



Shanghai Jin Jiang International Hotels (Group) Company Limited

(a joint stock company incorporated in the People's Republic of China with limited liability)

Stock Code : 02006



Environmental, Social and Governance Report 2016

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人和錦江 ❖ 禮傳天下
**Harmony at home and
hospitality for all**

Shanghai Jin Jiang International Hotels (Group) Company Limited (“Jin Jiang Hotels” or the “Company” (stock code: 2006)) and its subsidiaries (collectively the “Group”) hereby publishes the Group’s 2016 Environmental, Social and Governance Report (the “ESG Report”) to demonstrate the Group’s concepts and practices of sustainable development to all its stakeholders.

REPORTING SCOPE

This report presents information relating to the headquarter of the Group and its subsidiaries in the hotel business including full service hotels and select service hotels covering the period from 1 January 2016 to 31 December 2016 (the “Reporting Period”).

REFERENCES

In line with the Environmental, Social and Governance Reporting Guide (the “ESG Guide”) in Appendix 27 to the Rules Governing the Listing of Securities (“Listing Rules”) on the Main Board of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”), this report is organized into two subject areas (namely Environmental and Social Areas), elaborating on the aspects and indicators of the ESG Guide with regard to the environmental and social impacts of the Group’s business and operating activities.

REPORT AVAILABILITY

This report is available in electronic version which has been published on the websites of the Stock Exchange of Hong Kong Limited (the “Stock Exchange”) (<http://www.hkexnews.hk>) and of the Group (<http://www.jinjianghotels.com.cn>).

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Jin Jiang Hotels Wechat Public Account



Jin Jiang Travel APP

1. ABOUT THE GROUP

1.1. Company Profile

Shanghai Jin Jiang International Hotels (Group) Company Limited is a leading hotel group in China, principally engaged in hotel operation, management and franchising, the businesses of restaurants, transportation and logistics, and travel agency, etc. Jin Jiang Hotels was successfully listed on the Main Board of the Stock Exchange in December 2006 under the stock code 2006, thus becoming the first Hong Kong-listed stock that is solely engaged in the hotel business in mainland China.

In recent years, the Group fully seized upon the global development opportunity of the “One Belt One Road” to promote the advancement of “global business deployment and multinational operations” strategy in the hotel business by utilizing a double-edged approach featuring both capital-intensive operations and excellence in operations. These efforts were meant to foster a modern tourism service industry chain centered on hotels and to accelerate the transformation and development of the Group. The Group acquired the Groupe du Louvre, Plateno Group and Vienna Group in February 2015, February 2016 and July 2016, respectively. Upon these acquisitions, the Group focused on brand innovation, accelerating the brands analysis, and promoting the coordinated development. In addition, with the aim of building the tourism service eco-system, the Group strategically invested in the WeHotel, which is a global hotel sharing platform built to connect each hotel in every country of the world by sharing membership, inventory, revenue and service.



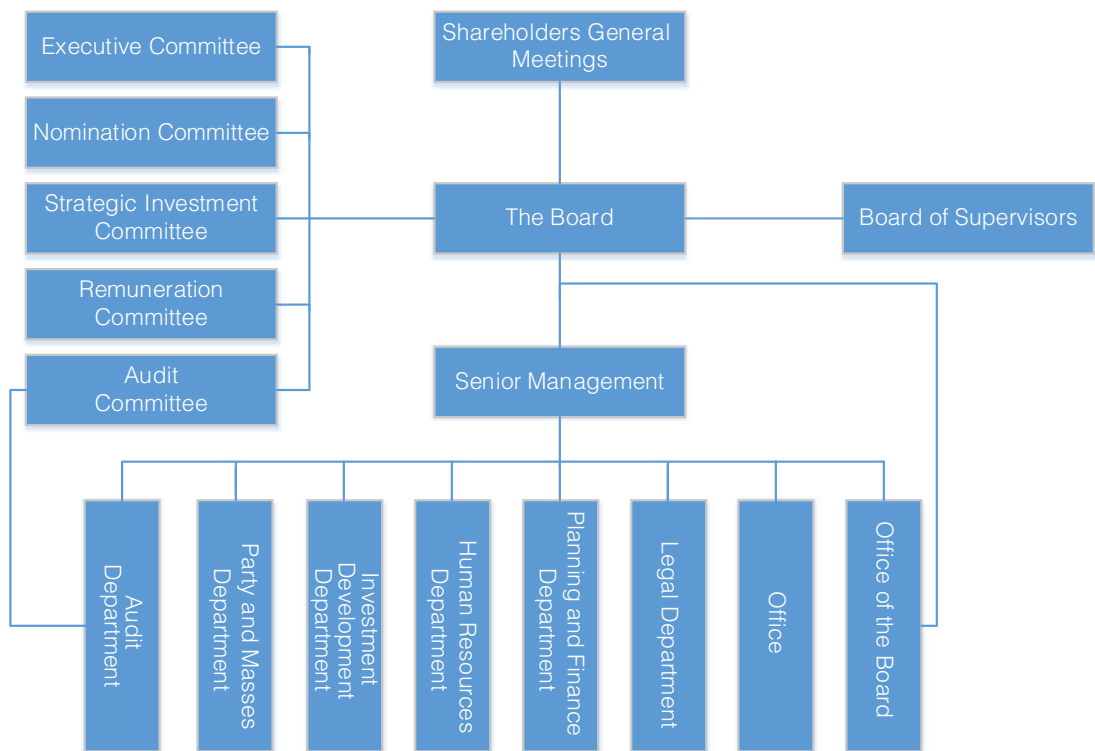
By the end of 2016, the Group operates a wide range of hotels, including Full Service hotels and Select Service hotels. Hotel brands include J.Hotel, Jin Jiang, Jin Jiang Metropolo, Jin Jiang Inn, the series of brands under Groupe du Louvre (“GDL”), the series of brands under Plateno Group and the series of brands under Vienna Hotels. The Group owned or managed about 6,000 hotels in operation in the world with a total of approximately 600,000 guest rooms in 67 countries across the globe. Our offering of hotel rooms was ranked 5th among hotel groups in the world. Moreover, the Group had also about 1,800 hotels under development with approximately 190,000 guest rooms projected.

With the aim of speeding the implementation of “global business deployment and multinational operations” strategy, the Group established the global hotel management committee of the Board in 2016 so as to better manage the hotel management companies and continuously push the internationalization development. In accordance with the principle of “keeping basic elements unchanged, integrating back offices and complementing comparative advantages for co-development”, synergies and complementary effects among GDL, Plateno and Viennea created more room for global development and multinational operations.



1.2. Standard Operation

The Group strictly complies with laws and regulations including the “Company Law of the People’s Republic of China” and “Code of Corporate Governance for Listed Companies” as well as the “Company’s Articles of Association”. Based on the modern enterprise system, the General Meeting of Shareholders, Board of Directors (the “Board”) and Board of Supervisors have been set up to be responsible for the Group’s decision-making, execution and supervision respectively; duties and authority are clearly defined and a corporate governance structure with separate roles & responsibilities, coordinated operations, and effective checks & balances have been formed and further standardized. During the Reporting Period, the Group further improved its corporate governance and management systems as a listed company by establishing the executive committee and global hotel management committee of the Board. Jin Jiang GDL Asia Co.* (錦江盧浮亞洲公司) was established as part of the construction of a highly efficient, synergy-inducing operation system.



