

# 2024 Environmental, Social and Governance Report





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# About the Report

## Report Introduction

Wanda Hotel Development Company Limited (SEHK Stock Code: 00169)(hereinafter referred to as "Wanda Hotel Development" "the Group" or "We") is pleased to release its first stand-alone Environmental, Social, and Governance Report (hereinafter referred to as "the Report" or the "ESG Report"). The Group aims to disclose its vision, strategies, practices, and performance on the path to sustainable development with objectivity, standardisation, and comprehensiveness. This enhances stakeholders' understanding and confidence in the Company, thereby further improving our performance in sustainable development.

## Reporting Scope

This Report covers Wanda Hotel Development Company Limited and its subsidiaries. Unless otherwise specified, the scope aligns with that of the annual report. The reporting period is from 1 January 2024 to 31 December 2024. To ensure continuity, completeness, and comparability, certain content extends beyond this period, with explanations provided in this Report.

## Basis of Preparation

The Group prepares the Report in compliance with the relevant requirements of the *Environmental, Social and Governance Reporting Code*, (hereinafter referred to as the "ESG Code") as set out in Appendix C2 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (hereinafter referred to as the "SEHK"); Global Reporting Initiative's Sustainability Reporting Standards (hereinafter referred to as the "GRI Standards"); the *Sustainability Accounting Standards Board Standards* (hereinafter referred to as the "SASB Standards"); the Framework developed by Task Force on Climate-related Financial Disclosures (hereinafter referred to as the "TCFD Framework"); *International Financial Reporting Standards S2: Climate-related Disclosures* (hereinafter referred to as the "IFRS S2"); the *United Nations Sustainable Development Goals* (hereinafter referred to as the "SDGs").

## Data Sources

The information in the Report is sourced from Wanda Hotel Development's internal official documents, statistical reports, third-party surveys, and relevant public materials. Financial data is meticulously sourced from the Group's annual reports, with all monetary amounts in the Report denominated in RMB unless otherwise specified.

## Reporting Principles

The Report adheres to the four reporting principles of the *Environmental, Social and Governance Reporting Code* released by the SEHK—materiality, quantitative, balance, and consistency—as well as the disclosure obligations under the "mandatory disclosure" and "comply or explain" provisions. Wanda Hotel Development pledges that the Report contains no false records or misleading statements and assumes responsibility for the authenticity, accuracy, and completeness of its content.

- **Materiality:** The Group conducts annual stakeholder engagement and materiality assessments to identify material ESG issues, prioritizing responses and disclosing high-materiality topics.
- **Quantitative:** The Report adopts quantitative methods to measure applicable key performance indicators (KPIs), disclosing methodologies, bases, and scopes.
- **Balance:** The Report transparently discloses the Group's efforts and performance across ESG issues for objective review by stakeholders.
- **Consistency:** Unless otherwise stated, the Report uses consistent disclosure methods to ensure comparability of ESG data for the current reporting period with historical and future data. In case of any changes in the statistical scope of an indicator, annotation will be made in the Report.

## Report Release

The Report is available in Chinese and English versions and is published electronically. In case of discrepancies between the Chinese and English versions, the Chinese version shall prevail. The electronic version of the Report can be accessed via the Company's official website at <https://www.wanda-hotel.com.hk/> or the Hong Kong Stock Exchange website at <https://www.hkexnews.hk>

## Feedback

For any questions or feedback regarding the Report and its contents, please contact us via:  
Address: Room 3007, 30/F, Tower 2, Exchange Square, 8 Connaught Place, Central, Hong Kong, China  
Email: [wanda.in@wanda.com.cn](mailto:wanda.in@wanda.com.cn)

# Message from the Chairman



"It is our honour to present to you Wanda Hotel Development's first standalone Environmental, Social and Governance Report. This Report is not only a reflection of our commitment to sustainable development over the past year but also a testament to our long-term dedication to building a green, healthy, and sustainable hotel ecosystem. This marks a new phase in the comprehensive implementation of our ESG strategy. We will continue to create greater value for our guests, employees, partners, and society."

Facing the dual challenges of global climate change and resource constraints, sustainable development has become essential for corporate survival. With a global perspective, we remain committed to practicing "business for good", actively responding to ESG development trends, and integrating sustainability into our core strategy—yielding notable results.

In 2024, with high-quality development as our focus, we solidified our foundation through breakthroughs in both scale and quality: We opened 50 new managed hotels, with a total of 200 managed hotels in operation. Additionally,

we had more than 370 hotels in preparation. Our Wanda Club membership exceeded 17 million, with our business footprint expanding to over 280 cities across China, Turkey, Thailand, Laos, Portugal, and beyond. Through our "Hua" series of brands, we are committed to providing our guests with a wide range of high quality accommodation choices by delving into service excellence and unique experiences. In addition, our strategic partnerships with industry leaders such as Tencent E-sports, Huawei, and NIO Energy actively explore cross-sector synergies, innovate service models, and create new experiences for our guests.

Rooted in cultural confidence, we uphold our brand philosophy of "A greater goodness in life is achieved by treating each other with great respect and sincerity", vigorously promoting Chinese excellent traditional culture by weaving "Hua Culture" into operational details. We actively pursue green and low-carbon principles, continuously advancing the development of a sustainable hotel ecosystem. Our efforts in daily operations, green building practices, and public awareness have effectively promoted resource recycling.

Our commitment to social responsibility is reflected in our support for charitable causes. We mobilized tens of thousands of employees to participate in hundreds of volunteer activities. Since launching the "Wanda Children's Charity Project" in 2012, we have donated "Love Screening Rooms" to rural schools, organised "Wanda Mobile Classrooms" for hundreds of autistic children, and benefited nearly 10,000 rural children through the "Children's Book Donation" and the "Mobile Book Boxes" initiatives. These efforts earned us a spot in the 2024 China Listed Companies Association's Outstanding Cases of Sustainable Development.

Looking ahead, Wanda Hotel Development will remain steadfast in its core values of "People First – practical care to our employees; commitment to all stakeholders and customers." Driven by innovation and grounded in responsibility, we will join hands with partners to stride towards a greener, healthier, and more sustainable future, ensuring that corporate growth resonates with the progress of civilisation.

**Ning Qifeng**

Chairman of the Board of Directors of Wanda Hotel Development Company Limited



# About Wanda Hotel Development

Wanda Hotel Development (Stock Code: 00169.HK), listed on the main board of the Hong Kong Stock Exchange in 2002, is primarily engaged in investment and holding activities in the hospitality sector.

The Group integrates hotel design, construction, and management, creating a complete industry chain encompassing seven brands in its portfolio from luxury, high-end, to upper mid-scale. Adhering to the core values of "People First – practical care to our employees; commitment to all stakeholders and customers" and the philosophy of "practical, innovative, and rooted in China", Wanda Hotel Development and its business units not only consolidate high-end resources in the cultural, commercial, and tourism sectors but also deliver integrated services in rural revitalisation and urban renewal projects, crafting multidimensional benchmark product lines. Currently, the Group owns and manages over 200 hotels in operation, with more than 370 under construction or pending for grand opening, spanning over 280 cities worldwide.



# Business Layout

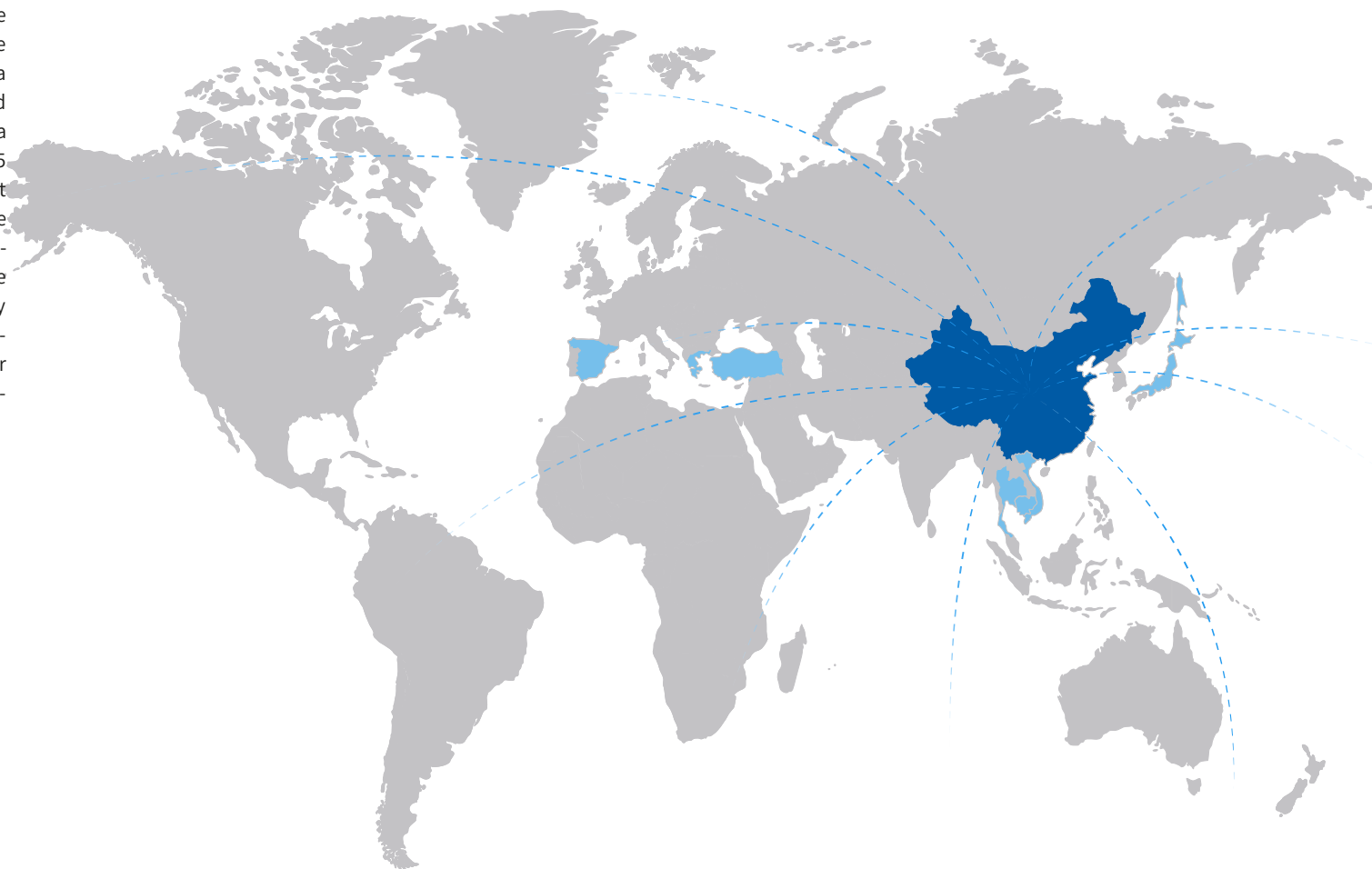
Guided by the philosophy of "practical, innovative, and rooted in China", Wanda Hotel Development leverages its strong brand influence and resource advantages to expand globally and create diverse accommodation experiences, aspiring to become a leader in the global hospitality industry. Supported by robust data, we have successfully implemented a broad hotel strategy across China's Tier 1 to Tier 5 cities, enabling us to precisely understand and meet the unique positioning and diverse demands of the Chinese market. With a global outlook, we have accumulated extensive experience collaborating with five major international hotel groups. This not only enhances our brand value but also brings international standards and operational philosophies to our partners, enabling them to stand out in global markets and achieve mutual success.

## Wanda Hotels' Portfolio in China

With a strategic layout in 1st-5th tier cities across the country, the number of opened hotels has exceeded 200, with a total number of rooms exceeding 40,200

## Wanda Hotels' Global Expansion

Wanda Hotel Development continues to advance its global presence with operations in Istanbul, Turkey; Vientiane, Laos; and Bangkok, Thailand, etc.





# Company Culture

## Company Vision

Dedicated to be recognized as one of the world's most valuable asset management companies with a core competency in hotel business

## Company Philosophy

Practical, innovative, and rooted in China

## Core Values

People First – practical care to our employees; commitment to all stakeholders and customers

## Brand DNA

Rooted in China to create the "HUA" series of hotel brands with years of deep engagement in the hotel sector








## Brand Philosophy

A greater goodness in life is achieved by treating each other with great respect and sincerity

## Brand Aspiration

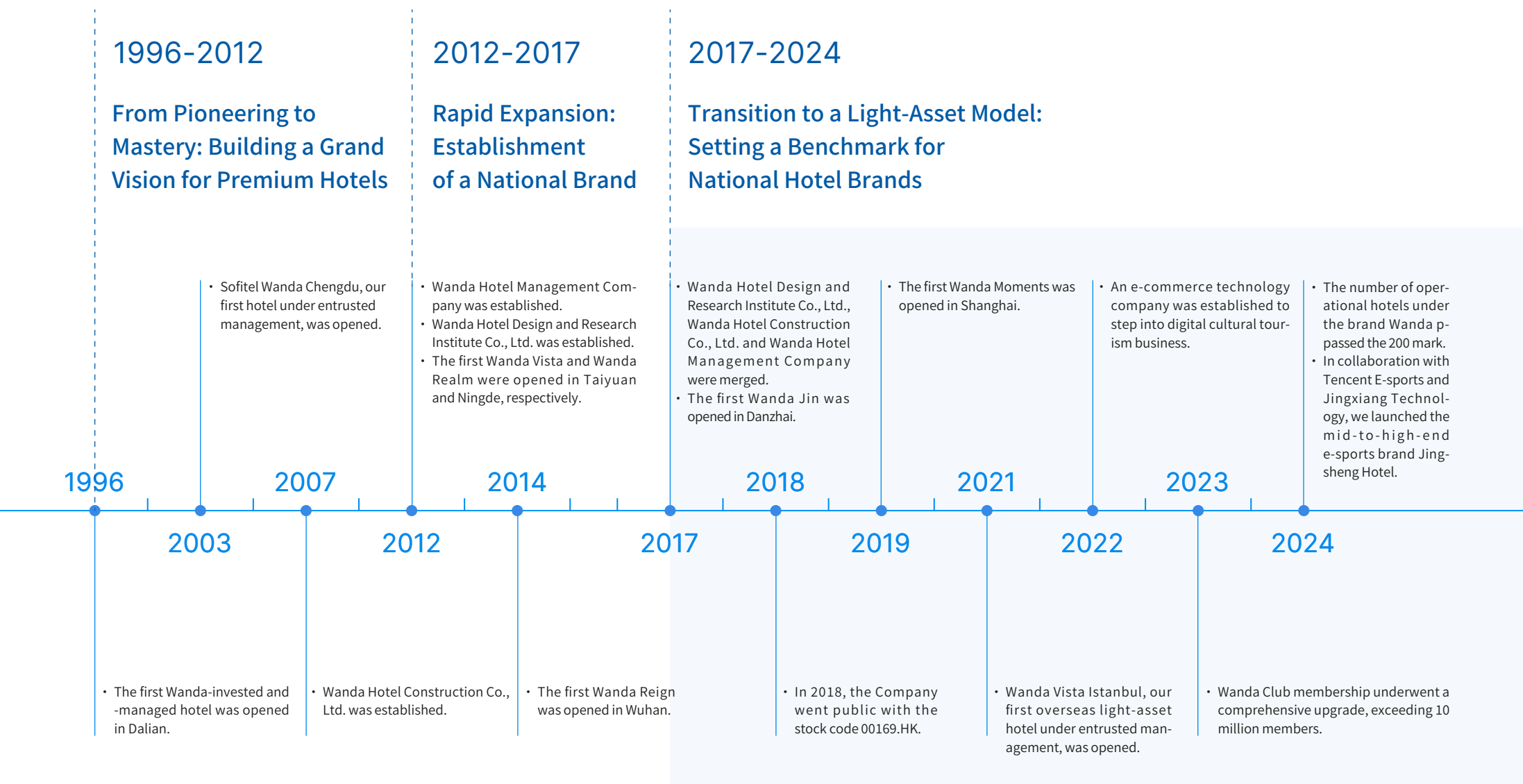
Promoting Chinese culture, creating a national hotel brand with distinct Chinese characteristics, and becoming an international hotel brand that leads contemporary oriental lifestyle aesthetics

## Positioning of Different Hotel Brands

Brand Name		Brand Positioning	Brand Philosophy	Brand Core Values
Wanda Reign		An ultra-luxury hotel brand for luminaries and social elites that delivers supremely personalised services and transcends every expectation	Proud to Be Here	<ul style="list-style-type: none"> <li>• Exquisite Beauty</li> <li>• Meticulous Care</li> <li>• Supreme Experience</li> </ul>
Wanda Vista		A luxury hotel brand for distinguished guests who relish extraordinary services in the oriental elegance that seamlessly blends with local culture	Pure Oriental Delight	<ul style="list-style-type: none"> <li>• Elegant Fashion</li> <li>• Oriental Warmth</li> <li>• Enduring Charm</li> </ul>
Wanda Realm		A premium hotel brand built on quality service from superb international standards for business and leisure travellers	A Reward You Deserve	<ul style="list-style-type: none"> <li>• Refined Elegance</li> <li>• Exceptional Quality</li> <li>• Calm Enjoyment</li> </ul>
Wanda Jin		A premium and selected service hotel brand built on boutique design and quality service to offer a balanced life experience for business and leisure travellers	Exquisite Harmony and Balance	<ul style="list-style-type: none"> <li>• Sophisticated Grandeur</li> <li>• Lavish Courtesy</li> <li>• Joyful Living</li> </ul>
Wanda Yi		A high-end lifestyle hotel brand dedicated to life aesthetics and unique design, for every pursuer of quality life	Enjoy the Contentment	<ul style="list-style-type: none"> <li>• Creativity &amp; Crossover</li> <li>• Liveability &amp; Lifestyle</li> <li>• Socialising &amp; Sharing</li> <li>• Refinement &amp; Quality</li> </ul>
Wanda Moments		A high-end midscale hotel brand dedicated to quality design and select services for the ultimate comfort of business travellers	Enjoy the Moments	<ul style="list-style-type: none"> <li>• Sweet</li> <li>• Social</li> <li>• Style</li> <li>• Smart</li> </ul>
Wanda Yue		A midscale lifestyle hotel brand which is committed to providing intimate services for business travellers who have the individualities and enjoy up-to-date experiences	Revel in Gatherings	<ul style="list-style-type: none"> <li>• Sweet</li> <li>• Social</li> <li>• Style</li> <li>• Smart</li> </ul>



# Development Milestones



# Company Awards

Employer Award	Awarding Body	Recipient
Top 100 Extraordinary Employers	Liepin	Wanda Hotels & Resorts
HR Excellence Contribution Award	Liepin	
The 11th Preferred Group Employer of Tourism & Hospitality Industry in 2024	Best Oriental Forum	
2024 Best Group Employer	Menduner & Huomiaoeer	
Top 10 Annual Training Benchmark Enterprises Award in Hospitality Industry	9First	

Brand Award	Awarding Body	Recipient
2023 Top 60 Hotel Groups in China	China Tourist Hotel Association	Wanda Hotels & Resorts
2024 CHBA Excellent Hotel Group with Oriental Cultural Value	Accommodation Branch of China Chamber of Tourism	
The Top 10 MBI Brands of Luxury Hotels in 2023	Meadin	Wanda Reign
The Top 10 MBI Brands of Chinese Upscale Hotels in 2023	Meadin	Wanda Vista, Wanda Realm, Wanda Jin
The Top 10 MBI Brands of Middle and High-end Hotels in 2023	Meadin	Wanda Moments
Annual Hotel Group with Investment Value	Hoteln	Wanda Hotels & Resorts
Annual Innovative Brand of Lifestyle Hotel	Hoteln	Wanda Moments
Annual Hotel Brand with Investment Value in the Hospitality Industry	Hoteln	Wanda Jin
Top Winter Tourism Destination in 2024	International Winter Sports (Beijing) Expo	Changbaishan Wanda International Resort



Design Awards	Awarding Body	Recipient	Shortlisted Hotel
Hospitality Design (HD) Awards (USA)	Hospitality Design Awards	Upscale Hotel Public Space - Wanda Jin Xiaohe Xincheng	
SBID International Design Awards (UK)	Society of British & International Interior Design	Best Hotel Bedroom & Suite Design (Asia) – Wanda Moments Xitang	Best Hotel Public Space Design - Wanda Moments Xitang Best Hotel Public Space Design - Wanda Jin Beijing Pinggu Best Hotel Bedroom & Suite Design – Wanda Jin Beijing Pinggu
IIDA Best of Asia Pacific Design Awards (USA)	International Interior Design Association (IIDA) 3C Awards	BEST OF ASIA PACIFIC DESIGN AWARDS - Wyndham Grand Xiaohe Xincheng	
LIV Hospitality Design Awards (USA)	Farmani Group	Hotel Luxury - Wyndham Grand Xiaohe Xincheng Hotel Luxury - Wanda Jin Xiaohe Xincheng	
iF Design Award (German)	iF International Forum Design GmbH (an independent design institution)		Wyndham Grand Xiaohe Xincheng

Creative Marketing Awards	Awarding Body	Recipient
Annual Gold Content Marketing Award Annual Gold Integrated Marketing Award	The 31st China International Advertising Festival	Wanda Hotels & Resorts
IP Marketing Gold Award Full-Chain Marketing Gold Award Service Silver Award Cross-Border Marketing Bronze Award	2024 Top Mobile & AI (TMA) Award	
E-commerce Marketing Silver Award Social Marketing Bronze Award	2024 Golden Mouse International Digital Marketing Festival	
Tourism Event Marketing Silver Award Cultural Tourism IP Marketing Award	2024 IAI Festival	
Full-Chain Marketing – Bronze Award	2024 Shanghai International Advertising Festival(SHIAF)	



# Maintain Robust Governance with Pragmatic Innovation

Wanda Hotel Development believes that robust corporate governance is a critical factor in achieving sustainable development. We are committed to embedding sustainability principles across all operational facets, continually refining governance practices, and building a sustainable governance system with Wanda Hotel Development's distinct characteristics. Under a well-structured governance framework with clear hierarchies and defined responsibilities, we deeply integrate the concept of sustainable development, continuously enhance supervision and management, and strictly uphold business ethics, laying a solid foundation for the Group's steady operations.

## Major Material Issues of Sustainability Covered in this Chapter:

- Corporate Governance
- Compliant Operations
- Risk Management and Control
- Business Ethics
- Stakeholders Engagement

## SDGs Addressed in this Chapter:





# Compliance Management

Wanda Hotel Development regards compliance management as the cornerstone of its operations. By enhancing compliance awareness and optimizing management processes, we address evolving market conditions and regulatory requirements, ensuring safe and reliable services for customers, long-term value for shareholders, and positive contributions to societal harmony.

## Governance Structure

Wanda Hotel Development has established a comprehensive corporate governance framework, strictly adhering to laws and regulations such as the *Company Law of the People's Republic of China*, the *Code of Corporate Governance for Listed Companies*, and the *Main Board Listing Rules of The Stock Exchange of Hong Kong Limited*, as well as normative documents. We have formulated internal governance systems, including the Articles of Association, establishing a modern corporate governance structure comprising the Board of Directors and senior management, forming a scientific, standardised, and effective governance mechanism.

The Board of Directors has a robust decision-making mechanism, overseeing the Group's overall governance and business development decisions. Under the Board of Directors, the Group has established the Audit Committee, the Remuneration Committee, and the Nomination Committee to assist in exercising its functions and shaping strategic directions. Senior management oversees compliance and operational management, safeguarding the interests of the Group and its shareholders.

### Board Independence

Wanda Hotel Development recognises the importance of a standardised Board structure for effective governance, continuously enhancing its rationality to ensure compliance with regulatory requirements regarding Board composition and appointments. We place high importance on the supervisory role of independent directors, requiring them to actively participate in governance and oversight, fully leveraging their role in listed company governance.

42.9 %

In 2024, among the 7 directors on the Group's Board of Directors, 3 were independent directors, accounting for 42.9% of all directors

### Board Diversity

The diverse backgrounds and professional experiences of Board members provide multifaceted perspectives and valuable insights for strategic planning. All appointments to the Board members are based on merit, with multidimensional evaluation criteria including gender, age, cultural and educational background, professional experience, skills, expertise, and years of service, ensuring the selection of management members with diverse backgrounds and expertise under the strictest standards. This diversity equips the Board of Directors with broader perspectives for strategic planning and enables effective consideration of stakeholders' interests and needs.

The Group will continue adhering to ESG governance principles to elevate Board diversity. In 2024, the Board of Directors included 1 female directors, representing 14.3%, with members possessing extensive experience in fields such as architectural design, finance, accounting, law, and risk management, ensuring a balanced professional structure and the requisite knowledge, skills, and qualities to perform their duties.

## Internal Control

Wanda Hotel Development considers a robust compliance system pivotal to enhancing governance standards. We established the Internal Control and Legal Department at headquarters to coordinate and advance internal control, audit, and supervisory efforts, covering internal control and risk management, supervisory audits, and hotel audits. This identifies potential risks or deficiencies in operations, enabling timely solutions and follow-up rectifications.

The Group continuously refines its internal compliance management and operational assurance mechanisms, formulating policies such as the *Wanda Hotel Management Company's Internal Control Audit Procedures* and the *Wanda Hotel Management Company's Departure Audit Management Regulations* to comprehensively standardise compliance management.

The Internal Control and Legal Department conducts routine annual audits of business units under divisions such as the Full-Service Hotel Division, Lifestyle Division, and Cultural, Commercial, and Tourism Division, covering operations, finance, sales, and procurement. Special audits are conducted for specific issues or matters. Audit methods include, but are not limited to, on-site audits, off-site audits, joint audits, and cross-audits. For topics requiring in-depth understanding, audit inquiries may be issued, requiring formal responses from relevant units within stipulated timelines, ensuring comprehensive and efficient audit execution, enhancing management audit functions, and elevating control standards.

Indicator	Unit	2024
Number of training sessions on compliant operations	times	16
Number of employees trained	person	1,327
Total training duration	hour	160



21 projects

In 2024, the Internal Control and Legal Department conducted 21 audit projects, including routine and departure audits for full-service hotels, lifestyle hotels, and Changbaishan International Resort, promptly addressing and rectifying all identified issues

## Business Ethics

### Integrity Management System

Wanda Hotel Development is committed to fostering a fair, transparent, and ethical business environment, strictly adhering to laws and regulations such as the *Criminal Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China*, the *Anti-Money Laundering Law of the People's Republic of China*, and the *Anti-Monopoly Law of the People's Republic of China*, as well as regulations in other operating regions. We have formulated internal policies such as the *Company Integrity and Self-Discipline Management Regulations*, explicitly prohibiting bribery, money laundering, unfair competition, fraud, and conflicts of interest.

The Internal Control and Legal Department oversees business ethics management, audits, and complaint reporting. Through regular assessment and monitoring of business operations for business ethics-related risks, combined with internal and external reporting matters, the department continuously improves potential risks and loopholes in the Group's operations related to business ethics. It also continuously strengthens the relevant governance system and resolutely combats violations, thereby providing a solid guarantee for the Group's stable operations.

We place high importance on partners' ethical conduct, incorporating ethics clauses into all business contracts and promoting adherence to ethical standards among suppliers. We strive to eliminate corruption and fraud and maintain honest cooperation with customers. Any ethics violations during collaboration will be addressed seriously.

