



# 2018

## Environmental, Social and Governance Report

### **Keck Seng Investments (Hong Kong) Limited**

Email: [enquiry@keckseng.com.hk](mailto:enquiry@keckseng.com.hk)

Website: [www.keckseng.com.hk](http://www.keckseng.com.hk)

Tel: (852) 2543 3345

Address: Unit 2902, West Tower, Shun Tak Centre,  
200 Connaught Road Central, Hong Kong

---

# TABLE OF CONTENTS

ABOUT THE COMPANY	2
About the report	2
Reporting Boundary	2
Scope and Accountability	3
Reporting Standard	3
Approval	3
Feedback Mechanism	3
MANAGEMENT STATEMENT	5
OUR ENVIRONMENT	7
Our Emissions	7
Our Use of Resources	9
Our Environment and Natural Resources	12
OUR SOCIAL	15
Our Workforce Diversity	15
Our Relations with Employees	15
Our Work Place Safety	16
Training and Development	17
Labour Standards	17
Supply Chain Management	17
Product Responsibility	18
Anti-Corruption	20
Community Investment	21
Voluntary Work	22
CONTENT INDEX	24
PHOTOS OF MAJOR PROPERTIES OF THE GROUP	28

# ABOUT THE COMPANY

Keck Seng Investments (Hong Kong) Limited (“KSI” or the “Company”) and its subsidiaries and associated companies (together referred to as the “Group”).

The principal activities of the Group are hotel and club operations, property investment and development and the provision of management services. The Group manages its businesses mainly in the property segment in Macau and also hotel investment segment including Holiday Inn Wuhan Riverside (“HIRW”) in the People’s Republic of China; Sheraton Saigon Hotel & Towers (“SSHT”) and Caravelle Hotel (“Caravelle”) in Vietnam; Best Western Hotel Fino Osaka Shinsaibashi (“BWO”) in Japan; W San Francisco (“WSF”) and Sofitel New York (“SNY”) in the United States; Sheraton Ottawa Hotel (“SOH”) and Delta Hotels by Marriott Toronto Airport & Conference Centre (“DTA”) in Canada. The corporate office is located in the Central Business District of Hong Kong.



## About the report

This Environmental, Social and Governance (“ESG”) Report is the first stand-alone report posted on the Company’s website. With the report, we hope all stakeholders can better understand the Group’s strategy, objective and performance of ESG.

The report is available in both English and Chinese. If there are inconsistencies between the English and Chinese versions, the English version shall prevail.

## Reporting Boundary

This report covers on the main businesses and operations of the Group between 1 January 2018 and 31 December 2018. In this report, we focus principally on the ESG aspects of Macau operations and overseas hotels.

The Group's ESG practices and reporting processes are continuously being reviewed. Efforts are expended in enhancing the capacity for data collection, analysis and reporting throughout the Group, with a step-by-step approach. Key performance indicators ("KPI") are included in the report with elaboration, to establish assessment baselines and facilitate comparison.

### Scope and Accountability

The local management of each major reporting entity is accountable for ESG management. The scope as well as roles and responsibilities of ESG management is well defined in each entity.

### Reporting Standard

The report is prepared in accordance with Environmental, Social and Governance Reporting Guide (the "ESG Reporting Guide") as contained in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. The four reporting principles, namely the principles of materiality, quantitative, balance and consistency, form the backbone of this report. A complete index, covering the KPIs of ESG Reporting Guide is inserted in the last section for reader's easy reference.

### Approval

Information in this report is sourced from official documents, statistical data, management and operational information of and collected by the Group in accordance with its policies and practices. The report has been approved by the Board of Directors.

### Feedback Mechanism

We welcome your feedback. Whether as a customer, business partner, member of the public, the media or community group, your view and suggestions can help us to define and strengthen the Group's future ESG strategies, performance and reporting. Please contact us by email [ksi.internal.audit@oceangardens.com.mo](mailto:ksi.internal.audit@oceangardens.com.mo).



