

**SHUN HO HOLDINGS LIMITED**  
*(Stock Code: 253)*  
**ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT**  
For the Year Ended 31 December 2020

## Table of Contents

1.	Environmental Policies.....	1
2.	Environmental Area.....	2
	2.1 Name of the reporting entity.....	2
	2.2 Description of the reporting entity.....	2
	2.3 Reporting period.....	3
	2.4 Scope of physical boundary.....	3
	2.5 Scope of operational boundary.....	3
	2.6 Methodologies for quantifying GHG emissions.....	4
	2.7 Reference.....	6
3.	Air Emissions Data.....	7
	3.1 Type of emissions and respective emissions data.....	7
	3.2 Information on GHG emissions and removals.....	7
	3.3 Total and breakdown of the GHG emissions.....	8
	3.4 Data collection.....	10
	3.5 Data analysis.....	11
4.	Use of Resources.....	13
5.	Improvement.....	15
	5.1 Operational Improvement.....	15
	5.2 Communication and Engagement.....	16
6.	Social Area.....	16
	Appendix 1: Summary of Activity Data.....	21
	Appendix 2: Conversion Factors.....	22
	Appendix 3: Detailed Calculation Worksheets for GHG Emissions.....	23

This is the fifth Environmental, Social and Governance (the "**ESG**") report of Shun Ho Holdings Limited (the "**Company**") and its subsidiaries (the "**Group**") by the Group, highlighting its ESG performance, with disclosure reference made to the ESG Reporting Guide set out in Appendix 27 of the Rules (the "**Listing Rules**") Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "**Stock Exchange**").

This ESG report covers the Group's overall performance in two subject areas, namely, the environmental and social aspects of the hotel business and the headquarter's business in Hong Kong for the year ended 31 December 2020, unless otherwise stated.

## **1. ENVIRONMENTAL POLICIES**

With regard to the environmental policies, the Group aims at minimising the Group's environmental impact. The Group has adopted various environmental protection measures for enhancing carbon reduction and energy and water usage efficiency. They are regularly reviewed and results are closely monitored.

## **ESG STRATEGY AND REPORTING**

The board of directors of the Company (the "**Board**") has the overall responsibility for the Group's ESG strategy and reporting. In line with the Corporate Governance Code, the Board is responsible for evaluating and determining the Group's ESG-related risks and ensuring that appropriate and effective ESG risk management and internal control systems are in place. Management should provide a confirmation to the Board on the effectiveness of these systems.

## **ESG COMMITTEE**

The members of the ESG Committee include Mr. Albert HUI Wing Ho (Chairman of the ESG Committee), Madam Rebecca CHAN Yuk Lin (Quantity Surveyor) and Madam Eva CHOI Yin Yin (Group Accountant). Mr. Hui is responsible for financial area. Madam Chan is responsible for management area. Madam Choi is responsible for ground execution. Madam Chan is responsible for bottom up hotel report and expenditure on each property. Mr. Hui is responsible for financial analysis, making recommendations to property expert of the ESG Committee and ensuring the energy efficiency plans of the Committee are duly executed.

## **STAKEHOLDER ENGAGEMENT AND MATERIALITY**

In order to identify the most significant aspects for the Group for reporting in this ESG report, key stakeholders including investors, shareholders and employees have been involved in regular engagement sessions to discuss and to review areas requiring attention, which will help the business meet its potential growth and be prepared for future challenges.

## **OUR COMMITMENTS**

Our commitments are:

1. To do business in an environmentally-friendly way to conserve resources;
2. To create positive impact and contribute to our communities; and
3. To be an effective organization that enhances integrity and high operational standards.

## **2. ENVIRONMENTAL AREA**

Types of emissions of the Group involved in the reporting period were mainly generated from the use of fuel, electricity, water, paper usage and general waste. The business of the Group only produce slight air, water and land pollutions. Neither the Company nor any of its subsidiaries was engaged in any litigation in relation to the environmental matters.

### **2.1 Name of the reporting entity**

The Company and its subsidiaries.

### **2.2 Description of the reporting entity**

The Company is a company incorporated in Hong Kong with limited liability, the issued shares of which are listed and traded on the Main Board of the Stock Exchange. The Group's principal activities include investment holdings, property investments and property leasing, hotel investments and operations. The Group presently owns two commercial building and night hotels, seven hotels in Hong Kong, one hotel in London, UK and one hotel in Shanghai, the PRC.

## 2.3 Reporting period

The reporting period is from 1 January 2020 to 31 December 2020.

## 2.4 Scope of physical boundary

### (a) Location of the building

The buildings include (1) Best Western Plus Hotel Kowloon, (2) Best Western Plus Hotel Hong Kong, (3) Best Western Hotel Causeway Bay, (4) Ramada Hong Kong Harbour View, (5) Ramada Hong Kong Grand (formerly known as Best Western Grand Hotel), (6) Grand City Hotel, (7) Ramada Hong Kong Grand View (together “the **Hotels**”) and (8) headquarter of the Group.

### (b) Description of the purpose of the building

The Hotels were built for hotel investments and operations purpose.

### (c) Description of physical boundary with detailed information

The Greenhouse Gas (the “**GHG**”) accounting is compiled from an assessment of facilities under operational control as qualified by the Group. The construction floor area of the Hotels is 683,600 sq. ft in the reporting period.

### (d) Description of areas excluded from the scope of this ESG report

Magnificent International Hotel, Shanghai is located in Shanghai, the PRC and Royal Scot Hotel is located in London, UK and the two commercial buildings in Hong Kong were leased out, therefore, the above-mentioned hotels and commercial buildings were excluded from the scope of this ESG report.