100 %

In 2024, the Group handled and followed up on 16 complaint investigations, recovering losses of RMB 655,660, disciplining 9 individuals, and achieving a 100% case closure rate

### Whistle-blowing Mechanism

To standardise reporting and management suggestions, and to clarify the channels for complaints, reports, and suggestions as well as the handling principles, we have formulated internal policies such as the *Hotel Management Company Complaint Reporting and Management Suggestion Regulations*, comprehensively managing complaints and suggestions from internal and external stakeholders. Upon receiving reports, the Internal Control and Legal Department collates clues and verifies their authenticity, taking punitive measures for unfounded reports as appropriate. For verified and substantiated reports, in-depth investigations are conducted, with functional departments providing professional opinions if needed, and criminal matters referred to judicial authorities.

Wanda Hotel Development prioritises strict confidentiality of whistle-blowers' personal information and report contents, prohibiting any extortion, threats, or retaliation against them. Violators of confidentiality will face severe disciplinary action, with zero tolerance for unethical conduct.

#### Complaint Reporting Channels

Headquarters Complaint Hotline: **0756 - 6260956**  
Headquarters Complaint Email: **jubao@wandahotels.com**



#### Management Suggestion Channels

Headquarters Suggestion Email: **myvoice@wandahotels.com**  
Headquarters Suggestion QR Co:





## Integrity Culture Development

Wanda Hotel Development promotes an ethical and honest corporate culture, continuously conducting anti-corruption education. We regularly organise integrity and compliance training for new employees, management, and key position holders, using online and offline formats combined with policies and case studies. In 2024, for senior management, we monitored their integrity performance, reporting violations at quarterly management meetings as warnings. For employees, headquarters conducted large-scale online integrity training, sharing fraud cases to standardise employee discipline, awareness, and behaviour.

11 times 1 time

In 2024, Wanda Hotel Development held 11 integrity and compliance training sessions across divisions, functional systems, new employee onboarding, and pre-opening hotels, plus one annual online session

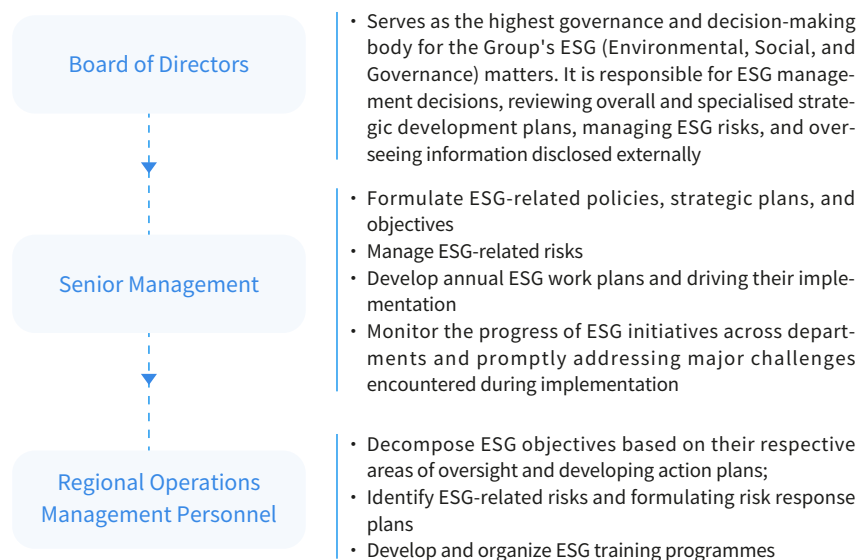
Indicators	Unit	2024
Corruption risk assessment and due diligence	times	22
Corruption risk assessment and due diligence coverage	%	100
Business ethics audit coverage	%	100
Frequency of business ethics audits	times	22
Trainings on business ethics	times	16
Directors' participation in anti-corruption (bribery) training	person	7
Directors' participation rate in anti-corruption (bribery) training	%	100
Managers' participation in anti-corruption (bribery) training	person	251
Managers' participation rate in anti-corruption (bribery) training	%	100
Employees' participation in anti-corruption (bribery) training	person	585
Employees' participation rate in anti-corruption (bribery) training	%	100

# Sustainability Management

Wanda Hotel Development is dedicated to integrating sustainability into daily operations and strategic planning, combining theory with practice. We refine governance structures, management mechanisms, workflows, and disclosures across multiple dimensions. By embedding sustainability into all business procedures, we enhance ESG performance while ensuring efficient operations. These initiatives help lay a reliable foundation for the stable growth of the Group.

## ESG Structure

The Group actively improves its ESG governance framework, with the Board of Directors as the highest authority, overseeing ESG strategy formulation, risk management, and decision-making on ESG matters. We have established a three-tier governance structure comprising the Board of Directors, senior management, and regional operations managers, with clearly defined responsibilities and tasks.



## Board of Director's ESG Statement

The Board of Directors of Wanda Hotel Development, as the Group's supreme authority, exercises decision-making power over operations. Annually, the Board of Directors decides and plans the Group's environmental, social, and governance goals, progress, and other ESG-related matters. In 2024, the Group preliminarily established an ESG governance framework with the Board of Directors as the top authority, overseeing and managing ESG efforts comprehensively. During the reporting period, the Board of Directors reviewed annual materiality issues and other matters, with plans to further strengthen oversight of additional ESG issues, striving to create sustained value for society.

**4 times**

In 2024, the Group held 4 Board meetings

Key matters reviewed and decided by the Board of Directors included

- Reviewing the 2024 ESG key work plan and arrangements
- Reviewing the analysis results of material issues and identifying material issues for the year
- Overseeing progress on ESG-related work
- Reviewing the ESG Report draft

## Stakeholder Engagement

Wanda Hotel Development respects stakeholders' suggestions, proactively establishing diverse channels based on integrity and transparency to listen to their needs. We evaluate collected suggestions, formulate action plans, and effectively address their concerns.

Stakeholder Category	Key Issues	Engagement and Response
Governments and Regulators	Corporate Governance   Compliant Operations   Business Ethics Compliant Employment   Risk Management and Control Intellectual Property Protection   Information Security and Privacy Protection	Regulatory Inspections   Policy Implementation Disclosures   Ad Hoc Environmental Monitoring
Investors/ Shareholders	Corporate Governance   Compliant Operations   Business Ethics Compliant Employment   Risk Management and Control Industry Development Promotion   Stakeholders Engagement	General Meetings   Financial Reports   ESG Reports Performance Reports   Roadshows Surveys   Conference Calls
Employees	Corporate Governance   Compliant Operations   Business Ethics Compliant Employment   Employee Rights Protection and Remuneration & Benefits Employee Training and Development   Occupational Health and Safety	Employee Health Checks   Activities Employee Forum   Internal Communication Tools Training   Feedback Platforms   Engagement Surveys
Suppliers and Partners	Corporate Governance   Compliant Operations Business Ethics   Information Security and Privacy Protection Supply Chain Management   Digital Services	Supplier Management Platforms   Supplier Training Audits   Negotiations   Calls Ad Hoc Visits   Industry Exhibitions and Training
Customers and Consumers	Food Nutrition and Safety   Customer Service and Experience Digital Services   Green Building	Visits   Project Launches   Customer Survey Forums   Satisfaction Surveys
Media	Industry Development Promotion   Community Engagement and Investment Climate Change and Carbon Emissions Management	Corporate Website   Press Releases Social Media   Expos   Seminars
Community and Public	Public Welfare and Charity   Industry Development Promotion Community Engagement and Investment	Community Activities Environmental Assessment of New Projects Volunteering   Charitable Projects

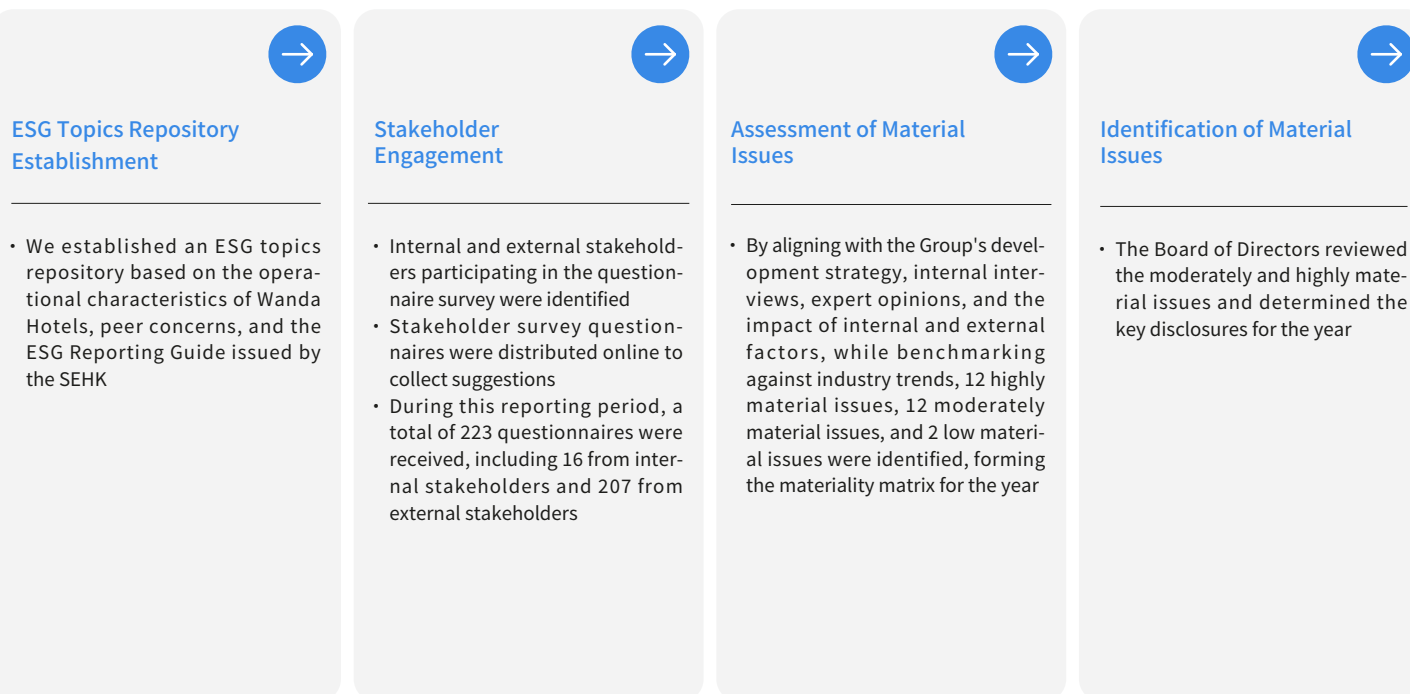


## Material Issues

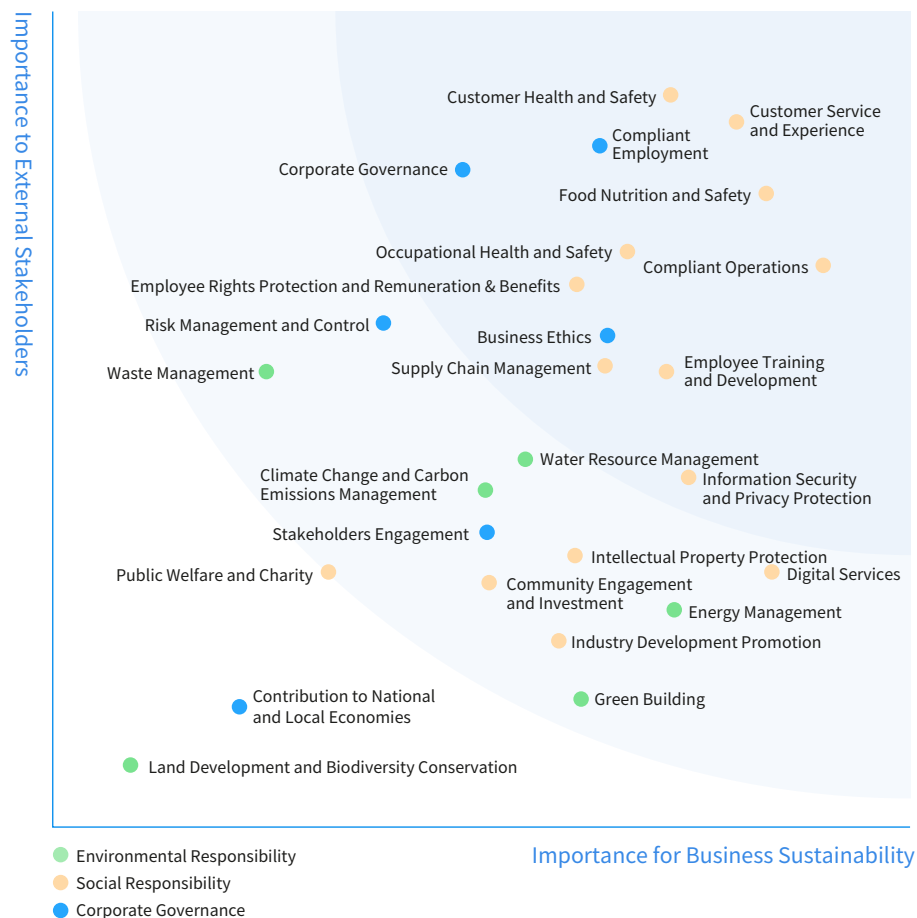
### Identification Process of Material Issues

Wanda Hotel Development places great importance on identifying, assessing, and managing material issues, which serve as a critical reference for our ESG management. Each year, we conduct an assessment of material issues based on our operational realities. In 2024, we conducted a stakeholder questionnaire survey to gather feedback and identify the importance of material issues.

This survey was based on a repository for material issues, which was established with consideration of Wanda Hotel Development's operational characteristics, peer concerns, and the *ESG Reporting Guide* issued by the SEHK. All material issues identified for the year were reviewed and approved by the Board of Directors and serve as the basis for information disclosure in the Report.



## 2024 Materiality Matrix



### Highly Material Issues

- Compliant Employment
- Employee Rights Protection and Remuneration & Benefits
- Employee Training and Development
- Occupational Health and Safety
- Customer Health and Safety
- Customer Service and Experience
- Food Nutrition and Safety
- Information Security and Privacy Protection
- Supply Chain Management
- Corporate Governance
- Business Ethics
- Compliant Operations

### Moderately Material Issues

- Waste Management
- Energy Management
- Water Resource Management
- Climate Change and Carbon Emissions Management
- Digital Services
- Community Engagement and Investment
- Intellectual Property Protection
- Green Building
- Public Welfare and Charity
- Risk Management and Control
- Industry Development Promotion
- Stakeholders Engagement

### Low Material Issues

- Land Development and Biodiversity Conservation
- Contribution to National and Local Economies

# Information Security and Customer Privacy Protection

Wanda Hotel Development places great emphasis on information security management and privacy protection, adhering to principles of "minimal necessary data collection", "informed consent for data acquisition", and "data security assurance." We have built a "secure, efficient, and trustworthy" Wanda Hotel cloud ecosystem, achieving secure operations for "Internet Plus" traditional services. During the reporting period, "Wanda Hotel Cloud Management System" was certified as Level 3 of the Equalization Guarantee.

## Information Security

### Information Security System Development

Wanda Hotel Development strictly complies with laws and regulations such as the *Data Security Law of the People's Republic of China* and the *Personal Information Protection Law of the People's Republic of China*, formulating internal policies like the *Cybersecurity Guidelines and Policies* and the *Cybersecurity System Document Control Management Requirements* to standardise information security management.

We continuously enhance our information security management structure and system, establishing an Information Security Committee chaired by the Vice President. The Committee oversees information security standards, risk assessments and management, safety training and awareness enhancement, as well as audits and compliance, to comprehensively safeguard operational information security and customer privacy. In 2024, the Group did not experience any major information security incidents or related litigation.

### Information Security Management Measures

Recognizing the hospitality industry's responsibility for customer information security, Wanda Hotel Development implements comprehensive measures to manage information security within the Group.

**Integrated Platform Management:** We incorporate role-based access control, data encryption, multi-factor authentication, data de-identification and desensitisation, privacy settings, and vulnerability management to strengthen data security across transmission, storage, access, and control, meeting high standards in complex network environments.

**Partner Information Security Management:** Adhering to the corporate belief that "customer privacy is paramount", we incorporate information security into partner selection, requiring robust "security protection" for the shared data of partners. We require suppliers to establish emergency response teams and provide 24/7 support during key periods, 30-minute daily response times, and Level 3 information security certification for system component suppliers.

**Information Security Training:** We provide regular information security training to all employees to raise awareness about the importance of data protection and security protocols. Regular employee training on topics like "Meng Guang Self-Service Machine Training", "Information Security Training", and "Wanda Hotel User Tagging and Usage" By ensuring that employees are well-informed and vigilant, we aim to ensure that employees understand and follow security protocols.

**Hardware Facilities and Information Security Management Software Applications:** In terms of hardware facilities, we utilise hybrid cloud deployment, based on the Group's operations and maintenance data to equip with advanced security systems (including 24-hour monitoring, access control, and biometric tech) to prevent unauthorised access. Meanwhile, we also use high-performance servers and storage devices, ensuring data security at rest through their self-encryption capabilities. At the software level of information security management, we deploy security management software, including anti-virus software, firewalls, intrusion detection systems, and security information and event management (SIEM) systems, to detect and respond to potential information security risks. Additionally, we regularly back up critical data and manage off-site storage to ensure business continuity.



## Information Security Risk Management

We follow a rigorous process for identifying, assessing, and managing information security risks. We follow a structured risk management process:

1 Risk Identification	Data collection: Collect all data related to the Group's information systems, including hardware, software, network architecture, and user behaviour
	Threat identification: Collect all data related to the Group's information systems, including hardware, software, network architecture, and user behaviour
	Vulnerability assessment: Evaluate vulnerabilities in system configurations, software defects, physical security, and other areas
2 Risk Assessment	Likelihood and impact analysis: Analyse the likelihood (frequency of occurrence) and impact (potential damage) of each identified risk
	Risk rating: Assign a rating to risks based on the assessment of likelihood and impact to determine their priority
3 Risk Management	Risk mitigation: Develop mitigation measures for each risk, including avoidance, transfer, reduction, or acceptance of the risk
	Implementation of risk mitigation measures: Execute risk mitigation measures such as strengthening access controls, data encryption, and security training
	Monitoring and review: Continuously monitor the effectiveness of risk mitigation measures and regularly review risk assessments to address emerging risks
4 Risk Communication	Internal communication: Share risk assessment results and risk management plans with internal teams
	External communication: When necessary, inform external stakeholders (such as customers, suppliers, and regulatory authorities) about risk management measures
5 Review and Update	Regular review: Regularly review the risk management process to ensure its effectiveness
	Risk list update: Update the risk list and risk management measures based on business changes and technological advancements



## Information Security Audits

Wanda Hotel Development regards information security audits as a crucial means to ensure information security and enhance information security management. We designate the Information Security Committee, the Information Security Department, and the Internal Audit Department as the primary responsible entities for information security audits, working collaboratively to advance information security audit efforts.

- Information Security Committee: Set audit policies, approve audit plans, and oversee execution of audits
- Information Security Department: Execute audits, including planning, implementation, and reporting (main execution department)
- Internal Audit Department: Assist the Information Security Department in carrying out audits, and providing independent audit opinions

Audits include annual regular audits and special audits for specific events/risks. The scope of audits includes systems and networks, data management, physical security, personnel security, and compliance. Post-audit, risks are assessed, improvements formulated, and responsibilities assigned for follow-up, ensuring resolution and protecting operations/customer interests.

Indicators	Unit	2024
Frequency of information security system external audit	times	1
Frequency of information security system internal audit	times	2

2024 Information Security Audit Overview

## Client Privacy Protection

As a hotel service provider, Wanda Hotel Development regards the protection of stakeholder privacy as a fundamental operational principle. We have established privacy management systems, including the Third-Party Access Management Regulations and the Password Management System, to comprehensively safeguard the data privacy of all stakeholders, including customers. In 2024, no incidents of privacy breaches involving internal or external stakeholders occurred.

Referencing information security management requirements, we implement standardised procedures across all business units. Based on the organisational structure of the Group and our business features, we update and refine business scenarios and establish a full life-cycle digital asset management approach with classified data management, confidentiality rules, and enhanced cloud/network resilience.

Additionally, we have standardised the life-cycle security management of customer personal information, including collection, handling, storage, sharing, transfer, and deletion. We also grant customers rights such as data access, correction, deletion, and portability, as well as the right to object to and avoid automated decision-making under reasonable circumstances.

To raise customer awareness of privacy protection, we communicate our privacy policies and data handling practices to customers through websites, applications, and customer service channels. We provide regular information security training, such as identifying fishing emails and protecting personal information. During daily operations, we display security alerts on platforms and communication channels. In the event of an information security incident, we promptly notify customers and provide necessary support and guidance. A dedicated customer service team is als available to address inquiries and requests related to personal information, fostering mutual trust while ensuring the security and privacy of customer data.

Indicators	Unit	2024
Number of information security and privacy protection trainings	times	2
Participation rate of relevant employeesin information security and privacy protection training	%	100

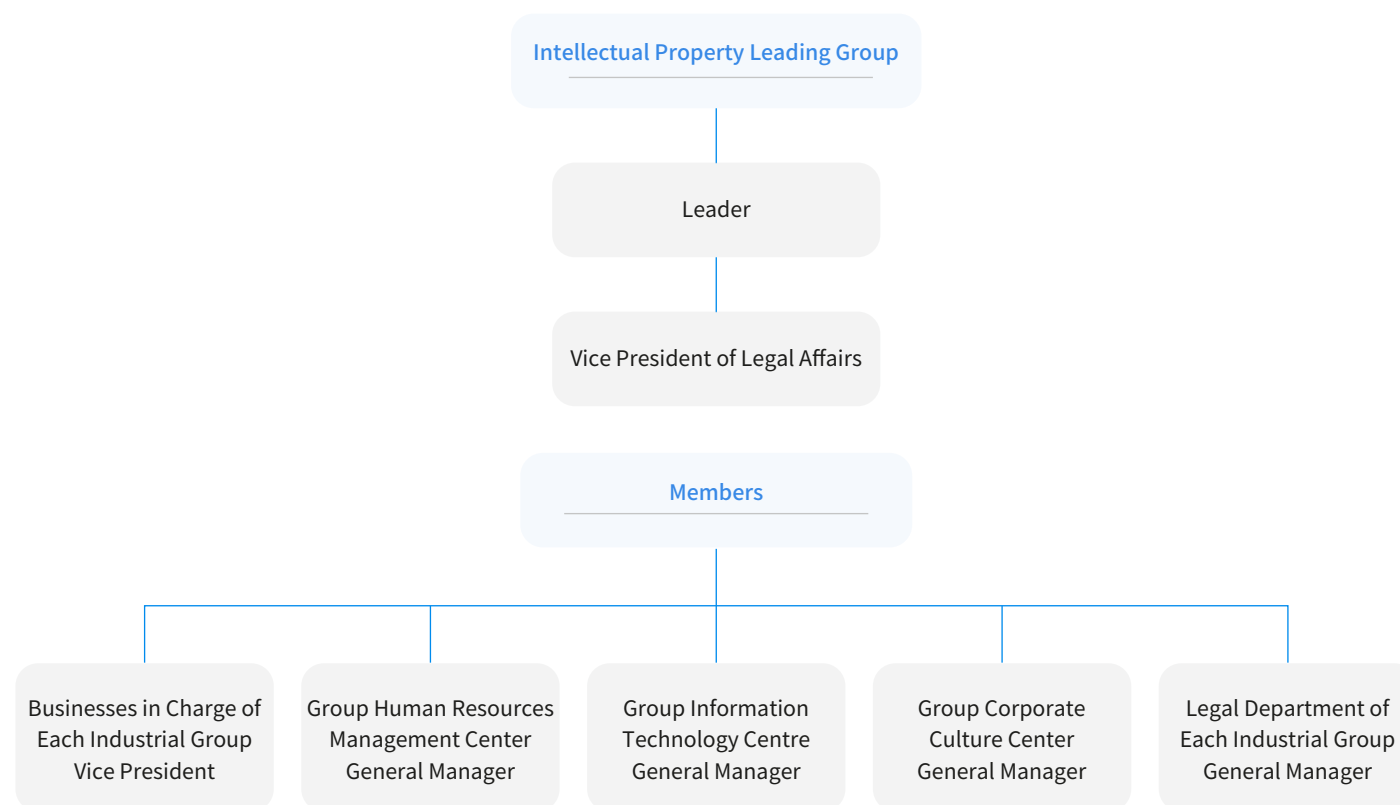
2024 Information Security and Privacy Protection Training Overview

# Intellectual Property Protection

## Intellectual Property Management

Wanda Hotel Development prioritises intellectual property management and protection, adhering to the *Intellectual Property Law of the People's Republic of China* and formulating the *Intellectual Property Management Regulations* to protect labour and governance outcomes, including trademarks, patents, and copyrights.

Additionally, to effectively manage intellectual property-related matters, Wanda Group's Legal Affairs Center, along with the legal departments of various business units, has established an Intellectual Property Protection Leading Group. This group oversees intellectual property protection across the Group, manages and controls major intellectual property issues, and guides intellectual property-related work in all departments and subsidiaries/branches. The group, led by the Vice President of Legal Affairs Center, consists of VPs of Businesses in Charge of Each Industrial Group, the HR Management Centre GM, the IT Centre GM, the Corporate Culture Centre GM, and the Legal Department GMs of Each Industrial Group.





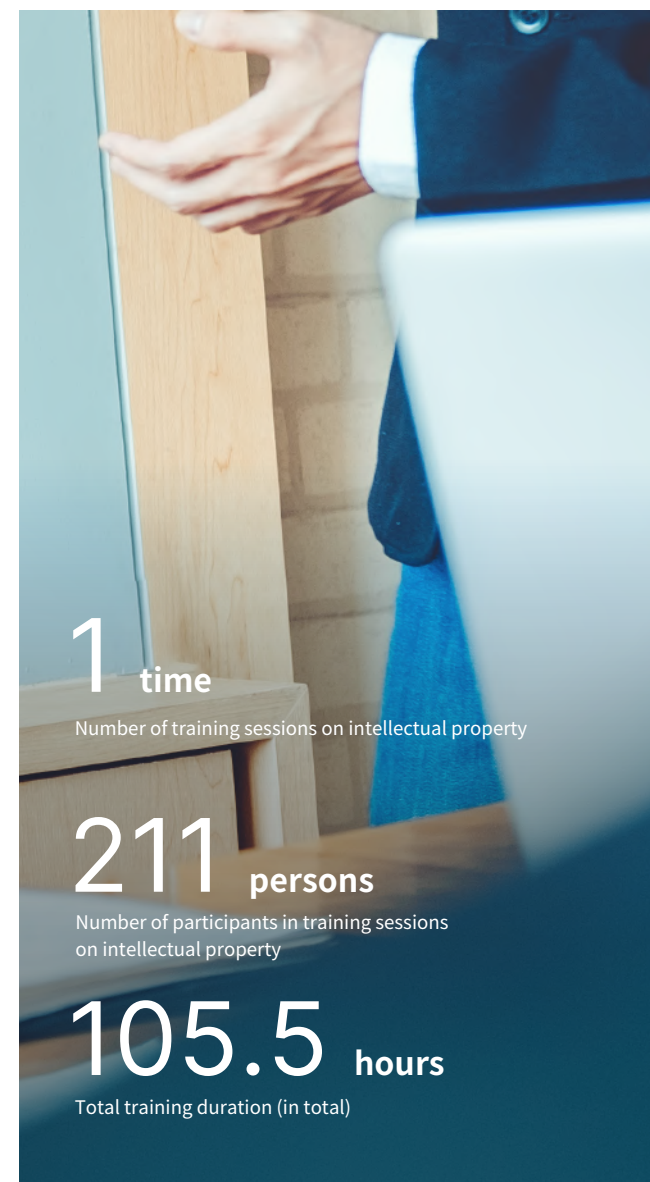
Organisation Structure	Intellectual Property Protection Responsibilities
Group Legal Affairs Center	Review and organise applications for national registration of intellectual property (register, filing, renewal, changes, transfers, cancellations), licensing, and assessment
	Review, sign, and manage intellectual property contracts
	Address intellectual property infringements by others
	Guide intellectual property protection across departments/subsidiaries or branches
Departments/Subsidiaries or Branches	Summarise their intellectual achievements in a timely manner and apply for protection per regulations
	Monitor intellectual property infringements in operations and report to the Legal Affairs Center per regulations

To mitigate intellectual property infringement risks, we purchased perpetual licenses for 38 fonts for use across the Group and all hotels. Furthermore, we have also established an internal copyright image library to provide rich visual resources for marketing and promotional activities, ensuring compliance with legal requirements and avoiding infringement of the intellectual property of third parties.

