



MY HUMBLE HOUSE
GROUP

ESG REPORT

2024





MY HUMBLE HOUSE
GROUP

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Message from the Chairman

A place where feasts of delicacies abound.

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



蔡國華

As the global tourism market gradually stabilizes, My Humble House continues to strengthen its operational resilience and market responsiveness, and proactively develops comprehensive service strategies to meet the increasingly diverse needs of international businesspeople and tourists. In 2024, we observed that the independent traveler market was mainly composed of visitors from the United States, Taiwan, and Japan, while group travelers primarily came from Japan, with continued expansion into the Southeast Asian market. My Humble House tailored its services to local traveler preferences, focusing on optimizing the geographical advantages and unique service features of each hotel to deliver market-oriented accommodation experiences and reinforce brand competitiveness.

In terms of sustainability, My Humble House not only actively responds to government policies and international initiatives, but also deepens its commitment to sustainable operations through concrete actions. In anticipation of the Ministry of Environment's regulations on single-use amenities in the lodging industry, we launched the "Green Travel" program ahead of schedule to promote and implement the policy of not proactively providing disposable items. At the same time, Sheraton Grand Taipei Hotel and Le Méridien Taipei introduced the "Green Choice Guest Reward Program," inviting guests to join us in practicing environmentally friendly actions. In addition, to promote cross-cultural exchange, My Humble House continues to support the New Southbound Policy by welcoming foreign students for internships at our hotels and offering language courses such as Vietnamese and Thai to strengthen employees' multicultural communication skills, thereby fostering a diverse, inclusive, and culturally integrated workplace.

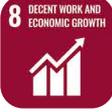
In the area of energy conservation and carbon management, we continue to optimize our energy management systems by upgrading electricity and water metering equipment, introducing intelligent elevator systems and AI-powered air-conditioning monitoring systems at Sheraton Grand Taipei Hotel, and conducting a feasibility assessment for carbon pricing. We are also advancing our greenhouse gas inventory efforts, implementing green meeting initiatives, and participating in the World Wide Fund for Nature's "Earth Hour" lights-out campaign to reduce our carbon footprint through concrete actions and further embed a culture of environmental protection into our daily operations.

In terms of social participation, we continue to give back to society through the power of enterprise. In 2024, we extended our procurement of "Leopard Cat Rice," which is produced using farming methods that protect leopard cat habitats, and received the "Social Innovation Procurement Award" from the Ministry of Economic Affairs' Social Innovation Platform. At the same time, we continued to support the Taiwan Guide Dog Association and organized blood donation drives to encourage employees to participate in charitable activities. We have also partnered with local communities to protect rare plant species and care for the elderly through various public welfare initiatives. In response to the Hualien earthquake, we launched a fundraising campaign, encouraging employees and guests to make voluntary donations as a way to share warmth and compassion. These efforts embody My Humble House's corporate spirit of "spreading goodness in a virtuous cycle" and demonstrate our commitment to corporate social responsibility and the vision of shared prosperity with local communities.

Thanks to the collective efforts of all our team members, we once again received numerous accolades. The Guest House at Sheraton Grand Taipei Hotel retained its Michelin one-star rating, while Mu Jiao Xi Hotel was recognized by the Tourism Administration, MOTC with a five-star certification and honored by the Luxury Lifestyle Awards as the "Best Luxury Hot Spring Hotel in Yilan County." The Group as a whole also received the Gold Award in the 2024 "Happy Enterprise" recognition by the 1111 Job Bank. Looking ahead, My Humble House will continue to move forward with steady and pragmatic steps, integrating local and international elements, as well as tradition and innovation, to join hands with guests, employees, and society in creating a better and more sustainable journey.

My Humble House Sustainable Living Blueprint

My Humble House continues to make steady progress in the environmental, social, and economic areas, promoting the sustainable development of the global community and the communities we serve. By aligning ourselves with the 17 United Nations Sustainable Development Goals (SDGs), we are working to achieve the goal of sustainability, to the concept of which we are fully committed.

