



MY HUMBLE HOUSE  
GROUP

## 2023 ESG REPORT



Maybe by <sup>my</sup> <sup>own</sup> <sup>hand</sup> <sup>myself</sup>  
makes the desert beautiful

is that <sup>my</sup> <sup>own</sup> <sup>hand</sup> <sup>myself</sup> somewhere it hides

by <sup>my</sup> <sup>own</sup> <sup>hand</sup> <sup>myself</sup>  
the heart one can see right

what is <sup>my</sup> <sup>own</sup> <sup>hand</sup> <sup>myself</sup> essential to <sup>my</sup> <sup>own</sup> <sup>hand</sup> <sup>myself</sup>



MY HUMBLE HOUSE  
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## Warmth and Shared Prosperity: Local Contributions

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## Message from the Chairman

A place where feasts of delicacies abound

My Humble House integrates its cross-border experience in art investment, hospitality, and gastronomy and instills the essence of culture, art, and aesthetics into its hotels and restaurants. As a pioneer of the industry, we have developed the philosophy of “art is life and life is art” to provide a whole new experience for our customers. We strive to increase the satisfaction of all stakeholders, including customers and employees, create good for society and the environment, as well as promote sustainable development and fulfill our corporate social responsibility.

李健華



As we enter the post-pandemic era after 2023, with countries around the world gradually dismantling border controls and lifting travel restrictions, the international tourism market has become increasingly vibrant, providing a glimmer of hope for the industry. To attract international business people and tourists, My Humble House has quickly adapted its marketing strategy. We are actively exploring diversified international tourism sources, targeting customers from East Asian countries and convention groups wishing to visit Taiwan. We have also launched a program for independent travelers to explore overseas markets in Europe and the United States in the hope of gaining more business opportunities. Regarding our food and beverage business, to offer travelers local Taiwanese delicacies while supporting local farmers, My Humble House places great emphasis on using local ingredients. The fusion of seasonal and local ingredients offers guests a unique experience. In addition, with the help of our digital integrated marketing platform, My Humble House Life APP, we have launched a campaign to reduce waste by offering our own bento boxes. The campaign not only offers discounts to our customers, but also encourages them to minimize the use of plastic right at the source. After the end of the COVID-19 pandemic, we continued to improve our operational efficiency, expanded our marketing channels, and also accurately captured customer preferences to provide personalized and high-quality services.

Thanks to the efforts of all our partners, My Humble House hotels have been winning national and international awards for years. These include the Guest House restaurant at the Sheraton Grand Taipei Hotel, which has been awarded a Michelin star. In addition, the Dragon restaurant at the Sheraton Grand Taipei Hotel and the My Humble House restaurant at Le Méridien Taipei have been awarded a Michelin plate six years in a row. Finally, the Humble Boutique Hotel was recognized as the “most beautifully designed hotel” for two consecutive years in an “overview of the most beautiful hotels in Taiwan” by a booking website. My Humble House was also awarded the 1111 Job Bank’s 2023 Happy Enterprise Award, recognized by salary earners and internet users as the happiest enterprise to work at.

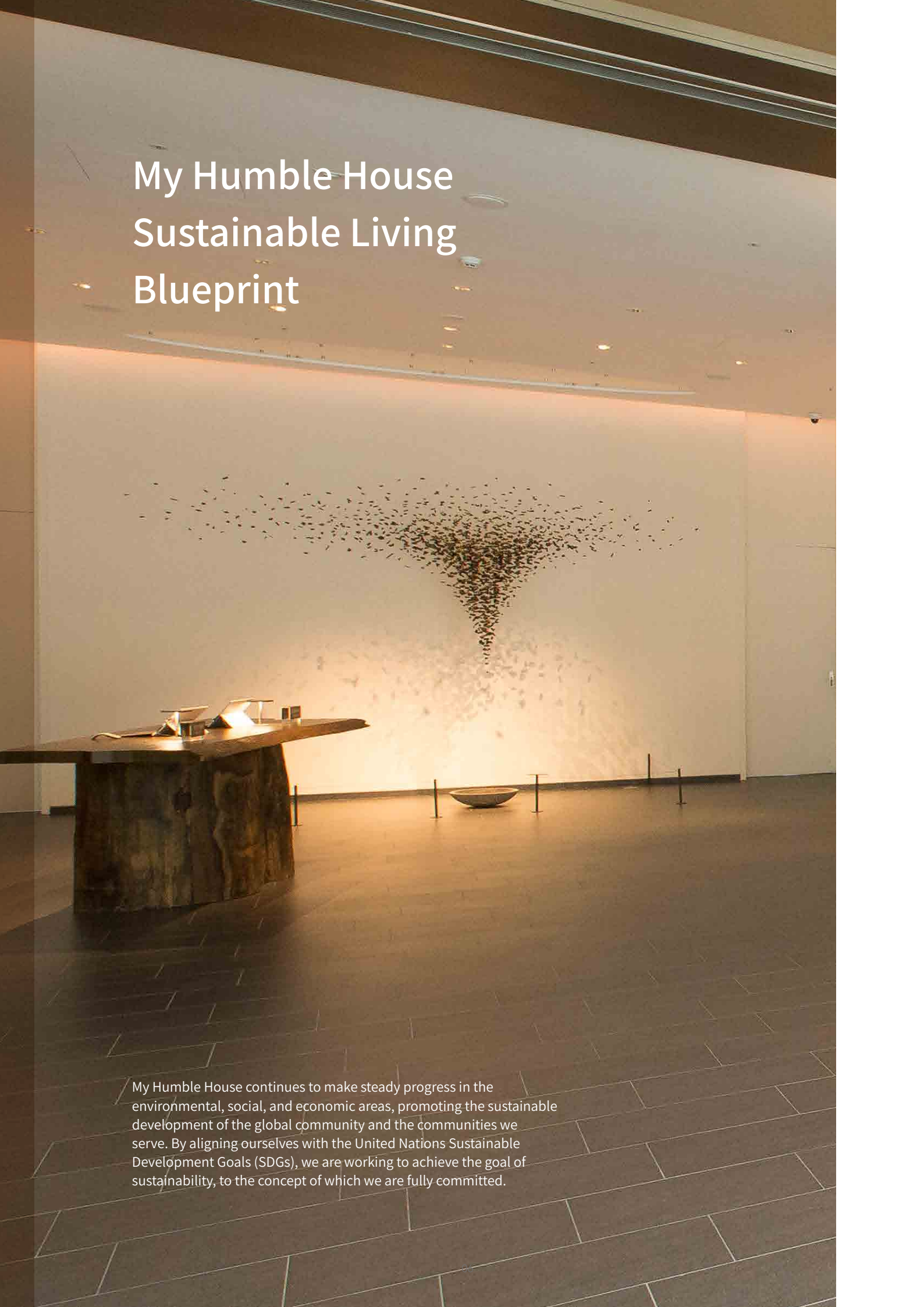
On the environmental front, My Humble House established the My Humble House Group Greenhouse Gas Inventory Promotion Group in 2022 to reduce electricity consumption and greenhouse gas emissions through various energy-conservation and carbon reduction measures. We expect to reduce our carbon intensity by 12% by 2030.

In addition, we are working to reduce waste and promote a circular economy through our sustainable recycled soap and paperless programs. We also continue to participate in the World Wide Fund for Nature’s Earth Hour event, during which lights are switched off for one hour. Going forward, My Humble House will also adopt a policy of not providing disposable items in guest rooms to contribute to environmental sustainability.

My Humble House wants to support its guests with concrete actions and invite them to participate together in improving the world. Every year, we look for more ways to support the community and help more people. We wish to take care of the environment we live in. This year, we started supplying the Sheraton Grand Taipei Hotel, Le Méridien Taipei, Mu Jiao Xi Hotel, and Humble Boutique Hotel with “leopard cat rice,” a type of rice produced using non-toxic and pesticide-free farming methods that are friendly to leopard cats. In this way, we hope to support farmers who use watershed restoration strategies and promote the coexistence of ecology and agriculture. On the social welfare front, My Humble House Group contributed to disaster relief in Turkey in 2023 by thanking the 200 heroes of the Taiwan International Search and Rescue Team with free lunches for their hard work and dedication. We also provided a special menu for the search and rescue dogs. In addition, we continue to work with the Taiwan Guide Dog Association to spread warmth and love through donations and charitable activities. At the same time, Mu Jiao Xi Hotel is taking measures to protect the winter migratory birds of Yilan by providing food and donations, realizing its vision of preserving local heritage and spreading its love.



# My Humble House Sustainable Living Blueprint



My Humble House continues to make steady progress in the environmental, social, and economic areas, promoting the sustainable development of the global community and the communities we serve. By aligning ourselves with the United Nations Sustainable Development Goals (SDGs), we are working to achieve the goal of sustainability, to the concept of which we are fully committed.

|   | Actions of My Humble House   | Future plans  |
|---|--|---|
|  <p>2 消除飢餓</p>       | <ul style="list-style-type: none"> <li>Organized the sixth anniversary event of Preserving Local Heritage and Spreading Love and visited Pu Hsien Charity Orphanage in Wujie Township, providing 555 packets of rice and donations.</li> </ul>   | <ul style="list-style-type: none"> <li>Fulfill corporate social responsibility and help more needy groups through industry core competencies or injection of capital.</li> </ul>  |
|  <p>4 教育品質</p>       | <ul style="list-style-type: none"> <li>Organized courses on creating a gender-friendly workplace and rejecting sexual harassment, with a total of 12 sessions at four locations and a total of 1,437 participants.</li> </ul>  | <ul style="list-style-type: none"> <li>Continue to organize relevant courses to actively create and maintain a gender-equitable and harassment-free workplace environment.</li> </ul>   |
|  <p>6 淨水與衛生</p>      | <ul style="list-style-type: none"> <li>Implemented various measures to save water indoors, outdoors, and in the kitchen area of the business premises. Our water use intensity was 0.1852, a decrease of 0.0558 compared to 2022.</li> </ul>   | <ul style="list-style-type: none"> <li>Continue to invest in water-conservation programs and manage the energy-saving use and recycling of water resources. In the future, we plan to introduce AI-powered energy-saving devices for air-conditioning and water systems.</li> </ul> |
|  <p>7 可負擔能源</p>      | <ul style="list-style-type: none"> <li>Implemented 15 energy-saving projects that reduced greenhouse gas emissions by around 816.32 tCO<sub>2</sub>e.</li> </ul>   | <ul style="list-style-type: none"> <li>Continue to implement energy-saving and carbon-reduction programs and aim to reduce carbon intensity by 12% by 2030.</li> </ul>  |
|  <p>8 就業與經濟成長</p>  | <ul style="list-style-type: none"> <li>Transformed our strategies for recruiting interns in schools. In 2023, we began to intensify our efforts to recruit interns from vocational schools.</li> <li>Partner with Marriott International in recruiting interns and collaborate with National Kaohsiung University of Hospitality and Tourism in the form of specialized classes to provide students with employment opportunities.</li> <li>Increase referral rewards and relax admission criteria.</li> </ul> | <ul style="list-style-type: none"> <li>Our recruitment of interns was originally limited to vocational schools in Taipei and New Taipei City. However, in the future, we will also work with vocational schools in the central and southern regions of Taiwan.</li> </ul>           |
|  <p>12 責任消費與生產</p> | <ul style="list-style-type: none"> <li>Introduced the concept of reducing the consumption of resources in the provision of customer services in our business establishments. Made good use of food trimmings in the preparation of other meals.</li> <li>Sourced environmentally friendly “leopard cat rice” to promote the coexistence of ecology and agriculture.</li> </ul>   | <ul style="list-style-type: none"> <li>Continue to adhere to the Taipei City Food Waste Reduction Action Plan, with the goal of reducing food waste by 3% per year.</li> <li>Continue to focus on environmentally friendly crops.</li> </ul>  |
|  <p>13 氣候行動</p>    | <ul style="list-style-type: none"> <li>Set an annual target to reduce carbon emission intensity by 1%. In addition, set a target to reduce carbon emission intensity by 12% by 2030.</li> <li>Carbon intensity was 0.00415 in 2023, a decrease of 0.00141 compared to 2022.</li> <li>Conducted a TCFD carbon fee scenario analysis to respond to the impact of national and international carbon fee trends in advance.</li> </ul>   | <ul style="list-style-type: none"> <li>Continue to implement energy-saving and carbon-reduction programs and aim to reduce carbon intensity by 12% by 2030.</li> </ul>  |
|  <p>17 全球夥伴</p>    | <ul style="list-style-type: none"> <li>Organized the sixth anniversary event of Preserving Local Heritage and Spreading Love and cooperated with Tian Dong Rice to protect waterfowl and planted and donated rice.</li> </ul>  | <ul style="list-style-type: none"> <li>Cooperate with different types of enterprises or organizations to create value together and make greater contributions to society.</li> </ul>  |