For further brand protection, the Group has completed the registration of trademarks in Mainland China and is advancing the registration of trademarks in Hong Kong, Macau, and certain overseas regions, involving nine core brands such as Wanda Hotels & Resorts, Wanda Club, Wanda Reign, Wanda Vista, Wanda Realm, Wanda

Jin, Wanda Yi, Wanda Moments, and Wanda Yue. This initiative has provided strong brand protection for the Group in the international market.

We focus on promoting and training knowledge of intellectual property protection to raise employees' awareness of intellectual property rights, aiming to reduce the occurrence of intellectual property risks. We conduct 1-2 annual intellectual property training sessions for management and employees, covering patents, trademarks, and copyrights, to raise employee awareness, teach them infringement judgment and patent invalidation skills, and foster copyright protection consciousness to reduce and handle intellectual property risks in their actual work.



# Cultivate Supreme Quality through Courteous Service

Wanda Hotel Development prioritises customer safety and health, striving to create a safe, healthy, and comfortable accommodation and dining environment. We have established robust safety and service management systems, deeply integrating digital innovations to continually enhance customer experience and satisfaction, leading the industry towards greater standardisation, efficiency, and safety.

## Major Material Issues of Sustainability Covered in this Chapter:

- Customer Health and Safety
- Customer Service and Experience
- Food Nutrition and Safety
- Digital Services
- Industry Development Promotion
- Land Development and Biodiversity Conservation

## SDGs Addressed in this Chapter:





# Hotel Safety Assurance

Wanda Hotel Development upholds the concept of "Safety First, Prevention Foremost", establishing and reinforcing a comprehensive safety management system. We proactively identify, prevent, and address safety risks across all stages, fostering a culture of operational safety to protect customers and employees while setting a benchmark for safety management in the hospitality industry. In 2024, no significant fire or operational safety incidents occurred.

## Safety Management Policies and Systems

We strictly comply with laws and regulations such as the *Fire Protection Law of the People's Republic of China* and *Measures for the Public Security Administration of the Hotel Industry*, as well as ISO 9001 quality management standards, establishing robust systems and processes for fire safety, public security, equipment maintenance, inspections, and hazard identification. In 2024, we newly formulated or revised policies such as the *Safety and Quality Management System*, the *Safety Unannounced Inspection Implementation Standards*, the *Cinema Engineering and Property Safety Management System*, and the *Changbaishan Resort Ski Area Management System* to strengthen standardised, comprehensive, and compliant safety management for hotels and resorts. Our engineering management services obtained ISO 9001:2015 certification.

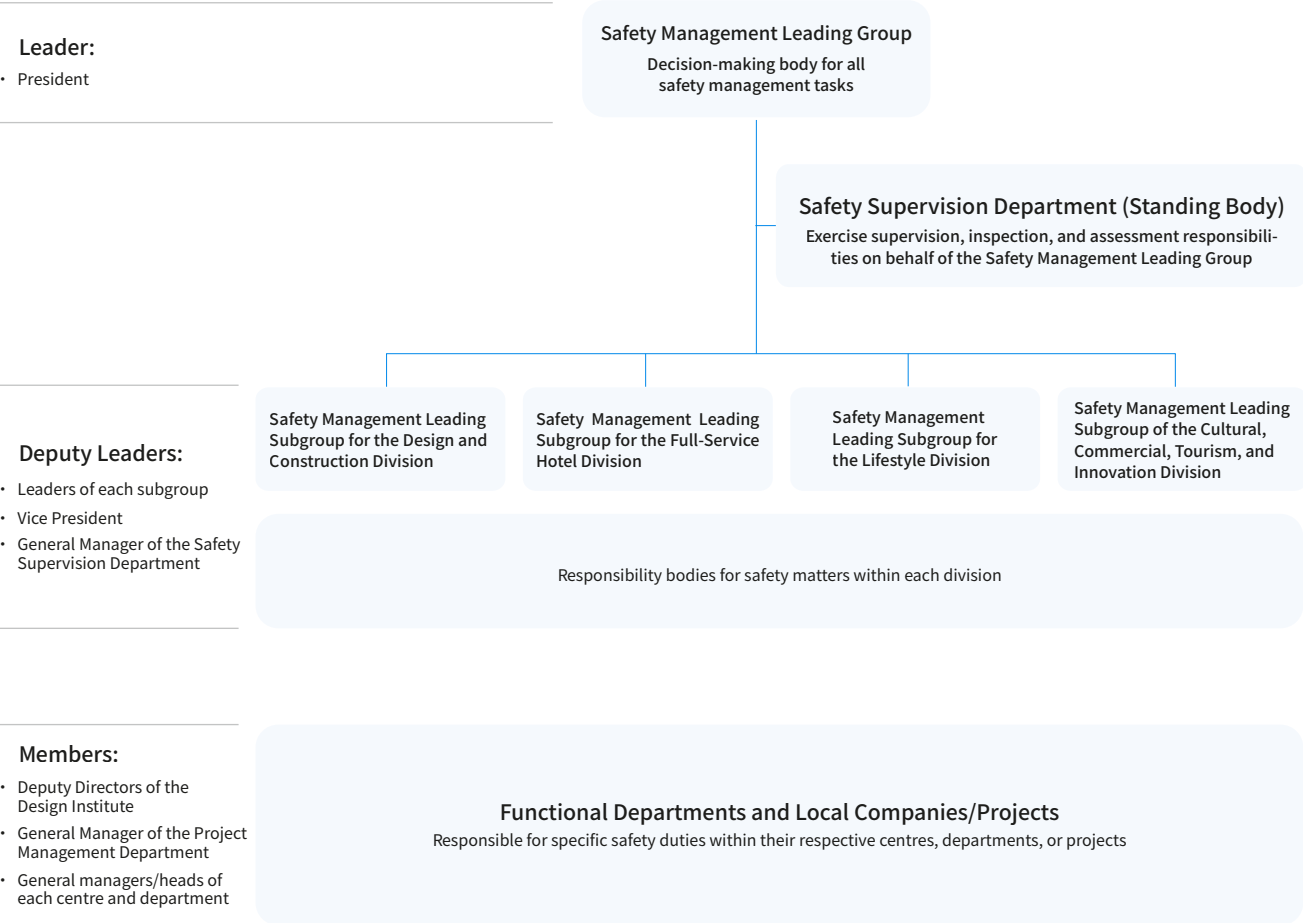


Certificate of Quality Management System





The Group established a Safety Leadership Group (led by senior hotel management with departmental heads) to oversee safety affairs, formulate policies, strategies, and plans, supervise implementation, and address major issues. At the same time, each department has safety administrators or part-time coordinators responsible for daily work, building a hotel-wide safety management network.



952 times

In 2024, we underwent 952 external safety inspections, identifying no significant hazards

104 hotels

104 hotels received Outstanding Safety Management Unit certificates from the government, police, and fire departments

## Customer Health and Safety Management

We focus on full-process safety control across hotels and resorts: site selection considers geography and security; construction monitors structural and material safety; operations manage personnel, facilities, dining, and fire safety with precision. Advanced technologies are used for real-time monitoring and early warning, ensuring a safe and comfortable experience for guests. In 2024, we identified 177 safety hazards, achieving a 100% rectification closure rate.

Development stage	<ul style="list-style-type: none"><li>Based on the <i>Structural Safety Management Measures for Rebranded Hotels</i>, determine if structural safety assessments are needed.</li></ul>
Design stage	<ul style="list-style-type: none"><li>Formulate and refine internal design reviews, design management systems, and measures to meet national and corporate standards.</li></ul>
	<ul style="list-style-type: none"><li>Engage qualified third-party structural safety reviewers as needed.</li></ul>
Construction & prep stage	<ul style="list-style-type: none"><li>Use green, eco-friendly materials. Implement comprehensive process control and routine inspections for on-going projects in accordance with standards (including but not limited to construction quality, safety VI signage, curtain wall safety, and flood prevention preparedness). Conduct on-site reviews of rectifications for identified hazards.</li></ul>
	<ul style="list-style-type: none"><li>Hold weekly safety meetings during pre-opening stage.</li></ul>
Operations stage	<ul style="list-style-type: none"><li><b>Equipped with advanced safety facilities and equipment:</b> Install fire alarm systems, fire sprinkler systems, surveillance cameras, access control systems, emergency call buttons, and conduct regular maintenance.</li></ul>
	<ul style="list-style-type: none"><li><b>Internal safety inspections and checks:</b> Conduct at least one critical data security check per week, at least one on-site inspection per month (covering all room facilities, sanitation, and disinfection), safety inspections before and during holidays, and random safety audits of local companies monthly.</li></ul>
	<ul style="list-style-type: none"><li><b>Third-party testing:</b> Before the hotel opening and every two years during operation, engage qualified third-party agencies to assess hotel engineering quality.</li></ul>
	<ul style="list-style-type: none"><li><b>Other safety inspections and risk prevention:</b> Identify and control key areas and hazards. Responsible for electrical safety and chemical safety management, as well as disaster preparedness.</li></ul>

## Emergency Plans and Drills

We prioritise safety emergency management, building a rigorous, efficient, and comprehensive system. We assess risks, refine contingency plans, stockpile and manage emergency supplies, devise annual drill plans, train professional rescue teams, conduct practical drills, and share safety info digitally to safeguard lives and property.

### Contingency Plans

- For emergencies such as fires, earthquakes, food poisoning, and public security incidents, clear emergency response processes, division of responsibilities, and rescue measures are specified

### Organisation

- The Safety Management Committee and a Emergency Response Team (ERT) are established 60 days before hotel opening
- A volunteer firefighting team composed of hotel staff is formed, conducting at least one drill and training session per quarter
- Hotel security personnel conduct monthly covert inspections of the hotel's emergency response capabilities at nearby sites

### Supplies

- Essential firefighting tools and anti-terrorism equipment are equipped, with emergency firefighting supplies placed at key evacuation points

### Emergency Drills

- Quarterly fire drills are conducted, including night-time drills across different time slots, covering various fire scenarios such as kitchen fires, electrical fires, gas explosions, and laundry room fires
- Monthly elevator entrapment drills (quarterly for buildings with fewer than 12 elevators) are carried out, covering all elevators annually

Hotel Safety Emergency Response Mechanism

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### Elevator entrapment drill

On 9 December 2024, Wanda Reign Hotel Wuhan conducted a joint elevator entrapment drill with engineering, security, front office, and elevator maintenance staff. The drill tested the effectiveness of the emergency response system, power outage coordination, equipment suitability, and communication efficacy, enhancing response capabilities and reducing risks of personnel/property loss.





## Safety Culture Development

The Group implements various measures to foster a strong safety culture, enhancing employees' safety awareness and emergency response capabilities. For example: Holding monthly safety video conferences and quality & safety meetings; Developing an in-house safety training and certification platform for Wanda Hotels & Resorts, along with tailored course materials; Conducting at least one large-scale safety training and awareness campaign every six months; Organizing training sessions and emergency drills before major holidays; Actively participating in industry exchanges to promote a comprehensive safety culture. Additionally, the Group has established a safety reward and penalty system to reinforce employees' sense of responsibility by recognizing excellence and addressing deficiencies.

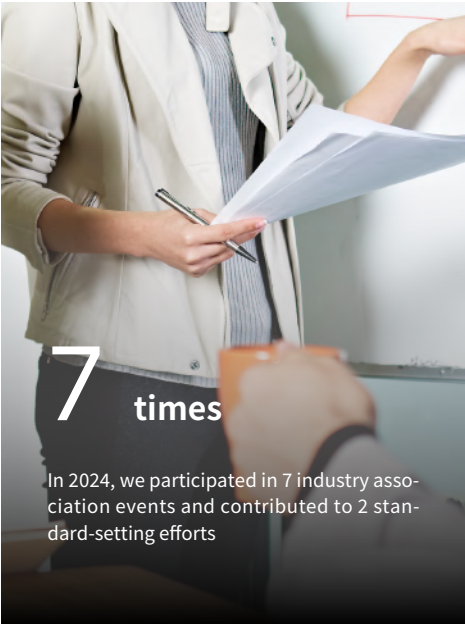


Safety Knowledge Training Targets and Measures

Indicator	Unit	2024
The times of safety-related training sessions	times	1,284
The coverage rate of employees in relevant positions participating in safety-related training	%	100

## Industry Collaboration

We collaborate with entities like the Zhongguancun Safety Management Technology Talent Promotion Association's Standard Committee to strengthen accommodation safety. By co-establishing the Standard Committee, we advance safety standardisation in the hospitality industry. Besides, aiming to lead safety training in China's hospitality industry, we are partnering with a third-party provider to develop the Wanda Hotels & Resorts Safety Training and Certification Platform, scheduled for a full-scale launch in 2025.



# Food Safety Assurance

Wanda Hotels & Resorts Development attaches great importance to catering and food safety. It has established and optimized the food safety management system, implementing full-process control and traceability, so as to provide customers with high-quality catering experiences and enhance their satisfaction. In 2024, there were no customer complaints about food safety, no food poisoning incidents occurred, and there were no fines or penalties due to health and safety issues related to catering and food.

## Food Safety Policies and Systems

We adhere to laws and regulations, national/industry standards, and ISO 22000:2018 Food Safety Management System standards, updating internal policies to clarify duties and boost employee awareness, ensuring customer food health and safety.

A Food Safety Management Team, appointed by the GM, oversees coordination. We conduct quarterly internal checks and rectifications per relevant systems.



System Audit Report of Wanda Realm Huangshi

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- Zero recalls due to safety/quality issues

0

- Zero food product recall issue

100 %

- All hotel catering operations undergo four regulatory inspections annually, with a 100% pass rate

60 hotels

- 60 hotels or catering companies have obtained ISO 22000 Food Safety Management System certification

80 %

- achieving a coverage rate of approximately 80%

100 %

- 100% pass rate for sold food products

## Food Safety Management

We established standard operating procedures (SOPs) for food safety, covering procurement to waste disposal, including testing, preparation, emergencies, training, and traceability, ensuring health and safety.

Personal Hygiene and Health	<ul style="list-style-type: none"> <li>All food service personnel (permanent, temporary, and outsourced staff) must obtain a health certificate recognised by the local government (or equivalent), undergo pre-employment health checks, and receive at least one annual health examination</li> </ul>
Procurement	<ul style="list-style-type: none"> <li>A rigorous supplier screening and evaluation mechanism is established. All food raw materials must comply with national and local food safety standards, with strict quality control during procurement</li> <li>Suppliers of high-risk food items undergo qualification reviews and on-site audits; For pre-packaged high-risk foods and outsourced processed products, suppliers are required to provide test reports, manufacturer label samples, and factory inspection reports for internal records</li> </ul>
Receiving & Labelling	<ul style="list-style-type: none"> <li>Received products undergo quality, safety, and hygiene inspections. Live poultry and meat products must be accompanied by relevant animal quarantine certificates or health certificates. All labels must meet national standards</li> </ul>
Storage	<ul style="list-style-type: none"> <li>Food must be stored in line with requirements of quality, safety and hygiene to prevent cross-contamination</li> <li>Food additives are stored in a dedicated cabinet, used properly in accordance with GB 2760 and usage instructions, with usage records being maintained</li> </ul>
Cooking	<ul style="list-style-type: none"> <li>Strictly control the quality of ingredients, standardise cooking procedures, precisely regulate cooking temperatures and times, emphasise on kitchen hygiene and disinfection, and implement a food retention system</li> </ul>
Post-Marketing	<ul style="list-style-type: none"> <li>Dedicated personnel promptly follow up on consumer feedback and address issues</li> </ul>
Banquets and External Food	<ul style="list-style-type: none"> <li>For grand banquets or any event with over 100 attendees, all high-risk foods are sampled and tested before serving</li> <li>Takeaway or packaged foods are labelled appropriately</li> </ul>
Emergency Response	<ul style="list-style-type: none"> <li>Rapidly respond and coordinate resources for food-related emergencies</li> </ul>
Food Safety Training	<ul style="list-style-type: none"> <li>Monthly/annual food safety training plans are formulated, covering departmental operational procedures within the scope of food safety</li> <li>All new employees must receive training on local food safety laws and regulations, as well as the Group's food safety management system and standards</li> </ul>



Indicator	Unit	2024
The times of training sessions related to catering and food quality, health and safety	times	1
The number of participants in the training sessions related to catering and food quality, health and safety	person	207
The total duration of training sessions related to catering and food quality, health and safety	hour	828
The coverage rate of employees in relevant positions participating in the training on catering and food quality, health and safety	%	100

2024 Catering and Food Quality, Health, and Safety Training Overview



Nationwide high-star hotels catering FSMS online training on plant-based proteins

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## Launching the Organic Zongzi Dragon Boat Festival Gift Box

Wanda Hotels & Resorts, adhering to "Fresh from the Source, Organic First" built an organic ingredient procurement system for full-chain quality control. Recently, we have launched the premium Yushan • Yuzong Gift Box, featuring four organic Zongzi in total, including organic black rice oatmeal, organic chestnut meat, organic red bean, and organic quinoa, plus seasonal delicacies. Organic ingredients from rigorously vetted, certified suppliers meet organic standards, with modern hygiene and quality controls ensuring quality and health.

We attach great importance to the quality and safety of food ingredients. The organic ingredients used in our organic Zongzi all come from suppliers that have undergone strict screening and certification, ensuring that they meet the standards of organic foods. Moreover, we have introduced the hygiene standards and quality control systems of modern food production to ensure the quality and health attributes of the Zongzi.



Organic Zongzi Certification and Gift Box

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## Meticulously planning and launching the "Culinary Art" campaign

By launching the "Culinary Art" campaign, Wanda Hotels & Resorts delves into local culinary cultures, blending high-quality dining with regional charm and stories to create a unique gastronomic journey for guests. Upholding food health and safety guidelines, we elevate catering quality, showcasing our distinct appeal.

### • Dish Innovation

We encourage bold innovation by incorporating modern cooking techniques and novel ingredient combinations based on traditional dishes. For example, we present local specialty ingredients through molecular gastronomy and offer a new taste and presentation while retaining traditional flavours to create unique signature dishes.

### • Innovative Presentation

On one hand, we preserve the essence of traditional classic dishes, such as revamping some famous traditional dishes with creative plating and new seasoning elements. On the other hand, we leverage emerging techniques and popular dietary concepts to create creative fusion dishes with themes like health, achieving a delicate balance between tradition and modernity on the palate.

### • Cultural Inheritance

We delve into the historical stories and folk customs behind the cuisine and incorporate them into dish introductions and restaurant decor, allowing classic food culture to be passed down in the contemporary hotel dining scene. This also promotes the dissemination and promotion of local ingredients and traditional culinary skills.

### • Diverse and Localised Ingredients

The "Culinary Art" campaign advocates the use of a wide variety of local ingredients, reducing reliance on large-scale, single-source farming or production, which helps protect the habitats of various plants and animals. For example, we give priority to local wild-caught small fish, seasonal wild vegetables, and so on and promote ecological diversity in ingredient sourcing, indirectly contributing to biodiversity protection and local economic development.

### • Digital Traceability

We use modern information technologies, such as establishing electronic traceability records and applying QR code labels, to facilitate easy access to source information on ingredients, enhancing customers' trust in the Group's dining and food safety practices.

In 2024, responding to government calls, we held over 20 campaigns in more than 30 cities like Beijing, Huai'an, and Weifang, including the "Culinary Art of Huaiyang Cuisine", "The Culinary Art of Shandong Cuisine", and the "Culinary Art of Guizhou Cuisine". During the event, we partnered with renowned domestic liquor brands such as Yanghe and Fenjiu, cleverly incorporating special ingredients like Guizhou cuisine, Ningde yellow croaker, and Yinchuan tan sheep, promoting Chinese culture with captivating culinary-cultural fusion.



the "Culinary Art of Shandong Cuisine" & the "Culinary Art of Huaiyang Cuisine" campaigns

# Customer Service and Experience

Wanda Hotel Development, guided by responsible marketing, leverages efficient customer service management and scientific customer satisfaction systems, empowered by digital tools to meet customer needs precisely, handle their feedback effectively, and engage in industry exchanges, elevating hotel and resort operations and service capabilities.

## Responsible Marketing Management

We comply with national and local laws and regulations, establish standardised marketing processes and management regulations, and set up a dedicated team for marketing management and supervision. We clarify the responsibilities and authorities of each department and conduct responsible marketing training to ensure our marketing activities are in legal and ethical compliance. We regularly conduct internal audits of our marketing system, assessing, evaluating, and controlling our hotel's marketing plans and the execution of marketing activities from the perspectives of market, membership, and brand. This process drives the refinement and compliance of the Group's marketing management. In 2024, we conducted 2 responsible marketing audits.

Following the philosophy of "practical, innovative, and rooted in China", we weave social responsibility elements such as environment, Chinese culture, traditional customs, and social welfare into marketing. We integrate online and offline resources, utilising multi-dimensional approaches such as digital marketing, social media engagement, and traditional media channels, to actively communicate our sense of social responsibility and sustainable consumption concepts to our customers, encouraging them to participate in environmental protection initiatives.

In 2024, we prioritised consumer rights, ensuring truthful, compliant marketing. There were no negative incidents related to complaints or violations concerning product/service information and marketing identification. We were not involved in any violations in marketing communication, nor did we encounter any litigations or financial losses related to false marketing claims.

88 times

In 2024, the Group carried out 88 training sessions related to responsible marketing

## Sustainable Consumption Initiatives

We promote sustainability while delivering quality service, with all brands adhering to green principles. Besides, we prioritise products with a lower environmental impact and reduce the use of disposables.

- Promote reusable/recyclable items, e.g., non-woven laundry bags instead of paper bags to reduce resource consumption
- Offer renewable/degradable guest amenities, encouraging less frequent towel/bedding changes
- Use bulk shared bath products to cut usage of single-use items
- Adopt plastic-reduction practices, such as choosing plastic-free toothbrushes/slippers for disposable guest amenities
- Wanda Vista uses FSC-certified sustainable forest paper and prints with soybean-based ink



## Customer Service Management

The Group is committed to upholding customer rights and strictly adheres to laws and regulations such as the *Law of the People's Republic of China on Protecting Consumers' Rights and Interests*. We have implemented comprehensive management policies, including the *Wanda Hotels & Resorts Service Quality Management Measures (2024)*, the *Wanda Hotels & Resorts Housekeeping Operations Manual*, and the *Wanda Hotels Refined Service 2.0*. We have established a comprehensive, multi-tiered customer service management system, incorporating a digital operations framework. By focusing on customer experience, we deliver high-quality services tailored to meet diverse customer needs, continuously enhancing satisfaction and loyalty.

### Organisational Structure with Clear Division of Responsibilities, Hierarchical Clarity, and Efficient Collaboration

- Front office and housekeeping roles are finely divided into 33 + 25 positions
- These cover entry-level positions, mid-level management, service coordination roles, and senior decision-making positions such as managers/directors



### Standardised and Detailed Operational Procedures

• Front Office SOPs	64
• Concierge Department SOPs	89
• Fitness Centre SOPs	26
• Guest Service Manager SOPs	31
• Business Centre SOPs	10
• Butler and Butler Service SOPs	26
• Guest Service Centre SOPs	21
• Executive Floor SOPs	44
• Floor Service SOPs	65
• Public Area Service SOPs	33
• Laundry Service SOPs	43

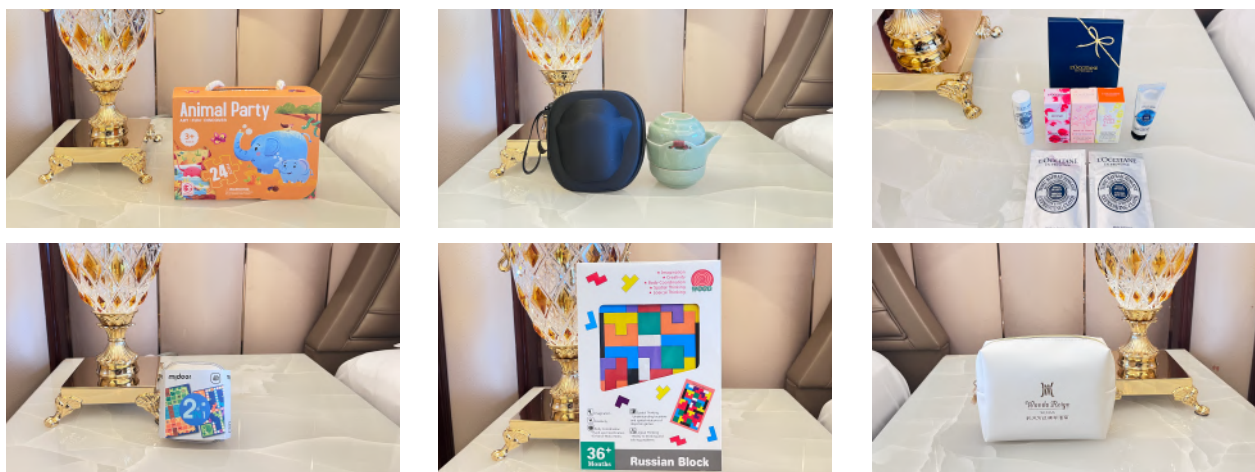


### Comprehensive and Compliant Policies and Systems

- 13 Front Office management systems including appearance standards, visitor registration, and confidentiality of check-in data
- 13 Housekeeping Department management systems, covering room safety, operational safety, fire drills, and disinfection



The Group strives to create personalised, non-standardised, and exceptional service experiences, precisely addressing each customer's unique needs and providing exclusive care and prestige. During a guest's stay, we make timely courtesy visits with gifts to understand and address their needs. During holidays, we organise special events featuring local cultural elements to enrich the customer experience. Additionally, we are innovating the in-shop operational model, aiming to offer a differentiated advantage that provides guests with a more diverse and distinctive consumer experience, thereby enhancing competitiveness and customer satisfaction.