1.3. Clean Party and Honest Government

To lay a solid foundation for the reform and development of the Group and international development, the Party Committees of the Group and the subsidiaries adhere to the spirits of the central government, follow the “Three Stricts and Three Steadies” requirements, actively implement the responsibility lists of the honest Party and clean government responsibility system and the responsibility lists of the discipline supervision, strengthen the Party’s main responsibility and the Secretary’s uppermost responsibility and the double posts responsibilities of each group member, and reinforce the establishment of the Group’s thought, organization, style and policy.

The Group aligns itself with the Party’s discipline, rules and Eight-point Rules and puts the responsibility of strict Party management into practice through serious education, timely warning and early intervention. By embracing the Group’s great strategy, the leaders and officials set an example in carrying out relevant work, such as the “Two Studies, One Action” activity. By taking the study education as an important political task, the Group actively deployed the learning and education of the “Two Studies, One Action” activity, set the requirement on the learning, and organized a thorough study and full implementation of the important speech of General Secretary Xi Jinping. The Group stresses responsibility, leadership, coordination, and visible results, and promotes strict Party governance to the grassroots level, so as to further strengthen Party-building in state-owned enterprises and to safeguard the completion of the strategic goal task of the Group.



The Group organizes various kinds of supervision and education activities, including anti-corruption video presentations, visits to the clean Government base, the Party and masses work salons and the WeChat platform of “Jin Jiang Party building”. In 2016, the Party committees at all levels of the Group organized multiple Party construction activities such as the “Two Excellent and One Advanced” assessment, “Sunrise East”, “Road of Revival” and “Strength of Faith”.



Activity of “Strength of Faith”



Activity of “Road of Revival”



Activity of “Sunrise East”



Activity of “Renew the oath to join the Party”

The Group strictly abides by the “Law of the People’s Republic of China Against Corruption and Bribery”, “Law of the People’s Republic of China on Anti-money Laundering” and the “Company Law of the People’s Republic of China” and other laws and regulations. The Group also formulated policies such as “Anti-fraud Investigation Policy”, the “Whistleblower Protection Policy” and “Whistleblower Policy”, etc., and also established the whistleblower channels including a telephone hotline, emails and a mail box to report behaviors breaching professional ethics and fraud, all of which are subject to assessment and investigation. The existing deficiencies of the enterprise will be addressed in a timely manner through education and disciplines so as to maintain the cleanness of Party. With the aim of improving the honest Party and clean government as well as anti-corruption campaign, the Group’s Disciplinary Committees are responsible for receiving, investigating and punishing misconducts while not revealing details and safeguarding the legitimate rights and interests of whistleblowers.

Through internal auditing, the Group continuously deepens the audit on the economic responsibility of leading personnel. Adhering to the principle of “Audit upon Dismissal”, the audit policy concerning leading personnel’s serving periods is to audit during terms of offices and also audit upon dismissal. The scopes of the audits during terms of offices are continuously expanded to urge the Group to strictly implement the Eight-point Rules and financial policies.

1.4. Risk Management

The Group has established a comprehensive set of compliance manuals, which include corporate governance regulations and operational regulations. It covers policies and procedures for the corporate governance framework, risk management, internal controls of finance, internal audit, the budgetary management system, fund raising and financing management system, overseas investment management, engineering project management and human resources management. Decision-making and operational activities of the Group were effectively overseen and management at all levels was enabled to control the risk level of respective businesses thanks to systems, policies and procedures aforementioned.

Based on a risk-based approach, the internal audit department of the Group coordinates with each of the departments and subsidiaries in the ongoing testing and self-evaluation for risk management and internal controls on an annual basis. Periodic inspections were conducted on the design of internal control and the effectiveness of its implementation on subsidiaries every three years. The check-ups were performed on each of the major areas of risk of the Group including domestic and overseas investments, borrowings and financing, internal and external guarantees, securities, pledges and material transactions and asset purchases, related party transactions, equity transfers, disposal of assets, remunerations, inside information, disclosures for listed companies and structure of governance, and follow-up reviews were performed after identifying major issues during the check-ups, and timely remedial actions were adopted.

1.5. Strategic Development

The uncertainties in the global economic recovery, the slowdown in domestic macro-economic growth, the periodic structural oversupply in the hotel industry and the rapid development of information technology relating to the Mobile Internet will continue to affect the development of the Group's principal business. Nevertheless, with the introduction and implementation of government policies to promote the development of the tourism industry, as well as the stimulating effect of projects including Shanghai Disneyland, broad prospects for future development still hold out for China's hotel and tourism industry. The Group will actively address any challenges and seize any opportunities that might arise.

The Group will adopt a philosophy of development emphasizing innovation, coordination, eco-friendliness and sharing in line with the "13th Five-Year Plan"; further entrench the supply-side reform; step up the development of its core business and establish the "Jin Jiang" brand by seeking growth with prudence. We will seek to improve our management standard and core competitiveness by learning from the expertise and experience of our foreign partners and by leveraging the strategy of setting up international businesses while introducing foreign experiences to the domestic operations. We will also further advance our domestic as well as international business deployment and optimize our ability in multinational operations.

In the upcoming year, the establishment process of Jin Jiang GDL Asia Co.* (錦江盧浮亞洲公司) will be accelerated with a particular focus on making progress in the upgrading of brand rankings and ensuring the achievement of development targets. We will also speed up the construction of WeHotel and create a brand new membership club house. A shared procurement platform will be built with an aim of making advances in supply chain integration, while the existing shared financial platform will be enhanced for the purpose of enabling greater financial integration. A new session of exchange and training sessions for staff will be implemented to facilitate the integration of human resources. The layout of the management system for performance excellence will be promoted to enhance our quality and efficiency in a comprehensive manner.

The Group will seize the opportunity presented by the reform of state-owned assets to enhance its development towards a market-oriented corporation. We will advance reforms of our mechanisms and regimes, and we will also explore the innovation and transformation of business and service models compatible with the age of new economy, while optimising our market-based remuneration regime and restraint and incentive mechanism. The Group will leverage its strengths in specialization, in an attempt to foster a modern tourism service industry chain centered on hotel operations and shared economic platforms. We will continue to improve the asset liquidity and adjust our structure to further increase our overall asset return and enterprise value.

Embracing the national strategy to promote the implementation of the “One Belt And One Road” initiative, the Group will focus on key regions, countries and brands. It will expedite the fulfillment of Group strategy, follow the Party’s leadership and leverage the synergy effect to drive Jin Jiang Hotels growth and market the national brand to the world.

2. RESPONSIBLE MANAGEMENT

2.1. ESG Governance

The Group has been deepening the awareness of responsibility, perfecting the accountability mechanism, and integrating the concept of social responsibility into the operation and management of the Group, with the aim of sharing values of enterprise, society and the environment.

The Board supports the Group in fulfilling its corporate social responsibility and takes the overall responsibility for the Group's ESG strategy and reporting. 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. The Management of the Group is required to provide a confirmation to the Board on the effectiveness of these systems.

