KECK SENG INVESTMENTS (Hong Kong) LIMITED Stock Code: 184

2019 Environmental, Social and Governance Report

CONTENTS

ABOUT THE COMPANY	1
About the report	1
Reporting Boundary	2
Scope and Accountability	2
Reporting Standard	2
Stakeholder Engagement	3
Materiality Analysis	4
Approval	4
Feedback Mechanism	4
MANAGEMENT STATEMENT	5
OUR ENVIRONMENTAL AREA	6
Our Emissions	6
Our Use of Resources	
Our Environment and Natural Resources	11
OUR SOCIAL AREA	13
Our Workforce Diversity	13
Our Relationship with Employees	13
Our Work Place Safety	15
Training and Development	15
Labour Standards	16
Supply Chain Management	16
Product Responsibility	16
Anti-Corruption	18
Community Investment	19
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 ("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 published by the Group outlines the various initiatives of the Company and its subsidiaries and associated companies. 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 2019 and 31 December 2019. In this report, we focus principally on the ESG aspects of Macau operations and overseas hotels which stated above.

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

To review the Group's ongoing work on risk management and ESG performance and reporting is a regular agenda item in each Audit Committee meeting and Board meeting. The Board evaluate and manage material ESG issues identified, and as well as the progress on ESG issues for ensuring that appropriate and effective ESG risk management and internal control systems are in place. 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 "Listing Rules").

The four reporting principles in the following form the backbone of this report:

- Materiality: Materiality assessment should be conducted and identified material issues for our core business operations through stakeholder engagement to determine the focus of this report.
- Quantitative: Environmental and social responsibility data were collected to monitor our progress in implementing environmental and social responsibility initiatives.
- **Balance:** Both our achievements and improvement plan present an unbiased picture of our environmental, social and governance ("ESG") performance.
- **Consistency:** The reporting methodologies remain consistent with past reports to enable a meaningful comparison of our performance. In case of changes in data compilation methodology and scope, remarks are provided for stakeholders' reference.

A complete index, covering the KPIs of ESG Reporting Guide is inserted in page 24 to 27 for reader's easy reference.

Stakeholder Engagement

In order to understand stakeholders' views and expectations on ESG issues, participation of stakeholders is an important part of the business process of the Group. The Group identifies key stakeholders as shareholders, customers, employees, suppliers, community, and regulatory bodies. Through various engagement channels summarized as below, it maintains open and two-way communication with the various stakeholders.



Stakeholders	Focuses	Communication channels
Shareholders	 Operation compliance Operating results of the Company 	 Shareholders' meeting and Board meetings Announcements and circulars E-mail, telephone, and the Company's website
Customers	Services standardCustomers' feedback	Front-line staffCustomer surveysCustomer service and hotlines
Employees	 Employees' rights Remuneration and benefits Employees' performance and development Occupational health and safety 	 Circulars, manuals, policy and procedure guidelines Performance appraisal Training and workshops Employee satisfaction surveys Labor union and employee representative congress
Suppliers	Financial positionEthics and IntegrityEnvironmental management	 Site inspection Audits Tender notices for procurement E-mail and telephone
Community	 Environmental management Social responsibility Occupational health and safety 	 Public / community activities ESG reports Mass media
Regulatory bodies	 Legal compliance Corporate governance and internal controls Operational issues Ethics and integrity Financial situation 	 Regular reporting Announcements and circulars Special research E-mail, telephone, and the Company's website

Materiality Analysis

Effective stakeholder engagement can help to identify material issues in conducting a materiality assessment by the Group. Materiality assessment process consists of identification of key interests of both internal and external stakeholders and the relevant ESG topics, prioritizing issues identified through a ranking exercise, and validation of key material ESG issues by our management. We prepare for the social and environmental challenges brought from these material issues.

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 views and suggestions can help us define and strengthen the Group's future ESG strategies, activities, performance and reporting. Please contact us by email <u>ksi.internal.audit@oceangardens.com.mo</u>.