Welcome gifts are prepared based on customer demographics



Celebrating the Winter Solstice across Wanda Hotels with traditional Chinese intangible cultural heritage experiences and specialty cuisine

The Group continuously upgrades and optimises the Wanda Club membership system by introducing premium memberships, a points mall, and cross-industry collaborations, enriching the scope and depth of member benefits to effectively enhance member loyalty and engagement. By integrating extensive cultural and tourism resources, we have meticulously developed the innovative "Wanda Journeys" content IP and tourism product portfolio, which combines premium accommodations, themed dining, engaging activities, and cultural learning into an immersive, high-quality, and personalised vacation experience. This fusion of business and leisure elements caters to both business travellers and family tourists. At the same time, we delve into regional cultural and tourism highlights of various regions, planning five themed travel activities: "Museum Check-in, Splendid Xinjiang Journey, Jiangnan Water Town Tour, Family Fun Trip, and Autumn Journey" to offer customers diverse and unique travel experiences.

## 2024 Key Achievements

- Two restaurants under Wanda Hotels & Resorts (River Drunk Huaiyang Restaurant at Wanda Reign Chengdu and Yongjiuwei Seafood Restaurant at Wanda Vista Beijing) have been included in the "Craftsmanship Creation - Ifeng.com Gourmet Gala and 2024 Golden Wutong China Restaurant Guide" list, earning the prestigious One-Star Restaurant distinction
- Wanda Hotels' Wanda Club has once again been awarded the distinction of 'Most Favoured Loyalty Programme by Frequent Travellers - Best VIP Benefits in Greater China'



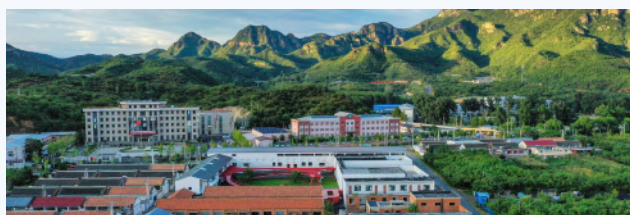
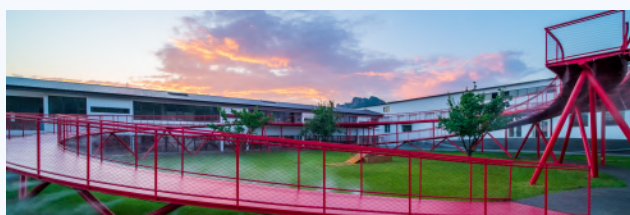
Wanda Club has consecutively won the honour of "Most Favoured Loyalty Programme by Frequent Travellers"

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## Wanda Hotel & Resorts Exploring the micro-vacation guest house market

In November 2024, Wanda Hotels & Resorts signed a partnership agreement with Wild Duck Lodge in Beizhuang Town, Miyun District, Beijing City, to create a diversified product integrating high-quality comprehensive service guest houses, cultural tourism, and educational experiences. This initiative has set a new benchmark in the micro-vacation guest house sector and led industry trends.

Wanda Wild Duck Lodge incorporates local natural materials in its design, achieving a harmonious blend of nature and modern humanities. Adhering to a "science exploration education + rural tourism" philosophy, it features a 3,000-square-metre science museum with multiple themed areas, including scientific exploration, nature education, and artistic cultural creation. Establishing the first rural parent-child research and leisure aesthetic vacation destination in China, it offers visitors a richer and more diverse travel experience.



Comprehensive service guest house: Wild Duck Lodge

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## Wanda Hotel & Resorts Pioneering the integration of e-sports and tourism

In November 2024, Wanda Hotels & Resorts, in collaboration with Tencent E-sports and Jingxiang Technology, held a brand launch event themed "E-sports Bloom", officially introducing Jingsheng Hotels, a new e-sports hotel brand targeting the upper mid-scale market. This innovative partnership aims to provide e-sports enthusiasts pursuing high-quality lifestyles with a composite space integrating accommodation, entertainment, and social interaction, delivering an enhanced travel experience while innovating our business model.



Jingsheng Hotel Brand Launch Ceremony

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## Wanda Hotel & Resorts Partnering with NIO Energy for a "hotel + travel" one-stop service

In December 2024, Wanda Hotels & Resorts signed a strategic cooperation agreement with NIO Energy, aiming to combine premium hotel stays with the convenience of high-performance smart electric vehicles. This collaboration focuses on green travel and renewable energy infrastructure development, delivering an unparalleled "stay and travel" experience while promoting sustainable tourism and eco-friendly transportation.



Wanda Hotels & Resorts and NIO Energy enter into partnership

## Building a High-Quality Service Culture

The Group fosters a positive, high-quality service culture by establishing rigorous, standardised service processes and management systems, enhancing employee training and service awareness, and actively participating in industry exchanges, to position itself as a service exemplar in the hospitality industry. In 2024, we focused on the following initiatives to build this culture:

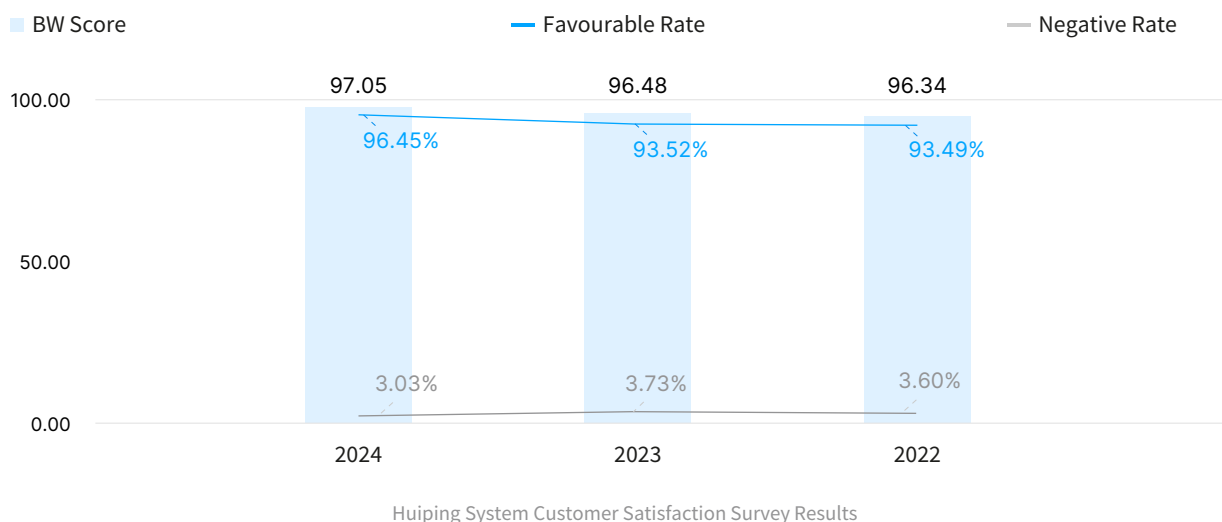
- Produced and released 14 episodes of the "Wanda Hotel Basic Service Standards Video" from the 'Four-Step Basic Service Enhancement Series' to improve employee service skills and ensure consistent quality and standards
- Implemented the 2024 'Wanda Hotel Premium Service Competition'
- A housekeeping system seminar was held, attended by 85 housekeeping managers from 55 hotels. The conference focused on reputation management, research and inspection of Forbes-listed hotels, discussion of service products and projects, sharing of best practices, and techniques for handling emergency incidents
- Online service skills training was conducted for service elites, dedicated butlers, and Ming Shi Club staff, with over 280 employees from hotel operations departments participating
- Participated in a seminar organised by outstanding industry peers, engaging in discussions on integrated management models and trends in hotel design, construction, and operations

## Customer Satisfaction Management

The Group systematically manages customer satisfaction through a multi-channel feedback collection system, standardised service processes, enhanced employee training, early warning and complaint handling mechanisms, customer loyalty programmes, and regular satisfaction surveys with analytical improvements. These efforts ensure high-quality, efficient, and personalised accommodation and dining experiences.

Using the Huiping 2.0 Reputation Management System, we precisely track and analyse online reviews posted by customers on OTA (Online Travel Agency) platforms, comprehensively capturing feedback to inform service quality enhancements and experience optimisation.

During the reporting period, our customer review scores on social media platforms showed significant growth, ranking among the top in the Chinese market. In 2024, our full-service hotels achieved new highs in Huiping score and positive review rate, reaching 97.05 points and 96.45%, respectively, with a negative review rate of 3.03% - the lowest in three years.





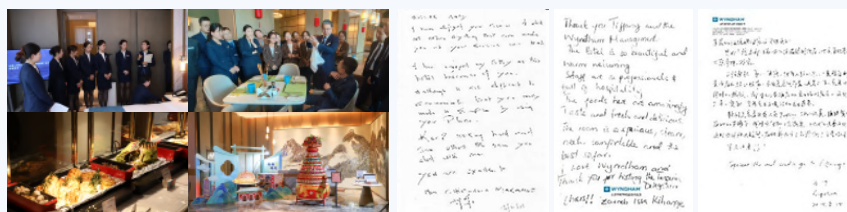
To maintain service quality and enhance customer satisfaction, we conduct annual brand standard audits across our managed hotels. Partnering with third parties, we combine unannounced and open inspections to objectively evaluate compliance and execution across four dimensions—service, products, cleanliness, and condition—providing tailored operational and service enhancement recommendations for each hotel. In 2024, the average verification score of Wanda's hotel brand reaches 90.6, an increase of 1.6 points compared to 2023.

Additionally, we deploy mystery guests to discreetly assess hotel facilities, service processes, and staff attitudes, gaining precise insights into guest experiences, feelings, and emotional responses to target refinements and optimisations of service details to elevate overall customer satisfaction and brand image.

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## Wanda Hotel Group in Xiaohe Xincheng, Shanxi was praised by IPU Leaders

During the "40th Anniversary of the NPC Joining the IPU", the team of Wanda Hotel Group in Xiaohe Xincheng, Shanxi delivered professional, dedicated, and meticulous service, providing foreign delegates with exceptional accommodation and dining experiences. Their efforts earned unanimous praise from IPU leaders and foreign delegates, strengthening international relations through warm and excellent service.

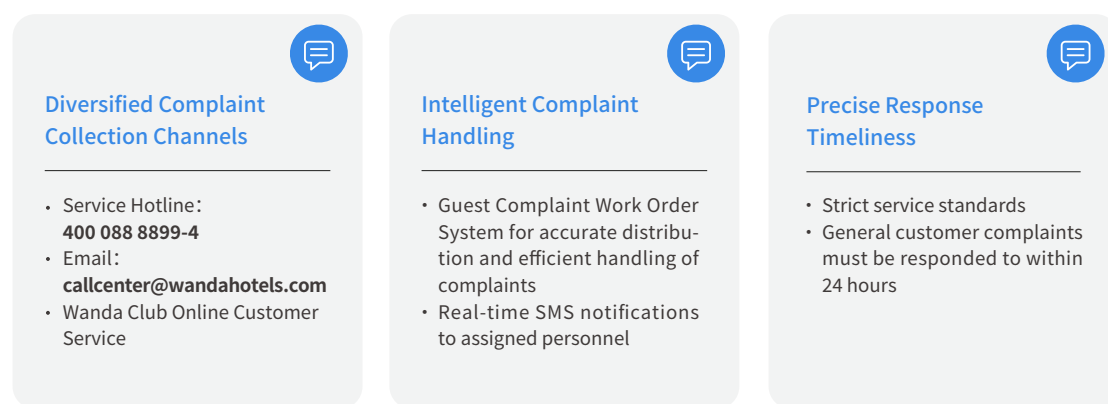


Wanda Hotel Group in Xiaohe Xincheng, Shanxi was recognised for high-quality service by IPU Leaders and foreign delegates

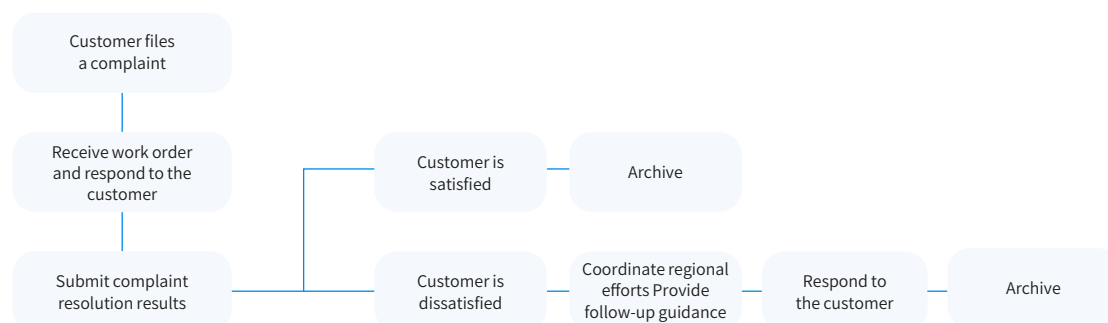


## Customer Complaints and Resolution

The Group is committed to building a multi-channel, highly efficient customer complaint management system, formulating and updating the *Customer Complaint Management System* in accordance with relevant laws and regulations to standardise complaint handling. We comprehensively collect complaints, leveraging digital systems and AI for scientific grading, smart assignment, and efficient collaboration, with full-cycle tracking and feedback to close the loop. Additionally, we have established customer complaint audit standards and a penalty mechanism while conducting multidimensional performance assessments of relevant personnel to safeguard customer rights.

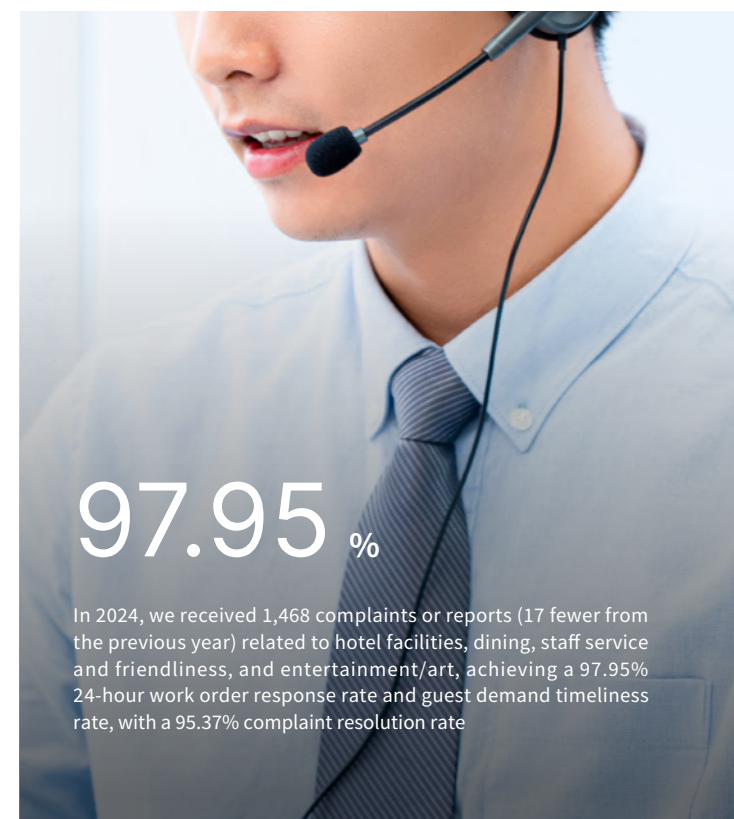


Customer Complaint Management Mechanism



Customer Complaint Handling Process

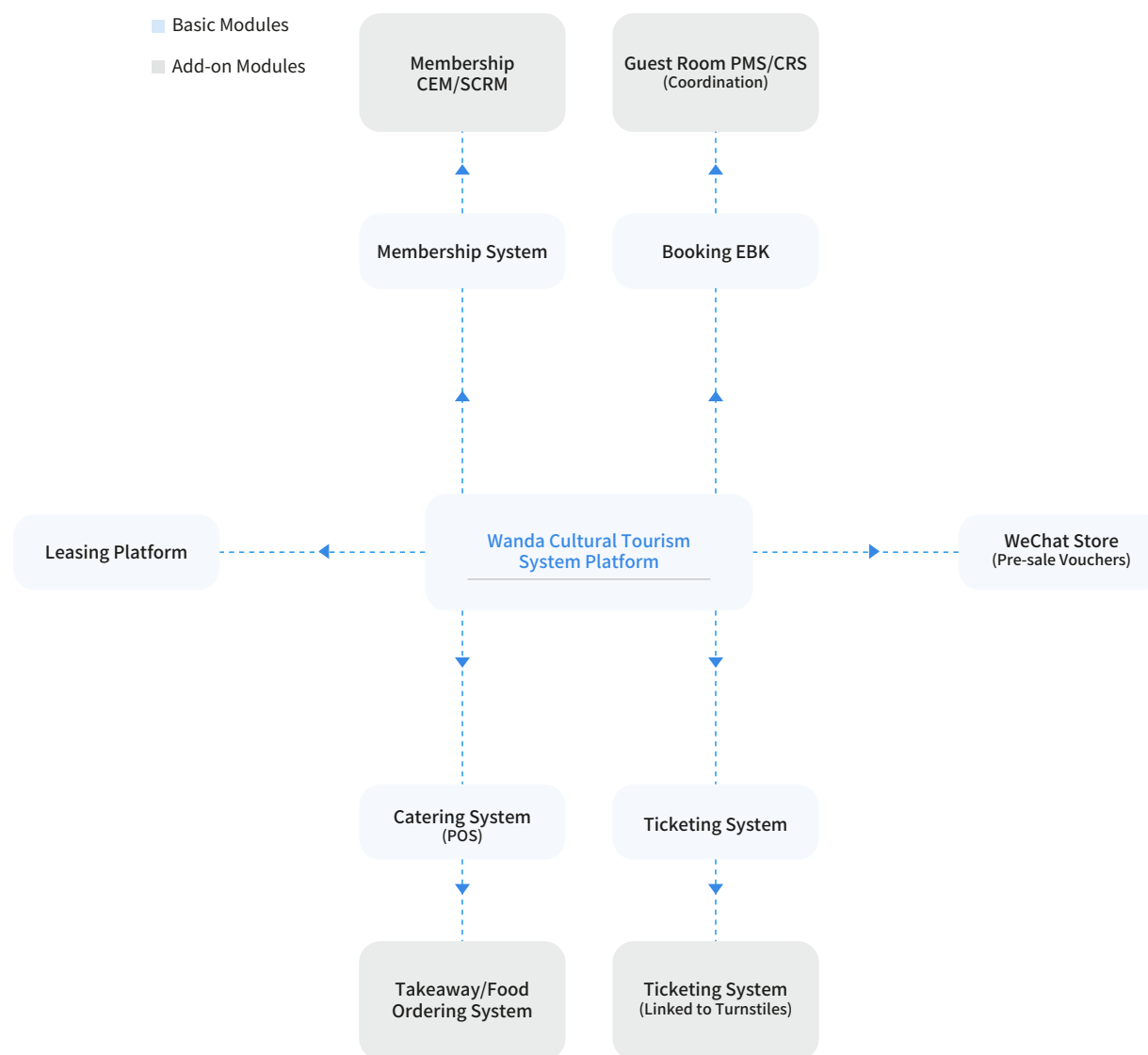
To continuously optimise service processes and quality, we established daily and monthly service case-sharing mechanisms, analysing cases to promote best practices internally and enhance staff understanding and application of standards. Furthermore, we conduct weekly and monthly online training sessions aligned with market trends and customer feedback, continuously improving team members' professional skills and service awareness. This ensures a precise response to customer demands and effectively reduces complaints.



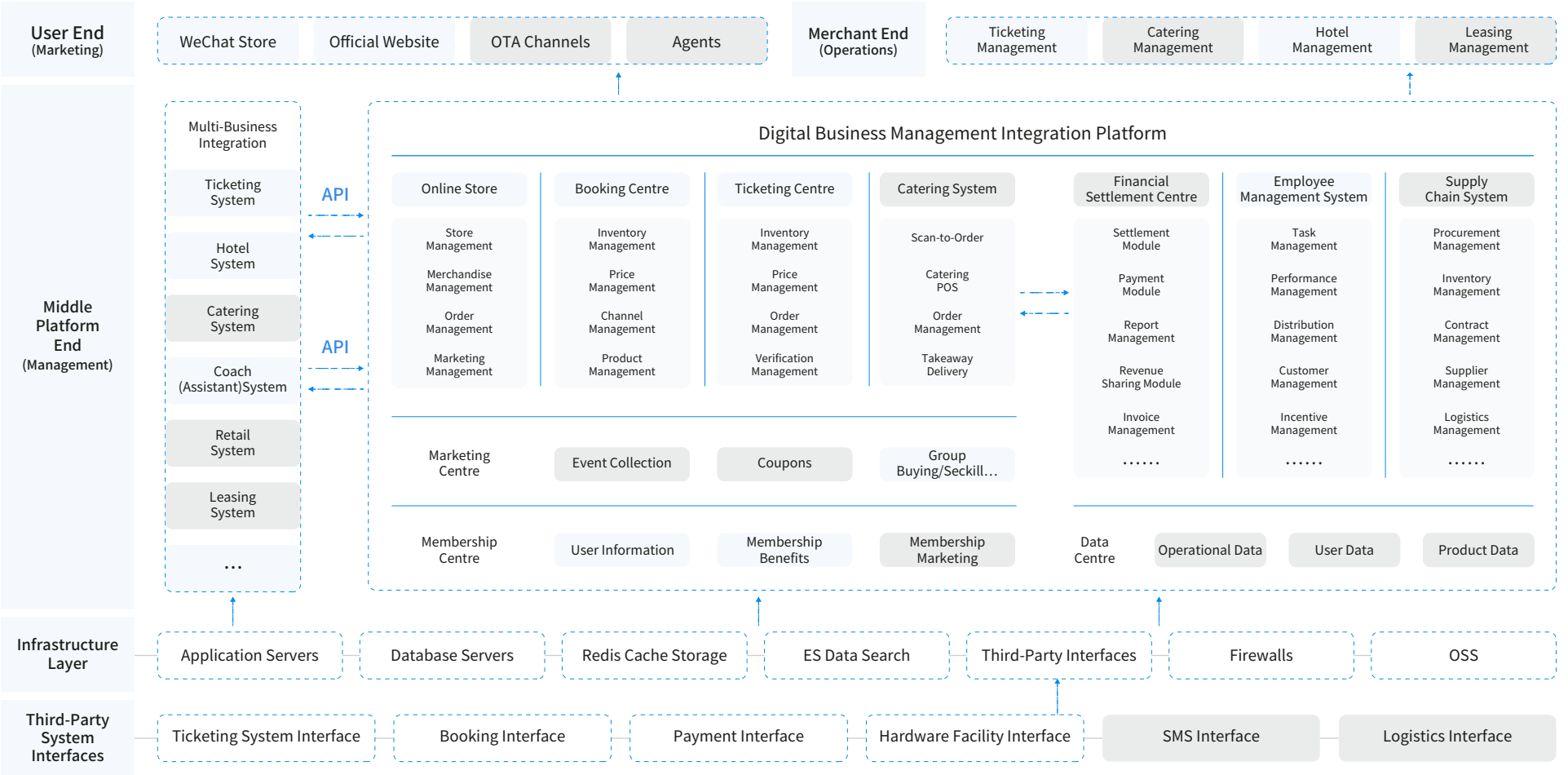
## Digital Empowerment

Centred on customer experience, the Group integrates channels and membership services to create a robust digital operations and management platform. Our self-developed cultural-tourism digital platform delivers convenient, efficient, personalised, and comprehensive premium accommodation experiences in a more integrated manner. At the same time, digital management tools empower the daily operational management of hotels and resorts, delivering significant improvements in multiple areas, including enhanced management efficiency, optimised service quality, precise decision-making support, and employee capability development.

The Group continues to build an integrated cultural tourism platform encompassing accommodations, vouchers, tickets, rentals, dining, and retail. By consolidating systems for hotels, ski resorts, amusement parks, ride-hailing services, merchants, dining, food delivery, campsites, and outdoor activities, the platform refines marketing and operational service offerings within the cultural tourism ecosystem. This enhances both online and offline customer experiences while improving merchant management and operational efficiency.



Cultural Tourism Platform Core Modules



Cultural Tourism Platform Technical Framework

Indicator	Unit	2024
The timesr of training sessions related to digital innovation and empowerment	times	2
The number of participants in the training sessions related to digital innovation and empowerment	person	20
The total duration of the training sessions related to digital innovation and empowerment	hour	40



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## Wanda Hotel & Resorts Joining the Digital Branch of the China Tourist Hotel Association and actively participating in related activities

As one of the founding members, Wanda Hotels & Resorts joined the Digital Branch of the China Tourist Hotel Association in 2023. The Group has actively organised and participated in events hosted by the association, such as the "China Tourist Hotel Association Digital Branch Innovation Tour—Visit to H3C Group." The Group collaborates with leading hotel enterprises such as Accor and Narada, along with industry ecosystem partners, to explore innovative applications of cloud computing, big data, and artificial intelligence (AI) in the cultural-tourism sectors, sharing experiences and insights to drive the hospitality industry's digital transformation.



Wanda Hotels & Resorts at the China Tourist Hotel Association Digital Branch Innovation Tour with keynote presentation



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## Wanda Hotel & Resorts Collaborative exploration of integrated data intelligence solutions for the hospitality industry

On 1 December 2024, Wanda Hotels & Resorts signed a cooperation agreement with Shenqi Digital and Yunji Technology to jointly develop an integrated data intelligence solution for the hospitality industry. This collaboration leveraged complementary strengths in data-intelligent software, AI hardware, and application scenarios to create a flagship solution replicable industry-wide, advancing the hospitality sector towards smart and digital transformation.



Wanda Hotels & Resorts and Shenqi Digital signed a partnership agreement

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## Wanda Hotel & Resorts Launching HarmonyOS native pp and meta-service development

In January 2024, Wanda Hotels & Resorts partnered with HUAWEI to initiate HarmonyOS native App and meta-service development. As one of the first in the hotel and cultural-tourism industry to adopt HarmonyOS, we leverage its full-scenario distributed experience, native intelligence, and privacy/security strengths to explore new digital-era models, redefine tourists' digital experiences, and deliver superior quality for users.



Wanda Hotels & Resorts and Huawei signed a partnership agreement



# Foster People-Oriented Management with Respect and Care for Employees

Wanda Hotel Development is committed to safeguarding the fundamental rights of every employee through a comprehensive suite of human resources management policies. We have established a robust compensation system and training framework, tailoring career development plans to align with both the Group's strategic objectives and the individual aspirations of our employees. By organizing enriching team-building and cultural exchange activities, we foster an inclusive, open, and equitable corporate culture that promotes diverse employee growth and strengthens overall corporate competitiveness and cohesion.

## Major Material Issues of Sustainability Covered in this Chapter:

- Compliant Employment
- Employee Rights Protection and Remuneration & Benefits
- Employee Training and Development
- Occupational Health and Safety

## SDGs Addressed in this Chapter:





# Fair and Standard Employment

Wanda Hotel Development adheres to the principles of fairness and impartiality, prohibiting all forms of discrimination during the recruitment process. We ensure that every candidate has an equal opportunity to showcase their abilities and talents. Furthermore, the Group actively seeks talent from diverse backgrounds and cultures to enrich the diversity of our workforce.

## Compliant Employment

Wanda Hotel Development strictly adheres to all relevant laws and regulations, including the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, the *Company Law of the People's Republic of China*, the *Law of the People's Republic of China on the Protection of Minors*, and the *Law of the People's Republic of China on the Protection of Women's Rights and Interests*. We maintain a zero-tolerance policy for child labour, forced labour, workplace harassment, and workplace bullying. All forms of discrimination, including those based on gender, age, ethnicity, nationality, race, religion, or physical condition, are strictly prohibited. We are dedicated to providing equal employment and fair advancement opportunities for all employees, fostering an equitable, diverse, and harmonious work environment.