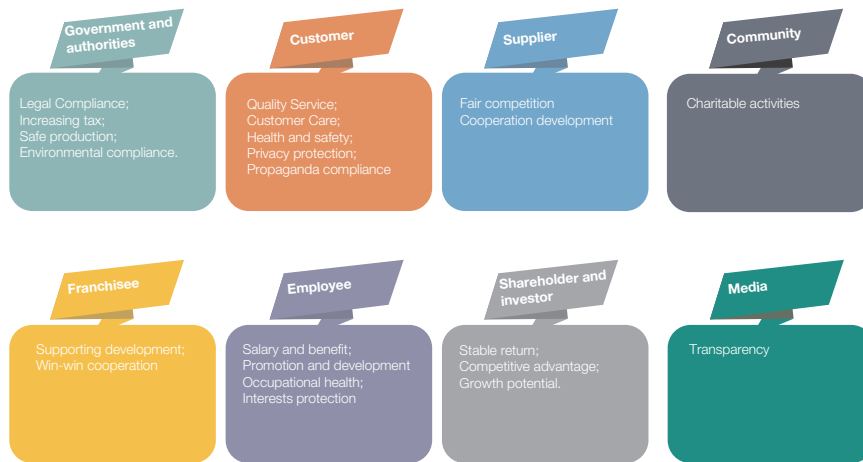
In close accordance with the objective of “global business deployment and multinational operations” strategy and development plan of “Innovation, Revolution and Improvement”, the Group actively participates in the creation of civilized units by focusing on the ideological, scientific and operational property of the civilization work. Striving to the new breakthrough with regard to the “Quality, Innovation and Effectiveness”, the Group further improves the employees' comprehensive quality and strengthens the enterprise brand image, social responsibility and core competitiveness. In 2016, 32 of the companies that the Group owned or owned shares in were awarded as the (Year 2015–2016) “Civilized Unit of Shanghai City”.



Civilized unit materials

2.2. Stakeholders Communication

The Group pays special attention to the expectations of the stakeholders and adopts a responsible and proactive attitude and practical actions in dealing with matters of stakeholder interests and communications with them, so as to boost the growth of both the Group and stakeholders.



2.3. Materiality Assessment

The Group constructed the ESG materiality analysis model to identify and determine subjects in the 11 aspects required by the ESG Guide through assessment and analysis and based on stakeholders' concerns. Through identification, assessment and selection of subjects in the required 11 aspects, the Group measures the impact of these subjects on stakeholders and the Group's business development and determines significant ones and gives major disclosure and response in this report.

ESG Report Guide Aspects	The Group's Indicators	No.
/	Economic performance	1
/	Investor relationship	2
A1 Emissions	Emission Reduction	3
	Adaption to climate change	4
	Waste reduction	5
A2 Use of Resources	Energy Conservation	6
	Water conservation	7
A3 The environment and Natural Resources	Green construction and reconstruction	8
B1 Employment	Staff right and interests protection	9
	Promotion	10
B2 Health and Safety	Staff benefits	11
	Safe Production	12
B3 Development and Training	Occupational disease prevention	13
	Staff training	14
B4 Labor Standards	Forbid child labour and forced labour	15
B5 Supply Chain Management	Responsible procurement	16
	Quality service	17
B6 Product Responsibility	Privacy protection	18
	Propaganda compliance	19
	Health and safety	20
B7 Anti-corruption	Integrity management	21
B8 Community Investment	Charitable activities	22



3. SHAREHOLDERS' INTERESTS

3.1. Information Disclosure

In strict compliance with the Stock Exchange disclosure requirements, the Board continually communicates with shareholders and investors, and the Board also releases timely information disclosures on major developments of the Company. To maintain effective communications, the Company publishes circulars and announcements, financial data and other relevant statistics on the Company website www.jinjianghotels.com.cn.

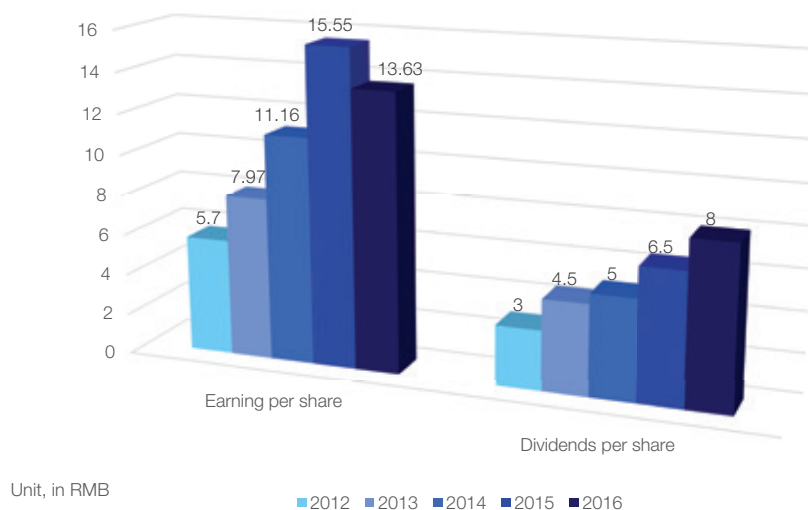
3.2. Investor Relations

The Group places strong emphasis on communications with shareholders and investors as well as the improvement in the transparency of the Group: designated departments and staff were put in place to provide reception for investors and analysts. During the Reporting Period, the Group received over 100 groups of funds managers and analysts in total and patiently answered their questions on the Group. Meanwhile, arrangements were made for reverse roadshows to various types of hotels under the Group as a way of reverse roadshow, allowing them to have a prompt understanding of the operations and latest business developments of the Group, so as to reach a good bilateral communication. The Group conducted true, accurate, complete and timely information disclosure in strict compliance with relevant laws and regulations, the Company's Articles of Association and the Listing Rules. Investors can access information such as the basic conditions and statutory announcements of the Group at any time by visiting our website www.jinjianghotels.com.cn. Annual reports, interim reports, circulars and announcements published since the Group's listing are available under the section "Investor Relations" on the Group's website. Results promotional presentations and one-to-one meetings with institutional investors are held after the announcement of interim and annual results.

3.3. Dividends

The Company's objectives are to deliver maximum value to shareholders and to safeguard their interests. To provide returns for shareholders and benefits for all investors according to its operation and development, the Company follows a high dividend payout ratio policy and it has boosted its dividend per share (DPS) over consecutive years.

2012–2016 Operational Statistics



4. QUALITY SERVICES

Product quality and service levels are deemed essential by the Group because quality products and services are the indispensable factors in remaining on solid footing in the highly competitive market. To encourage the service culture of Harmony and Courtesy, the Group has been developing service awareness, improving service level and delivering services in a more meticulous and earnest manner. In 2016, the Group has gained wide public acknowledgement for its hotel hospitality services.



