has formed a strategic partnership with Green Monday to drive behavioural change in diet for the public, hoping to alleviate the issue of climate change and food insecurity. The influential programme included organising the city’s first “Plant-Based Culinary Arts Academy”, designed for F&B and the hospitality industry to master skills, bringing plant-based dishes to the forefront for their diners. By promoting the teaching and experiential sessions, we aimed at creating awareness amongst industry professionals about the importance of plant-based eating and making green eating more accessible for the public to adopt with more options on menus.

“Green Chef Junior Cooking Competition” was organised to encourage kids to create healthy and savoury vegetarian dishes using the OmniPork series as the main ingredients, thus understanding the sustainable concept of a plant-based diet through cooking. After the overwhelming response of submission, a total of 39 recipes were received. Participants’ plant-based recipes were shortlisted through a professional jury and public votes.



Plant-Based Culinary Arts Academy



Green Chef Junior Cooking Competition

Green recipe cards were also produced by inviting the Group’s acclaimed chefs to reveal signature plant-based dishes. These cards were available on Green Common’s official website and at all of its stores across the city to engage passionate home cooks to adopt a healthier and planet-friendly approach to eating.

The Hotel Division presented a series of initiatives to promote plant-based dining to our guests and the general public in 2021. Vegetarian menus with the OmniPork series were created to offer diners a plant-based fine dining experience in our four Chinese restaurants in Hong Kong. Our hotel in Shanghai also supported Green Monday on their press events.



Green Monday event at The Langham, Shanghai, Xintiandi

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, the Great Eagle Volunteer Team mobilised in-house resources to source and packaged food, healthy soup packs and anti-epidemic kits for single-parent families from Hong Kong Single Parents Association to address their needs amid the pandemic. Besides, the team also organised Summer Fun Day for kids from Sunshine School of Children’s Cancer Foundation by designing dedicated games and DIY activities, bringing a joyous summer to them.

Overseas, The Langham, London team surprised and delighted guests and NHS workers at St Mary’s Hospital with a visit from The Langham Ice Cream Van. A variety of ice creams was served to put a smile on everyone’s faces and celebrate the official return of hospitality in London. In the US, The Langham, Chicago team dropped off pink macarons for the nurses at Northwestern Prentice Women’s Center Hospital as part of our Breast Cancer Awareness initiatives. The Langham Huntington, Pasadena team joined the Ronald McDonald House Charities’ annual Walk For Kids. In China, children from Luwan Special Needs School were invited to celebrate Chinese New Year and enjoyed a florist class at The Langham, Shanghai, Xintiandi.



Foods and Anti-Epidemic Packs to Vulnerable Group



The Langham, London Pandemic Support



The Langham, Chicago Breast Cancer Awareness Support



The Langham, Huntington, Pasadena joined annual Walk for Kids



The Langham, Shanghai, Xintiandi support children with special needs.

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	GreenLeaders Programme	
	Gold Level	The Langham, London
	Silver Level	The Langham, Melbourne
	Silver Level	Cordis, Auckland
	Bronze Level	The Langham, Boston
	Environmental Campaign Committee	Hong Kong Awards for Environmental Excellence 2020 – Silver Award – Hotels and Recreation Clubs sector
Hong Kong Management Association	Hong Kong Sustainability Award 2020/21 – Certificate of Excellence	Eaton HK
Bloomberg Businessweek	– ESG Leading Enterprises Award – Leading Social Initiative Award	ChampionREIT
Institute of ESG & Benchmark	ESG Benchmark Awards 2021 – The ESG Leader (Platinum) – Outstanding ESG Company – Criteria set by Fun Managers (Platinum)	ChampionREIT
Corporate Governance Asia	Asian Excellence Award 2021 – Asia's Best CSR – Best Environmental Responsibility	ChampionREIT
Hong Kong ESG Reporting Awards	Hong Kong ESG Reporting Awards 2021 – Newcomer Award – Commendation	ChampionREIT

