

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



“Love · Play · Farm”



Installation of Solar Panels



Great Eagle Music Children Ensemble

MESSAGE FROM THE SUSTAINABILITY STEERING COMMITTEE

For more than a decade, the Great Eagle Group (“the Group”) has been committed to enacting environmentally conscious, resource-conserving strategies and practices, and we are always proactively seeking to do more. 2022 was no different. Throughout a tumultuous year filled with challenges large and small, the Group worked consistently to advance our sustainability vision, making some impressive achievements.

First and foremost, we began implementing the Group’s Climate Leadership Strategy – a vision that aims to ensure the Group becomes a well-recognised and respected climate leader in Hong Kong and Asia that influences positive change in our industry and across society. We also strengthened our sustainability governance, setting up and empowering the Sustainability Steering Committees for the Group and for our Hotel Division and forming various Group-level taskforce and focus groups on sustainability issues material to the Group.

We developed and launched our Sustainable Finance Framework, which aligns with international market standards and best practices. The net proceeds from our sustainable finance mechanisms will be used to fund or refinance eligible projects that relate to various aspects of sustainability: green buildings, energy efficiency, renewable energy, climate change adaptation, and others.

The Group completed various energy saving projects through the year. We developed our 2030 Energy Saving Plan and conducted energy audits for our Hong Kong properties, a gap analysis for our carbon footprint accounting and peer benchmarking on energy performance. We also upgraded existing hardware like chillers plants and installed new hardware such as solar panels and variable-speed drives to help us both produce and save energy.

These and other efforts attracted industry-wide recognition in 2022. Three Garden Road⁽¹⁾ received BEAM Plus Platinum Rating with the highest score among existing buildings in Hong Kong. Together with the WELL Core Existing Building Platinum Standard attained previously, the property is one of only a few buildings in Hong Kong to have this “double platinum” rating. Our joint project with MTR Corporation, Ho Man Tin Station Package One, currently under development, has already achieved a BEAM Plus Provisional Gold Rating for its multiple green initiatives, while 19 of our owned and managed hotels have been certified with EarthCheck, with Cordis, Auckland being awarded EarthCheck Master status, signifying 15+ years of certification.

Building on our continuous commitments and contributions to a green urban environment, I believe that 2023 is going to be an excellent year for sustainability at the Group. This will be our first post-pandemic year and, while there will be much to adjust to in this “new normal”, we will closely engage our internal and external stakeholders as we continue to work towards our ambitious 2045 net-zero roadmap.

Lo Chun Him, Alexander

Executive Director and Chairman of the Sustainability Steering Committee

3 March 2023

INTRODUCTION

About this Report

This Environment, Social and Governance (“ESG”) Report (“the Report”), forming part of the 2022 Annual Report for Great Eagle Holdings Limited, covers the period from 1 January 2022 to 31 December 2022. The Report has been prepared in accordance with the Hong Kong Exchange’s ESG Reporting Guide (“the Guide”), under Appendix 27 of the Main Board Listing Rules, and satisfies its “comply or explain” provisions. The Report follows the four reporting principles stipulated in the Guide, namely: materiality, quantitative, balance and consistency.

This Report includes the Guide’s ESG subject areas, namely Environmental and Social (subdivided into Employment and Labour Practices, Operating Practices and Community). In addition to these subject areas, we have also documented how we govern and make decisions in pursuit of our sustainability targets in the “Sustainability Governance and Risk Management” section. Selected key performance indicators (“KPIs”) and case studies are detailed to illustrate our sustainability performance.

The Report’s reporting boundary covers the Group’s major businesses and principal 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 this reporting boundary based on the financial significance and operational influence of our business. It is regularly reviewed by considering such factors as revenue contribution, management ownership, operating status, and sustainability impacts in order to ensure that the material issues of the Group’s portfolio are covered.

The Group’s subsidiaries, Champion REIT, Langham Hospitality Investments Limited and our Hotel Division, Langham Hospitality Group, issue their own annual sustainability reports, which record their ESG performances and set out environmental and social objectives for the coming years.

We support the United Nations Sustainable Development Goals (“SDGs”) which aim to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030. We have also identified eight SDGs that connect closely with our sustainability vision and strategy.



Performance Highlights



Three Garden Road⁽¹⁾

- BEAM Plus for Existing Buildings V2.0 Platinum – highest score in Hong Kong, full marks in 5 out of 7 assessment categories
- Together with WELL Core Existing Building Platinum Standard achieved in 2022, becoming a “double platinum rated property”



EARTHCHECK

19 owned and managed hotels EarthCheck Certified



-16.9%
(HK Properties)

-22.2%
(Owned Hotels)

**Energy Consumption Intensity
(2022 vs 2019)**



-29.9%
(HK Properties)

-29.7%
(Owned Hotels)

**Carbon Intensity
(2022 vs 2019)**



-11.8%
(HK Properties)

-21.4%
(Owned Hotels)

**Water Consumption Intensity
(2022 vs 2019)**

Sustainable Finance Framework



ESG Benchmarks and Recognitions



- Rated as “Low Risk” in Sustainalytics ESG Risk Rating ⁽²⁾
- ESG Achievement Awards 2021/2022 – ESG Performer of the Year - Platinum
- Communitas Awards 2022 – Excellence in Community Service – Company Community Service – Community Partnership
- The Caring Company Scheme 2021/22 – 10 Years Plus Caring Company Logo

Feedback

To continuously improve our sustainability policies and practices, the Group is reliant on the valuable opinions of all our stakeholders. Should you have any feedback on this Report and/or any other sustainability issues, please contact us at sustainability@greateagle.com.hk.

- (1) Three Garden Road is owned by Champion REIT, one of the Great Eagle Holdings Limited’s principal holdings.
- (2) **Copyright ©2022 Sustainalytics. All rights reserved.** This section contains information developed by Sustainalytics (www.sustainalytics.com). Such information and data are proprietary of Sustainalytics and/or its third party suppliers (Third Party Data) and are provided for informational purposes only. They do not constitute an endorsement of any product or project, nor an investment advice and are not warranted to be complete, timely, accurate or suitable for a particular purpose. Their use is subject to conditions available at <https://www.sustainalytics.com/legal-disclaimers>.
- (3) Some of the photos in this Report may feature individuals without wearing face masks. Such photos were taken in non-specified public place or in countries that wearing face masks were not mandatory.

GOVERNANCE

Achievements in 2022

- Strengthened the Great Eagle Sustainability Steering Committee.
- Established a new Sustainability Steering Committee for the Langham Hospitality Group (“LHG”).
- Launched our Sustainable Finance Framework.

Sustainability Governance and Risk Management

Supporting our sustainability vision is a robust sustainability governance and management framework. In 2022, the Group revised its sustainability governance structure:

SUSTAINABILITY GOVERNANCE STRUCTURE



The Board of Directors of Great Eagle Holdings Limited (“the Board”): The Board oversees broader sustainability trends and leads the Group’s sustainability direction. ESG strategy, planning and reporting are regularly discussed at Board meetings. The Board is also responsible for evaluating and determining the Group’s ESG-related risks and ensuring that appropriate and effective ESG risk management and internal control systems are in place.

Advisory Council: The major responsibilities of the Sustainability Advisory Council are to advise and guide the Sustainability Steering Committee and other business units and departments within the Group on sustainability-related issues as well as the implementation of the Group-wide ESG strategies. As the Advisory Council comprises the Chairman and Executive Directors of Great Eagle Holdings Limited, it also brings the Board’s discussions and insights to the attention of the Sustainability Steering Committee to assist with the integration of ESG strategies into different business units and operations.

Sustainability Steering Committee (“the Committee”): The Committee enables the Group to take responsibility for our sustainability impacts and integrates sustainability into the Group’s operations. The Committee is chaired by the Board’s Executive Director and is made up of members from the Board and management from key areas of the Group. It serves as a senior-level steering group that determines and monitors the Group’s material ESG issues, and sets the Group’s sustainability policy and implementation strategy.

The Committee consists of Executive Directors and heads from key areas of the Group, including, in alphabetical order, Asset Management, Development and Project Management, Hotels, Human Resources, Procurement Services and Building Material Trading, Property Management and Sustainability.

The composition of the Committee is reviewed annually by the Chairman of the Committee to ensure an appropriate balance and representation of expertise and experience.

Taskforce and Focus Groups: These groups are responsible for various sustainability-related duties across the Group, and are drawn from various business units (“BUs”) and departments across the Group. They are designed to mobilise and engage representatives from different departments to implement strategies according to the corresponding pathways of the Group’s overall roadmap. In alphabetical order, these groups are Climate and Carbon Innovation, Employee Engagement, Energy Efficiency Taskforce, Retrofit Strategy and Asset Optimisation, and Sustainable Finance.

Management Approach

To manage the sustainability impacts of our operations and integrate sustainability throughout the Group, a network of ESG-related policies and procedures has been established. This network includes:

- **The Group’s Sustainability Policy:** The Committee has formulated a Group Sustainability Policy which provides a robust framework and direction for the Group to implement and embed sustainability into our organisational culture. The Policy is posted on our corporate website.
- **The Great Eagle Climate Leadership Strategy:** A strategy and plan devised in 2021 that aims to ensure the Group becomes a well-recognised and respected climate leader in Hong Kong and Asia that influences positive change at the industry and societal levels.
- **ESG Framework:** A set of policies and procedures that guide the Group as we work to achieve planned ESG outcomes. The framework includes our Environmental Policy; Sustainable Procurement Policy; Equal Opportunity Policy; Health, Wellbeing and Safety Policy; Training and Development Policy; our relevant subsidiaries’ employee handbooks; and our Code of Conduct.

ESG Risk Management

The Audit Committee and the Group’s Internal Audit Department support the Board in conducting annual reviews of the effectiveness of the Group’s risk management and internal control systems.

Three measures used in these evaluations are Risk Management Self-Assessment (“RMSA”), Internal Control Self-Assessment (“ICSA”) and Data Privacy Management Self-Assessment (“DPMSA”). The Group’s Internal Audit Department coordinates with the Group’s major business entities to conduct annual RMSAs, ICSAs and DPMSAs to evaluate possible risks including business, financial, operations, data privacy and climate and ESG-related risks. Using these assessments, the Sustainability Department regularly evaluates risks arising from material ESG issues. The Department also provides its assessment results along with mitigating measures to the Internal Audit Department for further risk evaluation.

Stakeholder Engagement and Materiality Assessment

Stakeholder Engagement

To understand our stakeholders’ expectations and identify material ESG issues, the Group considers the views of internal and external stakeholders. We regularly engage key stakeholders to identify important ESG issues and prioritise their materiality level. In 2021, we commissioned an independent consultant to conduct a series of stakeholder engagement initiatives. These explored stakeholders’ perceptions and expectations regarding priority areas and strategies to enhance the Group’s response to climate change impact.

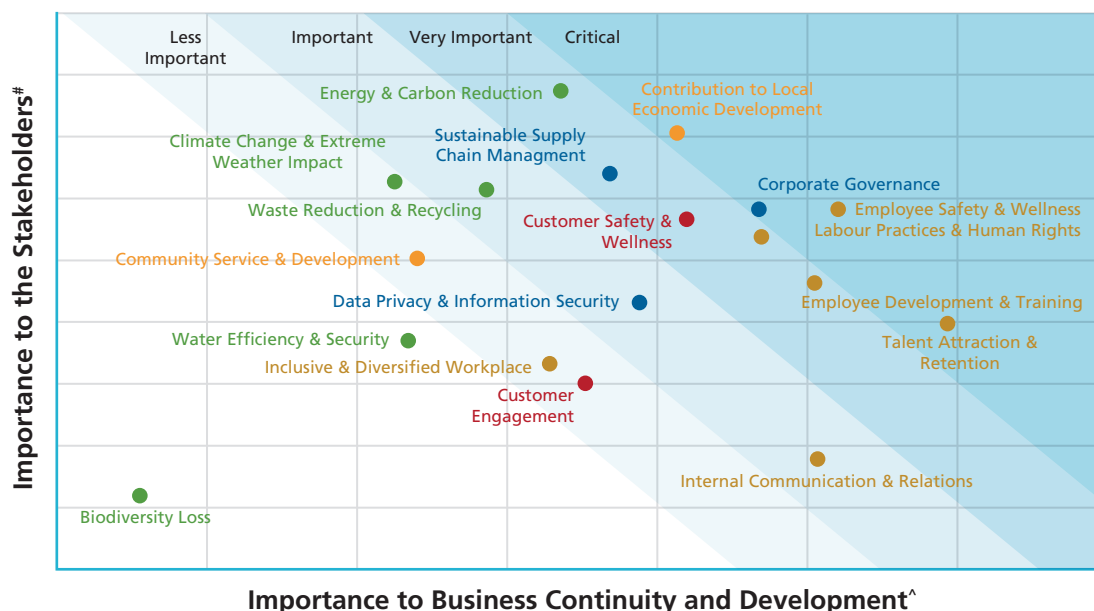
The engagement process involved in-depth interviews and quantitative surveys with internal and external stakeholders and a visioning workshop with the Group’s management team. The stakeholder groups included employees, vendors, investors and analysts, environment and sustainability professionals, NGOs, and representatives of the media.

These stakeholders were asked to rate a list of ESG issues in terms of their relevance and importance to the Group’s sustainability development and the aspects identified through peer benchmarking analysis and internal assessment, making reference to the Guide. A materiality assessment was also conducted which defined the level of materiality by considering the aspects’ importance, as rated by the stakeholders, and their “importance to business continuity and development”, as evaluated internally.