Awards received by the Group	Appraisers
• Best Chain Hotel Brand in China	Globe Magazine — CGT-tested Annual Award
• Top 10 Influential Brands of High-end Hotels in China No. 1	Meadin.com
• Best Communication Strategies of the Year Award	PR Newswire New Communication Annual Summit
• Best Hotel Management Group in China	Asia Hotel Forum
• Most Popular Hotel Group in China	Travel+Leisure China Travel Awards
• China Talent Management Example Enterprises — Plateno Group	Annual Summit on Best Practice of Talent Management of China
• Select Service Hotel Brand with Best Development Potential for the Year — “Campanile”	Asia Hotel Forum
• New & Remarkable Hotel Brand in China — Jin Jiang Metropolo	16th China Hotel Golden Horse Award
• PRC Hotel Groups with Best Development Potential — Jin Jiang Metropolo	China Hotel Starlight Awards
• Top 10 Hotel Chain Brands in China — “Jin Jiang Metropolo”	China Hotels Golden Ray Award
• Best Hotel Chain for the Year — Jin Jiang Metropolo	China Travel Committee
• 2015 Most Popular Hotel for Business Professionals — “Jin Jiang Metropolo”	LEADERCLUB
• Hotel Chain Brands with the Best Investment Value in China — James Joyce Coffetel	16th China Hotel Golden Horse Award
• Most Popular National Hotel Brand Group for Consumers — Vienna Hotels	16th China Hotel Golden Horse Award
• Best Chain Budget Hotel in China — “Jin Jiang Inn”	China Hotel Starlight Awards
• Best Hotel Management Group in China — Vienna Hotels	China Hotel Starlight Awards
• Best Hotel Brand for the Year — “Vienna Hotels”	China Travel Committee
• Top 60 Hotel Group in China — Vienna Hotels	China Tourist Hotels Association
• Hotel with Best Online Booking Experience in China — “Vienna Hotels”	Internet Tourism Ranking of China
• Top 10 Influential Brands for Select Service Mid-tier Hotels — “Jin Jiang Metropolo”, “Lavande”, “Vienna Hotels	Meadin.com
• Top 10 Influential Brands for Budget Hotels — “Jin Jiang Inn”, “7 Days Inn”	Meadin.com
• Top 10 Hotels with the Best Reviews — “Lavande”	16th China Hotel Golden Horse Award
• 2016 Best Breakfast Provider — “Jin Jiang Inn”	China Golden Pillow Awards

4.1. Important Reception

As a hotel service group, the Group is engaged in a large number of important reception services each year, including international and domestic meetings and activities of different levels. With a high degree of political responsibility and strong sense of mission, the Group has planned and formulated detailed work plans and emergency plans. During meetings and activities, the hotel staff have strengthened communication and coordination, paid attention to detail, ensured the safety and provided thoughtful services. By working together and doing its best to provide quality service, the Group endeavors to ensure the success of every meeting and event.

Over the past 80 years, the Group has received more than 500 high-ranking politicians from across the world and completed major reception services for APEC, the Shanghai World Expo and the CICA summit. Focused on quality enhancement, the Group actively created the culture of "Craftsman Spirit". To better serve important receptions, the Group constantly improves the quality standards and raises the level of refinement and specialization of products and services.



The signature wall signed by political leaders all around the world



The food carving master, Mr. Guo Yuwen

In 2016, the food carving master and executive chef of Jinjiang Hotel, Mr. Guo Yuwen and the executive chef of New Jinjiang Hotel, Ms. Yan Huiqin were each granted with the title of "Shanghai Craftsman". The food carving products made by Mr. Guo Yuwen for important receptions including Shanghai World Expo and CICA summit have won the high praise from guests from each country.

In 2016, the Group has completed the important reception tasks including the Ninth Global Health Promotion Conference, Forum on China–Africa Cooperation, the 4th Meeting of the UK-China High-Level People to People Dialogue, the 4th meeting of the 12th Shanghai Political Consultative Committee, the 28th the Mayor of Shanghai’s International Business Leaders Advisory Council Meeting and National Day Reception Meeting and G20 Employment Working Group Meeting. In 2016, the Group’s Peace Hotel has hosted the Australia’s Prime Minister and the Canada’s Prime Minister. The warm and thoughtful services have gained the high recognition from the two Prime Ministers.



The 4th Meeting of the UK-China High-Level People to People Dialogue

4.2. Warm Environment

The full service hotels of the Group have been continually delivering warm, luxurious, comfortable and high-quality services to guests and making them feel at home by offering a multitude of cozy rooms, unique decorations and furnishings. Full service hotels create a favorable dining environment for guests and serve delicacies and specialties from around the world. On top of that, conference venues of various sizes are available including well-equipped conference rooms. The hotels also boast in-house fitness centers furnished with a full range of facilities, such as indoor thermostatic swimming pools, a sauna and massage services, all of which induce relaxation and refreshment.



Operating under the brand concept of “Appreciate life and live my own style”, the Jin Jiang Metropolo of the Group commits to creating a simple living environment and aesthetic taste to satisfy the guest’s demands for simplicity.



Since it was first opened in China in 2016, Campanile, a mid-tier brand of the France-based Louvre Hotel, has been staying true to its core culture of delivering friendly and hospitable services. It pleases guests with its superior accommodation environment, business and leisure venues, and glamorous French-styled afternoon tea owing to the fusion of French influence into local styles, which is also apparent in the design of guest rooms, public amenities & facilities and catering services.



Xana Hotelle, subsidiary of the Plateno Group acquired by the Group, is the first mid-tier chain hotel boasting guest room space exclusively for women. It built the brand in fashion and consumer goods industry, applied internet branding techniques to lure consumers, leveraged brands to boost development, deepened consumers' understanding of brand values, and established entry-lux design styles by borrowing luxury brands at a low cost, which made it become the first choice for consumers in pursuit of fine and high quality life.



The Vienna Hotel of the Group has become the best mid-tier business chain hotel brand in China. To bring forth the core guest value of "Sleep well and stay fit", it has been dedicated to offering healthy and comfortable high value-added products and a supreme sleeping experience to guests, and the hotel formed a 6-brand value system, namely "Comfort and Elegance, Sophisticated Food, Luxury and Quality, Safety and Greenness, Music and Arts, Health and Good Sleep".



4.3. Considerate Services

Adhering to the service principle of “Keep smiling and do our best”, hotels under the Group has been performing strict regulations and supervisions, exhaustive checks and investigations, regular case studies and trainings of services, as well as reviews and follow-ups of guest comments and feedbacks etc. to continuously improve corporate operation management and service quality. The Group continues to enhance its quality management, quality awareness of employees, and thus the popularity of its hotel brands.

- **Network connectivity**

To deliver more efficient services, the Group invests in WeHotel, a global hotel inter-networking platform, which enables Jin Jiang Jclub and Pletano Club to collect and exchange membership data, rights and interests, credits and values. WeHotel issued joint credit cards with China Construction Bank to provide business professionals with a hassle-free trip experience. In addition, “Jin Jiang Travel”, a newly launched app of the WeHotel, provides efficient booking services, hotel information and solutions to secure accommodations.



- **Standard Services**

To provide guests with standard and quality services, the Group has set up service criteria applicable to every hotel and a room service training system comprising of a team of trainers and regional personnel responsible for room service training, who perform the Training the Trainer (TTT) program as well as professional trainings and conduct tests on housekeeping, cleaning equipment usage and guest room service process, with an aim of improving guest room service quality and maintaining brand quality.

- **Guest satisfaction**

In strict compliance with the Law of the People's Republic of China on Protection of Consumer Rights and Interests and China Tourist Hotel Industry Standards, the Group protects the rights and interests of consumers and offers quality services. Hotels have set up the Process and Policy for Guest Satisfaction Work so as to enhance management of daily supervisions and periodic measures of guest satisfaction. Hotels make room arrangements to ensure that customers' needs are met before their arrival and gather guest feedback on a daily basis by asking guests questions or via online platforms. When guests are disgruntled, proactive actions are taken to connect with guests in concern to understand their dissatisfaction and adopt corrective measures. Hotels make monthly operations and guest satisfaction analyses as well as annual summaries and analyses on the level of guest satisfaction with the goal of keeping up the good work and overcoming deficiencies, and ultimately improving service quality.