# KSI SUSTAINABILITY REVIEW: EVENT SCHEDULE PLANNER 2016 TO 2018

PROJECT/EVENT	ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORTING REQUIREMENTS
ORGANIZER	ESG WORKING GROUP

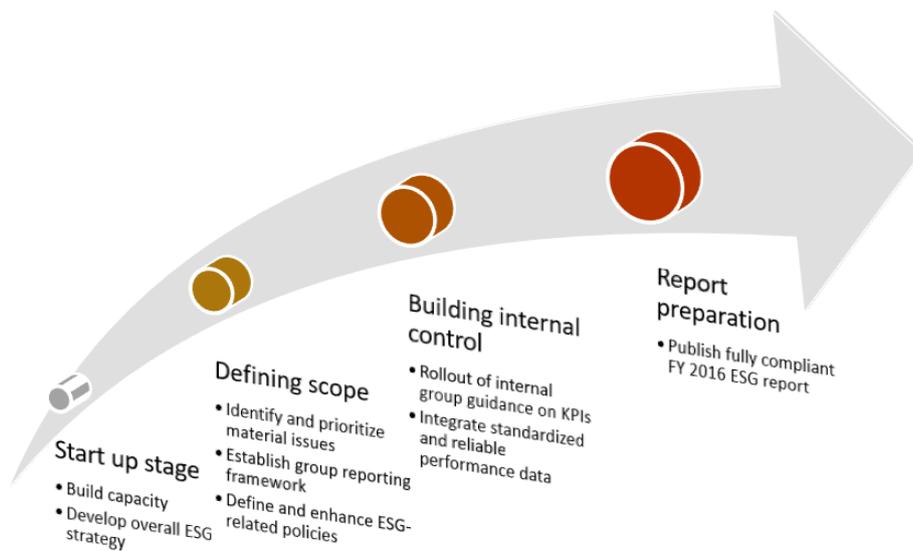
PROJECT PHASE	STARTING	ENDING	PROJECT PHASE
PHASE 1	1.1.2016	12.31.2016	COMPLY OR EXPLAIN FROM FY 2016: POLICIES AND COMPLIANCE
PHASE 2	1.1.2017	12.31.2017	COMPLY OR EXPLAIN FROM FY 2017: ENVIRONMENTAL KPI
PHASE 3	1.1.2018	12.31.2018	RECOMMENDED DISCLOSURES FROM FY 2018: B1 TO B8

JANUARY							FEBRUARY							MARCH							APRIL							MAY							JUNE									
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S			
					1	2			1	2	3	4	5	6			1	2	3	4	5						1	2			1	2	3	4	5	6	7							
3	4	5	6	7	8	9	7	8	9	10	11	12	13	6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14	5	6	7	8	9	10	11			
10	11	12	13	14	15	16	14	15	16	17	18	19	20	13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21	12	13	14	15	16	17	18			
17	18	19	20	21	22	23	21	22	23	24	25	26	27	20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28	19	20	21	22	23	24	25			
24	25	26	27	28	29	30	28	29						27	28	29	30	31			24	25	26	27	28	29	30	29	30	31					26	27	28	29	30					
31																																												

JULY							AUGUST							SEPTEMBER							OCTOBER							NOVEMBER							DECEMBER							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
					1	2			1	2	3	4	5	6						1	2	3						1			1	2	3	4	5							
3	4	5	6	7	8	9	7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10	
10	11	12	13	14	15	16	14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17	
17	18	19	20	21	22	23	21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24	
24	25	26	27	28	29	30	28	29	30	31				25	26	27	28	29	30	23	24	25	26	27	28	29	27	28	29	30				25	26	27	28	29	30	31		
31																					30	31																				

## Roadmap in FY 2016 - 2018



# MANAGEMENT STATEMENT

Sustainability and environmental conservation are important issues for our customers, suppliers, shareholders, governments of respective countries, and the general public. The Group is committed to the long-term sustainability of its businesses and communities where our stakeholders work and reside. We aim to do businesses fairly, ethically and in accordance with local laws that promote and safeguard fair competition between businesses. We seek to work with contractors and suppliers that behave in an economical, environmentally friendly and socially responsible manner.

## Stakeholders

The ESG report should cover **material issues** that concern **key stakeholders**

It should provide insight into management's approach to addressing and **mitigating** ESG related **risks**



It should demonstrate ways in which an organization is a **good steward** of **financial, human and natural capital**

The Group considers that there is a close linkage between its Environmental, Social and Governance (“ESG”) strategy and business operations. ESG strategy and policies facilitates the Group’s understanding of its exposure to emerging environmental and social risks, and its linkage to new commercial opportunities. Our hotels strictly follow their hotel chains’ sustainability goals which consist of reduction of environmental impact, community and employee development and human right initiatives. ESG reporting is the process by which the Group gathers data to monitor and manage its environmental performance and social responsibilities.

We are committed to create an open, transparent and safe working environment where our employees feel comfortable to work in. A confidential whistle-blowing mechanism has been established to ensure all raised concerns are promptly responded and followed up by our Internal Audit Team and Audit Committee.

Our employment contracts stipulate that all staffs must act with integrity with their actions made in best interest of the Group and to comply with all relevant local regulations. Any violations with our employment contract will be subject to disciplinary actions or terminations.

In the financial year of 2018,

- We have recorded no cases of corruption practices.
- There was no incident of significant non-compliance with any relevant laws and regulations in all material aspects for the business operation of the Group.



# OUR ENVIRONMENT

The Group maintains a global perspective on managing our emissions, minimizing use of fresh water and reducing energy use. The local management of each major reporting entity is accountable to ESG reporting. The Group (including its subsidiaries and associates) has complied with all environmental regulations and internal policies related to environmental responsibility. We aim to improve our performance continually in line with best practices, and to be prepared to respond to future challenges and opportunities on sustainable development. No incident of significant non-compliance with relevant environmental policies, laws and regulations was recorded in 2018 for our Group.



## Our Emissions

The Group have complied with emissions levels, discharges and waste practices of respective local government environmental authorities.

