

SUSTAINABILITY
REPORT

2016

LANGHAM
HOSPITALITY
GROUP

DRIVING FOR POSITIVE CHANGE



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MESSAGES FROM SENIOR
MANAGEMENT

MESSAGES FROM SENIOR MANAGEMENT

Message from Executive Chairman

In 2016, we strived to better understand how we can achieve more sustainable operations in our hotels under Langham Hospitality Group. As our business grew and improved, this important matter continued to be integral to the way we manage our properties and key stakeholder relationships.

As we continue expand the number of hotels under the Langham and Cordis brands within the group, it is more important than ever to demonstrate the high standards of ethical behaviour and pursue excellence in environmental responsibility. While we have made good progress in raising awareness of our CONNECT programmes in the past year, global events and trends may influence our priorities, and we must therefore remain focused on achieving longer-term success in sustainability issues over short term gains.

Although we have made noteworthy strides, we recognize that we still have much to improve, and through our CONNECT programme, we are working to streamline processes and set targets for a cleaner and greener future. As a global company, we will continue to see success with the expansion of the CONNECT programme that will take us on the right path to creating a more sustainable and responsible mindset.



Dr. K S Lo
Executive Chairman

Message from CEO

In the past 12 months, Langham Hospitality Group has made significant progress to benefit our long-term sustainability and the communities in which we operate. In particular, there were substantial achievements in our three pillars of sustainability – environment, community and colleagues. For instance, The Langham, Auckland became the first in the group to receive the coveted EarthCheck Platinum status; our four Chinese restaurants in Hong Kong and Shanghai were bestowed a total of nine Michelin stars – the most of any hotel group in the world; The Langham, London concluded its extensive refurbishments to showcase new facilities that generated highly positive media and guest reviews; and as the safety and security of our guests and colleagues are our highest mission, our corporate and hotels leaders completed extensive crisis management training sessions to better prepare them as eloquent protectors of our assets.

We have also spent the last year working on reinforcing that commitment and ownership of CSR issues by aligning ourselves with international standards, especially through our partnership with EarthCheck. Even as our company grows, we hold steadfastly to the LHG corporate values and our CONNECT programme objectives - to improve our practices, reduce waste, support local communities, educate our colleagues and inspire our guests; we hold ourselves accountable for these goals against the CSR scorecard, and the results have been encouraging.

As always, we understand that there is still room for improvement and that more work needs to be done in this area. To that end, we will continue to balance our commercial responsibilities with our environmental governance, and I would like to personally thank all who have contributed to our successful CONNECT journey in the past year.



A handwritten signature in black ink, appearing to read 'R Warman', written over a horizontal line.

Robert Warman
Chief Executive Officer



INTRODUCTION



Operate **20 hotels** in
Australia, Canada, China, Hong Kong,
New Zealand, United States and
United Kingdom with approximately
950,000 sq m in floor area in 2016



Serving over **5 million** guest nights
in 2016 (3.1 million in 2011)



INTRODUCTION

About Langham Hospitality Group

Langham Hospitality Group encompasses a family of 20 distinctive hotels under the Langham Hotels and Resorts, Cordis and Eaton brands – which include hotels, resorts, residential serviced apartments, restaurants and spas from Asia, Europe and North America to the Middle East. The Group takes its name from the legendary Langham in London which is widely recognised as Europe's first Grand Hotel. For 150 years, this flagship hotel has represented sophisticated and gracious hospitality, a philosophy that is now reflected elegance in design, innovation in hospitality, genuine service and captivation of the senses across all our properties.

Langham Hospitality Group is a wholly-owned subsidiary of Great Eagle Holdings (Stock Code: 0041) which was founded in 1963 and listed on the Hong Kong Stock Exchange in 1972. Great Eagle Holdings is selected as a constituent member of Hang Seng Corporate Sustainability benchmark Index for six consecutive years with the Environment, Social and Governance (ESG) performance rating at “AA” in 2016.

For more information, please access the website at www.langhamhospitalitygroup.com.

Our Vision and Commitments

Our Vision articulates clearly our ambitious expansion goal in order to steer our colleagues in achieving this goal sustainably.

We will be recognised as the leading and visionary hospitality group in the world by offering unique brands to different market segments and building guest loyalty.

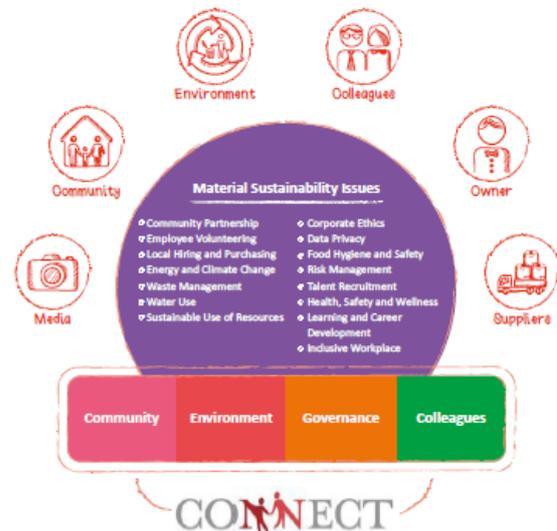
We have set company commitments as the roadmap that creates the right balance among the triple bottom line. Our commitments embrace the concerns of our four major stakeholders – guests, colleagues, investors and the world.

About CONNECT

CONNECT is the corporate social responsibility programme of [Langham Hospitality Group](#). The programme implies that we want our colleagues to realise the connection between our initiatives and the environment and society, so that we can all collectively act responsibly every day and contribute to the sustainable development of the neighbourhoods where we operate.

We are [committed to being a sustainable company](#). We embed sustainability into our company culture by engaging our stakeholders along with the development of the company. Since the General Manager Conference in 2011, we have identified four focus areas and six key stakeholder groups which prioritise the corporate social responsibility efforts we take and the resources we invest in order to amplify the impact of our collective actions.

CONNECT Strategy



Stakeholder Engagement

We conduct engagement exercises at a corporate and hotel level, by obtaining stakeholders' views on our CONNECT strategy and programmes, and incorporating their comments in our improvement action plan. The purpose of these exercises is to create shared values that drive our business innovatively and sustainably. Since 2015, we have introduced a stakeholder engagement model to our hotels and focused our engagement exercises with two key stakeholder groups every year. Guests and suppliers were our target stakeholder groups in 2016.

Stakeholder Engagement Model



The Langham, Huntington, Pasadena invited select purveyors of locally grown produce, sustainable fish and organic local wines to share with our Executive Chef and F&B team their best practices and available products

Suppliers are important industry partners for our hotels. Their products and services enable us to deliver our hospitality services to our guests. In the long run, we would engage them in delivering products with higher sustainable value to our hotels. The sustainable food market is surging globally in the past decade with an increasing consumer interest and also concerns for food safety. We gathered our food suppliers, Executive Chefs, Food & Beverage and Procurement teams together with local NGOs and industry experts in sustainable practices, for an engagement exercise.

Guests are the centre of our business. We have been engaging our guests by offering sustainable lifestyle opportunities through our group-wide “Guests of the Earth” (towel and linen reuse programme), CONNECT Conference (sustainable meeting) and other local green and social programmes in hotels. Guest comments on these initiatives or their preferences for a sustainable lifestyle were received through surveys, small talks and focus group meetings. To focus on regular visitors that mainly travelled for business, for instance, The Langham, Auckland developed an online survey with 14 questions regarding the different initiatives implemented at the hotel and enquired about the potential to improve.



We will engage our Colleagues and Owners as our key stakeholder groups in 2017. This shall complete our first cycle of stakeholder engagement exercises at hotels.

