



MY HUMBLE HOUSE  
GROUP



# 2022 ESG REPORT

MY HUMBLE  
HOUSE



MY HUMBLE HOUSE  
GROUP

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## Message from the Management

The novel coronavirus pneumonia COVID-19 epidemic has lasted for three years since the beginning of 2020. Although the epidemic has gradually slowed down in 2022, it will continue to have an impact on the whole world. The tourism and catering industries have been greatly impacted. We are still actively planning strategic transformation and market development. In order to protect the health of consumers and respond to changes in the catering market during the epidemic, we have carried out various business and marketing plans and continued to maintain contact with domestic and foreign businesses before the border is opened. After the opening of the border, we can quickly obtain business opportunities; at the same time, we also adjust our operation strategy and internal organization to cope with the post-epidemic changes. Cooperate with supermarkets to increase sales channels, seize frozen ready-to-eat meals, and actively expand sales platforms through digital and physical channels. Fortunately, with the popularization of vaccines around the world and the awareness of co-existence with the virus, countries are opening up their borders one after another. Taiwan also officially lifted border control on October 13, 2022, and gradually relaxed border quarantine and mask policies. Overseas tourists have returned one after another. Hotels Overall revenue has also begun to recover.

Thanks to the efforts of all partners, the restaurants under My Humble House have been recognized by major domestic and foreign professional organizations year after year, including the Sheraton Taipei Hotel's Jingkelou Restaurant, which was awarded two Michelin stars in the 2022 "Michelin Guide Taipei" and has been awarded this award for five consecutive years Honors, Sheraton Taipei Chenyuan Restaurant and Le Meridien Taipei's Humble House Recipe Restaurant also won the "Michelin Plate" for five consecutive years.

In terms of the environment, this year we formed the "Humble House Group Greenhouse Gas Inventory and Promotion Team" to be responsible for the formulation of the overall environmental plan. We promoted energy-saving and carbon reduction programs and equipment replacement programs to reduce electricity consumption and carbon emissions, special personnel to control and detect carbon dioxide emissions, hoping to more effectively grasp our carbon footprint and promote our efforts in environmental protection. In addition, each hotel under My Humble House Group responds to the "Earth Hour" event launched by the World Wildlife Fund every year, inviting guests to turn off the lights and leave the guest room to respond to energy conservation and contribute to the sustainable environment.

My Humble House adheres to the sustainable vision of "people-oriented, symbiotic with the environment, and a new value of global friendly ecology that prospers with the society", connects various internal and external resources, and actively participates in social welfare activities. In 2022, Sheraton Taipei, Le Meridien Taipei, Mu Jiao Xi Hotel and Humble boutique Hotel will cooperate with Genesis Foundation to jointly hold a Mid-Autumn Festival charity event and donate 250 boxes of mooncakes, so that the poor families who receive the mooncakes can eat them. Feel the full Mid-Autumn Festival blessings and warmth in your mouth and sweetness in your heart. At the same time, Mu Jiaoxi Hotel also actively connects with the local area, promotes the local traditional culture of Yilan, and takes care of the local communities and disadvantaged families in Yilan. This year, it also organizes many donation activities to give back to the local area with practical actions. Despite the challenges brought about by the epidemic, My Humble House has always adhered to the mission of giving back to the society, continued to pass on love and care to the society, and fulfilled its corporate social responsibility.



# My Humble House Sustainable Living Blueprint

My Humble House continues to move forward at a steady pace in terms of environment, society and economy, promoting the sustainable development of the global society and the communities we serve. By echoing the United Nations' 17 Sustainable Development Goals (SDGs), we strive towards the practice of sustainability goals and will fully fulfill our commitment to the concept of sustainability.

## Sustainable Governance

My Humble House engages with stakeholders through diverse channels, aiming for mutual benefit and company growth. We uphold the principles of integrity, risk management, and strict adherence to legal regulations. We strengthen corporate governance to establish a sustainable brand.



## Social common prosperity

My Humble House deeply engages in environmental protection, promotes charitable activities, and supports sports development. We aim to leverage our group's resources to go beyond our core business, pay attention to matters both big and small in society, and create a positive impact of truth, kindness, and beauty, achieving mutual prosperity with society.



## Sustainable Governance

My Humble House continuously innovates its products to meet customers' comprehensive dining needs. We implement sustainable supply chain management, establish a robust food safety system, and provide professional training to our service personnel. Our unwavering commitment is to offer consumers the highest quality hospitality experience.



## Employee Well-being

My Humble House promotes talent development and retention through comprehensive career planning, diverse education and training programs, and a healthy and safe working environment. We create an inclusive and equal-friendly workplace, contributing to the vision of social stability.



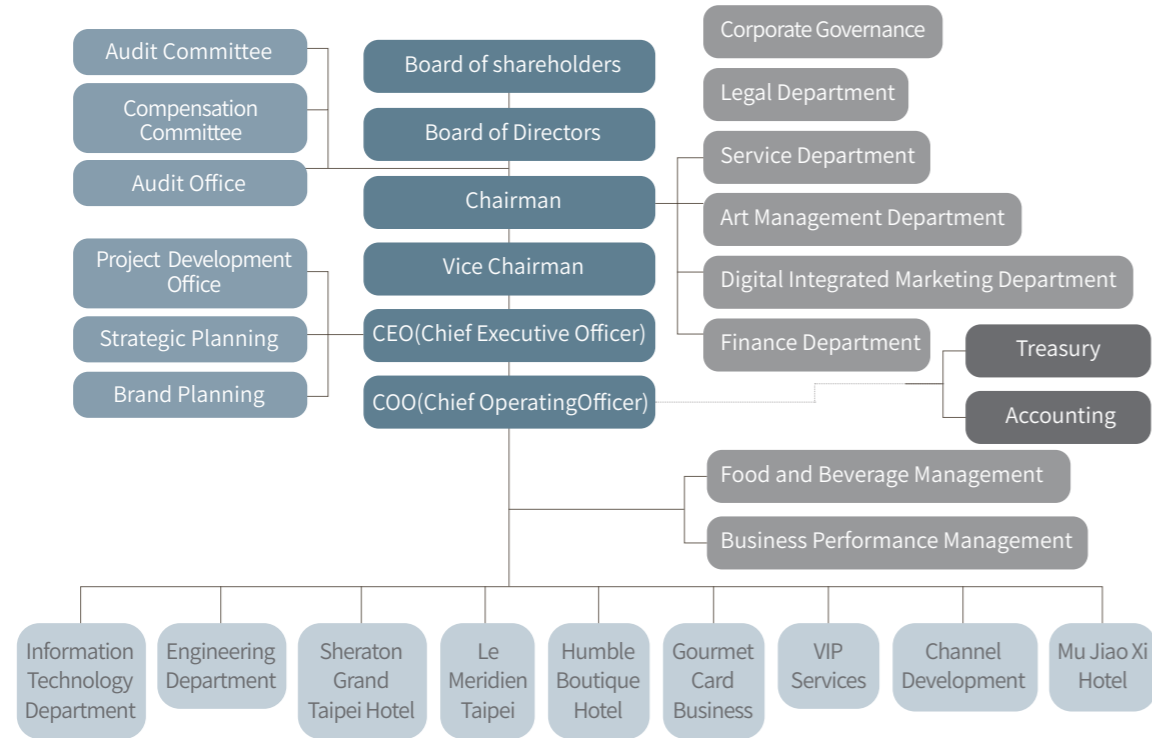
## Green Operations

In our operations, My Humble House reduces environmental impact through measures such as energy, water resource, and waste management. We are committed to long-term green hospitality, implementing environmental sustainability through eco-friendly initiatives in our green operations.



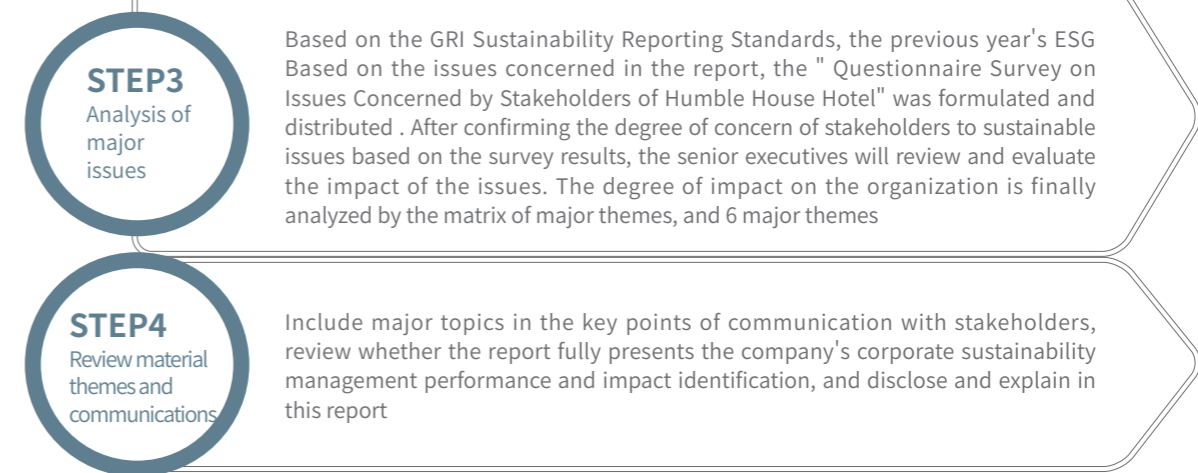
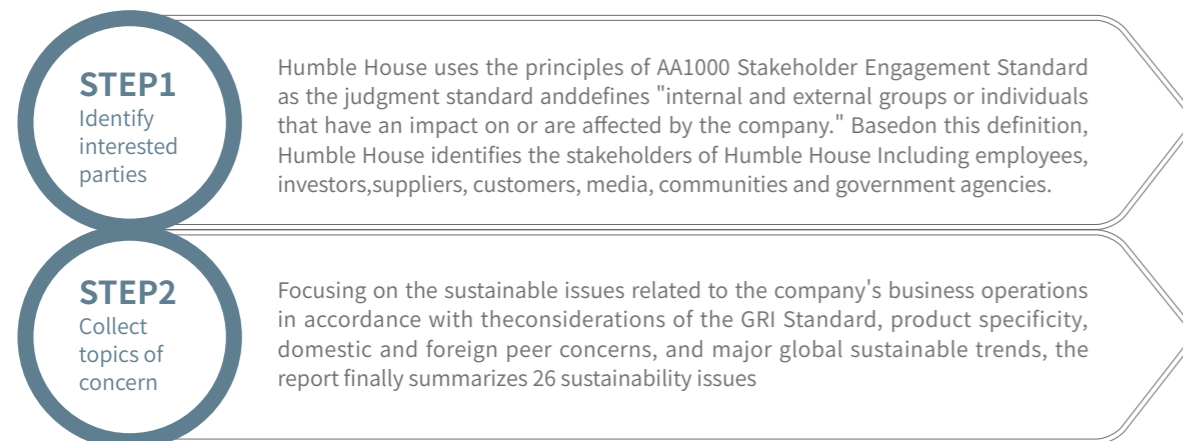
### Join hands to implement the vision of sustainable development

In order to continue to deepen the sustainable operation of Humble House Hospitality, the company established the "Corporate Social Responsibility Promotion Group" in 2016 and officially changed its name to the "Sustainable Development Promotion Group" in 2022. The chairman serves as the convener, and the CEO's office and The general managers of each hotel form an "ESG decision-making group" to be responsible for formulating corporate social responsibility strategies, coordinating issues related to corporate social responsibility, strategic development and risk assessment, and formulating relevant risk management policies.



### Stakeholders and Materiality Analysis

#### Steps to identify stakeholders and major issues of My Humble House



Each department of Humble House Hospitality identifies and summarizes the eight major stakeholders based on daily activities and transactions, including: employees, investors, suppliers, customers, media, communities, government agencies, and consultants, and each follows appropriate channels, carry out regular, long-term, and in-depth communication, so as to understand the issues and expectations that stakeholders value, so that we can respond quickly and appropriately, adjust the management policy of related issues, implement effective communication, and achieve the vision of sustainable development.