To address guest complaints, hotels of the Group have set up the Process for Addressing Guest Complaints, which stipulates responsible departments and handling procedures. To ensure that grievances be settled in a timely and efficient manner, dedicated personnel will be assigned to take and follow up with complaints and to track hotel management; separate personnel will also be assigned to make follow-up calls after resolving complaints in this closed complaint handling circle. Hotels have also established a guest service department and complaint handling process that integrates complaint settlement and relationship building & maintenance, so as to boost guest loyalty and improve corporate competitiveness.

- **Privacy Protection**

Hotels of the Group have set up a Guest Privacy Protection Policy, which stipulates that guest information shall be managed by dedicated personnel using an advanced, efficient and confidential information management system; that strict information access authority management policy be formulated; and that more relevant employee trainings be arranged to improve privacy protection awareness, thus ensuring guest data security.

4.4. Security

In strict compliance with the Production Safety Law of the People's Republic of China, Food Hygiene Law of the People's Republic of China, Fire Prevention Law of the People's Republic of China, Measures for the Administration of Public Safety in the Hotel Industry and Regulation on Safety Supervision of Special Equipment, the Group passed the Regulations on the Management of Internal Security and Fire Safety Management, Regulations on the Management of Production Safety, Labor Protection and Special Equipment, and Regulations on the Management of Public Health and Food Safety, etc. to regulate and improve internal security and fire safety management, prevent hazards of polluted food and other factors, standardize and manage hotels' special equipment, formulate emergency plans and perform regular drills so as to ensure the health and safety of guests and staff thus offering a warm, harmonious and safe operating environment.

- **Monitoring and Inspections**

The Group has set up a safe production leading group and furnished safety production management organizations, dedicated or part-time production safety management personnel based on specific context of companies to be responsible for routine safe production management. The safe production leading group formulates an annual safe production work plan and takes the responsibility of monitoring and offering guidance on plan execution. The Group carries out periodic safe production inspections and seasonal technical checks based on particular production and operation realities, and assigns dedicated personnel to take remedial measures to mitigate risks spotted within a prescribed time limit.

Case

Peace Hotel of the Group checked the distribution of a closed space and labelled equipment in these locations to warn of major hazards and indicated responsible departments and persons. On top of that, Peace Hotel performed staff safety trainings with an aim of preventing and reducing production-related accidents and secure the safety and health of operators.



- **Food Safety**

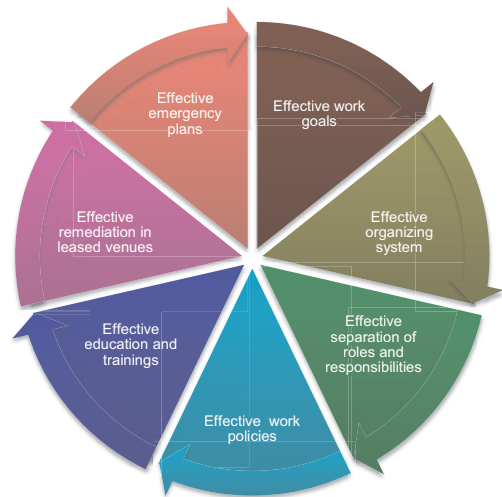
The Group has set up a public health and food hygiene management system as well as a food safety accountability mechanism. Besides, it equipped full-time or part-time personnel to manage and supervise public health and food hygiene based on realities. The Group conducts regular or occasional inspections and year-end overall assessments on public health and food hygiene of its subsidiaries as part of its routine management.



- **Promotion and Education**

The Group plays an organizing and supervising role in holding the company-level Safe Production Promotion Week event, supports the implementation of safe production education and trainings, monitors professional trainings and work qualifications of special operation staff and offers 3-level (i.e. company, department and workshop) safety education for new staff.

In 2016, the Group followed the safety requirements of “Seven Duties in Place” and adhered to the concept of scientific and safe development, enhanced safe production “red line” awareness and “bottom line” mindset, implemented safe production responsibility and established a sound safe production accountability mechanism based on the principle of “Equal Responsibility of the Party and Government, Double Duties and Collective Supervision”. Focused on safe production standardization, it improved safe production management mechanism, refined rules and regulations and strengthened risk governance aiming to mitigate safety risks. In 2016, the Group’s safe production work was under control with no occurrences of major production accidents, serious crimes or fires. The Group offered excellent reception services to high-ranking foreign politicians and important international meetings, giving the Group acknowledgement from higher and relevant authorities.



The Group carried out work safety standardization work proactively, evidenced by a total of 13 member enterprises rated as work safety standardization level II enterprises in 2016.

5. STAFF CARE

5.1. Protection of Rights and Interests

- ***Standard Employment***

In strict compliance with the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China and other applicable laws and regulations, the Group formulated procedures including a policy and procedure for Employment and for Labor Contracts, which allow no bias against gender, place of birth, nationality or belief, and take into considerations candidates' academic background, language ability, interpersonal communication ability, technical competence, work experience and moral qualities, etc. with particular attention on professional experience, capability, performance and potential. The Group checks identifications of candidates to avoid recruitment of child labor in the process of employment.

- ***Promotion***

The Group provides promotion policies and manages staff career paths through internal promotion, job rotation, changes of positions, etc. With horizontal and vertical promotion channels in place, it makes career development plans and collects feedbacks on execution status and results regularly so as to effectively help staff achieve potential, encourage their passion for work to the fullest, and increase solidarity and loyalty, thus facilitating co-development of company and staff.

Staff with phenomenal performance, business skills, management abilities and potential will be transferred to more critical positions or fill an opening referred by their superiors. Where there are job vacancies, staff of respective departments and companies will be given priority, showing Group's effort to provide opportunities of career development and to motivate its employees.

- ***Working Hours***

The Group formulated a series of policies and procedures such as Annual Leaves and Statutory Holidays to safeguard leave entitlements of its staff. Staff of the Group are granted statutory holidays, paid annual leave, marriage leave, maternity leave, nursing leave, family planning leave, compassionate leave, home leave, etc.

In strict compliance with the Law of the People's Republic of China on Protection of Workers' Rights and Interests, the Group tolerates no forced labor. The Group adopts the standard working hour system and comprehensive working hour system based on the nature of work. Where extending working hours and overtime work are needed due to operation and management needs, employees concerned should apply to responsible directors and obtain approval. Employees working overtime shall be given compensations or compensatory rests in a timely manner.

- **Remunerations**

Staff remuneration comprises basic salary, social security's contributions and merit pay. To motivate staff and encourage work passion, the Group maintains staff rights and interests, distributes incomes in favor of junior staff and staff who make great contributions, and strengthens incentive and restraint mechanism, so that personal incomes will accrue based on individual performance as well as enterprise revenues as a result of the growth of Jin Jiang Hotels.



The opening of the Workers Congress

Benefits the Group provides to the staff include a public pension fund, medical insurance fund, unemployment insurance fund, work-related injury insurance, public maternity insurance fund and housing provident fund. Staff of some subsidiaries also enjoy benefits such as complementary provident fund, enterprise annuity and commercial health insurance. On top of that, the Group offers a variety of other benefits, such as subsidies for meals, transportation, telecommunication and high temperature as well as laundry coupons.

- **Staff Care**

In 2016, the Group arranged a wide range of staff activities, staff physical checks, as well as a series of events to deliver skills, entertainment, nutrition, health and warmth as a demonstration of its concerns about the physical and mental health of the staff.