A sustainable seafood supplier forum was organised for the colleagues and major seafood suppliers of three hotels in Hong Kong. Speakers from WWF, Marine Stewardship Council and industry leaders were invited to share the latest sustainable seafood market trends and business practices in adopting sustainable seafood in Hong Kong.



FEATURE STORY: BUILDING PARTNERSHIPS WITH THE COMMUNITY



Our colleagues devoted over
9,500 hours to community service
in 2016 (9,225 hours in 2015)



Hotels and colleagues contributed over
USD 420,000 to charitable
organisations and communities
(including in-kind, pro-bono and cash
contributions) in 2016 (USD 460,000 in 2015)



FEATURE STORY: BUILDING PARTNERSHIPS WITH THE COMMUNITY

We take local community investment seriously. In our Sustainability Report 2013, we shared our perspectives on the relationship with the community – how we share the resources and also contribute to the economic development and wellbeing of the community where we live and operate. This report would review our achievements and lesson learnt, and these would help us to build a more innovative long term community investment strategy.



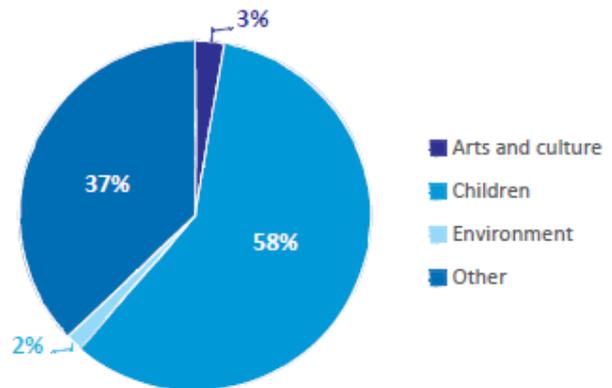
We are committed to making positive and lasting impacts on the communities in which we work and live.

Review on Our Strategy

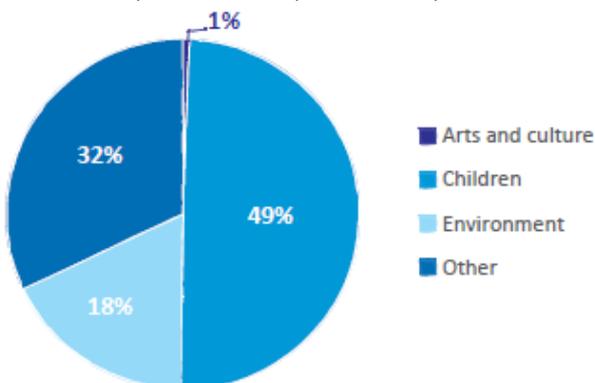
We anchored the group’s commitment to the community with the announcement of our Community Engagement Policy in 2012. The Policy defined our vision as driving a positive and lasting influence on the communities in which we operate. The focus on environment, children and art are the key themes of our community engagement projects on top the local social issues.

In our 2016 Community Investment Analysis, we contributed about 50% of our community service time spent and sponsorship to groups with their works related to children. Our colleagues spent almost 20% of their time on community services that help conserving the environment. Nevertheless, we continue exploring how we can expand our partnerships with community groups that promote Arts and Culture. The charts below summarise our Community Investment Analysis in 2016.

Community Sponsorship Analysis 2016 – by cause

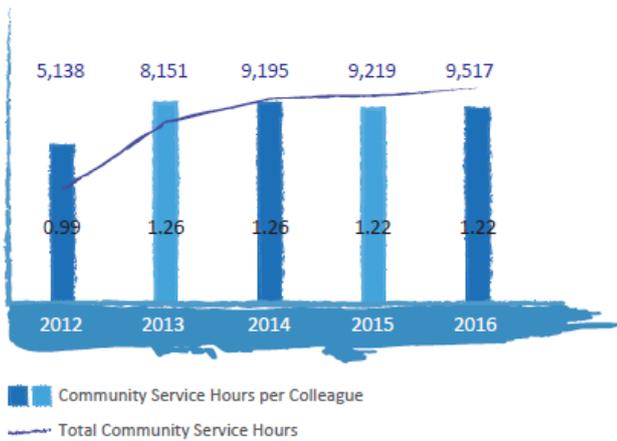


Community Services Analysis 2016 – by cause



In addition to the Policy, we formally encouraged employee volunteering at all hotels by introducing one of the key performance indicators to be, serving the community by our colleagues. In 2016, our colleagues have contributed an average of 1.22 hours per employee to the community, which means a total 9,517 hours. We have been requiring an average one hour of community service per colleague to be the minimum target for the past few years. Instead of increasing the number of hours as the target every year, we strengthened the criteria for the community service hours that can be accounted for – to strike for a more influential positive community action by our hotels.

Group Community Service Hours 2012-2016



Langham Hospitality Group and the three hotels in Hong Kong has been receiving the Caring Company Award by Hong Kong Council of Social Service. Cordis, Hong Kong also received the Silver Award for Volunteer Service (Organisation) by Volunteer Movement. Our community investment effort is recognised by local authorities.

Langham Volunteer Week has been one of our Global CONNECT Events since 2013. In the third quarter of each year, our hotels dedicated a week of giving back to the local community, in addition to the community service activities arranged by hotels spread across the year. With the support of this global initiative, our hotels have developed the giving-back culture. In 2016, we rolled out the CONNECT Partnership as the global CONNECT Event because we believed that it was time to recognise and reward those hotels which have secured multilateral relationships with their local community partners.

From a local perspective, we encourage recruiting the right talents and buying products and services from the local area for our hotels. This is evaluated by EarthCheck benchmarking exercise every year. We have also maintained close relationships with the local business community and academic institutions which are crucial for our business sustainability.



Annual EarthCheck Inner Circle meeting 2017 in Bali

In reviewing our recent community investment strategy, we focused on building long-term strategic partnerships with local community organisations at individual property, regional and even global level.

Community Partnerships

Building strategic partnerships for community investment enables us to witness and measure our lasting impacts on the local community. We have been building community partnerships at regional and local levels. We believe that a good community partnership should be mutually beneficial to both commercial and non-profit parties. Working with green groups is often the best example to explain this relationship.

Our hotels in Hong Kong, for example, have been working closely with several local food rescue charities such as Foodlink, Food Angel, and Green Luck Banquet by Green Monday. Through these charities, surplus food from our kitchens became delicious meals for local underprivileged families and elderly underprivileged every day. On one hand, surplus food is prevented from being sent to landfill. On the other hand, people in need can enjoy an affordable and balanced dietary meal. This partnership mutually benefits both parties and creates a secure alliance that is also favourable to the environment.



Our colleagues in Hong Kong volunteered at Food Angel kitchen in helping the preparation of fresh produce collected from food donors.

To honour the valuable community partnership that exist between our hotel and our neighbours, and to celebrate community efforts that successfully tackle real world problems and advance the public good, we launched our first internal CONNECT Partnership Award in 2016. The award winners were selected based on their initiatives, involvement and creativity in projects

that embody the spirit of genuine partnership, based on our Community Engagement Policy. More importantly, we hoped to evaluate the positive impacts from this partnership on not only the beneficiary groups but also our hotels. The following sections share the partnership stories of the CONNECT Partnership Awardees.

Chelsea Hotel, Toronto and SickKids Foundation

Our hotel in Toronto partnered with SickKids Foundation, the largest charitable funder of child health research, learning and care in Canada. The *Hospital for Sick Children (SickKids)* – provides critical support for patients and is recognized as one of the world's foremost paediatric health-care institutions. In 2013, the Hotel was committed to a fundraising plan with a goal of CAD\$500,000 over a period of five years to support Ages and Stages, an online information portal on the AboutKidsHealth website, offering resources for parents about child development and common health issues.