Stakeholder	Communication channel	Communication frequency	Focus on issues
Staff	Labor conference Employee Welfare Committee Meeting Internal and external education and training General manager mailbox Employee complaint mailbox and hotline Employee sexual harassment mailbox and hotline (handle immediately if a case is received)	Immediate Labor-management Meeting once a quarter Staff meeting every six months	1. Sustainable development strategy and risk management 2. Occupational health and safety 3. Training and Education 4. Customer relations
Investors	Public Information Observatory Company website investor zone Annual general meeting Briefing sessions for domestic and foreign corporations Call or E-mail to inquire about the spokesperson Stock agency hotline	Immediate General meeting of shareholders at least once a year Legal person briefings are held at least once a year	1. Sustainable development strategy and risk management 2. Consumer health and safety 3. Product innovation 4. Supplier Procurement Policy
Supplier	Telephone line E-mail Supplier evaluation and evaluation	Immediate	1. Consumer health and safety 2. Product and service labeling 3. Sustainable development strategy and risk management 4. Supplier evaluation
Client	Customer Service Hotline Company official website Field service personnel Online questionnaire	Immediate	1. Responsible Marketing 2. Compliance 3. Customer relations

Media	Press release Press conference E-mail Telephone line	Irregularly	1. Responsible Marketing 2. Compliance 3. Customer relations 4. Supplier evaluation 5. Supplier Procurement Policy
Community	E-mail Telephone line	Irregularly	1. Responsible Marketing 2. Compliance 3. Customer relations
Government agencies	Public Information Observatory Participate in seminars and continuing education	Irregularly	1. Responsible Marketing 2. Product and service labeling 3. Product innovation
Consulting unit	E-mail Telephone line	Irregularly	1. Responsible Marketing 2. Product and service labeling 3. Consumer health and safety

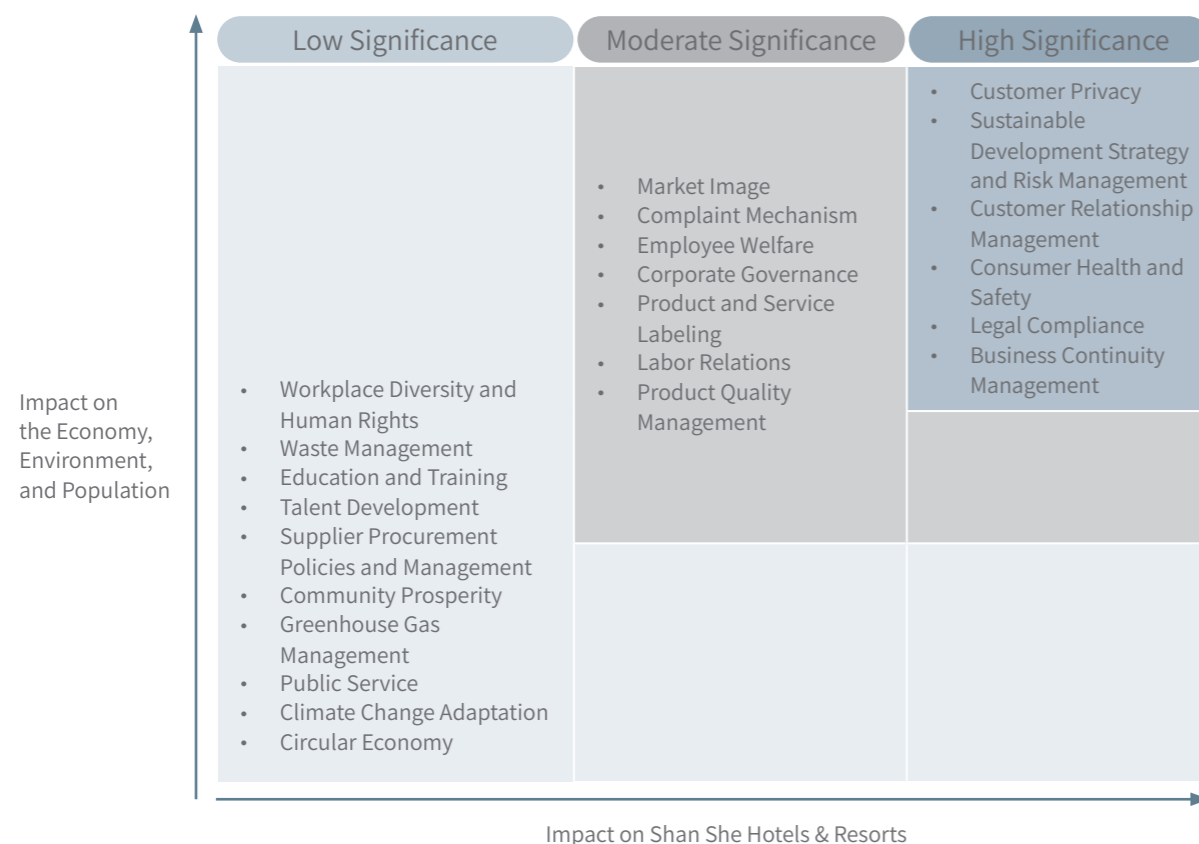
Note : Please refer to the official website for detailed communication channels with stakeholders.

### Major Theme Assessment Process

My Humble House uses the following four steps to complete the identification of issues of concern to stakeholders, provide responses in this annual report, and promote improvement plans



### Analysis results of major themes of My Humble House



### Major Theme Assessment Process

After establishing the ranking of major topics based on the survey results of the eight major stakeholders, we will consider whether to adjust the significance of the issues. We will further evaluate the impact of major topics on the internal and external organizations through the ESG decision-making group of My Humble House to identify those covered by major issues. The scope, boundary and reporting period facilitate proactive responses to important information and performance that stakeholders are concerned about, and ensure that information on major issues is fully disclosed in the report. At the same time, the ESG decision-making group will conduct comprehensive discussions and planning on the sustainable core strategic direction and management guidelines for major issues.

The sustainability issues of the previous year will be continued and the "operational continuity management" issue will be maintained to highlight the group's emphasis on post-epidemic operations. As shown in the table below, "customer privacy management" was a moderately significant issue last year and will be affected this year. Associates rated high impact.

Major topics	Corresponding to GRI major topics	Sustainable value chain					
		Within the organization	Outside the organization				
			Investors	supplier	client	media	Government agencies
Customer relations	GRI 418: Customer Privacy 2 016	∨			∨	∨	
Consumer Health and Safety	GRI 416: Customer Health and Safety 2016	∨		∨	∨		∨
Customer Privacy Management	GRI 418-1: Substantiated complaint of breach of customer privacy or loss of customer information	∨			∨		
Compliance	GRI 307: Compliance with Regulations Relating to Environmental Protection 2016 GRI 419: Socioeconomic Regulation Compliance 2016 GRI 416: Customer Health and Safety 2 016	∨	∨	∨	∨		∨
Sustainable Development Strategy and Risk Management	Customize Major Themes	∨	∨	∨			
Operational continuity management	Customize Major Themes	∨	∨	∨	∨	∨	

major issues	Policy and Commitment	Target
customer relations	"Sincere, caring, meticulous" is the core spirit of My Humble House. We are committed to meeting the needs of all guests, providing thoughtful and exclusive services with a professional and rigorous attitude, and continuously measuring through international chain brand regulations and customer relationship index and refined service links. In compliance with technological development and user needs, we will pursue higher-level innovation and growth opportunities in space, equipment, catering and other aspects.	<ul style="list-style-type: none"> <li>• Pay attention to feedback , regularly review, analyze and propose appropriate improvement plans. Improve service quality and improve customer satisfaction.</li> <li>• Expand the customer base of diverse nationalities and ages, increase the proportion of returning customers to more than 50% , and become the first choice of lodging and hotel in the minds of customers , and the highest quality hotel brand in Taiwan.</li> <li>• We will continue to strengthen the hotel's software and hardware facilities, introduce emerging technology applications, and take smart hotels as the ultimate development goal to optimize customer travel experience .</li> <li>• Obtain a safe travel stamp, gain the trust of tourists, and prepare for the post- epidemic era.</li> <li>• Actively expand digital and physical channels, increase sales channels, and seize business opportunities for frozen ready-to-eat meals, hoping to continue to inject operational growth momentum.</li> </ul>
Consumer Health and Safety	We will continue to pay attention to domestic and foreign industry trends, effectively identify and evaluate risks, impacts and opportunities, and deepen the implementation of corporate social responsibility.	Continue to implement the corporate culture of integrity and integrity in multiple ways, and deeply root the culture of sustainable development and risk management in the corporate culture and daily operations of My Humble House. And listen to the expectations of all stakeholders as the strategic basis for the board of directors to lead the company's development.
Customer Privacy Management	My Humble House has an information security risk management policy, and through the information security committee, reviews the information security governance policies of the group and its subsidiaries, supervises the operation of information security , and regularly reports the status of information security governance audits to the board of directors. The general manager and the information director Responsible for the group's information security governance, planning, supervision and promotion of implementation, in order to build a full range of information security defense capabilities and colleagues' good awareness of information security.	<ul style="list-style-type: none"> <li>• Raise employee information security awareness</li> <li>• No major information security incidents</li> </ul>
Compliance	Formulate the "Management Measures for Compliance with Laws" to standardize the division of responsibilities and operating procedures to ensure that all business activities comply with laws and regulations.	There are no major violations of the law.

Sustainable Development Strategy and Risk Management	<ul style="list-style-type: none"> <li>• Continue to provide high-quality, perfect and safe accommodation environment and services .</li> <li>• Provide customers with safe and delicious food and maintain zero food safety incidents .</li> <li>• Strengthen the connection with the local area and launch a variety of dining options .</li> <li>• Regularly check hardware equipment, actively improve and update.</li> <li>• Maintain and repair the hardware facilities of each museum to optimize customer accommodation and dining experience and safety .</li> </ul>	<p><b>short term</b></p> <ul style="list-style-type: none"> <li>• Continue to strengthen the traceability management of food materials, do a good job in the safety inspection of various items and the quality inspection of meals to comply with the food safety and sanitation laws and regulations, and at the same time widely promote the production history system .</li> <li>• It is required that the ratio of chefs and employees in each restaurant to hold certificates is more than 85% .</li> <li>• Strengthen the food safety-related laws and regulations knowledge of restaurant personnel inside and outside the restaurant, and implement them in the work field .</li> <li>• Regularly execute facility maintenance schedules to maintain good operation.</li> </ul> <p><b>medium to long term</b></p> <ul style="list-style-type: none"> <li>• Provide stable and high-quality goods and services .</li> <li>• Continue to implement the local ingredients procurement policy, and work with Qizuo Farm to provide customers with safe ingredients .</li> <li>• Maintain the annual HACCP verification, and continue to retrain relevant personnel and strengthen the training of restaurant personnel inside and outside the restaurant to obtain 60A and 60B certificates.</li> <li>• Through education and training, the repair quality of colleagues in the engineering department is improved, so that customers have the most complete hardware equipment .</li> </ul>
Operational continuity management	The risk management of each operation is centralized and hierarchically implemented according to the nature of the business and risk characteristics, and the risk items are controlled and checked by the auditing unit. Formulate emergency response procedures for natural disasters such as fires, earthquakes, and typhoon prevention and relief , and conduct regular drills to deal with various emergencies, reducing the impact and loss on customers and the company.	In the event of accidents such as natural disasters or man-made disasters, the first priority is to protect the safety of employees and customers, and to reduce operational shocks and shorten recovery time to achieve the goal of continuous operation.



major issues	invest resources	2022 Performance Outcomes
customer relations	<ul style="list-style-type: none"> <li>Establish multiple communication channels, review and improve according to the opinions of guests.</li> <li>Actively manage social media, using emerging social media such as Facebook, Instagram, Line, and YouTube.</li> <li>Strict and precise professional training and standardized service processes strengthen the professional skills of employees and maintain service quality.</li> <li>Establish a personal data team, build a personal data dedicated organization "Personal Data Response Team", and implement personal data management in accordance with the Personal Data Law and relevant internal measures.</li> <li>Provide high-quality accommodation experience, complete shower wall and glass door renewal, furniture painting and related engineering maintenance.</li> <li>Improve industrial competitiveness and install a smart speaker system so that tenants can experience the convenient room service brought by smart technology through voice control.</li> <li>Offer special room offers and customized services to returning guests, including greeting/escort to room/goodbye.</li> </ul>	<ul style="list-style-type: none"> <li>Mu Jiao Xi hotel was ranked among the top 15 hot spring hotels in Jiaoxi by the well-known online platform "Internet Thermometer".</li> <li>There were no complaints of infringement of customer privacy or loss of customer information in 2022.</li> <li>Humble Boutique hotel introduced the DX cleaning robot, which is responsible for cleaning public areas and guest room corridors, saving manpower. Sheraton Taipei will also be used in May 2023.</li> <li>the Bella food delivery robot in May 2023 to provide food delivery service in the lobby bar.</li> <li>Taipei Sheraton and Mu Jiao Xi hotel added electric vehicle charging piles.</li> <li>The TVs in all rooms of Le Meridien Taipei Humble House are updated to 60-inch TVs to provide guests with better audio-visual services.</li> </ul>
Sustainable Development Strategy and Risk Management	In 2022, a total of 7 meetings of the board of directors, 5 meetings of the audit committee and 2 meetings of the remuneration committee were held.	<ul style="list-style-type: none"> <li>Continue to promote succession planning and employee training, and deepen digital learning channels.</li> <li>Set up a greenhouse gas inventory team to implement greenhouse gas reduction.</li> <li>My Humble House pays attention to gender equality, and has set a goal of more than 30% female directors. This year, women accounted for 44% of all directors.</li> </ul>
Customer Privacy Management	<ul style="list-style-type: none"> <li>Information Security Committee</li> <li>Cross-company computer network system strengthens network security management</li> <li>Build WAF protection against various new types of network attacks</li> <li>Conduct regular risk assessments and vulnerability scans</li> <li>Prevent data leakage and establish DLP</li> <li>The IT infrastructure is regularly reviewed by a professional network security company on a quarterly basis</li> </ul>	<ul style="list-style-type: none"> <li>Added Active Backup for Business backup system</li> <li>Added 3 halls for backup NAS and Sheraton Tape Driver, a total of 800,000 yuan</li> <li>There will be no personal data-related complaints in 2022</li> <li>In March 2011, the Information Department arranged a test of sending simulated phishing and fraud letters without warning, and the three halls statistically tested about 470 emails</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>During the pre-employment training period, the "Personal Data Protection Law Publicity" is held, and the "Legal Knowledge Course for Duty Officers" is held from time to time.</li> <li>Each department keeps track of new and revised laws and regulations within the scope of business responsibility, analyzes the impact of new and revised laws and regulations on the company, and then plans countermeasures.</li> </ul>	Throughout the year, My Humble House had no major violations of the law in terms of corporate governance, environmental protection, social economy, and customer health and safety.