The process, comprising over 1,100 internal and external stakeholders, also revealed numerous insights regarding our best performing aspects as well as discrepancies between internal and external views on material issues. It also led to the development of a strategic roadmap for the Group, setting out a clear pathway to manage the material ESG and climate issues.

Materiality Matrix

The engagement exercise yielded the following materiality assessment matrix:



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.

ESG Strategy, the New Climate Leadership Strategy and Sustainability Culture

ESG Strategy and Goals

The Group's overall ESG vision is to achieve sustainable growth which follows the sustainable development principle set out in the UN's Brundtland Report of 1987, entitled "Our Common Future", namely, "Development that meets the needs of the present without compromising the ability of future generations to meet their own needs".

In decision-making processes, the Group adopts a "triple bottom line" approach, which considers three crucial sustainability factors: Profit, People and Planet. This approach facilitates the integration of sustainability into the core purpose of the Group's business, and ensures that the Group's work and business practices remain beneficial in the long term.

With our ultimate goal being to achieve net-zero impact by 2045, the Group devised the Great Eagle Climate Leadership Strategy, with a vision to transform the Group into a well-recognised and respected climate leader in Hong Kong and Asia. We began implementing and fine-tuning this strategy in 2022.

Sustainability Culture

To achieve our vision and goals, it is crucial to nurture a culture of sustainability throughout the Group. In 2020, we began the process of developing a new corporate sustainability strategy for the Group and held a series of engagement activities to encourage employees of the Group to become "climate conscious". These initial activities included a visioning workshop for senior executives, a site audit of our buildings, virtual town hall meetings that focused on climate change, and others.

We continued and expanded these activities in 2022, putting on more internal stakeholder engagement activities, such as a company orientation workshop for colleagues who recently joined which introduced the concept of climate change and Great Eagle's Climate Leadership Strategy; launching the "60+ Lunch Hour" at our headquarters; and resuming various reuse- and recycling-oriented activities and site visits for our colleagues.

The Group's LinkedIn page shares up-to-date sustainability news with our industry peers, while our colleagues stay abreast of our sustainability activities through the Group's newsletter, "Eagle Express". We also make timely media updates when we organise sustainability-related events.

Our Hotel Division's corporate sustainability programme is called CONNECT. It comprises four focus areas: environment, community, colleagues, and governance. The Hotel Division organises annual "Global CONNECT" events related to these focus areas, in which all hotels participate. These help colleagues embrace sustainability in their daily work and in their personal lifestyles.

Sustainable Finance Framework

In 2022, as part of our ongoing commitment to sustainable growth and our desire to further the development of sustainable financing in Hong Kong, we developed a Sustainable Finance Framework. Aligning with international market standards and best practices, this new framework covers our four main transaction areas: use of proceeds, process for project evaluation and selection, management of proceeds and reporting.

The net proceeds from our sustainable finance mechanisms will be used to fund or refinance eligible projects that relate to green buildings, energy efficiency, renewable energy, climate change adaptation, waste management and recycling, sustainable water management, socio-economic advancement and employment generation, and pandemic response.

ENVIRONMENT

The Group strives to establish excellence in environmental responsibility and become a respected climate leader. To attain these goals, we promote diversified green initiatives in our properties and develop green buildings in order to protect the environment and mitigate climate change.

Achievements in 2022

- Developed a 2030 Energy Saving Plan for our properties in Hong Kong
- Completed energy audits for our properties in Hong Kong
- Conducted benchmarking and a gap analysis for the Group's carbon footprint accounting
- Identified energy management opportunities ("EMOs") for properties in Hong Kong

Environmental Policy and Impact Assessment

The Group's Environmental Policy demonstrates our commitment to sustainable development and responsible environmental stewardship. The Policy commits us to complying with the related environmental legislations and to keeping the environmental footprint of our operations to a minimum. The Policy also includes a pledge to identify and minimise significant impacts on nature and the environment, identify and mitigate climate-related issues and continuously improve the environmental performance of our operations. Finally, the Policy lays down a framework that allows each division and department to establish their own environmental policies.

To systematically minimise significant environmental impacts, Great Eagle Holdings Limited's major subsidiaries have established environmental management systems. These systems identify significant impacts arising from operations and determine measures to mitigate adverse impacts. Over the years, our divisions and departments have identified "energy consumption", "carbon emissions" and "water consumption" as the most significant environmental impacts which require management actions across the Group.

Our main operations consume primarily energy and water, natural resources that should be used prudently. Carbon emissions from our properties contribute to climate change and require our close attention. We therefore collect data on these three aspects, and manage them by fully complying with the relevant environmental laws and regulations, including the GHG Protocol Corporate Accounting & Reporting Standard, the Building Energy Code and Building Energy Efficiency Ordinance of Hong Kong and other local carbon emissions reduction guidelines, as well as building energy and water efficiency regulations for our overseas business.

In 2022, there were no violations of relevant laws and regulations that have a significant impact on the Group.

Cross-departmental Efforts to Achieve Net-Zero

Achieving net-zero impact by 2045 requires a united effort across the Group's taskforces, focus groups and working groups. One example is our Energy Efficiency Taskforce, established in 2021. Formed by members of multiple business units, including team members from our Property Management, Development and Project Management, Sustainability and the Hotel Division, the taskforce aims to strengthen cooperation between business units to drive synergy and share best energy-saving practices for enhancing the Group's overall building energy efficiency.

Our new Sustainability Governance Structure ensures the contribution and cooperation of teams across the Group. These teams and groups will share data and working practices and work together to create further synergies as we work to achieve net-zero impact.

Combating Climate Change

The climate crisis is the biggest global challenge of our times. The Group is committed to becoming a well-recognised and respected climate leader in Hong Kong and Asia. Our new Climate Leadership Strategy seeks to transform the Group into an adaptive and collaborative team that thrives amid the acceleration of climate change impacts and that influences positive change at both the industry and society levels.

The Strategy has three focus areas: People, Asset and Capital.

People concerns our governance structure and requires that we develop an adaptive, collaborative and climate-competent team that implements and iterates our climate strategy.

Asset concerns both existing and new build properties and how we optimise these for our net-zero vision and climate resilience.

Capital concerns our sustainable finance framework and how this provides the Group with financial resources to empower transition and transformation.

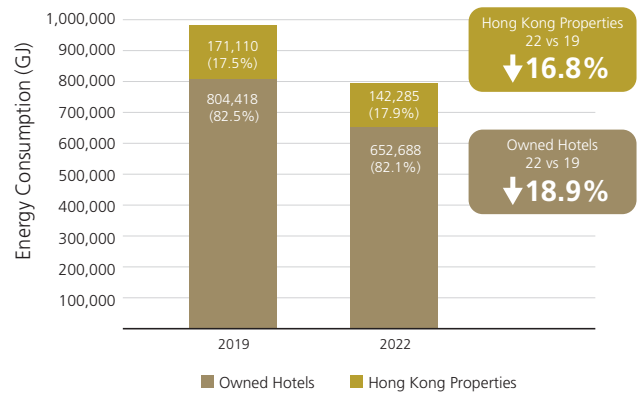
Environmental Measures

The backbone of the Group's Climate Leadership Strategy lies in the actions we take to reduce our environmental impacts. These include many energy- and water-saving projects, waste reduction measures and employee education initiatives.

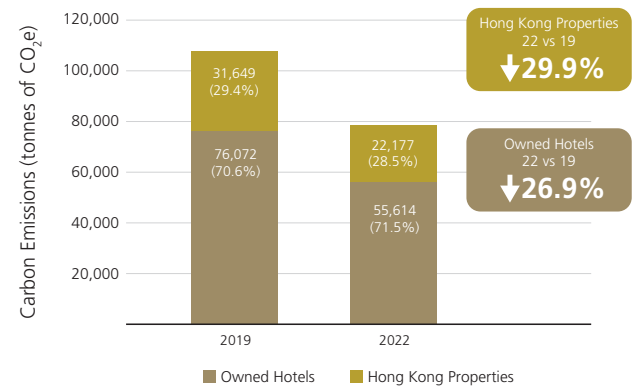
Energy

Energy consumption produces the Group's most significant environmental impacts. We are working to reduce these impacts across our operations. We have begun by focusing on our properties in Hong Kong, including our office buildings, retail mall and hotels. From a 2019 benchmark, we are seeking to reduce our energy consumption by 30% by 2030. This will decrease the carbon emissions of our Hong Kong properties by 46% by 2030. We are planning to conduct studies on the energy consumption characteristics of our owned hotels overseas in the near future. Since 2019, the Group has reduced our overall energy consumption by 18.5%.

Comparison of Total Energy Consumption (GJ) 2022 vs 2019⁽⁴⁾



Comparison of Total Carbon Emissions (tonnes of CO₂e) 2022 vs 2019⁽⁴⁾



(4) The total energy consumption and total carbon emissions data in 2019 have been re-calculated with the updated emission factors.

Energy Reduction Initiatives

Numerous energy reduction measures were made throughout 2022 at all our properties.

Three Hong Kong properties: Great Eagle Centre, the ICBC Tower at Three Garden Road and Langham Place, support the Environment Bureau of the Hong Kong Government's Energy Saving Charter on Indoor Temperature, in which participants pledge to maintain an average indoor temperature of between 24-26° C during June to September – generally the hottest months in Hong Kong. Forty-two shopping mall and office tenants of Langham Place Mall were also invited to join the charter in 2022.

Onsite Renewable Energy Generation

In late 2022, we placed 28 solar panels on the upper roof of Champion Tower at Three Garden Road. When added to the existing 42 solar panels installed at ICBC Tower, the panels generated approximately 14,300 kWh of electricity at the property in 2022.

In 2021, 22 solar panels were placed on the rooftop of Langham Place Mall. In 2022, a further 19 solar panels were installed on the rooftop of Langham Place Office Tower, which will produce around 11,000 kWh of electricity per year.

In late 2022, 24 panels were installed on the roof of Great Eagle Centre. These will provide an estimated 11,000 kWh of electricity annually.

Energy Efficiency Upgrades

Electronically-commutated ("EC") Plug Fans at Three Garden Road

EC plug fans are the latest energy saving technology installed at Champion Tower and ICBC Tower of Three Garden Road. In 2022, eight ageing belt-driven air handling units ("AHUs") were replaced with EC plug fans. Compared to traditional centrifugal fans, these energy-efficient fans have lower maintenance costs and provide more stable ventilation. This change will save approximately 20,100 kWh of electricity annually.

Chiller Plant Retro Commissioning at Champion Tower and ICBC Tower at Three Garden Road

Before 2022, both Champion Tower and ICBC Tower at Three Garden Road had their own chiller plants for their air conditioning systems. During low-load times, holidays and at night for example, both plants operated at a low coefficient of performance, leading to poor energy efficiency. In 2022, the chilled water pipes of both towers were connected, with the cooling load for both towers covered by one chiller plant during low-load conditions. This will produce an estimated annual energy saving of 574,000 kWh.

Langham Place Office Tower Night Load Chiller Installation

In 2022, a new chiller was installed at the tower. It operates in high efficiency mode at night and in low-load conditions and will save over 360,000 kWh annually.

Variable-speed Drive Installation at Langham Place

Variable speed drives were installed on condenser water pumps at Langham Place Mall and Langham Place Office Tower. These will reduce the chiller plants' power consumption by 42,000 kWh annually.

Air Conditioner Chiller Replacement at The Langham, Hong Kong

As of 2021, the existing chiller plant at the Langham, Hong Kong had five air-cooled chillers and six chilled water pumps that had been operating for more than 20 years. A two-year retrofitting project is replacing these ageing devices with more sophisticated and energy efficient equipment.

The chiller units are being replaced with a new screw-type chiller that provides energy efficient control during partial load conditions, uses R134a, a non-ozone-depleting refrigerant and is equipped with an EC exhaust air fan for heat removal. The new chilled water pumps use variable speed drives that provide variable flow control to cater for different air conditioning load conditions to save energy.

A new Building Management System (“BMS”) with advanced automatic chiller plant controls will further optimise chiller plant operations; and existing rooftop exhaust fans for guest bathrooms are being replaced with EC exhaust fans – all of which will create substantial energy savings for the hotel. In addition, acoustic equipment, including vibration isolators, sound attenuators and acoustic louvres, has been installed in the new chiller plant to eliminate any noise nuisance to the guest rooms and suites on the hotel’s upper floors.

Upgrades at Great Eagle Centre

In 2022, 14 ageing belt-driven AHUs were replaced with AHUs with EC plug fans, which will save an estimated 173,000 kWh of electricity annually. Four secondary chilled water pumps also had variable speed drives installed, which will save an estimated 226,000 kWh of electricity per year.

Meanwhile, as is common in Hong Kong, flushing water for Great Eagle Centre is pumped from the sea. In late 2022, we began installing a demand control system that works with the flushing water transfer pump to meet low night-time demand between 11pm and 7am. The running time of the seawater pump was reduced from around seven hours to two hours during this overnight period beginning in January 2023.

Electric Vehicle (“EV”) Chargers

To encourage our tenants and visitors to use EVs and help meet our carbon emissions targets, in 2022 the Great Eagle Group added 26 medium charge charging stations for EVs at Langham Place and 20 such stations at Three Garden Road.

Technological Upgrades

At Three Garden Road, a new turnstile system in the main lobby is equipped with sophisticated touchless access control technology including facial recognition, smart card and QR code access, which is integrating with a lift-calling function, allowing access control and lift calling functions to take place at the turnstile. This creates greater efficiency, quicker access and provides a hygienic environment.