For the past fifteen years, the annual Chelsea Charity Golf Classic has raised funds and awareness for this charity. Since 2013, this event has supported *AboutKidsHealth.ca*. In 2016, the hotel donated \$385,000 after only 3 years of the 5-year program, which takes them well on their way to exceeding their goal of \$500,000.

The Hotel is also conveniently located within walking distance of the hospital and has long provided reduced Family Stay Over rates to families from communities outside Toronto. This program allows families the opportunity to be near their hospitalized children and to provide the emotional support and encouragement only a parent can give. The hotel provides an average of 20,000 room nights annually to those families who must temporarily relocate to Toronto while their loved ones are in care.

The Langham, Shenzhen and Handpicked Love Foundation

Since 2013, The Langham, Shenzhen teamed up with Handpicked Love Foundation, the first and the only named foundation in Shenzhen, China on various aspects of community partnership. The Foundation was founded in 2010 and focused on children's health and growth while promoting the medical assistance, art and charity and adhering to the 100% principle: 100% salvation, 100% recovery, 100% openness and fairness.

Their first joint initiative was the “Compose Music Dream” project together with Lang Lang Music World. The Hotel sponsored three talented children from underprivileged families to study at Lang Lang Music World in Shenzhen.

The Hotel expanded their partnership by selling the “Spread Out the Love” postcards in the following year. These themed postcards were designed based on the paintings of talented children aged 4 to 14 years old in Shenzhen. The prices of the postcards were unfixed, and all the proceeds contributed to the Hotel’s “Compose Music Dream” charity project.

In 2015, the Hotel embarked on an employee volunteering initiative with migrant children from Shenzhen Yuanfen Community through the Handpicked Love Foundation. The initiative aims to support children in developing and achieving their academic goal every year. Our colleagues meet with them at least twice a year to set up the goal and then review and reward their achievement by granting their wishes.



The Langham, London and KIDS

Starting in 2015, our hotel in London partnered with KIDS which provides a wide range of support services to disabled children, young people and their families. For the first year, our colleagues volunteered at the KIDS’ Adventure Playgrounds for repairing, reassembling and cleaning their facilities. KIDS’ Adventure Playgrounds are

designed to provide stimulating and inclusive play, on a closed access site. They are one of the only places where these children have got a safe space that they can experience a childhood and some freedom without adult constraints.



The Hotel extended their helping hands to KIDS by organising barbecue and baking day for the children and their minders, and fundraising events and in-kind sponsorship for this charity.

Our community partner expressed; "Your support and the money you provide us is really needed, and so greatly appreciated. Without you, we wouldn't be able to keep the playground running, There are so many jobs like maintenance, leaf sweeping, cleaning, fixing items that need doing constantly, and without your team of volunteers, these would be overlooked, and it would make the playground a less safe and enjoyable place for the children and young people who come here."

Our community partnerships help us drive lasting change and these communities benefit from having us there. We want to create shared value for us as a company, our guests and local communities. We believe it is vital to engage both our guests and colleagues on community investment initiatives in the long run.

Employee Volunteering

Art, Children and the Environment are the key themes of our community engagement programmes. Apart from sponsorships and fundraising opportunities, we are more passionate about motivating our colleagues to serve the community with their own hands. In addition, our employee volunteering moves towards to activities that are related to our business and operation to best utilise our resources and professionalism.

Inspire Next Generation in Hospitality Industry

We are facing the global challenge on attracting young talents to join the hospitality industry. Using our resources and facilities, we aim to facilitate the next generation in discovering their interests in this industry and also accessing learning and employment opportunities.

Since 2013, we have been have been partnering with [Hope Worldwide Hong Kong](#) to organise an annual summer workshop at one of our hotels in Hong Kong. This workshop aims at offering a unique hotel experience for children from local low-income families and a volunteering opportunity for our colleagues. For example, we arranged roleplays for the children to understand different job duties in a hotel, and a "live chat" session with our non-Chinese speaking colleagues, to not only practice their verbal English conversation but also learn to respect cultural diversity. We also embedded the concept of building the Six Pillars of Character which is advocated by Hope Worldwide into the workshop.



"Green Treasure Hunt" session to discover the "green initiatives" in our guest rooms at Eaton, Hong Kong.

Through our China regional community partnership programme "Adopt a School", Langham Place, Haining partnered with Haining Peizhi School which is a local public school offering vocational training for students with disabilities. In 2016, we offered a five-day internship for four students in our pastry kitchen. This programme provided an actual work experience for the students, and also offered our colleagues an opportunity to respect and work closely with people with disabilities.



Our hotels in China arranged cooking classes for migrant workers' children from their local communities. It was a memorable experience for the children to learn and practice some cooking techniques from our experienced chefs and volunteers, and also they brought home their handmade dishes for their families.



Our volunteers taught the children making Zongzi, Chinese traditional food for Dragon Boat Festival.

Connect Local to the World

We bring exotic travel experiences to our guests and at the same time, we can connect the locals to the world. Every year, our hotels would create the major festival experience for our guests through traditional festive foods, events, activities and decorations. We can also invite our local charity partners to take part in our celebrations.

In 2016, The Langham, Haikou invited the students from Haikou Tianyi Autism Training Center and Nicole's Home Kids to join the grand Christmas Lighting Ceremony in our hotel. Children learnt to make cookies and enjoyed the Christmas gifts exchange activity arranged by our volunteers. We also announced that The Langham Bears in uniform and the autistic children's paintings were

available for sale in our Wechat official account throughout December. The proceedings were donated to support the Autism Training Centre and the families.



The Langham, Shanghai, Xintiandi organised English training in the summer nursery.

Way Forward

We have been learning and adopting the best practices on our community investment programmes since 2011. This year, we recognised the outstanding community partnerships amongst our hotels. In 2017, our hotels will establish their internal community service recognition scheme to encourage and reward our colleagues who are remarkable "givers" to the community on behalf of the hotels.

We have been investing in people and communities through on-going partnerships with credible charity organisations. We are ready to enhance our community projects by creating shared values and evaluating our impacts to the communities. We will review our strategies at individual hotel and also group level in order to strike for driving positive long-lasting impact on the communities where we live and operate.



OUR COMMITMENT TO GUEST



64.4 out of 100 guests

would recommend our hotel to a friend
or colleague in 2016



Langham Hospitality Group is recognized as the

World's Best Hotel Brands #12

out of 15 by Travel + Leisure Magazine in 2016



OUR COMMITMENT TO GUEST

We are committed to delivering Genuine Service, our group culture inheriting from the Langham brand's traditions of excellence. We make every effort to proactively learn about the guests' needs and wants. This valuable information enables us to bring a memorable experience to our guests and to build guest loyalty to our brands.

Measuring Guest Loyalty

A holistic approach is adopted to capture the direct feedback from our guests. Various voice-of-the-customers (VOCs) channels including online surveys, mobile survey, social media and feedback cards are deployed for collecting comments from our guests.

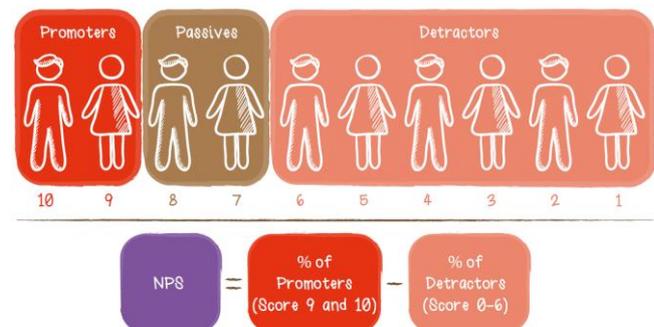
Timely response with quality and action-ability to guest opinions is one of the most direct and effective approach in engaging our guests in the fast-moving digital era. In 2016, we integrated all VOC channels into one single platform. Instead of handling multiple VOC channels and individual reports, we introduced this new platform that allowed us to monitor, respond and conduct analysis on the integrated data collected from all the VOC channels.