Compliance	<ul style="list-style-type: none"> <li>Carry out the relevant work of the annual audit plan. In addition to the necessary audit items stipulated by law, the audit focuses on food safety and information security.</li> </ul>	
Consumer Health and Safety	<p><b>Manpower</b></p> <ul style="list-style-type: none"> <li>Arrange employees to participate in food safety education training courses and energy management system training courses in 2022, and encourage employees to obtain relevant health administrator certificates.</li> <li>Food technicians who have passed the national examination will be deployed in each hall, and in 2022, the chief and deputy supervisors of the restaurant will be invited to participate in Marriott's online or physical food safety courses, and kitchen staff will be sent to participate in HACCP courses to obtain 60A and 60B certificates.</li> </ul> <p><b>finance</b></p> <ul style="list-style-type: none"> <li>food safety budget for 2022 is \$ 1,473,732.</li> <li>The 2022 laboratory expenditure fee is \$3,739,430</li> </ul> <p><b>equipment</b></p> <ul style="list-style-type: none"> <li>Inspection kits and equipment purchased for self-inspection projects.</li> <li>In order to optimize the accommodation experience and safety, and improve the environmental protection and energy saving effect of the hotel, the engineering department replaced heat pumps, cooling towers, frequency conversion ice water hosts and other equipment, and added air conditioning monitoring equipment systems and water savers to achieve the goal of energy saving and carbon reduction. In addition, the passenger and employee elevators are replaced with AC variable voltage variable frequency stepless variable speed control methods to make the elevators more stable.</li> </ul>	<ul style="list-style-type: none"> <li>2022 My Humble House did not violate the health and safety regulations related to products and services.</li> <li>In 2022, My Humble House did not violate the information and labeling regulations of products and services.</li> <li>hotels under My Humble House will all obtain third-party HACCP certification in 2022.</li> <li>Thoroughly implement supplier management. In addition to continuous monitoring of supply quality, factory visits and inspections are also arranged from time to time; each restaurant provides guidance on internal hygiene sampling inspections, actively cooperates with third-party inspections, and strictly implements source management and independent management to ensure that ingredients, Meals are safe and correct.</li> <li>The production and sales history of the ingredients used are transparent and public, so that customers can know the origin information of the ingredients of My Humble House.</li> <li>Vector control operations were performed monthly.</li> <li>In addition to the regular annual safety inspections of the public and fire-fighting facilities of the building, the engineering department has fully updated the door locks of the guest rooms to inductive ones through the "Equipment Retirement and Replacement Project".</li> </ul>
Operational continuity management	<p><b>Manpower</b></p> <ul style="list-style-type: none"> <li>Arrange employees to participate in food safety education training courses and energy management system training courses in 2022, and encourage employees to obtain relevant health administrator certificates.</li> <li>Food technicians who have passed the national examination will be deployed in each hall, and in 2022, the chief and deputy supervisors of the restaurant will be invited to participate in Marriott's online or physical food safety courses, and kitchen staff will be sent to participate in HACCP courses to obtain 60A and 60B certificates.</li> </ul> <p><b>finance</b></p> <ul style="list-style-type: none"> <li>food safety budget for 2022 is \$ 1,473,732.</li> <li>The 2022 laboratory expenditure fee is \$3,739,430.</li> </ul>	<ul style="list-style-type: none"> <li>In 2022, a total of three hotel joint defense conferences will be held.</li> <li>Carry out daily emergency response and strengthen monitoring equipment system confirmation.</li> <li>Taking Sheraton Taipei as an example, a total of 7,665 safety inspections were conducted to inspect various areas of the hotel.</li> <li>in response to changes in post-epidemic industry patterns.</li> </ul>

Operational continuity management	<p><b>equipment</b></p> <ul style="list-style-type: none"> <li>• Inspection kits and equipment purchased for self-inspection projects .</li> <li>• In order to optimize the accommodation experience and safety, and improve the environmental protection and energy saving effect of the hotel, the engineering department replaced heat pumps, cooling towers, frequency conversion ice water hosts and other equipment, and added air conditioning monitoring equipment systems and water savers to achieve the goal of energy saving and carbon reduction . In addition, the passenger and employee elevators are replaced with AC variable voltage variable frequency stepless variable speed control methods to make the elevators more stable .</li> </ul>	
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### Awards

Sheraton Taipei



"ezTravel " 2021 Fengyun Hotel Golden Pillow Award - Top 100 Best 100.

Sheraton Taipei Guest house



**2022**  
"Michelin Guide Taipei 2022" Awarded "Michelin Two Stars"

Sheraton Taipei The Dragon



**2022**  
"Michelin Guide Taipei" Michelin-listed restaurants

Sheraton Taipei



The first food review from a Taiwanese point of view 500 Dishes The 500 Dishes Award 4 dishes in the Guest house

Le Meridien Taipei Humble House Recipes



**2022**  
"Michelin Guide Taipei" Michelin selected restaurants

Le Meridien Taipei



Taipei City Government Police Department Safety protection work inspection of tourist hotels "excellent"

Humble Boutique Hotel



Klook  
"2022 Partner Awards Excellent Partner Award"

Humble Boutique Hotel



Booking.com  
"Travel Sustainable property sustainable tourism" badge award

Humble Boutique Hotel



Agoda "The 14th Golden Circle Award for Outstanding Hotels" and "Traveler Appreciation Winner"

My Humble House



1111 Labor Bank  
"2022 Happy Enterprise Award"

Humble Boutique Hotel



Winner of the "Most Beautifully Designed Hotel" Category of Easy Travel's "2022 Taiwan's Most Beautiful Hotel Awards"

Humble Boutique Hotel



Booking.com "Travel Proud rainbow group friendly"

### About this report

My Humble House Hospitality Management Consulting Co., Ltd. (stock code: 2739 , hereinafter referred to as "My Humble House")

Founded in 2000, its businesses span the hotel industry and catering service industry; the business philosophy of My Humble House integrates "culture, art, and aesthetics" and strives to become a domestic benchmark tourist hotel operator, creating "art is life" and "Life is art" philosophy of taste.

Since 2017 , My Humble House has issued the "Sustainability Report" (formerly known as the Corporate Social Responsibility Report, hereinafter referred to as this report) for six consecutive years. We regard it as an important communication tool to explain to all stakeholders our governance achievements in the three dimensions of economy, environment and society.

### Reporting boundaries and disclosure scope

The information disclosure scope of this report covers the four main operating bases of My Humble House: Sheraton Taipei Hotel, Le Meridien Taipei, Mu Jiao Xi Hotel, Humble Boutique Hotel in terms of the implementation and specific performance of corporate governance, economics, environment and social concepts.

### Principles and guidelines for report writing

This report is compiled in accordance with the new version of the GRI Universal Standards (GRI Universal Standards 2021) and related subject guidelines issued by the Global Reporting Initiative (GRI), and also refers to the Taiwan Stock Exchange's "Compilation and Submission of Sustainability Reports by Listed Companies The Financial Stability Board (FSB) "Task Force on Climate-Related Financial Disclosures (TCFD)" framework, the United Nations Sustainable Development Goals (Sustainable Development Goals, SDGs) and sustainable accounting standards Sustainability Accounting Standards Board (SASB) metrics serve as reporting principles.

### Reporting period

Content of this report mainly covers the year 2021 month 1 Date to 2022 Year 12 month 31 Daily financial and non-financial information , part of which also covers cases after 2022 , is expected to continue to issue corporate sustainability reports every year and disclose them on the company's website.

The future management policy, goals and plans are also partly published. Compared with 2021 , the organizational size, structure, ownership and supply chain of My Humble House in 2022 are different from the previous version of the report. The difference is that from 2022, some information of My Humble House will be expanded and disclosed .



My Humble House ESG Report

### Information management

The non-financial information in this report mainly comes from the performance results of the business areas of various departments, while the financial data are collected from the individual financial statements of My Humble House Hospitality Management Consulting. If there is any adjustment to the data range, it will be explained in the report. The main currency unit is New Taiwan Dollar.

### The report is convinced

This report is verified by Ernst & Young in accordance with GRI Standards (GRI Standards) and ISAE 3000 Limited Assurance (Limited Assurance), to ensure the reliability of information disclosure. Confirmation report.

### Report contact person

If you have any suggestions or questions about this report, please contact:  
 Address: No. 12, Section 1, Zhongxiao East Road, Zhongzheng District, Taipei City  
 Company website: <http://www.mhh-group.com>  
 Contact window: Min Guiling, deputy general manager of the chairman's office  
 Tel: (02)6633-1506  
 E-mail: [public@mhh-group.com](mailto:public@mhh-group.com)

## Sustainable Governance

### 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 taste philosophy of "art is life" and "life is art", it leads the industry trend and grows steadily. Eye-catching, laying a solid foundation for the growth of the group.

Full company name	My Humble House Hospitality Management Consulting Co., Ltd. (stock code: 2739 )
Number of employees <sup>note</sup>	1,583 people
Year of Establishment	2000
Chairman	Po-Han Tsai
Headquarters location	12,Section 1 , Zhongxiao East Road, Zhongzheng District, Taipei City
Capital amount	1,015,260 thousand dollars

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

Note 2: For detailed company information, please refer to the 111 Annual Report of My Humble House Hospitality Management Consulting Co., Ltd.



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



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



Mu Jiao Xi Hotel  
 1 and 2, Jiankang Road, Jiaoxi Township, Yilan County

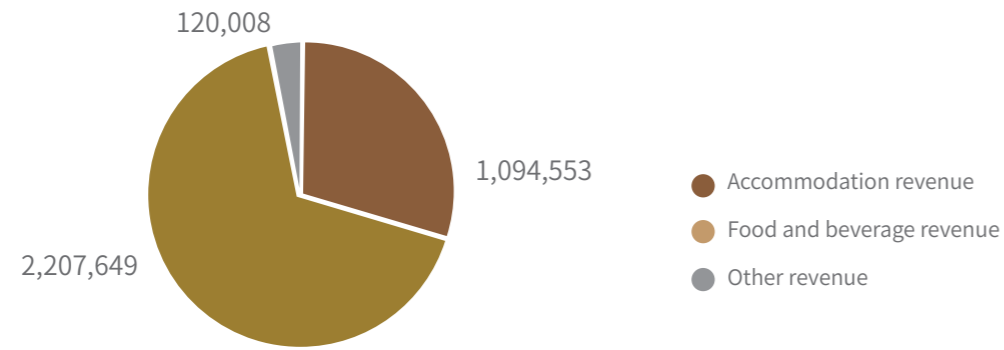


Humble Boutique Hotel  
 No. 116, Songjiang Road, Zhongshan District, Taipei City



## Economic performance

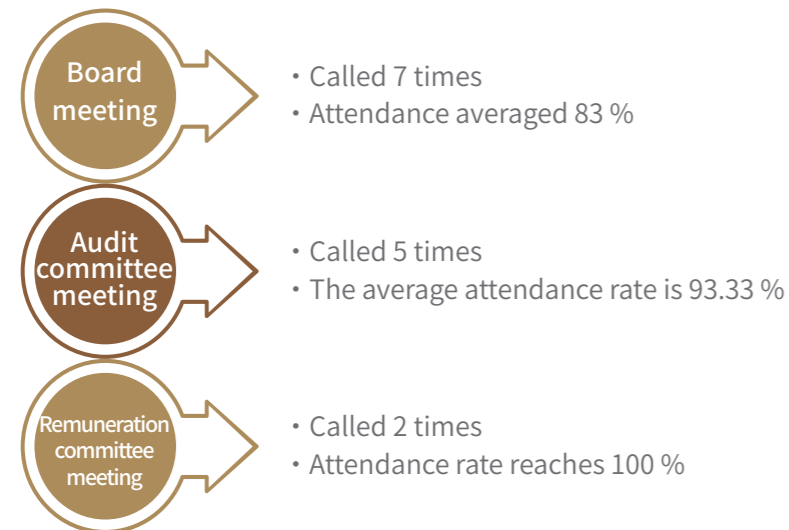
### Revenue Distribution by Main Products



### Corporate Governance

The sustainable operation of My Humble House based on excellent corporate governance culture, and relies on the efficient operation of the board of directors and functional committees. The board of directors and functional committees play the role of supervision and guidance. The highest governance body is the board of directors. There are Salary and Remuneration Committee, Audit Committee and Audit Office under it.