## 2.5 Scope of operational boundary

### (a) Scope 1 - Direct GHG and Air emissions from:

- Combustion of fuels in stationary sources – Towngas used in boilers for supply of hot water to hotel rooms
- Combustion of fuels in mobile sources – petrol used in owned vehicles

### (b) Scope 2 - Energy indirect GHG emissions from:

- Electricity purchased from The Hongkong Electric Company Limited and CLP Power Hong Kong Limited
- Towngas purchased from The Hong Kong and China Gas Company Limited

### Scope 3 - Other indirect GHG emissions from:

- Methane gas generation at landfill in Hong Kong due to disposal of paper waste
- GHG emissions due to electricity used for fresh water processing by Water Supplies Department (“WSD”) and Drainage Services Department (“DSD”)
- Methane gas generation at landfill in Hong Kong due to general waste disposal
- GHG emissions generation from business travel by employees

## 2.6 Methodologies for quantifying GHG emissions

The accounting process follows the “Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong (2010)” (EPD-EMSD Guidelines) in data collection, classification of emission source, quantification methods and the reporting format. The GHG emissions are quantified in terms of CO<sub>2</sub>-e, and the types of GHG covered in this report are: carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O). The Group changed one centralized chiller plants (“CCP”) in 2018 and the contractor replaced it in a recycle method, therefore, there are no data for hydrofluoro-carbons (HFCs), perfluoro-carbons (PFCs) and sulphur hexafluoride (SF<sub>6</sub>).

### (a) List of activities where simplified methodologies and conversion factors in the Guidelines are used for quantification:

- Direct emissions from stationary combustion (Scope 1)  
Emission (CO<sub>2</sub>) =  $\Sigma$  Amount of fuel consumed  $\times$  Emission factor of CO<sub>2</sub>  
Emission (CH<sub>4</sub> / N<sub>2</sub>O) =  $\Sigma$  Amount of fuel consumed  $\times$  Emission factor of (CH<sub>4</sub> / N<sub>2</sub>O)  $\times$  Relative Global Warming Potential (GWP)  
where  
Emission is summed over all types of fuel used by all generators and Towngas consuming devices; and  
Amount of diesel consumed is in terms of litre and amount of Towngas consumed is in terms of unit.
- Direct emissions from mobile combustion (Scope 1)  
Emission (CO<sub>2</sub>) =  $\Sigma$  Amount of fuel consumed  $\times$  Emission factor of CO<sub>2</sub>  
Emission (CH<sub>4</sub> / N<sub>2</sub>O) =  $\Sigma$  Amount of fuel consumed  $\times$  Emission factor of (CH<sub>4</sub> / N<sub>2</sub>O)  $\times$  GWP  
where  
Emission is summed over petrol used by all vehicles owned by the Group; and  
Amount of fuel consumed is in terms of litre.

- Indirect emissions from electricity / Towngas purchased (Scope 2)  
Emission (CO<sub>2</sub>-e) = Quantity of purchased electricity / Towngas × Emission factor

where

Purchased electricity is measured in kilowatt-hours (kWh); and

Purchased Towngas is measured in unit.

- Other indirect emissions from paper disposal at landfills (Scope 3)

In order to simplify the calculations, the default emission factor assumes that the total raw amount of CH<sub>4</sub> emitted throughout the entire decomposition process of the paper waste disposed at landfills will go into the atmosphere within the same reporting period as the paper waste is collected.

Emission (CO<sub>2</sub>-e) = (Ps + Pi – Pr – Pe) × Emission factor (estimated at 4.8 kg CO<sub>2</sub>-e/kg)

where

Ps = Paper inventory at the beginning of the reporting period (in storage) (kg)

Pi = Paper added to the inventory during the reporting period (kg)

Pr = Paper collected for recycling purpose (kg)

Pe = Paper inventory at the end of the reporting period (in storage) (kg)

- Other indirect emissions due to electricity used for processing fresh water by the

WSD (Scope 3)

Emission (CO<sub>2</sub>-e) = Quantity of fresh water consumed × Emission factor

where

Water consumed is measured in cubic metre (m<sup>3</sup>).

- Other indirect emissions due to electricity used for processing sewage water by

DSD (Scope 3)

Emission (CO<sub>2</sub>-e) = Quantity of sewage discharged × Emission factor

where

Sewage discharged is measured in cubic metre (m<sup>3</sup>).

- Other indirect GHG emissions from general waste disposal (Scope 3)  
“The Guidelines of Carbon Audit Toolkit for Small and Medium Enterprises in Hong Kong” is referred, as below:

The general waste sent to landfill will be decomposed through anaerobic digestion and CH<sub>4</sub> will be emitted. Estimating that anaerobic digestion of 1 kg of the general waste is equivalent to 1.5 kg CO<sub>2</sub>-e, then  
Emission (CO<sub>2</sub>-e) = Amount of general waste disposal × Emission factor  
(estimated at 1.5 kg CO<sub>2</sub>-e/kg).

- Business Travel by Employees (Scope 3)  
The International Civil Aviation Organization (“ICAO”), a United Nations agency, has developed a methodology to calculate the CO<sub>2</sub> emissions from air travel and provides a carbon emission calculator on its website (ICAO Carbon Emissions Calculator)

**(b) There are no changes in methodologies and conversion factors used in this GHG accounting comparing to last GHG accounting of the Group.**

## 2.7 References

The following guidelines are taken as references in this *Report*:

- “*Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong (2010)*”. Environmental Protection Department and Electrical and Mechanical Services Department of the Government of the Hong Kong Special Administrative Region.
- “*Carbon Audit Toolkit for Small and Medium Enterprises in Hong Kong (2010)*”, published in February 2010 by The University of Hong Kong.
- Other references, where appropriate (e.g. emission factors), have also been taken into consideration and are quoted in corresponding sections of this report.
- A carbon emissions calculator provided on the website of ICAO.