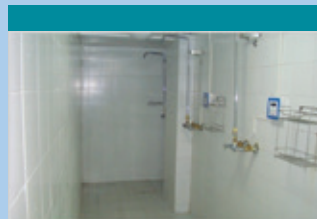
Case

In July 2016, the Group arranged the “Health and Happiness” exercise competition, which was joined by 16 teams of 300-odd staff from 22 subsidiaries.



Case

Jin Jiang Metropolo has been proactively building the “Family” culture and adopting various measures to create a warm working environment and harmonious and safe family for its staff, so that they can enjoy the fine culture and maintain confidence in the future of the company and of themselves.



*“Five Excellences” competition
(The Best Staff Canteen, the Best Bathroom, the Best Dressing Room, the Best Parking Lot, the Best Dormitory)*

In its top-down poverty relief efforts in 2016, the Group provided RMB319,000 to 53 troubled staff who were in need of financial assistance, 18 at Group level and 35 at Jin Jiang Hotels level, and RMB105,000 to 7 staff suffering severe illness.

Case

In August 2016, Group leaders visited junior staff, showed great concerns for their work, life and health and gave out items to relieve high-temperature.



The Group puts great emphasis on improving women’s competitiveness in promotions and career development, enriching their spiritual and cultural life, and enhancing their chances of living happy life. In 2016, the Group carried out work related to a female staff special disease insurance so that their health can be guaranteed. In addition, the Group celebrated Women’s Day by holding events themed at health, culture and talents.



5.2. Growth and Development

With great emphasis on staff training and development, the Group has assigned a dedicated training organization and personnel to take the responsibility and formulate a series of hotel training policies and procedures including course preparation, training plan, training of the trainers and training disciplines. In addition, the Group includes a training audit in the human resources audit to test the training system and performance of hotels and introduced training management resources of Jin Jiang Hotel Co., Ltd to offer assistance and guidance on hotel trainings of public administration courses and professional skills.

The Group formulated the “Orientation Policy and Process” which stipulates that new employees should attend trainings well-planned and properly-developed on Jin Jiang Hotels culture, the nature, mission, vision and organizational structure of the Group, as well as rules & regulations and fire prevention skills etc., so that they can fully understand their roles and responsibilities, cope with the new work environment and get along with co-workers.

Member hotels of the Group provide specific training courses for employees at different levels, further enriching training activities through various forms including internal training, external training and online training.



Internal Training



External training



Online training

Member enterprises and hotel groups of the Group have put in place distinct training systems to facilitate staff professional development.

- ***Excellence Card Open courses***

Since the inception in 2014, the Jin Jiang International Management Co., Ltd has been working with Shanghai Jiaotong University Overseas Education College to organize overseas excellence learning scheme (Excellence Card) open courses as a way to offer training sessions on administration, technical skills, market, finance etc., to its staff so as to meet their needs for continuous learning and constantly fill its talent pool for development purpose.

- ***Management College***

The Shanghai Jin Jiang Management College of the Group offers specialized and practical trainings and lectures to the staff. In 2016, junior administrative and service staff of the Hotel Group took part in a range of training sessions including the “Leadership Improvement Training Program” and “Master Signature Dishes Courses”, which provided instructions through case studies and first-hand experience, with the aim of improving staff’s hotel management and service level.

- ***Jin Jiang Metropolo Management College***

Founded in March 2005, Jin Jiang Metropolo Management College (“the College”) has been coaching mid-level and above administrative personnel of subordinated chain hotels and headquarter staff of the Jin Jiang Metropolo. Aimed at general and mid-tier administrative personnel of budget chain hotels, franchises and management trainees etc., the College launched four categories of courses, namely, corporate culture, marketing and sales, back-office administration and general management, plus comprehensive learning plans for its trainees.

- **Plateno Business College**

The Plateno Group has established the Plateno Business College dedicated to nurture mid-level and senior administrative talents. The Plateno Business College has commenced its collaboration with prominent business universities such as Harvard University Business College, Lingnan (University) College of Sun Yat-sen University and ESCP Europe on programs including Overseas Class, Linghang (“領航”) and Yuanhang (“遠航”).

- **Vienna University**

Vienna Hotel Group has established the Vienna University to meet the growing needs for labor forces due to the increasing number of hotels. Staff training plans are included into the annual plan at the beginning of the year. On-the-job staff should participate no less than 80 hours of training courses; staff of key positions should accept pre-job trainings by veteran technical personnel and experienced coaches 3 to 6 months prior to duty performing.

Case: Linghang and Yuanhang Program

Based on the “Global layout and cross-national operation” strategy, the Group has nurtured a team of industry elites through its talent exchange programs thus gaining an edge in its creation of international, market-based and specialized talents. During the year of 2016, the Group launched the Linghang (“領航”) and Yuanhang (“遠航”) training programs targeted at mid-tier to senior management.

- **Linghang (“領航”) Program**

- ✓ The Linghang (“領航”) Exchange and Training Program offers seminars to senior management of the four major hotel management groups of Jin Jiang International, i.e., Jin Jiang, Louvre, Plateno and Vienna. This program enables attendees to acquaint themselves with development strategies, organizational structures, and operation & management modes of different hotel management companies and gain understanding of respective advantages and strengths through exchange of ideas so as to facilitate business and project cooperation, draw from counterparts and achieve co-development.

- **Yuanhang (“遠航”) program**

- ✓ The Yuanhang team trains mid-tier managers and outstanding potential successors for hotel management companies. Hotel management companies share best practices of project development, brand building and talent cultivation, etc. and provide chances of internship in functions and hotels which allow trainees to obtain an insight into specific brand standards, management policies, practices, process and operating methods.

The 1st Linghang Exchange and Training Program was held in Vienna Group in Shenzhen and Plateno Group in Guangzhou during 5th and 9th December 2016. Vienna Group discussed Secret Behind the Astonishing Occupancy Rate of 120% and How Vienna Nurtures General Manager while the Plateno Group combined lectures (e.g. as Brand Innovation and the Internet) and field visits to flagship stores of these groups.



6. COMMUNITY INVESTMENT

The Group combines enterprise development with community care and society services, creates a harmonious external environment actively and promotes harmonious development of enterprise and society.

6.1. Support and Build

The Group utilizes urban and rural support and the party construction platform, signs the Shanghai Urban and Rural Party Organizations Pairing Support Agreement with general Party branch of Shantang village Langxia town Jinshan district, carries out various forms of interactive activities and strengthens support work. The two sides have organized co-built activities, carried out co-constructed interactions and experienced exchanges to improve the quality of work of party organizations.

From 2014 to 2016, the Group visited 19 low-income resident families door-to-door twice a year and sent RMB1,000 as assistance money. The Group donated RMB38,000 to support 38 persons in total. In addition, the Group provided accidental injury liability insurance that cost RMB20 per person per year for the elderly aged over 60 for 3 years. Over the past 3 years, the Group provided accidental injury liability insurance for 2,230 person-time in total and paid an accidental injury liability premium of RMB44,600.

6.2. Reciprocate with Society

Caring for the elderly and youth and aiding the poor are invariably the emphasis of the Group's public welfare activities. The Group requires all hotels to provide free rooms for disaster victims and rescuers in the event of natural disasters or accidents. The subsidiaries of Group carry out various types of compassion activities actively, such as organizing a trip for special-needs children in a deaf school to watch a circus carnival and creating a charity sale for autistic children named "Lighting the Star, Walking in Love."