As of the end of December 2022, the board of directors has 9 directors, including 3 independent directors and 4 female directors. The proportion of female directors is 44%. Min Guiling, the deputy general manager of the chairman's office, will serve as the director of corporate governance.



### Board performance evaluation

The average score is above 4.5  
 The average score is above 4.9  
 Results of self-assessment questionnaire for board members  
 Functional Committee Performance Appraisal Self-Assessment Questionnaire Results

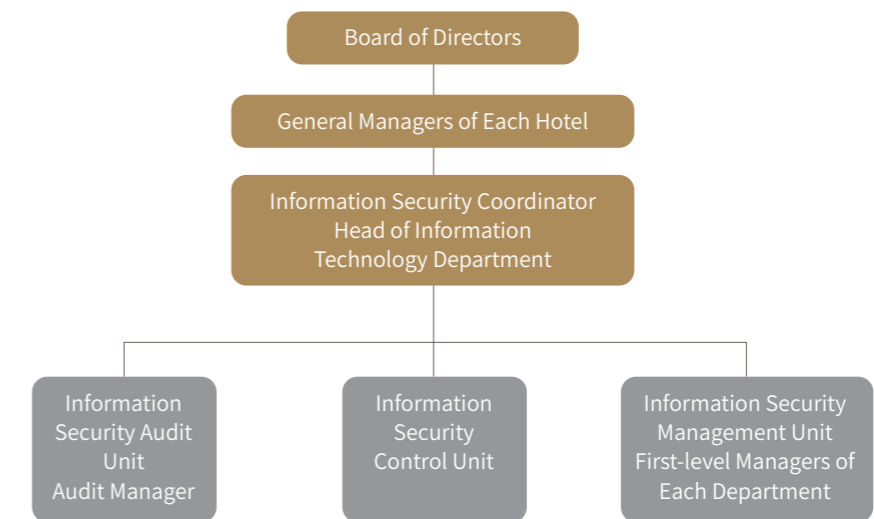
### Board of directors remuneration system

The remuneration of directors is handled in accordance with the provisions of the company's articles of association, and the remuneration committee considers the performance of the overall board of directors, the company's operating performance and future operations, etc., Information Security and Customer Privacy Protection

### Information Security and Customer Privacy Protection

The company currently has an information security committee responsible for reviewing the information security governance policies of the group and its subsidiaries, supervising the operation of information security, and regularly reporting the information security governance audit status to the board of directors. The general manager and the head of the information department are responsible for the group's information security governance and planning, Supervise and promote implementation, in order to build a comprehensive information security defense capability and colleagues' information security awareness.

### Information security committee organizational structure



In 2022, no personal data-related complaints occurred

### Integrity Management and Regulatory Compliance

My Humble House manages all business activities with a rigorous attitude and attaches great importance to the implementation of legal compliance, prompting the company to proactively identify and evaluate laws and regulations related to its own industry, and attaches great importance to the integrity of its employees. Internally, various departments work together through professional division of labor and mutual cooperation, and with a variety of legal promotion, publicity and education and training courses, we will continue to implement legal compliance.

590 people	627 hours	In 2022 , he did not receive a major penalty of more than 1 million NT dollars from the administrative agency.
Number of people receiving education and training related to regulations	Accumulated hours	

### Complaints and reports

My Humble House has reporting channels for internal and external personnel, and has an independent reporting mailbox and dedicated line, and the chairman's office accepts reporting related matters in accordance with the prescribed procedures. According to the "Integrity Management Operation Procedures and Behavior Guidelines", we encourage internal and external personnel to report dishonesty or misconduct, and according to the seriousness of the reported cases, we will issue bonuses or rewards in other ways. If internal personnel make false reports or malicious accusations If the circumstances are serious, disciplinary action should be taken, and if the circumstances are serious, he should be dismissed. The relevant personnel handling the report should make a written statement to keep the identity of the reporter and the content of the report confidential, and we promise to protect the reporter from being improperly dealt with due to the report.

Complaint method Independent complaint mailbox : comment@mhh-group.com Whistle - blowing hotline : 0979-608-705
No letter of appeal received in 2022

### Engagement and Advocacy with External Organizations

My Humble House participates in key associations and associations (members )	
Taipei City Parking Lot Association	My Humble House Hospitality Management Consulting Co., Ltd. (stock code: 2739 )
Tourist hotel trade association	1,583 people
Association for the Advancement of Industry and Commerce of the Republic of China	2000
American Association	Po-Han Tsai
Taipei Nurses Association	12,Section 1 , Zhongxiao East Road, Zhongzheng District, Taipei City
Elevator Association	1,015,260 thousand dollars
China International Convention and Exhibition Association	Rotary Club of Yilan West District
Republic of China Exhibition and Convention Business Association	Yilan Hot Spring Industry Development Association
COSTCO	Yilan County Hotel Business Association
Young CEOs Association	

## Food Procurement and Inspection

### Inspection frequency

Once a week	Once per quarter	Irregularly
Regular self- inspection	Regular outsourcing inspection	Randomness test

3.74 million
Food Safety Laboratory Related Expenditures

### Failure rate of each inspection

1%	0 %	0 %
Independent inspection	Outsourcing inspection failure rate	Randomness test failure rate

### Sustainable and local food sourcing

1.9 million NT Dollars	77%
Sustainable marine ingredients certified by the Marine Stewardship Council (MSC)	Proportion of local food procurement

### The three restaurants with certification marks

16.18%	9.69%	4.15%
Sheraton Taipei	Le Meridien Taipei	Mu Jiao Xi

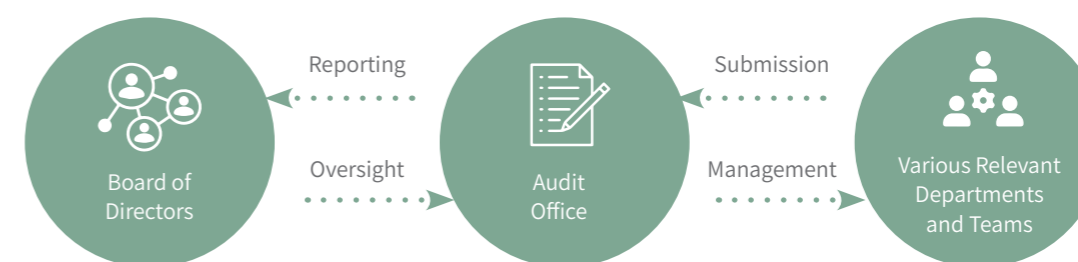
### Green procurement accounts for the proportion of this item

11.93%	55.58%
Tea bag	Toilet paper

## Environment

### TCFD Climate Change Risks and Opportunities

Facing the transformational risks, physical risks and opportunities brought about by climate change, Humble House actively deploys and responds to maintain the competitiveness of the enterprise. In order to implement climate risk management and respond to the United Nations Sustainable Development Goals ( SDGs ) , My Humble House has introduced the Task Force on Climate-Related Financial Disclosures ( TCFD ) framework to identify the risks caused by climate change. Risks and opportunities, and link them with business strategies to achieve the goal of sustainable management and promote communication with stakeholders .



### Climate Change Risk and Opportunity Identification Process



### TCFD executive summary

#### Climate Change Adaptation Strategy

##### Governance

- Board of Directors and its Functional Committees: Oversight of climate change risks, opportunities, adaptation strategies, and related initiatives, as well as the promotion of goals and achievements.
- Audit Office: Coordination of relevant departments within the company, a joint review of internal and external risks faced by the company (including climate change risks), formulation of risk response strategies for company-wide significant risk issues, and regular reporting to the Board of Directors.
- Various Units and Teams: Establishment of the Shan She Group's Greenhouse Gas Inventory and Promotion Team, responsible for overall planning, greenhouse gas emissions statistics of various types, inventory checklists, and report preparation, among other tasks.

##### Strategy

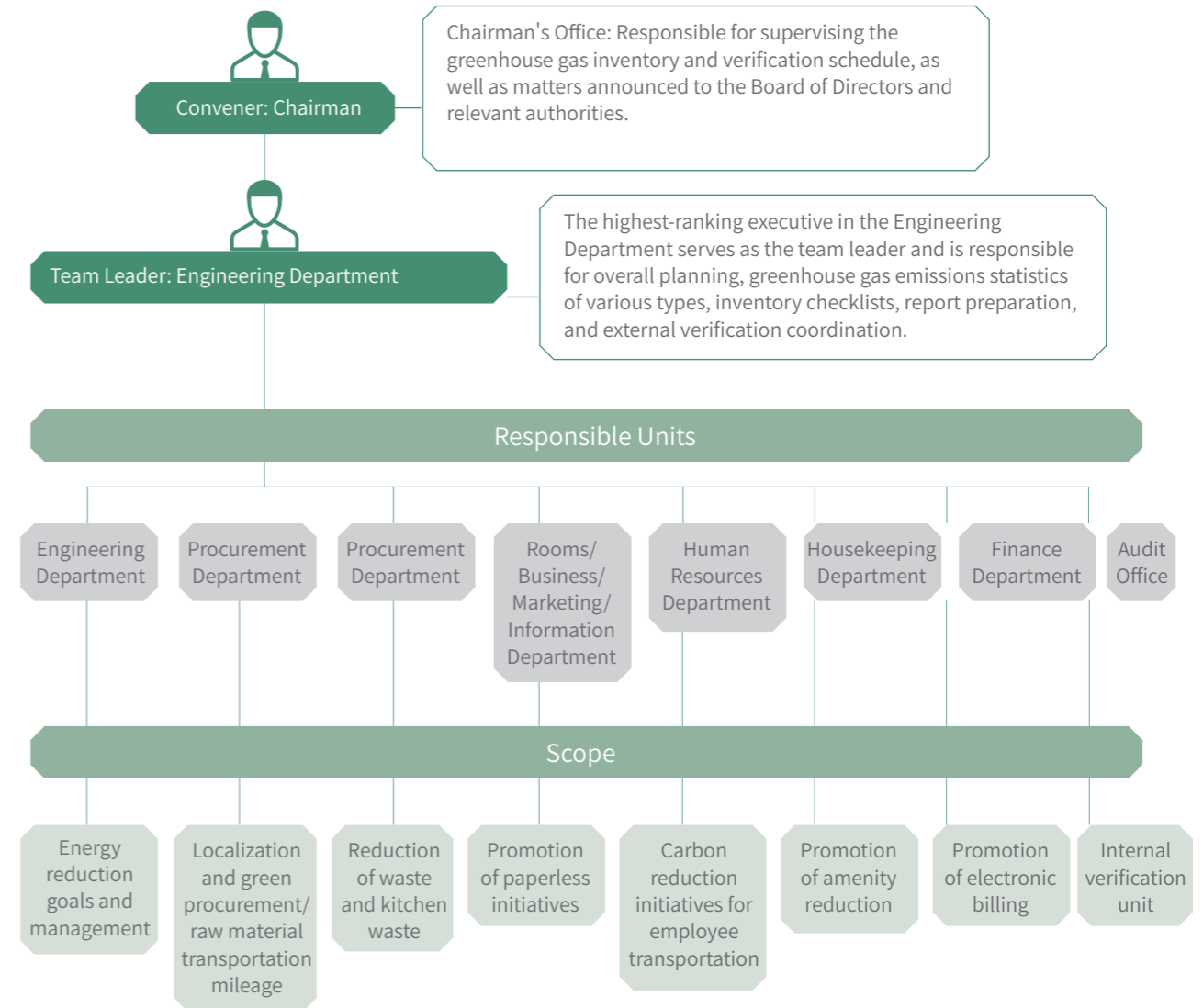
- Using the TCFD framework, regularly identify short, medium, and long-term climate-related risks and opportunities, establish relevant response plans for continuous growth, and address the impact of climate-related risks and opportunities on the organization's operations, strategies, and financial planning.