### 3. AIR EMISSIONS DATA

#### 3.1 Types of emissions and respective emissions data

NO<sub>x</sub>, SO<sub>x</sub> and particulate matter were derived from gas used in the Hotels and motor vehicles used by employees for travelling. The calculation method is based on Appendix 2: Reporting Guidance on Environmental KPIs of “How to Prepare an ESG Report”, an ESG guide issued by the Stock Exchange. The types of emissions and respective emissions data are disclosed as follows:-

Type of emissions	NO <sub>x</sub>		SO <sub>x</sub>		Particulate Matter	
	2020	2019	2020	2019	2020	2019
Car - Fuel	<b>8.24 kg / km</b>	12.04 kg / km	<b>0.19 kg / L</b>	0.27 kg / L	<b>0.61 kg / km</b>	0.89 kg / km
Gas	<b>50.34 kg / MJ</b>	61.31 kg / MJ	<b>0.25 kg / MJ</b>	0.31 kg / MJ	<b>Nil</b>	Nil
<b>Total</b>	<b>58.58 kg</b>	73.35 kg	<b>0.44 kg</b>	0.58 kg	<b>0.61 kg</b>	0.89 kg

#### 3.2 Information on GHG emissions and removals

Summary of Results	2020	2019	
Scope 1 Emissions:	<b>700.73</b>	861.77	tonnes of CO <sub>2</sub> -e
Scope 1 Removals:	<b>Nil</b>	Nil	tonnes of CO <sub>2</sub> -e
Scope 1 Emissions Intensity:	<b>0.001</b>	0.001	tonnes of CO <sub>2</sub> -e/visitor night
Scope 2 Emissions:	<b>9,492.42</b>	12,112.06	tonnes of CO <sub>2</sub> -e
Scope 2 Emissions Intensity:	<b>0.013</b>	0.015	tonnes of CO <sub>2</sub> -e/visitor night
Scope 3 Emissions:	<b>1,059.43</b>	1,286.71	tonnes of CO <sub>2</sub> -e
Scope 3 Emissions Intensity:	<b>0.001</b>	0.002	tonnes of CO <sub>2</sub> -e/visitor night
Other GHG Offsets / Removals:	<b>Nil</b>	Nil	tonnes of CO <sub>2</sub> -e
Accounted GHG Emissions in total:	<b>11,252.59</b>	14,260.55	tonnes of CO <sub>2</sub> -e
Accounted GHG Emission Intensity in total:	<b>0.016</b>	0.018	tonnes of CO <sub>2</sub> -e/visitor night

### 3.3 Total and breakdown of the GHG emissions

The GHG emissions of the Group accounted for the reporting period from 1 January 2020 to 31 December 2020 are **11,252.59** (2019: 14,260.55) tonnes CO<sub>2</sub>-e. Table 1 summarizes the GHG emissions of the Group from different emission sources. The summary of activity data and calculation details are shown in Appendix 1 and Appendix 3 to this report respectively.

**Table 1: Summary of GHG emissions accounted for the Group during the reporting period**

Emission source	in tonnes of CO <sub>2</sub> -e						
	CO <sub>2</sub>	CH <sub>4</sub>	N <sub>2</sub> O	HFCs	PFCs	SF <sub>6</sub>	Sub-total
<b>Scope 1 Direct Emissions</b>							
Combustion of fuels in stationary sources – Towngas consumption	<b>665.03</b> (2019: 809.89)	<b>0.244</b> (2019: 0.298)	<b>0.801</b> (2019: 0.975)	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>666.07</b> (2019: 811.16)
Combustion of fuels in mobile sources – petrol used in the Group owned vehicles	<b>30.21</b> (2019: 44.11)	<b>0.068</b> (2019: 0.099)	<b>4.38</b> (2019: 6.40)	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>34.66</b> (2019: 50.61)
<b>Scope 2 Energy Indirect Emissions (To be reported in general without being classified into specific gas type)</b>							
Electricity purchased from The Hongkong Electric Company Limited and CLP Power Hong Kong Limited							<b>9,336.66</b> (2019: 11,922.37)
Towngas purchased from The Hong Kong and China Gas Company Limited							<b>155.76</b> (2019: 189.68)

Scope 3 Other Indirect Emissions ( GHG emission from fresh water processing and sewage discharge disposal to be reported in general without being classified into specific gas type)							
Methane gas generation at landfill in Hong Kong due to disposal of paper waste	<b>71.65</b> (2019: 115.45)	N/A	N/A	N/A	N/A	N/A	<b>71.65</b> (2019: 115.45)
GHG emissions due to electricity for fresh water processing by WSD (Note)							<b>62.24</b> (2019: 75.62)
GHG emissions due to electricity for sewage processing by DSD							<b>29.85</b> (2019: 35.67)
Methane gas generation at landfill in Hong Kong due to general waste disposal	<b>895.68</b> (2019: 1,044.97)	N/A	N/A	N/A	N/A	N/A	<b>895.68</b> (2019: 1,044.97)
GHG emissions due to business travel by employees	<b>0.00</b> (2019: 15.01)	N/A	N/A	N/A	N/A	N/A	<b>0.00</b> (2019: 15.01)

Note: The fresh water usage includes plants watering, floor washing, fountain, kitchen, pantry operation and toilets.