MANAGEMENT STATEMENT

Sustainability and environmental conservation are important issues for our customers, suppliers, shareholders, employees, regulatory bodies and 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 business 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.

The Group considers that there is a close linkage between its Environmental, Social and Governance ("ESG") strategy and business operations. ESG strategy and policies facilitate 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, control 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 behavior 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 2019,

- No incident of corruption practices was identified.
- 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 ENVIRONMENTAL AREA

The Group maintains a global perspective on managing our emissions, minimizing consumption of fresh water and energy. The local management of each major reporting entity is accountable

to ESG management, performance and 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 identified in 2019 for our Group.



Our Emissions

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

As from last year, we have changed the measurement base from GFA to the number of rooms occupied in respect of the KPIs for Environmental area. We still 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 in this year. 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	*Total (Hotels)
SOx, NOx and Particulate Matter	KG / Room					Emissio	n amoun	s are not	significa	nt.		
	KG '000	2018	2,882	9,277	2,727	525	2,181	3,557	2,261	4,450	3,736	28,714
Total Greenhouse Gas		2019	2,929	7,664	2,936	445	1,933	4,139	2,210	4,719	3,929	27,975
Emissions		2018	64*	74	35	9	33	28	20	93	32	324
		2019	65*	67	38	8	29	32	21	158	35	388
Total Hazardous waste	KG	2018	1,888	837	351	0	130	307	512	463	224	2,824
produced		2019	1,455	641	388	0	77	400	1,261	301	248	3,316
Average Hazardous waste produced	KG / Room				Am	ount is n	ot signifi	cant on a	n averag	e basis.		
	KG '000	2018	3,098	1,957	443	22	28	393	101	776	574	4,294
Total Non-Hazardous		2019	3,098	1,945	248	64	35	461	115	851	501	4,220
Waste Produced	KG/ m ² * or KG/	2018	69*	16	6	0	0	3	1	16	5	47
	Room	2019	69*	17	3	1	1	4	1	28	4	59

* Unlike the hotel operation, the operation in Macau is mainly attributed to property management service. Thus, GFA measurement base is still used for KPI calculation in Macau operation. The total figure refers to the summation of the eight hotels at same measurement unit which is different from the Macau operation.

Note: We have applied the relevant Emission Factors in the calculation of GHG emissions of all business units outside Hong Kong from this year (based on a report "Technical Paper | Electricity-specific emission factors for grid electricity" issued by Ecometrica) instead of using the Emission Factor of Electricity supplied by CLP and Hong Kong Electric in the past years. We also re-calculated the GHG emissions figures by using the relevant Emission Factors on the comparison figures of the past years.

Please refer to the Chart 1 regarding to average CO₂ emission per room occupied and Chart 2 regarding to average non-hazardous waste per room occupied below for all hotel properties.



Compared to our other regions, SSHT and Caravelle located in Vietnam generated more CO₂ emissions on average due to its higher average direct and indirect energy consumption. The emission control standards are higher in other countries (North America, Japan and China). The significant increase in Caravelle in Vietnam is due to the extra electricity consumption mainly attributed to renovation in 2019.



Without advanced system of waste management in Vietnam, there are misconceptions and lack of knowledge in the community about the waste treatment technology. SSHT and Caravelle produce significantly higher non-hazardous waste than other hotels on average. There were renovation supporting activities conducted in Caravelle during renovation which have caused more wastes than normal. Data for non-hazardous waste of BWO is more reliable in 2019 as the garbage deposition company has been changed with a new reporting requirement. Both of SOH and WSF have achieved over 70% diversion rate as most of the waste had been recycled.