##### Risk Management

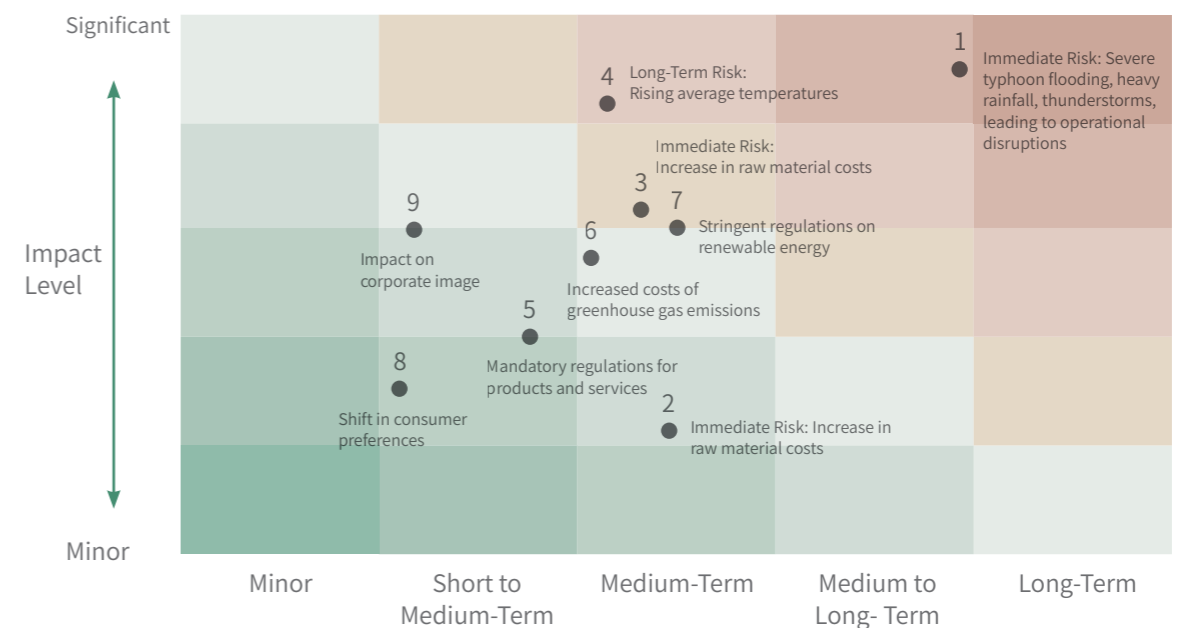
- Conduct risk and opportunity analysis on the identification of potential policy, regulatory, market, and technological changes, as well as reputation and substantive risks that may arise in different contexts.
- Through discussions and research within relevant departments, develop adaptive and mitigating strategies for addressing significant risks in advance, and present the overall assessment results to the Board of Directors.

##### Metrics and Targets

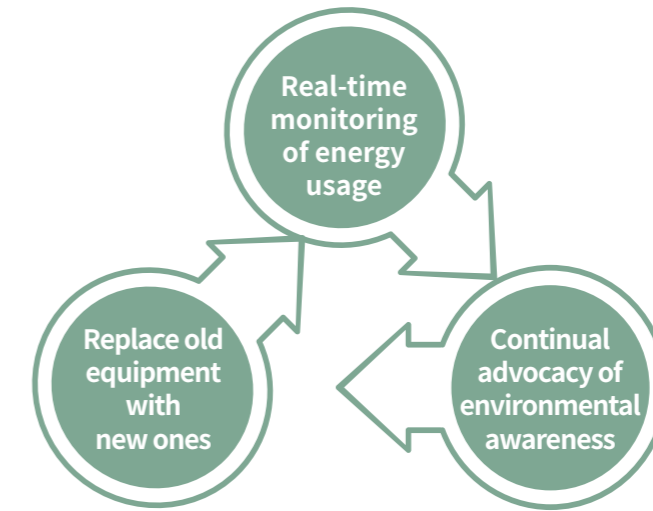
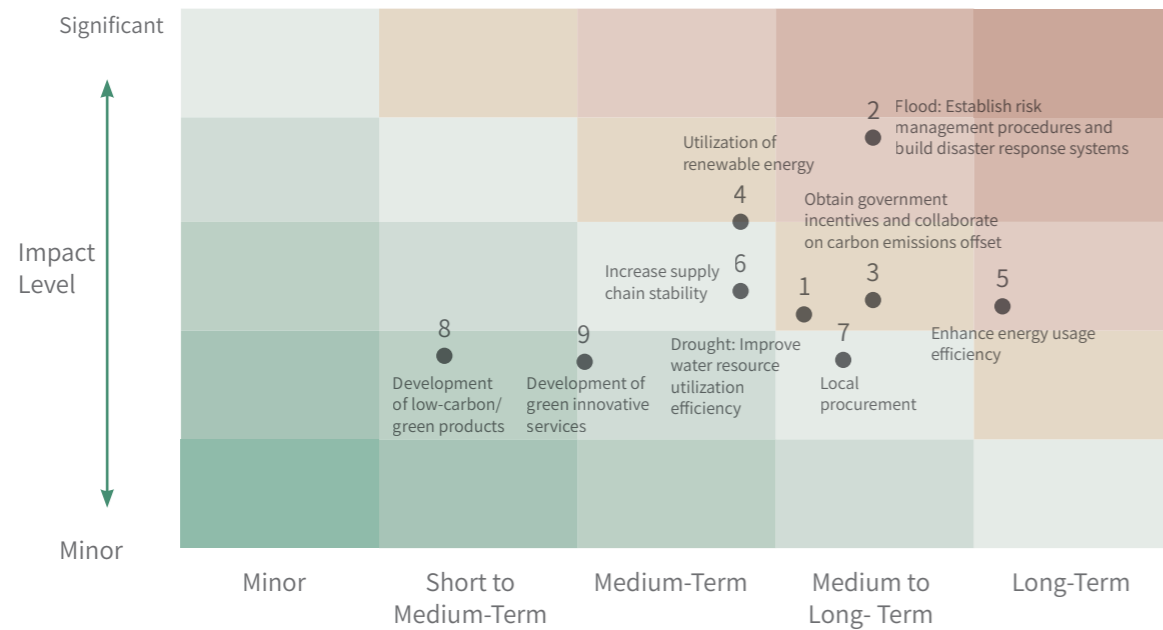
- Establish climate-related risk and opportunity assessment management indicators, including water usage, energy consumption, greenhouse gas emissions, and others.
- With the concept of green hospitality as a starting point, reduce the use of disposable products and propose a paperless plan to decrease carbon emissions in the accommodation sector.



### Climate Change Risk Matrix



### Climate Change Opportunity Matrix



### Energy Resource Management

My Humble House Resource Conservation Policy	My Humble House Resource Saving Target
Climate change intensifies and extreme weather events occur frequently, the issue of "energy saving and carbon reduction" continues to attract the attention of external stakeholders. My Humble House pays close attention to the development direction of low-carbon economy in various industries, and considers how to optimize the response. Continuing the results of last year, My Humble House continues to introduce energy-saving solutions, and conducts experience exchanges through regular meetings, and is committed to the vision of green operations.	The company is committed to reducing carbon emission intensity (tons of CO2e/thousand yuan turnover), adjusting energy-saving actions with reference to domestic and foreign energy-saving and carbon-reduction trends, setting 2018 as the base year, and aiming to reduce carbon emission intensity by 1% every year. Long-term planning, continue to promote energy conservation and carbon reduction measures and purchase environmentally friendly and energy-saving equipment, and are expected to reduce carbon emission intensity by 12% in 2030.

### Key Energy Saving and Carbon Reduction Programs

2022, Humble House Hospitality also set "Equipment Retirement" as the main axis of the energy-saving plan, and continued to invest in equipment replacement and replacement projects. In addition to replacing lamps and equipment, structural inspections of existing buildings and exterior walls were also carried out. Carbon dioxide emissions are controlled and detected through central air-conditioning monitoring, and Le Meridien Taipei has added an oil treatment system to break down and eliminate odors. In the future, we will continue to promote the replacement of power-saving frequency conversion equipment in each museum to achieve annual energy conservation and carbon reduction goals.

	Type of energy used	2020	2021	2022
Energy usage	Electricity (degrees)	29,593,293	25,704,400	28,113,000
	Diesel (liter)	15,795	14,800	14,263
	Heavy oil (liter)	0	0	0
	Natural gas (degrees)	1,779,752	1,683,059	1,993,180
	Liquefied petroleum gas (kg)	196,108	155,891	171,431
emission of greenhouse gases	Scope 1 carbon emissions (tons)	3,775.59	3,516.90	4,132.70
	Scope 2 carbon emissions (tons)	14,855.83	13,083.54	14,309.52
	Carbon emissions (tons)	18,631.42	16,600.43	18,442.22
	Carbon emission intensity (tons of CO2e/thousand dollars)	0.00664	0.00711	0.00556

The main types of energy used by My Humble House include electricity, diesel and natural gas. Among them, the electricity consumption required for lighting and air conditioning is the largest. Energy use in all aspects is higher than last year. Regarding greenhouse gas emissions, the total greenhouse gas emissions are higher than last year. An increase of 11%.

The above-mentioned situation is mainly caused by the slowdown of the epidemic. All business units have started to operate stably. My Humble House will set up a greenhouse gas inventory and promotion team in 2022. With the efforts of the team, the carbon emission intensity has been reduced by 0.155% compared with last year, a record high Three-year minimum.

### Electricity consumption of the My Humble House

Unit: ton

	Sheraton	Le Meridien	Mu Jiao Xi	Total	Carbon dioxide emissions
2020	13,986,400	6,682,000	7,469,693	28,138,093	13,928,356
2021	12,784,800	6,212,800	6,706,800	25,704,400	12,723,678
2022	13,954,400	6,706,800	7,137,000	27,798,200	13,760,109

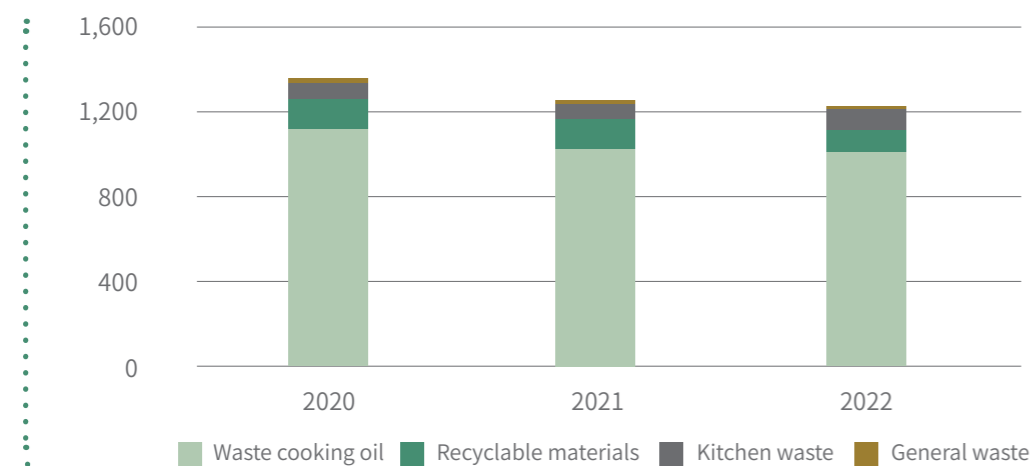
### Water consumption of the My Humble House

	Tap water withdrawal volume	Groundwater with drawal volume	Water intensity	TYoY(%)
2020	697,288	107,646	0.287	18.19%
2021	555,021	80,917	0.273	-5.63%
2022	710,981	87,444	0.24	-22.50%