### **3.4 Data collection**

#### **i. Scope 1 - Stationary fuel combustion**

Towngas consumption is based on the bills issued by The Hong Kong and China Gas Company Limited.

#### **ii. Scope 1 - Mobile fuel combustion**

The vehicle type of the cars owned by the Group has been specified as “Private Car” on their licenses. The type of fuel used is petrol, and the fuel consumption data are set out on the invoices issued by the suppliers.

#### **iii. Scope 2 - Electricity**

The electricity used by the Group is measured by the meters in the Hotels. The meters record the electricity consumption of the building’s devices and installations solely controlled by the Group, such as the lighting system and the fresh water pumping system. The meters also record the electricity consumption of the shared facilities in the Group, including CCP. The electricity consumed by the Group in air conditioning is calculated by measuring the water consumption of the CCP.

#### **iv. Scope 2 - Gas**

Towngas consumption data are set out on the bills issued by The Hong Kong and China Gas Company Limited.

#### **iv. Scope 3 - Paper**

The paper consumption data for the Group’s operation represent the paper procured by the Hotel’s offices. The paper consumption data of the Group are determined with reference to the monthly inventory and the procurement records.

As the current practice of paper collection and recycling in the Group covers both newspaper and office paper, the quantity of paper recycling of the Group during the reporting period is recorded by the Hotels.

#### **vi. Scope 3 - Water**

The fresh water consumption of the Group is based on the readings from the freshwater meters in the Hotels as recorded by the Group and the WSD on a monthly basis. During the reporting period, the fresh water consumption of the Group was recorded by the WSD by referring to the water consumption data on the said meters.

**vii. Scope 3 - General waste**

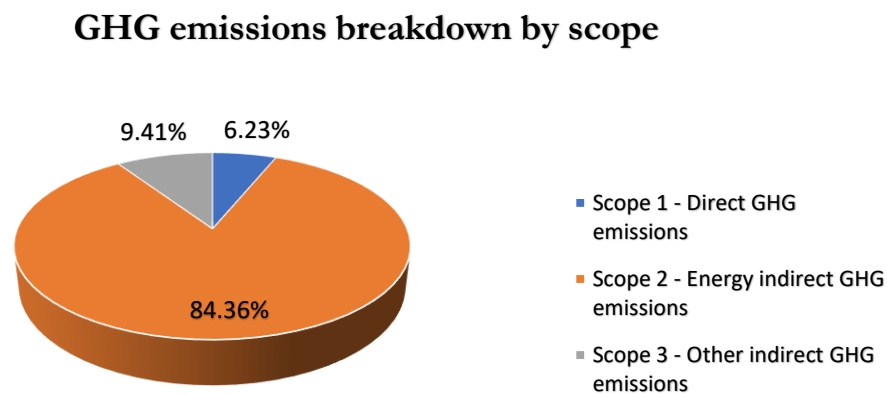
The Group maintain weight measurement records of general waste disposals.

**viii. Scope 3 – Business travel of employees**

The Group recorded the business travel conducted by its employees. Flight data such as mileages covered and the cabin class are collected.