Installation of IoT Systems

In 2022, the Three Garden Road car park was equipped with a ground-breaking demand control ventilation system utilising Internet of Things (IoT) sensors. These sensors monitor the carbon monoxide concentration so as to estimate the number of vehicles in the carpark, and adjusts the ventilation accordingly. The system will help reduce the annual energy consumption by 50%.

An IoT system was also installed in the plant rooms of Langham Place Office Tower to help detect water leaks.

Smart Weather Stations

Smart weather stations have been installed at Champion Tower at Three Garden Road and Langham Place Mall. These stations provide real-time climate-related data including air temperature, humidity, wind speed, rainfall, and sunshine, allowing building operations to be adjusted to optimise energy efficiency measures.



Smart Weather Station

Lift Modernisation at Three Garden Road

Until late 2020, there were 44 original lifts in operation at Champion Tower and ICBC Tower at Three Garden Road. A lift modernisation project began in Q3 of 2020 and will continue until late 2023. The new lifts have several energy-efficient features that will provide an expected electricity savings of up to 40%, subject to the actual lift operation schedule. These include a variable voltage variable frequency drive control system, a permanent magnet motor, a power regeneration feature, destination control, and an idle mode for lighting and ventilation inside the lift car.

Case Study: Retrofitting for Energy Efficiency

In 2022, a pilot project was conducted at one of the southwest facing office units at Champion Tower of Three Garden Road. A Building Vacuum-Glass ("BVG") system was installed on the room side of the existing curtain wall glass to improve its solar shading performance. The BVG system reflects solar radiation and blocks heat gain from outside, improving thermal stability and comfort while also reducing the risk of condensation, resulting in potential energy savings of between 8 and 32% for different orientations. There was also no need to remove the existing curtain wall glass for this retrofitting pilot, meaning that less waste was generated.

After the installation, the unit's indoor air temperature remained stable on both sunny and cloudy days. Additional benefits included significant sound reduction, a 5% UV light transmittance reduction, reduced indoor glass reflectance and an elimination of condensation.

We also conducted façade enhancement work at The Langham, Hong Kong hotel. The hotel's original cladding was installed about 30 years ago. In 2021 and 2022, this cladding was replaced, with waterproofing and thermal insulation added between the cladding system and the building structure. This will improve the energy efficiency of the entire hotel by reducing the need for heating and cooling due to improved insulation.

Case Study: Ho Man Tin Package One Residential Development

This prestigious residential development located above the Hong Kong MTR's Ho Man Tin Station is currently being jointly developed by the Group and the MTR Corporation. Scheduled for completion in late 2024, the development comprises 990 luxury apartments distributed over six 24-storey-high towers, along with a 2,000 square metre clubhouse.

Ho Man Tin Package One will be a leading green development for the area. Now in the construction stage, it is already using leading green technology: an on-site battery energy storage system (BESS) which replaces traditional diesel generators used on construction sites. By electrifying the construction site, the BESS provides a clean and quiet construction environment and reduces site carbon emissions by up to 85%. The device helps provide a healthier work environment for site workers as it generates less noise and does not emit diesel fumes, while it also prevents fire risks resulting from handling diesel.

When completed, the development will have many sustainable features, including energy-efficient electrical and mechanical systems such as variable frequency drives, non-ozone-depleting refrigerant (R410a) and EC fans for air conditioning systems; a "heat wheel" in clubhouse's changing rooms that recovers energy from exhaust air; multiple types of energy-efficient lighting, and many more. Water efficient faucets and low-volume flushing toilets in the clubhouse will consume about 48% less water compared with baseline models. UV-C light in the clubhouse's air conditioning system will sanitise the air, while IAQ sensors will continuously monitor air quality.

With the implementation of these state-of-the-art green features, we estimate that electricity usage may be reduced by 20% compared with the baseline⁽⁵⁾. These features have already resulted in the development achieving a provisional Gold rating in the BEAM Plus certification scheme (version 1.2).

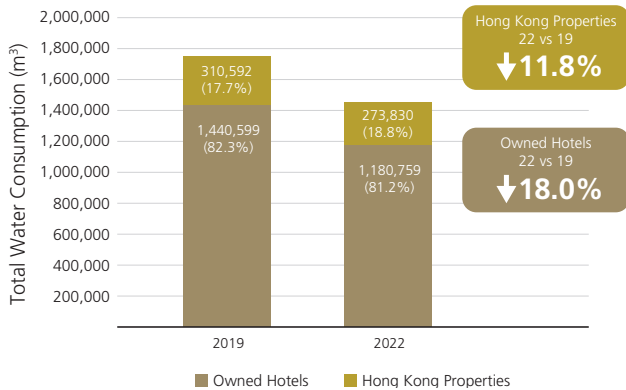
(5) Detailed assumptions based on BEAM Plus PA assessment.

Water

Water consumption is another of the Group’s significant environmental impacts. The Group is working to reduce water consumption across our operations in various ways. We are currently working to establish our baseline water consumption metrics and develop appropriate water reduction KPIs. These will be included in future ESG reports.

Our fresh water is primarily sourced and discharged via the local municipal water facilities since our properties are mainly located in urban or suburban areas. Numerous water reduction measures were made at our properties throughout 2022.

Comparison of Total Water Consumption (m³) 2022 vs 2019⁽⁶⁾



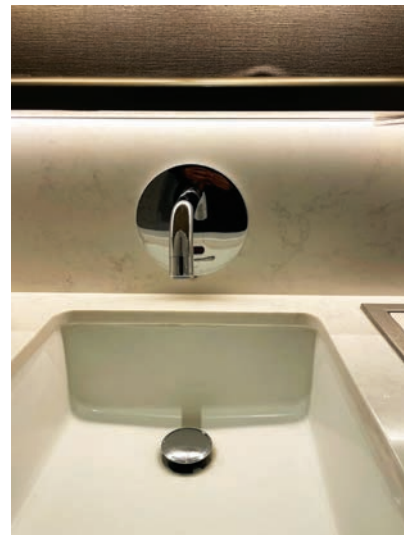
Langham Place

Infrared sensor faucets were installed in all lavatory washbasins.

Cordis, Auckland

The hotel enacted several water-saving measures in 2022, including:

- Installing water fountains on each floor to encourage guests to refill water bottles.
- Encouraging housekeeping to wash full loads only.
- Installing dual flush toilets in guest and staff rooms. These were previously installed in the new tower, now they are in the existing building as well.
- Installing low-flow taps in guest rooms in the new tower.
- Installing water flow sensors on taps in public bathrooms in the new tower and the existing building.



Water flow sensors on taps in public bathrooms

(6) The total water consumption data in 2019 have been re-calculated.

The Langham, Sydney

The hotel worked closely with Sydney Water, the local water authority, on a five-stage plan to improve water efficiency and identify potential improvement areas. The plan involves: assessing water use against benchmarks; monitoring and auditing water usage for high water users; developing a detailed proposal and suggestions to reduce water use; and finally scheduling and completing all agreed site work.

The Langham, Shanghai, Xintiandi

In the latter half of 2022, the hotel's engineering team scheduled daily water leakage inspections. In October, the team discovered two hidden leak points. The problems were immediately addressed, resulting in a reduction in daily municipal water consumption of 32%.

Waste Reduction

The production of waste in its various forms is a pressing environmental problem for the world. In 2021, the Hong Kong Government announced that it would enact a Municipal Solid Waste ("MSW") Charging Scheme. Devised in line with the "polluter pays" principle, the scheme will see waste disposed of by residential and non-residential premises (including the commercial and industrial sectors) subject to charging based on the quantity of waste. In September 2022, some provisions of the scheme came into effect, while the full scheme will begin operating in late 2023 at the earliest.

The Group fully supports this scheme and believes that it is important to reduce waste wherever possible. Throughout 2022, the Group studied the implications of the scheme and began reviewing various waste reduction and data collection measures. We also enacted several initiatives to reduce waste, particularly food waste, and promote recycling.

Waste Reduction Initiatives Around Our Portfolio

Lai See Reuse and Recycle Programme 2022

To promote the concepts of reuse and recycling among the general public and tenants, Great Eagle Centre, Langham Place and Three Garden Road took part in the Lai See Reuse and Recycle Programme 2022 organised by Greeners Action, an environmental non-profit organisation focusing on changing the disposable lifestyle of Hong Kong citizens. Around 120 kg of red packets were collected during the campaign.

Langham Place

Recycling Campaign

Langham Place hosts an ongoing recycling campaign to collect and send for recycling a number of materials including paper, plastics, metal containers, aluminium cans, glass bottles, batteries, fluorescent tubes and lamps, computer equipment, electrical appliances from mall tenants and shoppers and office tower tenants, and food waste from the mall's food court.

Every month in 2022, an average of 8,000 kg of materials were collected and recycled from Langham Place Mall and Langham Place Office Tower. While significant, this figure was lower than in previous years due to continuing COVID-19 pandemic measures.

"Good Exchange Day @ Langham Place"

This event, held on 17 November 2022, aimed to promote a green lifestyle by encouraging colleagues to exchange un-needed items with one another instead of throwing them away. Employees of the Group donated and exchanged about 280 items between themselves during the event. Items remaining after the exchange were donated to the Salvation Army.

Food Angel Smart Machine

To further reduce food waste and help people in need, Langham Place Mall coordinated with Food Angel, a local NGO that "rescues" edible surplus food that would otherwise be discarded, to install a food donation machine on the mall's B1 level. Shoppers and tenants can place any eligible food items into the machine as donations. Food Angel then uses these items to cook meals or donates them to people in need. In return, donors earn reward points for every donation, which they may spend at the mall or donate to charity. During the first two months of the programme, from 8 November to 31 December 2022, around 43 kg of food was collected, equivalent to the amount needed to make around 200 meal boxes for the needy.

Food Waste Collection

Food waste is collected from food and beverage ("F&B") outlets at Three Garden Road and delivered to O•PARK1, where it then undergoes a waste-to-energy transfer process to generate renewable energy. In 2022, around 10,700 kg of food waste was treated, while 1,900 kWh of electricity was generated, equivalent to reducing carbon emissions by approximately 6,150 kg.

Eaton DC

All colleagues completed a two-hour training course on the hotel's Landfill Diversion Project, which involves sorting and placing waste into the correct bins – either compost, recycle or landfill.



Training on Landfill Diversion Project

The Langham, London

The hotel has numerous waste reduction procedures and equipment in place:

- Paperless check-ins and check-outs.
- A comprehensive recycling programme with different waste separation streams.
- A zero-waste-to-landfill waste management programme, around 150 tonnes non-recyclable waste were incinerated to create approximately 80,000 kWh of electricity fed back into the National Grid.
- An Orca food waste digester to properly treat and reduce food waste generated.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

- A baler to compact and fold cardboards to reduce space, increase recycling effectiveness and enhance recycling efficiency.
- A water bottling plant with refillable bottles to reduce glass waste.
- Refillable soap dispensers in all guest bedrooms to eliminate single-use unrecyclable amenities.
- Used cooking oil from the kitchens is recycled by the oil supplier into biofuel for vehicles.
- Regular donations of used linen, crockery and cutlery and lost and found property to Divine Rescue, a local charity serving the underprivileged, homeless, or vulnerable people in the community.

These measures led to the hotel winning the Zero Waste Award 4 Stars in 2022.

Cordis, Hong Kong and Eaton HK

Phasing out single-use plastic amenities and adopting more Forest Stewardship Council – (“FSC”) certified products are two key focuses of the hotels – this reduces reliance on virgin materials and cuts waste generation at the source. Cordis, Hong Kong now provides FSC-certified paper packaging boxes for toothbrushes, combs, cotton swabs, and shaving kits made from bamboo materials, as well as biodegradable plastic shower caps and sanitary bags.

The Eaton HK switched to using a 100% organic bamboo toothbrush which comes in FSC-certified paper packaging. This measure will reduce plastic waste by 420 kg per year.

Case Study: Replacing Plastic Bottles in Hotels

Reducing the use of single-use plastic products is a key objective for our hotels. In 2022, The Eaton HK, The Langham Hong Kong and Cordis, Hong Kong all replaced plastic drinking water bottles with water in refillable glass bottles. Tap water is filtered using patented technology from our partner, Nordaq, and bottled in-house in dedicated glass bottles that can be used repeatedly. This bottling system was trialed at Cordis, Hong Kong in October 2021 and was rolled out across all our Hong Kong hotels at the beginning of 2022. We are proud to be contributing to ending the use of disposable plastic bottles in Hong Kong.



Patented in-house refillable glass water bottles

Staff Education

To build a sustainability-minded culture in the Group, employee education is vital. Throughout 2022, we held a number of workshops and training sessions to help increase the Group's employees' knowledge of various aspects of the green lifestyle.

Staff Education Initiatives in 2022

- Climate Change 101 training for new staff of the Group during their orientation
- Mooncake Sharing Programme to support a local food charity
- To promote environmental awareness among tenants and colleagues, we held a visit to an upcycling showcase at New Life Plastics Ltd., where used PET and HDPE bottles are re-manufactured; and an experiential workshop at Y-PARK where the participants recycled yard waste into useful products.



Visit to New Life Plastics Ltd.

Green Initiatives at Our Hong Kong Headquarters

In 2022, the Group continued to explore greener ways to run our office operations to reduce our office carbon footprint. Adopting an attitude of "small green changes can make a big difference", our Administration Department put considerable effort into procuring green products, making our office more environmentally friendly and sharing our work with other colleagues via regular internal communications.

The department has plans to further ramp up their carbon reduction efforts in various areas including energy efficiency, water saving, waste reduction and staff commuting in 2023.