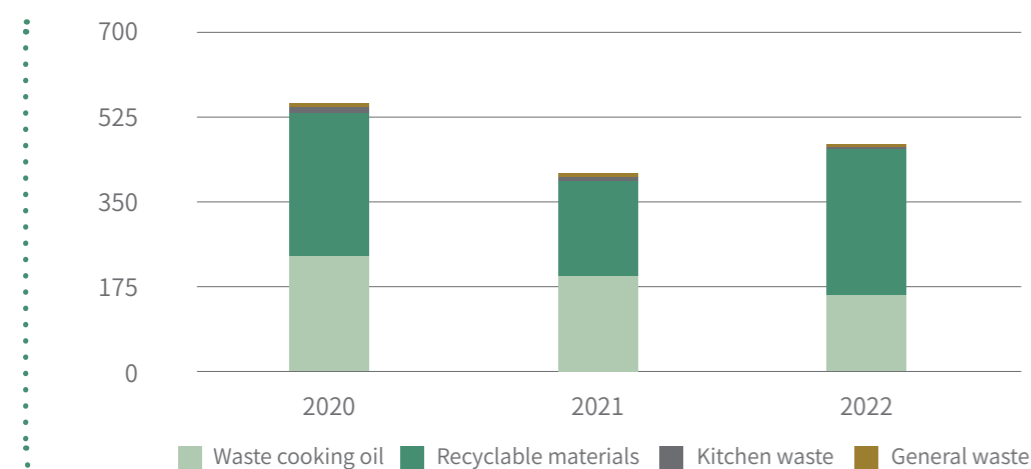
## waste management

Waste Management Policy	<ul style="list-style-type: none"> <li>Follow the "Industrial Waste Storage and Clearance Treatment Methods and Facility Standards" and other laws and regulations to plan appropriate storage locations for waste, and outsource it to qualified professional waste cleanup operators for disposal.</li> <li>Face relevant issues with a rigorous attitude, and strictly implement waste-related disposal procedures to respond to external concerns about waste disposal and environmental impact issues, and fully implement due corporate social responsibilities.</li> </ul>
Energy usage	<ul style="list-style-type: none"> <li>General waste: Dedicated personnel will transport it from the site to the garbage room, and the waste will be collected and transported daily.</li> <li>Food waste: Special personnel will transport it from the site to the garbage room, place it in a food waste bin in a special cold storage for food waste, and collect it 2 to 3 times a week.</li> <li>Waste oil: If waste oil is generated in the kitchen, a dedicated person will clean it from the site to the waste oil barrel in the garbage room, and clean it 2 to 3 times a week.</li> </ul>
Waste Management Effectiveness	<ul style="list-style-type: none"> <li>The waste disposed by My Humble House in 2022 was 2,256 tons, an increase of approximately 10% compared to 2021 due to the increase in turnover.</li> </ul>

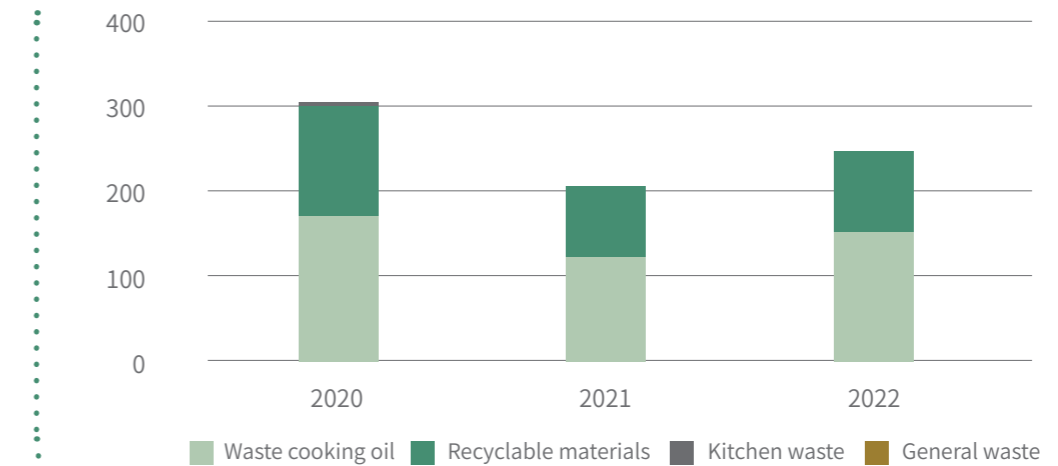
## Sheraton



## Mu Jiao Xi



## Le Meridien



## Society

### Diverse Talents

My Humble House values a diverse and open workplace culture and adheres to the principle of equal employment. During the recruitment process, we take professional ability as the main selection consideration and will not discriminate on the basis of race, gender, age, physical and mental status and other factors. As of 2022, our staff consists of 1,583 people, including young people, indigenous people and people with disabilities. We believe that a diverse workforce inspires new perspectives and innovative possibilities. In terms of gender ratio, we are committed to achieving a goal of 50/50 men and women to achieve true gender equality. In addition, we also actively provide job opportunities for people with disabilities and strive to increase the number of employees with disabilities every year. We hope that through such a diverse and inclusive workplace culture, all employees can develop their strengths at work, propose different thinking, and become a key force in promoting corporate growth.


### My Humble House human resources structure

	2020			2021			2022		
	♂	♀	+	♂	♀	+	♂	♀	+
Number of full-time employee	715	658	1,373	617	543	1,160	638	575	1,213
Number of vocational school students	76	92	168	55	119	174	64	85	149
Number of hourly employees	53	80	133	75	91	166	115	106	221



### Gender ratio of all employees

	2020		2021		2022	
	Male	Female	Male	Female	Male	Female
Amount	844	830	747	753	817	766
Percentage	50%	50%	50%	50%	51.6%	48.4%




	♂	♀	Total
Age 30 below	108	88	196
Age 30-50	107	75	182
Age 50 above	16	7	23
Total	231	170	401

New employee ratio: 29.44%

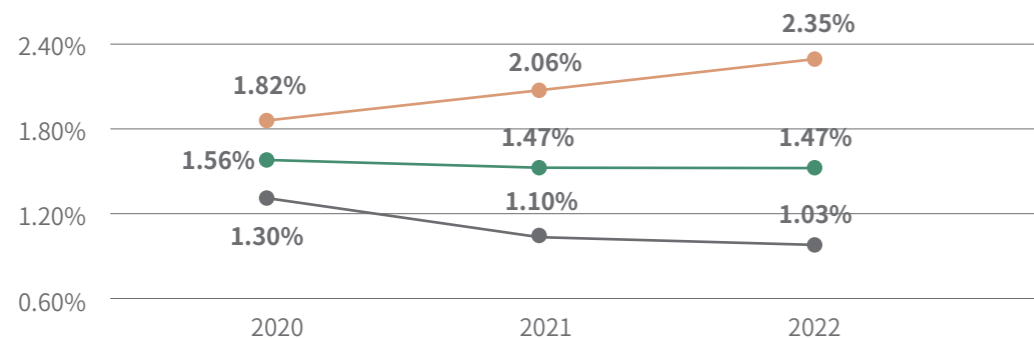
Note: This calculation includes regular employees and vocational school students; hourly employees are not included in the denominator used to calculate the new hire ratio, with a total of 1,362 employees.

### Distribution of management and non-management personnel in the My Humble House in 2022

	Management		Non-Management		Total	
	Amount	Percentage	Amount	Percentage	Amount	Percentage
Male	133	19%	567	81%	700	51%
Female	113	17%	549	83%	662	49%
Total	246	18%	1,116	82%	1,362	100%
Age 30 below	3	1%	469	42%	472	35%
Age 30-50	193	78%	470	42%	663	49%
Age 50 above	50	20%	177	16%	227	17%
Total	246	100%	1,116	100%	1,362	100%

Note: This calculation includes regular employees and vocational school students, while hourly employees are not included in the calculation, resulting in a total of 1,362 employees.

### Statistics of minority group employees in the My Humble House over the past three years



### Statistics for turnover rates at My Humble House in 2022



	♂	♀	Total
Age 30 below	103	92	195
Age 30-50	112	64	176
Age 50 above	16	12	28
Total	231	168	399

Turnover employee ratio: 29.3%

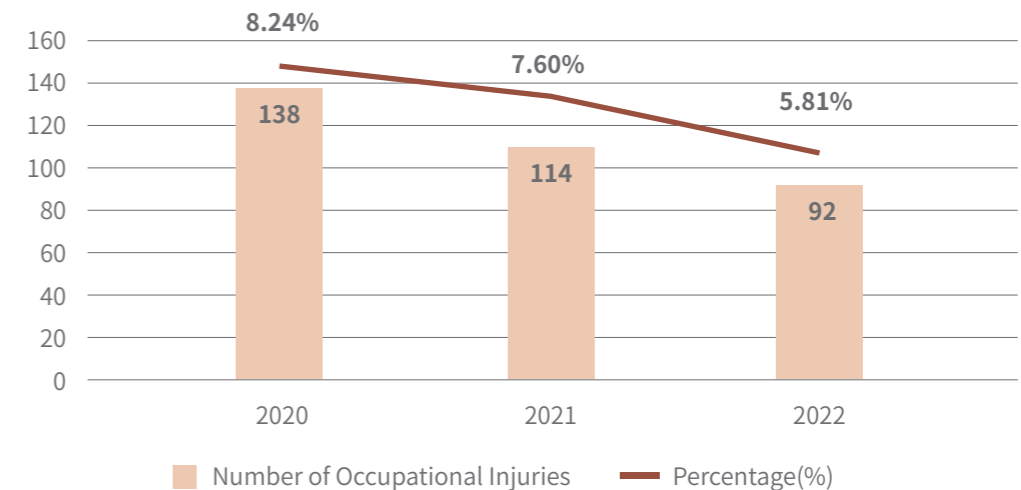
Note: This calculation includes regular employees and vocational school students; hourly employees are not included in the denominator used to calculate the new hire ratio, with a total of 1,362 employees.

### Statistics for the employee turnover rate at My Humble House in 2022:

Indicator	2022
Voluntary turnover rate (%)	99%
Involuntary turnover rate (%)	1%
Number of voluntary turnovers	354
Number of involuntary turnovers	5

### Personnel Training

My Humble House takes "developing the core values and strategies of the group" and "cultivating colleagues' solid professional capabilities" as the main axis of its talent development plan. It is in line with international standards and has cooperated with Marriott International, a giant in the global hotel industry. Provide comprehensive education and training to enhance talents' international vision and competitiveness.



**Number and number of participants in various types of courses in My Humble House in 2022**

Project	Room service staff train	Restaurant service staff training	Food safety and hygiene training	Engineering staff training
Total number of participants (person)	3,989	3,713	2,222	102
Total training hours (hours)	3,150.4	4,075.6	3,558.3	345.5

**My Humble House invested in employee education and training in the past three years**

Project	2020	2021	2022
Total number of participants (person)	1,961	1,532	1,592
Total training hours (hours)	56,427	24,958	24,622
Training amount per person (yuan)	1,273	1,148	1169
Average training hours per person (hours)	37	19	18

**Training Hours for My Humble House Employees in 2022, Classified by Job Level and Gender**

	Manager	Non-management personnel	Male	Female
Number of training hours (hours)	2,692	21,930	11,321	13,301
Average training hours per person (hours)	10.94	19.65	7.45	9.33

**Employee Care**

98 million	0 sessions	9 games	61 sessions
Employee Insurance / Health Screening Expenses	Employee disputes or complaints	CPR and AED education and training	Safety and Health Management Pre-employment Training

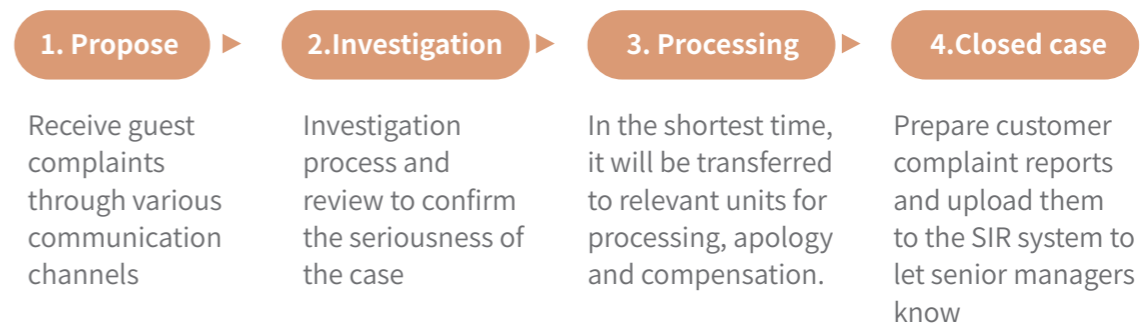
**Listen Carefully and Implement Diligently**

The voice of guests is the driving force for the continuous progress of My Humble House. We use multiple communication channels to listen carefully to guests' thoughts on dining and accommodation experiences, review and improve based on the opinions raised by guests, properly handle customer complaints, and provide feedback content. Implementing improvements in all service links, we hope to make guests feel new and moved every time they step into My Humble House.