**3.5 Data analysis**

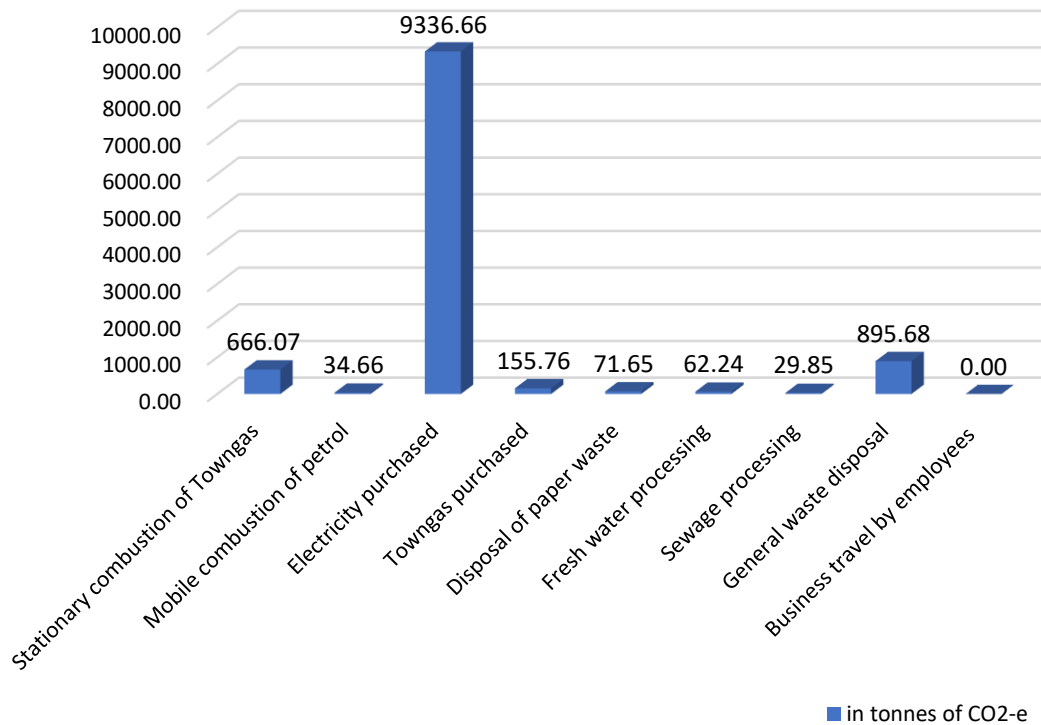
**i. GHG emissions breakdown**



**Figure 1. 2020 GHG emissions profile by scope**

Figure 1 summarizes the 2020 GHG emissions profile of the Group. Scope 2, being the indirect GHG emissions from purchased energy, constitutes **84.36% (9,492.42 tonnes)** (2019: 84.93% (12,112.06 tonnes)) of the total GHG emissions (**11,252.59 tonnes**) (14,260.55 tonnes). Scope 1 and Scope 3, being the direct GHG emissions and indirect GHG emissions, account for **6.23% (700.73 tonnes)** (2019: 6.04% (861.77 tonnes)) and **9.41% (1,059.43 tonnes)** (2019: 9.02% (1,286.71 tonnes)) of the total GHG emissions respectively.

## ii. GHG emissions breakdown by emission source



**Figure 2. 2020 GHG emissions profile by emission source**

Figure 2 presents the distribution of the GHG emissions from different emission sources. Electricity consumption is the dominant carbon emissions source of the Group, accounting for **9,336.66 tonnes CO<sub>2</sub>-e (82.97% of the reported emissions)** (2019: 11,922.37 tonnes CO<sub>2</sub>-e (83.60% of the reported emissions)), followed by **895.68 tonnes** of general waste disposal (2019: 1,044.97 tonnes), stationary combustion of **666.07 tonnes** of towngas (2019: 811.16 tonnes) and **155.76 tonnes** of towngas purchased (2019: 189.68 tonnes). The rest represents less than **1.76%** (2019: 2.05%) of the total emissions profile. Electricity and towngas are mainly consumed by the hotel guests. The management cannot control our hotel guests on use of electricity and towngas. However, the management is considering appropriate measures to have energy saving efficient in hotel rooms and has used the energy saving light bulbs in the public area so as to reduce electricity consumption.

#### **4. USE OF RESOURCES**

##### *Fuel - Gasoline*

A total of 12,800 litres (2019: 18,691 litres) of gasoline was used for motor vehicles in the reporting period, decreased by 31.52%. The Group puts our best effort to minimise the impact on the environment by using unleaded gasoline to improve engine efficiency. It can help reduce gasoline usage in long term, which reduce air and greenhouse gas emissions.

##### *Fuel - Towngas*

A total of 12,523,104 MJ (2019: 15,250,944 MJ) of Towngas was used by hotel of the Group in the reporting period, decreased by 17.89% due to reduced hotel visitors, the major end users, in 2020 resulting from severe COVID-19 pandemic. The Group puts our best effort on the efficient use of energy by adjusting temperature of the boiler of the hotels with reference to weather reports from Hong Kong Observatory to ensure efficient use of fuel.

##### *Electricity*

The electricity consumption by hotels of the Group was 14,841,664 kWh (2019: 16,175,605 kWh), decreased by 8.25% due to reduced hotel visitors, the major end users, in 2020 resulting from severe COVID-19 pandemic. The Group continues its commitment in installing and switching to energy-saving lighting fixtures and sourcing energy efficient equipment to ensure functioning in optimal conditions and efficiency. The Group also puts our best effort on the efficient use of energy by adjusting temperature of chiller with reference to weather report from Hong Kong Observatory to avoid unnecessary wastage of electricity.

In addition, the Group focuses on raising awareness on light nuisance and energy wastage. The Group implemented the policy to daily switch off our hotels' external wall light from 11 p.m. to 5 p.m.

### *Water*

Water consumption by hotels of the Group was 149,259 m<sup>3</sup> (2019: 178,360 m<sup>3</sup>), decreased in 16.32% due to reduced hotel operations in 2020 resulting from severe COVID-19 pandemic. The Group actively promotes water efficient practices, for example, linen and towel will be changed for hotel guests who stay more than one night only under request, which reduces water usage incurred in laundry. Our policy helps encourage our hotel guests to contribute to a green environment.

### *Non-Hazardous Waste*

The Group' general waste was 597,123 kg (2019: 696,644 kg), decreased by 14.29% due to reduced hotel operations in 2020 resulting from severe COVID-19 pandemic. Non-hazardous waste from the Group's operation includes packaging materials of hotel guest supplies, paper for office use and kitchen waste from restaurants of hotels. The Group made our best effort to minimise the impact on the environment by using biodegradable materials for packaging of hotel guest supplies. Non-hazardous wastes from the Group's operation were disposed to landfills.

### *Bottle*

The Group made our best effort to minimise the impact on the environment by arranging recycling company to collect plastic bottles for recycling purpose. The Group recorded 420 kg (2019: 1,613 kg) of bottles collected by recycling company, decreased by 73.96%.

None of Hazardous waste was produced by the Group during the year.

### *Paper*

The Group continues to practice paper saving initiatives, such as encouraging our staff to use recycle paper for printing, reminding staff to have environmentally friendly photocopying habit, and separating collection of waste paper for effective recycling. A total of 3,175,589 pieces (2019: 4,924,851 pieces) of paper has been used for daily office and hotel operations, decreased by 35.52%. The waste paper collected by recycling company was 950 kg (2019: 573 kg), increased by 65.79%.

The businesses operation of the Group did not have significant impact on environment. The Group will consistently monitor and assess environmental risks and will formulate correspondence mitigation for the risks. The Group commit to making the most efficient use of natural resources and reducing waste.