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Organiser	Award	Awarded Unit
Hong Kong Management Association	Hong Kong Sustainability Award 2020/21 – Hong Kong Sustainability Award – Special Recognition for Outstanding Sustainability Initiative (Social Dimension) – Special Recognition for Outstanding Sustainability Initiative (Environmental Dimension) – Special Recognition for Innovation – Special Recognition for Best Response to COVID-19	ChampionREIT
International Facility Management Association	Asia Pacific Awards of Excellence 2020 – Facility Management Technology Award – Winner – Environmental Stewardship Award – Certificate of Excellence – Innovation Award – Certificate of Excellence	Three Garden Road
Federation of Hong Kong Industries	BOCHK Corporate Environmental Leadership Awards 2020 – EcoPartner	Great Eagle Centre
Electrical and Mechanical Services Department	Hong Kong Energy Efficiency Registration Scheme for Buildings (Existing Building)	Langham Place
The Environmental Campaign Committee	Hong Kong Green Organisation Certification – Energywi\$e Certificates – Good Level – Wastewi\$e Certificate – Excellence Level	Great Eagle Centre
	Hong Kong Green Organisation Certification – Energywi\$e Certificates – Basic Level – IAQwi\$e Certificate – Excellence Level	Langham Place
	Hong Kong Green Organisation Certification – Energywi\$e Certificates – Basic Level – IAQwi\$e Certificate – Excellence Level – Wastewi\$e Certificate – Excellence Level	Three Garden Road

Social Employment and Social Practices		
Organiser	Award	Awarded Unit
The Employees Retraining Board (ERB) Hong Kong	Super Manpower Developer Award	Langham Hospitality Group Langham Place
Equal Opportunity Commission	Gold Award of the Equal Opportunity Employer Recognition Scheme	Eaton HK
The Hong Kong Police & VTC	2020 Security Services Best Training Award – Gold	Three Garden Road
International Facility Management Association	Asia Pacific Awards of Excellence 2020 – Occupational Health and Safety Award – Certificate of Merit	Langham Place



BOCHK Corporate Environmental Leadership Awards 2020 – EcoPartner



Gold Award of the Equal Opportunity Employer Recognition Scheme

Operating Practices		
Organiser	Award	Awarded Unit
BCI Asia	Top 10 Developers 2021	Great Eagle Group
Transform Awards	2020 Transform Awards Asia – Best Internal Communication During a Brand Development Project – Silver	Great Eagle Group
Condé Nast Traveller	2021 Reader’s Choice Awards	
	No. 49 in on the list of the Top 50 Hotel in the world No. 4 out of 20 Top Hotels in the China	The Langham, Shanghai, Xintiandi
	No. 5 on the list of the Top 10 Hotels in Hong Kong	The Langham, Hong Kong
	No. 5 on the list of the Top 10 Hotels in Australia and New Zealand	The Langham, Melbourne
	No. 6 on the list of the Top 10 Hotels in Australia and New Zealand	The Langham, Sydney
	No. 6 on the list of Top 30 Hotels in New York City	The Langham, New York, Fifth Avenue
	No. 8 on the list of Top 10 Hotels in Boston	The Langham, Boston
	No. 9 on the list of the Top 10 Hotels in Chicago	The Langham, Chicago
	No. 14 on the list of the Top 40 Hotels in London	The Langham, London
Michelin Guide, Hong Kong	The 2022 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 2022 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

Organiser	Award	Awarded Unit
Travel + Leisure Magazine	2021 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	The Langham, Chicago
	No. 8 Top 15 City Hotels in the US.	The Langham, New York, Fifth Avenue
US News & World Report	2021 Best Hotels	
	No.1 in Pasadena No. 37 in all of California	The Langham, Huntington, Pasadena
	No.5 in the USA No.2 in Chicago No.2 in Illinois	The Langham, Chicago
	No. 4 in New York City Top 50 in USA	The Langham, New York
	No. 6 in England	The Langham, London
The Hong Kong Council of Social Service	Barrier-free Company/Organisation	Langham Place
Hong Kong Quality Assurance Agency	Gold Seal for Business Resilience & Community Contribution	Langham Place Three Garden Road
Hong Kong Quality Assurance Agency	Anti-Epidemic Hygiene Measures Certification	Langham Place
Environmental Protection Department	Indoor Air Quality Certificate – Excellent Class	Great Eagle Centre Langham Place Three Garden Road
Environmental Protection Department	10-Year Commitment to IAQ Certification Scheme in 2019 – Retail Tower	Langham Place
Water Supplies Department	Quality Water Supply Scheme for Buildings – Fresh Water – Gold	Langham Place Three Garden Road