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 specially 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	√	√	√	\checkmark	√	√	√	√	√
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 (Hotels)
Total direct	kWh '000	2018	4,003	18,181	2,833	1,381	10,020	8,814	5,178	9,669	16,890	72,966
and indirect energy	KWII 000	2019	4,028	17,260	3,075	1,493	8,886	10,960	5,083	9,452	17,812	74,021
consumption (electricity, gas	, gas kWh / m ² *or	2018	89*	145	36	24	150	69	45	201	146	816
and oil)	kWh / Room	2019	89*	152	39	27	134	84	49	316	158	959
	m ³	2018	42,553	170,883	60,340	24,204	37,358	68,451	36,353	71,605	97,500	566,694
Total Water		2019	44,599	163,391	57,845	25,114	44,026	82,581	31,921	69,675	90,099	564,652
Consumption	m ³ /m ² *	2018	0.95*	1.36	0.77	0.42	0.56	0.54	0.32	1.49	0.85	6.31
	m ³ / Room	2019	0.99*	1.44	0.74	0.45	0.66	0.64	0.31	2.33	0.80	7.37
Total Packaging Materials used for finished products	Tonnes									y managem products an		

* Unlike the hotel operation, the operation in Macau is mainly attributed to property management service. Thus, GFA measurement base is still used for KPI calculation in Macau operation. The total figure refers to the summation of the eight hotels at same measurement unit which is different from the Macau operation.

Note: We also re-calculated the energy consumption figures by using the correct convertor on the comparison figures of the past years.

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.



Caravelle and SSHT consumed more energy on average due to a large variety of food and beverage outlets and other guest activities. Since Caravelle and SSHT are hotels which guests may tend to spend more time in the hotels and hence consume more energies. For budget hotel like BWO and business hotel such as WSF, guests may spend their down time in the hotels only. The sharp increase in Caravelle is due to extra electricity consumption for renovation in 2019 irrespective of occupancy rate.



SSHT and Caravelle consumed significantly more water to run the business than the other hotels as there are more food and beverage outlets and swimming pools. Control in water consumption in the other hotels is better than both the hotels in Vietnam. Significant increase in water consumption in Caravelle is due to renovation in the hotel.

Our Group 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		√						√	
Training on water saving								~	

Without advanced system of waste management in Vietnam, there are misconceptions 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 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 need to be utilized for daily operations.

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

- Waste recycling;
- Energy and water saving;
- Donation of unused materials or linens.



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
HIRW	IHG Green Engage Level 2
SNY	Trip Advisor Green Leaders Bronze Level
	Trip Advisor Green Leaders Gold Level
WSF	LEED Platinum Level
	California Green Lodging Environmentalist Award 2019
SOH	Trip Advisor Green Partner
	Earth Check Gold Certified 2019
Caravelle	Best Green Business Award from the European Chamber of Commerce 2019
DTA	Trip Advisor Green Leaders Silver Level
Ocean Gardens	Building Water Quality Assurance Program – High Level Certificate







Ocean Gardens Building Water Quality Assurance Program - High Level Certificate

recognizes:

W HOTEL SAN FRANCISCO

hospitality industry.

Male Constant

DES STATE OF CALIFORNIA Department of General Services

The Department of General Services STATEWIDE TRAVEL PROGRAM

for its commitment to reducing waste, saving energy,

<u>9/10/2019</u> Thute <u>9/10/2022</u> Valid santil

STATEWIL

water, and California's other valuable resources through environmentally friendly practices in the

tornia

GREEN

LODGING PROGRAM

ENVIRONMENTALIST LEVEL



Caravelle

Best Green Business Award from the European Chamber of Commerce 2019



HIRW Level 2 Certificate from IHG Corporate Responsibility

WSF California Green Lodging Environmentalist Award 2019



WSF LEED Platinum Level

OUR SOCIAL AREA

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
				N	umber of	Person			
30 or below	25	261	56	7	24	23	35	233	62
31 - 40	60	122	53	5	19	48	66	145	16
41 - 50	68	103	70	2	31	98	90	103	75
51 or above	96	47	54	1	49	106	100	29	102
Total by BU	249	533	233	15	123	275	291	510	255
Total by gender	165 <mark>84</mark>	319 214	113 120	87	62 61	156 119	179 112	274 236	121 134