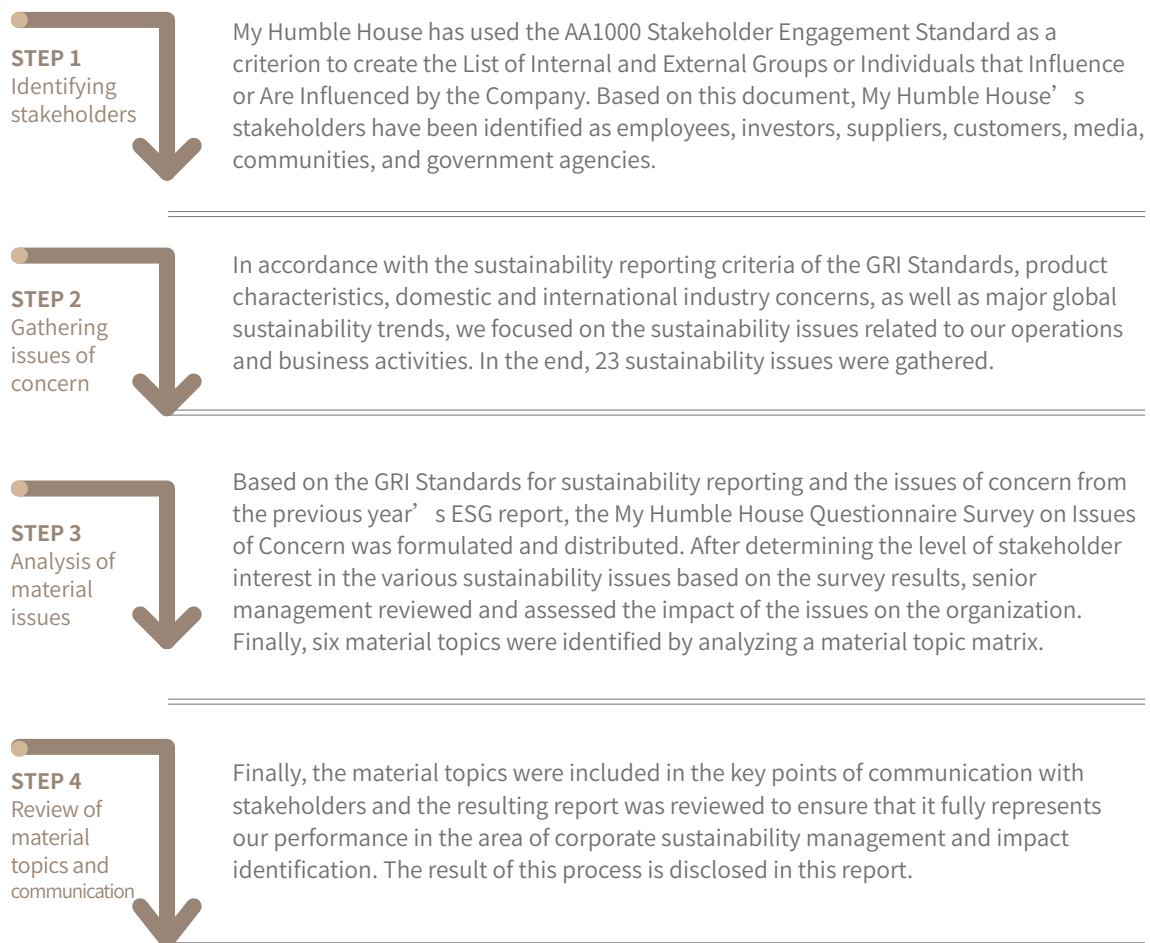


## Stakeholder and Materiality Analysis

### Highlights of Stakeholder Communication in 2023

To realize the concept of sustainable development, My Humble House communicates with its stakeholders through various channels, summarizes their concerns, and reviews the key performance of each issue to provide answers. In 2023, we continued to focus on the latest international sustainability trends, including climate change and uninterrupted operations, creating safe and sustainable accommodation experiences, providing healthy and high-quality food and beverage services, and maintaining an inclusive and equitable workplace. In addition, we used questionnaires to gather feedback from each internal unit and the eight key stakeholders to fully understand their concerns. After analysis, assessment, and discussions at management level, six material issues were identified. We look forward to addressing stakeholder concerns in a more targeted manner to effectively manage and drive our sustainability strategy.

#### Steps for Identifying Stakeholders and Material Issues of My Humble House



The eight key stakeholders identified by each department of My Humble House based on their daily activities and interactions are: Employees, investors, suppliers, customers, media, community, and government agencies. We maintain regular, long-term, and in-depth communication with each of them through appropriate channels to understand their issues and expectations. This enables us to respond quickly and appropriately, adapt our business approach to the relevant issues, implement effective communication, and achieve the vision of sustainable development. The communication channels and frequency of communication with each stakeholder are listed below:

## Communication Between My Humble House and its Stakeholders

| Stakeholder         | Communication channel   | Communication frequency  | Issues of concern  |
|---------------------|---|--|--|
| Employees           | Labor-management meetings<br>Employee Welfare Committee meetings<br>Internal/external training and education<br>General manager's mailbox<br>Employee grievance mailbox and hotline<br>Employee anti-sexual harassment mailbox and hotline (all cases are processed immediately upon receipt) | Real-time<br>Labor-management meetings are held quarterly<br>Employee assemblies are held every six months               | 1. Sustainable development strategy and risk management<br>2. Occupational health and safety<br>3. Training and education<br>4. Customer relationships     |
| Investors           | Market Observation Post System "Investor" section on the official website<br>Annual shareholders' meetings<br>Seminars for domestic and international investors<br>Contacting the spokesperson by via phone or email<br>Hotline of the agent of stock affairs                                 | Real-time<br>Shareholders' meetings are held at least once per year<br>Investor seminars are held at least once per year | 1. Sustainable development strategy and risk management<br>2. Consumer health and safety<br>3. Product innovation<br>4. Supplier procurement policy        |
| Suppliers           | Phone hotline<br>Email<br>Supplier evaluation and assessment  | Real-time  | 1. Consumer health and safety<br>2. Products and service labeling<br>3. Sustainable development strategy and risk management<br>4. New supplier evaluation |
| Customers           | Customer service hotline<br>Company website<br>On-site service personnel<br>Online questionnaires   | Real-time  | 1. Responsible marketing<br>2. Regulatory compliance<br>3. Customer relationships  |
| Media               | Press releases<br>press conferences<br>Email<br>Phone hotline   | Irregularly  | 1. Responsible marketing<br>2. Regulatory compliance<br>3. Customer relationships<br>4. New supplier evaluation<br>5. Supplier procurement policy          |
| Communities         | Email<br>Phone hotline  | Irregularly  | 1. Responsible marketing<br>2. Regulatory compliance<br>3. Customer relationships  |
| Government agencies | Market Observation Post System<br>Participation in seminars and continuing education  | Irregularly  | 1. Responsible marketing<br>2. Products and service labeling<br>3. Product innovation  |
| Consultants         | Email<br>Phone hotline  | Irregularly  | 1. Responsible marketing<br>2. Products and service labeling<br>3. Consumer health and safety  |

Note: A detailed description of the communication channels with stakeholders can be found on the official website.

## Process for Evaluating Material Topics

To identify the issues of concern to the stakeholders, My Humble House proceeded in the following four steps. The identified issues of concern were then addressed in this report and improvement plans were proposed.



## 1.Issue Identification

My Humble House analyzed the key issues of leading national and international companies operating in the same industry, examining the industry's changing trends in this regard, and combined them with the various aspects described in the GRI Standards. The characteristics of the industry, future visions, sustainability strategies, and the current status of their implementation were taken into account. Following an internal analysis and assessment, a total of 23 relevant issues were identified. Based on the selected issues, a questionnaire was designed and sent to the seven identified stakeholder groups. A total of 62 valid questionnaires were collected. Through the process described above, we were able to gain a realistic understanding of the extent to which stakeholders are concerned about various issues. At the same time, we also had the opportunity to check whether our various ESG activities meet stakeholder expectations.

## 2.Material Issue Sorting

The returned questionnaires were statistically analyzed to determine the difference in the level of concern about different issues between different types of stakeholders. In addition, the actual and potential negative impacts, their scale and scope, and their likelihood of their occurrence in our operating processes were identified. The results were forwarded to each responsible unit within the Company that is responsible for the respective issue. The units then assessed and discussed the issues and analyzed their impact on financial, non-financial, time, and other factors to determine the extent of their impact. At the end of this process, a total of six material topics were formulated.

### Analysis Results of Material Topics of My Humble House

|  | Low materiality  | Medium materiality   | High materiality   |
|--|--|--|--|
| Impact on economy, environment, and people |  |  | Customer privacy<br>Sustainable development strategy and risk management<br>Customer relationship management<br>Consumer health and safety<br>Regulatory compliance<br>Operational continuity management |
|  |  | Market situation<br>Grievance mechanisms<br>Employee benefits<br>Corporate governance<br>Labeling of products and services<br>Labor-management relations<br>Product quality management |  |
|  | Diversity and human rights in the workplace<br>Waste management<br>Education and training<br>Talent development<br>Supplier procurement policy and management<br>Community inclusion<br>Greenhouse gas emission management<br>Philanthropy service<br>Climate change response measures<br>Circular economy |  |  |
|  | Impact on My Humble House  |  |  |

### 3. Material Issue Establishment

After we had summarized the results of the questionnaires sent to the eight major stakeholders and filtered out the material issues, we also weighed up whether or not we should further adjust the materiality of the issues. My Humble House's ESG Decision-Making Group assessed the impact of each material topic inside and outside the organization to determine the scope, boundaries, and reporting period of each material issue. This facilitated a proactive response to stakeholders' key information and performance concerns and ensured that information on material issues is fully disclosed in this report. At the same time, the ESG Decision-Making Group conducted comprehensive discussions and planning on the direction of core sustainability strategies and the management of material issues. In 2023, the issue of "operational continuity management" was continued to be included in the report to highlight the Group's focus on post-pandemic operations. This year, stakeholders also rated the topic of "customer privacy management" as particularly important for sustainability.

| Material topic                                       | Corresponding chapter   | Corresponding GRI material topic   | Sustainable value chain |           |           |           |           |       |             |                     |             |
|--|---|--|-------------------------|-----------|-----------|-----------|-----------|-------|-------------|---------------------|-------------|
|  |   |  | My Humble House         | Employees | Investors | Suppliers | Customers | Media | Communities | Government agencies | Consultants |
| Customer relationships                               | 2.3 Ensuring limitless satisfaction by putting the customer first | GRI 418: Customer privacy 2016   | √                       | √         |           |           | √         | √     | √           |                     |             |
| Consumer health and safety                           | 2.1 Staying healthy by eating wholesome food                      | GRI 416: Customer health and safety 2016   | √                       |           |           | √         | √         |       |             | √                   | √           |
| Customer privacy management                          | 1.3 Information security and customer privacy protection          | GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data                      | √                       | √         |           |           | √         |       |             |                     |             |
| Regulatory compliance                                | 1.4 Ethical management and regulatory compliance                  | GRI 307: Environmental compliance 2016<br>GRI 419: Socioeconomic compliance 2016<br>GRI 416: Customer health and safety 2016 | √                       | √         | √         | √         | √         |       | √           | √                   |             |
| Sustainable development strategy and risk management | 1.2 Corporate governance  | Self-formulated material topic   | √                       | √         | √         | √         |           |       |             |                     | √           |
| Operational continuity management                    | 1.2.2 Operational risk management and response                    | Self-formulated material topic   | √                       | √         | √         | √         | √         | √     |             |                     |             |

### 4. Examination and Review

Following the preparation of the annual report, each corporate sustainable development promotion group and each responsible unit conducted a final examination and review of each corresponding major issue of My Humble House. This is to ensure that sustainability information and performance are fully disclosed and free from inaccuracies or misrepresentations. In addition, feedback was provided on the results of the disclosure and the status of implementation of the sustainability goals. This step serves as an important reference for the preparation of the next annual report.

# About the Report

## Report Contact Unit

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If you have any advice or questions about this report, please contact:

Address: No. 12, Sec. 1, Zhongxiao E. Rd., Zhongzheng Dist., Taipei City

Company website: <http://www.mhh-group.com>

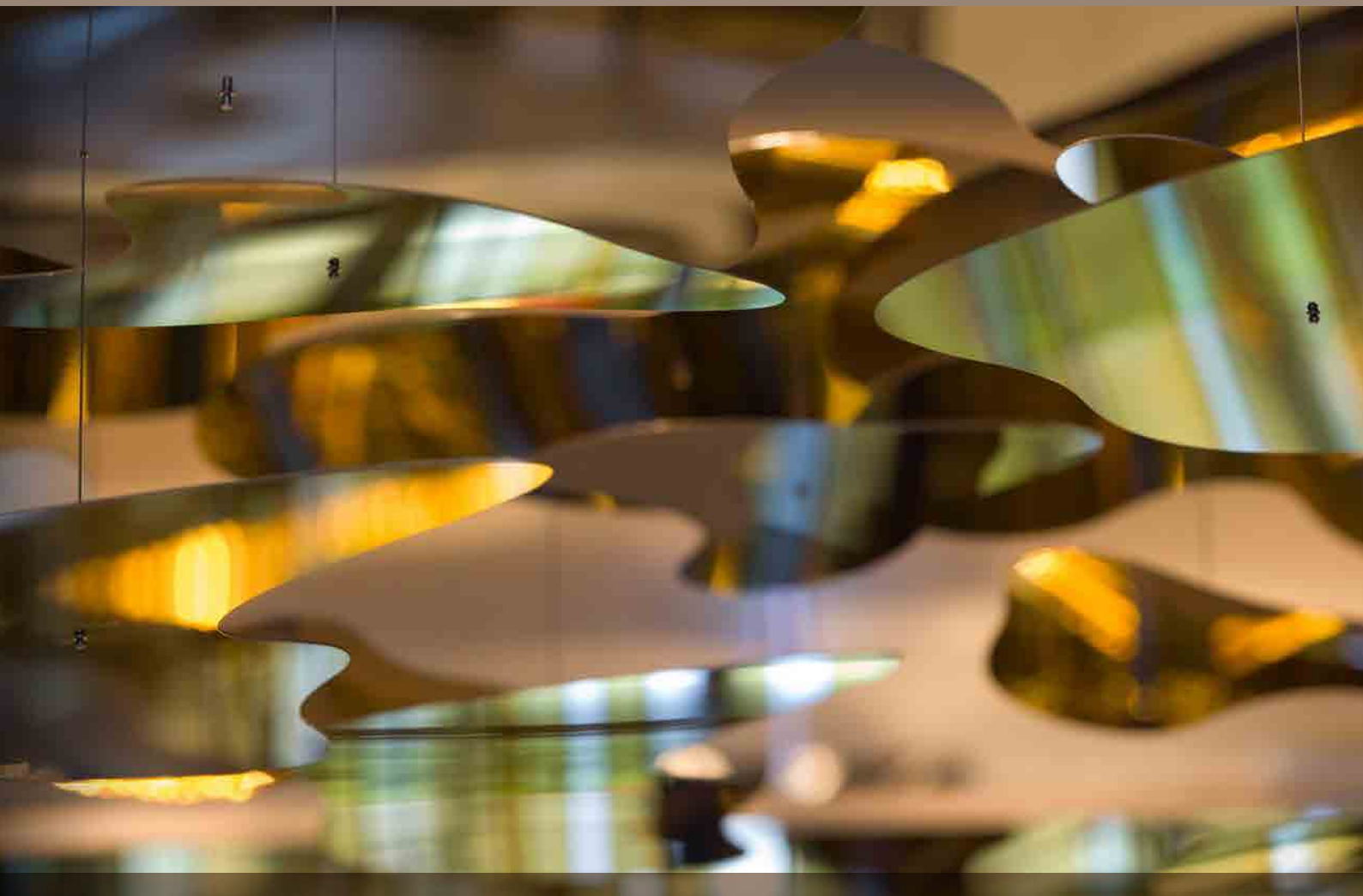
Contact person: Min Kuei-Ling, Deputy General Manager of the Chairman Office

Telephone: (02)6633-1506

Email: [public@mhh-group.com](mailto:public@mhh-group.com)



My Humble House  
ESG Report





My Humble House Hospitality Management Consulting Co., Ltd. (stock code: 2739; hereinafter referred to as My Humble House) was founded in 2000. Its subsidiaries are active in the hotel and restaurant industries. The business concept of My Humble House integrates the essence of culture, art, and gastronomy in an effort to become the leading player in the domestic hotel industry. In this regard, we have also developed the philosophy of “art is life and life is art.”