The Group have implemented a comprehensive set of policies and procedures, including the *Wanda Hotel Management Company Human Resources System* and the *Employee Handbook*, which detail guidelines for employee recruitment, training, performance evaluations, compensation and benefits, working hours, leave, labour relations, and the management of foreign employees.

The Group strictly adheres to the working hours and compensation regulations outlined in the *Labor Law*, maintaining a comprehensive compensation and benefits system that ensures employee wages comply with national legal standards. Employees are provided with various benefits, including social insurance, union benefits, transportation allowances, meal subsidies, employee dormitory, and housing allowances. In addition to the paid leave mandated by the *Labor Law*, the Group offers additional family visit leave for employees from outside the local area, along with reimbursement for travel expenses.

In 2024, the Group maintained a clean record with no instances of illegal hiring practices, child labour, or forced labour. Full-time employee labour contract signing rates reached 100%, and the Group was not involved in human trafficking, debt bondage, or other severe human rights violations.

## Diversity and Inclusion

Wanda Hotel Development is dedicated to fostering a diverse and inclusive workplace environment, actively opposing all forms of discrimination. The Group strives to create employment and development opportunities for underrepresented groups, with a particular focus on supporting female employees and promoting the employment of ethnic minorities.

In 2024, the Group established formal veteran recruitment and retiree re-employment programmes, furthering its commitment to these groups. It also actively sponsored employment assistance programmes for people with disabilities to promote employment opportunities and career growth for vulnerable populations.

130 persons

Wanda Hotel Development employed 130 veterans in 2024

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## Wanda Hotels & Resorts partners with Beijing Experimental School for the Deaf to promote employment for vulnerable groups

On 20 December 2024, Wanda Hotels & Resorts entered into a strategic partnership agreement with the Beijing Experimental School for the Deaf. This collaboration paves the way for career development opportunities for the school's graduates—specifically tailored for individuals with disabilities—and assists in meeting the staffing needs of the hotel. As part of this partnership, the school recognised Wanda Hotels & Resorts by awarding them the honorary title of "Employment Training Base for the Hearing Impaired".

Both parties are dedicated to forging and nurturing a collaborative relationship grounded in the principles of "future-oriented partnership, enhanced cooperation, complementary strengths, and mutual development". Wanda Hotels & Resorts aims to leverage its resources to support the school's educational quality while creating more employment opportunities for individuals with disabilities. This initiative fosters both economic benefits and social value, resulting in a mutually advantageous relationship between the non-profit educational institution and the corporate sector.



Signing Ceremony for College-enterprise Collaboration

Wanda Hotel Development strictly complies with national laws and regulations such as the *Law on the Protection of Women's Rights and Interests*, the *Labor Law*, and the *Special Provisions on the Labor Protection of Female Employees*. The Group clearly defines the rights and interests of female employees, ensuring they enjoy equal rights with male employees in recruitment, compensation, promotion, and benefits. In addition to providing female employees with maternity check-up leave, maternity leave, and breastfeeding leave, the Group also offers paternity leave to male employees, effectively implementing the protection of female employees' rights. The Group has established nursing rooms within its hotels and organises various activities to care for female employees during holidays such as International Women's Day. Annual employee health check-ups also include specialised examinations for female employees. In 2024, female employees accounted for 37.9% of the Group's workforce.

The Group respects ethnic minority cultures and promotes employment among these groups through localised recruitment. In 2024, the percentage of the Group's ethnic minority employees was 8.8%, and the percentage of ethnic minority employees with advanced degrees was 14.1%.

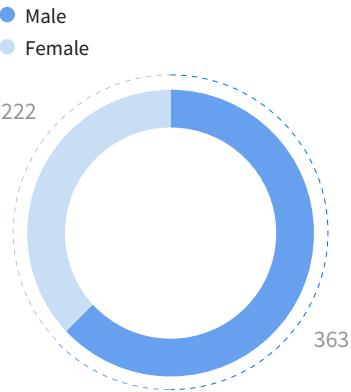


Women's Day Celebration Activities

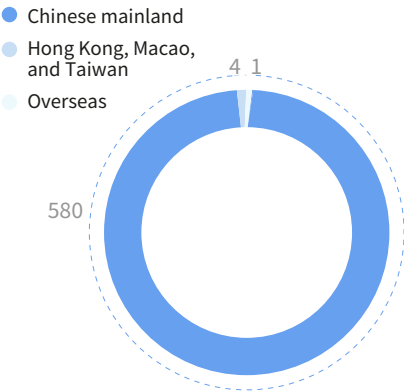


# Employee Structure

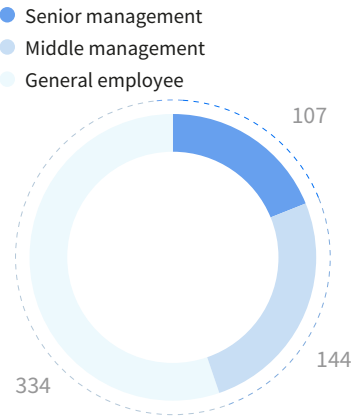
Wanda Hotel Development continues to expand its talent pool and build a well-structured talent pipeline.



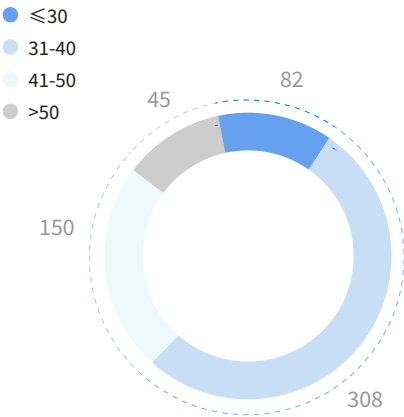
Number of Employees by Gender



Number of Employees by Region



Number of Employees by Employment Type



Number of Employees by Age

Employee turnover rate	Unit	2024	2023
By gender			
Male	%	11	28
Female	%	11	30
By region			
Chinese mainland	%	11	29
Hong Kong, Macao, and Taiwan	%	50	0
Overseas	%	0	
By age			
≤30	%	12	59
31-40	%	10	29
41-50	%	14	12
>50	%	2	21

Employee Turnover Rate by Category

585 persons

In 2024, the Group has had a total of 585 employees

11 %

In 2024, the Group's employee turnover rate was 11%

# Employee Training and Development

Wanda Hotel Development places a high priority on talent development and is dedicated to creating a growth platform filled with opportunities and challenges. A comprehensive talent development system has been established to provide employees with a wide array of learning resources and career paths, ranging from new employee onboarding and professional skills enhancement to management capability development. The Group strives to foster a positive growth atmosphere, encouraging employees to engage in proactive learning and ambitious pursuits, while offering ample promotion opportunities and career development channels.

## Talent Attraction

Wanda Hotel Development employs diverse recruitment channels to attract talent, focusing on building an efficient, professional, and innovative team to drive sustainable corporate growth and enhance its competitive position in the hospitality industry.

The Group utilises campus recruitment, integrated online and offline recruitment, and internal competitions to broadly attract outstanding talent. By doing so, we strengthen the construction of the Group's talent pipeline and provide a solid talent guarantee for the Group's sustainable development. By 2024, Wanda Hotel Development had established partnerships with 224 educational institutions, launched 52 "Wanda Classes," and founded 3 industry colleges, successfully training 2,284 exceptional graduates. The Group actively provides internship opportunities for students and offers pathways to formal employment for outstanding interns. In 2024, there were 2,136 interns working with Wanda Hotel Development.

In addition to external recruitment, Wanda has developed internal competition channels, offering fair opportunities for existing employees to compete for positions and ensuring they have the chance to find roles that align with their skills and career aspirations. In 2024, a total of 153 internal recruitment events were held, with an internal promotion rate exceeding 50%.

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## "Talents Meet Opportunity in Wanda" – Nationwide Recruitment Week for Wanda Full-Service Hotels successfully infuses new energy into industry development

In May 2024, Wanda full-service hotels successfully hosted its inaugural nationwide recruitment week, themed "Talents Meet Opportunity in Wanda". This event combined online live recruitment sessions, interview skills training, and offline recruitment efforts at campuses, public service venues, and talent markets. All these initiatives are aimed at boosting recruitment efficiency while enhancing the Group's social presence and competitive edge in the industry.

During the recruitment period, Wanda Hotels' headquarters and its 71 affiliated properties organised 5 online livestream sessions, attracting 104,000 cumulative viewers and generating 551,000 engagements. Offline efforts included 104 campus recruitment drives and 18 collaborative job fairs with local human resources agencies and community organisations, resulting in 11,200 resumes received.

This nationwide collaborative approach successfully attracted a diverse range of job seekers, providing them with a broad spectrum of employment opportunities. On the other hand, the integration of talent from various backgrounds added vibrancy to the Group's talent pipeline and contributed to the overall growth of the hospitality sector.

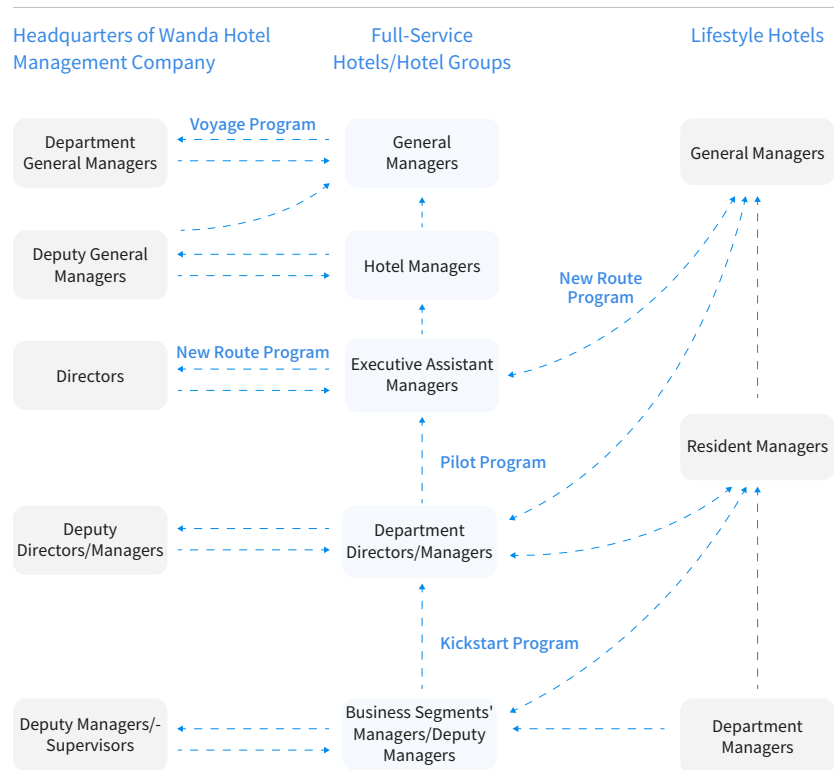


Talent Recruitment and Collaborative Live-streaming Events

## Talent Cultivation

Wanda Hotel Development is dedicated to building a robust employee training framework that fosters on-going skill enhancement and professional growth. The Group's Learning and Growth Centre plays a pivotal role in coordinating training programmes across all hotels and project teams. It regularly facilitates a variety of training activities, ranging from new employee onboarding and management training to professional skills enhancement and corporate culture initiatives. To further support employee development, the Group has also created a dynamic online learning platform that offers hundreds of courses for self-directed learning and self-assessment.

### Target Positions

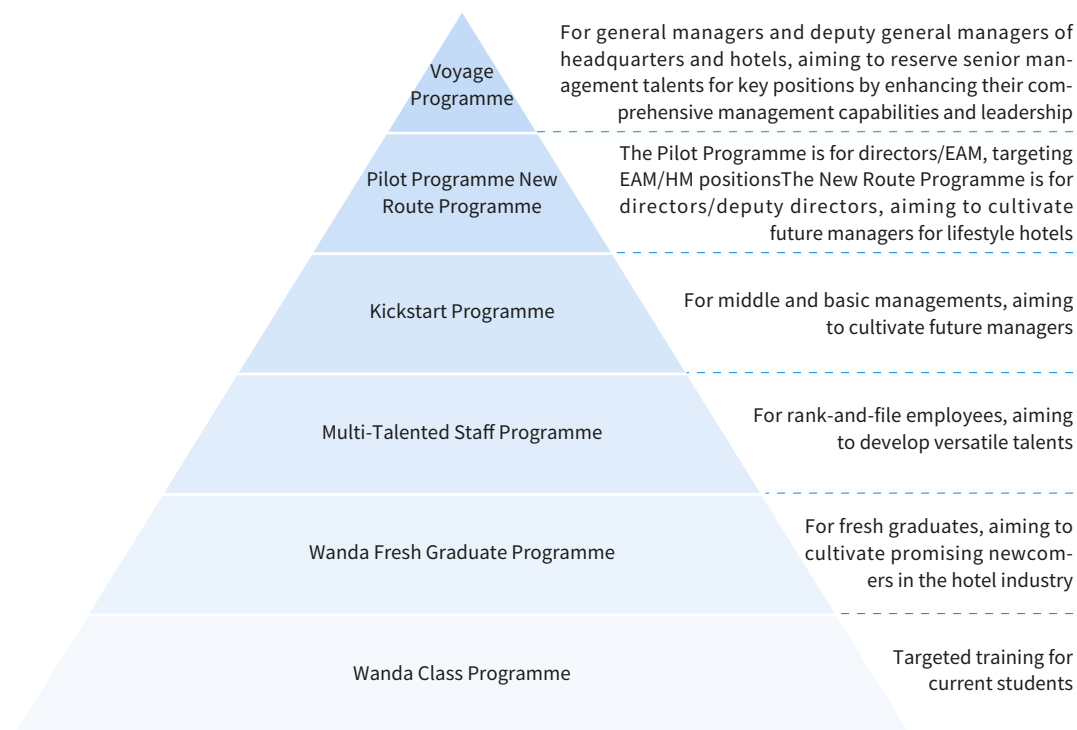


Talent Pipeline Roadmap

## Full-service Hotel Talent Development System

The Learning and Development Centre has introduced a five-tier pyramid talent development framework for full-service hotels that spans all stages, from fresh graduates to prospective leaders. This framework aims to provide systematic career development pathways and training support. Key initiatives include the "Wanda Class Programme" for interns, the "Wanda Fresh Graduate Programme" for fresh graduates, the "Multi-Talented Staff Programme" for entry-level staff, the "Kickstart Programme" for mid-level managers, the "Pilot Programme" and "New Route Programme" for directors, and the "Voyage Programme" for general managers. Wanda Hotel Development has developed tailored career advancement programmes for employees at every level, offering abundant training opportunities and well-defined promotion pathways. This commitment empowers staff to enhance their skills and achieve their professional goals.

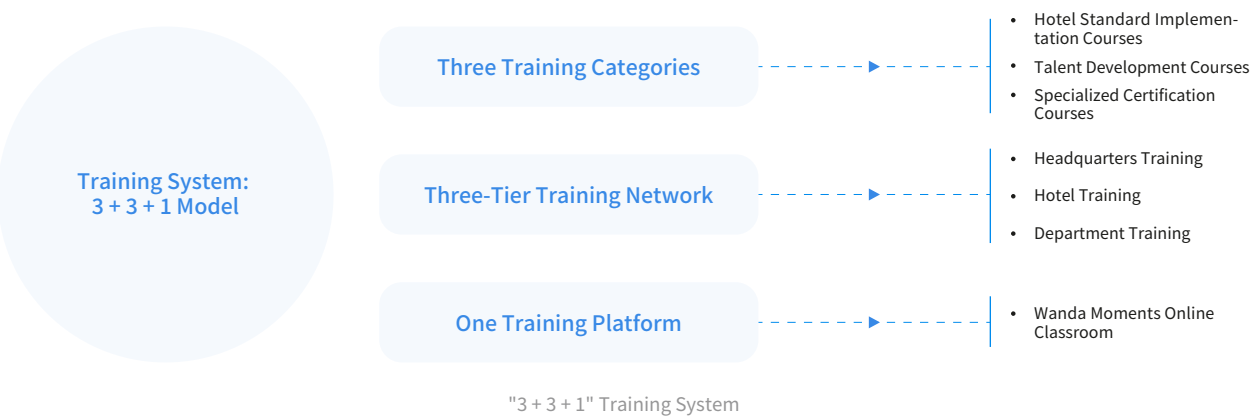
### Five-Tier Pyramid Talent Cultivation System from fresh graduates to prospective leaders



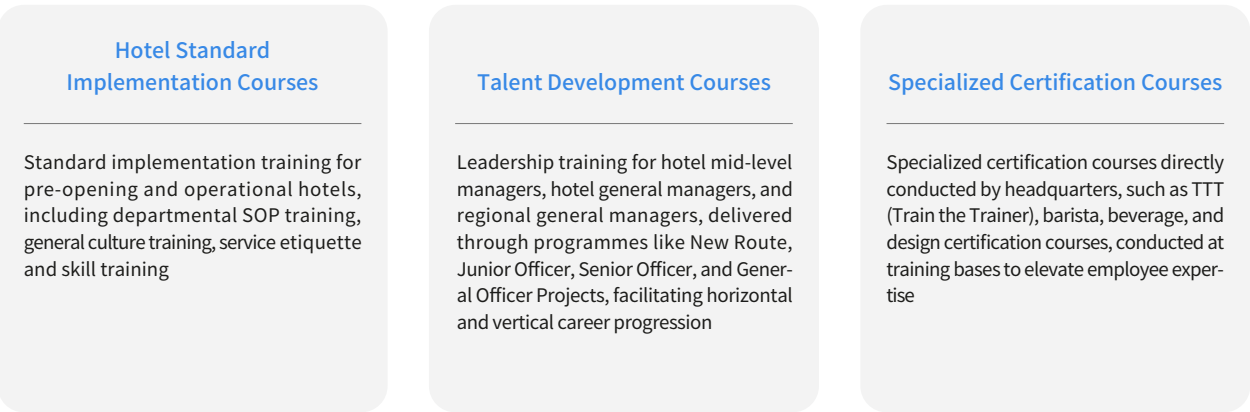
Five-Tier Pyramid Talent Development Framework

## Lifestyle Hotel Talent Development System

Wanda Hotel Development has established a five-tier pyramid talent development framework that forms the foundation of its "3 + 3 + 1" employee training system and the "Star Journey" Talent Development Plan for lifestyle hotels. The "3 + 3 + 1" training system features three categories of training courses, a three-tier training network, and a centralised training platform. This structure complements the pyramid-shaped talent development framework, enabling employees across various positions to gain practical experience, enhance competencies, and achieve both personal and professional growth.



The Group's training programmes are divided into three categories: standardised hotel courses, talent development courses, and specialised certification courses. This comprehensive matrix of training offerings equips employees with essential skills and knowledge tailored to their roles.



"3 + 3 + 1" Training System: Three Categories of Training Courses

The Group has implemented a three-tier training network structured around the "Headquarters—Hotels—Departments" model. Through the implementation of a Training Management System and training management tools, Wanda Hotels effectively enhances its employee training mechanism and ensures the successful execution of training initiatives.



"3 + 3 + 1" Training System: Three-Tiered Training Network





"3 + 3 + 1" Training System: Wanda Moments Online Classroom

The "Wanda Moments Online Classroom" is an all-in-one learning and communication platform created by Wanda Hotels. It includes functionalities for course management, training management, human resources management, dashboard analysis, and engagement activities. To date, approximately 400 courses have been launched on this platform with over 1,500 active users.

1,500 persons

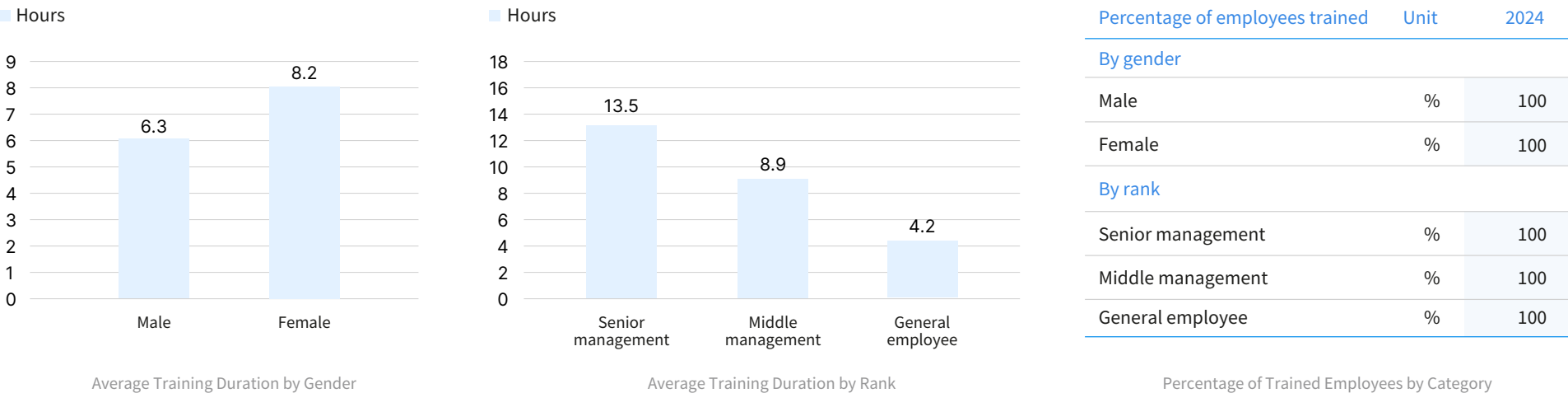
To date, approximately 400 courses have been launched on this platform with over 1,500 active users

Additionally, Wanda Hotels has introduced the "Star Journey" Talent Development Plan. This initiative outlines specific measures addressing basic principles, training content, succession plan, hierarchical implementation, and platform support. It is designed to help employees enhance their professional skills, management capabilities, and personal qualities through various advancement pathways, enabling them to realise their personal value. Working in harmony with the pyramid-shaped talent development framework, this programme builds a cohesive system for talent cultivation and advancement. It offers employees a clear roadmap for career development while nurturing a pool of high-quality talent necessary for the Group's sustainable growth.

Basic Principles	1.Focus on the Senior Officer and Junior Officer Projects 2.Prioritise internal candidates for key positions 3.Fully implement succession plan 4.Execute the hierarchical implementation of talent development
Training Content	The training follows the "721 Rule of Talent Development": 70% from on-the-job practices, 20% from mentoring and coaching, and 10% from course learning
Succession Plan	Each hotel must establish a talent succession plan for managerial positions and ensure clear internal talent development goals
Hierarchical Implementation	In accordance with the basic principle of executing the hierarchical implementation of talent development, headquarters, regional offices, and hotels are responsible for assessing the effectiveness of talent development based on their respective roles
Platform Support	The Group has established three online platforms to provide technical support for internal talent development and facilitate information sharing: the Wanda Moments Online Classroom platform, the Internal Job Vacancy platform, and the Internal Talent Reserve Platform

"Star Journey" Talent Development Plan

## Employee Training Data



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### Integrate "Hua Culture" philosophy into professional training to promote Chinese excellent traditional culture

Wanda Hotels and Resorts prioritises employees' competency enhancement through its "Chinese Culture"-centric training system. The programme features three progressive service philosophy modules - "Hua Origins" (cultural fundamentals), "Hua Vision" (service perspectives), and "Hua Prestige" (premium service standards) - culminating in a "Hua Certified Trainer" accreditation. This holistic approach elevates both service awareness and practical skills of employees, enabling them to authentically embody the "Hua Culture" service ethos.

To reinforce and gauge training outcomes, the corporate headquarters hosts the annual "Hua Skills Competition". This competitive platform allows staff to showcase specialised competencies while refining their expertise through peer bench-marking, ultimately enhancing guest service quality.

Wanda Hotels and Resorts also conducts multiple core service skills training and certification programmes each year. These programmes include training for red and white wine sommeliers, tea-making art, and the Huaiyang cuisine artisan programme. Each initiative is designed to advance employees' professional skills.



Service Skills Competition

Wanda Hotel Development goes beyond internal training by establishing long-term partnerships with esteemed institutions. Collaborations with The Hong Kong Polytechnic University and Swiss Hotel Management School provide robust support for employees pursuing higher education. Through such university-industry alliances, the Group continually seeks out and develops top-tier talent, driving its brand's international expansion and ensuring collaborative success across all parties.

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## Wanda Hotels and Resorts collaborates with the Hong Kong Polytechnic University to cultivate industry elites

In June 2024, Wanda Hotels and Resorts entered into a partnership with The Hong Kong Polytechnic University's School of Hotel and Tourism Management. This collaboration included hosting and participating in an alumni study tour organised by the university. The primary aim of the exchange was to provide students with practical learning opportunities through school-enterprise engagement while fostering academic and practical dialogue within the hotel management industry.

During the exchange, both parties engaged in discussions on various topics, including Wanda Hotels' development strategies, brand planning, market positioning, and operational services. Faculty and students of the School of Hotel and Tourism Management of the Hong Kong Polytechnic University shared their cutting-edge research findings and practical insights in global hospitality management.

This study tour aided in the cultivation and discovery of industry leaders and enhanced the influence and reach of the Wanda Hotels brand.



Employee Participation in Exchange Activities with the School of Hotel and Tourism Management at HKPU

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## Wanda Hotels & Resorts signs a Strategic Talent Development Agreement with the City University of Macau to foster industry talents

On 5 December 2024, Wanda Hotels and Resorts signed a strategic talent development agreement with Macao City University, marking the official launch of their in-depth collaboration in talent development. This industry-academic partnership aims to cultivate industry professionals with international perspectives and practical skills, providing strong talent support for the sustainable growth of the hospitality industry.

Current strategic partnerships with 78 universities underpin Wanda Hotels and Resorts' extensive talent development network for hotel business development. Leveraging the collaboration with the City University of Macau, Wanda Hotels and Resorts aims to further synergise educational resources within the Guangdong-Hong Kong-Macao Greater Bay Area, promoting deeper integration of industry, academia, and research to cultivate high-calibre professionals for the hospitality sector.



Signing Ceremony for Strategic Talent Development Cooperation

# Talent Development

Wanda Hotels Development firmly believes that talent development is a core strategic imperative. The Group is committed to providing its employees with clear and diverse career paths that support individual professional growth. The Group has implemented a scientific and comprehensive promotion mechanism, supported by standardised policies such as the *Wanda Hotels Management Company Key Position Promotion Management Guidelines* and the *Hotel Executive Assistant Manager Appointment and Management Regulations*. These frameworks provide tailored promotion criteria and development channels for employees across various roles and levels, fostering a fair and open platform for career advancement. By empowering employees to maximise their potential, this initiative ensures sustained vitality and momentum for the organisation's long-term growth.