A strategic partner with strong research background was engaged in this platform transformation project. Our partner not only provided us with a best-in-class technology platform, but also support our hotels with strategic recommendations to prioritise areas for improvement. The platform and real-time analysis on guest feedbacks would facilitate our colleagues to total control of our guest experience along the customer journey, and ultimately help us designing our excellent guest service strategy and building guest loyalty.



Net Promoter Score and Defect Free Index

Among all the VOC channels, the online guest satisfaction survey (GSS) provides us more important data on how our guests feel about us regarding different service touch points during their stay with us. We measured Net Promoter Score (NPS) and Defect Free Index (DFI) based on the GSS since 2015. Both NPS and DFI are our key performance indicators in service quality to ensure our focus on service improvement in response to our paying guests' desire for the purpose of building guest loyalty.



We measure NPS based on our guests' response on the question – how likely would you recommend this hotel to a friend or colleague? The GSS results geared our focus on increasing the

number of “promoters”. On the other hand, DFI helps us to promote a zero defect culture within our company through the identification of areas for improvement.

The GSS also contains detailed questions to identify areas where improvements are required on various aspects. We concentrated in analysing NPS and Defect measures to identify the root cause of the problem through discussion within the team, put together actions to fix it and prevent it from recurring.

Mystery Assessment

Annual mystery assessment is conducted by third party professionals in our hotel to ensure the consistency and excellence of our service delivery based on our Brand and Operational standards. The assessment investigates the entire guest experience, starting from making a reservation or the initial sales process, through their stay. Based on the assessment data and findings, the professional consultant would identify our best practices and also opportunities for further improvement. In the end, we continuously challenge ourselves to ensure our service delivery with the most professional manner and offer a delightful experience.

Managing Guests’ Experience

Brand and Operation standards are our guiding principles to ensure the excellent service delivery to guests by our colleagues across our portfolio. Based on the GSS data analysis, we equip our hotels with two tools to drive continuous improvement in our soft and hard service delivery – the “KenFixIt” and Langham Logic. KenFixIt is our preventative maintenance programme for our guest rooms and public area. Langham Logic is our tool for driving process improvement systematically.

In 2016, we organised an internal “My Langham Story Writing Competition” for the first time. The purpose of the competition is to strengthen the Company and Brand Culture in guest experience perspective and build pride and enjoyment by engaging our colleagues with their stories with guests.

The Housekeeping colleague from The Langham, Haikou won the Gold Award which was voted by the Group’s Executive Committee and relevant senior executives. The Ming Court Team in Cordis, Hong Kong received the People’s Choice Award.

Achievement in 2016

We were honoured to be on the list of the several prestigious awards, and below are some highlights.

World’s Best Hotel Brands by Travel and Leisure:

- The Langham, Chicago is #8 out of 15 on the Best City Hotels in the United States and #1 out of 10 on the list of Best Hotels in Chicago.
- The Langham, Hong Kong is #4 out of 10 on the list of Best Hotels in Hong Kong.
- The Langham, Melbourne at #1 City Hotels in Australia and New Zealand
- The Langham, Sydney #4 City Hotels in Australia and New Zealand



The Michelin Guide 2017

- T’ang Court at The Langham, Shanghai, Xintiandi received Three Michelin Star Rating
- T’ang Court at The Langham, Hong Kong received Three Michelin Star Rating
- Ming Court at Cordis, Hong Kong received Two Michelin Star Rating
- Yat Tung Heen (Jordan) at Eaton, Hong Kong received One Michelin Star Rating





GOVERNANCE AND
RESPONSIBLE BUSINESS



GOVERNANCE AND RESPONSIBLE BUSINESS

We believe that good governance is essential to our business continuity. We are accountable to act responsibly at all times for our stakeholders – from our guests, partners, suppliers and colleagues, to governments, regulators and NGOs. We value the trust of our stakeholders in pursuit of expanding our business and operations sustainably. To maintain the trust, we must ensure we always conduct our business in an ethical and responsible manner.

Governance Structure

Langham Hospitality Group is the hospitality arm of Great Eagle Holdings. As the wholly owned subsidiary of Great Eagle Holdings Limited, we are committed to maintaining a high standard of corporate governance practices that are designed to enhance company image, boost Shareholders' confidence, and reduce the risk of fraudulent practices.

Management Approach

Langham Hospitality Group is governed by the Executive Committee and chaired by the Chief Executive Officer. The Executive Committee reports directly to the Executive Chairman of the Group, who is also the Chairman of Great Eagle Holdings Limited. An Executive Committee member is one of two Global CONNECT Champions.

The Executive Committee meets regularly, monitoring and reviewing the overall corporate ESG arrangements and approving relevant policies. It plays a central support and supervisory role in the Company's ESG duties and leads the CONNECT Programme.

To ensure compliance with legislation, industry best practices and company policies and procedures, the Executive Committee is also responsible for the implementation of the Group's internal control, risk management, and financial reporting. It reviews the remuneration structure at high level and the compensation and benefits packages of senior management. Langham Hospitality Group also abides by the internal control systems of Great Eagle Holdings Limited.



We are committed to operate our business with integrity and in accordance with the highest ethical standards.

Corporate Ethics

We pledge to adhere to good corporate governance and business integrity in our business activities. We have clearly stated these principles articulated in our Code of Ethics which explains the basic standards of behaviour expected of our colleagues in connection with their official duties. The Code of Ethics provides guidance on acceptance, soliciting or offering of advantages, declaration of conflicts of interest, fraud and bribery, gambling, fair dealing, and handling confidential information. All senior management and colleagues in relevant departments at corporate office and hotels are required to make an annual declaration of interest. We regularly review the Code to ensure it remains relevant to our business with the up to date legislative requirements.

Training and Awareness

We want to create a culture where colleagues understand that we expect them to uphold the high standards set out in our Code of Ethics. All new colleagues receive the Code through the induction training at the First60 Certification programme. Depending on the job duties of our colleagues, they also receive regular communications, refresher training, and team briefings on various aspects of our compliance programme. All colleagues are also aware that

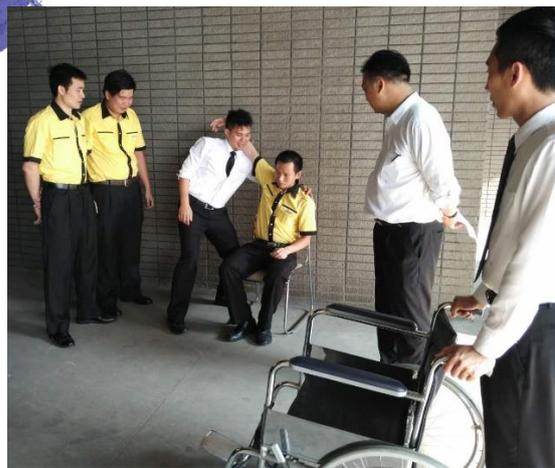
they have a duty to report any breaches of our Code of Ethics.