Since 2017, My Humble House has published sustainability reports (formerly known as corporate social responsibility reports and referred to below simply as this report) for seven consecutive years. We regard this report as an important communication tool to explain to all our stakeholders the results of our corporate governance in the three major areas of economy, environment, and society.

In the future, My Humble House will continue to work hard to listen to the voices of its stakeholders and actively implement the spirit of corporate sustainability in its hotel and restaurant management to provide the “most sincere, considerate, and meticulous services” to its customers. At the same time, we will strive to establish a high-quality working environment for our employees and continue on the path of corporate sustainability by working with all stakeholders to create a better society.

### **Boundaries and Disclosure Scope of this Report**

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The information disclosed in this report relates to the four main operating locations of My Humble House, namely Sheraton Grand Taipei Hotel, Le Méridien Taipei, Mu Jiao Xi Hotel, and Humble Boutique Hotel (hereinafter referred to as Sheraton, Le Méridien, Mu Jiao Xi, and Humble Boutique, respectively; these four operating locations are all collectively referred to as My Humble House), and covers the implementation and specific performance of corporate governance, economic, environmental, and social considerations.

### **Compilation Guidelines and Principles of this Report**

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This report has been prepared in accordance with the new GRI Universal Standards 2021 and the related subject matter standards issued by the Global Reporting Initiative (GRI). At the same time, it has been compiled with reference to the Taiwan Stock Exchange’s (TWSE) Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies, the Financial Stability Board’s (FSB) Task Force on Climate-Related Financial Disclosures (TCFD) framework, as well as the United Nations Sustainable Development Goals (SDGs) and the indicators of the Sustainability Accounting Standards Board (SASB) as reporting principles.

### **Reporting Period**

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The content of this report relates primarily to the period from January 1, 2023 to December 31, 2023, for both financial and non-financial information. Some of the content also covers matters after 2023. It is expected that the corporate sustainability reports will be issued on an ongoing basis and will be published annually on the official website.

The future management strategies, objectives, and plans will also be published in part. Compared to the 2022 version of the report, the organizational size, structure, ownership, and supply chain of My Humble House disclosed in 2023 are different. The difference is that the information about My Humble House was fully disclosed from 2023 onward.

### **Information Management**

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The non-financial information in this report is derived primarily from the performance results of the business areas of the various departments, while the financial data has been compiled from the parent company only financial statements of My Humble House. Any future adjustments to the scope of the data will be indicated in the notes to the report. The primary currency unit of the unit is New Taiwan dollars.

### **Report Assurance**

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This report was verified by EY in accordance with the GRI Standards and ISAE 3000 limited assurance engagement to ensure reliable disclosure. Please refer to the Independent Assurance Report attached to this report for the scope of the assurance engagement and conclusions.

# CHAPTER 01

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## Sustainable Governance



# 1-1 Company Profile

My Humble House Hospitality Management Consulting Co., Ltd. was established in 2000. Its business scope spans the hotel industry and catering service industry. With the philosophy of "art is life" and "life is art", it leads the industry trend and grows steadily, laying a solid foundation for the growth of the group.

My Humble House Hospitality Management Consulting Co., Ltd. (stock code: 2739 )

|  |  |
|--|--|
| <b>Year of Establishment</b>               | 2000   |
| <b>Number of employees <sup>note</sup></b> | 1,594 people   |
| <b>Chairman</b>                            | Po-Han Tsai  |
| <b>Headquarters location</b>               | 12, Section 1, Zhongxiao East Road, Zhongzheng District, Taipei City |
| <b>Capital amount</b>                      | 1,015,260 thousand dollars   |

Note 1: The total number of employees includes the number of employees of Sheraton Taipei, Le Meridien Taipei, Mu Jiao Xi Hotel and Humble boutique hotel (including full-time employees, vocational school students and hourly staff).

Note 2: For detailed company information, please refer to the 2023 Annual Report of My Humble House Hospitality Management Consulting Co., Ltd.



About Us

## Business Philosophy

Since its inception, My Humble House Hospitality Management Consulting Co., Ltd. has continuously dedicated itself to integrating cross-industry experiences in art investment, hospitality, and food services. Through diverse approaches, it incorporates its business philosophy—an amalgamation of culture, art, and aesthetics—into its hotel and dining ventures. Leading industry trends, the company builds the philosophy of “Art is Life, Life is Art,” aiming to continuously create new experiences for customers while enhancing the competitiveness of its products and services.

## Corporate Vision

Leveraging years of experience in hospitality management, My Humble House Hospitality Management Consulting Co., Ltd. is committed to ongoing growth and the improvement of customer and employee satisfaction and loyalty. We expect our businesses to be leaders in their respective market segments to maximize the benefits to our company and its shareholders.

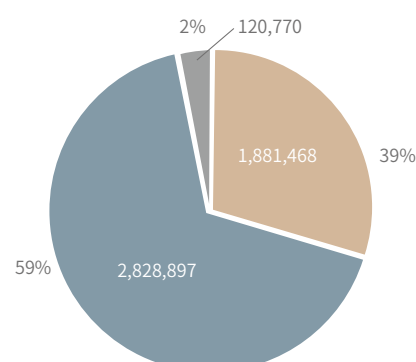
## 1.1.1 Major Hospitality Brands and Services

The core business of My Humble House Hospitality Management Consulting Co., Ltd. revolves around international tourist hotels, which feature a variety of services including Chinese and Western restaurants, cafés, bars, takeaway outlets, conference halls, gyms, saunas, and parking facilities. The four major operational locations are Sheraton Grand Taipei Hotel, Le Méridien Taipei, Mu Jiao Xi Hotel, and Humble Boutique Hotel. For detailed information on each hotel’s unique services and marketing activities, please refer to [Chapter 2](#).

### Revenue Distribution of Major Products

- Room Revenue
- Food & Beverage Revenue
- Other Revenue

Unit:  
Thousands of New Taiwan Dollars (NTD)





### Sheraton Taipei Hotel

12, Section 1, Zhongxiao East Road,  
Zhongzheng District, Taipei City

**The only international five-star hotel in Taiwan to receive the highest honor of the "Sheraton Grand" brand.**

The hotel is located in the heart of Taipei's political, business, and transportation hub, offering 688 luxurious rooms, leisure and business facilities, and Michelin-starred restaurants. With over 30 years of tradition in delivering warm and meticulous service, the hotel has a team of professionally trained "Executive Butlers" providing top-tier personalized services for esteemed guests.

To better cater to families, in 2020, Sheraton Grand Taipei Hotel invested millions in collaboration with Taiwan's largest children's recreational space design company and a popular illustrator. Together, they created 12 whimsical family-themed rooms and an approximately 150 square meters "Hand in Hand" playground, designed in Morandi color tones with elements of animal fairytale books, offering children an exclusive imaginative fortress.

More Information



### Le Meridien Taipei

No. 38, Songren Road, Xinyi District,  
Taipei City

**The world's first stylish hotel to introduce the concept of contemporary art curation.**

Le Méridien Taipei is located in the heart of Taipei's fashionable arts and culture district—Xinyi District. The hotel features 160 guest rooms and suites, two innovative gourmet restaurants, an aesthetic boutique shop, a stylish bar, and 1,700 square meters of modern banquet space, providing convenient services that blend culture and technology.

The entire hotel is designed around the concept of contemporary art curation, showcasing nearly 700 pieces of artwork and installations from contemporary artists hailing from Taiwan, China, Japan, South Korea, the United States, the United Kingdom, and Belgium. These pieces are integrated into spaces accessible to every guest, creating a contemporary art hotel filled with endless opportunities for exploration.

More Information





Mu Jiao Xi Hotel

1 and 2, Jiankang Road, Jiaoxi Township,  
Yilan County

#### **MY HUMBLE HOUSE HOSPITALITY's first self-created brand leisure resort hotel.**

The hotel is situated in the heart of the Jiaoxi hot spring district, offering convenient transportation access. It consists of two buildings with 190 guest rooms, each equipped with a private hot spring bath. The hotel provides various facilities, including open-air baths, a children's play area, a mixed-use hot spring pool, and an outdoor swimming pool. Carrying forward My Humble House Hospitality Management Consulting Co., Ltd.'s unique blend of aesthetics, culture, and art, Mu Jiao Xi Hotel was co-designed by Taiwanese artists and the internationally renowned hotel design team LTW. The hotel incorporates contemporary art curation concepts with nature, famous hot springs, and local culture, creating an elegant and high-end leisure atmosphere.

To cater to diverse guests, My Humble House Hospitality Management Consulting Co., Ltd. launched "Pets MU Resort" in 2020, a dedicated pet hotel, and also organized golf fellowship events, offering a relaxing and comfortable holiday experience to help travelers recharge.

More Information



Humble Boutique Hotel

No. 116, Songjiang Road, Zhongshan District,  
Taipei City

#### **MY HUMBLE HOUSE HOSPITALITY's self-created boutique hotel brand.**

My Humble House Hospitality Management Consulting Co., Ltd. embodies the philosophy of "Art is Life, Life is Art" with the launch of its new boutique hotel brand, Humble Boutique Hotel, which officially opened on May 5, 2022, in Taipei's Zhongshan District. Humble Boutique Hotel offers a unique experience centered on the heart, encouraging guests to explore the neighborhood, sharing the essence of urban living, and blending the concept of a boutique hotel with residential living. The building stands 24 floors tall, with floors 1 to 10 dedicated to the hotel.

Upholding My Humble House Hospitality Management Consulting Co., Ltd.'s distinctive aesthetic, cultural, and artistic values, the hotel was designed in collaboration with AB Concept to create an idyllic lifestyle reminiscent of the utopia described in Peach Blossom Spring: "Suddenly, they came upon a grove of peach trees. Following the stream to its source, they found a mountain. After walking several dozen steps, the view opened up, clear and wide." This serene oasis within the bustling city is a peaceful retreat, where the fundamental needs of guests are met with elegance, offering a home-like atmosphere. Humble Boutique Hotel is a "sanctuary in the city, a resting place for the heart."

More Information

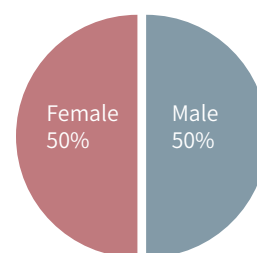




## 1-2 Corporate Governance

My Humble House Hospitality Management Consulting Co., Ltd.'s sustainable operations are grounded in a strong corporate governance culture, relying on the efficient functioning of its Board of Directors and functional committees. The Board of Directors and functional committees play a supervisory and guiding role, with the Board serving as the highest governing body. Under the Board, there are the Compensation Committee, Audit Committee, and Internal Audit Office. As of the end of November 2023, the Board consists of 10 directors, including 4 independent directors and 5 female directors. The Chief Governance Officer is Vice President Min Kuei-Ling, who oversees corporate governance under the Chairman's Office.