As from this year, we change the measurement base from GFA to the number of rooms occupied in respect of the KPIs for Environmental area. We consider that the KPI results calculated based on the number of rooms occupied will be more appropriate and justified for comparison in view of the operation of our hotels. The below table shows the emission levels for our properties:

Emission Type	Unit of Measurement	Year	Macau	SSHT	HIRW	BWO	SOH	SNY	WSF	Caravelle	DTA
<b>SOx, NOx and Particulate Matter</b>	KG / Room		Emission amounts are not significant.								
<b>Total Greenhouse Gas Emissions</b>	KG '000	2017	1,454	12,569	3,528	568	3,494	7,254	2,940	7,459	6,766
		2018	2,583	13,659	2,258	684	4,197	5,955	2,986	7,332	5,203
	KG/ m <sup>2</sup> * or KG/ Room	2017	34*	96	43	10	56	56	23	89	70
		2018	57*	109	29	12	63	47	26	152	45
<b>Total Hazardous waste produced</b>	KG	2017	1,482	577	360	0	281	244	173	13	367
		2018	1,888	837	351	0	130	241	512	463	224
<b>Average Hazardous waste produced</b>	KG / Room		Amount is not significant on an average basis.								
<b>Total Non-Hazardous Waste Produced</b>	KG '000	2017	3,098	1,700	582	22	159	404	86	1,054	423
		2018	3,098	1,957	443	22	28	297	101	776	574
	KG/ m <sup>2</sup> * or KG/ Room	2017	69*	13	7	0	3	3	1	13	4
		2018	69*	16	6	0	0	2	1	16	5

\* Unlike the hotel operation, the operation in Macau is mainly attributed to property management service. Thus, GFA measurement base still use for KPI calculation in Macau operation.

Please refer to the Chart 1 regarding to average Co<sub>2</sub> emission per room occupied and Chart 2 regarding to average non-hazardous waste per room occupied below for all hotel properties.

**Chart 1: Average CO<sub>2</sub> Emission per room occupied of various hotels**



Compared to our other regions, SSHT and Caravelle which are located in Vietnam generated more CO<sub>2</sub> emissions on average due to its higher average direct and indirect energy consumption per room occupied. The emission control standards are higher in other countries (North America, Japan and China).

**Chart 2: Average Non-Hazardous Waste per room occupied of various hotels**



Without proper planned system of waste management in Vietnam, there are misunderstanding and lack of knowledge in the community-at-large about waste treatment technology. SSHT and Caravelle produce significantly higher non-hazardous waste than other hotels on average.

Our properties make their best efforts to reduce the amount of emissions through periodic inspections and maintenance of vehicles, generators and boilers. As a result, they manage to keep the emissions below allowable emission standards.

In terms of reducing wastes, all of our properties separate hazardous and non-hazardous wastes. Whilst waste reduction efforts are made through recycling, wastes that cannot be recycled would either go to landfills (for non-hazardous waste) or be specifically handled by third party contractor (for hazardous waste).

Please find below for a list of our initiatives on managing and reducing emissions, hazardous waste and non-hazardous waste:

	Macau	SSHT	HIRW	BWO	SOH	SNY	WSF	Caravelle	DTA
Regular inspections on machinery and vehicles	✓	✓	✓		✓	✓	✓	✓	✓
Resource Recycling	✓	✓	✓	✓	✓		✓	✓	
Donation of unused resources	✓								✓
Use LED for lighting (which has longer lifespan than traditional lighting)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Training on managing wastes							✓		

## Our Use of Resources

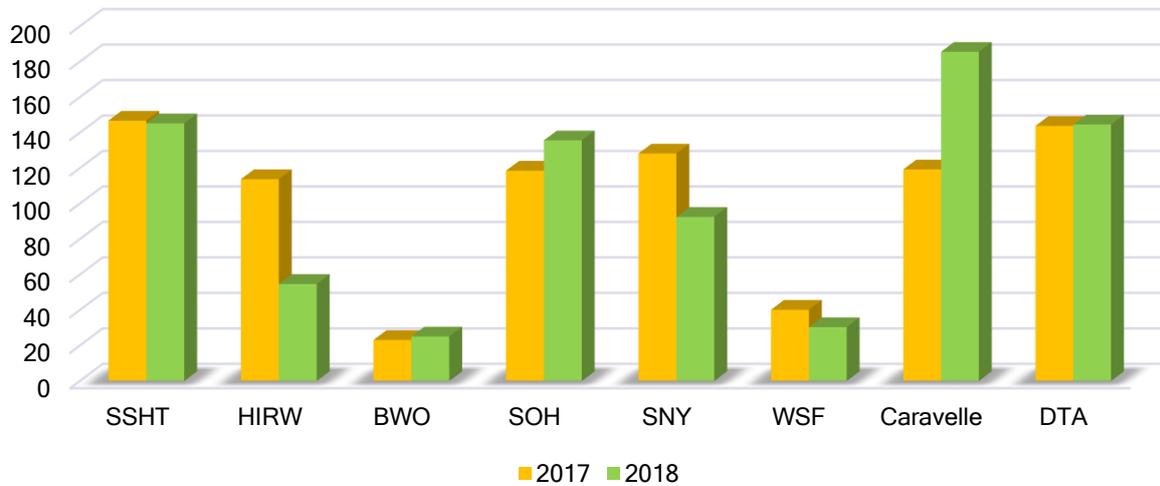
Throughout the year our properties had consumed the resources as follow:

Type of Resource	Unit of Measurement	Year	Macau	SSHT	HIRW	BWO	SOH	SNY	WSF	Caravelle	DTA
Total direct and indirect energy consumption (electricity, gas and oil)	kWh '000	2017	3,079	19,296	9,235	1,363	7,382	16,649	5,141	10,007	15,044
		2018	4,599	18,181	4,265	1,438	9,038	11,801	3,463	8,918	16,669
	kWh / m <sup>2</sup> *Or kWh / Room	2017	68*	147	114	23	118	128	40	119	156
		2018	102*	145	55	25	136	92	30	185	145
Total Water Consumption	m <sup>3</sup>	2017	22,723	171,951	60,034	24,737	40,062	137,902	43,803	74,271	94,910
		2018	42,553	170,883	60,340	24,204	37,358	27,310	36,353	71,605	97,500
	m <sup>3</sup> / m <sup>2</sup> * m <sup>3</sup> / Room	2017	0.5*	1.31	0.74	0.42	0.64	1.06	0.34	0.88	0.98
		2018	0.95*	1.36	0.77	0.42	0.56	0.21	0.32	1.49	0.85
Total Packaging Materials used for finished products	Tonnes		Due to the nature of our business (property sales, rental and property management and hotel operation), there are no significant packaging materials used for our products and services.								

\* Unlike the hotel operation, the operation in Macau is mainly attributed to property management service. Thus, GFA measurement base still use for KPI calculation in Macau operation.

Please refer to the Chart 3 regarding to average direct and indirect energy consumption per room occupied and Chart 4 regarding to average water consumption per room occupied below for all hotel properties.

**Chart 3: Average Direct and Indirect Energy Consumption per room occupied of various hotels**



Caravelle, SSHT and DTA consumed more energy on average per room occupied due to the types of hotel. Since Caravelle and SSHT are business hotels in the heart of the city, and DTA is an airport hotel where guests may tend to spend more time in the hotels and consume more energies. For budget hotel like BWO and business hotel such as WSF, guests may only spend their rest time in the hotels.

**Chart 4: Average Water Consumption per room occupied of various hotels**



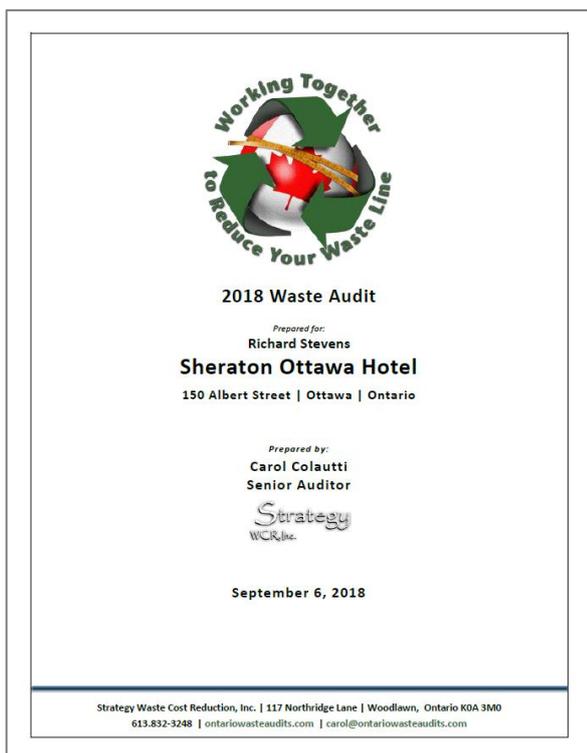
SSHT consumed significantly more water to run the business than the other hotels as there are more restaurants and swimming pools. In addition, guests might tend to use more laundry service as it is provided at a lower price compared with the other hotels. Control of water consumption in the other hotels is better than both the hotels in Vietnam.

Our Group and subsidiaries have implemented a number of initiatives on saving energy and water usage including the following:

	Macau	SSHT	HIRW	BWO	SOH	SNY	WSF	Caravelle	DTA
Replace old lightings with LED lightings	✓	✓	✓	✓	✓	✓	✓	✓	✓
Utilize Solar Energy		✓							
Replace cooling tower pump		✓				✓		✓	
Install water saving facilities			✓			✓		✓	
Water recycling		✓						✓	

Without proper planned system of waste management in Vietnam, there are misunderstanding and lack of knowledge in the community-at-large about the waste treatment technology. Apparently, SSHT produce higher non-hazardous waste than the other hotels on average.

None of our subsidiaries have issues on sourcing water that is fit for use and consumption.



Waste Audit Report of Sheraton Ottawa Hotel.



## Our Environment and Natural Resources

Our property management and hotel operations produce wastes such as food scraps, oil and cleaning chemical disposals. In addition, significant amount of water, electricity, diesel and gas are for daily operations.

Continuous efforts have been made by our properties to reduce our operations' impact on the environment and natural resources:

- Waste recycling;
- Energy and water saving;
- Donation of unused resources.