With the introduction of new regulatory requirements and popular public issues, we organise appropriate training for relevant colleagues at different levels. For example, we arranged a Compliance Training on Competition Ordinance for colleagues in Hong Kong as the Competition Ordinance came into full effect in December 2015. This training provided an overview of the Ordinance and an understanding on the implementation of the Ordinance for our business activity, particularly in property, real estate management and the hotel industry. We also organised media crisis management workshops for our senior management at all hotels in 2016.

In addition to the standardised training programme at hotels, there is a Global CONNECT Event relating to an internal review and refresher training on a selected topic concerning corporate ethics across the group. Practices and training on anti-corruption, data privacy, and employee rights and equal opportunities were reviewed and refreshed in recent years. We will collect and report the corporate ethics training data by topics to continue monitoring our awareness programme. Starting from 2016, we adjusted our governance awareness campaign to risk management in hotels.

Risk Management in Hotel

Risk management in hotels is not simply crisis and disaster preparedness, but also handling all types of risks that can pose harm to our guests, colleagues and other stakeholders. In 2016, we reviewed the emergency evacuation plans for people with disabilities at hotels across the group as part of the Global CONNECT Event. We have thousands of people including guests, colleagues and even contractors staying and working within our properties every day. It is important to develop and regularly test a comprehensive emergency evacuation plan which should assist the hotel to prepare for different emergency situations, as well as people in our hotel with various special needs. An internal review of the hotels' emergency plans and training was conducted. The Hotels prepared the evacuation chairs and vibrating pad pillow alarms for guest use when necessary.



Our hotel in Toronto was the first hotel to be awarded the Ontario Accessible Award during the Ontario Tourism Awards of Excellence in 2016. The Chelsea Hotel, Toronto stands by their **commitment** to accessibility. They were specifically recognised for their innovative Closing the GAP (**Guest Accessibility Package**) program; designed to enhance the hospitality experience for persons with disabilities. The package helps minimising any potential accessibility barriers due to lack of communication and information. The GAP Program and Accessible Guest Service Training ensures that the hotel provides top level service to its visitors with disabilities, creating a positive narrative of accessibility in Toronto, and highlighting accessible attractions, restaurants and shopping experiences in Toronto that are dedicated to an accessible Ontario.





CARING FOR OUR COLLEAGUES



Employed nearly
7,800 colleagues in 2016
(approximately 7,642 colleagues in 2015)



Our colleagues **rated LHG**
at an average **4.4 out of 5** in 2016 (4.35 in 2015)



8.4 reported accidents
per 100 employees in 2016 (8.6 in 2015)

CARING FOR OUR COLLEAGUES

Approach

We are fully committed to fostering an engaging and respectful work environment for our colleagues to unleash their full potential and inspire them to become our true ambassadors. Our commitment is supported by the following systems which set out the guiding principles, review our performance, promote open dialogue culture, and grow our talents in the right way.

- Human Resources policies stipulate a global framework for an ethical workforce and colleague engagement;
- Training programmes enable our colleagues to deliver their job and embrace the company culture;
- A workplace health and safety management system ensures the safety of our colleagues;
- Internal communication channels connect our colleagues at different levels and across functions to strengthen teamwork;
- Performance appraisals review performance of individual colleagues to set clear goals aligned with their hotel's objectives;
- A KPI system monitors the effectiveness of our systems in achieving our commitments.

Our systems establish a consistent application across the Group, and are flexible for local adaption by our hotels to fulfil local legal requirements and operational needs.

Fair and Inclusive Working Environment

Employee Rights and Equal Opportunities

Respect for employee rights is fundamental to our human resources principles. As clearly stated in our Group Employee Rights and Equal Opportunities Policy, we are committed to a fair working environment that is free of discrimination, harassment, bullying and victimisation.



We also promote equal access to employment. We recruit and develop individuals solely on the basis of their suitability for the job, regardless of gender, age, nationality, religion or disability. We monitor our diversity profile through our workforce profile report including the distribution of gender, minorities and local hiring information.

	2014	2015	2016
Workforce			
Total employees	7,813	7,642	7,796
Full time employees	90%	90%	91%
Gender			
Female employees	48%	48%	49%
Male Employees	52%	52%	51%
Age			
<20	2%	2%	3%
20-29	38%	38%	37%
30-39	26%	26%	26%
40-49	19%	18%	17%
50 or above	15%	16%	17%
Total percentage of Expatriates from overall workforce			
Senior Executive	12%	15%	14%
General Workforce	2.5%	2%	2.3%
Total percentage of Senior Executive from overall workforce			
Female Senior Executive	-	3.8%	3.8%
Male Senior Executive	-	2.4%	2.4%
Total percentage of colleagues with disabilities from overall workforce			
	-	0.5%	0.7%

In 2016, 107 out of 293 (37%) senior executives were female whereas 186 (63%) were male. One female member is on our group executive management team. This shows that we recruit and develop individuals solely on the basis of their suitability for the job, regardless of gender, age, nationality, religion or disability. We will continue to look into gender diversity and improve our data collection, especially in training and turnover aspects, to strengthen people development and retention strategies in the next year.

Local Hiring and Diversity

We prioritise hiring the general workforce from the local community or country, as a rule the proportion of expatriates in our senior executive positions is 15%. We define expatriates as those colleagues who require a work visa. Their international hotel experiences and knowledge are critical to our business development and essential to groom our local workforces for future success.

We also support local career placement programmes, such as the Los Angeles County Greater Avenues for Independence (GAIN) and General Relief Opportunity for Work (GROW) program. The GAIN/GROW programs support local residents to find employment, stay employed and move on the higher paying jobs.

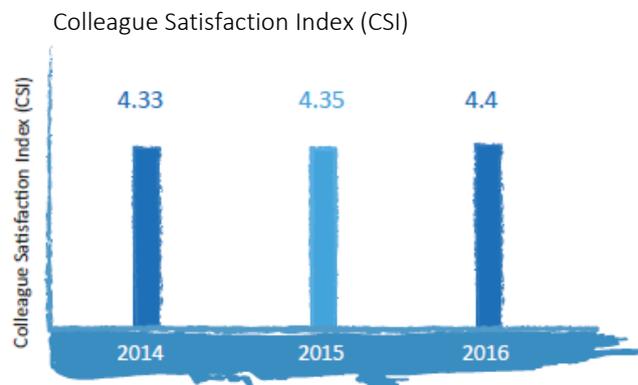
We continued to encouraging the integration of employees with disabilities by offering them career opportunities and implemented initiatives to address their special needs in the workplace. In 2016, we employed 52 colleagues (0.7% of overall workforce) with disabilities in a variety of roles that could effectively draw on their talent and abilities.



Engaged Working Environment

Communication is one of our core values. We encourage open communication which creates a dynamic and enjoyable working environment for our colleagues. We ensure effective dialogue with our colleagues proactively by using a variety of communication channels such as SHOWTIME (daily briefing session), Daily Legend (daily newsletter), Townhall meetings and our intranet to align colleagues' objectives in a clear direction. We also engage with colleagues informally through social media, annual parties, and outings to enhance their sense of belonging.

We also engage our colleagues more formally through the annual Colleague Satisfaction Survey at all hotels, conducted by an independent research company. The survey provides us an opportunity to obtain feedback from our colleagues on key issues, and measures employee engagement. We invited all eligible colleagues from all our hotels to participate in the 2016 My Colleague Survey and 95% responded. This survey found that levels of colleague engagement continue to remain high with a score of 4.40 out of 5.



Health, Safety and Wellness

The health, safety and wellness of our colleagues is a priority. Our Group Occupational Health and Safety Policy ensures all hotels maintain their health and safety systems, consistent with local operating conditions and legislation, to make sure our colleagues can do their work safely. The senior management, human resources directors and security departments oversee these systems. The effectiveness of the system is monitored together with the Key Performance Indicators (KPI) system so that our improvement teams analyse the data, find problem root causes, run improvement action plans and follow up on the results.