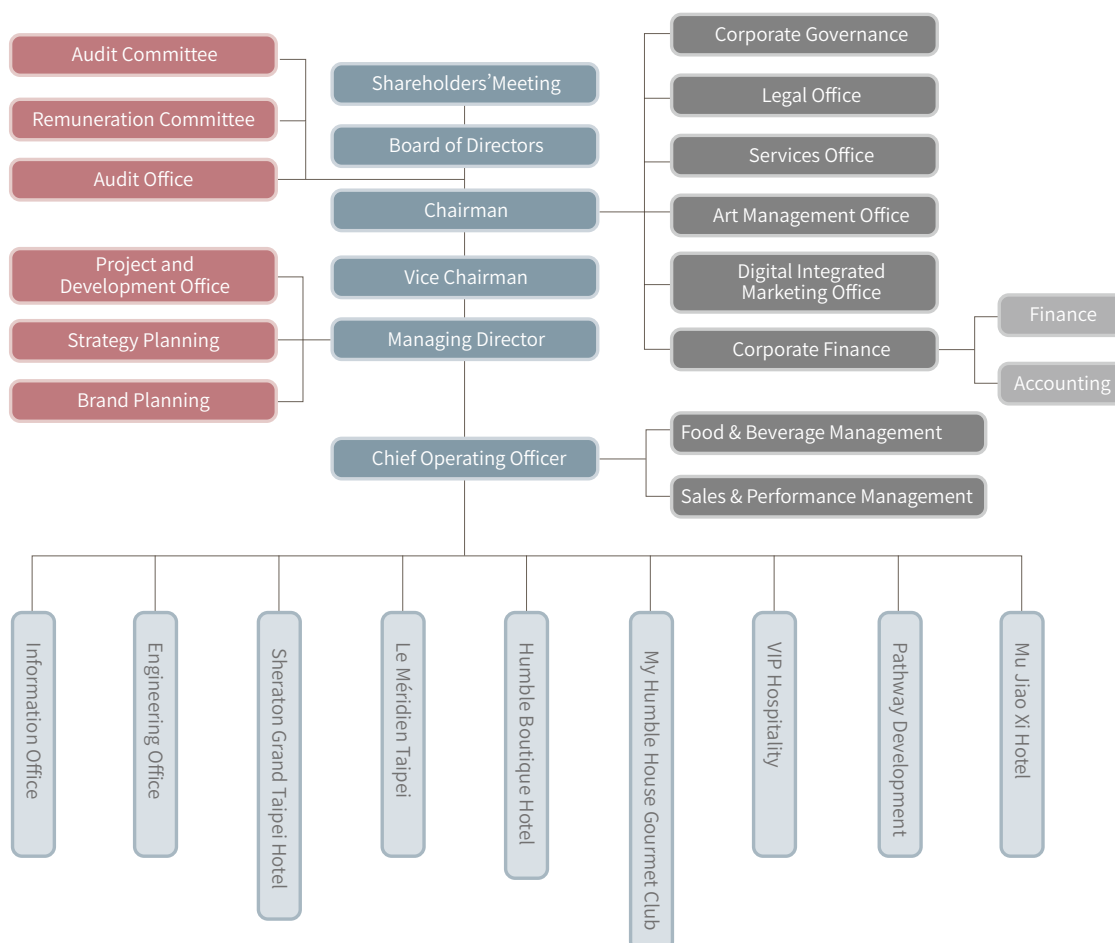
In 2023, a total of 6 board meetings were held, with an average attendance rate of approximately 81%. To continuously enhance corporate governance performance, My Humble House Hospitality Management Consulting Co., Ltd. approved the Related Party Transactions Management Measures in the board meeting in March 2021 to strengthen risk control among affiliated companies.



Board of Directors Gender Distribution

For detailed information on the board members, please refer to 2023 annual report.

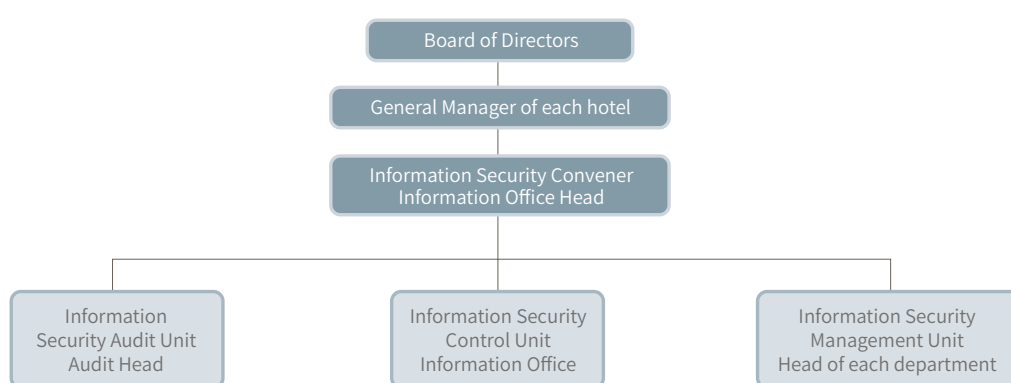
Organizational structure chart of My Humble House Hospitality Management Consulting Co., Ltd.



## 1-3 Information Security and Customer Privacy Protection

My Humble House Hospitality Management Consulting Co., Ltd. places a high priority on information security and personal data protection. In response to increasing external cybersecurity threats and stricter regulations, we have designated information security and personal data protection as key control areas within our information management cycle, which are reviewed and monitored regularly. The company currently has an Information Security Committee responsible for reviewing the group's and its subsidiaries' cybersecurity governance policies, overseeing cybersecurity operations, and regularly reporting on cybersecurity governance and audit status to the board. The General Manager and the Information Technology Department Head are responsible for the group's cybersecurity governance, planning, supervision, and implementation to build comprehensive cybersecurity defense capabilities and enhance employees' information security awareness.

### Information Security Committee Organizational Structure



## 1-4 Integrity in Business and Compliance with Regulations

### 1.4.1 Integrity in Business

My Humble House Hospitality Management Consulting Co., Ltd. adheres to high ethical standards of integrity and governance, supported by the "Integrity in Business Operations Procedures and Code of Conduct" and the "Code of Ethical Conduct."

The "Integrity in Business Operations Procedures and Code of Conduct" provides specific guidelines for company personnel regarding business conduct, including clear procedures for managing conflicts of interest, gifts, hospitality, political donations, and charitable contributions. These procedures serve as a basis for organizational operations and individual behavior, applicable to our subsidiaries, and organizations where our direct or indirect donations exceed 50%, as well as other entities under substantial control within the group.

The "Code of Ethical Conduct" mandates that the conduct of the company's board members and executives (including the General Manager and equivalents, Deputy General Managers and equivalents, Assistant Managers and equivalents, heads of finance and accounting departments, and others with management responsibilities and signing authority) must adhere to these standards.

In terms of external stakeholders and the supply chain, we expect suppliers to comply with our ethical standards and cultural expectations, and to provide feedback on our business ethics. This helps ensure that there are no instances of unethical behavior and fosters a collaborative environment with upstream supply chains to create a mutually beneficial and sustainable business environment.



Integrity in Business Operations  
Procedures and Code of Conduct



Code of Ethical Conduct

## Complaints and Whistleblowing

My Humble House Hospitality Management Consulting Co., Ltd. provides internal and external whistleblowing channels, including an independent whistleblower mailbox and hotline. Complaints are handled according to established procedures by the Chairman's Office.

In line with the "Integrity in Business Operations Procedures and Code of Conduct," we encourage both internal and external individuals to report unethical or inappropriate behavior. Based on the severity of the reported issue, rewards or other incentives may be given. Internal personnel found to have falsely reported or maliciously accused others will face disciplinary actions, with severe cases potentially leading to dismissal.

Individuals handling complaints are required to maintain confidentiality regarding the identity of the whistleblower and the content of the report, and we are committed to protecting whistleblowers from any improper treatment as a result of their reporting. No complaints were received in 2023.



### Complaint Methods

- Independent Complaint E-mail: [comment@mhh-group.com](mailto:comment@mhh-group.com)
- Reporting Hotline: 0979 — 608 — 705

To protect employee rights and enhance communication between labor and management, My Humble House Hospitality Management Consulting Co., Ltd. has implemented the following measures:

**General Manager's Mailbox:** Located in the employee area, this mailbox facilitates open communication, allowing employees to voice their concerns and issues. It helps address employee problems actively and builds trust and commitment between employees and the company, fostering unity.

**Employee Complaint Email and Hotline:** My Humble House Hospitality Management Consulting Co., Ltd. has established an electronic mailbox and hotline specifically for handling employee complaints.

**Workplace Harassment Prevention Measures:** The company has established procedures for preventing and addressing sexual harassment in the workplace, including clear guidelines for filing complaints and disciplinary actions.

These measures provide diverse communication channels to enable effective dialogue between employees and management, achieving a win-win situation for both parties.

## 1.4.2 Compliance with Regulations

My Humble House Hospitality Management Consulting Co., Ltd. ensures compliance with regulations through specialized departmental functions and collaborative efforts, alongside diverse legal promotion, advocacy, and training programs. For example, the company conducts "Personal Data Protection Law Awareness" sessions during pre-employment training, organizes periodic "Legal Knowledge Courses for Duty Personnel," and continuously tracks industry-related regulations and policies. This helps assess potential risks and impacts of regulatory changes on the business and timely reviews internal standards to achieve the highest level of compliance.

My Humble House Hospitality Management Consulting Co., Ltd. employs the following guidelines to ensure that the overall operations of the group comply with relevant legal standards:

1

Departments continuously monitor new and revised regulations within their areas of responsibility, analyze their impact on the company, and develop response strategies.

2

Timely updates are made to policies and regulations to align with new and revised laws, ensuring that all operations comply with legal requirements.

3

Each department analyzes, discusses, and develops response strategies for new and revised regulations, which are then reviewed and assessed by the Legal Department. A legal revision assessment form is submitted for approval according to the company's decision-making authority.

4

Progress is tracked monthly, and a "Regulatory Compliance Tracking Report" is issued until the issue is resolved, ensuring that response strategies are effectively implemented. The Audit Department is responsible for overseeing whether internal control systems are updated and revised in a timely manner and for assessing the compliance of each unit.

5

In the event of a regulatory violation, the Chairman's Office is immediately notified. If the violation results in corrective action requests or fines from regulatory authorities, it is regularly reported to the Audit Committee and Board of Directors. The report includes the cause of the incident and the subsequent corrective measures taken to ensure effective corporate governance and oversight.

6

For regulatory violations, the responsible units must develop and implement an improvement plan, with the Chairman's Office regularly tracking progress until the issue is resolved. If a violation results from intentional or grossly negligent actions by employees and significantly impacts the company, disciplinary actions will be taken according to personnel management regulations.

The Legal Department at My Humble House Hospitality Management Consulting Co., Ltd. has established clear and appropriate action plans for regular updates of legal regulations, self-assessment by each unit, training programs, and regular audits by the Audit Department. In 2023, the company's regulatory training programs had 2,097 participants, with a total of 1,710 hours of training. Under our progressive implementation of various legal compliance measures, the company had not received any significant fines exceeding 1 million NTD from administrative agencies by the end of 2023.

## 1-5

## Operational Performance and Development Plans

### ■ Economic Performance Management

My Humble House Hospitality Management Consulting Co., Ltd. places great importance on the accuracy of financial statements and is committed to developing financial and accounting professionals. The finance department provides training to some internal and external staff on cost control, budget preparation, and report analysis to reduce error rates. Additionally, personnel are occasionally sent to advanced accounting courses organized by financial supervisory bodies.

The finance department also plays a key role in monitoring operational performance. It prepares annual budgets for the upcoming year and assists each unit in managing budget performance. After each monthly closing, general managers of the hotels hold performance review meetings to examine and improve the month's operational status, comparing it with the budget and the same period in the previous year. The results are reported to the company's management team in operational review meetings, allowing for timely adjustments to operational strategies.

■ External Organization Participation and Advocacy

My Humble House Hospitality Management Consulting Co., Ltd. is dedicated to establishing partnerships with external organizations and continuously participates in relevant business associations and international institutions to exchange knowledge and learn from industry peers. Below is a list of key associations and organizations that My Humble House Hospitality Management Consulting Co., Ltd. participates in:

Associations





CHAPTER

02

## Food Procurement and Inspection



## 2-1

### Food Procurement and Inspection

#### Inspection Frequency



#### Internal Inspections

To strengthen self-regulation and corporate social responsibility regarding food safety for listed and OTC food companies, the Ministry of Health and Welfare and the Financial Supervisory Commission require that listed and OTC food companies establish their own laboratories. My Humble House Hospitality Management Consulting Co., Ltd. has considered the unique characteristics of its food and beverage business and, after evaluation, established laboratories at Sheraton Grand Taipei Hotel and Le Méridien Taipei in accordance with Article 7 of the Food Safety and Sanitation Management Act. These laboratories are equipped with appropriate facilities and have developed the "Food Safety Monitoring Improvement Plan" based on common food safety hazards and risks in the restaurant industry. The six self-inspection items and methods are listed in the table below.

In 2023, the compliance rate reached **99.21%**, an improvement of 0.7%.

## 2-2

### Sustainable Supply Chain

Additionally, we continuously procure internationally recognized tea bags and coffee beans from brands such as Taylors, Twinings, and Lipton, which meet certification standards from the Rainforest Alliance (RAC) or the Ethical Tea Partnership (ETP). In 2023, My Humble House Hospitality Management Consulting Co., Ltd.'s procurement of internationally certified tea bags and coffee beans amounted to NT\$1,773,087, representing 10.31% of the total tea bag and coffee procurement expenditure of NT\$17,200,693 for the year.

For tissue paper, My Humble House Hospitality Management Consulting Co., Ltd. continued to purchase Kimberly-Clark and YFY tissue products certified by the Forest Stewardship Council (FSC). In 2023, the total procurement amounted to NT\$2,905,963, accounting for 56.81% of the total tissue paper procurement expenditure (including toilet paper, facial tissues, hand towels, and napkins) of NT\$5,114,839.

By sourcing products with recognized international certifications related to food safety, My Humble House Hospitality Management Consulting Co., Ltd. demonstrates confidence in the quality of its offerings, ensuring that customers are provided with safe and healthy meals.

The Proportion of Green Procurement by My Humble House Hospitality Management Consulting Co., Ltd.