## **5. IMPOROVEMENT**

### **5.1 Operational Improvement**

#### Air Conditioning System

The operation of the air conditioning system dominates the overall electricity consumption of The Group although no breakdown of electricity used for different areas of the building or specific equipment has been provided for the study. As the cooling water is produced from the centralized chiller plants, the Group would evaluate regularly the operation practice and settings of the air conditioning system and the energy efficiency performance of the centralized chiller plants by taking into account the cooling water requirements in the Group. In addition, proper maintenance is kept in order to ensure good energy efficiency.

#### Lighting System

The Group would continue to explore the feasibility of replacing the existing lighting system with more energy efficient and saving light bulbs, and regularly review the illumination requirements of different offices and venues in the Group.

#### Fresh Water Meters

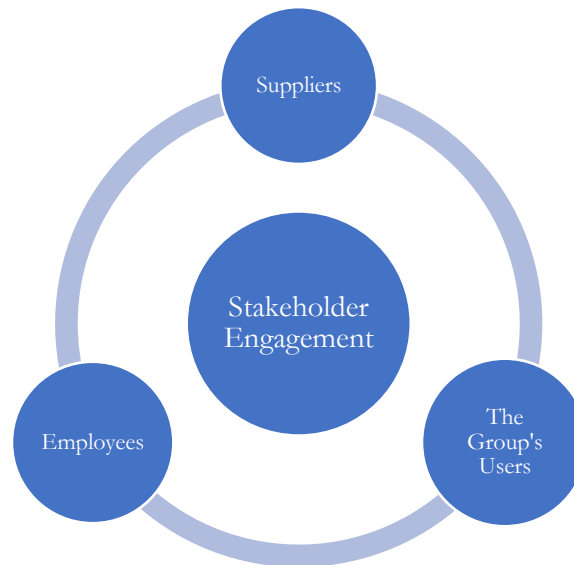
As the water consumption measurement may affect the GHG accounting, the Group would closely monitor the operation and maintenance of the water meters.

#### Maintenance of Refrigeration and Air Conditioning System

In accordance with Hong Kong recognised standards, a checklist or manual for maintenance of refrigeration and air-conditioning systems has been used for operation practice.

## 5.2 Communication and Engagement

Implementation of programs for engaging internal and external stakeholders to support and carry out GHG reduction actions would be considered to promote sustainability awareness and support carbon care practices.



- Engaging suppliers: The Group would also encourage and influence its service providers to care for the environment. More engagement with the suppliers would mean stronger support to the Group for introducing more innovative and effective carbon reduction measures.
- Engaging employees and users: The Group would explore further engagement opportunities such as incentive programmes to encourage participation in energy efficiency and waste reduction projects. Competitions may also be organized to encourage green office practices amongst the Group's users. The Group would consider to set up an internal communication platform to encourage the sharing of innovative ideas on sustainability and carbon reduction.

## 6. SOCIAL AREA

### COMPLIANCE

As a listed and hotel operations company, the Group is exposed to and subject to extensive government policies and regulations of mainland China and Hong Kong. These include the Hong Kong Companies Ordinance, Hong Kong Financial Reporting Standards, the Listing Rules, Hotel and Guesthouse Accommodation Ordinance and Business Registration Ordinance. All the Group's operating hotels have already obtained the valid hotel licences.

The Group is committed to complying with the relevant policies, regulations and guidelines applicable to its operations with involvement of experienced and professional staff as well as external consultants. The Company have staff handbook and the company will provide a staff handbook to each new permanent hotel staff to comply with.

## EMPLOYMENT AND LABOUR PRACTICES

### *Employment*

As at 31 December 2020, the Group had a total number of 512 employees, excluding 54 Shanghai employees (2019: 628 employees, excluding 70 Shanghai employees), decreased by 18.47% due to operation costs saving.

The Company has complied with the Hong Kong Employment Ordinance. Remuneration and benefit of employees of the Group were set with reference to the market level. Salaries are reviewed and adjusted on a yearly basis based on performance appraisals and the market trend. Employees are entitled to year-end bonus, mandatory provident fund, medical insurance, various types of paid leave including annual leave, sick leave and maternity leave and free meals provided during working hours.

Due to the industry business nature, recruitment and staff retention have continued to be a challenge in the reporting period. The Group commits to inspiring and strengthening workforce regardless of their age, gender and ethnical backgrounds. With the aging population being a long-term demographic trend in Hong Kong, the Group has a sustainable workforce in this perspective.

### *Other Employee Benefit*

The Group organised an event named “Star of the Quarter” for employees in which each hotel votes for the best employee based on his/her performance every quarter. The winning staff could receive a cash prize as reward to their contribution to the hotels.

### *Employee Health and Safety*

The Group commits to ensuring safe and healthy working environment for employees. The Group regularly reviews the employees' health and safety procedure to safeguard employees' well-being. We recognize that a safe and appropriate work environment is an important factor to enhance staff occupational health and work efficiency. The Company has complied with the Fire Service Ordinance. The provision of suitable office furniture and equipment to them is of prime concern to the management. Office workstations and furniture are of ergonomic design to ensure the provision of sufficient workspace and adequate knee clearances. Regular inspections on fire prevention systems and fire drills are conducted. Refresher briefings are arranged to update employees of the prevailing safety measures whenever necessary.

### *Development and Training*

Trainings are provided to employees to deliver best services to our customers. All newly hired employees are led by their supervisor to familiarize with the hotels' environment, facilities, responsibility and how employee plays a vital role in the operations.

### *Labour Standard*

There is neither child nor forced labour in the Group's operations in the reporting period. The Group is in compliance with the Hong Kong Employment Ordinance in terms of employment management.