Fire Drill at Langham Place, Xiamen

In 2016, we are pleased to observe a slight decrease in health and safety related KPIs compared to the previous year, and there were no deaths due to work activities. We will continue monitoring the performance and enhance our employees' awareness in workplace healthy and safety.

KPI	2014	2015	2016
Lost time injury frequency rate (LTIFR) ¹	15.8	18.9	18.7
Incident rate ²	8.4	8.6	8.4

1. LTIFR is the number of reported lost-time accidents for every 1 million working hours.

2. Incident rate is the number of reported accidents per 100 employees.

We promoted the wellness of colleagues globally through annual Global CONNECT events, such as Workplace Health and Safety Week and the 10,000 steps challenge during Loving Earth Month. Colleague Wellness remains to be the theme for 2016 Workplace Health and Safety Week. This week was dedicated to enhancing staff awareness on their wellbeing and supporting them in developing a healthy lifestyle. Wellness promotion programmes included, cancer screening prevention, healthy food menus in our colleague cafeterias, financial and retirement planning, personal safety and fraud awareness, yoga and Zumba classes, elbow-plank challenge, and fun walks around the hotel.



Elbow-plank challenge in The Langham, Shenzhen

Some of the popular programmes during Health and Safety Week have become regular events in our hotels such as the Biggest Loser weight loss competitions were organised at our US properties. Chelsea Hotel, Toronto extended the Wellness Week to Wellness Month packing October with various health and wellness activities. We will continue organising the Workplace Health and Safety Week and other employee wellness programmes so that our colleagues can feel they are working in a safe environment and know that we care about their wellbeing.

Learning and Career Development

We are committed to creating an environment for our colleagues to achieve their career aspiration and at the same time nurturing a team of competent and motivated colleagues. Our groupwide learning and development programmes are made up of the First60 Certification programme, Langham Curriculum Certification (LCC), and Advanced Programme for Executives (APEX). These programmes help our colleagues gain new skills and experiences which they need to deliver in their current and future jobs. The third intake for APEX commenced in 2016 and will continue through 2017.

Colleague performance is evaluated and benchmarked annually through our performance management system PRIDE (Performance Results Indicator & Development Engine). Colleagues are assessed based on their goal achievements and competency attainments during the year. A training and development plan will be designed accordingly to elevate their performance to the next level. Besides assessing performance, PRIDE also identifies peak performers, who will be put in the talent pool of the succession planning system. Peak performers are given exposure to different functions, taking up special assignments to accumulate skills and experiences in wider disciplines.

CONNECT and key sustainability topics are integrated into the First60 Certification Programme for all colleagues at corporate office and hotels. In 2016, we conducted a series of EarthCheck Refresher webinars for CONNECT Champions and EarthCheck coordinators. The webinars offered an overview as well as practical examples to support hotels in achieving their EarthCheck certification.

In addition to the groupwide training programmes, our hotels continued to put a

training focus on enhancing the excellent experience for our guests in all areas. An example of this is the guest engagement skills training by Forbes Travel Guide. Forbes Travel Guide is the originator of the Five Star Ratings which has established the benchmark for excellence in global hospitality.

In addition to these programmes, the Hotels regularly reviewed and prioritised their training focus based on their business and operational needs. In 2016, one of the key focus trainings in Cordis, Hong Kong was the Bridal Assistant Certification Programme. “Heartfelt Weddings” is one of the Cordis brand signatures, aiming to provide tailored experiences to our wedding guests with the highest level of personal and professional service. A key selling point of Heartfelt Weddings is our personal Bridal Assistant - a dedicated person who will provide personal service to the Bride on her Wedding Day with undivided attention. To ensure the capability of our Bridal Assistants, Cordis, Hong Kong designed a Certification Programme which covered a full-day training workshop, job shadowing and personal assessments. Only those who have attended the whole Programme and passed the assessments can become a fully certified Bridal Assistant.



To summarise our overall performance in 2016, we provided approximately four days of training per colleague. There is a minor decrease in the training hours per employee compared to the previous two reporting years due to the launch of First60 Certification programme in the year prior. The percentage of employees receiving performance reviews is slightly higher than last year.

KPI	2014	2015	2016
Training hours per employee	34.3	32.9	32.3
% employee received performance review	93	88	92

In review of our 2016 performance, we have also received several recognitions for our programmes for employee relations and training:

- Langham Hospitality Group and three hotels in Hong Kong continued to be recognised with the award of “Manpower Developer” by the Employees Retraining Board (ERB) Hong Kong.
- Three hotels in Hong Kong participated the Talent-Wise Employment Charter and Inclusive Organisations Recognition Scheme by Labour and Welfare Bureau
- Cordis, Hong Kong received the Award for Excellence in Training and Development 2016 – Gold winner of the Skills Training category by Hong Kong Management Association
- Cordis, Hong Kong received the HR Excellence Awards 2016 (Best Business Partner Category) by Hong Kong Institute of Human Resources Management.
- The Langham Hong Kong received the HR Excellence Awards 2016 (Change Management) by Hong Kong Institute of Human Resource Management.
- Chelsea, Toronto received Spirit Awards – Lifetime Achievement Award by The Greater Toronto Hotel Association.

We will evaluate our people development strategy from time to time to ensure an effective system is in place to build our pipeline and nurture our colleagues.



PROTECTING THE ENVIRONMENT



1 hotel achieve
EarthCheck Platinum
certification in 2016
(0 hotel in 2011)

7 hotels achieve
EarthCheck Gold
certifications in 2016
(1 hotel in 2011)



Consumed
205 MJ energy
per Guest Night in 2016
(243 MJ per Guest
Night in 2011)



Consumed
416 L water
per Guest Night in
2016 (391 L per
Guest Night in 2011)



**75% of all our
hotels** achieved
EarthCheck certifications
at different levels in 2016



16% reduction
in **Energy Intensity** in
2016 as compared to
our base year 2011



7% increase
in **Water Intensity** in
2016 as compared to
our base year 2011



Protecting the Environment

Approach

We are committed to becoming a role model among hospitality operators in regards to environmental impact, awareness and reduction. We have set out our Group's Environmental Policy and require [EarthCheck](#) certification as the mandatory key performance indicator for our hotels. EarthCheck is the leading international sustainability benchmarking and certification service for the travel and tourism industry. The EarthCheck standards align with international frameworks such as the International Organisation for Standardisation (ISO), Global Reporting Initiatives (GRI) and industry practices such as the Global Sustainable Tourism Criteria (GSTC).

In 2016, The Langham, Auckland became the first hotel in the Australasia to achieve EarthCheck Platinum certification, which is also the first in our company. Hotels are certified at the EarthCheck Platinum level when their sustainability efforts have been recognised for at least ten years. In addition, there were seven hotels that retained Gold Certified status, four hotels were Silver Certified and three hotels were Bronze Benchmarked.



The Langham, Auckland achieved EarthCheck Platinum certification



In addition to EarthCheck, we are proud to receive the following recognitions in 2016.

- The Langham Auckland received New Zealand Hotel Industry Environmental Initiative of the Year Award at the annual New Zealand Hotel Industry Conference.
- The Langham Auckland received TripAdvisor GreenLeader Silver Level
- The Langham Melbourne received TripAdvisor GreenLeader Silver Level
- The Langham Boston received TripAdvisor GreenLeader Bronze Level
- Cordis, Hong Kong received Best Eco Friendly Hotel 2016 by Haute Grandeur

Loving Earth month has continued to be our annual environmental event since 2015. All hotels kicked off the month with the "lights out" campaign known as Earth Hour. Throughout the month, hotels offered meatless or sustainable seafood dishes in their restaurants and colleague cafeterias on Mondays, to promote a healthy green diet. Internally, all hotels launched a 10,000 steps challenge, encouraging colleagues to walk more and use less transportation.