Our hotels actively participate in environment-friendly initiatives organized by their respective hotel chains. We aim to minimize emissions, waste production and use of resources. Our properties have received the following recognitions on their respective efforts to protect the environment during the year:

Property	Award
Ocean Gardens	Macau Energy Saving Activity Merit Prize
HIRW	IHG Green Engage Level 2
SNY	Trip Advisor Green Leaders Bronze Level
WSF	Trip Advisor Green Leaders Gold Level
SOH	Trip Advisor Green Partner
Caravelle	ASEAN Green Hotel Standard 2016-2018
DTA	Trip Advisor Green Leaders Silver Level

## Ocean Gardens



Merit Prize of Macau Energy Saving Activity

## Holiday Inn Wuhan Riverside

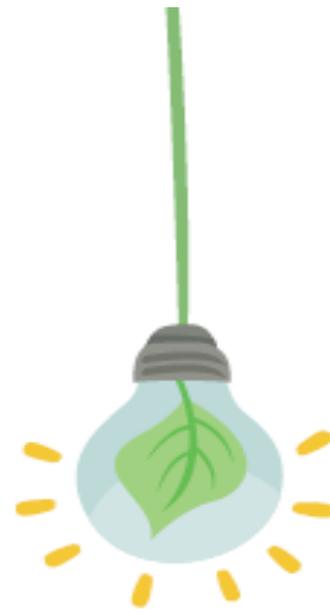


Level 2 Certificate from IHG Corporate Responsibility Team



## Caravelle Saigon Hotel

ASEAN Green Hotel Standard 2016-2018



## Ocean Gardens

### Before the Lights off



榆苑



桂苑

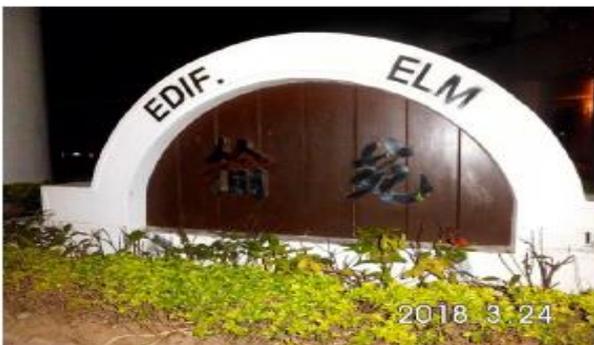


芙蓉苑



杏花苑

### After the Lights off



榆苑



桂苑



牡丹苑



紫荆苑

# OUR SOCIAL

## Our Workforce Diversity

The Group treasures talent as it is the foundation of the Company's business growth and key for driving success and maintaining sustainable development. Since our Group invests in properties across the globe, we embrace workplace diversity in order to bring in the best talents, provide broader range of services, better cater to our customers' needs, and enable our employees to perform to their highest ability.

Our Group (including our properties) follows local labor laws and only recruit employees within legal working age. Personal information of applicants is fully inspected to ensure no child and forced labor are employed.

### Total workforce by business units, age group and gender

	Macau	SSHT	HIRW	BWO	SOH	SNY	WSF	Caravelle	DTA									
30 or below	31	234	58	8	33	33	36	280	6									
31 - 40	52	138	60	6	19	57	73	156	38									
41 - 50	66	108	70	1	29	102	85	113	73									
51 or above	96	43	49	2	52	78	105	28	71									
Total by BU	245	523	237	17	133	270	299	577	250									
Total by gender	163	82	316	207	114	123	6	11	72	61	150	120	182	117	306	271	119	131



**Total workforce 2,551**

## Our Relations with Employees

We believe attracting and retaining loyal employees in the respective geographical areas of operations is central to our success. We are an equal opportunity employer and aim to provide a work environment that is respectful, challenging, rewarding and safe. We have policies covering training and development, labor practices, human rights and workplace health and safety. A policy of localizing as many of the positions as possible is in place throughout the Group, subject to suitable and sufficient local executives and staff with relevant qualifications and experiences being available. We pursue the highest standards of integrity and honesty from every employee in every process.

## Number of employees departed during 2018 by business units, age group and gender

	Macau	SSHT	HIRW	BWO	SOH	SNY	WSF	Caravelle	DTA									
30 or below	3	73	33	0	28	15	1	229	8									
31 - 40	5	33	5	1	14	1	8	39	11									
41 - 50	6	5	11	0	5	2	2	16	15									
51 or above	9	7	6	2	7	3	4	7	5									
Total by BU	23	118	55	3	54	21	15	291	39									
Total by gender	19	4	65	53	14	41	1	2	28	26	13	8	9	6	147	144	15	24



Total number of employees departed: 619

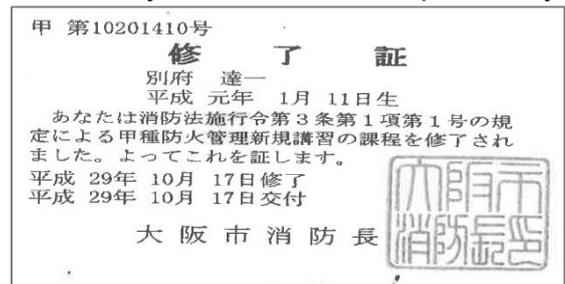
Total turnover rate 24.32%

We provide orientation to new employees with many on-the-job training opportunities. In addition, we encourage our employees to apply for sponsorship to attend job related external course to enrich their knowledge and skills.