SOCIAL – EMPLOYMENT AND LABOUR PRACTICES

The employees of the Group are the backbone of our sustainability initiatives. The Group rewards our committed workforce with various benefit packages and development programmes. We have also developed a variety of policies and initiatives designed to create a safe, people-centric, equal opportunity-based working environment.

Employment

The Group is committed to providing lawful, proper employment that prioritises employee development. The relevant subsidiaries of the Group adhere to the International Labour Organisation Conventions on Employment, the Employment Ordinance of Hong Kong and other relevant local employment laws and regulations that concern our businesses overseas. The Group has numerous measures in place to ensure our commitment and compliance with these laws and regulations, which include:

The Employee Handbooks of relevant Group subsidiaries: Drafted with reference to the relevant labour standards, these handbooks ensure that the employment and labour practices of these subsidiaries comply with all relevant employment laws and regulations. They also set out the policies these subsidiaries relating to recruitment, promotion, working hours, rest periods and welfare, provide a grievance mechanism.

The Group's Sustainability Policy: This policy strictly prohibits child labour and forced labour across our operations and supply chain, and stipulates other labour requirements.

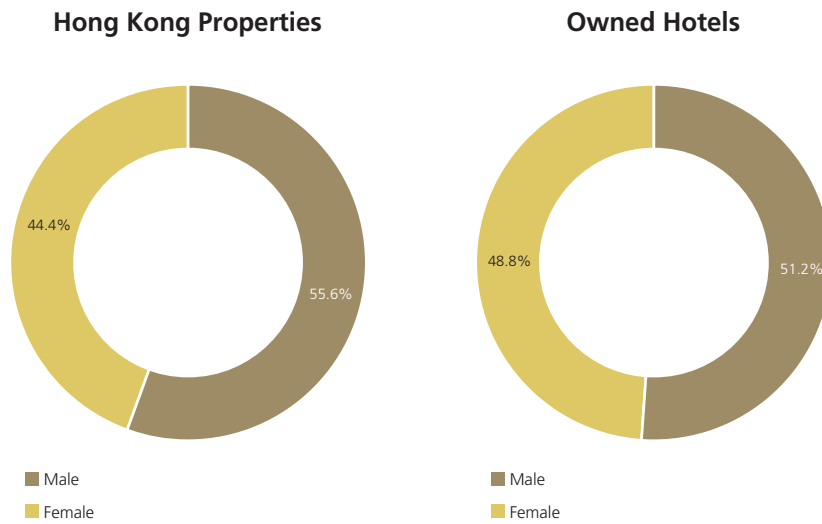
Bi-monthly company orientation events are held in which newly-joined colleagues of certain members of the Group are introduced to the Group's mission and values, given an explanation of how their job contributes to achieving the Group's sustainability vision, our new Climate Leadership Strategy, and other important concepts and policies. To further assist these new joiners in adapting to their work environment, in 2023, we plan to assign buddies to them to ensure that they are supported during their first 90 days on the job.

For relevant members of the Group, we hold engagement activities throughout the year to improve the employee experience and provide opportunities for growth and development. While the COVID-19 pandemic has affected face-to-face engagement programmes, the Group plans to resume such activities in 2023, these include quarterly fruit days and wellness-related workshops that connect employees across Group departments, build relationships and generally create a better working environment for all.

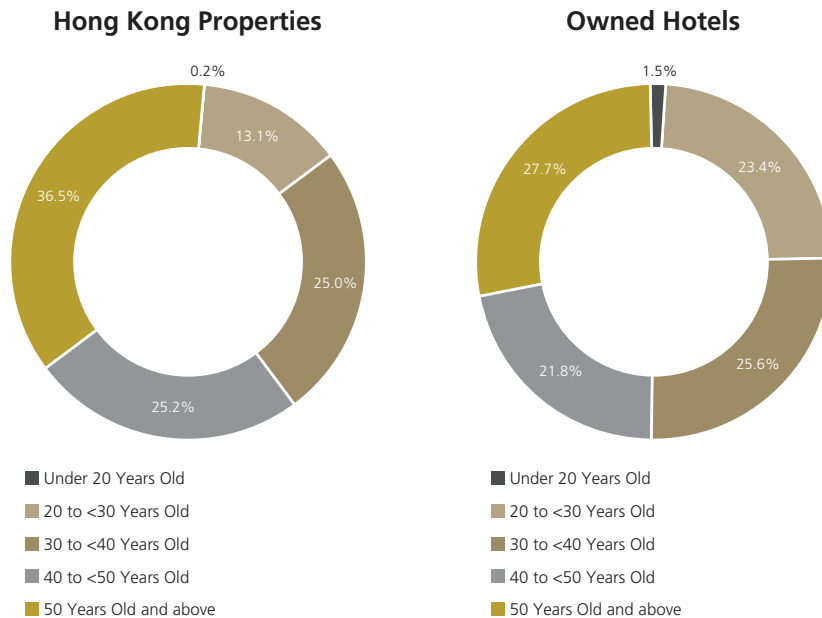
Creating an Optimal Work Environment at Our Hotels

Our Hotel Division is committed to fostering an engaging and respectful work environment where colleagues can realise their full potential. This commitment is supported by several systems that set out guiding principles, provide performance review opportunities, promote a culture of open dialogue, and provide our colleagues with growth opportunities to advance their careers. These include training programmes, a workplace health and safety management system, internal communication channels to connect colleagues at different levels and across functions, performance appraisals, and a KPI system.

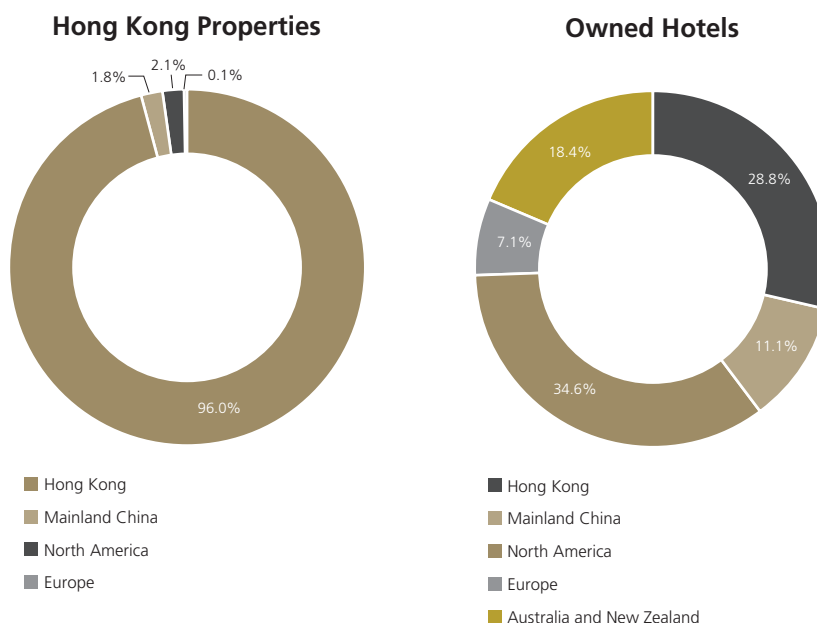
Total Workforce by Gender



Total Workforce by Age Group



Total Workforce by Geographical Region



Occupational Health and Safety

The Health, Wellbeing and Safety Policy sets out our commitment to providing a healthy and safe working environment that protects employees of relevant members of the Group from occupational hazards.

In addition, the Group manages occupational health and safety risks by strictly adhering to the International Labour Organisation Convention’s “Occupational Safety and Health Convention”, the Occupational Safety and Health Ordinance of Hong Kong and other relevant local laws and regulations overseas. We deploy stringent health and safety measures at our corporate office and all our hotels and properties.

Health and Safety at Our Property Management Department

Our Property Management Team manages health and safety risks to colleagues, tenants and shoppers through Occupational Health and Safety Management System set up in accordance with ISO 45001 standards. Following this system, the Department:

- Identifies health and safety hazards, which are then managed by operating procedures and safety devices.
- Has established safety committees which implement action plans and review the effectiveness of the management system in order to achieve a goal of zero accidents.
- Uses checklists to inspect high-risk activities such as construction work, working in confined spaces, installing electrical systems and manual handling.
- Provides training courses including monthly safety induction training, first aid and AED certification training, and field demonstrations to frontline colleagues.

Throughout 2022, our Property Management Department implemented health and safety measures, including:

- Providing air cooler fans and portable fans for frontline colleagues to reduce the risk of heatstroke while working in car parks outside during hot weather.



Providing air cooler fans and portable fans to frontline colleagues

- Dispatching relevant safety information to technical staff upon receipt of work order, which enhances their safety awareness for each specific work task.
- Purchasing an electric pallet jack to help colleagues load and deliver bulky goods in basements and storage areas to reduce the risk of strains.
- Organising mental health and stress management training and yoga classes for colleagues.

Work-related Fatalities and Lost Working Days due to Injuries

	Hong Kong Properties			Owned Hotels		
	2020	2021	2022	2020	2021	2022
Total workforce hours (in thousands)	1,880	1,923	1,948	6,880	6,852	11,107
Number of fatalities	0	0	0	0	0	0
Lost days due to injuries	939	185	531	4,463	1,559	1,708

Health and Safety in Our Hotel Division

The Occupational Health and Safety Policy stipulates that all our hotels must maintain an effective and efficient health and safety management system with policies, committees, training and incident reporting mechanisms.

The Hotel Division also provides training focusing on fire protection, material handling, bloodborne pathogens, bomb threats, crowd control, and other important matters. Colleagues are thoroughly trained to follow health and safety policies and procedures and are required to report known or potential safety risks and health hazards to their supervisors as appropriate.

The Group focuses on the health and wellness of our hotel colleagues through an annual Colleague Wellness Month. The month is dedicated to enhancing colleagues' awareness of their well-being and supporting them in developing a healthy lifestyle. In 2022, health promotion programmes during the month included a nutritional meal at a cafeteria, stress management and mental health workshops and tips to have fun and enjoy humour at work. We also organised wellness activities such as yoga and Zumba classes, table tennis tournaments and body combat training.

"CONNECT to Happiness Day" celebrated International Day of Happiness on 20 March to spread positive energy within the Division, since happiness is an essential aspect of human health. The Hotel Division also continued our popular Risk Preparedness Video Competition, which has been developing a culture of risk preparedness in hotels for our colleagues and stakeholders. In 2022, the competition focused on ways to fight the global pandemic. Each hotel created a fun, engaging video to show how colleagues could prepare for, manage and minimise the risks to health and hygiene during the pandemic.

Case Study: Health and Safety at Langham Place

Health and safety is particularly important in busy, thriving public places like shopping malls. Langham Place Mall held a number of initiatives in 2022 to ensure the health and safety of our colleagues. The mall invited all major contractors to participate in our virtual Safety Charter and Awards Presentation Ceremony 2022. All participants committed to a zero-accident target. Portable waist fans were purchased for frontline colleagues and major outdoor work contractors, for example cleaning and security contractors, to prevent heat stroke during hot weather. We also invited an external trainer to organise a heat stroke prevention seminar.

We also continued the Langham Place Stretching Programme, which encourages colleagues to do warm-up and stretching exercises before commencing work and during rest breaks to relieve muscle stress and minimise injuries. Three additional customer service points were established in retail areas on different levels of the mall. This allowed our operations colleagues to sit down and rest, reducing the hazard of physical fatigue due to standing for long periods of time.

In the future, the Group will continue to work closely with our contractors to enhance our occupational, health and safety performance at Langham Place – and our other properties – in order to prevent and rectify hidden safety hazards.

Internal COVID-19 Health and Safety Response

Throughout 2022, the global COVID-19 pandemic continued to create serious threats to the health and safety of employees of relevant members of the Group. To protect them from infection, the Group implemented numerous rigorous measures across our properties and hotels.

The Group set up an interdepartmental taskforce to coordinate the overall pandemic prevention, developed an emergency response plan and formulated relevant strategies and measures, and set up policies regarding different COVID-19 work scenarios. We encouraged colleagues to conduct online meetings or conference calls instead of face-to-face meetings, and offered flexible working hours to our Corporate Office and hotel back-of-house team members to minimise the risks of travelling during peak hours.

We also arranged the bulk purchase of rapid antigen test kits for colleagues, communicated health advice and guidelines, provided surgical face masks and care packs with health supplements and anti-epidemic items such as hand sanitiser and personal protective equipment to colleagues across Hong Kong.

We also installed ultraviolet-C (UVC) and titanium dioxide (TiO₂) sterilisers in passenger and cargo lifts, which provide superior sterilisation performance to antimicrobial coatings, added UV sterilisers for lift buttons and escalator handrails, provided disinfectant mats at building entrances, arranged for daily disinfection by robot sterilisers, and devised an instant communication and notification mechanism for reported cases allowing immediate and thorough disinfection of affected spaces.

In severe-affected Asia region, our Hotel Division maintained sufficient supply of necessary personal protective equipment such as medical masks, rapid test kits, and hand sanitisers. We also offered flexible working hours to the relevant corporate office and back of house team members to minimise the risk of travelling during peak hours.

Employee Wellness

Apart from health and safety measures designed to protect life and avoid injury, mental health and physical fitness are also important.

We recognise that productive employees are those who maintain a healthy work-life balance. To achieve this, the Recreation Committees of relevant members of the Group regularly organise various interest classes and recreational events

for colleagues. For example, a singing group and different sports clubs were formed such as basketball and running clubs that send teams to participate in competitions and charity runs. Unfortunately, due to the pandemic, all planned interest classes and recreational events, including the Wellness Festival, were postponed in 2022.