Total workforce 2,484 (2018: 2,551)

Our Relationship with Employees

We believe attracting and retaining loyal employees in the respective geographical areas of operations is key 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 2019 by business units, age group and gender



Female



	Macau	SSHT	HIRW	BWO	SOH	SNY	WSF	Caravelle	DTA
				Nur	mber of Pers	on			
30 or below	3	107	29	5	26	10	2	173	12
31 - 40	9	30	15	1	6	15	6	39	9
41 - 50	9	15	11	1	7	6	8	21	10
51 or above	16	9	1	0	1	13	8	6	8
Total by BU	37	161	56	7	40	44	24	239	39
Total by gender	29 <mark>8</mark>	86 75	19 37	4 3	20 <mark>20</mark>	29 15	17 7	130 109	20 19
<u>A</u>	Total nu	mber of en	nployees	departed:	647 (2018:	619)			

*Total turnover rate 26.05% (2018: 24.32%)

* Footnote: Total number of employees departed/Average number of employees for the year X 100%

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 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 when 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 687 (2018: 256) lost days due to work injury.



Safety Notice Board of SSHT



Fire Safety Certificates and Lockout Safety Poster of WSF



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 provide its 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.

% of Employees Trai	ined
Male	76%
Female	76%
Management	79%
Non-Management	76%



Average Training Hours completedMale32 hoursFemale36 hoursManagement32 hoursNon-management34 hours



Employee Rally of SOH



Career Day of Caravelle

Labour Standards

The Company and its subsidiaries follow local labor law and only recruit employees with legal working age. The Employee Handbook has guidelines on overtime work, allowances and compensation leave etc.

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 2,468 local suppliers and 221 non-local suppliers (2018: 2,235 local suppliers and 158 non-local suppliers).

Where possible, the Company 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 2019, 0% (2018: 0%) of our products / services are subject to recall due to safety and health reasons.



Wedding Venue of HIRW

Fitness Center of WSF

Restaurant of SOH

We put customers at the heart of our business. During the year, 2,588 (2018: 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.

Ocean Gardens ISO 9001: 2015 Certified (Quality Management Systems)

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							
	Trip Advisor Certificate of Excellence							
	Experts' Choice Award 2019							
COLIT	Nominee for Vietnam's Leading Hotel 2019 (nominated by World Travel Awards)							
SSHT	Nominee for Vietnam's Leading City Hotel 2019 (nominated by World Travel Awards)							
	Nominee for Asia's Leading Conference Hotel 2019 (nominated by World Travel Awards)							
	Nominee for Vietnam's Leading Business Hotel 2019 (nominated by World Travel Awards)							
HIRW	Trip Advisor Certificate of Excellence							
	Readers' Choice Awards - The Top Hotels in New York City 2019							
	Conde Nast Top 25 Hotels - 2019							
	Forbes Travel Guide Recommended Award - 2019							
SNY	US News & World Report - Best Hotels NYC - 2019							
	US News & World Report - Best Hotels USA - 2019							
	Trip Advisor Certificate of Excellence							
	AAA Four Diamond Award							
WSF	Forbes Travel Guide Recommended Award - 2019							
Correvelle	Trip Advisor Certificate of Excellence							
Caravelle	TripAdvisor Hall of Fame 2019							
Ocean Gardens	ISO 9001: 2015 Certified (Quality Management Systems)							





	Forbes ::	Q	Where do you went to go?
DAN FRANCISCO	HOTELS (SAN FRAN	CISCO.	CALIFORNIA, UNITED STATE
	W San F	`rar	ncisco
A sle	ek, sustainable S	an Fr	ancisco high-rise
	VERIFIEI		
		MENDED	
			arks that characterize a W Hotel and Bliss bath amenities, W San
	cisco is still quite uniqu		
	READ	MONE	
	SHARE f		

Forbes Travel Guide Recommended Award - 2019

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 (2018: 0) on bribery and corruption against the company and the employees in 2019.