Case

*On 15th October 2016, incomes of the "the night of Campanile * Campanilebrand conference" was donated to China youth children's charity rescue fund in the name of Jinjiang Metropolo.*





The pairing sympathy activity between Shanghai Yangzijiang Wanli hotel and Shanghai Hongqiao Nursing Home



Wuhan Jin Jiang international hotel's "Lighting the Star, Walking in Love" caring for autistic children charity sale activities



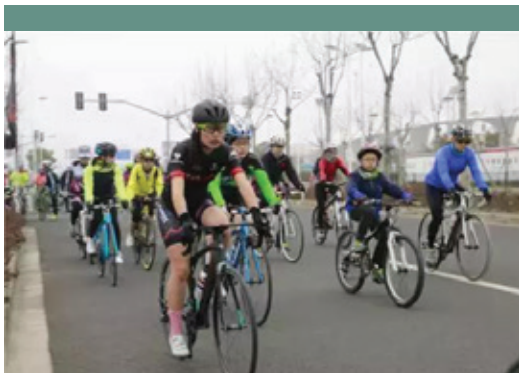
Setting up "sanitation workers priority seats" activity in KFC restaurant



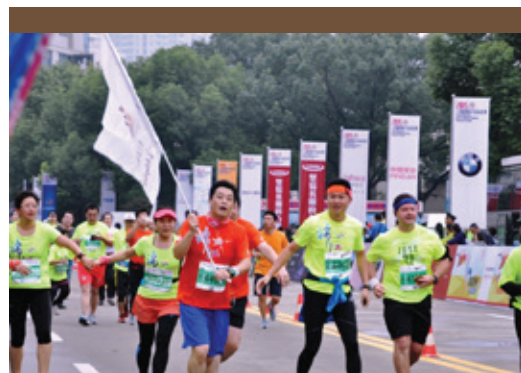
Haiyun Jin jiang International Hotel charity activity of enjoying the circus time with children

6.3. Support Cultural and Sports Undertakings

The Group involved itself intensively in the organization and participation of cultural and sports undertakings, including a "Girl Riding Day" bicycle riding event, the creation J Power public services accounts, offline services and other activities, the promotion of healthy lifestyles and strengthening of the health care consciousness of the community.



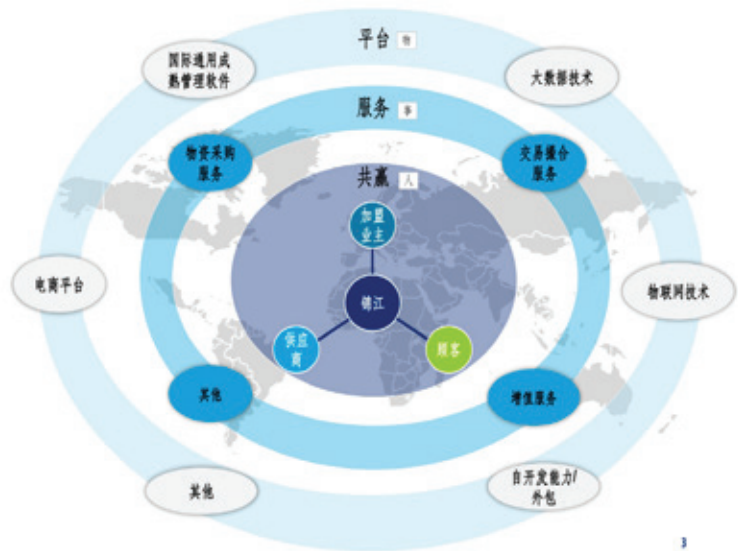
Jin Jiang Metropolo Girl Riding match in "Girl Riding Day"



J Power teams

7. RESPONSIBLE PROCUREMENT

The Group set up a global hotel management committee, established a global hotel purchase data sharing platform, as well as a purchase decision-making and executive committee. The Group integrated the offline advantages of the Jin Jiang international group, introduced the concept of Internet of things (IOT), and utilized the IOT technology and big data analysis ability to provide quality products and services for global hotels and to build a hotel industry ecosystem that reaches the win-win situation among customers, franchises, suppliers and Jin Jiang international group.



The Supply Chain Ecosystem of Global Jinjiang Hotels

To manage the procurement in the process of hotel operation, the Group formulated unifying purchase implementation rules for the mechanical and electrical equipment and the engineering project management provision and implementation rules. The Group clearly stipulates the access requirements of suppliers, such as QS certificate, ISO9001 certificate, ISO 14001 certificate and product test report. The Group strictly regulates the standards, material requirements, specifications requirements, production requirements, quality requirements and packing requirements of the bidding product. For purchased products, the Group sends samples for inspection and adheres to the quality analysis methodology of "sample observing, testing, keeping and sampling" to guarantee the quality of products. The Group requires suppliers to sign the integrity agreement and determines whether to terminate the contract based on the results of assessment and evaluation on the quality, price, distribution and service of supplier's product.

Furthermore, the Group focuses on the environmental and social risks of supply chain and takes control measures actively:

- (1) Strengthen the sense of social responsibility in supplier enterprises. In the process of screening suppliers, the procurement department of the Group takes into consideration how suppliers perform in fulfilling environmental and social responsibilities, selects quality suppliers while eliminating ones that have caused a negative impact on the environment or society, thus encouraging all suppliers to take measures to fulfill their social responsibility.
- (2) Establish a special social responsibility audit supervision agency. The Group established a supply chain audit supervision department to supervise how suppliers perform in fulfilling environmental and social responsibilities.
- (3) Strengthen the review mechanism of suppliers' environment and social risk. All suppliers of the Group should observe local laws and regulations on labor, environmental protection, health and safety, and accept the review of the Group. In addition, the Group performs occasional on-site supplier review and evaluation to assess how suppliers perform in fulfilling environmental and social responsibilities and follow up their improvement measures.

8. ENERGY CONSERVATION AND EMISSION REDUCTION

As a listed group with commitment and responsibility, the Group takes proactive measures in energy conservation and emission reduction and advances its own sustainable development so as to fulfill social responsibility. The Group builds the green hotel brand actively. At the end of 2016, 5 subsidiaries had been certified as “gold leaf rank” green hotels while 4 subsidiaries certified as “silver leaf rank”.

8.1. Green Construction and Rebuild

The Group focuses on the environmental impact in hotel construction and rebuilding process, and energy conservation and emissions reduction measures are required to be taken to reduce the environmental impact in the process of construction and operation. For example, Jin Jiang Inn formulated an Engineer Template Guidebook to enhance the energy conservation and emissions reduction measures management in hotel construction and rebuild process:

Architecture

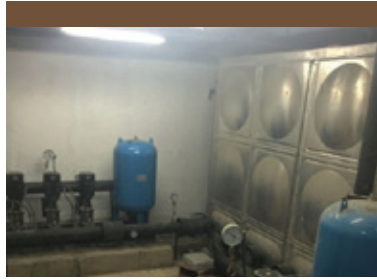
- The Group adopts heat insulation construction on outer walls, roofs, outer windows and floors, accordings to the location of the project and the national and local energy-saving design guidelines.
- External door and window materials meet the requirements of national and local energy conservation design guidelines.
- While meeting the required ratio of window and floor, the Group minimized the outer window size to save energy.