It is our responsibility to reward our employees with their hard work and dedication. Salary and remuneration are competitive and are based on varying conditions in the different countries in which the Company and its subsidiaries operate. Discretionary bonus is paid out according to the performance of the employees and the policies of the company. To help our employees develop their careers, employees with exceptional performance and the required experience are considered for promotion should such opportunities are available.

### Our Work Place Safety

The Group is committed to provide a safe working environment for its employees. We comply with all applicable local laws and regulations on work safety to minimize the possibility of employees getting injured when performing their duties. General and customized occupational safety training sessions are provided to employees based on their specific roles and responsibilities. During the year there were no work-related fatalities. The Group has 256 lost days due to work injury.



Fire Prevention Training Completion Certificate of BWO



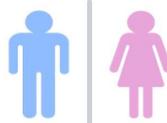
## Training and Development

We believe that training is essential to continuous improvement in employee performance, as well as contributing to their career growth. The Group and its subsidiaries provide new employees with the required orientation and on-the-job training. In addition, we encourage our employees to improve their job-related knowledge through sponsorship of relevant external courses.



Journey Week of Sheraton Saigon Hotel & Towers

% of Employees Trained	
Male	79%
Female	73%
Management	94%
Non-Management	71%



Average Training Hours completed	
Male	25 hours
Female	28 hours
Management	20 hours

## Labour Standards

The Group and its subsidiaries follow local labor law and only recruit employees with legal working age. There are guidelines regarding overtime work, allowances and compensation leave etc. in the Employee Handbook.

## Supply Chain Management

Suppliers and contractors are selected based on work quality, stock delivery manner, cooperation and price. We seek to work with contractors and suppliers that behave in an economical, environmentally friendly and socially responsible manner. The Group has 2,235 local suppliers and 158 non-local suppliers.

Where possible, the Group and its subsidiaries purchase environmentally friendly products from qualified vendors to reduce the negative impacts on the environment.

## Product Responsibility

We maintain mutually beneficial relationship with our customers and strive to provide quality service. Our properties mainly provide property management, property sale & leasing, hotel room accommodations and food & beverage services. In 2018, 0% of our products / services are subject to recall due to safety and health reasons.

We put customers at the heart of our business. During the year, 1,909 product and service-related complaints from customers are received and replied and followed up promptly. Our management and staffs also ensure that such complaints are resolved in a satisfactory manner.

Our property management business in Macau (Ocean Gardens) is ISO 9001:2015 certified. In order to achieve this accreditation, we have to demonstrate our ability to provide services that meet customer needs and comply with applicable regulatory requirements. Our hotel properties have stringent quality assurance procedures in place to ensure service provided is in accordance with the international hotel chain requirements.

Service quality of our properties are well recognized as evidenced by the following awards / accreditations received by our properties during the year:

Property	Award / Accolades
Ocean Gardens	ISO 9001: 2015 Certified (Quality Management Systems)
SSHT	Trip Advisor 2018 Certificate of Excellence
	Top 10 of Top Hotels in Vietnam of Readers' Choice Awards 2018
	Nominee for Vietnam's Leading Hotel 2018 (awarded by World Travel Awards)
HIRW	Trip Advisor 2018 Certificate of Excellence
SNY	Top 33 of Top Hotels in New York City of Reader's Choice Awards of 2018
	Trip Advisor 2018 Certificate of Excellence
WSF	Top 19 of Top Hotels in San Francisco of Reader's Choice Awards of 2018
	Verified Luxury awarded by Forbes Travel Guide in 2018
Caravelle	Trip Advisor 2018 Certificate of Excellence
	Nominee for Vietnam's Leading Hotel 2018 (awarded by World Travel Awards)



**Sheraton Saigon Hotel & Towers**  
Top Five 5-Stars Hotels Award

## Ocean Gardens



ISO 9001: 2015 Certified (Quality Management Systems)

## W San Francisco



Verified Luxury awarded by Forbes Travel Guide in 2018

## W San Francisco



One of the Finest Properties in the World 2018



We respect intellectual property rights and our properties comply with relevant laws and regulations on intellectual property. Internal procedures are established for intellectual property rights protection and they are disseminated to all relevant staffs. Our properties only purchase authentic software licenses.

The Group protect customer data privacy and comply with all relevant laws and regulations. Internal procedures are established for protecting customer data and they are disseminated to all relevant staffs. We inform our customers the purpose and recipients of data during data collection; we only collect personal data that is necessary for conducting our business and we retain personal data for the period necessary in compliance with relevant provisions. Stored customer information is only accessible to authorized personnel.