Hotel Employee Promotion Mechanism	<ul style="list-style-type: none"><li>Comprehensive employee evaluations are conducted regularly by hotel leadership</li><li>Employees meeting promotion criteria, demonstrating the requisite skills, and having completed at least six months in their current role, or 12 months since their last promotion, are eligible for promotion opportunities</li><li>The promotion mechanism is implemented with routine management, without a fixed window phase</li></ul>
Headquarters Employee Promotion Mechanism	<ul style="list-style-type: none"><li>Headquarters employees have two fixed promotion windows annually: mid-year and year-end</li><li>Employees must achieve a B+ or higher in their most recent performance evaluation to be eligible to apply and proceed through the approval process for promotion</li></ul>

Employee Promotion Mechanism

Wanda Hotel Development has established a comprehensive and effective compensation and performance management system, founded on the principles of fairness, impartiality, and transparency. This framework incorporates a closed-loop talent incentive evaluation process, which strategically integrates performance goal management, assessment, feedback, and continuous improvement. By addressing the entire employee lifecycle, this system is designed to maximise opportunities for professional growth and development.

Annually, the Group conducts a thorough evaluation of each hotel's performance. Management compensation is directly correlated with hotel performance metrics, and employee year-end reviews, performance-based incentives, and bonuses are closely aligned with the overall success of the hotel.

Evaluation Factors	Individual Performance Salary	Individual Year-End Assessment	Hotel Year-End Rating
<b>Operational Indicators</b> GOR, GOP, RGI, BW and Membership Recruitment	✓	✓	✓
<b>Contribution Rate</b> Hotel Revenue/Average Revenue Per Store		✓	✓
<b>Compliance Audit and Employee Satisfaction</b> Non-weighted Indicators and Red-Yellow-Green Rating System		✓	✓
<b>360-Degree Assessment Score</b>		✓	
<b>Project Development</b> Bonus/Penalty Items		✓	

Employee Performance Assessment Management

Wanda Hotel Development motivates employee engagement and creativity through a clearly defined salary structure, a closed-loop talent incentive mechanism, and a recognition system for outstanding talent. This commitment cultivates strong employee loyalty, which provides a solid foundation for the long-term success of the hotel.

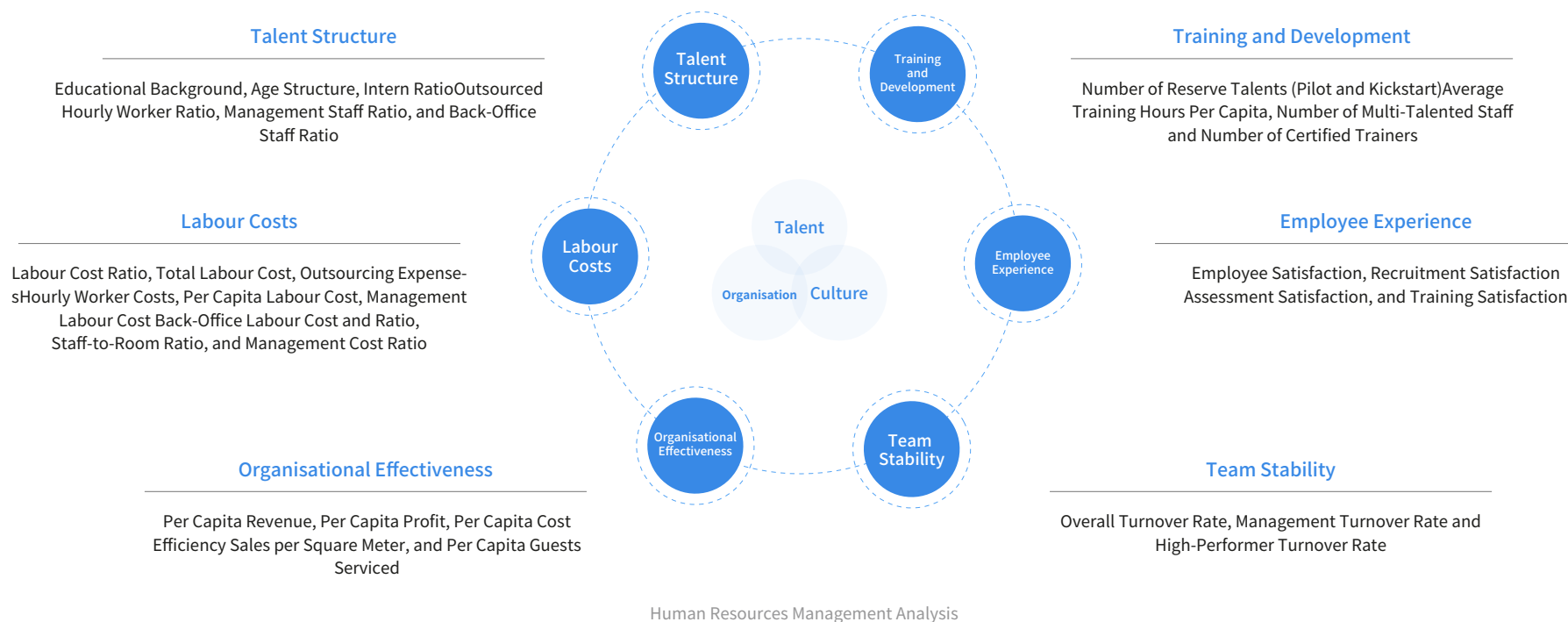
Wanda Hotel Development recognises exceptional performance through monthly and annual awards programmes, highlighting individuals and teams that have demonstrated excellence. Awards such as "Outstanding Instructor," "Exceptional Mentor," "Employee of the Year," and "Top Trainer" are conferred to acknowledge and celebrate outstanding contributions. These diverse incentive methods are designed to continuously stimulate team dynamics and support the achievement of the Group's sustainable development objectives.

Wanda Hotel Development is dedicated to improving the efficiency of its human resources management practices. HR diagnostic analyses are performed to identify areas needing improvement and to formulate specific recommendations for each hotel. The Group conducts quarterly analyses of human capital expenditure to develop targeted action plans aimed at refining organisational structures and enhancing operational effectiveness.



## Diagnostic Framework

Comprise 3 pillars, 6 dimensions, and 60 indicators, enabling hotels to holistically analyse HR challenges



Each year, Wanda Hotel Development undertakes a comprehensive audit of human resources management practices at each hotel. This audit covers 41 projects and nearly 200 detailed standards to ensure compliance and consistency in human resource management across the hotels.

### Human Resources Audit Standards

- 1 Intern Ratio
- 2 Attendance Operation Compliance
- 3 Training Management Requirements
- 4 Onboarding Training
- 5 Implementation of New Organisational Structure
- 6 Improvement of Self-Owned Hotel Operations
- 7 Qualifications for Employee Promotion
- 8 Multi-Skilled Employee Development
- 9 Employee Experience Initiatives Implementation

# Employee Health and Safety

Wanda Hotel Development prioritises the health and safety of its employees, maintaining a comprehensive occupational health and safety management system. This commitment is realised through the development and refinement of internal management policies and the diligent implementation of safety practices aimed at safeguarding the well-being of its workforce.

## Occupational Health and Safety

In compliance with the *Labor Law of the People's Republic of China*, Wanda Hotel Development has formulated the *Mandatory Safety Regulations*. These regulations clearly define safety-related policies, the responsibilities of safety personnel, and daily safety measures. All employees are required to adhere strictly to these guidelines to mitigate risks associated with occupational health and safety.

With a goal of "eliminating major safety incidents and achieving zero fatalities," Wanda Hotel Development places significant emphasis on fire safety. Tailored emergency response plans have been developed for various zones and fire types, and the *Hotel Management Company Emergency Management Measures* clearly define alarm response and patrol procedures for both day and night shifts. The Group proactively assesses hotel emergency response capabilities through monthly safety bulletins, pre-holiday safety directives, and unannounced drills. These measures ensure that safety protocols are effectively implemented and consistently reinforced, strengthening the overall safety management framework. In 2024, the Group did not incur any employee injuries or fatalities.

Wanda Hotel Development's Wanhuaajian Project Management Company has achieved ISO 45001 certification for its occupational health and safety management system. This certification underscores the Group's adherence to international standards in occupational health and safety. It confirms the Group's ability to identify and manage workplace health and safety risks, which results in a safer and healthier work environment for employees.



Occupational Health and Safety Management System Certificate



In 2024, the Group facilitated regular health check-ups for employees, allowing them to proactively monitor their well-being. Complementing these check-ups, the Group regularly hosts volunteer medical consultation events, inviting healthcare professionals to provide on-site consultations and health guidance. These accessible services enhance employees' health awareness and self-care capabilities.



Volunteer Medical Consultation Events

To further prioritise employee health, the Group organises frequent employee health runs. Participation in these runs allows employees to exercise and enjoy the benefits of physical activity in a relaxed and enjoyable atmosphere. These health programmes offered employees comprehensive support, helping them stay in top physical shape for their professional responsibilities. They also highlighted the Group's unwavering focus on creating a supportive and health-focused workplace environment.



Employee Health Runs

## Safety Culture Development

Wanda Hotel Development prioritises the development of a robust safety culture among its employees. The Group has established a comprehensive training and certification system for safety professionals. Regular training sessions are conducted to enhance employees' safety skills and management capabilities, covering areas such as pre-employment safety orientation and ongoing education while on the job. To reinforce safety awareness and proficiency, the Group organises regular safety meetings and has developed an information system dedicated to safety training.

Monthly safety training sessions are mandatory for department heads and higher-level personnel. First aid training is mandatory for all employees and is integrated into the human resources audit process. Professional first aid trainers are regularly invited to provide on-site instruction, allowing employees to practice life-saving techniques and procedures. This practical training ensures that employees can better understand and apply first aid techniques, which contributes to the health and safety of the entire workforce.



Employee First Aid Training

In 2024, the Group allocated resources to create a Safety Training and Certification Platform. The platform was initially tested in a lifestyle hotel during its pre-opening stage and is scheduled for full implementation in 2025. The platform offers customised training courses tailored to different job roles and provides specialised training programmes based on various business formats.



# Employee Care and Communication

Wanda Hotel Development is committed to fostering work-life balance for its employees. The Group provides comprehensive care and benefits, alongside a variety of cultural activities that encourage communication and collaboration. To ensure that employee voices are heard, the Group maintains open and effective communication channels, actively soliciting feedback to improve satisfaction and build a stronger sense of belonging.

## Employee Care

Wanda Hotel Development strives to create a welcoming and harmonious work environment for all. The Group has introduced the 'Spring Breeze' Employee Care Guidelines, which outline a complete benefits package for employees and organise regular cultural events to address employees' practical needs. These efforts empower staff to thrive in a comfortable environment while maximizing their creativity and professional potential.

The "Spring Breeze" Employee Care Guidelines are implemented across all hotel properties, focusing on initiatives designed to enhance employees' sense of well-being and belonging. The guidelines feature eight mandatory programmes and three optional programmes, ensuring holistic support for employees' professional and personal lives.

### Mandatory Programmes

Onboarding ceremonies, performance awards, spring team-building events, New Year celebrations, career milestone recognition, work anniversary acknowledgments, employee birthday parties, and suggestion meetings.

### Optional Programmes

Family open days, performance review sessions, and other tailored activities.

Wanda Hotel Development provides its employees with a complete benefits package, featuring both corporate-wide offerings and localised hotel offerings. This package is built on five pillars: onboarding and probationary benefits, service recognition and milestones, the '12 Points of Care' employee experience, employee discounts and privileges, and employee subsidies. It is designed to create a comprehensive and multi-faceted benefits and security framework that supports career advancement, lifestyle enrichment, and personal growth.



Complete Benefits Package for Employees



To enhance camaraderie and foster a positive company culture, the Group regularly hosts employee outings, New Year team-building activities, Culture Week events, and employee birthday parties.



Employee birthday party

To enhance the work environment and overall job satisfaction, the Group has invested in more than just basic work facilities. It provides dedicated spaces such as employee lounges and activity rooms, staff canteens, and nursing rooms. These amenities ensure a comfortable and supportive environment for every employee, promoting mutual growth between the Group and its workforce.



Staff Canteen



Nursing Room

In 2024, Wanda Hotel Development launched three company-wide cultural week events to enrich employees' cultural experiences and strengthen the collaborative spirit across its national network.

- Learning & Development Week focused on expanding knowledge, broadening perspectives, and mastering skills
- Corporate Responsibility Week themed "Valuing Resources, Prioritizing Responsibility, Supporting the Vulnerable, Leading with Responsibility, and Creating Harmonious Communities through Collaborative Responsibility"
- Employee Appreciation Week themed "Gratitude in Action, Love in Every Step"



Democratic Life Meetings

## Employee Communication

Wanda Hotel Development listens to employee feedback and maintains open communication channels. In 2024, the Group organised regular forums such as suggestion meetings, operation review sessions, employee meetings, and democratic life meetings. These efforts ensured effective communication with employees, brought our attention to and addressed issues of significance to employees, and fostered a transparent and inclusive corporate culture.

Beyond these initiatives, the Group established formal grievance procedures in its *Employee Handbook*, clearly outlining submission guidelines, processes, and timelines for resolution. Posters promoting the "My Voice" platform and dedicated General Manager's mailboxes were displayed prominently in staff areas to ensure accessible reporting channels. Upon receiving a report, the Human Resources and Administration Centre immediately verifies claims and conducts thorough investigations. A whistle-blower protection policy is also in place to safeguard employees' rights and interests. In 2024, the Group's Human Resource Administration Center received and effectively resolved 30 employee grievance cases.



Suggestion Meetings



Employee Complaint Channels



# Protect the Environment through Low-Carbon Operations

Wanda Hotel Development is committed to harmonizing human activities with nature. Sustainable practices are embedded throughout the design, construction, and operation of our hotels. By applying a sustainable development value chain approach, the Group establishes robust environment management systems and enhances internal environment management practices. This comprehensive framework strengthens resource management and improves environmental performance, allowing the Group to protect the ecological environment responsibly.

## Major Material Issues of Sustainability Covered in this Chapter:

- Energy Management
- Water Resource Management
- Climate Change and Carbon Emissions Management
- Waste Management
- Green Building

## SDGs Addressed in this Chapter:





# Environment Management

Wanda Hotel Development is progressively integrating environmental management into its strategic framework to promote green operations and sustainable growth. By optimizing resource use, reducing energy consumption, and minimizing waste, the Group enhances the environmental performance of its hotels and delivers eco-friendly experiences for guests. These commitments create long-term environmental value for society while laying a solid foundation for the Group's sustainable operation.

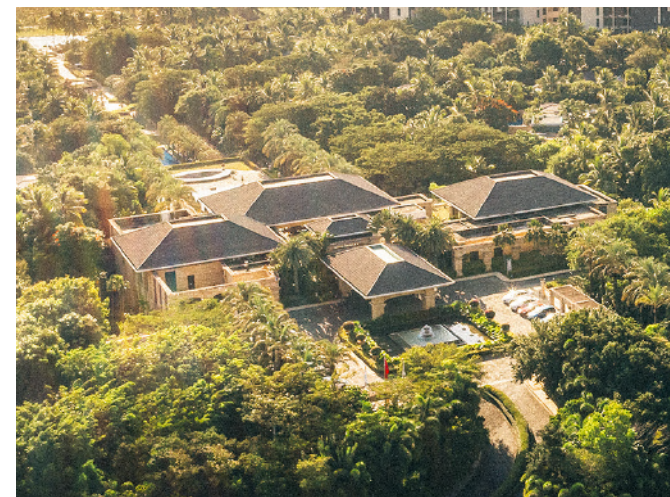
## Environmental Commitment and Management Policy

The Group strictly adheres to all environmental laws and regulations applicable to its business operations. Guided by the *Environmental Protection Law of the People's Republic of China*, the *Law of the People's Republic of China on Environmental Impact Assessment*, the *Measures for the Administration of the Law-based Disclosure of Environmental Information by Enterprises*, the *Atmospheric Pollution Prevention and Control Law of the People's Republic of China*, the *Water Pollution Prevention and Control Law of the People's Republic of China*, the *Soil Pollution Prevention and Control Law of the People's Republic of China*, and the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes*, a series of internal management policies have been established. These policies ensure steady progress across all operational levels, enhance environmental performance data, and achieve coordinated management of all environmental factors.

Wanda Hotel Development is committed to establishing an environment management system in accordance with the ISO 14001 standard. This ensures that the Group's business activities minimise adverse environmental impacts while achieving commercial objectives. In 2024, the Group's subsidiary, Wanhuanjian Project Management Company, achieved ISO 14001 certification.



ISO 14001 Environment Management System Certification





# Green Operations

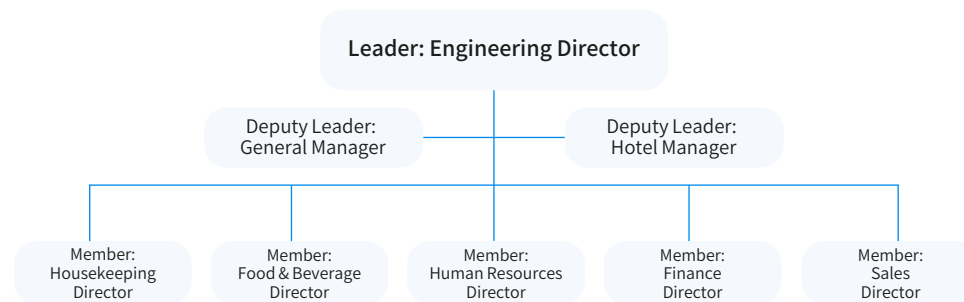
Wanda Hotel Development implements green operations by integrating environmental protection concepts into hotel management and services. The Group minimises its environmental footprint through energy-saving measures, the use of sustainable materials, and the optimisation of resource management. This commitment to environmental protection provides customers with an eco-friendly and comfortable stay experience.

## Energy Management

Wanda Hotel Development understands the critical role of energy management in sustainable operations. The Group strictly adheres to relevant laws and standards, including the *Energy Conservation Law of the People's Republic of China*, the *Renewable Energy Law of the People's Republic of China*, and the *Cleaner Production Promotion Law of the People's Republic of China*. In response, the Group has developed the *General Principles of Energy Management for Wanda Hotel Management Company*. This policy requires all star-rated hotels to establish an Energy Committee, supported by specialised Energy Management Teams, to implement a highly efficient energy management system. Using categorised energy consumption data, the Group tracks, organises, and analyses monthly energy consumption through its internal Blue Bean Cloud system. This process identifies key areas for energy consumption control and systematically strengthens internal energy consumption management.

Wanda Hotel Development designates the Energy Committee of the Hotel as the highest authority for energy management, responsible for overseeing and managing all internal energy management efforts. Specifically, the committee:

- Monitors the implementation of energy management requirements across all hotel departments
- Organises and conducts regular energy management progress meetings for monthly summaries, knowledge sharing, and timely communication of challenges and future plans
- Assists departments in developing and improving energy management practices, and organises energy conservation awareness campaigns and training
- Explores the latest energy-saving technologies and technical upgrades, and develops funding proposals for their implementation



Caption: Hotel Energy Management Team Structure Diagram

The Group's hotel energy management team is structured with a three-tiered hierarchy: "Leader - Deputy Leader - Member". This framework ensures that each aspect of energy management is effectively advanced, with clear levels of responsibility and authority. This structure facilitates the efficient implementation of internal management requirements.

Leader	Deputy Leaders	Members
<ul style="list-style-type: none"> <li>• Ensure compliance with national energy-saving policies, regulations, and guidelines</li> <li>• Implement a tiered energy conservation responsibility system across all levels</li> <li>• Establish and improve energy-saving policies and operational procedures</li> <li>• Integrate energy conservation into daily management and operations.</li> <li>• Organise energy-saving education and training programmes for staff</li> </ul>	<ul style="list-style-type: none"> <li>• Assist the Leader in implementing the tiered energy conservation responsibility system across all levels</li> <li>• Provide necessary support for the hotel's energy-saving initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Strictly adhere to national and hotel energy-saving regulations, incorporating energy conservation into departmental operations and management</li> <li>• Monitor and ensure the implementation of energy-saving measures within their departments as required by the Energy Committee</li> <li>• Organise regular energy-saving training for all department staff. Address energy waste incidents promptly, propose corrective actions for responsible individuals or teams, and report to the Energy Committee</li> <li>• Maintain strict oversight of energy management within their designated areas</li> </ul>

## Energy Consumption Goals

In this reporting period, Wanda Hotel Development aims to "build a green and healthy environment while enhancing service quality". The Group has set a target to reduce operational energy consumption by 2-3% annually for all projects launched between 2021 and 2025.

In this reporting period, Wanda Hotel Development coordinated with various departments to implement energy-saving and consumption-reduction measures from multiple dimensions, requiring strict adherence to energy management guidelines and steady progress in reducing energy consumption.

Engineering Department	Housekeeping Department	Food and Beverage Department	Front Office	Logistics Area
<ul style="list-style-type: none"> <li>Adjust timing controls for building lighting, canopy logos, hotel carports, and garden lighting regularly</li> <li>Properly adjust the opening of the air valves of fresh air units in summer and winter to reduce indoor heat load</li> <li>Maintain and inspect AHU control devices and clean heat exchangers and filters to ensure equipment operates at maximum efficiency</li> <li>Analyse energy consumption and electricity costs, and establish and publish energy consumption charts</li> </ul>	<ul style="list-style-type: none"> <li>Close sheer curtains and leave a 20cm gap in thick curtains for light after cleaning or inspecting rooms. Remove key cards to cut power when leaving</li> <li>When occupancy is below 50%, close off certain floors and concentrate guests on specific floors. After closing rooms, turn off air conditioning and all lighting, and close curtains to prevent sunlight from raising room temperatures, which could cause furniture deformation or surface warping</li> <li>Coordinate with the engineering department to shut off steam in the laundry room based on the remaining workload to ensure steam is fully utilised without waste</li> <li>Use natural ventilation and lighting whenever possible, minimizing the use of artificial lighting</li> </ul>	<ul style="list-style-type: none"> <li>Store food in freezers and refrigerators at 80% capacity. Consolidate all kitchen refrigerators and close those that are less frequently used. Open the freezer doors in a planned manner and manage them by designated personnel</li> <li>All kitchen thawing of food must be planned for refrigerated thawing to reduce the use of running water thawing</li> <li>Keep cooking equipment clean to prevent scaling, which affects thermal efficiency</li> <li>The Stewarding Department should collect all ice cubes after the Western restaurant closes and not pour them directly into the floor drain to avoid clogging</li> </ul>	<ul style="list-style-type: none"> <li>Adjusted public area lighting configurations in alignment with operational demands</li> <li>Post reminders to turn off lights at switches</li> <li>Turn off dry and wet saunas when not in use. Maintain dry sauna temperature at 50°C during operating hours if no guests are using it (subject to guest usage)</li> <li>Conducted backflushing and drainage activities only with prior Engineering approval to prevent unauthorised resource discharge</li> </ul>	<ul style="list-style-type: none"> <li>Save paper, promote paperless office work with mandatory double-sided printing</li> <li>Five principles for item use: environmental protection, reuse, substitution, recycling, and reduction</li> <li>The staff follows the principle of no elevator rides on the second floor and the third floor</li> <li>Maintained strict shutdown protocols for lighting and air conditioning in unoccupied storage and workspaces</li> </ul>

Wanda Hotel Development prioritises systematic energy audits to ensure efficient resource utilisation. Quarterly reviews analyse consumption patterns, identify inefficiencies, and develop targeted improvement plans.

The audit process comprises four phases:

- Evaluate energy usage rationality against historical data
- Diagnose inefficiencies and formulate corrective actions
- Develop specific responsibilities, implementation timeline, and expected outcomes for related work based on the countermeasures
- Review and analyse the completion of energy-saving measures in the previous cycle

To manage the implementation of energy-saving and emission reduction-related work, the Group conducts quarterly, semi-annual, and annual performance appraisals of the heads of the hotel energy management team from dimensions such as energy use, energy management execution, transformation implementation, and training completion to ensure the effective performance of supervisory duties.

Indicators	Unit	2024
Total energy consumption	MWh	12,767.27
Energy consumption intensity	MWh/million RMB	13.91
Direct energy consumption		
• Natural gas	MWh	747.08
Indirect energy consumption		
• Purchased electricity	MWh	12,020.20

Energy Use in 2024

## Water Resource Management

The increasing pressure on water resources is a global challenge. Wanda Hotel Development prioritises water conservation and management in its operations, implementing targeted measures to optimise water usage. The Group strictly complies with relevant laws and regulations such as the *Water Law of the People's Republic of China* and has developed corresponding management requirements to standardise internal water resource management. By promoting refined water usage management, the Group strives to reduce overall water consumption and consumption intensity for scientific and sustainable water use. In 2024, the Group did not encounter any issues in securing adequate water sources.

Water conservation measures	<ul style="list-style-type: none"><li>• Hotels are equipped with reclaimed water systems to enhance water reuse efficiency</li><li>• Water-saving fixtures, such as low-flow faucets and high-efficiency showerheads, are installed</li><li>• Certain hotels implement steam condensate recovery systems</li><li>• Rainwater harvesting systems are incorporated into ongoing projects. For example, the Kunshan project adopts a sponge city design, utilizing site elevation planning to install rainwater collection pools in outdoor green spaces. Collected rainwater undergoes preliminary sedimentation and filtration before being reused for landscaping, surface cleaning, and other purposes</li><li>• Domestic water pressure is calibrated in all hotels to conserve water while maintaining optimal guest experience</li></ul>
Wastewater management measures	<ul style="list-style-type: none"><li>• Kitchen oily wastewater is treated through grease traps before discharge</li><li>• Domestic sewage is processed via septic tanks before release</li></ul>

Key Water Resource Management Initiatives

Indicators	Unit	2024
Total water consumption	cubic metre	184,257.50
Water intensity	cubic metre/million RMB	200.70
Invest in water-saving projects	10,000RMB	33.52

Water Consumption in 2024



## Waste Management

Wanda Hotel Development employs a stringent waste classification system. In compliance with relevant regulations, such as the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*, the Group has established policies and procedures for waste management. These measures ensure that wastes are disposed of in a compliant manner while managing different categories of wastes throughout their lifecycle—from generation and collection to classification, storage, transfer, and final disposal.

In 2024, the Group actively engaged in waste identification and recycling. The non-hazardous waste generated during operations primarily includes construction debris from ongoing projects and everyday household waste. Such waste is typically handled by third-party professional organisations, enhancing the recycling and reuse of materials like cardboard, plastics, and sludge. The Group's operations do not involve the discharge of hazardous waste.

The Group has integrated food safety management protocols into the Wanda Hotels & Resorts Food Safety Management System to prevent environmental pollution resulting from improper waste management in kitchen areas. Standardised management requirements have been established to effectively promote the comprehensive management of waste in food-related zones.