Machinery and electric appliances

- Use solar energy, air source heat pump and other energy-saving equipment as a hot water source.
- Carry out the central heating system and take same-distance layout to ensure the heating water outlet time meets the 7 to 10 seconds standard and the pressure difference between cold and hot water is not greater than 0.02 MPa.
- The water pressure of the shower outlet should be maintained at 0.05 to 0.1 MPa, (actual water pressure), and no higher than 0.2 MPa. Other measures have been taken such as carrying out roof tank to supply water to save water and energy.
- The toilet water tank adopts the water-saving type (less than 6L) and the public area adopts the inductive flushing system.
- Adopt the diversion system in appropriate projects and use gray water recycling systems as waste water recovery treatment.
- Adopt air conditioning system such as air-cooling module, the variable flow multi-split and fission.
- Adopt the same-distance layout in the north heating system project.
- Adopt a central air conditioning water system that can confine the water supply temperature difference within 5°C.
- Keep indoor air conditioning temperature higher than 26°C in summer and lower than 22°C in winter.
- Adopt efficient lighting sources and lamps, such as LED bulbs.
- Adopt group controls or centralized regulations when there are several passenger lifts.



Air source heat pump



Water-saving pump



Solar energy equipment

8.2. Emission Reduction

In compliance with various applicable laws and regulations including the Law of Environmental Protection of the People's Republic of China, the Group formulated its Environment Management Regulation to enhance the management of its main environment impact such as noise, waste water, waste gas, and solid wastes.

The Group assigns dedicated personnel in charge of environmental protection of the enterprises, and implements relevant functions and management personnel to ensure the environmental protection is effective. In the process of production and operation, the Group takes active measures and treats the pollution in a planned way in accordance with the requirements of the environmental protection department.

Efforts have been made by the Group to implement environmental impact assessment and the "Three Simultaneities Policy", formulate the treatment measures and design a blueprint. According to the environmental protection "Three Simultaneities Policy", the project could be constructed after approved.

Noise

- Noise mainly comes from all kinds of equipment, such as a fan, equipment room, water spray tower, boiler, etc.. The Group adopts sound attenuation, sound insulation methods, sound absorption methods and other advanced methods, etc., and selects low-noise equipment.

Waste gas

- It is mainly produced in the combustion process of the boiler and discharged through the chimney, the kitchen exhaust and the automobile exhaust. For the boiler, it is used to improve the combustion, so that the combustible material in the fuel could completely burnt out, and adopt all kinds of dust removal methods (such as cyclone, multi-tube, wet dust removal, etc.) to eliminate exhaust. For the kitchen exhaust gas and automobile exhaust gas, the Group adopted different purification treatment measures to eliminate according to relevant industry department technical requirements.

Greenhouse gases

- It mainly includes Scope 2: Energy indirect emissions attributed to purchased electricity and Scope 1: Direct emissions attributed to energy consumption in the boilers and kitchens. Therefore, the Group takes active measures to reduce the greenhouse gas emissions and energy consumption.

Waste water

- It is mainly the discharge of domestic sewage from the Group. According to national standard and relevant, some hotels discharge the sewage directly to the municipal network, while some hotels discharge sewage to the municipal after the waste water treatment. The Group installs remote control devices at the discharge outlets to monitor the effluent.

Smoke

- As for exhaust air from catering, the Group installs smoke treatment equipment and real-time monitors the discharge outlets through the remote equipment.

Solid waste

- Mainly includes hazardous wastes and general wastes. Hazardous wastes include waste oil, waste lamps, electronic components, waste batteries, etc. General waste includes food waste and guest room waste.
- Through the garbage classification, the Group entrusts hazardous waste disposal to qualified units, and recycles recyclable material such as waste paper, plastic and glass. Other waste are entrusted to the municipal sanitation for disposal.

Case

In 2016, Peace Hotel renovated the fume system and installed 6 efficient ultraviolet oil fume purification devices. Through professional third-party institutions certification, the fume removal efficiency has reached 95% above, which achieve an industry-leading level.



8.3. Conserve the Resources

8.3.1. Energy conservation

In strict compliance with laws and regulations including the Law of the People's Republic of China on Conserving Energy and Shanghai energy conservation regulations, the Group formulated the energy conservation management regulation to enhance the resource management of subsidiaries.

The Group set up energy management positions for each subsidiary to supervise and inspect the energy utilization situation, and the Group also formulated targeted energy-saving plans. The subsidiaries establish and improve the structure of the organization to achieve energy conservation targets, break down the designed target into steps and carry them out, and take measures to ensure the completion of energy conservation goals. While ensuring the safety and service function, the Group selected products and equipment with high energy efficiency and low energy consumption, as well as corresponding service methods and service projects. Rewards or punishments will be made based on the results of the periodic performance energy consumption review. The Group carries out energy conservation promotion and education trainings for all subsidiaries energetically, and enhances the awareness of energy conservation among subsidiaries at all levels.

The main energy consumption of the Group includes electricity, natural gas, gas and diesel oil. The Group includes the full service hotels in Shanghai into the Shanghai Hotel Energy Conservation Platform, records the consumption of energy and water, and contrasts with the historical data and the data of peer companies. In recent years, the Group carries out energy consumption conservation projects based on relevant requirements. The Group reduces the energy consumption and cost savings through these projects such as boiler oil change gas, LED lighting, geo-heat pump and air source technology, waste heat recovery lately.

On March 19, 2016, in response to the World Wide Fund (WWF)'s initiative for global climate change, the Group and its subsidiaries hotel participated in "Earth Hour" activities at 8:30 PM again and gave full expression to our support for environmental protection.



Case: Comprehensive energy conservation reform project in Jianguo Restaurant



Projects	Before	After
Air conditioning cold source	2 Screw machine of 350RT (1991) 1 Screw machine of 250RT (2006)	2 heat recovery heat-source tower of 320RT 1 heat-source tower of 320RT
Air conditioning and water hot source	2 natural-gas boilers of 5 tons (1991)	2 heat recovery heat-source tower of 320RT 1 heat-source tower of 320RT
Lighting	Traditional energy-saving lamps (7,700 units)	LED
The kitchen steam	natural-gas boilers	Steam generator
The window glasses	Single glasses	Film the intelligence window film (1,170m ²)
Group control	—	freezing station group control system
Energy cost (Ten thousand yuan)	753.97 (2013 to 2015 annual average)	565.07 (expect)
Energy consumption (tons of standard coal)	2,389.8	1,885.5
Boiler room	250m ² floor space	Other uses

8.3.2. Water saving

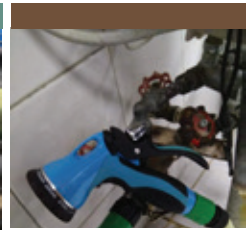
The Group attaches importance to the conservation of water resources and improves the efficiency of water use in various ways.

Part of the hotels' water conservation measures

- Carry out water balance tests, and installs the three level water meters to avoid leakage of pipes and abnormal water consumption.
- Take the time control on dressing room's shower, ensuring the water supply for the staff while avoiding the phenomenon of excessive water consumption.
- Install water-saving devices such as an induction faucet, water-saving sprinkling and cleaning tools to achieve water-saving.
- Place a water-saving green card in the guest room and arrange to replacement and cleaning of the bed sheets and towel when needed.
- Publish the water use condition of each department and water use assessment monthly.



Cooling water tower



Water-saving faucet



Water-saving cleaning tools



Staff shower timer

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