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Community		
Organiser	Award	Awarded Unit
Business Intelligence Group	2021 Sustainability Award – Sustainability Initiative of the Year (Project)	Great Eagle Group
CorpComms Magazine	CorpComms Awards 2021 – Best Sustainability Initiative	Great Eagle Group
MerComm, Inc.	2021 Galaxy Awards – Public Relations: Awareness Campaign – Honors	Great Eagle Group
The Hong Kong Council of Social Service	10 Years Plus Caring Company	Great Eagle Group Champion REIT
FinanceAsia	Asia's Best Companies 2021 – Most Committed to Social Causes	ChampionREIT
Fair Trade Hong Kong	Fair Trade Award 2020 – Silver Award	ChampionREIT



2021 Sustainability Award – Sustainability Initiative of the Year (Project)



10 Years Plus Caring Company

Memberships

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



Business Environment Council
Corporate Member



Hong Kong Green Building Council
Silver Patron

Charters

Organisation	Charter
Environment Bureau	Carbon Neutrality Partner 2021
Environment Bureau	Charter on External Lighting
Environment Bureau	Energy Saving Charter
Environmental Protection Department	Rechargeable Battery Recycling Programme
Environmental Protection Department	Computer and Communication Products Recycling Programme
Environmental Protection Department	Foodwise Charter
Environment Bureau	Peach Blossom Trees Recycling Programme
Environment Bureau	Natural Christmas Trees Recycling Programme
Labour and Welfare Bureau	Talent-Wise Employment Charter and Inclusive Organisations Recognition Scheme
Green Sense	No Air-Con Night



Carbon Neutrality Partner 2021

ESG Reporting Guide Content Index

Aspect	KPI	Content	Page Number
A. Environmental			
A1 Emissions	A1	General disclosure	36-37
	A1.1	The types of emissions and respective emissions data	40; Our business mainly emits carbon emission; NOx, SOx and other air pollutants emissions are from using/testing gensets which are not material
	A1.2	Greenhouse gas emissions in total and intensity	40
	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	41
	A1.5	Description of measures to mitigate emissions and results achieved	36-43
	A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	36-43
A2 Use of resources	A2	General disclosure	36
	A2.1	Direct and/or indirect energy consumption by type in total and intensity	40
	A2.2	Water consumption in total and intensity	41
	A2.3	Description of energy use efficiency initiatives and results achieved	36-43
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	36-43
	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 The environment and natural resources	A3	General disclosure	36
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	36-43

Aspect	KPI	Content	Page Number
A4 Climate Change	A4	General disclosure	36
	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	36-43
B1 Employment	B1	General disclosure	43-46
	B1.1	Total workforce by gender, employment type, age group and geographical region	45-46
	B1.2	Employee turnover rate by gender, age group and geographical region	46
B2 Health and safety	B2	General disclosure	47-50
	B2.1	Number and rate of work-related fatalities	50
	B2.2	Lost days due to work injury	50
	B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	47-50
B3 Development and training	B3	General disclosure	50-51
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	51
	B3.2	The average training hours completed per employee by gender and employee category.	51
B4 Labour standard	B4	General disclosure	43-44
	B4.1	Description of measures to review employment practices to avoid child and forced labour	43-44, 52
	B4.2	Description of steps taken to eliminate such practices when discovered	43-44, 52
B5 Supply chain management	B5	General disclosure	52
	B5.1	Number of suppliers by geographical region.	52
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	52

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Aspect	KPI	Content	Page Number
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	52
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	52
B6 Product responsibility	B6	General disclosure	52-55
	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	52-55
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	52-55
B7 Anti-corruption	B7	General disclosure	52
	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	52
	B7.3	Description of anti-corruption training provided to directors and staff.	52
B8 Community investment	B8	General disclosure	55-58
	B8.1	Focus areas of contribution	55-58
	B8.2	Resources contributed to the focus area	55-58