Nevertheless, the Group focused on wellness in different ways during the year. Two workshops were held later in the year focusing on food. One featured a nutritionist who shared vegetarian recipes and helped colleagues understand how individual low-carbon diets can contribute to reducing carbon emissions across society.

The other discussed foods that can help reduce stress. Attendees learned about the impact of food on mental health and co-created personal meal plans to boost positive mental wellness.

Our Hotel Division organised a global fitness challenge to help spread a positive mindset. Eaton HK arranged the sound bath meditation to help balance and maintain a positive mindset.

Development and Training

The Human Resources Department of a subsidiary of Great Eagle Holdings Limited regularly provides corporate and vocational training to the colleagues of relevant members of the Group.

In 2022, the Group continued to adapt to the challenges of the COVID-19 pandemic by delivering training online that focused on wellness and mental health, employee relations, digital tools, and other topics to drive resilience, business growth and agility.

The Group also designed a management development programme to strengthen our managers' leadership abilities in driving collaboration and communication within agile teams. The programme uses effective coaching techniques to engage, inspire and develop management abilities while setting measurable goals and providing leadership to support business growth.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

In 2022, the Group provided a total of 113,204 hours of training to employees.

Our Hotel Division's learning and development programmes are robust and numerous and enable colleagues of relevant members of the Group to gain new skills and experience to advance them in their current and future jobs. These include:

- The First60 Certification programme
- The Langham Curriculum Certification (LCC)
- The Advanced Programme for Executives (APEX)
- The Langham Leadership Trainee Program (LLTP)

In 2022, the Eaton HK held two-day "train-the-trainer" programmes in which departmental trainers learned how to conduct on-the-job coaching for team members.

Cordis, Hong Kong focused on exploring colleagues' competencies and best practices through individual facilitation sessions aiming to unlock their full potential through a humanistic approach. Follow-up training sessions were then conducted covering such topics as resilience development, team building, collaboration with different generations, co-leadership, and creating a happy working environment. Cordis, Shanghai, Hongqiao also organized a 3-day "train-the-trainer" program to equip the training team with professional skills and practical experience to conduct future training within the hotel.



"Train-the-trainer" program

The Hotel Division also designed a training course called "First60 Certification" which allows new hotel colleagues to become familiar with their new working environment beginning on their first working day. The Group's Property Management Department also organises numerous on-site training and drills for its frontline colleagues. A variety of training courses covering various topics were also arranged for colleagues of the Group's headquarters.

Diversity and Inclusion

Promoting equal opportunities and diversity and inclusion in the workplace are vital to our business. The Group aims to recruit people from different backgrounds and provide them with equal opportunities to grow. We are committed to providing a fair and equitable workplace that adheres to relevant local laws and regulations.

The Group recognises that a diverse and inclusive workforce increases our creativity and competitive advantages. During 2022, we organised a Celebrate Diversity Month for the first time. Put on by our Hotel Division, the month revolved around a series of activities to show how we foster respect and open-mindedness for people from different backgrounds. Activities included a cafeteria promotion on diverse cuisines, cultural tips, sharing sessions on different languages and dialects, and others.

Since 2021, our Hotel division has supported the employment of persons with disabilities by participating in the Hong Kong Labour and Welfare Bureau's Talent-Wise Employment Charter and Inclusive Organisations Recognition Scheme. In 2022, our Hotel Division partnered with the Hong Chi Association and Hong Kong Lutheran Social Service. Trainees from these organisations worked in our hotels' back-of-house areas and supported day-to-day operations. Hotels of the Group in Shanghai also hire colleagues with disabilities through the local Disabled Persons Federation and internal referral. The hotels provide ongoing support to colleagues with disabilities to ensure they receive the same level of attention and training as others.

Also, in 2022:

- Eaton HK received the Gold Award from the Equal Opportunity Employer Recognition Scheme.
- Cordis, Hong Kong held an unconscious bias training session to promote a culture of diversity, equity and inclusion.
- The Langham, Hong Kong partnered with the Equal Opportunities Commission in an anti-discrimination seminar for colleagues to raise awareness about diversity and promote a respectful, accepting culture in the hotel.
- As part of the United Nations High Commissioner for Refugees (UNHCR) 15th Charity Refugee Film Festival, Eaton HK presented screenings of films and short videos covering the personal stories of refugee children and youths and in-depth documentaries on pressing global issues. The hotel also partnered with Christian Action Centre for Refugees to host the Father-Child Refugee Playback Theatre, an interactive drama based on a refugee family's story to help raise awareness for this marginalised and invisible minority group in Hong Kong.



Father-Child Refugee Playback Theatre

SOCIAL – COMMUNITY

The Group is committed to creating and building communities, not just properties. The Group works to achieve this with our community partners by designing community caring programmes that benefit people and the environment.

Community Investment Approach

Our community investment initiatives centre on three broad themes: art, children's education and environmental protection.

Art – We believe that art is vital to the communities. Art could enrich people's lives, promote social progress and cultural development.

Children's Education – We believe that the world's future relies on the next generation. Preschool and kindergarten are prime learning periods for young children, it is crucial to set them up for success during the times.

Environmental Protection – We believe that everyone in the community should be engaged in helping to protect our planet, which is why environmental protection lies at the core of the Group's organisational culture.

Community Involvement

Based on these three themes, the Group engages and partners with non-profit organisations on keystone projects that benefit the community. By focusing all of our philanthropic resources – financial, volunteer and in-kind donations – on such projects, the Group believes that we can create greater social impact.

In addition, most of our individual properties also conduct smaller-scale initiatives that reflect the needs of the surrounding communities.

Art

Great Eagle Music Children Ensemble

For the fourth year in a row, we supported the Great Eagle Music Children Ensemble in partnership with Music Children Foundation, a charitable organisation which provides free-of-charge music education to underprivileged children.

Established in 2018, the Ensemble provides young talents from underprivileged backgrounds with musical training and out-of-the-classroom exposure to nurture their talent and develop music and life skills. All members of the Ensemble are graduates of Music Children Foundation who wish to pursue their music studies further, which they have to undergo examination and selection process before being admitted to the Ensemble. The Ensemble has grown into a 69-member orchestra and a 16-member chorus. Besides regular training, Ensemble members are given opportunities to attend master classes, open rehearsals, music exchange programmes and public performances.



Great Eagle Music Children Ensemble

Art therapy for Underprivileged Children

Since 2017, the Group has been sponsoring J Life Foundation to provide art therapy to children from underprivileged families and those with special educational needs (SEN) by partnering with art studio PopaArt. Art therapy plays a role in encouraging children to express themselves through drawing or other creative means. Through their artwork, therapists are able to discover the children's inner world and provide them and their parents with appropriate support. In addition, the group learning approach enables students to communicate and appreciate each other, helping to improve their social skills.

Children's Education

Supporting Stay-At-Home SEN Students

Amid the severity of the COVID-19 pandemic in Hong Kong in early 2022, students took an early "summer break". Staying at home all day was challenging for families of SEN children. The Group sponsored St. James' Settlement's "SEN Children Drawing Competition", organised during this time, which aimed to unleash the children's creativity and relieve some of the stress experienced by these families.

Four categories were included in the competition: pre-school, junior primary, senior primary and junior secondary groups. The activity was well received, with the winners receiving book coupons, tailor-made tote bags and positive education learning packs.

Donating Back-To-School Care Packs

Amid the coronavirus outbreak, vulnerable groups encountered a shortage of anti-epidemic supplies. The Group partnered with the Hong Kong Single Parents Association, Caritas Mutual Aid Centre for Single Parent Families, Hong Kong Sheng Kung Hui Lady MacLehose Centre, Baptist Oi Kwan Social Service, and Christian Action to deliver back-to-school care packs to 1,000 underprivileged children and their families when schools resumed in-person classes.



Donating back-to-school care packs

Containing face masks, sanitiser and vitamin C supplements, the packs helped relieve the financial burden of families in need and fight the virus alongside the community. The anti-epidemic supplies also allowed the students to study in a safe and hygienic environment and return to a happy school life.

Job Training for Youth

The Group's hotels in Hong Kong supported the development of youth employment in 2022. The Langham, Hong Kong partnered with a secondary school and offered a job shadowing programme to provide practical training for two students in the catering and administration departments.

Eaton HK also held two Trainee Recruitment Parties, one in May and the other in July, in which various types of non-traditional hiring methods including grouping, gaming and team-building

activities were held for young people, allowing them to experience different types of interview methods.

Promoting Youth Upward Mobility

Senior colleagues at Champion REIT, one of the Group's principal holdings, participated in the "Strive and Rise Programme". Sponsored by the Hong Kong Government, the programme's aim is to tackle cross-generational poverty by helping students living in subdivided flats achieve their goals. Champion REIT colleagues became mentors for underprivileged students, and by sharing their own experiences and providing guidance, they helped their mentees broaden their horizons, reinforce their self-confidence and develop an optimistic outlook to strive for upward mobility.

The Group will continue to connect with tertiary institutions to host internship opportunities that allow students to acquire practical knowledge and workplace exposure that will benefit their future career direction.

Sponsoring the HKGCC Business Case Competition

For the third year in a row, Great Eagle sponsored the Hong Kong General Chamber of Commerce ("HKGCC") Business Case Competition, providing tertiary students with the opportunity to apply their knowledge and compete to solve a real-life business case.

In 2022, the case was "Rethinking the Hotel Industry – 2025 and Beyond". The students were asked to present innovative visions about how local hospitality could pivot to the new, post-pandemic reality in 2025 and beyond. Over 30 teams took part, with five shortlisted teams matched with mentors from our Hotel Division. After several coaching sessions, three teams proceeded to the final event to pitch their business ideas.



The HKGCC Business Case Competition

The “BELKK” team, made up of students from The University of Hong Kong, won the championship with their proposal for “EatonHub”, an app-based platform that would allow customers to connect with the entire Eaton hotel from their smart phone.

Environmental Protection

Partnership with Green Monday

Since 2021, Great Eagle and Green Monday have partnered to promote plant-based dining and sustainable food systems in the hopes of alleviating the impacts of climate change. This partnership organised Hong Kong’s first “Plant-Based Culinary Arts Academy”. Four seminar sessions held in partnership with Green Monday focused on promoting a plant-based diet in the F&B and hospitality industries. Running from July 2021 to June 2022, the seminars raised awareness about plant-based meat products; explored how chefs can become inspired and empowered to embrace plant-based meat options and promote them to diners; and explained how business owners and decision makers can advocate for top-down attitudinal changes regarding plant-based meat and the many correlations between our food choices and our impact on the environment.

Humble Roots

Put on by Eaton HK in 2022, Humble Roots was a month-long public programme highlighting the value and spirit of farming in Hong Kong and exploring the inextricable connection between humanity, food and nature and reimagining this connection with the land through art and culture.

Working alongside local agricultural organisations, crafters, farmers and artists, Humble Roots presented a series of workshops, exhibitions and installations that share local farming stories, as well as a month-long photography exhibition in the lobby and food hall of Eaton HK, featuring visuals of Hong Kong’s agricultural landscapes and the farmers that steward the land. The public were also invited to engage with Hong Kong’s farming culture beyond the installations by signing up for interactive experiences hosted by our collaborators, including a beekeeping workshop, a sustainable food-waste dyeing workshop and others.



Beekeeping workshop

“Love · Play · Farm”

“Love · Play · Farm” (LP Farm) is the recent Champion REIT’s green community project that enables multi-party collaboration. Located at the L4 outdoor area of Langham Place Mall, the new urban farm cultivates a wide range of organic produce, including mints, kale, eggplant, coffee bushes and other seasonal vegetables.



“Love · Play · Farm”

As one of the farm’s key initiatives, we partnered with one anchor tenant The Coffee Academics to realise the “Waste-to-Farm-to-Table” concept. Through turning the collected coffee grounds into compost, the farm-grown herbs were harvested and refined as the “First-in-Hong Kong” organic Mint Lemonade drink. The mall also hosted tenant horticulture workshops at the farm, where participants were given caring tips like planting, sowing, fertilising and watering by experienced gardening veteran. Participants were encouraged to bring their fully-grown plants back to the farm, rewarding them for their efforts.

Community Environmental Initiatives at Our Hotels

- The Executive Chef at The Langham, Melbourne set up a living herb garden to promote local indigenous plant species, such as Geraldton wax and Mountain pepper berry.
- The Chelsea in Toronto continued to partner with Toronto Bee Rescue. The hotel now has four hives located on the fourth-floor podium. The honey collected is used in recipes in our culinary department, used as giveaways to some customers and colleagues and sold in our Market Garden restaurant.

Volunteering

Corporate volunteering forms another vital element of our community involvement. The Group encourages all colleagues to give back to their communities and help people in need by joining volunteering services. At our properties around the world, colleagues volunteered in large and small ways in 2022.

Hong Kong

- The Group Volunteer Team visited the Children’s Cancer Foundation Lions Clubs Community Service Centre to celebrate an early Mid-Autumn Festival with a group of Sunshine Kids – child cancer patients and recovered patients. Our volunteers taught the children to make their own lanterns, shared legends about the Mid-Autumn Festival, played games with them and enjoyed a blissful moment together.



Visit to the Children’s Cancer Foundation Lions Clubs Community Service Centre

- The Group organised a corporate dress casual day on International Day for the Eradication of Poverty (17 October) to raise funds for The Lok Sin Tong Benevolent Society Kowloon – Social Housing Scheme that helps disadvantaged people improve their quality of life. Nearly 200 colleagues took part, and the Group matched donations to amplify the impact.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

- The Group partnered with Hong Kong Single Parents Association to organise the “Make Your Christmas Wish Come True” event, in which 100 children from single-parent families made a wish by writing a letter to Santa. Our volunteers granted the children’s wishes by selecting the most appropriate gifts and replying to their letters in Santa’s name.