### Anti-Corruption

We believe that every employee has a responsibility to act with integrity. Our employment contracts have clearly stipulated that all staffs must act with integrity and in the best interest of the Group and to comply with all relevant local regulations. Any violations with our employment contract will be subject to disciplinary actions or terminations.

Employees are encouraged to raise their concern or report any suspicious case through our confidential whistle-blowing mechanism, every reported case is promptly followed up and investigated by our Internal Audit Team and Audit Committee. There is a whistle-blowing policy in place.

There was no reported case on bribery and corruption against the company and the employees.

## Community Investment

Community investment is important to our social sustainability. The Group conducts business with honesty, integrity and respect for all people and communities, especially towards our employees. Dialogue between management and employees is integral to our work practices and takes place daily and directly in the respective local cultural environments.



This year we have participated in different social activities as follows:

- Education
- Environmental Protection
- Children / Youth Welfare
- Women Welfare
- Support for Poverty
- Humanitarian Support
- Culture
- Health

Charitable donations made by the Group during the year amounted to HK\$1,539,394 on an aggregated basis.



## Voluntary Work

### Sheraton Saigon Hotel & Towers



Sheraton 2018 Christmas Charity Dinner for kids from the SOS Orphanage.

### Caravelle Saigon Hotel



Spring Charity for support poor people of My Binh Ward, Long An Province, Ho Chi Minh City.

### Holiday Inn Riverside Wuhan

True Hospitality for Good  
 社会公益 志愿服务  
 酒店公益 志愿服务

**Giving For Good Activities**  
 -----武汉晴川假日酒店

**志愿服务**

- 江边捡垃圾  
2018.9.7 15:30-16:30
- 整理共享单车  
2018.9.14 15:30-16:30
- 探望武汉爱心残疾儿童帮扶中心  
2018.9.20 14:00-15:30

**绿色出行**

- 公共交通低碳出行  
2018.9.3-30 上下班时间

**健康生活**

- 江滩健康走  
2018.9.18 9:30-10:30
- 绿色食品日  
2018.9.21 10:30-13:30
- 羽毛球比赛  
2018.9.27 14:00-16:00

\*如因酒店营运导致时间变动, 将另行通知

Schedule of Community Services.

### Best Western Fino Osaka Shinsaibashi Hotel

請求書  
平成30年2月28日

542-0083  
東心斎橋1-2-19  
ベストウェスタンホテルフイーノ大阪心斎橋 様  
115-2-003  
C372-1

懇谷商店会事業協同組合  
理事長 前田 豪  
大阪市中央区東心斎橋上1-3-3  
TEL:066251-1318 FAX:066251-9170  
E-MAIL:066251-9180  
会計 佐藤可奈

会費納入のお願い

ご請求額 ¥6,000-

期間 平成29年10月~平成30年3月

内容	数量	単価	口数	金額	備考
会費	6ヶ月	¥1,000	1	¥6,000	会費は御銀行電気料金に 充用しています

誠にお手数ですが、平成30年3月31日までに御返込みのほどお願い申し上げます。  
 行き違いの際はご容赦下さい。

銀行/支店	口座番号	口座名義
三井住友銀行 心斎橋支店	普通 5346930	懇谷商店会事業協同組合 理事長 前田 豪
りそな銀行 船場支店	普通 1168102	
大阪信用金庫 日本橋支店	普通 0020724	

Donation for Neighbor Merchants Association.

W San Francisco



Charity activity for Save the Bay.



Charity activity for Save the Bay.

Sofitel New York



International Women's Day.



Bowery Breakfast 2018.

# CONTENT INDEX

Aspects and General Disclosures in HKEx ESG Reporting Guide	Description	Page No. Reference
---	-------------	--------------------

## Aspect A1: Emissions

<b>General Disclosure</b>	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.	7 to 8
KPI A1.1	The types of emissions and respective Emissions data.	7 to 8
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	7 to 8
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	7 to 8
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	7 to 8
KPI A1.5	Description of measures to mitigate emissions and results achieved.	9
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	9

## Aspect A2: Use of Resources

<b>General Disclosure</b>	Policies on the efficient use of resources, including energy, water and other raw materials.	9
KPI A2.1	Direct and / or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity.	9 to 10
KPI A2.2	Water consumption in total and Intensity.	9 to 10
KPI A2.3	Description of energy use efficiency Initiatives and results achieved.	9 to 11
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	9 to 11
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	9 to 11

Aspects and General Disclosures in HKEx ESG Reporting Guide	Description	Page No. Reference
---	-------------	--------------------

### Aspect A3: The Environment and Natural Resources

General Disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources.	12
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	12 to 14

### Aspect B1: Employment and Labour Practices

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.	15 to 16
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	15 to 16
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	15 to 16

### Aspect B2: Health and Safety

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.	16
KPI B2.1	Number and rate of work-related fatalities.	16
KPI B2.2	Lost days due to work injury.	16
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	16

### Aspect B3: Development and Training

General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	17
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	17

Aspects and General Disclosures in HKEx ESG Reporting Guide	Description	Page No. Reference
KPI B3.2	The average training hours completed per employee by gender and employee category.	17

#### Aspect B4: Labour Standards

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.	17
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	17
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	17