Meatless Monday at colleague cafeteria



Vertical marathon for 10,000 Steps Challenge

We have extended our sustainability commitment to purchase responsibly. We select products and services, where practical and possible, that have a minimum adverse impact on the environment and welfare of the people and communities where the product/raw material is produced. We stipulate our requirements in our Responsible Purchasing policy and guidelines to support our colleagues in making a preferred choice as a responsible business. For instance, the newly renovated Bostonian at The Langham, Hong Kong introduced a menu using sustainable seafood and organic ingredients as an ongoing commitment to social responsibility.



Sustainable Seafood promotion

Moreover, EarthCheck certification requires our hotels to consider using green power and eco-labelled products including paper products, cleaning chemicals, and pesticides. Our Supplier Code of Conduct is also sent to our significant suppliers to obtain their acknowledgement.

Energy and Greenhouse Gas

We aim to operate our hotels with maximising energy efficiency and without affecting the quality of our services. We continue identifying energy saving opportunities through optimising the operational efficiency of plants and equipment, and upgrading the system when there is major renovation.

Energy Efficient Improvement Works

In 2016, the major refurbishment of guest rooms and back of house areas was completed at The Langham, London. The project was aimed at not only enhancing the overall guest experience, but also improving efficiency through the installation of energy and water conservation features such as LED light fittings, newly installed energy efficient hot water system, and water saving flushing systems and sanitary fitting appliances for bathrooms.



Energy efficient lighting in The Langham, London.

Electric vehicles become a more popular environmentally friendly means of transport globally. We have been enhancing our facilities to accommodate the increasing demand from our guests. In partnership with BMW, The Langham, Hong Kong installed BMW i Wallbox Pro, the first publicly accessible charging station for electric vehicles in 2016. The Hotel offered these drivers restaurant entitlements in addition to the complimentary and convenient charging service.



BMW i Wallbox Pro

Local Food Sourcing

We actively promote using local and seasonal food produce to minimise our indirect carbon footprint due to product delivery and transportation. The Langham, Boston, for instance, offered The BOND 200 menu which featured meats, produce and seafood from New England farms and purveyors located within a 200 mile radius of the restaurant. This hotel also installed an urban cultivator which is an indoor garden enabling us to grow our own fresh herbs in the kitchen. Starting from 2016, The Langham, Chicago offered a special four course menu every Wednesday night in Fall with ingredients picked up that morning at the Green City Market in Lincoln Park, Chicago’s largest and first year-round sustainable farmers market. The menu changed every week and 10 percent of the proceeds from the menu directly benefit the Green City Market.

The Langham, Auckland started a pilot project of installing a rooftop beehive in 2016. We support the rehabilitation of bees in urban areas and to assist with pollination. In the long term, we hope to sustain the hotel’s honey consumption simply with our rooftop bees. The pilot project includes a beehive installed on the hotel rooftop which is closely monitored to ensure the location is suitable for bees and the hive remains healthy.

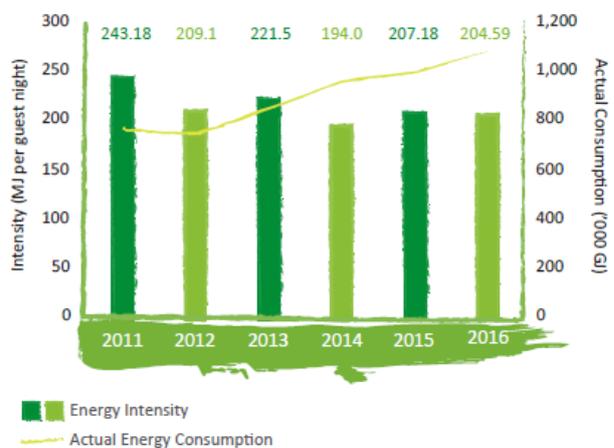


Bee keeping

Energy and carbon footprint

Our energy consumption is primarily composed of electricity from grid, natural gas, diesel, purchased steam and chilled water from our 20 properties. In 2016, the overall energy consumption increased by 8% over 2015 due to the addition of one hotel and experiencing the hottest year in a century. Energy intensity is measured by the energy consumed per guest night in our hotels. Our energy intensity in 2016 decreased by 1% from 2015 as a result of energy efficient improvement projects.

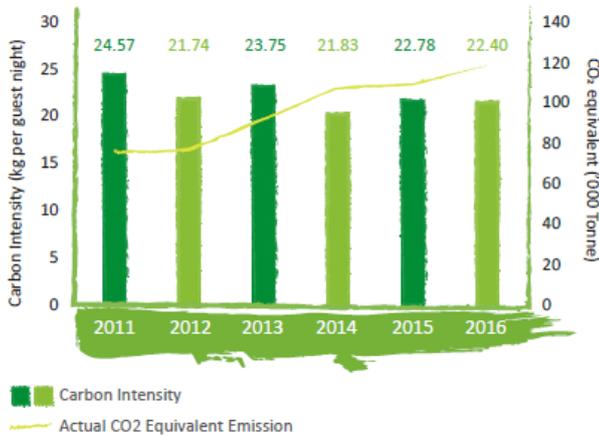
Energy consumption and its intensity during 2011-2016



In 2016, carbon equivalent emissions associated with our energy used increased by 7% and the carbon intensity decreased by 2% as compared with the previous reporting year. Shifting to the

use of cleaner energy might not drop the total energy consumption, but emission are reduced.

Carbon emission and its intensity during 2011-2016



Our commitment to minimise our carbon footprint is progressing and we saw the reduction of our carbon intensity by 9% and energy intensity by 16% compared to 2011 baseline.

Water and Waste

Accessibility to clean water becomes a pressing global issue and hotel operations heavily rely on water for hygiene and cooking purposes. We are responsible for reducing our water footprint by installing water-efficient equipment across our properties, and raising staff awareness on water conservation. EarthCheck also requires us to pay attention to the inclusion of water saving fixtures in our guest rooms, public toilets and kitchens.



Low flow showerheads and dual flush toilets were installed in Langham Place, Haining

In 2016, our total annual water consumption for all hotels has increased by 10% compared to prior year due to the malfunction of some water meters at one hotel and reporting for 20 hotels instead of 19 hotels in 2015. Water intensity is also measured by water consumed per guest night, and this increased by 0.5%. We also realise that

the water intensity in 2016 is 7% higher than in 2011. This analysis helps us to take action on driving more water conservation initiatives in these next few years.

Water consumption and its intensity during 2011-2016



Waste Reduction

Reducing the amount of waste being sent to landfill becomes an increasing concern in the hospitality industry. We have been implementing waste minimisation initiatives including recycling/reusing (paper, metal, plastics, cardboard, glass bottles, cooking oil, printer cartridges, wet amenities, soap, wine corks), food waste donation and composting, and used items donation (furniture, fabric items, electronic equipment). We also look into other opportunities to reduce organic waste and other consumables.

Langham Place, New York, Fifth Avenue introduced the organic waste separation and composting by an aerobic digester that turns food waste into environmentally safe water for discharge. Several of our hotels partnered with our coffee capsule supplier to collect and recycle the used capsules by recovering the aluminium and coffee grounds for further reuse.