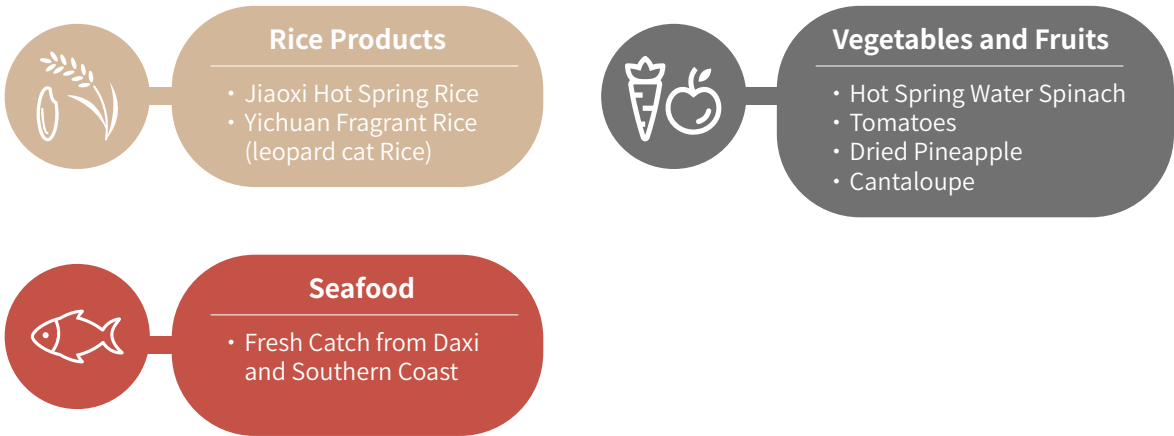
|              | tems                                    | Sheraton Grand Taipei Hotel | Le Méridien Taipei | Mu Jiao Xi Hotel | Humble boutique Hotel |
|--------------|---|-----------------------------|--------------------|------------------|-----------------------|
| Tea Bags     | Rainforest Alliance (RAC) Certified     | 3.1266%                     | 2.1815%            | 0.0604%          | 0.1339%               |
|              | Ethical Tea Partnership (ETP) Certified | 3.8476%                     | 0.1414%            | 0.8168%          | 0.2605%               |
| Tissue Paper | FSC Certified                           | 33.3880%                    | 7.8647%            | 11.6890%         | 3.8727%               |

Note: The calculation of the ratio is based on the total procurement amount of the item as the denominator, while the total procurement amount of item with international certifications serves as the numerator.

Local Sourcing

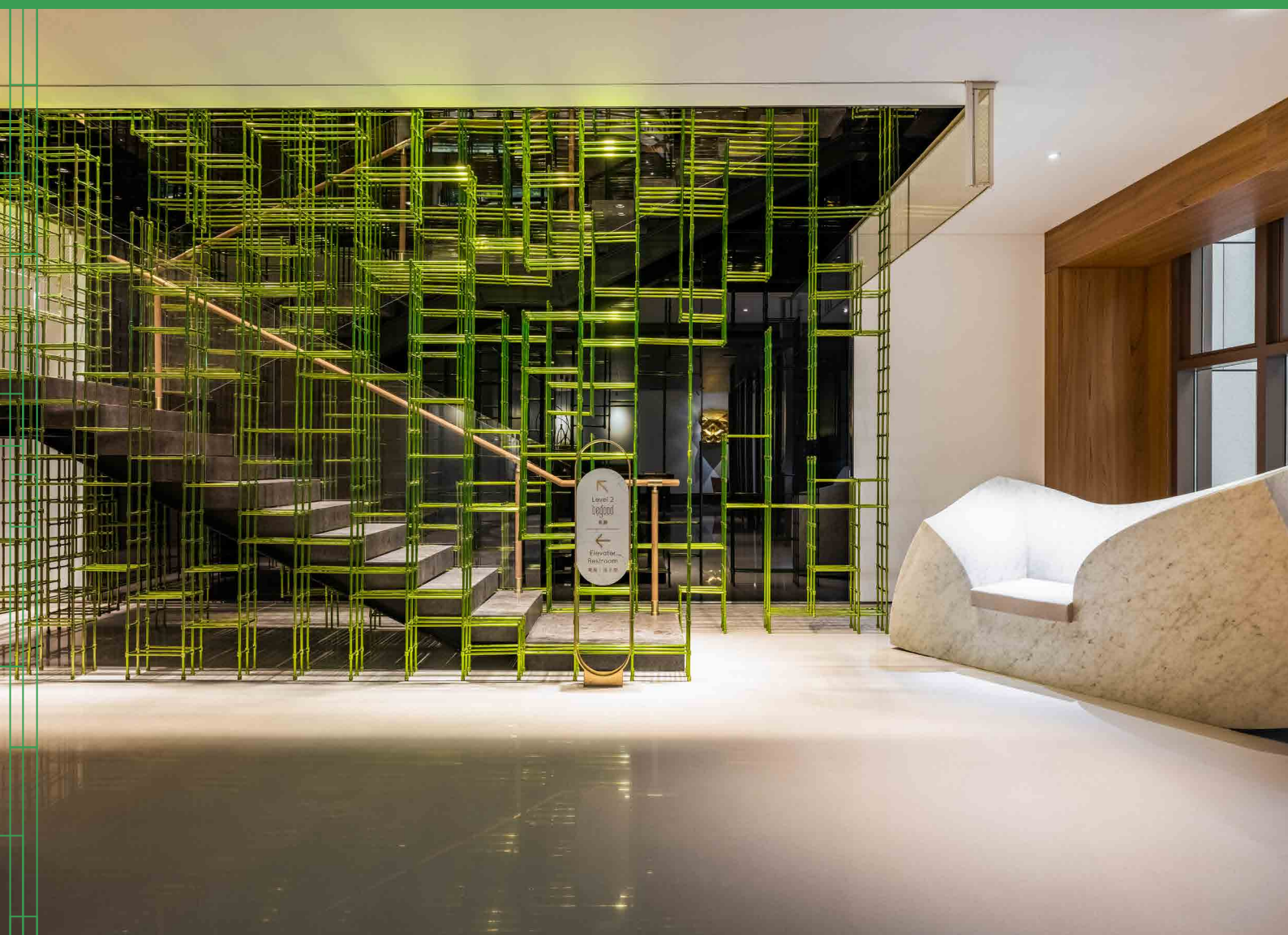
My Humble House Hospitality Management Consulting Co., Ltd. is committed to prioritizing the use of local ingredients to promote the development of local farmers in Taiwan and encourage a sustainable environment. In 2023, the proportion of local ingredient procurement across the four hotels was 48.89%. Among them, Mu Jiao Xi Hotel continues to actively promote local sourcing initiatives. By collaborating with local small-scale farmers in Yilan and supporting them through contract farming, the hotel has established an organic fruits and vegetables project to increase the use of local products. Additionally, various local ingredients are used to create a range of creative dishes, making authentic flavors one of the unique features of My Humble House Hospitality Management Consulting Co., Ltd.

Local Sourcing Categories at Mu Jiao Xi Hotel

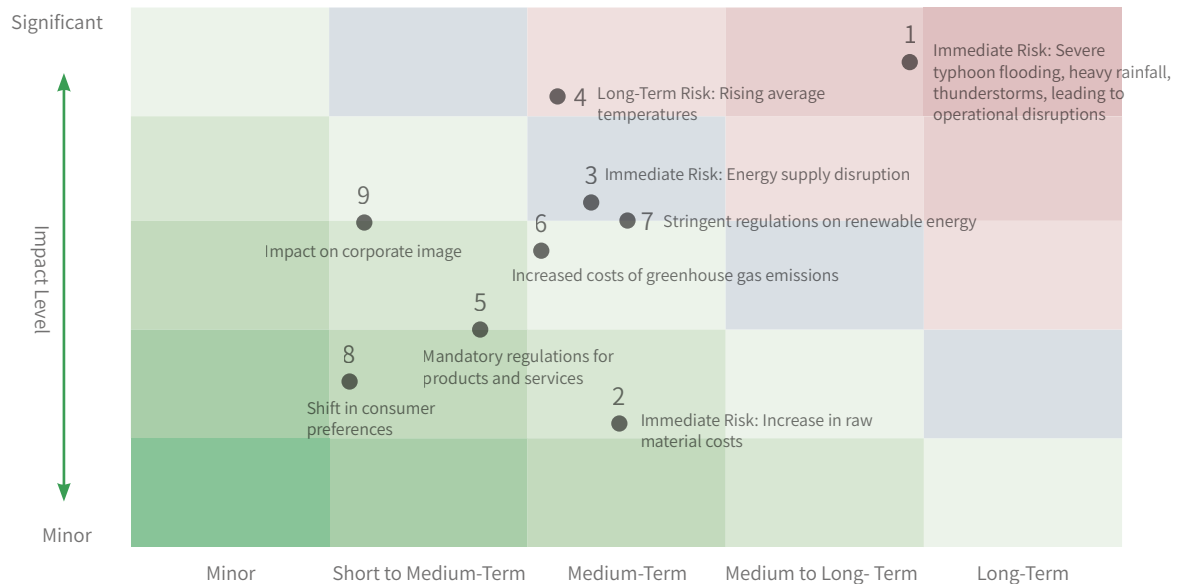


# CHAPTER 03

## Environment



## 3-1 TCFD Climate Change Risks and Opportunities



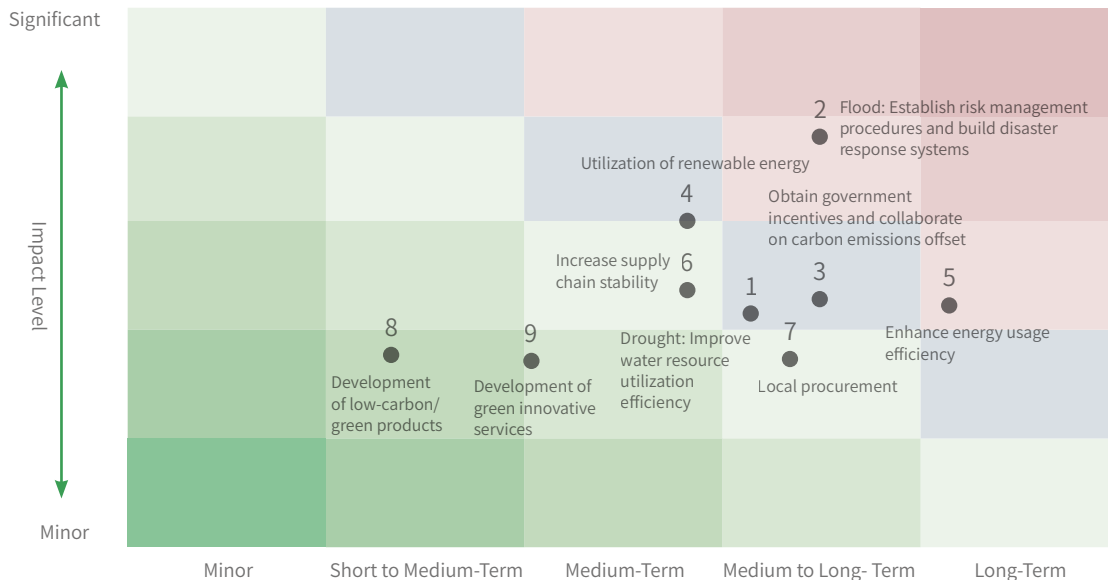
Climate Change Risk Matrix

| Type                | Aspect            | Risk Item                                       | Impact  |
|---------------------|-------------------|---|---|
| Physical Risk       | Immediate Risk    | Extreme Weather Events                          | Extreme weather events (such as severe typhoons, floods, heavy rain, lightning, etc.) may cause interruptions in hotel and restaurant operations for over 10 days. This could necessitate additional emergency equipment transport (e.g., post-disaster recovery, installation of water pumping or spraying devices), urgent adjustments for personnel or material transport, and delays in scheduled company operations. |
|                     |                   | Raw Material Cost Increases                     | Due to global climate change, prices for various raw materials may rise (e.g., disasters causing spikes in ingredient prices, policies raising environmental standards leading to reduced production of related raw materials). This could result in increased costs or difficulties in procuring ingredients and other raw materials.  |
|                     |                   | Energy Supply Disruption                        | Extreme weather conditions or government policies restricting electricity supply may lead to insufficient power, causing hotels and restaurants to be unable to operate as scheduled.   |
|                     | Long-Term Risk    | Rising Average Temperature                      | The long-term climate environment may lead to an increased likelihood of work stoppages in hotels and restaurants due to high temperatures, reduced work efficiency, or heat-related illnesses among staff.   |
| Transformation Risk | Regulatory Aspect | Mandatory Regulations for Products and Services | This involves potential stricter standards or regulations for business premises or products, such as requirements for lower pollution levels, recyclability, energy efficiency, and obtaining relevant environmental certifications.  |
|                     |                   | Increased Greenhouse Gas Emission Costs         | This pertains to international or domestic regulations controlling greenhouse gas emissions and the implementation of carbon taxes or fees. It involves considering how My Humble House Hospitality Management Consulting Co., Ltd. complies with these regulations and manages associated costs.   |



|                     |                   |                                       |  |
|---------------------|-------------------|---------------------------------------|--|
| Transformation Risk | Regulatory Aspect | Stricter Renewable Energy Regulations | This refers to the possibility of increased electricity costs due to stricter future renewable energy regulations. It includes the potential rise in costs associated with installing or purchasing green energy, as well as higher electricity prices resulting from government initiatives to promote green energy usage.          |
|                     | Market Aspect     | Changes in Consumer Preferences       | This refers to shifts in market or end-consumer behavior that demand the provision of green services (e.g., eco-friendly accommodation options or sustainable dining). Such changes can lead to increased costs related to procurement and education/training to meet these new consumer expectations.                               |
|                     | Reputation Aspect | Impact on Corporate Image             | Climate issues align with both domestic and international expectations. Therefore, if the company falls short in its sustainability performance and actions, it may affect stakeholders' trust in the company. This, in turn, could impact partnerships, recruitment, long-term investment willingness, and overall corporate image. |

### Climate Change Opportunity Matrix



| Opportunities  |  |
|--|--|
| Aspect   | Response   |
| Enhance Water Resource Efficiency  | Implement water-saving measures and improve water resource efficiency to reduce production costs and mitigate the impact and costs associated with water shortages.  |
| Establish Risk Management Procedures   | Conduct flood scenario analyses to enhance flood risk management and install flood barriers. This will reduce capital losses from unexpected flooding and improve climate resilience, providing a competitive advantage for the company. |
| Obtain Public Sector Incentives and Carbon Emission Reduction Collaborations | Secure public sector incentives and collaborate on carbon emission reduction initiatives to lower potential future carbon taxes or fees, and achieve net-zero emissions.   |
| Utilize Renewable Energy   | Install renewable energy generation systems to reduce greenhouse gas emissions, mitigate risks from external power shortages, and avoid potential future carbon taxes or fees.   |
| Improve Energy Efficiency  | Procure the latest energy-saving equipment (e.g., variable frequency air conditioners) and develop more efficient systems (e.g., energy monitoring systems) to enhance energy efficiency and reduce operating costs.                     |



|  |   |
|--|---|
| Enhance Supply Chain Stability             | Implement climate risk assessments and regularly audit and support high-risk suppliers to ensure effective risk management. This reduces the risk of supply chain disruptions due to climate change and improves supply chain stability and timely deliveries.                                    |
| Local Procurement                          | Actively develop local suppliers and prioritize local procurement to lower management and operating costs, reduce indirect transportation-related greenhouse gas emissions, create local employment opportunities, and boost economic prosperity, thereby enhancing the company's positive image. |
| Develop Green Innovative Services/Products | Reduce the development of pork and beef products and introduce new low-carbon (bean, white meat, egg, fish) and plant-based items to align with market demand and mitigate global climate change risks.   |
|  | Respond to changes in consumer behavior by developing innovative green hospitality services to meet market demands and enhance brand reputation.  |

## 3-2 Energy Resource Management

My Humble House Hospitality Management Consulting Co., Ltd.'s main energy sources include electricity, diesel, and natural gas, with electricity consumption for lighting and air conditioning being the largest. The energy consumption and intensity for Sheraton Grand Taipei Hotel, Le Méridien Taipei, Mu Jiao Xi Hotel, and Humble boutique hotel over the past three years are shown in the following table. In 2023, our electricity consumption reached 30,558,000 kWh, diesel consumption was 17,280 liters, natural gas usage was 2,311,351 kWh, and liquefied petroleum gas consumption amounted to 215,893 kg.