The recruitment process is strictly abided by the guidelines of the Group's Human Resource Department. Every job applicant is required to fill in their information in a recruitment questionnaire, which is checked by Human Resource Department to ensure information's accuracy. This also allows the Group to hire suitable candidate in accordance with the job requirements and candidates' expectations.

### *Equal Opportunity*

Equal opportunities are given to employees in respect of recruitment, training and development, job advancement, and compensation and benefits. The employees are not discriminated against or deprived of such opportunities on the basis of gender, ethnic background, religion, colour, sexual orientation, age, marital status, family status, retirement, disability, pregnancy or any other discrimination prohibited by applicable law. The Group also appreciates the importance of cultural diversity in the development of the Group, and hires employees in a wide range of ages, genders, and ethnicities.

## OPERATING PRACTICES

### *Supply Chain Management*

A strict process is in place to provide a fair and transparent platform for securing the best supplier for procurement of all equipment, products, foods and services. The summary of quotation is prepared by purchasing departments which will be reviewed by management of the Group.

### *Service Responsibility*

The Hotels obtained hotel licences, food licences and liquor licences. To provide best quality services to hotel guests, the Group closely monitors the environment and hygiene level of our hotel guest rooms to maintain comfortable environment for our hotel guests. Regular inspections on fire prevention systems and fire drills are arranged to ensure safety.

Platforms have been provided by travelling agents for hotel guests to provide opinion and comments on our hotels. Employees of the Group regularly review and respond promptly with follow up action when necessary.

### *Consumer Data Protection and Privacy Policy*

The Group's Information Technology Department has devised a comprehensive data protection policy to provide adequate protection and confidentiality of all corporate data and proprietary information. To comply with the Personal Data (Privacy) Ordinance, Chapter 486 of the Laws of Hong Kong and to protect the rights of employees, hotel guests and business partners, access control protocol is clearly defined to limiting the access to a system or to physical or virtual resources. The Group employs a comprehensive enterprise resources planning system for its finance-related operations to ensure privacy and maintain information confidentiality. The Group strictly abides with the regulation in the collection, usage, handling, and storage of data to ensure data integrity and safety. Besides, the data protection policy clearly states the responsibility of different employees in their job duties for data protection to minimise risks.

### *Anti-corruption*

The Group commits to managing all business without undue influence and has regarded honesty, integrity and fairness as its core values. All directors and employees are required to strictly follow the Group's policy to prevent potential bribery, extortion, fraud and money laundering.

## COMMUNITY

### *Community Investment*

#### Food Donation

Three of our hotels cooperated with Foodlink Foundation, a Charity Organisation in Hong Kong, to donate food to people in need during the reporting period. The Group recorded food donation of 153 Kg (2019: 800 Kg) in the current year, decreased by 80.88% due to improvement in food management and less leftover of food.

#### Medecins Sans Frontieres

The Group also supports Medecins Sans Frontieres. A donation box was placed in Best Western Causeway Bay Hotel.

## **FUTURE DIRECTIONS FROM THE GROUP**

The Group will continue actively sourcing energy-saving appliances, equipment and materials with careful selection and review of suppliers. Opportunities to work with other charity partners, more training and development in terms of raising staff's awareness on environmental and social impacts will also be considered.

// End of Text //

## APPENDIX 1: SUMMARY OF ACTIVITY DATA

Activity	Emission source	Activity data	Unit	Scope (1, 2, 3)
Stationary fuel combustion	Towngas	12,523,104	unit	1
Towngas intensity		17.68	MJ/visitor night	
Mobile fuel combustion	Unleaded petrol (ULP)	12,800	litre	1
Mobile fuel intensity		25.00	litre/employee	
Electricity purchased	GHG emissions from the utility	14,841,664	kWh	2
Electricity intensity		20.95	kWh/visitor night	
Towngas purchased	GHG emissions from the utility	12,523,104	unit	2
Paper waste disposal	Methane gas generation at landfill	15.88	tonnes	3
Paper waste intensity		0.031	tonnes/employee	
Fresh water processing	Electricity used for processing by WSD	149,259	m <sup>3</sup>	3
Water intensity		0.211	m <sup>3</sup> /visitor night	
Sewage processing	Electricity used for processing by DSD	149,259	m <sup>3</sup>	3
General waste disposal	Methane gas generation at landfill	597.12	tonnes	3
General waste intensity		0.001	tonnes/ visitor night	
Business travel by employees	CO <sub>2</sub> generation during air flighting	0.00	Round trip	3

Notes:

1. The visitor night was 708,338 in 2020.
2. The total number employees of the Group were 512 in 2020.

## APPENDIX 2: CONVERSION FACTORS

### A. Emission factors used

Scope	Emission source	Type	Unit	CO <sub>2</sub> (kg/unit)	CH <sub>4</sub> (g/unit)	N <sub>2</sub> O (g/unit)	Data source
Scope 1	Stationary combustion	Towngas	unit	2.549	0.0446	0.0099	EPD-EMSD Guidelines
	Mobile combustion	ULP – Passenger car	litre	2.360	0.253	1.105	EPD-EMSD Guidelines