“Make Your Christmas Wish Come True” event

- Colleagues from Cordis, Hong Kong participated in the “Run for Survival 2022” on 6 November 2022 organised by Hong Kong Ocean Park Conservation Foundation to promote biodiversity and marine conservation by raising awareness about climate change.

- Eaton HK also partnered with Hong Kong organisations Chicken Soup Foundation and Sisterpeer to donate family staycation packages and 350 gift boxes prepared specifically for underprivileged and low-income families for the Mid-Autumn Festival.



Donation of family staycation packages and gift boxes

- Eaton HK also runs the Eaton HK Community Library, an honour system library where people can donate and return books; and a community food shelf for people in need. Located in the car park and open around the clock, anyone is welcome to donate or take food directly from the shelf.

Outside Hong Kong

- For the Mid-Autumn Festival, Cordis, Shanghai, Hongqiao visited the Xinhong Nursing Home and Rainbow School, giving away special mooncakes for the holiday, and expressing respect for elderly people and showing care for children.
- Cordis, Auckland partnered with the Make-a-Wish Foundation, fulfilling wishes for sick children wanting to stay in a five-star hotel. Our colleagues also organised balloons, bathrobes and an array of sweets and snacks.
- For the third year in a row, leaders from The Langham New York volunteered to conduct virtual mock interviews with job-seeking students. They role-played interview sessions with the students and gave feedback and noted areas for improvement to help them in their job searches.
- Chelsea Hotel Toronto is a long-term partner of The Hospital for Sick Children. Since 2013, the hotel has donated over a million Canadian dollars to support "AboutKidsHealth", a health education resource for children, young people and caregivers that provides reliable, evidence-based health information to families. On 1 November, the hotel presented the hospital with a cheque for \$100,000 Canadian dollars – the proceeds from our 2022 Annual Charity Golf Classic.



Cheque presentation from Chelsea Hotel Toronto

- Another long-term volunteering project for The Langham New York is preparing lunch for the homeless and jobless New Yorkers. In March, eight colleagues, three of whom are members our hotel's Executive Committee, volunteered to prepare lunch at The Bowery Mission. In June, 11 team members took part in this humbling experience.
- The Langham, London partnered with Refuge Network UK to participate the London Feeding Project. Colleagues packed and distributed food and necessities to homeless people, first at Trafalgar Square, followed by a street outreach with London Feeding Project volunteers.



Food support for the homeless and needy

Case study: Reprising our "Champion Mothers" Initiative with St James' Settlement

Driving social empowerment and upward mobility in disadvantaged groups requires consistent, targeted support. Following the success of 2021's "Champion Mothers" Women Empowerment Programme, Champion REIT and St James' Settlement supported mothers with SEN children through a series of wellness and resilience-enhancing activities.

Sending Urgent Donations

In early 2022, pandemic restrictions and record-high numbers of new infections meant that Hong Kong was grappling with a shortage of food and material supplies and skyrocketing prices, worsening the problem of unequitable resource distribution. Our volunteers put together and rapidly delivered around 100 anti-pandemic gift

packs to these mothers. Containing surgical masks, healthy food, cleaners and detergents, and caring messages, the packs demonstrated our commitment to fighting the pandemic alongside them.

Summer Movie Screening

We invited the Champion Mothers and their children with SEN, along with other underprivileged families living in Tin Shui Wai, to a movie screening at Cinema City in Langham Place Mall. To provide a better experience for the SEN children, we altered the movie lighting and sound effects. Employees of Champion REIT also joined in the fun and presented gifts to the children.

Community Wellness

Community COVID-19 response

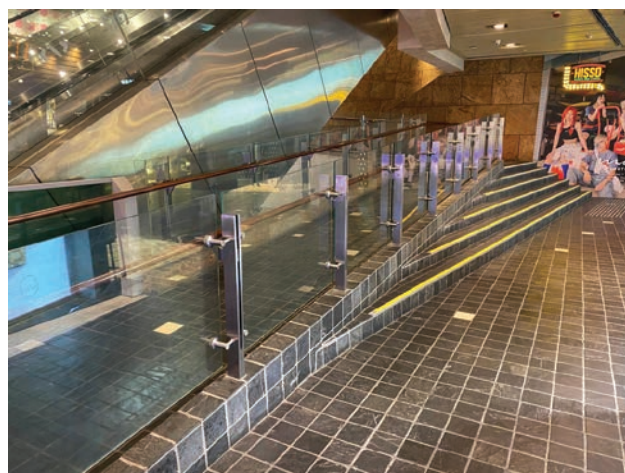
Throughout 2022, the global COVID-19 pandemic continued to create serious threats to the health and safety of our tenants and guests. As detailed in the Internal COVID-19 measures subsection of this Report, we implemented numerous rigorous measures across our properties to help reduce the risks of infection and transmission amongst our visitors. In addition to those measures, we also installed plasma cluster ion generators in passenger lifts and applied an inorganic metal catalyst membrane to the surfaces in lift cars and lift buttons on each floor to deter bacterial and viral spread.

Accessibility and Customer Inclusion

In 2022, we continued to integrate technological and human-centric measures into our customer services and indoor environments as we strive to create an ideal environment with good quality air, water, hygiene, and other essential elements. As a testament to our efforts to advance the overall well-being of our buildings and spaces, Three Garden Road became the first existing building in Hong Kong to receive Platinum WELL Building certification – the highest possible level.

The Group has also created a “discrimination-free environment” by consistently enhancing existing building features and launching new designs, where feasible, at our properties. Accessibility features include:

- Tactile guide paths
- Wheelchair ramps
- An induction loop system for hearing aid users
- A designated concierge counter for wheelchair users
- Special motion projection lighting to allow people with disabilities to enjoy a barrier-free time in the premises.
- A “guide dogs welcome” policy
- Wheelchair rental services
- A well-trained front-line team that can assist visual and hearing-impaired individuals



Wheelchair ramps

Wellness Activities Across Hong Kong

The Group increasingly believes in the value of a balanced lifestyle, and that events promoting wellness should be embraced and promoted. In 2022, the Group and Champion REIT introduced several wellness-focused events for tenants and their employees and customers. These included:

- A classical concert series *Musica del Cuore* (“music for the heart” in Italian), was held at Eaton Club at the Three Garden Road and sponsored by Champion REIT, that aimed to connect our community through music and opera. Local performers also shared their talents, with an average audience size of around 50 people per event.



Piano Performance by Ms. Miyako Arishima

- A piano recital by internationally-acclaimed Japanese pianist Ms Miyako Arishima, a highlight event as part of the “Japan Autumn Festival in Hong Kong – Rediscovering Nippon” series.
- Eaton Club and NGOs YAU Café and Chingmama handmade workshop partnered to hold a wellness-oriented coffee art workshop, with shoulder massages given by visually impaired masseurs and aromatherapy tips provided.
- At our hotels in Hong Kong, wellness talks and sound bath meditation and massage sessions were hosted in 2022 to inspire colleagues to adopt a healthy lifestyle.

 *Case Study: Accessibility Measures at Langham Place*

Langham Place Mall is becoming a showcase for Great Eagle’s accessibility achievements. As of the end of 2022, the mall provided nursing rooms for breastfeeding mothers on three levels, fully stocked with nursery supplies and with hygienic automatic doors leading to some of the nursery rooms; concierge services at a height suitable for wheelchair users; a wheelchair lending service for disabled persons; and special projection lighting and coloured warning signs at staircases to avoid falling incidents. The mall also provided professional training by Hong Kong Seeing Eye Dog Services for frontline staff to equip them with skills to serve customers with visual impairments.



Professional training by Hong Kong Seeing Eye Dog Services

Langham Place Mall is also becoming an inclusive mall for pets and their owners, creating a seamless shopping experience for all. After receiving support from more than 80% of our tenants, a pet stroller rental service and pet supplies are now available at the mall’s customer service counter. A training session was conducted with the mall’s frontline team in early December 2022, while signage has been placed around the mall to promote the fact that it is a pet-friendly place.

OPERATING PRACTICES

Maintaining the highest ethical standards is one of the Group's core values. The Group strives to engage business partners who can fulfil our sustainability values and commitments. The Group also aspires to be the preferred choice of customers by providing them with excellent and reliable services.

Corporate Governance

The Group is committed to developing and maintaining a high standard of corporate governance practices that reduce the risk of fraudulent practices, boost shareholders' confidence, serve the long-term interests of shareholders, and enhance the Group's image. From time to time, in order to ensure the integrity and accountability of our operations, the Board monitors and reviews the Group's corporate governance practices according to current regulatory requirements and needs. For information on our corporate governance performance, please refer to the separate Corporate Governance Report contained in this Annual Report.

The Group operates in a number of different jurisdictions, each with different legal and regulatory requirements. Policies and guidelines are in place to assist the Group in ensuring compliance with relevant laws and regulations that are material to the Group.

To ensure transparency and accountability, the Group reports cases of legal non-compliance with ESG-related laws and regulations in the ESG section of our Annual Report. These include convicted criminal cases against the Group, any major breaches that resulted in significant fines (greater than HK\$1 million) or other non-monetary sanctions. In terms of environmental regulations and compliance, any incidents resulting in significant fines or prosecutions or that relate to exceedances of environmental license limits are also reported. In 2022, there were no new reportable cases of non-compliance with the relevant laws or regulations which have a significant impact on the Group.

Anti-corruption

The Group is committed to adhering to the highest ethical standards both internally and at the supplier level. We comply with the United Nations Convention Against Corruption, as well as the Prevention of Bribery Ordinance in Hong Kong or relevant local laws and regulations in our overseas business.

To ensure our commitment and compliance, employees of relevant subsidiaries of the Group are given the Code of Conduct and the Anti-Fraud, Bribery and Corruption Policy which stipulate the requirements to which they should adhere. These employees are briefed on these requirements during their orientation. The Code and the Policy explicitly prohibit employees of relevant subsidiaries of the Group from soliciting, accepting or offering bribes or any other form of advantage. Extortion, fraud and money laundering are also strictly prohibited. New joiners of relevant subsidiaries of the Group receive anti-corruption training during orientation. From time to time, training materials on topics such as anti-fraud, bribery and corruption are provided to Directors and senior management of relevant members of the Group to enhance their understanding of requirements and their awareness of those activities.

During the year, the Group was not subject to any anti-corruption litigation cases against us or our employees, nor were there any violations of any of the relevant anti-corruption laws and regulations that have a material impact on the Group.

Supply Chain Management

The Group recognises that we can promote the adoption and support of sustainable practices through leadership and monitoring along the supply chain. To systematically manage environmental and social risks along our supply chain, the Group developed a Supplier Code of Conduct in 2012. This code considers potential environmental and social risks, including business integrity risks, fair labour practice risks (including prevention of child and forced labour) and environmental risks. The Supplier Code of Conduct is communicated to our suppliers through tendering documents.

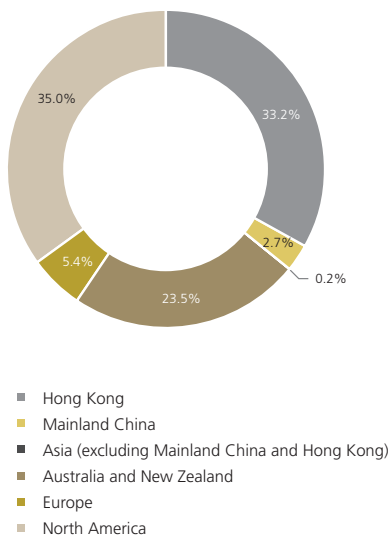
In 2022, the Group had a total of over 6,100 suppliers providing goods and services for the Group, with about 33.2% in Hong Kong, about 2.7% in Mainland China, about 0.2% in Asia (excluding Mainland China and Hong Kong), about 23.5% in Australia and New Zealand, about 5.4% in Europe, and about 35.0% in North America.

To ensure our suppliers’ adherence to sustainability principles, the Group now uses a checklist which transforms the requirements stated in the Supplier Code of Conduct into a Q&A format. The suppliers are required to fill out the checklist periodically, and their response rates and scoring profiles are analysed to ensure they are compliant with the Code.

The Group established a Sustainable Procurement Policy in 2021 to promote environmentally-preferable products and services when selecting suppliers. This policy requires procurement personnel to consider environmental factors during procurement, such as minimising or eliminating toxic, environmentally harmful and biodiversity depleting products, avoiding single-use disposable items and replacing them with reusables or recyclables, and considering recyclability when making purchases.

Our Hotel Division has also introduced a Supplier Code of Conduct, with major suppliers required to fill in a checklist every three years to keep us informed of their sustainability performance status. The Division has also developed a Responsible Purchasing Policy, which manages most strategic environmental and social issues along the supply chain.

Total Number of Suppliers by Geographical Region



Superior Quality Services

The Group is committed to providing superior quality services to our customers by satisfying their expectations and needs, whether they are guests at our hotels or tenants and shoppers at our properties. The Group's subsidiaries have established their own systems and policies regarding the delivery of customer service and support, complaint handling and dispute resolution.

Accurate information, fair and responsible marketing and contracts are provided to protect consumers according to the Trades Description Ordinance of Hong Kong or the relevant local laws and regulations for our overseas businesses.

To mitigate security risks from remote access, additional measures have been put in place to strengthen user authentication protocols for systems and network security. Phishing exercises are performed to raise information security awareness among colleagues and the corporate management team. Solutions to increase visibility regarding vulnerabilities have also been implemented to enhance the Group's overall data protection management environment.