In terms of overall greenhouse gas emissions, Scope 1 emissions in 2023 were 4,825.10 tons CO<sub>2</sub>e, and Scope 2 emissions were 15,126.21 tons CO<sub>2</sub>e, with a carbon emission intensity of 0.00416 tons (CO<sub>2</sub>e/NT\$1,000). Due to an increase in revenue and the addition of Humble boutique hotel in 2023, energy consumption increased correspondingly, resulting in an 8.2% rise in total carbon emissions compared to the previous year. However, the installation of energy-saving and carbon-reduction facilities led to a decrease in carbon emission intensity compared to 2022.

**The energy usage situation of My Humble House Hospitality Management Consulting Co., Ltd. over the past three years**

| Energy Usage and Greenhouse Gas Emissions  | Types of Energy Used   | 2021      | 2022       | 2023       |
|--|--|-----------|------------|------------|
| <br>Energy Usage (GJ) | Electricity  | 92,535.84 | 101,206.80 | 110,008.80 |
|  | Diesel   | 527.54    | 501.28     | 611.53     |
|  | Heavy Oil  | 0         | 0          | 0          |
|  | Natural Gas  | 56,335.35 | 66,715.72  | 77,365.54  |
|  | Liquefied Petroleum Gas (LPG)                                | 4,327.65  | 4,759.06   | 5,993.37   |
| <br>Carbon Emissions  | Scope 1 Carbon Emissions (tons)                              | 3,517.44  | 4,132.70   | 4,825.10   |
|  | Scope 2 Carbon Emissions (tons)                              | 13,083.54 | 14,309.52  | 15,126.21  |
|  | Total Carbon Emissions (tons)                                | 16,600.98 | 18,442.22  | 19,951.31  |
|  | Carbon Emission Intensity (tons CO <sub>2</sub> e/NT\$1,000) | 0.00711   | 0.00556    | 0.00416    |

Note 1: The emission factors are based on the greenhouse gas emission factor management table version 6.0.4, as announced by the Environmental Protection Administration (EPA) of Taiwan.

Note 2: All electricity sources are provided by Taiwan Power Company (Taipower).

Note 3: The heating value of purchased electricity is 3,600 GJ per million kWh. Imported natural gas, diesel, and liquefied petroleum gas use the emission factors from the Environmental Protection Administration's "Greenhouse Gas Emission Factor Management Table, Version 6.0.4," with factors of 9,000 kcal/m<sup>3</sup>, 8,400 kcal/L, and 6,635 kcal/L respectively. Each kcal is calculated as 4.184 J.

# CHAPTER 04

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## Society



## 4-1

Diverse Talent Selection:  
Matching Talent to the Right Roles

My Humble House Hospitality Management Consulting Co., Ltd. combines experiences from art, tourism, and dining services to actively cultivate a taste philosophy of "Art is Life" and "Life is Art." We are dedicated to creating a friendly workplace environment and a happy company culture, shaping our values around "Unity and Cooperation," "Commitment to Professionalism," "Humble Service," and "Pursuit of Innovation."

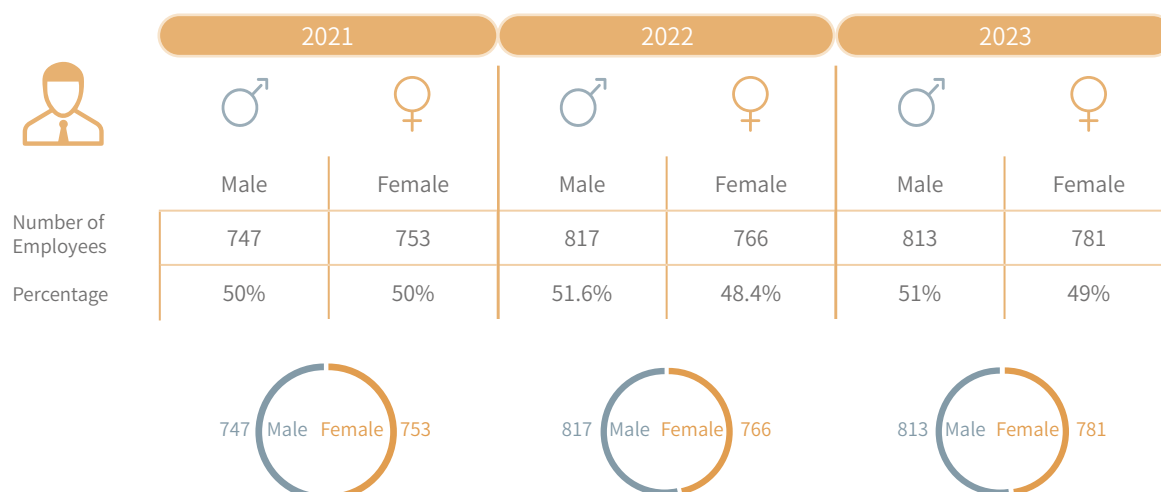
We strive to provide a workplace where employees are well-suited to their roles and can work in a safe and supportive environment. We hire exceptional talent through diverse recruitment channels and offer a comprehensive compensation and benefits system. We care about the physical and mental health of every team member, plan complete career development programs, and encourage employees to develop their potential, thus cultivating future leaders. This aligns with our core development focus on "Selection, Utilization, Development, Promotion, and Retention" of talent.

|                                      | 2021 |        |       | 2022 |        |       | 2023 |        |       |
|--------------------------------------|------|--------|-------|------|--------|-------|------|--------|-------|
|                                      | Male | Female | Total | Male | Female | Total | Male | Female | Total |
| Number of Full-Time Employees        | 617  | 543    | 1,160 | 638  | 575    | 1,213 | 673  | 616    | 1,289 |
| Number of Vocational School Students | 55   | 119    | 174   | 64   | 85     | 149   | 43   | 73     | 116   |
| Number of Hourly Workers             | 75   | 91     | 166   | 115  | 106    | 221   | 97   | 92     | 189   |

Note 1: Based on labor contracts and employment types: full-time employees are classified as permanent; vocational school students are classified as temporary or full-time; hourly workers are classified as temporary or part-time.




Note 2: Humble Boutique Hotel was included in the reporting scope in 2023.

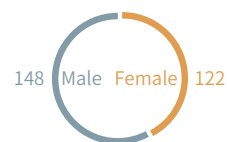
## Gender Ratio of All Employees at My Humble House Hospitality Management Consulting Co., Ltd. Over the Past Three Years



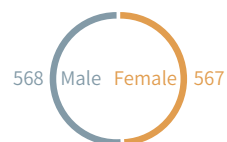
Note: The term "all employees" here includes full-time employees, vocational school students, and part-time staff.

## Distribution of Management and Non-Management Staff at My Humble House Hospitality Management Consulting Co., Ltd. in 2023

|        | Manager   |            | Non-manager   |            | Total   |            |
|--------|---|------------|---|------------|---|------------|
|        |  | %          |  | %          |  | %          |
|        | Number of Employees   | Percentage | Number of Employees   | Percentage | Number of Employees   | Percentage |
| Male   | 148   | 53%        | 563   | 50%        | 711   | 51%        |
| Female | 131   | 47%        | 563   | 50%        | 694   | 49%        |
| Total  | 279   | 100%       | 1,126   | 100%       | 1,405   | 100%       |






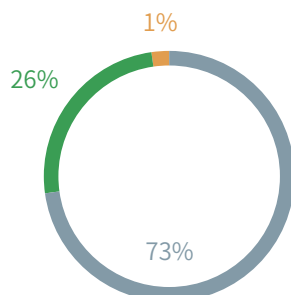
Ratio of male to female managers



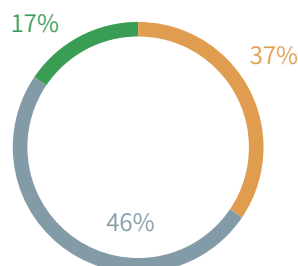
Ratio of male to female non-managers

註：此處計算範疇為正職員工及建教生，計時人員未納入計算，故員工總數為 1,405 人。




|              | Manager   |            | Non-manager   |            | Total   |            |
|--------------|---|------------|---|------------|---|------------|
|              |  | %          |  | %          |  | %          |
|              | Number of Employees   | Percentage | Number of Employees   | Percentage | Number of Employees   | Percentage |
| Under age 30 | 4   | 1%         | 422   | 37%        | 426   | 30%        |
| Age 30–50    | 203   | 73%        | 513   | 46%        | 716   | 51%        |
| 50 and above | 72  | 26%        | 191   | 17%        | 263   | 19%        |
| Total        | 279   | 100%       | 1,126   | 100%       | 1,405   | 100%       |



Age distribution of managers

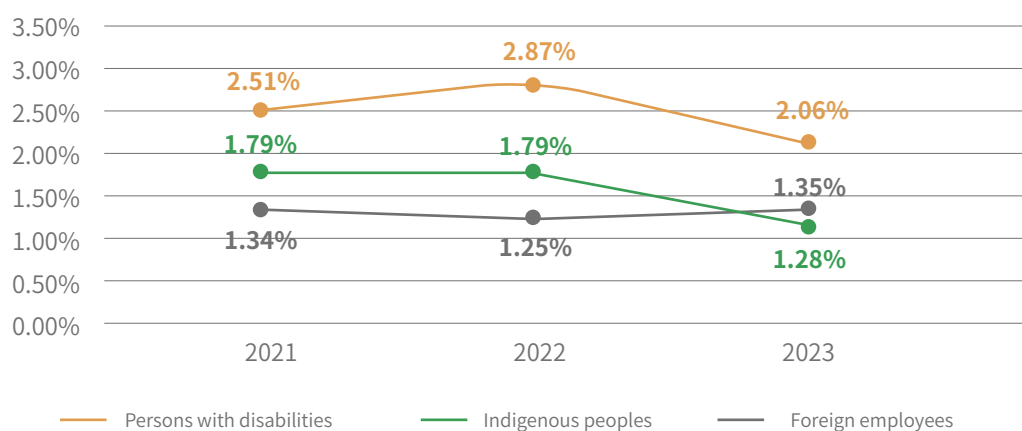


Age distribution of non-managers

 Under age 30  
 Age 30–50  
 50 and above

Note: The calculation here only includes full-time employees and vocational school students, excluding part-time staff. Therefore, the total number of employees is 1,405.

### Statistics on Minority Group Employees at My Humble House Hospitality Management Consulting Co., Ltd. Over the Past Three Years



Note: The scope of calculation here includes full-time employees, apprentices, and hourly workers.

## 4-2

## Cultivating Future Talent

### Employee Training Investment by My Humble House Hospitality Management Consulting Co., Ltd. over the Past Three Years

| Item(s)                                      | 2021   | 2022   | 2023      |
|--|--------|--------|-----------|
| Total Training Investment (Thousands of NTD) | 1,532  | 1,592  | 2,415     |
| Total Training Hours (Hours)                 | 24,958 | 24,622 | 39,520.08 |
| Training Investment Per Employee (NTD)       | 1,148  | 1,169  | 1,718.86  |
| Training Hours Per Employee (Hours)          | 19     | 18     | 28.13     |

### Employee Training Hours by Job Level and Gender for My Humble House Hospitality Management Consulting Co., Ltd. in 2023

| Item(s)                                     | Managers | Non-manager | Male   | Female |
|---|----------|-------------|--------|--------|
| Training Hours (Hours)                      | 6,715    | 32,805      | 18,729 | 20,791 |
| Average Training Hours per Employee (Hours) | 24.87    | 28.90       | 32.92  | 36.73  |

### 2023 Training Participation and Hours by Department at My Humble House Hospitality Management Consulting Co., Ltd.

| Item(s)                      | Guest Room Service Staff Training | Restaurant Service Staff Training | Food Safety and Hygiene Training | Engineering Staff Training |
|------------------------------|-----------------------------------|-----------------------------------|----------------------------------|----------------------------|
| Total Number of Participants | 5,186                             | 640                               | 3,800                            | 81                         |
| Total Training Hours         | 3,668.2                           | 588.5                             | 4,263                            | 499.5                      |



## 4-3

## Welfare Protection – Secure Employment

### Non-Management Full-Time Employees' Compensation Data

| Item(s)  | 2021        | 2022        | 2023        |
|--|-------------|-------------|-------------|
| Total Compensation of Non-Management Full-Time Employees (A) | 705,516,117 | 770,685,000 | 758,119,304 |
| Number of Non-Management Full-Time Employees (B)             | 1,277       | 1,335       | 1,305       |
| Average Salary of Non-Management Full-Time Employees (A/B)   | 552,335     | 577,000     | 580,934     |
| Median Salary of Non-Management Full-Time Employees          | 464,749     | 489,000     | 520,384     |

## 4-4

## Environmentally Friendly and Safe Workplace

My Humble House Hospitality Management Consulting Co., Ltd. arranges occupational safety and health education and training for every employee as required by law. In addition to developing employees' work skills, the company places significant emphasis on instilling correct workplace health and safety concepts to prevent occupational injuries.