**Guest feedback channel**

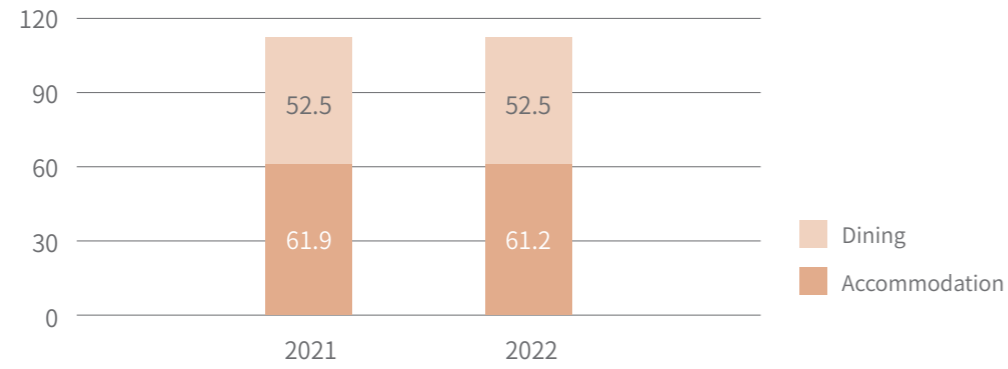


**Guest Grievance Handling Procedure**

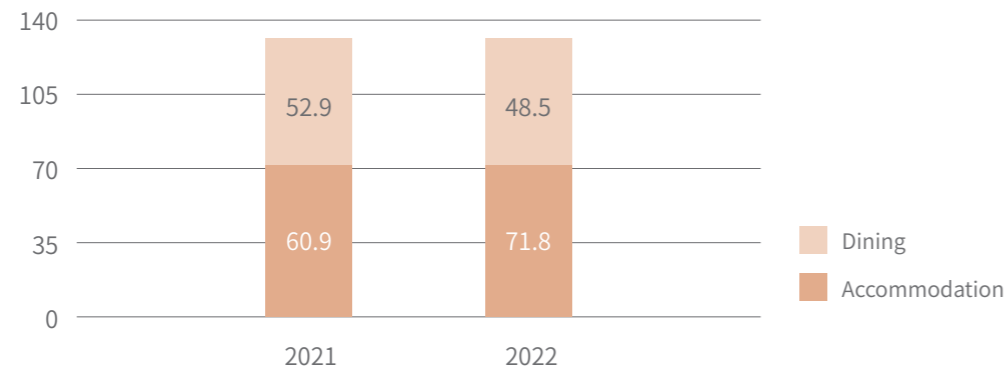


## 2022 MY Humble House Customer Satisfaction Survey Results

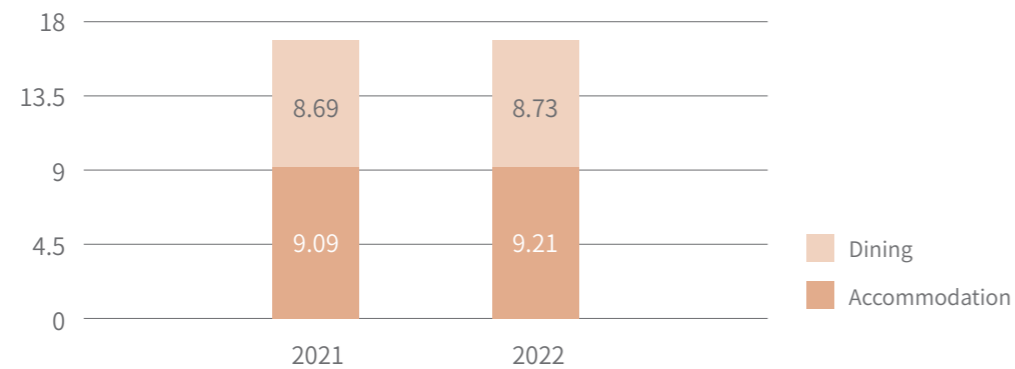
Sheraton customer satisfaction for the past two years



LE MERIDIEN TAIPEI customer satisfaction for the past two years



MU JIAO XI HOTEL customer satisfaction for the past two years



## Give Back Locally

The total amount raised

**was TWD160,000**

【Love and Hope】 Christmas Charity Donation Event

Donate

**250 boxes of group love mooncakes**

Love Donation-Mid-Autumn Mooncake Donation

**Investment of 660,938 NT dollars**

Continue to adopt street trees and actively participate in daily maintenance work

**My Humble House Archery Team**

Support and sponsor domestic sports activities to cultivate domestic sports talents and create the sustainability of Taiwan sports professionals

**Caring for the native land**

Mu Jiao Xi donated 30 " Pepper Charcoal Grilled Chicken" to the local tribe

**"Earth Hour"**

Responding to "Earth Hour", held a plan to turn off the lights for one hour

## Centennial Unity: Binding for a Century

### Listen Carefully and Implement Diligently

Mu Jiao Xi inherits the brand concept of humble house aesthetics "Take the earth as home", perfectly integrates nature, famous soup and local culture, promotes Yilan's century-old traditional culture with actions, and cares about ocean conservation and sustainability. It will be held on October 25 Gather the employees of Mu Jiao Xi hotel to visit the beaches of Hong Kong and Macau together, experience the 200-year-old "Northeast Corner Pulling Knuckles" in Yilan, blow the call through the "snails", as the basis for the gathering of fishermen from all walks of life, and play fishing with team spirit The method embodies the spirit of unity and sharing. In 2023, the theme of "Counseling Year" will also be connected, and various themed activities will be held in combination with the characteristics of 12 townships in Yilan, so that employees and tourists can understand Yilan's local cultural features and natural environment, thereby driving overall tourism. co-prosperity benefits.

This activity also invited Li Shitian, the general manager of the port community, to lead the staff of Mu Jiao Xi to visit the windbreak forest ecology, land crab restoration, and the culture of fishing villages, etc., through activities to show teamwork spirit and local culture. Really caring!

### In-depth exploration-mobile morning meeting

Mu Jiao Xi is committed to Yilan symbiosis, local care and public welfare practices with concrete actions. It specially launched a "mobile morning meeting" on July 28, leading hotel managers to the Erhu Pineapple Restaurant in Yuanshan Township to experience the latitude of Yilan first-hand. The highest fruit-picking farmhouse. Jiang Chaoqing, the head of the pineapple production and marketing team, professionally explains the characteristics of "Kaiying No. 3" pineapples, farming and harvesting techniques, and DIY pineapple tofu curd, so that every employee can enrich the humanistic spiritual connotation, aiming to In conjunction with the development of regional characteristics, it will promote the co-prosperity of Yilan's overall tourism and let everyone see the charm of Taiwan. The fresh pineapples harvested during the event will be paired with the popular gourmet product "Pepper Spiced Charcoal Grilled" offered by Mu Jiao Xi. About 140 "chickens" were handed over to the village head to help donate to the local disadvantaged families, caring and sending warmth, and fulfilling social responsibilities. The mobile morning meeting was specially chosen on the day before the gate of ghosts opens in July of the lunar calendar. In addition to experiencing the pastoral fun of harvesting pineapples, combined with the heart-warming charity activity of sending delicious food, we also specially learned about the "pineapple flower" and led colleagues to worship heaven and pray for blessings. Especially with the meaning of cultural inheritance.



## link local project

### Mu Jiao Xi - Perfect in Every Way

To support the fishing and aquaculture industry, MU JIAO XI HOTEL has procured two tons of qualified grouper fish. They have launched the "Perfect Ten with Grouper" event, featuring a variety of fresh fish dishes at MU TABLE buffet restaurant, Chuan Hui Chinese Restaurant, and MU BAR Lobby Bar. The menu includes dishes such as Steamed Grouper with Classic Flavors, Sichuan Peppercorn Yogurt Fish, and Spicy Grilled Fish from Chongqing, among others. In addition, MU TABLE offers a "LIVE SHOW" by chefs with different themes every day of the week, such as Hakka Rice Cakes with Matcha and Singaporean Colorful Yusheng, providing guests with both visual and culinary delights while enjoying their meals.

### Zoom and Sail, Children's Summer Camp

Mu Jiao Xi offers the "Zoom and Sail, Sea Adventure" program for children aged 6 and above, featuring two distinct land and sea courses. At the Wushih Harbor Pier, there's a "Yacht Self-Driving" experience led by professional instructors who provide lessons in English. Children have the opportunity to learn about sailboat structures, understand nautical charts, practice sailboat handling, and master sailor knot-tying, all while enjoying the thrill of being young sailors. Additionally, at the Yilan Dazhou Racetrack, the "Equestrian Activities" program, guided by patient and skilled instructors, allows children to ride gentle and stable horses. With their extensive experience in teaching children, they ensure a safe and enjoyable experience, providing young participants with the joy of being little cowboys. During the day, children receive professional coaching, and in the evening, they can stay at a premium resort hotel to enjoy hot springs and gourmet dining.



Appendix

Appendix 1 : Global Sustainability Reporting Indicators GRI Guidelines Content Index

Statement of use	Humble House has reported content from January 1, 2022 to December 31, 2022 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	
<b>General disclosure</b>					
<b>Organization and reporting practices</b>					
GRI 2: General Disclosure 2021	2-1	Organizational details	1.1 Company Profile		
	2-2	Entities included in the organization's sustainability reporting	About this report		
	2-3	Reporting period, frequency and contact point	About this report		
	2-4	Restatements of information	About this report		
	2-5	External Validation / Assurance	Please refer to Mandarin Version of the report Appendix Four		
	<b>Activities and Workers</b>				
	2-6	Activities, value chain and other business relationships	1.1 Company Profile		
	2-7	Employees	4.1 Diverse Talents		
	2-8	Workers who are not employees	4.1 Diverse Talents		
	<b>Governance</b>				
	2-9	Governance structure and composition	1.2 Corporate Governance		
	2-10	Nomination and selection of the highest governance body	1.2 Corporate Governance		
	2-11	Chair of the highest governance body	1.2 Corporate Governance		
	2-12	Role of the highest governance body in overseeing the management of impact	1.2 Corporate Governance		
	2-13	Delegation of responsibility for managing impacts	1.2 Corporate Governance		
	2-14	Role of the highest governance body in sustainability reporting	1.2 Corporate Governance		
	2-15	Conflicts of interest	1.4 Integrity Management and Regulatory Compliance		
	2-16	Communication of critical concerns	1.4 Integrity Management and Regulatory Compliance		
	2-17	Collective knowledge of the highest governance body	1.2 Corporate Governance		
	2-18	Evaluation of the performance of the highest governance body	1.2 Corporate Governance		
	2-19	Remuneration policies	1.2 Corporate Governance		
2-20	Process to determine remuneration	1.2 Corporate Governance			
2-21	Annual total compensation ratio	1.2 Corporate Governance			
<b>Strategy, Policy and Practice</b>					
2-22	Statement on sustainable development strategy	Message from the Management			
2-23	Policy Commitment	1.4 Integrity Management and Regulatory Compliance			

GRI Standards	Disclosures	Corresponding Section	Page	Remarks	
GRI 2: General Disclosure 2021	2-24	Policy commitments	1.4 Integrity Management and Regulatory Compliance		
	2-25	Processes to remediate negative impacts	Stakeholders and Materiality Analysis		
	2-26	Mechanisms for seeking advice and raising concerns	1.4 Integrity Management and Regulatory Compliance		
	2-27	Compliance with laws and regulations	1.4 Integrity Management and Regulatory Compliance		
	2-28	Membership of associations	1.5 Engagement and Advocacy with External Organizations		
	<b>Strategy, Policy and Practice</b>				
	2-29	Stakeholder negotiation policy	Stakeholders and Materiality Analysis		
2-30	group agreement	No trade union established, not applicable			
<b>major themes</b>					
GRI 3: Major Topics 2021	3-1	Process of Identifying Material Topics	Stakeholders and Materiality Analysis		
	3-2	Material Topics List	Stakeholders and Materiality Analysis		
<b>1.Sustainability Strategy and Risk Management</b>					
GRI 3: Major Topics 2021	3-3	Major topic management	Stakeholders and Materiality Analysis		
<b>2.Sustainable Operations Management</b>					
GRI 3: Material Topics 2021	3-3	Major topic management	Stakeholders and Materiality Analysis		
<b>3.Customer Privacy Management</b>					
GRI 3: Material Topics 2021	3-3	Major topic management	Stakeholders and materiality analysis		
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	1.3 Information Security and Customer Privacy Protection		
<b>4.Regulatory Compliance</b>					
GRI 3: Material Topics 2021	3-3	Major topic management	Stakeholders and materiality analysis		
GRI 307: Compliance with Regulations Relating to Environmental Protection 2016	307-1	Non-compliance with environmental laws and regulations	1.4 Integrity Management and Regulatory Compliance		
GRI 416: Customer Health and Safety 2016	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	1.4 Integrity Management and Regulatory Compliance		
GRI 419: Social and economic regulations compliance	419-1	Non-compliance with laws and regulations in the social and economic area	1.4 Integrity Management and Regulatory Compliance		
<b>5.Consumer Health and Safety</b>					
GRI 3: Material Topics 2021	3-3	Major topic management	Stakeholders and materiality analysis		