Aerobic digester at Langham Place, New York, Fifth Avenue



APPENDICES



APPENDICES

Appendix 1 – About the Report

This is the sixth sustainability report for Langham Hospitality Group (LHG), which contains Standard Disclosures from the Global Reporting Initiatives (GRI) Sustainability Reporting Guidelines version G4. The report also covers the actions we have taken during the calendar year 2016 to strengthen sustainability values that are important to LHG and its key stakeholders. This report reviews our current systems and performance, and sets out our environmental and social objectives for the coming years.

The report also focuses on the sustainability issues material to Langham Hospitality Group's commercial activities. We have identified and evaluated the environmental and social impact associated with our business operations, and the hospitality industry in general. Based on the Global Reporting Initiatives (GRI) G4 guidelines, EarthCheck standards for the accommodation sector, and Hong Kong Exchange Clearing's Environmental, Social and Governance Reporting Guide, we have identified the most material environmental and social aspects, of which we should be reporting on our approach and performance in this report. For more details about the materiality of the report, please refer to the 2015 Sustainability Report. The list of the GRI Standard Disclosures and their location in this report is provided in Appendix 2 – List of GRI Standard Disclosures.

The report covers all properties in full operation, under the management of Langham Hospitality Group, during the reporting period. Quantitative data and qualitative information cover all our direct business activities unless otherwise indicated. This account of our activities does not include data from our development and investment activities, and properties that were no longer under our management during the reporting period. Links to information regarding our financial and corporate governance policies and performance are provided through the corporate website (greateagle.com) as well as past annual reports.

For any enquiries and feedback regarding this report, please contact the Group Director of Sustainability at sustainability.mgr@langhamhotels.com.

Appendix 2 – List of GRI Standard Disclosures

This following table provides cross-references to the Global Reporting Initiatives Sustainability Reporting Guidelines version G4. It is a framework of internationally accepted guidelines and principles for companies and organisations to report on corporate responsibility and sustainability performance.

General Standard Disclosures

General Standard Disclosures		Report Sections / Comments
G4-1	Statement from the most senior decision-maker of the organization.	Messages from Senior Management
G4-3	Name of the organization.	About Langham Hospitality Group
G4-4	Primary brands, products, and/or services.	About Langham Hospitality Group LHG Corporate Website
G4-5	Location of organization's headquarters.	Hong Kong, SAR
G4-6	Number of countries where the organization operates.	About Langham Hospitality Group LHG Corporate Website
G4-7	Nature of ownership and legal form.	About Langham Hospitality Group
G4-8	Markets served.	About Langham Hospitality Group LHG Corporate Website
G4-9	Scale of the reporting organization.	About Langham Hospitality Group LHG Corporate Website
G4-10	Employees by employment contract and gender.	Caring for Our Colleagues
G4-12	Describe of supply chain	Stakeholder Engagement
G4-13	Significant changes to size, structure, or ownership.	Nil
G4-15	Externally developed economic, environmental and social charters, principles or other subscribed or endorses.	Protecting the Environment
G4-16	Memberships of associations.	Refer to 2015 Sustainability Report
G4-17	Entities included in consolidated financial statements.	About Langham Hospitality Group LHG Corporate Website
G4-18	Process for defining report content and aspect boundaries.	Refer to 2015 Sustainability Report
G4-19, 20 and 21	Material aspects and boundaries.	Refer to 2015 Sustainability Report
G4-22	Effect of any restatements.	Nil
G4-23	Significant changes from previous reporting periods.	Nil
G4-24	Stakeholder groups engaged by the organization.	Stakeholder Engagement
G4-25	How stakeholders are identified and selected.	Stakeholder Engagement
G4-26	Organisation's approach to stakeholder engagement.	Stakeholder Engagement
G4-27	Key concerns raised through stakeholder engagement, and how the organisation responded.	Stakeholder Engagement
G4-28	Reporting period.	Appendix 1 – About the Report
G4-29	Date of most recent previous report.	2016
G4-30	Reporting cycle.	Appendix 1 – About the Report
G4-31	Contact point for questions regarding the report or its contents.	Appendix 1 – About the Report
G4-32	"In accordance" option GRI Content Index	Appendix 2 – List of GRI Standard Disclosures
G4-34	Governance structure of the organization.	Governance and Responsible Business
G4-36	Appointed an executive-level position with responsibility for economic, environmental and social topics.	Governance and Responsible Business
G4-38	Composition of highest governance body and committee.	Governance and Responsible Business Refer to Annual Report 2016 of Great Eagle Holding Ltd.
G4-39	Indicate whether the Chair of the highest governance body is also an executive officer.	Governance and Responsible Business
G4-41	Processes for highest governance body to ensure conflicts of interest are avoided and managed.	Governance and Responsible Business
G4-49	Process for communicating critical concerns to the highest governance body.	Governance and Responsible Business
G4-56	Organisation's values, principles, standards and norms of behaviour.	About Langham Hospitality Group Governance and Responsible Business

Specific Standard Disclosures

Material Aspects	Disclosures on Management Approach (DMA) and Indicators		Report Sections / Comments
Economic	G4-EC1	Direct economic value generated and distributed.	Refer to Annual Report 2016 of Great Eagle Holding Ltd.
Economic	DMA	Market presence.	About Langham Hospitality Group
Economic	G4-EC6	Proportion of senior management hired from the local community.	Caring for Our Colleagues
Energy	DMA		Protecting the Environment
Energy	G4-EN3	Energy consumption within the organisation.	Protecting the Environment
Energy	G4-EN5	Energy intensity.	Protecting the Environment
Energy	G4-EN6	Reduction of energy consumption.	Protecting the Environment
Energy	G4-EN7	Reduction of energy requirements of products and services	Protecting the Environment
Water	DMA		Protecting the Environment
Water	G4-EN8	Total water withdrawal by source.	Protecting the Environment
Emissions	DMA		Protecting the Environment
Emissions	G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1).	Protecting the Environment
Emissions	G4-EN16	Energy indirect GHG emissions (Scope 2).	Protecting the Environment
Emissions	G4-EN18	GHG emissions intensity.	Protecting the Environment
Emissions	G4-EN19	Reduction of GHG emissions	Protecting the Environment
Effluent and waste	DMA		Protecting the Environment
Compliance	DMA		Protecting the Environment
Employment	DMA		Caring for Our Colleagues
Labour/management relations	DMA		Caring for Our Colleagues
Occupational Health and Safety	DMA		Caring for Our Colleagues
Occupational Health and Safety	G4-LA6	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Caring for Our Colleagues
Training and Education	DMA		Caring for Our Colleagues
Training and Education	G4-LA9	Average hours of training per year per employee by gender, and by employee category.	Caring for Our Colleagues
Training and Education	G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Caring for Our Colleagues
Training and Education	G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender.	Caring for Our Colleagues
Diversity and Equal Opportunity	DMA		Caring for Our Colleagues
Diversity and Equal Opportunity	G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership.	Caring for Our Colleagues
Local Community	DMA		Feature Story: Building Partnerships with the Community
Local Community	G4-SO1	Percentage of operations with local community engagement.	Feature Story: Building Partnerships with the Community
Anti-corruption	DMA		Governance and Responsible Business
Anti-corruption	G4-SO4	Communication and training on anti-corruption policies and procedures.	Governance and Responsible Business
Anti-corruption	G4-SO5	Confirmed incidents of corruption.	Nil
Anti-competitive behaviour	DMA		Governance and Responsible Business
Product and Service Labelling	DMA		Our Commitment to Guest
Product and Service Labelling	G4-PR5	Results of surveys measuring customer satisfaction.	Our Commitment to Guest
Customer Privacy	DMA		Governance and Responsible Business

LANGHAM HOSPITALITY GROUP

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