Great Eagle's Property Management Department has implemented an ISO 9001 Quality Management System to ensure that our services meet customer needs and enhance customer satisfaction. Requirements of the system include:

- Establishing a customer feedback system to collect appreciation, complaints and general enquiries from the customers.
- Sending annual questionnaires to tenants to obtain their feedback.
- Giving timely feedback to customers and determining improvement actions.
- Enclosing a personal data collection statement with all application forms.
- Keeping and disposing of collected personal data in strict compliance with government regulations.

Our Hotels Division is committed to increasing guest loyalty by continuously improving and delivering excellent service. The Division aim to anticipate guests' needs and provide genuine service in a timely, reliable manner. Hotel employees are encouraged to take ownership of guest satisfaction, innovation, service excellence, and guests' data privacy.

AWARDS, MEMBERSHIPS AND CHARTERS

Awards

Environmental

Organiser	Award	Awarded Unit
Institute of ESG & Benchmark	ESG Achievement Awards 2021/2022 – ESG Performer of the Year – Platinum	Great Eagle Group
Hong Kong Green Building Council and Professional Green Building Council	Green Building Award 2021 – Green Building Leadership: Developer – Finalist	Great Eagle Group
Federation of Hong Kong Industries	BOCHK Corporate Environmental Leadership Awards 2021 – EcoPartner	Great Eagle Centre
CLP Power Hong Kong Limited	Smart Energy Award 2022 – Sustainable Vision Award	Langham Place
Electrical and Mechanical Services Department	Hong Kong Energy Efficiency Registration Scheme for Buildings – Outstanding Building Energy Efficiency Performance (Existing Building)	Langham Place
The Environmental Campaign Committee	Hong Kong Green Organisation Certification – Energywise Certificate – Excellent Level – IAQwise Certificate – Excellent Level	Langham Place
	Hong Kong Green Organisation Certification – Energywise Certificate – Excellent Level – IAQwise Certificate – Excellent Level	Three Garden Road
Zero Waste Awards	Zero Waste Award – 4 Stars	The Langham, London
Bloomberg Businessweek/ Chinese Edition	ESG Leading Enterprise Awards 2022 <ul style="list-style-type: none"> • ESG Leading Enterprise Award • Theme Award: Crisis Management 	ChampionREIT
Hong Kong ESG Reporting Awards 2022	Outstanding ESG Improvement Award – Commendation	ChampionREIT
Hong Kong Management Association	Best Annual Report Awards 2022 <ul style="list-style-type: none"> • Certificate of Excellence in Environmental, Social and Governance Reporting 	ChampionREIT
	Hong Kong Sustainability Award 2022 <ul style="list-style-type: none"> • Distinction • Special Award – Excellence in Social Sustainability Initiative • Special Award – Excellence in Innovation • Special Award – Excellence in Pandemic Resilience 	ChampionREIT

Social

Operating Practices

Organiser	Award	Awarded Unit
Stevie Awards, Inc	19th International Business Awards – Company of the Year – Real Estate – Large – Silver Stevie Winner	Great Eagle Group
Hong Kong Police Force	Outstanding Security Services – Industrial/Commercial Property Award	Great Eagle Centre
Hong Kong Quality Assurance Agency	Anti-Epidemic Hygiene Measures Certification	Great Eagle Centre
Hong Kong Quality Assurance Agency	Gold Seal for Business Resilience & Community Contribution	Great Eagle Centre Langham Place
Water Supplies Department	Quality Water Supply Scheme for Buildings – Fresh Water – Gold	Great Eagle Centre Langham Place
Environmental Protection Department	Indoor Air Quality Certificate – Excellent Class	Langham Place
Hong Kong Police Force	Honourable Managed Property Award	Langham Place
Hong Kong Police Force	Outstanding Managed Public Carpark Award	Langham Place
Electrical and Mechanical Services Department	Quality Lift Service Recognition Scheme – Gold Award	Langham Place
Condé Nast Traveler	2022 Readers' Choice Awards No. 10 on the list of the Top 10 Hotels in Australia and New Zealand No. 5 on the list of the Top 10 Hotels in the Northeast No. 2 on the list of the Top 10 in Hong Kong No. 10 on the list of the Top 20 in Southern California No. 24 on the list of the Top 40 in London No. 5 on the list of the Top 10 Hotels in Australia and New Zealand No. 9 on the list of the Top 20 in Mainland China	Cordis, Auckland The Langham, Boston The Langham, Hong Kong The Langham Huntington, Pasadena The Langham, London The Langham, Sydney The Langham, Shanghai, Xintiandi

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Organiser	Award	Awarded Unit
Michelin Guide (Hong Kong & 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	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	2022 World's Best Awards	
	No. 3 of the 10 Best Hotels in Boston	The Langham, Boston
	No. 3 of the 10 Best Hotels in Chicago	The Langham, Chicago
	No. 1 of 5 Best City Hotels in Australia and New Zealand	The Langham, Melbourne
U.S. News & World Report	No. 5 on the 15 Best Hotels in New York City	The Langham, New York, Fifth Avenue
	2022 Best Hotels in USA	
	No. 8 Best Hotels in the USA	The Langham, Chicago
	No. 2 Best Hotels in Illinois	The Langham, Chicago
2022 Forbes Travel Guide	No. 2 Best Hotels in Chicago	The Langham, Chicago
	Star Award	The Langham, Chicago
Wine Spectator	The 2022 Restaurant Awards	The Langham Huntington, Pasadena

Community

Organiser	Award	Awarded Unit
CorpComms Magazine	CorpComms Awards 2021 – Best Sustainability Initiative	Great Eagle Group
The Asset	The Asset ESG Corporate Awards 2021 – Best Initiative in Social Responsibility	Great Eagle Group
Stevie Awards, Inc	The 9th Asia-Pacific Stevie Awards – Innovation in Sponsorships – Gold Stevie Award	Great Eagle Group
Green Council	SDG Achievement Awards Hong Kong 2022 – Project Award – Merit	Great Eagle Group
Royal Institution of Chartered Surveyors	RICS Awards Hong Kong 2022 – Corporate Social Responsibility Project of the Year – Highly Commended	Great Eagle Group
Association of Marketing and Communication Professionals	Communities Awards 2022 – Excellence in Community Service – Company Community Service – Community Partnership	Great Eagle Group
The Hong Kong Council of Social Service	The Caring Company Scheme 2021/22 – 10 Years Plus Caring Company Logo	Great Eagle Group ChampionREIT
TAA NSW	Outstanding Community Contribution	The Langham, Sydney
Fair Trade Hong Kong	Fair Trade Award 2021/22 • Silver Award	ChampionREIT

Memberships

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

Charters

Organiser	Charter
Business Environment Council	Low Carbon Charter
Carbon Neutral@HK	Carbon Neutrality Partnership
Water Supplies Department	Enterprises Cherish Water Charter 2022
Green Sense	No Air-Con Night
Environment and Ecology Bureau	Energy Saving Charter 4T Charter
Occupational Safety & Health Council	Charter on Preferential Appointment of OSH Star Enterprise
Environment Bureau	Peach Blossom Trees Recycling Programme Natural Christmas Trees Recycling Programme
Environmental Protection Department	Food Wise Charter

APPENDICES

Appendix 1: 2022 ESG Performance Data Summary

(A) Environmental Performance⁽¹⁾

Aspect	Unit	Hong Kong Properties	Owned Hotels
1. Energy Consumption			
1.1 Direct Energy Consumption	GJ	903	144,607
1.2 Direct Energy Intensity	GJ/m ² /year	0.0022	0.2341
1.3 Indirect Energy Consumption	GJ	141,382	508,081
1.4 Indirect Energy Intensity	GJ/m ² /year	0.3405	0.8225
1.5 Total Energy Consumption	GJ	142,285	652,688
1.6 Energy Consumption Intensity	GJ/m ² /year	0.3427	1.0566
2. Carbon Emissions⁽²⁾			
2.1 Direct Carbon Emissions (Scope 1) ⁽³⁾	Tonnes of CO ₂ e	68	10,672
2.2 Indirect Carbon Emissions (Scope 2) ⁽⁴⁾	Tonnes of CO ₂ e	22,109	44,942
2.3 Total Carbon Emissions (Scopes 1 & 2)	Tonnes of CO ₂ e	22,177	55,614
2.4 Carbon Intensity (Scopes 1 & 2)	Tonnes of CO ₂ e/m ² /year	0.0534	0.0900
3. Water Consumption			
3.1 Water Consumption – Municipal	m ³	273,830	1,180,759
3.2 Water Intensity	m ³ /m ² /year	0.6595	1.9113
4. Non-hazardous Waste Disposal			
4.1 Total Non-hazardous Waste Disposal to Landfill	Tonnes	3,857	3,116
4.2 Total Non-hazardous Waste Intensity	Tonnes/m ²	0.0093	0.0053
5. Hazardous Waste			
5.1 Hazardous Waste Reused, Recycled and Recovered	kg	905	208
6. Materials Recycled			
6.1 Materials Recycled	Tonnes	151.30	1,554
6.2 Paper	Tonnes	132	406
6.3 Metal	Tonnes	0.40 ⁽⁷⁾	14
6.4 Plastic	Tonnes	0.52	9
6.5 Glass	Tonnes	0.38	276
6.6 Food Waste	Tonnes	18	679
6.7 Used Cooking Oil	Tonnes	–	43
6.8 Others	Tonnes	–	127 ⁽⁸⁾

(B) Social Performance⁽⁹⁾

Aspect	Category	Hong Kong Properties	Owned Hotels
1. Total Workforce⁽¹⁰⁾	Total	819	4,821
By Gender	Male	455	2,465 ⁽¹¹⁾
	Female	364	2,354 ⁽¹¹⁾
By Age Group	Under 20 Years Old	2	74
	20 to <30 Years Old	107	1,128
	30 to <40 Years Old	205	1,235
	40 to <50 Years Old	206	1,049
	50 Years Old and above	299	1,335
By Employment Contract	Permanent ⁽¹²⁾	811	4,732
	Contract ⁽¹³⁾	8	89
By Employment Type	Full-time ⁽¹⁴⁾	796	4,216
	Part-time ⁽¹⁵⁾	23	605
By Geographical Region	Hong Kong	786	1,388
	Mainland China	15	533
	North America	17	1,671
	Europe	1	341
	Australia and New Zealand	–	888
2. Turnover Rate⁽¹⁶⁾	Overall	38.1%	42.1%
By Gender	Male	31.8%	38.7%
	Female	46.1%	45.7%
By Age Group	Under 20 Years Old	85.7%	125.9%
	20 to <30 Years Old	72.5%	76.3%
	30 to <40 Years Old	49.7%	42.4%
	40 to <50 Years Old	29.6%	28.8%
	50 Years Old and above	25.1%	20.1%
By Geographical Region	Hong Kong	38.5%	31.4%
	Mainland China	19.4%	55.7%
	North America	37.9%	30.4%
	Europe	0%	32.4%
	Australia and New Zealand	–	75.9%
3. Total Training Hours	Total	5,354	107,850
Average Training Hours	Average per Employee	6.5 ⁽¹⁷⁾	23.2 ⁽¹⁸⁾
By Gender (in hours) ⁽¹⁹⁾	Male	6.3	– ⁽²⁰⁾
	Female	6.9	– ⁽²⁰⁾
By Employee Category (in hours) ⁽²¹⁾	Management	7.7	19.6
	Non-management	6.2	23.5
4. Occupational Health and Safety			
Number of Lost Time Injuries		27	127
Total workforce hours (in thousands)		1,948	11,107
Lost Time Injury Rate (LTIR) ⁽²²⁾		14	11
Lost Days ⁽²³⁾ Due to Injury ⁽²⁴⁾		531	1,708
Lost Day Rate (LDR) ⁽²⁵⁾		272	154
Number of Fatalities (Employee)		0	0
Rate of Fatalities (Employee)		0	0

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Aspect	Category	Hong Kong Properties	Owned Hotels
5. Governance			
Convicted Cases of Corruption		0	0
6. Supply Chain			
By Geographic Region			
	Hong Kong	1,128 ⁽²⁶⁾ (96.9%)	1,052 ⁽²⁷⁾ (20.6%)
	Mainland China	9 (0.8%)	159 (3.1%)
	Asia (excluding Hong Kong and Mainland China)	8 (0.7%)	–
	Australia and New Zealand	4 (0.3%)	1,441 (28.1%)
	Europe	7 (0.6%)	324 (6.3%)
	North America	8 (0.7%)	2,143 (41.9%)

Reporting Boundary:

Our “Hong Kong Properties” consisting of (1) Great Eagle Centre, (2) Three Garden Road and (3) Langham Place (Langham Place Office Tower and Langham Place Mall).

Our “Owned Hotels” consisting of (1) The Langham, Hong Kong; (2) Cordis, Hong Kong; (3) Eaton HK; (4) The Langham, London; (5) The Langham, Boston; (6) The Langham, Sydney; (7) The Langham, Melbourne; (8) The Langham Huntington, Pasadena, Los Angeles; (9) The Langham, Xintiandi, Shanghai; (10) The Langham, Chicago; (11) The Langham, New York, Fifth Avenue; (12) Cordis, Auckland; (13) Cordis, Shanghai Hongqiao; (14) Eaton, DC; (15) Chelsea Hotel, Toronto; (16) Eaton Residences and (17) Ming Court, Wanchai.

It is our practice not to report KPIs for new developments until operational performance data is available for at least one full calendar year after each development has been opened and reached a significant level of occupancy. As such, Ying’nFlo, which opened in October 2022, is not included in the scope of this Report.