### Food Area Waste Disposal Standards:

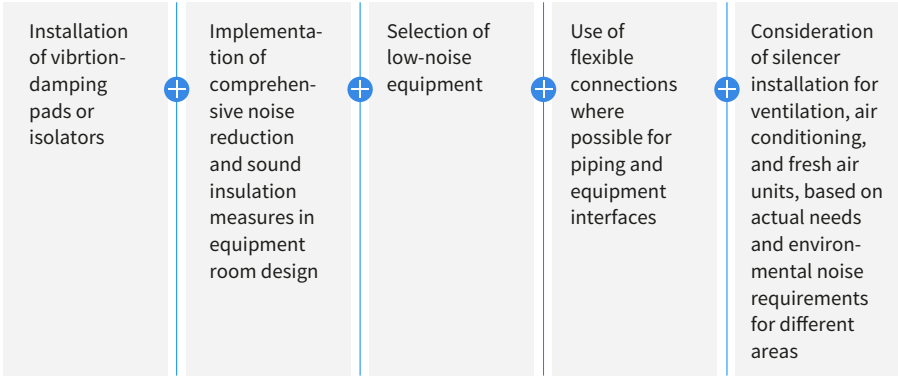
- Food areas are equipped with foot-operated trash bins, and kitchen waste is collected and managed separately
- Food and food waste are transported at separate times and via different elevators
- Waste rooms feature high-pressure washing systems, and garbage cans are subject to scheduled cleaning and disinfection in designated areas
- Refrigerated storage (maintained at 8°C) is provided in kitchens for holding food waste
- Waste rooms undergo thorough cleaning and disinfection at the end of each workday

Indicators	Unit	2024
Total non-hazardous waste produced	ton	372.62
Non-hazardous waste intensity	ton/million RMB	0.41

Waste Management in 2024

## Noise Pollution Management

Wanda Hotel Development adheres to the requirements of the *Law of the People's Republic of China on Noise Pollution Prevention and Control* and other relevant regulations. The Group strictly prevents, monitors, and manages noise generated by its operations. During the design phase, vibration reduction measures are required for all mechanical and electrical equipment, such as pumps, fans, chillers, and boilers, as well as for piping, to minimise noise generation. These measures include:



# Green Design and Construction

Wanda Hotel Development recognises its environmental responsibilities and fully integrates green design principles and sustainable practices throughout the development and construction process. The Group utilises professional green design standards to create sustainable hotel spaces that coexist harmoniously with the environment and integrate with the community.

In 2024, the Group enhanced its design and construction system with a green focus. Referencing ISO 9001, the Group's original design and construction standards were updated and revised to incorporate more sustainable development considerations. Going forward, all new, self-owned, high-end hotel projects will be designed to meet or exceed the Green Building Design Label standard of one-star.

During the hotel design phase, the Group carefully integrates project-specific conditions with various green and low-carbon technologies, including photovoltaic power generation, chiller condenser heat recovery, non-conventional water source utilisation,

and free cooling. These measures achieve carbon reductions of up to 30% compared to conventional designs. For existing building renovation projects, the Group also implements energy-saving technologies such as water-source heat pump chillers, air-source heat pumps, and solar energy, achieving operational energy savings and carbon reductions of approximately 40% compared to pre-renovation levels. The Group incorporates local cultural elements into project design, enabling guests to fully experience environmentally friendly and culturally rich interior spaces, further communicating the concept of harmony between people and nature.



ISO 9001 Quality Management System Certification

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## Harmonizing with nature to build a lakeside hotel group

The Yan'an Wanda Hotel Group is situated within a valuable ecological wetland and lake region. The overall project design follows the natural terrain, incorporating local Yan'an characteristics rooted in Shanbei culture and the cultural essence of the Yan'an revolutionary spirit. This design celebrates Yan'an as both a "sacred revolutionary site and a spiritual home". The hotel complex features a variety of functional spaces. Landscaping and native greenery are employed to create a distinctive ambiance that reflects the rich cultural heritage and natural beauty of the region.



Wanda Realm Yan'an

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### A fusion of culture and art - embracing oriental elegance

The Changchun International Movie Metropolis Wanda Hotel Group, an integral part of the Changchun International Movie Metropolis, features an overall design that emphasises openness, relaxation, and user-friendliness. Prioritizing ease of use for visitors, the spatial arrangement takes the form of "one axis and two gardens". The design concept blends Changchun's natural four seasons with the International Movie Metropolis theme. By leveraging the site's Avenue of Stars and Central Park, the cluster creates four distinct seasonal themes representing the "Northern Spring City": Enjoy cherry blossoms in spring, stars in summer, maple leaves in fall and snow in winter. The hotel group comprises a six-star hotel, a four-star hotel, and a conference centre. Centred around international film culture, the design presents a rich Northern Spring City landscape.



The Changchun International Movie Metropolis Wanda Hotel Group

At Guilin Hi-Tech Wanda Plaza, green building design was a central consideration. The Group implemented energy-saving devices, natural lighting solutions, and efficient water systems to reduce our environmental footprint through lower energy and water usage.

Green Building Highlights	Functionality
Energy conservation device-electric sunshade	Prevents direct sun rays from entering the room to reduce energy consumption from air conditioning
Natural lighting design-dome skylights	Provides natural daylight for indoor areas to minimise the use of artificial lighting
Water saving system-rainwater collection system	Collect and reuse rainwater for irrigating landscaping

one-star **75** projects two-star **3** projects

Wanda Hotel Development reported a portfolio of 78 green building design projects certified as of 2024, comprising 75 one-star and 3 two-star achievements. All high-end hotels under Wanda Hotels' ownership now possess certifications of Green Building Design Label or higher





The Group is committed to fostering a deeper understanding of sustainable design principles among its workforce. A comprehensive multi-skilled employee development programme, comprised of business training, case study analyses, and on-site practice, is specifically tailored for project managers, renovation designers, TS personnel, and development teams. In 2024, the Group organised 14 business training sessions and conducted 34 rounds of business knowledge quizzes. The Chief Mechanical and Electrical Engineer from Wanda Hotels Design Institute's MEP Design Centre served as a keynote speaker at the Third Green and Energy-Efficient Hotel Construction Forum. With a professional perspective and extensive experience, she led a sub-forum on new energy-saving measures for hotels under the carbon peaking and carbon neutrality goals and was honored as the "2024 Outstanding Hotel Energy-Saving Craftsman".



14 sessions

34 issues

In 2024, the Group organised 14 business training sessions and conducted 34 rounds of business knowledge quizzes

Indicators	Unit	2024
Number of trainings related to the design and development of green hotels	times	14
Participants of training related to green hotel design and development	participants	415
Coverage of staff in relevant positions in training related to the design and development of green hotels	%	100

2024 Training on Green Hotel Design and Development

# Addressing Climate Change

Climate change, a critical global sustainability issue, poses a shared challenge to humanity, with impacts permeating all aspects of societal development. Amidst the global shift towards sustainable energy and the urgent need to combat climate change, businesses must actively respond to related risks and opportunities to advance sustainable development.

In response to the escalating climate-related challenges and their potential impact on business operations, Wanda Hotel Development has aligned its strategies with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) and the *International Financial Reporting Standards - Climate-related Disclosures (IFRS S2)*. The Group also adheres to the *Climate Information Disclosure Guidelines* set forth by the Stock Exchange of Hong Kong Limited. By focusing on governance, strategy, risk management, and indicators and targets, the Group evaluates the implications of climate risks and opportunities on its business. This evaluation guides the formulation of strategic responses and the implementation of measures aimed at fostering resilience and sustainability within the Group's operations.

## Climate Governance

At Wanda Hotel Development, the Board of Directors serves as the ultimate authority responsible for climate-related initiatives, providing direct oversight and management of efforts to address climate change. Senior management is responsible for deploying and advancing climate change initiatives. Regional operational managers collaborate to arrange ESG-related tasks and ensure their full implementation.

### Climate Change Governance Structure

#### Board of Directors

- Integrate climate risk analysis into daily operations and management
- Guide, review, and establish the Group's climate change-related policies, strategies, and objectives
- Monitor the formulation and execution of the Group's climate action plans

#### Senior Management

- Participate in the materiality assessment of climate change-related issues within the Group's operations
- Supervise and review the implementation of climate-related targets as directed by the Board of Directors
- Manage, oversee, and report significant climate-related matters to the Board of Directors

#### Regional Operations Management Personnel

- Act as coordinators for climate-related initiatives across regions, assisting in the development of the Group's climate-related policies
- Coordinate implementation of climate-related work across hotels and departments within their regions

## Climate Strategy

Wanda Hotel Development has aligned its operations with global and domestic climate initiatives, such as the *Paris Agreement* and China's *Action Plan for Carbon Dioxide Peaking Before 2030*. The Group has incorporated climate change considerations into its operational management framework while advancing mitigation initiatives.

During the reporting period, the Group conducted a systematic evaluation of climate-related risks to its core business operations in accordance with TCFD guidelines. This assessment leveraged internationally recognised climate scenarios (See table to the right) and current operational data to identify key climate-related risks, their transmission pathways, and potential business impacts. Physical and transition risks were analysed separately, with detailed documentation of corresponding mitigation strategies.

## Climate Risk Management

### Risks and Opportunities of Climate Change: Physical Risks

This year, the Group conducted its first climate scenario analysis using the Intergovernmental Panel on Climate Change (IPCC)'s Representative Concentration Pathways RCP4.5 (low-emission scenario) and RCP8.5 (high-emission scenario). The assessment identified potential physical risks for the Group in the short term (2030), medium term (2050), and long term (2080), as detailed below:

Risk Category	Risk Level	Potential Impacts	Response
Acute risks			
Extreme heat	Low-medium	<ul style="list-style-type: none"><li>Increased operational costs due to higher cooling demand</li><li>Reduced revenue or asset impairment for ski resorts we operate from shorter snow seasons</li><li>Reduced productivity and increased employee health-care costs from employee heatstroke and poor working conditions</li></ul>	<ul style="list-style-type: none"><li>Optimise cooling equipment allocation and prioritise energy-efficient and environmentally friendly options</li><li>Reasonably allocate cooling equipment and prioritise energy-efficient and environmentally friendly equipment</li><li>Implement standardised heatstroke prevention protocols</li></ul>
Extreme precipitation	Medium	<ul style="list-style-type: none"><li>Inability to provide quality service to customers, which may harm business continuity and corporate reputation, due to flooding of operational hotels and damage to facilities</li></ul>	<ul style="list-style-type: none"><li>Improve flood prevention emergency plans, establish a flood prevention emergency team, and conduct regular emergency drills and training to improve personnel response capabilities</li><li>Conduct regular hazard inspections and remediation and optimise drainage systems</li><li>Stock sufficient flood control equipment and materials</li><li>Integrate advanced drainage solutions in new project designs</li></ul>
Floods	Low		
Coastal flood	Low		
Chronic risks			
Water shortage	Low-medium	<ul style="list-style-type: none"><li>Hotel service disruption, which may harm business continuity and corporate reputation, due to water shortage in our operations</li><li>Negative impact on water feature installations in some resorts</li></ul>	<ul style="list-style-type: none"><li>Proactively invest in water storage facilities and recycling systems</li><li>Acquire water purification equipment as needed</li><li>Prioritise water-rich locations for new project sites</li></ul>
Sea Level Rise	Low	<ul style="list-style-type: none"><li>Hotels or resorts' inability to provide quality service, which may harm business continuity and corporate reputation, due to flooding of operational sites</li></ul>	<ul style="list-style-type: none"><li>Strategically select future project locations to mitigate the impact of rising sea level</li></ul>
Warming Trend	Medium	<ul style="list-style-type: none"><li>Higher operational costs for hotels or resorts with water features or outdoor pools from increased evaporation</li></ul>	<ul style="list-style-type: none"><li>Investigate water-saving technologies and water recycling systems to reduce reliance on water resources</li><li>Enhance employee awareness of water conservation through training and awareness programmes</li></ul>
Drying Trend	Medium		
Humidity Trend	Medium	<ul style="list-style-type: none"><li>Increasing laundry costs for potential bacteria breeding on hotel bedding due to prolonged high humidity</li><li>Raised energy consumption for increased use of dehumidification equipment due to prolonged high humidity</li></ul>	<ul style="list-style-type: none"><li>Design hotels with moisture control in mind and use materials that are less prone to moisture retention</li><li>Explore energy-efficient dehumidification equipment to reduce energy consumption</li></ul>
Wind Speed Trend	Low-medium	<ul style="list-style-type: none"><li>Negative impact on operations resulting from damage to operational areas, facilities, and equipment due to increased wind speeds</li></ul>	<ul style="list-style-type: none"><li>Consider wind-resistant design and building materials in hotel construction</li><li>Avoid coastal areas or regions with strong winds for new project sites</li></ul>



## Risks and Opportunities of Climate Change: Transition Risks and Opportunities

In an era marked by the global push for a low-carbon transition across industries, policy and legal restrictions, technology transition costs, shifting market preferences, and the level of company involvement in climate issues all place pressure on and present challenges to sustainable development. Recognizing the unique characteristics of its operations, the Group identifies the transition risks it faces, conducts preliminary analyses of potential impacts, and develops mitigation measures, with the aim of reducing the impact of climate risks.

Risk Category	Potential Impacts	Response
Policy and Legislation	<ul style="list-style-type: none"><li>If the Group is included in national or local carbon markets, or it is required to fulfill quota obligations, then it may pose challenges to the Group's carbon emissions management</li></ul>	<ul style="list-style-type: none"><li>Closely monitor international and domestic carbon-related laws, regulations, and policies, and develop response plans</li><li>Conduct regular carbon inventories and gradually implement product carbon footprint verification and other certification actions</li></ul>
Market	<ul style="list-style-type: none"><li>As consumers increasingly embrace sustainable lifestyles in accommodation and travel, they will pay more attention to the sustainability of hotel designs and services</li><li>Upstream and downstream suppliers are adopting more sustainable production and operational methods, raising the bar for sustainability in partnerships</li></ul>	<ul style="list-style-type: none"><li>Drive green transformation initiatives to establish low-carbon hotels and resorts</li><li>Adjust procurement plans to favor products that are more environmentally friendly and have a lower carbon footprint</li><li>Manage the sustainability of the supply chain by setting higher sustainability standards and requirements for partners</li></ul>
Reputation	<ul style="list-style-type: none"><li>Delayed decarbonisation efforts may lead stakeholders to question the Group's commitment to climate issues, potentially damaging its reputation and have negative impacts on financial performance</li></ul>	<ul style="list-style-type: none"><li>Maintain involvement in and attention to climate issues and disclose climate-related information regularly to address stakeholder concerns</li></ul>

## Climate Indicators and Objectives

Wanda Hotel Development recognises greenhouse gas (GHG) emissions data as a crucial benchmark for its decarbonisation efforts. This year, the Group has made significant strides in advancing its GHG emissions calculations and enhancing the disclosure of climate-related indicators, specifically focusing on Scope 1 and Scope 2 emissions.

Indicators	Unit	2024
Total direct greenhouse gas emissions <sup>1</sup> (Scope 1)	tCO <sub>2</sub> eq	149.52
Total indirect greenhouse gas emissions <sup>2</sup> (Scope 2)	tCO <sub>2</sub> eq	7,142.40
Total greenhouse gas emissions (Scope 1, 2)	tCO <sub>2</sub> eq	7,291.92
Greenhouse gas emission intensity (Scope 1, 2)	tCO <sub>2</sub> eq/million RMB	7.94

Greenhouse Gas Emission in 2024



<sup>1</sup> Direct GHG emissions originate from the use of natural gas.  
<sup>2</sup> Indirect GHG emissions originate from the use of purchased electricity.

# Collaborate for Progress through Valued Partnerships

Wanda Hotel Development has undertaken a comprehensive integration of its supply chain and established a digital procurement platform to foster long-term partnerships with high-quality suppliers. The Group employs meticulous management practices and champions responsible procurement, all for developing an efficient, green, and sustainable supply chain ecosystem.

## Major Material Issues of Sustainability Covered in this Chapter:

- Supply Chain Management
- Community Engagement and Investment

## SDGs Addressed in this Chapter:



# Supply Chain Management System

Wanda Hotel Development places a strong emphasis on developing and continuously refining its supply chain management system to address the diverse procurement needs of stakeholders and its own operations. A series of internal management protocols have been introduced to standardise procurement and inventory management and enhance supply chain resilience.

## Supply Chain Management System and Structure

The Group operates in strict compliance with relevant laws and regulations, adhering to standards such as the Responsible Business Alliance Code of Conduct and the Universal Declaration of Human Rights. The Group has established and implemented a series of supply chain management policies, including the *Wanda Hotels Bidding (Procurement) Operations Manual*, the *Wandatao Supplier Onboarding and Management Manual*, the *Non-Owned Hotels Procurement Management Guidelines*, and the *Ingredient Management Manual*. These policies provide comprehensive guidance and assurance for procurement activities undertaken by the Group and its property owners, ensuring compliance, transparency, and fairness throughout the supply chain lifecycle, as well as effective performance evaluation.

The Group's General Manager oversees the overall planning and operational decision-making for the supply chain. Under this leadership, three key procurement functions—Full-service Hotel Division, Lifestyle Hotel Division, and Wandatao—form a comprehensive multi-layered procurement structure. Each division aligns its procurement strategies with its unique business characteristics and market positioning, enabling precise engagement with suppliers at various levels and the identification of high-quality products and services. Wandatao, as the digital procurement platform, plays a pivotal role in integrating premium resources. It enhances the Group supply chain's efficiency, driving optimisation in cost control, quality assurance, and resource allocation.



Wandatao Empowers Procurement for Wanda Hotels and Property Owners





## Supplier Access and Classification Management

### Rigorous Supplier Access

The Group has developed a rigorous supplier access mechanism. Potential suppliers undergo a comprehensive evaluation based on their corporate reputation, fundamental credentials, financial status, product quality, service capabilities and coverage, technical expertise, and track record. Additionally, on-site inspections are conducted when necessary to verify their suitability. Only suppliers who meet the established criteria are selected. All approved suppliers are required to adhere to the *Prohibition on Commercial Bribery Regulations* as a condition of engagement.

### Supplier Classification Management

To effectively manage supplier risks and maintain a high-quality, stable, and secure supply chain, the Group categorises all approved suppliers into three tiers: brand-approved suppliers, project-specific bidding suppliers, and direct-appointment suppliers for ad hoc purchases. Brand-approved suppliers are eligible to participate in all procurement activities within their designated business categories, while project-specific and direct-appointment suppliers are limited to single-use engagements.

During the reporting period, the Group engaged a total of 545 suppliers. Among these, 11.6% held ISO14001:2015 environment management system certification, 9.39% were certified under the ISO45001 energy management system, and 15.84% were ISO9001 quality management system certified. 3.5% of suppliers were certified under the ISO22000 food safety management system. As of 31 December 2024, the geographical distribution of the Group's suppliers was as follows:

Country/region	Unit	2024
Total number of suppliers	count	545
Mainland China	count	543
Hong Kong, Macao, and Taiwan	count	2

Number of Suppliers in 2024



## Supplier Evaluation and Corrective Actions

The Group typically conducts performance evaluations of suppliers within 60 days of contract completion. Evaluations for food and beverage suppliers occur every six months, while evaluations for goods and engineering suppliers occur every twelve months. Suppliers who fail to meet the required standards are subject to penalties, including suspension, disqualification, or placement on a blacklist, resulting in a temporary (six-month), extended (three-year), or permanent ban from collaborating with the Group.

Suppliers who have been approved and onboarded onto the Wandatao are rated into four tiers: A, B, C, and D. New suppliers initially receive a B rating. After one year, suppliers are re-evaluated based on factors such as fulfillment capabilities, fundamental qualifications, product pricing, product quality, and service performance.

Merchant Rating	Rating Score	Corresponding Actions
A	≥85	Prioritised recommendation
B	70~85	Qualified
C	60~70	Required to rectify within a specified period; procurement volume reduced during the rectification period. Upon re-evaluation after the rectification period, if compliant, the supplier is restored to B-level rating; if non-compliant, the supplier is downgraded to D-level and disqualified from cooperation
D	<60	Disqualified as an approved supplier. Depending on the severity of the case, the supplier may face temporary suspension or permanent termination of cooperation (blacklisted)

Wandatao Merchant Performance Rating Table

## Supplier Quality Supervision and Review

Wanda Hotel Development implements a rigorous supplier screening and evaluation system to ensure product quality through comprehensive measures, including credential verification, on-site inspections, and sample testing. During the collaboration period, the Group assesses key dimensions such as product compliance rates, the timeliness of addressing quality issues, the quality of pre-sales and after-sales services, customer complaint rates, and the ability to meet urgent delivery demands. This ensures that suppliers consistently meet the high standards required for the Group's hotel operations.

57 suppliers

>90 points

In 2024, the Group and property owners conducted satisfaction evaluations for 57 suppliers on the Wandatao, covering four dimensions: product quality, service attitude, delivery timeliness, and logistics service. All suppliers achieved satisfaction scores above 90 (on a 100-point scale)

87 suppliers

In 2024, the Group conducted environmental impact assessments on 87 suppliers

76 suppliers

In 2024, the Group social impact assessments on 76 suppliers. No significant or potentially significant negative environmental or social impacts were identified

116 suppliers

In 2024, the Group A total of 116 suppliers were terminated due to quality, safety, and other related issues

# Responsible Procurement

Wanda Hotel Development is committed to implementing green, environmentally friendly, and fair procurement practices. The Group strives to build a modern supply chain ecosystem that is efficient, collaborative, and sustainable. The Group requires suppliers and procurement personnel to strictly comply with local laws and regulations, as well as adhere to principles such as ethical procurement and the prohibition of commercial bribery. The Group encourages stakeholders to report any instances of commercial bribery promptly. All verified cases are addressed fairly and confidentially, with strict measures taken to protect the identity of the whistleblowers. Reporting channels for commercial bribery in the purchasing sector:

## Group Audit Centre

Telephone: **010-85853844**

Email: **sjzx@wanda.cn**

WeChat Official Account: **wandaaudit** (Wanda Audit Supervision)



## Internal Control and Legal Department of Wanda Hotel Management Company

Telephone: **0756-6260956**

Report Email: **jubao@wandahotels.com**



## Financial Management Centre of Wanda Hotel Management Company

Email: **fin@wandahotels.com**



Wanda Hotel Development has proactively established a robust supplier capability development system to foster long-term, collaborative growth. Through initiatives such as annual supplier conferences and regular business collaboration meetings, the Group has strengthened partnerships and aligned goals with its suppliers. Specialised training sessions have been conducted for internal supply chain management and procurement teams, enhancing their understanding of responsible procurement practices and ensuring adherence to ethical standards.



The 2nd Wandatao Supply Chain Cooperation Conference was held successfully with 90% of suppliers in attendance.

100 %

- 100% of suppliers have signed the Prohibition on Commercial Bribery Regulations
- 100% of procurement personnel have signed the Integrity and Self-Discipline Agreement
- 100% participation rate in online business and integrity training sessions for national procurement personnel

## Localized Procurement

Relying on regional strengths, the Group has prioritised partnerships with local suppliers to support community economies. For instance, its hotels have actively promoted and sold regional products such as Danzhai sour soup, black tea, and green tea. Wanda Vista Xining has championed local beef jerky, while Wanda Realm Yudu Ganzhou has supported the promotion of Gannan navel oranges. In 2024, approximately 73% of procurement expenditures were allocated to local suppliers.



# Forge a Beneficial Future for All through Care and Giving

Wanda Hotel Development is dedicated to fulfilling its social responsibilities through diverse means, including public welfare projects, charitable donations, and volunteer services. The Group is moving beyond traditional corporate social responsibility to focus on creating meaningful social value, with the goal of spreading care and warmth throughout society

## Major Material Issues of Sustainability Covered in this Chapter:

- Community Engagement and Investment
- Public Welfare and Charity

## SDGs Addressed in this Chapter:





# Community Development

Wanda Hotel Development champions healthy living and encourages public participation in sports, a philosophy promoted through its sponsorship of premier international sporting events. As the Diamond Partner for the Wanda Diamond League 2024 in Xiamen and the Official Partner for the Tour of Guangxi 2024, the Group plays a pivotal role in promoting athletics and cycling culture. In addition to these partnerships, we serve as the Top Partner and Official Hotel Partner for the 2016-2032 FIFA Football World Cup, as well as the Official Partner for the FIBA Basketball World Cup. Beyond offering highquality accommodations for athletes and participants as a partner and official hotel of multiple prestigious international events, the Group uses these sporting platforms to champion healthy living values.

Wanda Hotel Development prioritises community development as a core mission. The Group actively engages in social responsibility through charitable donations and volunteer activities. These efforts contribute to economic growth, job creation, and sustainable development within the community and further strengthen the bond between the Group and the communities it serves, showcasing its commitment and empathy.

Charitable Donations	The Group donates to facilitate education and sports, disaster relief, poverty alleviation, and more
Volunteer Activities	Each unit within the Group is required to establish a Wanda Volunteer Station, ensuring that every employee participates in at least one volunteer activity annually

The Group employs a multifaceted strategy to support community growth, particularly excelling in regional economic development and product promotion.

Support for Local Businesses and Products	In its daily operations, Wanda Hotel Development prioritises the procurement of local goods and specialties, such as food, beverages, and handicrafts. This practice bolsters regional manufacturers and retailers while generating employment opportunities and stimulating local economies
Promotion of Specialty Products	The Group leverages its platform and resources to actively promote local specialty products. For instance, Wanda Vista Xining championed local beef jerky; Wanda Realm Yudu Ganzhou supported the promotion of Gannan navel oranges; the Wanda Hee Valley Paradise highlights seasonal peaches from Pinggu
Community Engagement and Activities	The Group regularly hosts various community events, inviting local residents to participate. These events enrich the community's cultural life and strengthen the bond between the hotels and their surrounding neighborhoods. Examples include kite festivals, beachcombing excursions, and camping activities hosted by the Wanda Yi, Yingkou, as well as robotics assembly competitions for elementary school students at the Wanda Moments, Beijing Pinggu
Creating Community Spaces	Lifestyle hotels within the Wanda Hotel Development portfolio are redefining the traditional hotel lobby, transforming it into a vibrant gathering place for the community. These lobbies integrate a variety of functions, including reception areas, cafes, co-working spaces, reading nooks, multi-functional meeting rooms, and retail spaces, to provide a flexible and versatile environment for local residents

### Key Initiatives in Community Development

These community engagement efforts have contributed to local economic growth and product promotion. At the same time, the Group has strengthened its interaction with communities, becoming a key supporter of their advancement.

# Public Welfare and Charity

Wanda Hotel Development maintains its commitment to improving children's education, health, and living conditions. The Group organises charity sales and donation drives to support vulnerable groups, including children with disabilities and communities in impoverished mountain regions. These actions highlight the Group's social responsibility and humanitarian values in public welfare and charity endeavors.

## Social Welfare

In collaboration with the China Charity Federation, Wanda Hotels and Resorts has launched the "Wanda Children's Charity Project". This project focuses on creating a nurturing environment where children can thrive in health, happiness, and equality. By providing rich educational resources, the project underscores the Group's active role in contributing to social responsibility.

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### Wanda Hotels & Resorts' "Children's Book Donation" initiative to drive rural education

During the "World Book Day" in April 2024, the Wanda Children's Charity Project, specifically the Children's Book Donation and Reading Experience Day, was launched at Gaoli Elementary School in Liuji Township, Jishishan County, Linxia Hui Autonomous Prefecture, Gansu Province. The event featured a heartwarming book donation and reading experience day.

Wanda Hotels & Resorts provided more than 1,500 quality children's books, creating reading corners in each classroom. This donation was part of a broader effort to improve educational resources for children in rural areas. The Children's Book Donation programme has been in operation for several years and has been implemented in nearly 10 rural elementary schools across the country. By ensuring that rural children have access to comparable reading materials as their urban peers, the project works to close the educational and cultural gap between urban and rural regions as part of its efforts to support the overall development of these children. Looking forward, the project remains committed to advancing equal rights and comprehensive social welfare for children.



Children's Book Donation and Reading Experience Day



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## Wanda Childrens' Charity Project supports the "Light up the Starlight" programme to foster social integration for children with autism

In October 2024, the Wanda Children's Charity Project partnered with the Liangxi District Committee of the Communist Youth League, the Liangxi Disabled Persons' Federation, and the Liangxi Charity Association in Wuxi to launch the "Light up the Starlight" philanthropic programme. This collaborative effort aims to illuminate the path to growth for children with autism.