#### Aspect B5: Supply Chain Management

General Disclosure	Policies on managing environmental and social risks of the supply chain.	17
KPI B5.1	Number of suppliers by geographical region.	17
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	17

#### Aspect B6: Product Responsibility

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.	18
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	18
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	18
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	18
KPI B6.4	Description of quality assurance process and recall procedures.	18
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	18

Aspects and General Disclosures in HKEx ESG Reporting Guide	Description	Page No. Reference
---	-------------	--------------------

#### Aspect B7: Anti-corruption

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.	20
KPI 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.	20
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	20

#### Aspect B8: Community Investment

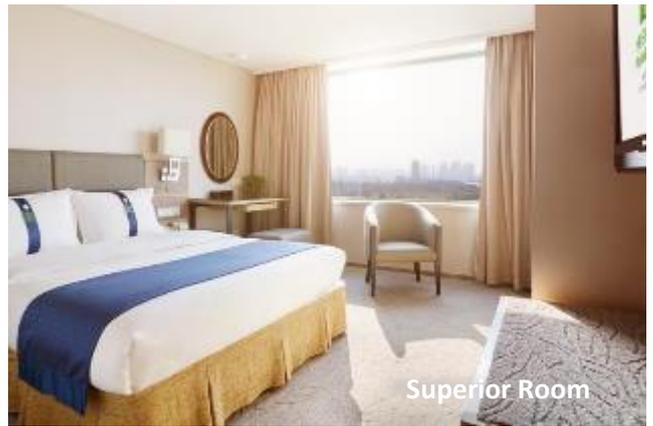
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	21 to 23
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	21 to 23
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	21 to 23

# PHOTOS OF MAJOR PROPERTIES OF THE GROUP

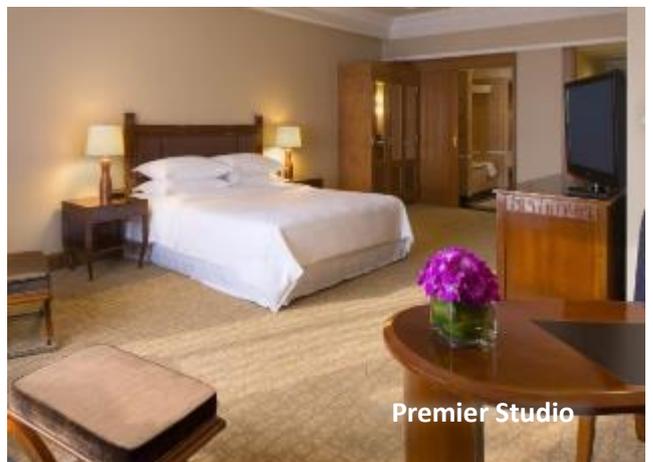
## Macau Operations



## Holiday Inn Wuhan Riverside



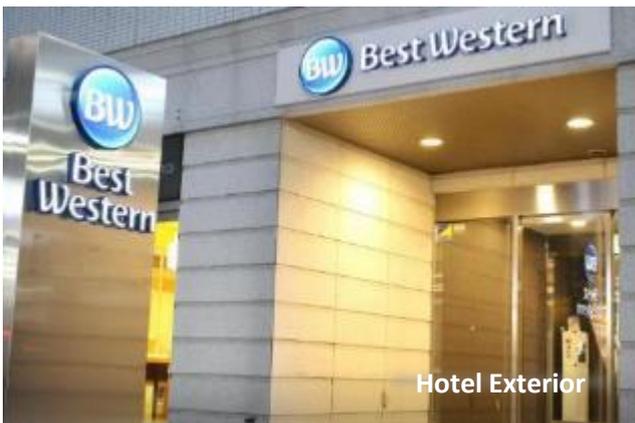
## Sheraton Saigon Hotels & Towers



### Caravelle Saigon Hotel



### Best Western Osaka Hotel



### W San Francisco



**Sofitel New York**



Hotel Exterior



Superior Room

**Sheraton Ottawa Hotel**



Hotel Exterior

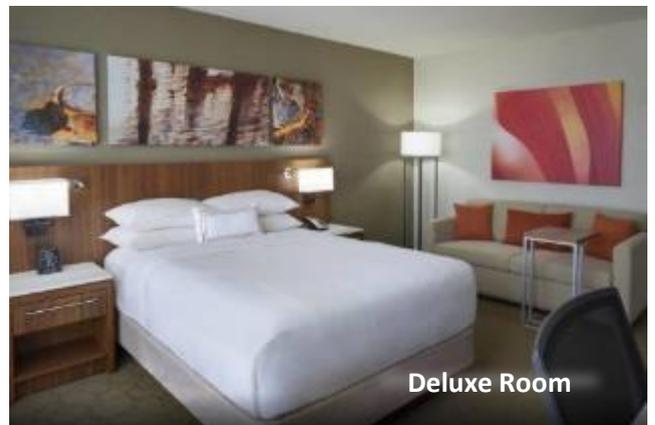


Club King Room

**Delta Hotels by Marriott Toronto Airport & Conference Centre**



Hotel Exterior



Deluxe Room