GRI 416: Customer Health and Safety	416-1	Assess the impact of product and service categories on health and safety	2.1 Food Procurement and Inspection		
	416-2	Incidents of violation of health and safety regulations concerning products and services	1.4 Integrity Management and Regulatory Compliance		
6.Business Performance					
GRI 3: Material Topics 2021	3-3	Major topic management	Stakeholders and Materiality Analysis		
GRI 416: : Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	2.1 Food Procurement and Inspection		

**General Disclosure**

GRI Guidelines	Expose the project	Corresponding chapter	Page number	Remark
Other topics				
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed by the organization	1.1 Company Profile		
GRI 202: Market Status	202-1 The ratio of the standard salary of grassroots personnel of different genders to the local minimum salary	4.1 Diverse Talents		
	202- 2 Proportion of employing local residents as senior management	4.1 Diverse Talents		
GRI 204: Procurement Practices	204-1 Proportion of procurement expenditure from local suppliers	2.1 Food Procurement and Inspection		
GRI 302:Energy	302-1 Energy consumption within the organization	3.2 Energy Resource Management		
	302-3 Energy intensity	3.2 Energy Resource Management		
	302-4 Reduction of energy consumption	3.2 Energy Resource Management		
GRI 303:Water	303-1 Water withdrawal by source	3.2 Energy Resource Management		
GRI 305: Emission	305-1 Direct (Scope 1) Greenhouse Gas Emissions	3.2 Energy Resource Management		
	305-2 Energy indirect (scope 2) greenhouse gas emissions	3.2 Energy Resource Management		
	305-4 Greenhouse gas emission intensity	3.2 Energy Resource Management		
	305-5 Greenhouse gas emission reduction	3.2 Energy Resource Management		
GRI 306: Sewage and Waste	306-2 Waste by type and disposal method	3.2 Energy Resource Management		
GRI 401: Labor-employer relationship	401-1 New employees and resigned employees	4.1 Diverse Talents		
	401-2 Benefits provided to full-time employees (excluding temporary or part-time employees)	4.3 Employee Care		
GRI 403: Occupational safety and Health	403- 3 Occupational health services	4.3 Employee Care		
	403- 9 Occupational Injuries	4.3 Employee Care		
GRI 404: training and education	4 04-1 Average number of training hours per employee per year	4.2 Personnel Training		
	4 04-2 Improvement of employee functions and transition assistance plan	4.2 Personnel Training		
	4 04-3 Percentage of employees receiving regular performance and career development reviews	4.2 Personnel Training		

GRI 405: Employee Diversity and Equal Opportunities	405-1 Diversity of governance units and employees	4.1 Diverse Talents		
GRI 406: Non-discrimination	4 06-1 Discrimination incidents and improvement actions taken by the organization	4.3 Employee Care		
GRI 417: Marketing and Labeling	417-1 Requirements for product and service information and labeling	2.1 Food Procurement and Inspection		
	417-2 Incidents of non-compliance with product and service information and labeling regulations	2.1 Food Procurement and Inspection		

**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: Since the opening of the Humble Boutique Hotel has not yet reached one year, the data disclosed below only includes Sheraton Grand Taipei , Le Meridien Taipei, and Mu Jiao Xi. Data for Humble Boutique Hotel will be included in next year's annual report.

	Code	Metric	Category	Response										
Energy management	SVCA-130a.1	(1) Total energy consumed	Quantify	<table border="1"> <thead> <tr> <th>2022</th> <th>Sheraton</th> <th>Le Meridien</th> <th>Mu Jiao Xi</th> </tr> </thead> <tbody> <tr> <td>Total energy consumption (GJ)</td> <td>106,988</td> <td>436,346</td> <td>30,948</td> </tr> </tbody> </table>	2022	Sheraton	Le Meridien	Mu Jiao Xi	Total energy consumption (GJ)	106,988	436,346	30,948		
				2022	Sheraton	Le Meridien	Mu Jiao Xi							
		Total energy consumption (GJ)	106,988	436,346	30,948									
(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 (2) Total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	Quantify	Unit: m <sup>3</sup>										
				<table border="1"> <thead> <tr> <th>Year</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Tap water</td> <td>710,981</td> </tr> <tr> <td>Groundwater</td> <td>87,444</td> </tr> <tr> <td>Total water intake</td> <td>798,425</td> </tr> <tr> <td>Total water consumption</td> <td>798,425</td> </tr> </tbody> </table>	Year	2022	Tap water	710,981	Groundwater	87,444	Total water intake	798,425	Total water consumption	798,425
				Year	2022									
				Tap water	710,981									
				Groundwater	87,444									
Total water intake	798,425													
Total water consumption	798,425													
My Humble House does not draw/use water from waterstressed areas.														
In 2022, My Humble House has no properties located in the following protected areas:														
<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>														
Ecological impact	SV-HL-160a.1	Number of lodging facilities located in or near areas of protected conservation status or endangered species habitat	Quantify	According to the World Database of Protected Areas: My Humble House is not located on protected land.										
				Note : Source: Protected Planet's World Database of Protected Areas (WDPA)										

Ecological impact	SV-HL-160a.2	Description of environmental management policies and practices to preserve ecosystem services	Discussion and Analysis	<p>My Humble House 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. Detailed information on policies related to energy resources can be found in: CH3 Green Operation, Environmental Protection and Energy Saving Chapter</p>												
Labor treatment	SV-HL-310a.1	(1) Voluntary and (2) Involuntary turnover rate for lodging facility employees	Quantify	<table border="1"> <thead> <tr> <th>Indicator</th> <th>Sheraton</th> <th>Le Meridien</th> <th>Mu Jiao Xi</th> </tr> </thead> <tbody> <tr> <td>Voluntary turnover rate(%)</td> <td>97%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Involuntary turnover rate(%)</td> <td>97%</td> <td>0%</td> <td>0%</td> </tr> </tbody> </table>	Indicator	Sheraton	Le Meridien	Mu Jiao Xi	Voluntary turnover rate(%)	97%	100%	100%	Involuntary turnover rate(%)	97%	0%	0%
	Indicator	Sheraton	Le Meridien	Mu Jiao Xi												
	Voluntary turnover rate(%)	97%	100%	100%												
	Involuntary turnover rate(%)	97%	0%	0%												
SV-HL-310a.2	Total amount of monetary losses as a result of legal proceedings associated with labour law violations	Quantify	In 2022, there were no cases of monetary loss caused by legal proceedings in violation of the labor law.													
SV-HL-310a.3	(1) Average hourly wage	Quantify	<p>Unit: NT Dollars</p> <table border="1"> <thead> <tr> <th>Indicator</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Total salary of full-time employees who are not in supervisory positions (A)</td> <td>710,981</td> </tr> <tr> <td>Number of full-time employees not holding supervisory positions (B)</td> <td>1,335</td> </tr> <tr> <td>"Average salary" of full-time employees not holding supervisory positions (A/B)</td> <td>577,000</td> </tr> </tbody> </table>	Indicator	2022	Total salary of full-time employees who are not in supervisory positions (A)	710,981	Number of full-time employees not holding supervisory positions (B)	1,335	"Average salary" of full-time employees not holding supervisory positions (A/B)	577,000					
	Indicator	2022														
Total salary of full-time employees who are not in supervisory positions (A)	710,981															
Number of full-time employees not holding supervisory positions (B)	1,335															
"Average salary" of full-time employees not holding supervisory positions (A/B)	577,000															
(2) percentage of lodging facility employees earning minimum wage, by region	Quantify	<table border="1"> <thead> <tr> <th>Indicator</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Employees receiving minimum wage (number)</td> <td>3</td> </tr> <tr> <td>Total number of all employees (number)</td> <td>1,362</td> </tr> <tr> <td>Percentage</td> <td>0.22%</td> </tr> </tbody> </table>	Indicator	2022	Employees receiving minimum wage (number)	3	Total number of all employees (number)	1,362	Percentage	0.22%						
Indicator	2022															
Employees receiving minimum wage (number)	3															
Total number of all employees (number)	1,362															
Percentage	0.22%															
SV-HL-310a.4	Description of policies and programs to prevent worker harassment	Discussion and Analysis	<p>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. For detailed information, please read : CH1.3.1 Integrity management</p>													
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 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 roomnights	Quantify	<table border="1"> <thead> <tr> <th>2022</th> <th>Sheraton</th> <th>Le Meridien</th> <th>Mu Jiao Xi</th> </tr> </thead> <tbody> <tr> <td>Total number of rooms</td> <td>688</td> <td>160</td> <td>190</td> </tr> <tr> <td>Available room nights</td> <td>251,120</td> <td>58,400</td> <td>69,350</td> </tr> </tbody> </table>	2022	Sheraton	Le Meridien	Mu Jiao Xi	Total number of rooms	688	160	190	Available room nights	251,120	58,400	69,350		
	2022	Sheraton	Le Meridien	Mu Jiao Xi														
	Total number of rooms	688	160	190														
	Available room nights	251,120	58,400	69,350														
SV-HL-000.B	Average occupancy rate	Quantify	<table border="1"> <thead> <tr> <th>2022</th> <th>Sheraton</th> <th>Le Meridien</th> <th>Mu Jiao Xi</th> </tr> </thead> <tbody> <tr> <td>Annual Average Occupancy Rate</td> <td>46.16%</td> <td>58.85%</td> <td>62.08%</td> </tr> </tbody> </table>	2022	Sheraton	Le Meridien	Mu Jiao Xi	Annual Average Occupancy Rate	46.16%	58.85%	62.08%							
2022	Sheraton	Le Meridien	Mu Jiao Xi															
Annual Average Occupancy Rate	46.16%	58.85%	62.08%															
SV-HL-000.C	Total area of lodging facilities	Quantify	<table border="1"> <thead> <tr> <th>Total Hotel Area in 2022</th> <th>Sheraton</th> <th>Le Meridien</th> <th>Mu Jiao Xi</th> </tr> </thead> <tbody> <tr> <td>Square meter (m<sup>2</sup>)</td> <td>80,910</td> <td>20,871</td> <td>36,105</td> </tr> </tbody> </table>	Total Hotel Area in 2022	Sheraton	Le Meridien	Mu Jiao Xi	Square meter (m <sup>2</sup> )	80,910	20,871	36,105							
Total Hotel Area in 2022	Sheraton	Le Meridien	Mu Jiao Xi															
Square meter (m <sup>2</sup> )	80,910	20,871	36,105															
SV-HL-000.D	Number of lodging facilities and the percentage that are: (1) managed (2) owned and leased (3) franchised	Quantify	<table border="1"> <thead> <tr> <th>2022</th> <th>Quantity</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Manage</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Ownership and Leasing</td> <td>1</td> <td>33%</td> </tr> <tr> <td>Franchising</td> <td>2</td> <td>67%</td> </tr> <tr> <td>Total</td> <td>3</td> <td>100%</td> </tr> </tbody> </table>	2022	Quantity	Percentage	Manage	0	0%	Ownership and Leasing	1	33%	Franchising	2	67%	Total	3	100%
2022	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>

### Appendix III : TCFD Index Table

Correspondence Report Chapter 3.1 - Climate Change Risks and Opportunities		
Aspect	Recommended Disclosures	page number
Governance	Describe the board' s oversight of climate-related risks and opportunities.	
	Describe management' s role in assessing and managing climate-related risks and opportunities.	
Strategy	Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	
	Describe the impact of climate related risks and opportunities on the organization' s businesses, strategy, and financial planning.	
Risk Management	Describe the resilience of the organization' s strategy, taking into consideration different climate-related scenarios, including a 2° C or lower scenario.	
	Describe the organization' s processes for identifying and assessing climate-related risks.	
	Describe the organization' s processes for managing climate-related risks.	
Metrics and Goals	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization' s overall risk management.	
	Disclose the metrics used by the organization to assess climate related risks and opportunities in line with its strategy and risk management process.	
	Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	
	Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	