Scope	Emission source	Unit	kg CO <sub>2</sub> -e /unit	Data source
Scope 2	Electricity purchased from The Hongkong Electric Company Limited	kWh	0.71	The Hongkong Electric Company Limited Sustainability Report 2020
	Electricity purchased from CLP Power Hong Kong Limited	kWh	0.37	CLP Power Hong Kong Limited Sustainability Report 2020
	Towngas purchased from The Hong Kong and China Gas Company Limited	unit	0.597	Towngas Environmental, Social and Governance Report 2019
Scope 3	Methane generation at landfill in Hong Kong due to Disposal of Paper Waste	kg	4.8	EPD-EMSD Guidelines (2010)
	Electricity used for fresh water processing by WSD	m <sup>3</sup>	0.417	WSD Annual Report 2019-2020
	Electricity used for sewage processing by DSD	m <sup>3</sup>	0.20	DSD Sustainability Report 2019-2020
	General waste disposal	kg	1.5	Carbon Audit Toolkit for Small and Medium Enterprises in Hong Kong
	Business travel by employees	Trip	ICAO Carbon Emissions Calculator	ICAO website



### APPENDIX 3: DETAILED CALCULATION WORKSHEETS FOR GHG EMISSIONS

#### A. GHG emissions from stationary combustions

A	B	C	D	E	F	G	H	I
Source description	Amount of fuel used (litre/unit)	Fuel Type	CO <sub>2</sub> emission factor	CO <sub>2</sub> emissions in tonnes of CO <sub>2</sub> -e ((B×D)/1000)	CH <sub>4</sub> emission factor	CH <sub>4</sub> emissions in tonnes of CO <sub>2</sub> -e ((B × F) / (1000 × 1000) × GWP (Note)	N <sub>2</sub> O emission factor	N <sub>2</sub> O emissions in tonnes of CO <sub>2</sub> -e ((B × H)/(1000 × 1000) × GWP (Note)
Town gas consumption	260,898	Town gas	2.549	665.03	0.0446	0.244	0.0099	0.801
Total				665.03		0.244		0.801

Note: GWP of CH<sub>4</sub> is 21 while it is 310 for N<sub>2</sub>O.

#### B. GHG emissions from mobile combustions

A	B	C	D	E	F	G	H	I
Source description	Amount of fuel used (litre/unit)	Fuel Type	CO <sub>2</sub> emission factor	CO <sub>2</sub> emissions in tonnes of CO <sub>2</sub> -e ((B × D)/1000)	CH <sub>4</sub> emission factor	CH <sub>4</sub> emissions in tonnes of CO <sub>2</sub> -e ((B × F)/(1000 × 1000) × GWP (Note)	N <sub>2</sub> O emission factor	N <sub>2</sub> O emissions in tonnes of CO <sub>2</sub> -e ((B × H)/(1000 × 1000) × GWP (Note)
Private Cars	12,800	ULP	2.36	30.21	0.253	0.068	1.105	4.38
Total				30.21		0.068		4.38

Note: GWP of CH<sub>4</sub> is 21 while it is 310 for N<sub>2</sub>O.

C. GHG emissions from purchased energy

a) Electricity

A	B	C	D
Facility / source description	Amount of electricity purchased (kWh)	Emission factor (kg CO <sub>2</sub> -e/kWh)	Indirect GHG emissions in tonnes of CO <sub>2</sub> -e (B × C/1000)
Hotels located in Hong Kong Islands and used the electricity of The Hongkong Electric Company Limited	11,309,552	0.71	8,029.78
Hotels located in Kowloon and used the electricity of CLP Power Hong Kong Limited	3,532,112	0.37	1,306.88
Total			9,336.66

b) Towngas

A	B	C	D
Facility / source description	Amount of Towngas purchased (unit)	Emission factor (kg CO <sub>2</sub> -e/unit)	Indirect GHG emissions in tonnes of CO <sub>2</sub> -e (B × C/1000)
Towngas consumption	260,898	0.597	155.76
Total			155.76

D. GHG Emissions from paper waste disposal sent to landfill

A	B	C	D	E	F	G
Source description	Amount of paper in storage at the beginning of the reporting period (kg)	Amount of paper purchased during the reporting period (kg)	Amount of paper collected for recycling during the reporting period (kg)	Amount of paper in storage at the end of the reporting period (kg)	Emission factor (kg CO <sub>2</sub> -e/kg)	Indirect emissions in tonnes of CO <sub>2</sub> -e ((B+C-D-E) × F/1000)
Paper	Nil	15,878	950	Nil	4.8	71.65
Total						71.65

E. GHG emissions due to electricity used for fresh water processing by WSD

A	B	C	D
Source description	Amount of water consumed (m <sup>3</sup> )	Emission factor (kg CO <sub>2</sub> -e/m <sup>3</sup> )	Emissions in tonnes of CO <sub>2</sub> -e (B × C/1000)
Fresh water usage	149,259	0.417	62.24
Total			62.24

F. GHG emissions due to electricity used for sewage processing by DSD

A	B	C	D
Source description	Amount of water consumed (m <sup>3</sup> )	Default emission factor (kg CO <sub>2</sub> -e/m <sup>3</sup> )	Emissions in tonnes of CO <sub>2</sub> -e (B × C/1000)
Sewage generation - General	149,259	0.20	29.85
Total			29.85

G. GHG emissions from general waste disposal

A	B	C	D
Source description	Amount of general waste sent to landfill (kg)	Emission factor (kg CO <sub>2</sub> -e/kg)	Emissions in tonnes of CO <sub>2</sub> -e (B × C /1000)
General waste disposal	597,123	1.5	895.68
Total			895.68

H. GHG emissions from Business travel by employees

A	B	C	D
Source description	Times of round trip	Emission factor (Total passengers' CO <sub>2</sub> / journey)	Emissions in tonnes of CO <sub>2</sub> -e (B × C /1000)
Business travel by employees	0.00	ICAO Carbon Emissions Calculator	0.00
Total			0.00