In 2023, the company invested NT\$2,139,354 in enhancing occupational safety and health, which includes expenses for purchasing equipment, hiring external instructors, and medical examinations. Of this amount, NT\$269,498 was specifically allocated for occupational safety and health education and training. The courses offered and the number of participants are detailed in the following table:

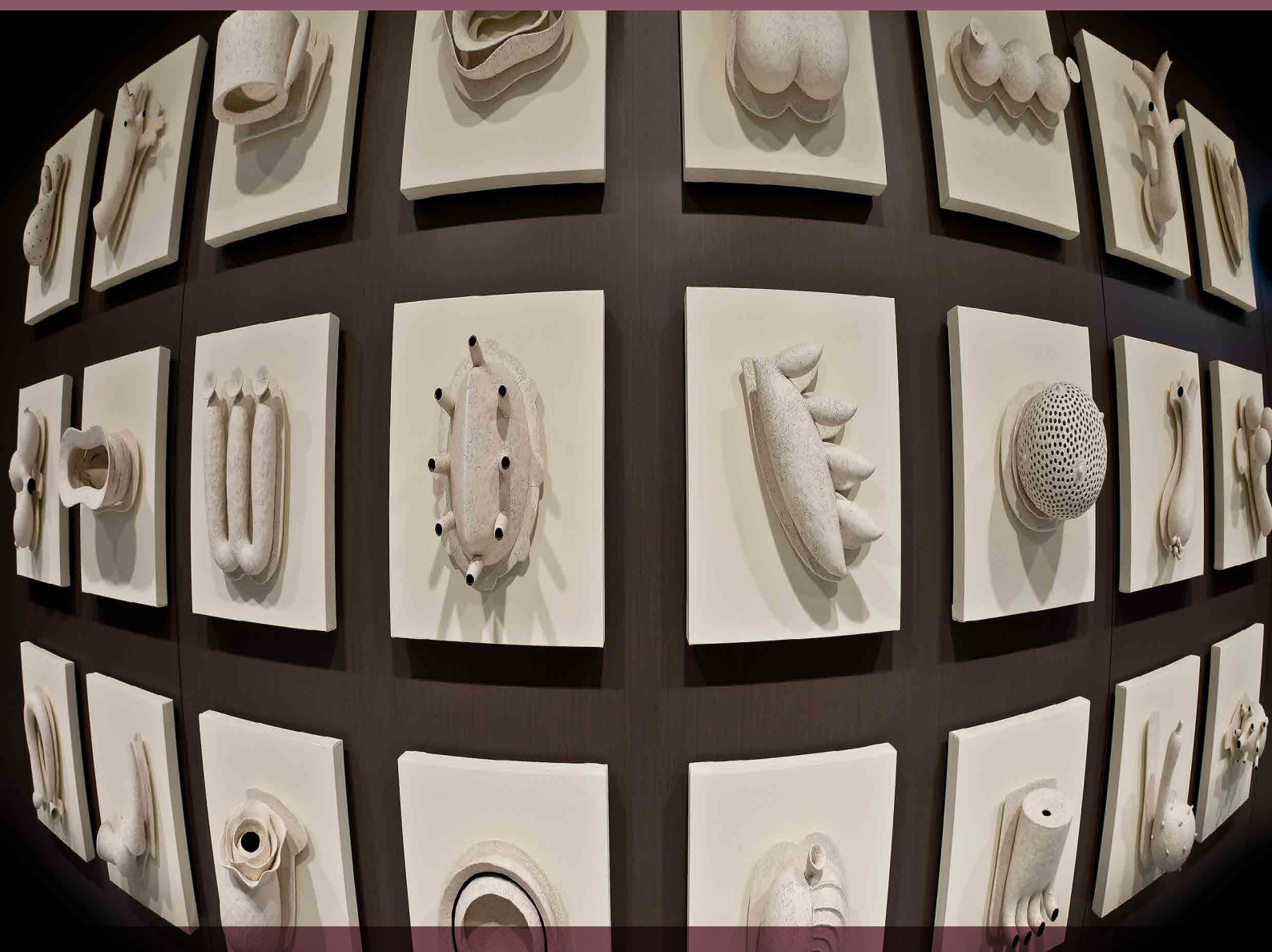
### 2023 My Humble House Hospitality Management Consulting Co., Ltd. Occupational Safety and Health Education and Training

|   |                        |       |
|---|------------------------|-------|
| Occupational Safety and Health Training (New Employees)     | Number of Sessions     | 48    |
|   | Number of Participants | 789   |
| Occupational Safety and Health Training (Current Employees) | Number of Sessions     | 28    |
|   | Number of Participants | 485   |
| Certified Chef Safety and Hygiene Workshops                 | Number of Sessions     | 21    |
|   | Number of Participants | 295   |
| AED & CPR Emergency Rescue Training                         | Number of Sessions     | 8     |
|   | Number of Participants | 175   |
| Disaster Drills   | Number of Sessions     | 10    |
|   | Number of Participants | 1,157 |

CHAPTER

# 05

## Warmth and Shared Prosperity: Local Contributions



My Humble House Hospitality Management Consulting Co., Ltd. has always adhered to the global value of "People-Centric, Coexisting with the Environment, and Flourishing with Society," viewing sustainable development as its vision. The company actively connects various internal and external resources and participates in social welfare activities. Over the years, My Humble House Hospitality Management Consulting Co., Ltd. has maximized the benefits of social participation through diverse collaborations in environmental protection and public welfare. It maintains good interactions with local organizations and communities, actively promotes a collaborative atmosphere for social progress, and extends its influence to help more people in need. By highlighting local features and showcasing local beauty, My Humble House Hospitality Management Consulting Co., Ltd. realizes its sustainable vision of social care and local prosperity.

#### Guide Dog Association

**NT\$160,000**

Donation to the Guide Dog Association Educational Fund



#### Turkish Earthquake Relief

To support the Taiwan Search and Rescue Team, My Humble House Hospitality Management Consulting Co., Ltd. hosted a gratitude luncheon at Sheraton Grand Taipei Hotel. The company sponsored a gourmet lunch for 200 rescue heroes and provided a customized "Paw Patrol Exclusive Menu" to thank the search and rescue dogs for their efforts during the earthquake in Turkey.



#### Moms for Climate Alliance

In response to the "Bring Your Own Lunchbox" climate action campaign by the Moms for Climate Alliance, My Humble House Hospitality Management Consulting Co., Ltd. invited the public to contribute to environmental protection. The company encouraged people to bring their own lunchboxes to reduce the use of single-use utensils.



### Taipei City Lantern Festival

In celebration of the Year of the Rabbit in 2023 and the theme of "Futuristic Vision" for the Taipei Lantern Festival in Xinyi District, Le Méridien Taipei commissioned renowned Australian artist Amanda Parer to design special lanterns. The aim was to illuminate the Year of the Rabbit and add a unique atmosphere to the Taiwan Lantern Festival event.

Donated **NT 2 million Dollars**

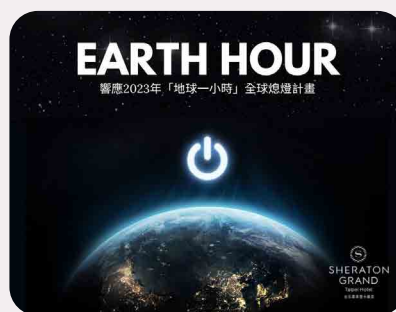


### Hongdao Foundation for the Elderly Welfare

Mu Jiao Xi Hotel participated in a charity fair, selling its popular product, Black Sesame Fresh Cream Roll. They donated NT\$6,000 to the Hongdao Foundation for the Elderly Welfare to support local communities.

### Earth Hour

In response to Earth Hour, we organized a one-hour lights-out event.



## Appendix I: Global Sustainability Reporting Indicators GRI Guidelines Content Index

|                              |  |
|------------------------------|--|
| Statement of use             | Humble House has reported content from January 1, 2023 to December 31, 2023 in accordance with GRI guidelines. |
| GRI 1 used                   | GRI 1: Basics 2021   |
| Applicable GRI Industry Code | N/A  |

| GRI Standards                  | Disclosures                          | Corresponding Section  | Page   | Remarks |
|--------------------------------|--------------------------------------|--|--|---------|
| General disclosure             |                                      |  |  |         |
| GRI 2: General Disclosure 2021 | Organization and reporting practices |  |  |         |
|                                | 2-1                                  | Organizational details   | 1.1 Major Hospitality Brands and Services                        | 16      |
|                                | 2-2                                  | Entities included in the organization's sustainability reporting           | About this report  | 13      |
|                                | 2-3                                  | Reporting period, frequency and contact point                              | About this report  | 13      |
|                                | 2-4                                  | Restatements of information  | About this report  | 13      |
|                                | 2-5                                  | External Validation / Assurance  | Please refer to Mandarin Version of the report Appendix Four     | 13      |
|                                | Activities and Workers               |  |  |         |
|                                | 2-6                                  | Activities, value chain and other business relationships                   | 1.1 Major Hospitality Brands and Services                        | 11      |
|                                | 2-7                                  | Employees  | 4.1 Diverse Talent Selection: Matching Talent to the Right Roles | 94      |
|                                | 2-8                                  | Workers who are not employees  | 4.1 Diverse Talent Selection: Matching Talent to the Right Roles | 94      |
|                                | Governance                           |  |  |         |
|                                | 2-9                                  | Governance structure and composition                                       | 1.2 Corporate Governance   | 22      |
|                                | 2-10                                 | Nomination and selection of the highest governance body                    | 1.2 Corporate Governance   | 22      |
|                                | 2-11                                 | Chair of the highest governance body                                       | 1.2 Corporate Governance   | 22      |
|                                | 2-12                                 | Role of the highest governance body in overseeing the management of impact | 1.2 Corporate Governance   | 22      |
|                                | 2-13                                 | Delegation of responsibility for managing impacts                          | 1.2 Corporate Governance   | 22      |
|                                | 2-14                                 | Role of the highest governance body in sustainability reporting            | 1.2 Corporate Governance   | 23      |
|                                | 2-15                                 | Conflicts of interest  | 1.4 Integrity in Business and Compliance with Regulations        | 31      |
|                                | 2-16                                 | Communication of critical concerns   | 1.4 Integrity in Business and Compliance with Regulations        | 31      |
|                                | 2-17                                 | Collective knowledge of the highest governance body                        | 1.2 Corporate Governance   | 24      |
|                                | 2-18                                 | Evaluation of the performance of the highest governance body               | 1.2 Corporate Governance   | 24      |

|   |                               |  |   |     |  |
|---|-------------------------------|--|---|-----|--|
| GRI 2:<br>General<br>Disclosure<br>2021 | 2-19                          | Remuneration policies                              | 1.2 Corporate Governance                                  | 25  |  |
|   | 2-20                          | Process to determine remuneration                  | 1.2 Corporate Governance                                  | 25  |  |
|   | 2-21                          | Annual total compensation ratio                    | 1.2 Corporate Governance                                  | 106 |  |
|   | Strategy, Policy and Practice |  |   |     |  |
|   | 2-22                          | Statement on sustainable development strategy      | Message from the Management                               | 04  |  |
|   | 2-23                          | Policy Commitment                                  | 1.4 Integrity in Business and Compliance with Regulations | 31  |  |
|   | 2-24                          | Policy commitments                                 | 1.4 Integrity in Business and Compliance with Regulations | 31  |  |
|   | 2-25                          | Processes to remediate negative impacts            | Stakeholders and Materiality Analysis                     | 31  |  |
|   | 2-26                          | Mechanisms for seeking advice and raising concerns | 1.4 Integrity in Business and Compliance with Regulations | 31  |  |
|   | 2-27                          | Compliance with laws and regulations               | 1.4 Integrity in Business and Compliance with Regulations | 32  |  |
|   | 2-28                          | Membership of associations                         | 1.5 Operational Performance and Development Plans         | 36  |  |
|   | Stakeholder engagement        |  |   |     |  |
|   | 2-29                          | Stakeholder negotiation policy                     | Stakeholders and Materiality Analysis                     | 12  |  |
|   | 2-30                          | Group agreement                                    | No trade union established, not applicable                | -   |  |

## Appendix II: Sustainability Accounting Standards Board (SASB) Index Comparison Table

According to the industry classification query results on the official website of SASB, My Humble House has selected 11 industry categories (Sector) and 77 industry categories (Industry) in the materiality map index (SASB Materiality Map) of the Sustainable Accounting Standards (SASB Standards). Among them, select applicable indicators for disclosure:

Sector: Services

Industry: Hotels & Lodging

Note: The data disclosed below includes Sheraton Grand Taipei, Le Meridien Taipei, Mu Jiao Xi, and Humble Boutique Hotel.