Notes:

- (1) All numbers are subject to rounding. Any discrepancies between the total shown and the sum of the amounts listed are due to rounding.
- (2) Calculation standards and methodologies for carbon emissions:

Carbon emissions are calculated using the following:

- Hong Kong: “Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong” (2010 edition), published by the Environmental Protection Department (“EPD”) and the Electrical and Mechanical Services Department (“EMSD”) of the Hong Kong Government.
- Mainland China: “Guidelines for Accounting and Reporting GHG Emissions – China Public Building Operation Units (Enterprises) (Trial) (2015 edition)”, published by the National Development and Reform Commission of the People’s Republic of China.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

- United Kingdom: “2022 Government Greenhouse Gas Conversion Factors for Company Reporting (June 2022)”, published by the Department for Energy Security and Net Zero and Department for Business, Energy & Industrial Strategy. Last updated on 20 September 2022.
- Canada: Emission Factors and Reference Values Version 1.0 (June 2022)”, published by the Government of Canada.
- United States: GHG Inventory Guidance published by the United States Environmental Protection Agency. Last updated on 6 December 2022.
- New Zealand: “Measuring emissions: A guide for organisations: 2022 summary of emission factors” published by the New Zealand Government. Last updated on 16 August 2022.
- Australia: “Australian National Greenhouse Accounts Factors: 2021” published by the Department of Climate Change, Energy, the Environment and Water.
- GHG Protocol published by the World Business Council for Sustainable Development (“WBCSD”) and the World Resources Institute.

The sources of emission factors for the reporting of carbon emission are as follows:

- Hong Kong: Sustainability Reports of local utility companies and Global Warming Potential (“GWP”) rates from Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong, published by the EPD and EMSD of the Hong Kong Government.
- Mainland China: Notice on the Adjustment of the Values of Emission Factors Relevant to the City’s Greenhouse Gas Emission Accounting Guidelines, published by Shanghai Municipal Bureau of Ecology and Environment (2022 edition).
- United Kingdom: Conversion factors 2022: full set (for advanced users) from the Department for Business, Energy & Industrial Strategy and the Department for Environment Food & Rural Affairs. Last updated on 20 September 2022.
- Canada: “Emission Factors and Reference Values Version 1.0 (June 2022)”, published by the Government of Canada.
- United States: Emission Factors for Greenhouse Gas Inventories (April 2022), published by the United States Environmental Protection Agency.
- New Zealand: “Measuring emissions: A guide for organisations 2022 summary of emission factors”, published by the New Zealand Government. Last updated on 16 August 2022.
- Australia: “Australian National Greenhouse Accounts Factors: 2021”, published by the Department of Climate Change, Energy, the Environment and Water.
- GHG Protocol published by the WBCSD and the World Resources Institute.

Carbon dioxide (CO₂), methane (CH₄), and nitrous oxide (N₂O) are included in greenhouse gas emissions calculations while hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), sulphur hexafluoride (SF₆) and nitrogen trifluoride (NF₃) are not applicable.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

- (3) Direct carbon emissions (Scope 1) included town gas, natural gas, petrol, gasoline combustion in vehicles, and diesel for routine maintenance and emergency generator checks.
- (4) Indirect carbon emissions (Scope 2) included GHG generated by town gas, natural gas, chilled water, steam, and purchased electricity.
- (5) The amount of hazardous waste produced by the Group during the reporting period was insignificant. Hazardous waste generated by the Group included fluorescent tubes and clinical waste. The fluorescent tubes were collected by qualified recyclers for treatment in a safe manner, while clinical waste was collected by registered collectors hired by tenants.
- (6) Recycling data for some months is calculated based on projections from historical figures.
- (7) Recycled metal from Great Eagle Centre (“GEC”) represents the number of aluminium cans collected. For other properties, the weight of metals collected and recycled is recorded. The figure from GEC is calculated by multiplying the number of aluminium cans collected by the weight of each can (15 grams).
- (8) “Others” is defined as other recyclables including furniture, textile, e-waste, styrofoam/polystyrene and other commingled recyclables.
- (9) Percentages may not add up to 100% due to rounding.
- (10) The workforce figures represent workforce information as of 31 December 2022.
- (11) The total may not add up to 4,821, as two employees have declared themselves to be non-binary.
- (12) “Permanent” means a contract with an employee for full-time or part-time work for an indeterminate period.
- (13) “Contract” means a contract of employment as defined above that ends when a specific time period expires or when a specific task that is associated with a time estimate is completed.
- (14) “Full-time” is defined as a minimum of nine months per year and a minimum of 30 hours per week.
- (15) “Part-time” is defined as working hours per week, month or year that are less than “full-time”, as defined above.
- (16) Turnover rate is computed as total yearly number of leavers divided by the average 12-month headcount of the respective category.
- (17) Average training hours are computed by dividing the total training hours of the Hong Kong properties by the total workforce of these properties.
- (18) As no complete records were kept for Eaton Residences, Ming Court Wanchai, Eaton DC, and Eaton Workshop, the average training hours were computed by dividing the total training hours (excluding Eaton Residences, Ming Court Wanchai, Eaton DC and Eaton Workshop) by the total hours worked (excluding Eaton Residences, Ming Court Wanchai, Eaton DC, and Eaton Workshop).
- (19) Average training hours by gender are computed as the total training hours of the category divided by the total workforce of the respective category.



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

- (20) The relevant data is not available in 2022. The Group is actively improving the data collection system and starting internal discussions. Further information will be disclosed in due course.
- (21) Average training hours by employee are computed as the total training hours of the category divided by the total workforce of the respective category.
- (22) The lost time injury rate (“LTIR”) represents the number of injuries per 500 employees per year. It is calculated as the number of lost time injuries multiplied by 1,000,000 and then divided by total hours worked. The factor 1,000,000 is the annual hours worked by 500 employees, based on 40 hours per week for 50 weeks a year.
- (23) Lost days refers to a worker or workers being unable to perform their usual work because of an occupational accident or disease.
- (24) Lost days due to injuries exclude all rest days.
- (25) The lost day rate (“LDR”) represents the number of lost scheduled working days per 500 employees per year. It is calculated as the total number of injuries multiplied by 1,000,000 and then divided by total hours worked. The factor 1,000,000 is the annual hours worked by 500 employees, based on 40 hours per week for 50 weeks a year.
- (26) These figures include suppliers from Eaton Residences and Ming Court, Wanchai as the procurement records and the corresponding supplier data were processed and stored in the Group’s internal procurement computer system along with the supplier information for our Hong Kong properties.
- (27) The figures exclude suppliers from Eaton DC, Eaton Residences and Ming Court, Wanchai.

Appendix 2: HKEX ESG Reporting Guide Content Index

Mandatory Disclosures	Page Number and Remarks
Governance Structure	32-33
Reporting Principles	30
Reporting Boundary	30, 72

Aspects and General Disclosure	KPI	Content	Page Number and Remarks
--------------------------------	-----	---------	-------------------------

A. Environmental

A1 Emissions	A1	General disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	36 In 2022, there was no new reportable cases of non-compliance with such laws or regulations, which have a significant impact on the Group.
	A1.1	The types of emissions and respective emissions data	36-40, 70 Emissions of NO _x , SO _x and other pollutants are not considered significant in our operations.
	A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	36-40, 70
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	70 We do not consider the Group to be a major producer of hazardous waste.
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	42-44, 70
	A1.5	Description of emissions target(s) set and steps taken to achieve them	36-40
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them	42-44

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Aspects and General Disclosure	KPI	Content	Page Number and Remarks
A2 Use of resources	A2	General disclosure Policies on the efficient use of resources, including energy, water and other raw materials	33, 35-37
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility)	70
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility)	41, 70
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them	35-40
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them	41-42 In 2022, we did not encounter any problems in sourcing water for daily operations.
	A2.5	Total packaging material used for finished products (in tonnes), and if applicable, with reference to per unit produced	–#
A3 The environment and natural resources	A3	General disclosure Policies on minimising the issuer's significant impact on the environment and natural resources	33, 35-37
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	35-45, 56-58
A4 Climate Change	A4	General disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer	33, 35-37
	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	36-37
B. Social			
B1 Employment	B1	General disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	46-47, 52-53 In 2022, there was no new reportable cases of non-compliance with such laws or regulations, which have a significant impact on the Group.
	B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region	46-48, 71

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Aspects and General Disclosure	KPI	Content	Page Number and Remarks
	B1.2	Employee turnover rate by gender, age group and geographical region	71
B2 Health and safety	B2	General disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards	33, 48-51 In 2022, there was no new reportable cases of non-compliance with such laws or regulations, which have a significant impact on the Group.
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year	49, 71
	B2.2	Lost days due to work injury	49, 71
	B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	48-51
B3 Development and training	B3	General disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	33, 51-52
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	–#
	B3.2	The average training hours completed per employee by gender and employee category	71
B4 Labour standard	B4	General disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	33, 46-47 In 2022, there was no new reportable cases of non-compliance with such laws or regulations, which have a significant impact on the Group.
	B4.1	Description of measures to review employment practices to avoid child and forced labour	46-47
	B4.2	Description of steps taken to eliminate such practices when discovered	46-47 In 2022, we did not discover any such practices in our operations.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Aspects and General Disclosure	KPI	Content	Page Number and Remarks
B5 Supply chain management	B5	General disclosure Policies on managing environmental and social risks of the supply chain	33, 63
	B5.1	Number of suppliers by geographical region	63, 72
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	63
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	63
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	45, 63
B6 Product responsibility	B6	General disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	64 In 2022, there was no new reportable cases of non-compliance with such laws or regulations, which have a significant impact on the Group.
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	64 In 2022, we were not aware of any recall concerning the provision and use of products and services that have a significant impact on the Group.
	B6.2	Number of products and service related complaints received and how they are dealt with	64 In 2022, there were no substantiated complaints received relating to the provision and use of products and services that have a significant impact on the Group.
	B6.3	Description of practices relating to observing and protecting intellectual property rights	62, 64
	B6.4	Description of quality assurance process and recall procedures	64
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	33, 64

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Aspects and General Disclosure	KPI	Content	Page Number and Remarks
B7 Anti-corruption	B7	General disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering	62 In 2022, there was no new reportable cases of non-compliance with such laws or regulations, which have a significant impact on the Group.
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	In 2022, there were no concluded legal cases regarding corrupt practices brought against the Group and its employees.
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	62
	B7.3	Description of anti-corruption training provided to directors and staff	62
B8 Community investment	B8	General disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests	53
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	53
	B8.2	Resources contributed (e.g. money or time) to the focus area	43, 53-61

Remark:

The relevant data is not available in 2022. The Group is actively improving the data collection system and starting internal discussions. Further information will be disclosed in due course.

Appendix 3: Verification Statement



VERIFICATION STATEMENT

Scope and Objectives

Hong Kong Quality Assurance Agency (“HKQAA”) has been commissioned by Great Eagle Holdings Limited (“Great Eagle”) to conduct an independent verification of its Environmental, Social and Governance Report 2022 (the “Report”). The Report illustrates Great Eagle’s efforts and performance in environmental, social and governance (“ESG”) aspects for the period of 1st January 2022 to 31st December 2022. The Report has been prepared in accordance with the Hong Kong Exchange’s ESG Reporting Guide, under Appendix 27 of the Main Board Listing Rules, and satisfies its “comply or explain” provisions.

The objective of this verification is to provide a reasonable assurance of the claims and performance data stated in the Report including Environmental performance such as energy consumption, carbon emissions (Scopes 1 & 2), Safety performance such as number of fatalities, Lost time injury rate and lost day rate, as well as Governance aspects such as convicted cases of corruption. The boundary includes Great Eagle’s major businesses in the development, investment and management of hotels and properties, which covers its corporate office, owned hotels and major owned and/or managed properties. These include Great Eagle Centre, Three Garden Road, Langham Place (office and retail) and owned hotels in Hong Kong and overseas.

HKQAA’s responsibility is to provide an independent assurance on the completeness, accuracy and reliability of the information and data stated in the Report. Our verification process covers:

- Evaluation of the selected ESG performance information and to confirm data accuracy and consistency.
- Reviewing the data management mechanism and to confirm the system reliability.

Level of Assurance and Methodology

The process applied in this verification is based on:

- The International Standard on Assurance Engagements (ISAE) 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information.
- The International Standard on Assurance Engagements (ISAE) 3410, Assurance Engagements on Greenhouse Gas Statements issued by the International Auditing and Assurance Standards Board.

The verification procedure has been designed for devising appropriate opinions and conclusions to obtain a reasonable level of assurance, including the review of systems and processes for collecting, collating, and reporting of the performance data, the checking of supporting documentation and the discussion with responsible personnel for preparing the Report. The extent of this verification process has covered the criteria specified in the ESG Reporting Guide. Raw data and supporting evidence of the selected samples have been thoroughly examined during the verification process.

Independence

Great Eagle is responsible for the preparation and presentation of the Report. HKQAA’s verification activities are independent from Great Eagle. There is no relationship between HKQAA and Great Eagle that would affect the impartiality of the verification service.

Conclusion

Based on the verification results and in accordance with the verification procedures undertaken, HKQAA has obtained reasonable assurance and is in the opinion that:

- The Report satisfies the mandatory disclosure requirements and the “comply or explain” provisions outlined in the ESG Reporting Guide.
- The sampled claims and performance data are accurate, complete and reliable.
- The Report disclosures, covering the material and relevant ESG aspects of Great Eagle, are balanced, comparable, clear and in a timely manner.

Signed on behalf of Hong Kong Quality Assurance Agency

Connie Sham
Head of Audit
February 2023