The project made a significant donation to the Starlight Autism Charity Fund, a fund co-established by the Wuxi Liangxi District Government and the Liangxi Charity Association. The project also maintains a close partnership with the nonprofit organisation Beijing Stars and Rain Education Institute for Autism, with whom it previously launched the "Wanda Mobile Classroom" project. This initiative has successfully helped children with autism in ten cities to better integrate into society.

The Wanda Children's Charity Project unites diverse stakeholders to support the development of autism-related charitable initiatives. Through events such as charity galas and public donations, the project offers essential financial, resource, and platform assistance. This contribution fosters greater understanding and integration between children with autism and the wider community, ultimately advancing the growth and success of autism-related charitable activities.



Launch Ceremony of the "Light up the Starlight" Autism Philanthropic Programme Organised by Wanda Children's Charity Project

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## Nationwide Corporate Responsibility Week themed "Stay Together in the Name of Love" highlights our commitment to social responsibility

From 24 to 28 June 2024, Wanda Hotels & Resorts launched a nationwide Corporate Responsibility Week themed "Stay Together in the Name of Love". This initiative saw participation from over 70 hotels, which collectively organised 176 charitable activities, including book donations and visits to nursing homes, orphanages, and schools for children with special needs. The events engaged nearly 12,000 participants.

The success of the Nationwide Corporate Responsibility Week provided warmth and support to vulnerable groups while demonstrating the Group's proactive stance on fulfilling its social responsibilities. This initiative further promoted the spirit of philanthropy and enhanced the Group's sense of social responsibility and brand influence.



2024 Nationwide Corporate Responsibility Week

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## Wanda Jin Beijing Pinggu—Aiding Disaster Relief and Contributing to Urban Resilience

In August 2024, severe rainfall caused widespread damage in parts of Beijing. Responding to the government's call for assistance, the Wanda Jin Beijing Pinggu provided safe and comfortable shelter to over 400 villagers. These efforts helped the victims navigate the crisis and demonstrated the hotel's importance as a regional emergency support centre.

The Wanda Jin Beijing Pinggu is the first hotel in China designed for both regular operations and emergency response. When the emergency struck, the hotel's emergency response plan was quickly put into action, and teams worked together seamlessly to provide residents with plenty of food and comfortable accommodations. This event proved the value of the hotel's "dual-use" design, showing that it could maintain high standards under normal circumstances, and transition effectively during an emergency. The response also highlights how Wanda Hotel Development is making corporate social responsibility a core part of its business.



Exterior of Wanda Jin Beijing Pinggu

"Wanda Children's Charity Project" was named one of the 2024 Excellence in Sustainable Development Practice Cases by the China Association for Public Companies in November 2024.



Certificate for Excellence in Sustainable Development Practices in Public Companies 2024

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## Wanda Hotels & Resorts receives ESG awards and drives the hospitality sector

In June 2024, during the 2nd Shanghai International Carbon Neutrality Expo, Guancha.cn unveiled the 2024 ESG Model Enterprise Selection List as part of its report on *ESG in the Context of High-Quality Development*. Wanda Hotels & Resorts was awarded the ESG Potential Award for its significant efforts in environmental protection, employee care, and community support. Later in December, Wanda Hotels & Resorts received the "2024 Sustainable Living Green Hotel of the Year" award from the Southern Metropolis Daily. This recognition underscores the Group's role as a key driver of sustainability within the hospitality industry.

Concerning environmental protection, Wanda Hotels & Resorts is committed to minimising waste while maintaining high-quality service. Green practices are strictly followed in all hotels across its brand portfolio.

Regarding talent development, Wanda Hotels & Resorts offers clear career paths and extensive training programmes. A healthy work-life balance for employees is also fostered through various initiatives.

In terms of social responsibility, Wanda Hotels & Resorts established the "Wanda Children's Charity Project" in 2012. This project provides support to children in need through initiatives like "Caring Movie Rooms," "Wanda Mobile Classrooms," and "Children's Book Donations". Members of the Wanda Club can donate points via the official WeChat portal. Donations are converted into an equivalent monetary value and transferred to the Wanda Children's Charity Project under the China Charity Federation. The funds are used to support a variety of charitable initiatives and philanthropic endeavors.

In 2024, Wanda Hotels & Resorts is the sole hotel group named an ESG model enterprise by Guancha.cn. The Group operates with a "people first" philosophy and integrates ESG principles into its operations. Through its proactive efforts in social responsibility, Wanda Hotels & Resorts has achieved promising progress in ESG, underscoring a strong and ongoing commitment to sustainability.



The Wanda Children's Charity Project, in collaboration with the Stars Youth Development Centre, established mobile bookshelves in Balin Right Banner, Chifeng, Inner Mongolia.



Wanda Hotels & Resorts was honored with the "2024 Sustainable Lifestyle Green Hotel" award by Southern Metropolis Daily.



"ESG Potential" award from Guancha.cn



## Volunteer Services

Wanda Hotel Development champions the philosophy that "Everyone can be a Volunteer, and Everyone can Make a Difference Through Philanthropy". All employees are encouraged to participate in volunteer services and make public welfare a part of their daily routines. This commitment clearly underscores its core values of compassion and responsibility. The Group inspires its employees to participate in public welfare initiatives through a variety of avenues. By taking tangible actions to give back to the community and demonstrating genuine care for its employees, the Group has strengthened its corporate reputation.

By participating in volunteer initiatives, company employees have bolstered Wanda Hotels' brand reputation and societal standing. This improved corporate image has helped the Group gain increased public trust and positive recognition.

Indicator name	Unit	2024
Total Funds Invested in Public Welfare Activities	RMB 10,000	5
Number of Volunteer Activities Conducted	person	131
Number of Participants in Volunteer Activities	person	5,920
Total Volunteer Service Hours	hour	8,880
Number of Environmental Public Welfare Activities Conducted	times	48
Total Hours Invested in Environmental Public Welfare Activities	hour	360

Status of charitable activities in 2024

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### Wanda Volunteer Team visits Beijing Tianyun Hearing and Speech Rehabilitation Training Centre to promote care for the underprivileged

In March 2024, a team of over 40 employees from Wanda Hotels & Resorts' headquarters made a heartfelt visit to the Beijing Tianyun Hearing and Speech Rehabilitation Centre, previously known as the Haidian Disabled Persons' Federation Deaf Children's Rehabilitation Centre. The team generously donated a wide range of essential supplies, including rice, flour, cooking oil, fresh vegetables, cleaning supplies, and clothing, to support the children at the centre. Beyond the donation, the Wanda volunteers spent time engaging with the children through collaborative art projects. These activities allowed the team to extend their sincere greetings, warmth and care to the teachers, parents, and children.

Wanda Hotels & Resorts encourage all employees to take on corporate social responsibility and consistently seeks ways to give back to society. By organizing various charitable events and promoting positive values through direct actions, the Group maintains a dynamic balance between economic, social, and environmental responsibilities.



Wanda Volunteer Team visits Beijing Tianyun Hearing and Speech Rehabilitation Centre in Haidian District

# ESG Performances

## Environmental Performance

Category	Indicator	Unit	2024
Waste discharge	Total non-hazardous waste produced	ton	372.62
	Non-hazardous waste intensity	ton/million RMB	0.41
Energy consumption <sup>1</sup>	Direct energy consumption	MWh	747.08
	Direct energy consumption intensity	MWh/million RMB	0.81
	Indirect energy consumption	MWh	12,020.20
	Indirect energy consumption intensity	MWh/million RMB	13.09
	Total energy consumption	MWh	12,767.27
	Energy consumption intensity	MWh/million RMB	13.91
Water use	Total water consumption	cubic metre	184,257.50
	Water intensity	cubic metre/million RMB	200.70
	Invest in water-saving projects	10,000RMB	33.52
Greenhouse gas emissions	Total Scope 1 emissions <sup>2</sup>	tCO <sub>2</sub> eq	149.52
	Total Scope 2 emissions <sup>3</sup>	tCO <sub>2</sub> eq	7,142.40

<sup>1</sup> The direct energy involved in the Group's operations is natural gas, and the indirect energy is purchased electricity.

<sup>2</sup> The Group's Scope 1 greenhouse gas emissions are derived from the use of natural gas, and the calculation method of greenhouse gas emissions from natural gas use and the calculation of relevant emission factors refer to the 2019 Refinement to the 2006 IPCC Guidelines for National Greenhouse Gas Inventories issued by the Intergovernmental Panel on Climate Change.

<sup>3</sup> The Group's Scope 2 greenhouse gas emissions are derived from the use of purchased electricity. The calculation method of greenhouse gas emissions from purchased electricity in 2024 and the calculation of related emission factors refer to the power grid emission factors in the Announcement on Issuing Carbon Dioxide Emission Factors for Electricity in 2022 issued by the Ministry of Ecology and Environment of the People's Republic of China.

Category	Indicator	Unit	2024
Greenhouse gas emissions	Total greenhouse gas emissions	tCO <sub>2</sub> eq	7,291.92
	Greenhouse Gas Emissions Intensity (Scope 1 + Scope 2)	tCO <sub>2</sub> eq/million RMB	7.94
Green building	Total number of green building design projects	count	78
	Number of one-star green building design projects	count	75
	Number of two-star green building design projects	count	3

Social Performance

Category	Indicator		Unit	2024
Employment	Total number of employees		person	585
	By gender	Male	person	363
		Female	person	222
	By age	Aged 30 or above	person	82
		Aged 31 to 40	person	308
		Aged 41 to 50	person	150
		Aged 51 or below	person	45
	By rank	Senior management	person	107
		Mid-level management	person	144
		General Employee	person	334
	By region	Chinese mainland	person	580
		Hong Kong, Macao and Taiwan	person	4



Category	Indicator		Unit	2024
Employment	By region	Overseas	person	1
Talent attraction and retention	Total employee departed		person	72
	Employee turnover rate		%	11
	By gender	Male	%	11
		Female	%	11
	By age	Aged 30 or above	%	12
		Aged 31 to 40	%	10
		Aged 41 to 50	%	14
		Aged 51 or below	%	2
	By region	Mainland China	%	10
		Hong Kong, Macao and Taiwan	%	50
		Overseas	%	0
Employee training and development	Total hours of employee trained		hour	4,138
	Total number of employees trained		person	585
	Average hours of employee trained		hour	7.1
	Training Participation rate by gender	Male	%	100
		Female	%	100
	Average training hours by gender	Male	hour	6.3
		Female	hour	8.2
	Employees trained by gender	Male	person	363

Category	Indicator	Unit	2024
Training participation rate by rank	Employees trained by gender	Female	person 222
	Training Participation rate by rank	Senior management	% 100
		Mid-level management	% 100
		General Employee	% 100
	Average training hours by rank	Senior management	hour 13.5
		Mid-level management	hour 8.9
		General Employee	hour 4.2
	Employees trained by rank	Senior management	person 107
		Mid-level management	person 144
		General Employee	person 334
Employee health and safety	Number of work-related injuries		count 0
	Number of work-related deaths		person 0
	Work-related fatality rate		% 0
	Work-related accidents per 200,000 hours worked		% 0
	Number of working days lost due to work-related injuries		day 0
	Working hours lost per million hours worked		% 0
Community and public welfare	Total funds invested in public welfare activities		10,000RMB 5
	Number of volunteer activities conducted		times 131
	Number of participants in volunteer activities		participant 5,920
	Total volunteer service hours		hour 8,880

Category	Indicator	Unit	2024
Community and public welfare	Number of volunteer activities conducted	times	48
	Total hours invested in environmental public welfare activities	hour	360

## Governance Performance

Category	Indicator	Unit	2024
Corporate governance	Number of board members	person	7
	Number of independent directors	person	3
	Proportion of independent directors	%	42.9
Compliance management	Number of compliance trainings	times	16
	Employee participation in compliance training	participant	1,327
	Total hours of compliance training	hour	160
Business ethics	Corruption risk assessment and due diligence	times	22
	Corruption risk assessment and due diligence coverage	%	100
	Business ethics audit coverage	%	100
	Frequency of business ethics audits	times	22
	Trainings on business ethics	times	16
	Directors' participation in anti-corruption (bribery) training	person	7
	Directors' participation rate in anti-corruption (bribery) training	%	100
	Managers' participation in anti-corruption (bribery) training	person	251



Category	Indicator	Unit	2024
Information security management	Managers' participation rate in anti-corruption (bribery) training	%	100
	Employees' participation in anti-corruption (bribery) training	person	585
	Employees' participation rate in anti-corruption (bribery) training	%	100
	Frequency of information security system external audit	times	1
	Frequency of information security system internal audit	times	2
Intellectual property management	Number of information security and privacy protection trainings	times	2
	Participation rate of relevant employees in information security and privacy protection training	%	100
	Rehearsals for cybersecurity incidents	times	1
	Number of participants in rehearsals for cybersecurity incident	person	91
	Number of IP-related publicity and training	times	1
	Number of participants in IP-related publicity and training	person	211
	Total duration of IP-related publicity and training	hour	105.5

# Indicator Index

## ESG Reporting Guide Indicator Index of the Stock Exchange of Hong Kong (SEHK)

Subject Areas, Aspects, General Disclosures and KPIs			Chapter
A: Environmental			
A1: Emissions	General disclosure	Information on: Relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Environment Management Green Operations
	A1.1	Emission types and related emission data.	Green Operations
	A1.3	The total amount of hazardous waste generated (in tonnes) and, if applicable, intensity (e.g., per unit of production, per facility)	Green Operations
	A1.4	Total non-hazardous waste generated (in tonnes) and, if applicable, intensity (e.g., per unit of production, per facility)	Green Operations
	A1.5	Description of emission target(s) established and the steps taken to achieve them.	Green Operations
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of the waste reduction target(s) set and the steps taken to achieve them.	Green Operations
A2: Resource utilization	General disclosure	Policies for the efficient use of resources (including energy, water, and other raw materials).	Green Operations
	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).	Green Operations
	A2.2	The total amount of hazardous waste generated (in tonnes) and, if applicable, intensity (e.g., per unit of production, per facility)	Green Operations
	A2.3	Description of emission target(s) established and the steps taken to achieve them.	Green Operations
	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.	Green Operations
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Green Operations
A3: Environment and natural resources	General disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Green Operations
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Green Operations

## Subject Areas, Aspects, General Disclosures and KPIs

## Chapter

B: Social			
Employment and Labour Practices			
B1: Employment	General disclosure	Information on: Relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare. (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Fair and Standard Employment
	B1.1	Total workforce by gender, type of employment (e.g. full-time or part-time), age group and geographical region.	Fair and Standard Employment
	B1.2	Employee turnover rate by gender, age group and geographical region.	Employee Health and Safety
B2: Health and safety	General disclosure	Information on: Relating to providing a safe working environment and protecting employees from occupational hazards. (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Employee Health and Safety
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years, including the reporting year	ESG Performance
	B2.2	Lost days due to work injury	Employee Health and Safety
	B2.3	Description of occupational health and safety measures adopted and how they are implemented and monitored.	Employee Health and Safety
B3: Development and training	General disclosure	Policies on improving employees' knowledge and skills for discharging duties at work.	Employee Training and Development
	B3.1	Percentage of employees trained by gender and employee category (e.g., senior management, middle management).	Employee Training and Development
	B3.2	The average training hours completed per employee by gender and employee category.	Employee Training and Development
B4: Labor guidelines	General disclosure	Information on: Relating to preventing child and forced labour. (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Fair and Standard Employment
	B4.1	Description of measures to review recruitment practices to avoid child and forced labor.	Fair and Standard Employment
	B4.2	Description of steps taken to eliminate the such actions when discovered.	Fair and Standard Employment
Operating Practices			
B5: Supply chain management	General disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management System
	B5.1	Number of suppliers by geographical region.	Supply Chain Management System

## Subject Areas, Aspects, General Disclosures and KPIs

## Chapter

Operating Practices			
B5: Supply chain management	B5.2	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Supply Chain Management System
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Supply Chain Management System
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Responsible Procurement
B6: Product liability	General disclosure	Information on: Relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Hotel Safety Assurance Food Safety Assurance
	B6.1	Percentage of total products sold or shipped that are subject to recalls for safety and health reasons.	Hotel Safety Assurance Food Safety Assurance
	B6.2	Number of products and service related complaints received and how they are dealt with.	Hotel Safety Assurance Food Safety Assurance
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	Intellectual Property Protection
	B6.4	Description of quality assurance process and product recall procedures.	Food Safety Assurance
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Information Security and Customer Privacy Protection
B7: Anti-corruption	General disclosure	Information on: Relating to bribery, extortion, fraud and money laundering. (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	Compliance Management
	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.	Compliance Management
	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Compliance Management
	B7.3	Description of anti-corruption training provided to directors and employees.	Compliance Management
Community			
B8: Community investment	General disclosure	Policies on community involvement to understand the needs of the communities where the issuer operates and to ensure that its activities take into consideration the interests of the community.	Community Development
	B8.1	Focus areas of contribution (e.g., education, environmental concerns, labor needs, health, culture, sports).	Public Welfare and Charity
	B8.2	Resources contributed (e.g., money or time) to the focus area.	Public Welfare and Charity



D: Climate-related Disclosures		
Dimension	Indicator Content	Chapter
Governance	Governance	Addressing Climate Change - Climate Governance
Strategy	Climate-related risks and opportunities	Addressing Climate Change - Climate Risk Management
	Business model and value chain	Addressing Climate Change - Climate Risk Management
	Strategy and decision-making	Addressing Climate Change - Climate Strategy
	Financial position, financial performance, and cash flows	Addressing Climate Change - Climate Risk Management
	Climate resilience	Addressing Climate Change - Climate Risk Management
Risk Management	Risk management	Addressing Climate Change - Climate Risk Management
Metrics and Targets	Greenhouse gas emissions	Addressing Climate Change - Climate Indicators and Objectives
	Climate-related transition risks	Addressing Climate Change - Climate Risk Management
	Climate-related physical risks	Addressing Climate Change - Climate Risk Management
	Climate-related opportunities	Addressing Climate Change - Climate Risk Management
	Capital deployment	/
	Internal carbon prices	/
	Remuneration	/

GRI Standards Indicator Index

Statement of Use	Wanda Hotels & Resorts reported the information referenced in the GRI Content Index below for the period from January 1, 2024, to December 31, 2024, in accordance with the GRI Standards.	
GRI1 Standard Used	GRI1: Foundation 2021	
Topic Standard	Disclosure Item	Chapter
GRI 2: General Disclosures	2-1 Organizational details	About Wanda Hotel Development
	2-2 Entities included in the organization's sustainability reporting	About the Report
	2-3 Reporting period, frequency, and contact point	About the Report
	2-4 Restatements of information	About the Report
	2-5 External assurance	/
	2-6 Activities, value chain, and other business relationships	Supply Chain Management System
	2-7 Employees	Fair and Standard Employment
	2-9 Governance structure and composition	Compliance Management
	2-10 Nomination and selection of the highest governance body	Compliance Management
	2-11 Chair of the highest governance body	Sustainability Management
	2-14 Role of the highest governance body in sustainability reporting	Sustainability Management
	2-16 Communication of critical concerns	Sustainability Management
	2-19 Remuneration policies	Fair and Standard Employment
	2-22 Statement on sustainable development strategy	Sustainability Management
	2-23 Policy commitments	Sustainability Management
	2-26 Mechanisms for seeking advice and raising concerns	Sustainability Management

Topic Standard	Disclosure Item	Chapter
GRI 2: General Disclosures	2-27 Compliance with laws and regulations	Sustainability Management
	2-29 Approach to stakeholder engagement	Sustainability Management
GRI 3: Material Topics	3-1 Process to determine material topics	Sustainability Management
	3-2 List of material topics	Sustainability Management
	3-3 Management of material topics	Sustainability Management
GRI 203: Indirect Economic Impacts	203-1 Infrastructure investment and services supported	Community Development
GRI 204: Procurement Practices	204-1 Proportion of spending on local suppliers	Responsible Procurement
GRI 205: Anti-corruption	205-1 Operations assessed for risks related to corruption	Compliance Management
	205-2 Communication and training about anti-corruption policies and procedures	Compliance Management
	205-3 Confirmed incidents of corruption and actions taken	Compliance Management
GRI 301: Materials	301-1 Weight or volume of materials used	Green Operations
	301-2 Recycled input materials used	Green Operations
	301-3 Reclaimed products and their packaging materials	Green Operations
GRI 302: Energy	302-1 Energy consumption within the organization	Green Operations
	302-3 Energy intensity	Green Operations
	302-4 Reduction of energy consumption	Green Operations
	302-5 Reductions in energy requirements of products and services	Green Operations
GRI 303: Water and Effluents	303-1 Interactions with water as a shared resource	Green Operations
	303-2 Management of water discharge-related impacts	Green Operations

Topic Standard	Disclosure Item	Chapter
GRI 303: Water and Effluents	303-5 Water consumption	Green Operations
GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions	Addressing Climate Change
	305-2 Energy indirect (Scope 2) GHG emissions	Addressing Climate Change
	305-4 GHG emissions intensity	Addressing Climate Change
GRI 306: Waste	306-1 Waste generation and significant waste-related impacts	Green Operations
	306-2 Management of significant waste-related impacts	Green Operations
	306-3 Waste generated	Green Operations
GRI 308: Supplier Environmental Assessment	308-1 New suppliers screened using environmental criteria	Supply Chain Management System
	308-2 Negative environmental impacts in the supply chain and actions taken	Supply Chain Management System
GRI 401: Employment	401-1 New employee hiring rate and employee turnover	Fair and Standard Employment
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Care and Communication
	401-3 Parental leave	Employee Care and Communication
GRI 403: Occupational Health and Safety	403-1 Occupational health and safety management system	Employee Health and Safety
	403-2 Hazard identification, risk assessment, and accident investigation	Employee Health and Safety
	403-3 Occupational health services	Employee Health and Safety
	403-4 Occupational health and safety matters: worker participation, consultation, and communication	Employee Health and Safety
	403-5 Worker training on occupational health and safety	Employee Health and Safety
	403-6 Promotion of worker health	Employee Health and Safety
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Employee Health and Safety



Topic Standard	Disclosure Item	Chapter
GRI 403: Occupational Health and Safety	403-8 Workers covered by an occupational health and safety management system	Employee Health and Safety
	403-9 Work-related injuries	Employee Health and Safety
	403-10 Work-related health issues	Employee Health and Safety
GRI 404: Training and Education	404-1 Average hours of training per year per employee	Employee Training and Development
	404-2 Program for upgrading employee skills and transition assistance programs	Employee Training and Development
	404-3 Percentage of employees receiving regular performance and career development reviews	Employee Training and Development
GRI 405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	Fair and Standard Employment
GRI 413: Local Communities	413-1 Operations with local community engagement, impact assessments, and development programs	Community Development
GRI 414: Supplier Social Assessment	414-1 New suppliers screened using social criteria	Supply Chain Management System
GRI 416: Customer Health and Safety	416-1 Assessment of the health and safety impacts of product and service categories	Hotel Safety Assurance, Food Safety Assurance
	416-2 Incidents of non-compliance concerning health and safety impacts of products and services	Hotel Safety Assurance, Food Safety Assurance
GRI 417: Marketing and Labeling	417-1 Requirements for product and service information and labeling	Customer Service and Experience
GRI 418: Customer Privacy	418-1 Substantiated complaints regarding customer privacy violations and data loss	Intellectual Property Protection

## IFRS S2 Recommended Disclosure Index

	Recommended Disclosure Items	Chapter
Governance	Disclose the governance body (such as the board, committees, or individuals responsible for governance) responsible for overseeing climate-related risks and opportunities.	Addressing Climate Change - Climate Governance
	Disclose the role of management in the governance processes, controls, and procedures used to monitor, manage, and oversee climate-related risks and opportunities.	Addressing Climate Change - Climate Governance
Strategy	Disclose climate-related risks and opportunities that could reasonably be expected to affect the entity's prospects.	Addressing Climate Change - Climate Risk Management
	Disclose the current and anticipated effects of climate-related risks and opportunities on the entity's business model and value chain.	Addressing Climate Change - Climate Risk Management
	Disclose the effects of climate-related risks and opportunities on the entity's strategy and decision-making, including information about any climate transition plans.	Addressing Climate Change - Climate Strategy
	Disclose the impact of climate-related risks and opportunities on the entity's financial position, financial performance, and cash flows for the reporting period, and the expected impacts on the short, medium, and long term, including how these risks and opportunities are incorporated into the entity's financial planning.	Addressing Climate Change - Climate Risk Management
	Considering the climate-related risks and opportunities identified, disclose the resilience of the entity's strategy and business model to climate-related changes, developments, and uncertainties.	Addressing Climate Change - Climate Risk Management
Risk Management	Disclose the processes and policies the entity uses to identify, assess, prioritize, and monitor climate-related risks.	Addressing Climate Change - Climate Risk Management
	Disclose the procedures used to identify, assess, prioritize, and monitor climate-related opportunities, including whether and how climate-related scenario analysis is used to inform the identification of such opportunities.	Addressing Climate Change - Climate Risk Management
	Disclose the extent to which and how the processes for identifying, assessing, prioritizing, and monitoring climate-related risks and opportunities are integrated into the entity's overall risk management processes and how they are communicated.	Addressing Climate Change - Climate Risk Management
Metrics and Targets	Disclose information related to cross-industry metric categories.	/
	Disclose industry-based metrics related to the entity's particular business model, activities, or shared characteristics with other participants in the industry.	/
	Disclose the targets set by the entity to mitigate or adapt to climate-related risks or to pursue climate-related opportunities, including any targets it is required to meet by law or regulation, and the metrics used by the governance body or management to measure progress towards these targets.	Addressing Climate Change - Climate Strategy

# Reader Feedback

Thank you for reading the *Wanda Hotel Development Company Limited 2024 Environmental, Social and Governance Report*. In order to provide you and other stakeholders with more valuable information and to enhance Wanda Hotel Development's ESG management capabilities and performance, we sincerely welcome your comments and suggestions on this report. You may provide feedback to us through the following channels:

Room 3007, 30/F, Tower Two, Exchange Square, 8 Connaught Place, Central, Hong Kong

Fax: +852 2153 3610

email: [wanda.in@wanda.com.cn](mailto:wanda.in@wanda.com.cn)

1. Which of the following stakeholder groups do you belong to?

- ☐ Government and regulatory bodies ☐ Shareholders and investors
- ☐ Tenants / Consumer ☐ Employees ☐ Suppliers / Business partners
- ☐ Community ☐ Media and non-governmental organizations (NGOs)
- ☐ Industry associations / Business organizations ☐ Others (\_\_\_\_\_)

2. Do you think this report comprehensively reflects Wanda Hotel Development's performance in environmental, social and governance (ESG) aspects?

- ☐ Yes ☐ Fair ☐ No

3. Do you think this report fully responds to the expectations and requirements of Wanda Hotel Development's stakeholders?

- ☐ Yes ☐ Fair ☐ No

4. Do you think the quantitative information disclosed in this report is objective, accurate, and reliable?

- ☐ Yes ☐ Fair ☐ No

5. Do you think the written expression in this report is clear, well-structured, and easy to understand?

- ☐ Yes ☐ Fair ☐ No

6. Do you think the layout and design of this report help you better understand the relevant information?

- ☐ Yes ☐ Fair ☐ No

7. Do you have any other comments or suggestions regarding Wanda Hotel Development's ESG management or this ESG report?