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.



Money donated

HK\$1.2m

Time donated

2,451hours

Caravelle Build Bridge in My Thanh Dong Ward

WSF Yerba Buena Clean Team

Earth Day



SSHT Visited Center of Disabled Children Education District





The Bowery Mission







HIRW Social Welfare Institution Visit



SOH CHEO Family Visit



Root Beer Float Day to Raise Money for CHEO

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

- Education
- Environmental Protection and Concerns
- Children / Youth Welfare
- Women Welfare
- Support for Poverty
- Humanitarian Support
- Health and Community Support
- Labour Needs



AIDS Walk 2019

Charitable donations made by the Group during the year amounted to HK\$1,210,470 (2018: HK\$1,539,934) on an aggregated basis.



Caravelle Environment & Wellness Week



HIRW Badminton Day





DTA Participated in Marriott Big Bike in Support people with Heart disease & Stroke

WE CARE

The spread of COVID-19 since the beginning of 2020 has dramatically and unprecedentedly impacted the world. As a community, we are united in our fight to stop the spread of the virus.

In support of Wuhan, our Holiday Inn Wuhan Riverside hosted the medical support teams from Jiangsu and Jiangsi who worked tirelessly to preserve lives in Wuhan. Our hotel associates were doing everything possible to ensure the well-being of the medical professionals who were on the frontline fighting against COVID-19. We were proud to be a part of it.



Welcoming the medical corps from Jiangsu and Jiangxi to Holiday Inn Wuhan Riverside, People's Republic of China





During OCIVD-19, W San Francisco and Sheraton Saigon Hotel lit up the hotel facades in the shape of a heart and smiley face respectively to show solidarity and continuing support for our employees, the medical care professionals and the community in a message of love and hope.





WSF in San Francisco, United States



SSHT in Ho Chi Minh City, Vietnam

CONTENT INDEX

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

Aspect A1: Emissions

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

Aspect A2: Use of Resources

General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	8
KPI A2.1	Direct and / or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity.	8 to 9
KPI A2.2	Water consumption in total and Intensity.	8 to 9
KPI A2.3	Description of energy use efficiency Initiatives and results achieved.	10
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	10
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	8

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

Aspect A3: The Environment and Natural Resources

General Disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources.	11
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	11 to 12

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.	13 to 14
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	13 to 14
KPI B1. 2	Employee turnover rate by gender, age group and geographical region.	13 to 14

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.	15
KPI B2.1	Number and rate of work-related fatalities.	15
KPI B2.2	Lost days due to work injury.	15
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	15

Aspect B3: Development and Training

General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	15
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	15

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.	15

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.	16
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	16
КРІ В4.2	Description of steps taken to eliminate such practices when discovered.	16

Aspect B5: Supply Chain Management

General Disclosure	Policies on managing environmental and social risks of the supply chain.	16
KPI B5.1	Number of suppliers by geographical region.	16
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.	16

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.	16 to 18
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	16 to 18
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	16 to 18
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	16 to 18
KPI B6.4	Description of quality assurance process and recall procedures.	16 to 18
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	16 to 18

Aspects and		
General		
Disclosures in		
HKEx ESG		Page No.
Reporting Guide	Description	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.	18
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.	18
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	18

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.	19 to 23
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	19 to 23
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	19 to 23

PHOTOS OF MAJOR PROPERTIES OF THE GROUP

Macau Operations





Holiday Inn Wuhan Riverside



Sheraton Saigon Hotel & Towers





Caravelle Saigon Hotel



Best Western Osaka Hotel



W San Francisco





King Guest Room

Sofitel New York



Sheraton Ottawa Hotel



Delta Hotels by Marriott Toronto Airport & Conference Centre





Unit 2902, West Tower, Shun Tak Centre, 200 Connaught Road Central, Hong Kong Tel: (852) 2543 3345 Fax: (852) 2542 0824 Email: enquiry@keckseng.com.hk Website: www.keckseng.com.hk