| Topic                           | Code         | Metric   | Category | Response   |        |
|---------------------------------|--------------|--|----------|--|--------|
| Energy management               | SV-CA-130a.1 | (1) Total energy consumed  | Quantify | Total energy consumption of My Humble House Hospitality Management Consulting Co., Ltd. in 2023 was 193,979.25 GJ.                           |        |
|                                 |              | (2) Percentage grid electricity  | Quantify | My Humble House purchases 100% of its electricity from Taiwan Power Co., Ltd.  |        |
|                                 |              | (3) Percentage renewable   | Quantify | My Humble House gets 0% of its electricity from renewable sources.   |        |
| Water and wastewater management | SV-HL-140a.1 | (1) Total water withdrawn<br>(2) Total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress | Quantify | Year   | 2023   |
|                                 |              |  |          | Tap water  | 802.84 |
|                                 |              |  |          | Groundwater  | 85.76  |
|                                 |              |  |          | Total water intake   | 888.60 |
|                                 |              |  |          | Total water consumption  | 888.60 |
|                                 |              |  |          | Unit: 1,000 m <sup>3</sup><br>My Humble House Hospitality Management Consulting Co., Ltd. does not draw/use water from water-stressed areas. |        |



| Topic   | Code   | Metric   | Category  | Response   |           |  |             |   |       |   |                     |     |   |
|---|--|--|---|--|-----------|--|-------------|---|-------|---|---------------------|-----|---|
| Ecological impact   | SV-HL-160a.1   | Number of lodging facilities located in or near areas of protected conservation status or endangered species habitat | Quantify  | <p>In 2023, My Humble House has no properties located in the following protected areas:</p> <ul style="list-style-type: none"><li>• United Nations Educational, Scientific and Cultural Organization (UNESCO) Biosphere Reserve</li><li>• Natural 2000 Network</li><li>• Ramsar Wetland</li></ul> <p>According to the World Database of Protected Areas: My Humble House Hospitality Management Consulting Co., Ltd. is not located on protected land.</p> <p>Note : Source: Protected Planet's World Database of Protected Areas (WDPA)</p>   |           |  |             |   |       |   |                     |     |   |
|   | SV-HL-160a.2   | Description of environmental management policies and practices to preserve ecosystem services                        | Discussion and Analysis   | <p>My Humble House Hospitality Management Consulting Co., Ltd. has formulated relevant management policies in all aspects of energy resources , and has also actively adopted various measures such as:</p> <ul style="list-style-type: none"><li>• Save energy and resources, use energy-saving equipment and green energy, and reduce energy consumption</li><li>• Promote customers to participate in environmental protection actions, encourage customers to reuse towels and bed sheets, and reduce the frequency of washing and waste.</li><li>• Train employees' environmental awareness, strengthen their environmental knowledge, and ensure that employees can strictly abide by environmental policies and standards.</li><li>• Prioritize the selection of environmentally friendly products and materials and ensure that our suppliers can also jointly comply with environmental standards.</li></ul> <p>We hope to actively improve and protect the environment and achieve the goal of sustainability.<br/>Detailed information on policies related to energy resources can be found in: CH3 Chapter</p> |           |  |             |   |       |   |                     |     |   |
| Labor treatment   | SV-HL-310a.1   | (1) Voluntary and (2) Involuntary turnover rate for lodging facility employees                                       | Quantify  | <table><tr><th>Indicator</th><th>Voluntary</th><th>Involuntary</th></tr><tr><td>turnover rate (%)</td><td>98.83</td><td>1.17</td></tr><tr><td>Number of employees</td><td>342</td><td>4</td></tr></table>  | Indicator | Voluntary  | Involuntary | turnover rate (%)   | 98.83 | 1.17  | Number of employees | 342 | 4 |
|   | Indicator  | Voluntary  | Involuntary   |  |           |  |             |   |       |   |                     |     |   |
|   | turnover rate (%)  | 98.83  | 1.17  |  |           |  |             |   |       |   |                     |     |   |
|   | Number of employees  | 342  | 4   |  |           |  |             |   |       |   |                     |     |   |
|   | SV-HL-310a.2   | Total amount of monetary losses as a result of legal proceedings associated with labour law violations               | Quantify  | <p>In 2023, there were no cases of monetary loss caused by legal proceedings in violation of the labor law.</p>  |           |  |             |   |       |   |                     |     |   |
| SVHL-310a.3   | (1) Average hourly wage  | Quantify   | <table><tr><th>Indicator</th><th>2023</th></tr><tr><td>Total salary of full-time employees who are not in supervisory positions (A)</td><td>758,119,304</td></tr><tr><td>Number of full-time employees not holding supervisory positions (B)</td><td>1,305</td></tr><tr><td>"Average salary" of full-time employees not holding supervisory positions (A/B)</td><td>580,934</td></tr></table> <p>Unit: NT Dollars</p> | Indicator  | 2023      | Total salary of full-time employees who are not in supervisory positions (A) | 758,119,304 | Number of full-time employees not holding supervisory positions (B) | 1,305 | "Average salary" of full-time employees not holding supervisory positions (A/B) | 580,934             |     |   |
| Indicator   | 2023   |  |   |  |           |  |             |   |       |   |                     |     |   |
| Total salary of full-time employees who are not in supervisory positions (A)    | 758,119,304  |  |   |  |           |  |             |   |       |   |                     |     |   |
| Number of full-time employees not holding supervisory positions (B)             | 1,305  |  |   |  |           |  |             |   |       |   |                     |     |   |
| "Average salary" of full-time employees not holding supervisory positions (A/B) | 580,934  |  |   |  |           |  |             |   |       |   |                     |     |   |
|   | (2) percentage of lodging facility employees earning minimum wage, by region | Quantify   | <table><tr><th>Indicator</th><th>2023</th></tr><tr><td>Employees receiving minimum wage (number)</td><td>0</td></tr><tr><td>Total number of all employees(number)</td><td>1,405</td></tr><tr><td>Percentage</td><td>0%</td></tr></table>  | Indicator  | 2023      | Employees receiving minimum wage (number)                                    | 0           | Total number of all employees(number)                               | 1,405 | Percentage  | 0%                  |     |   |
| Indicator   | 2023   |  |   |  |           |  |             |   |       |   |                     |     |   |
| Employees receiving minimum wage (number)                                       | 0  |  |   |  |           |  |             |   |       |   |                     |     |   |
| Total number of all employees(number)   | 1,405  |  |   |  |           |  |             |   |       |   |                     |     |   |
| Percentage  | 0%   |  |   |  |           |  |             |   |       |   |                     |     |   |

| Topic                              | Code                              | Metric  | Category                | Response  |          |               |            |                       |                          |          |               |            |                       |                                   |        |        |        |          |                       |         |        |        |       |             |  |   |     |  |       |  |   |      |  |
|------------------------------------|-----------------------------------|---|-------------------------|---|----------|---------------|------------|-----------------------|--------------------------|----------|---------------|------------|-----------------------|-----------------------------------|--------|--------|--------|----------|-----------------------|---------|--------|--------|-------|-------------|--|---|-----|--|-------|--|---|------|--|
| Labor treatment                    | SV-HL-310a.4                      | Description of policies and programs to prevent worker harassment   | Discussion and Analysis | My Humble House has established an "employee complaint e-mail box and hotline", It also standardizes the "Sexual Harassment Prevention and Control Measures in the Employment Place, Complaints and Punishment Methods", "Ethical Code of Conduct" and other provisions, handles employee complaints properly and fairly, and uses multiple communication channels so that both employers and employees can express their ideas and communicate effectively to achieve a win-win situation for both employees and employees.<br>For detailed information, please read : CH1.4                                   |          |               |            |                       |                          |          |               |            |                       |                                   |        |        |        |          |                       |         |        |        |       |             |  |   |     |  |       |  |   |      |  |
| Physical impacts of climate change | SV-HL-450a.1                      | Number of lodging facilities located in 100-year flood zones  | Quantify                | Not applicable, My Humble House Hospitality Management Consulting Co., Ltd. is currently only in Taiwan, and Taiwan is not located in the 100-year flood area.  |          |               |            |                       |                          |          |               |            |                       |                                   |        |        |        |          |                       |         |        |        |       |             |  |   |     |  |       |  |   |      |  |
| Activity indicators                | SV-HL-000. A                      | Number of available room-nights   | Quantify                | <table><tr><td>2023</td><td>Sheraton</td><td>Le Meridienne</td><td>Mu Jiao Xi</td><td>Humble Boutique Hotel</td></tr><tr><td>Total number of rooms</td><td>688</td><td>160</td><td>190</td><td>111</td></tr><tr><td>Available room nights</td><td>251,120</td><td>58,400</td><td>69,350</td><td>40515</td></tr></table>   |          |               |            |                       | 2023                     | Sheraton | Le Meridienne | Mu Jiao Xi | Humble Boutique Hotel | Total number of rooms             | 688    | 160    | 190    | 111      | Available room nights | 251,120 | 58,400 | 69,350 | 40515 |             |  |   |     |  |       |  |   |      |  |
|                                    |                                   |   |                         | 2023  | Sheraton | Le Meridienne | Mu Jiao Xi | Humble Boutique Hotel |                          |          |               |            |                       |                                   |        |        |        |          |                       |         |        |        |       |             |  |   |     |  |       |  |   |      |  |
|                                    |                                   |   |                         | Total number of rooms   | 688      | 160           | 190        | 111                   |                          |          |               |            |                       |                                   |        |        |        |          |                       |         |        |        |       |             |  |   |     |  |       |  |   |      |  |
|                                    | Available room nights             | 251,120   | 58,400                  | 69,350  | 40515    |               |            |                       |                          |          |               |            |                       |                                   |        |        |        |          |                       |         |        |        |       |             |  |   |     |  |       |  |   |      |  |
|                                    | SV-HL-000. B                      | Average occupancy rate  | Quantify                | <table><tr><td>2023</td><td>Sheraton</td><td>Le Meridienne</td><td>Mu Jiao Xi</td><td>Humble Boutique Hotel</td></tr><tr><td>Annual Average Occupancy Rate (%)</td><td>70.15%</td><td>80.82%</td><td>57.17%</td><td>75.07%</td></tr></table>  |          |               |            |                       | 2023                     | Sheraton | Le Meridienne | Mu Jiao Xi | Humble Boutique Hotel | Annual Average Occupancy Rate (%) | 70.15% | 80.82% | 57.17% | 75.07%   |                       |         |        |        |       |             |  |   |     |  |       |  |   |      |  |
|                                    |                                   |   |                         | 2023  | Sheraton | Le Meridienne | Mu Jiao Xi | Humble Boutique Hotel |                          |          |               |            |                       |                                   |        |        |        |          |                       |         |        |        |       |             |  |   |     |  |       |  |   |      |  |
|                                    | Annual Average Occupancy Rate (%) | 70.15%  | 80.82%                  | 57.17%  | 75.07%   |               |            |                       |                          |          |               |            |                       |                                   |        |        |        |          |                       |         |        |        |       |             |  |   |     |  |       |  |   |      |  |
|                                    | SV-HL-000. C                      | Total area of lodging facilities  | Quantify                | <table><tr><td>Total Hotel Area in 2023</td><td>Sheraton</td><td>Le Meridienne</td><td>Mu Jiao Xi</td><td>Humble Boutique Hotel</td></tr><tr><td>Square meter (m<sup>2</sup>)</td><td>80,910</td><td>20,871</td><td>24,363</td><td>10001.23</td></tr></table>   |          |               |            |                       | Total Hotel Area in 2023 | Sheraton | Le Meridienne | Mu Jiao Xi | Humble Boutique Hotel | Square meter (m <sup>2</sup> )    | 80,910 | 20,871 | 24,363 | 10001.23 |                       |         |        |        |       |             |  |   |     |  |       |  |   |      |  |
|                                    |                                   |   |                         | Total Hotel Area in 2023  | Sheraton | Le Meridienne | Mu Jiao Xi | Humble Boutique Hotel |                          |          |               |            |                       |                                   |        |        |        |          |                       |         |        |        |       |             |  |   |     |  |       |  |   |      |  |
|                                    | Square meter (m <sup>2</sup> )    | 80,910  | 20,871                  | 24,363  | 10001.23 |               |            |                       |                          |          |               |            |                       |                                   |        |        |        |          |                       |         |        |        |       |             |  |   |     |  |       |  |   |      |  |
|                                    | SV-HL-000. D                      | Number of lodging facilities and the percentage that are: (1) managed, (2) owned and leased, (3) franchised | Quantify                | <table><tr><td colspan="2">2023</td><td>Quantity</td><td colspan="2">Percentage</td></tr><tr><td colspan="2">Manage</td><td>0</td><td colspan="2">0%</td></tr><tr><td colspan="2">Ownership and Leasing</td><td>1</td><td colspan="2">33%</td></tr><tr><td colspan="2">Franchising</td><td>2</td><td colspan="2">67%</td></tr><tr><td colspan="2">Total</td><td>3</td><td colspan="2">100%</td></tr></table><br>Note: Sheraton Taipei and Le Meridien Taipei are franchises and entrusted operation and management; Mu Jiao Xi is the own brand of My Humble House Hospitality Management Consulting Co., Ltd.. |          |               |            |                       | 2023                     |          | Quantity      | Percentage |                       | Manage                            |        | 0      | 0%     |          | Ownership and Leasing |         | 1      | 33%    |       | Franchising |  | 2 | 67% |  | Total |  | 3 | 100% |  |
|                                    |                                   |   |                         | 2023  |          | Quantity      | Percentage |                       |                          |          |               |            |                       |                                   |        |        |        |          |                       |         |        |        |       |             |  |   |     |  |       |  |   |      |  |
| Manage                             |                                   |   |                         | 0   | 0%       |               |            |                       |                          |          |               |            |                       |                                   |        |        |        |          |                       |         |        |        |       |             |  |   |     |  |       |  |   |      |  |
| Ownership and Leasing              |                                   |   |                         | 1   | 33%      |               |            |                       |                          |          |               |            |                       |                                   |        |        |        |          |                       |         |        |        |       |             |  |   |     |  |       |  |   |      |  |
| Franchising                        |                                   |   |                         | 2   | 67%      |               |            |                       |                          |          |               |            |                       |                                   |        |        |        |          |                       |         |        |        |       |             |  |   |     |  |       |  |   |      |  |
| Total                              |                                   | 3   | 100%                    |   |          |               |            |                       |                          |          |               |            |                       |                                   |        |        |        |          |                       |         |        |        |       |             |  |   |     |  |       |  |   |      |  |

Materiality Map Index (SASB Materiality Map): <https://materiality.sasb.org/>  
SASB official website , please refer to <https://www.sasb.org>

2023 ESG REPORT