Corresponding SDGs	Actions of My Humble House	Future plans
	<ul style="list-style-type: none"> During the Dragon Boat Festival, Mu Jiao Xi Hotel partnered with the Erlong Community Development Association and the Hondao Senior Citizen's Welfare Foundation to donate 80 roasted chickens, providing nutritional support for local elderly residents and strengthening community ties and local care efforts. 	<ul style="list-style-type: none"> Fulfill corporate social responsibility and help more needy groups through industry core competencies or injection of capital.
	<ul style="list-style-type: none"> Organized courses on creating a gender-friendly workplace and rejecting sexual harassment, with a total of 12 sessions at four locations and a total of 1,437 participants. 	<ul style="list-style-type: none"> Continue to organize relevant courses to actively create and maintain a gender-equitable and harassment-free workplace environment.
	<ul style="list-style-type: none"> Implemented various measures to save water indoors, outdoors, and in the kitchen area of the business premises. Our water use intensity was 0.1750, a decrease of 0.009 compared to 2023. Added pressure-reducing valve water-saving project 	<ul style="list-style-type: none"> Continue to organize relevant courses to actively create and maintain a gender-equitable and harassment-free workplace environment.
	<ul style="list-style-type: none"> Implemented three energy-saving and carbon reduction projects, including elevator smart system installation, kitchen fan temperature-controlled inverter, and guestroom corridor isolation windows, reducing electricity consumption by approximately 118,690 kWh. 	<ul style="list-style-type: none"> Continue to implement energy-saving and carbon-reduction programs and aim to reduce carbon intensity by 12% by 2030.
	<ul style="list-style-type: none"> Launched the Humble House EMBA program and organized executive training courses, including four thematic seminars with a total of 267 participants, to cultivate professional talent. Expanded the New Southbound internship program by recruiting international interns from Thailand, the Philippines, Indonesia, Vietnam, and Myanmar to promote diversity and inclusion. 	<ul style="list-style-type: none"> Designed and implemented a comprehensive talent development program to grow alongside employees.

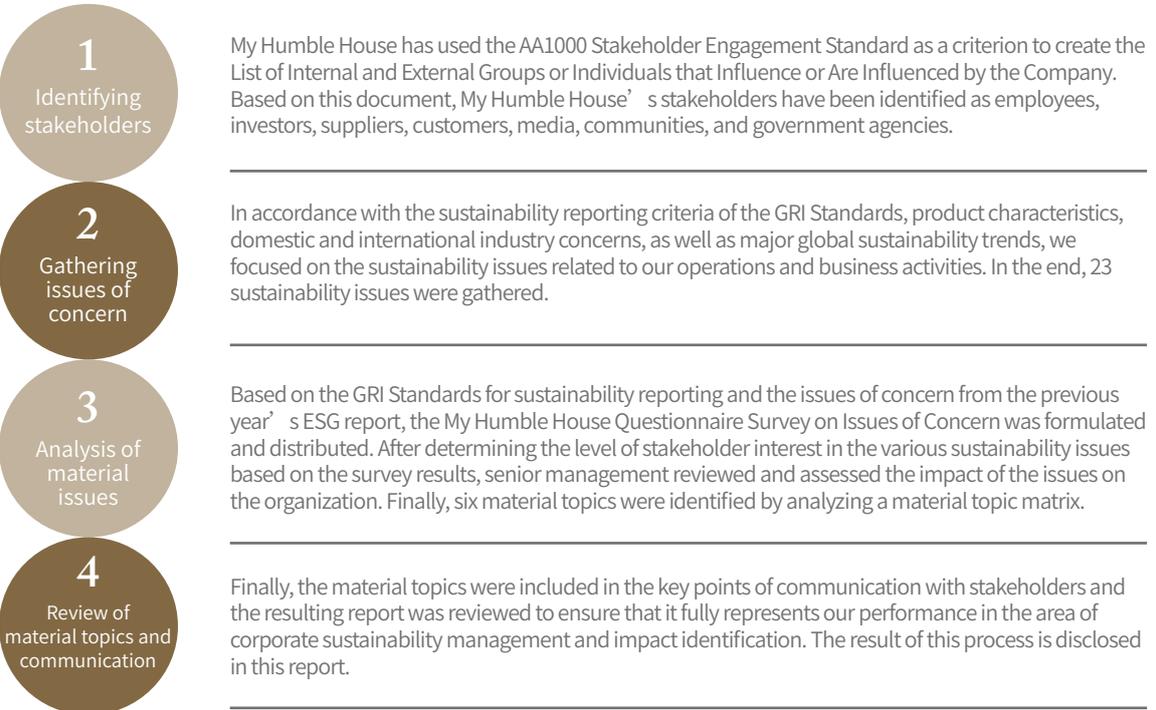
Corresponding SDGs	Actions of My Humble House	Future plans
	<ul style="list-style-type: none"> Enhanced collaboration with National Kaohsiung University of Hospitality and Tourism and Jinwen University of Science and Technology through specialized training programs to provide students with workplace experience opportunities. 	<ul style="list-style-type: none"> Continue to recruit and cultivate potential talent, and further deepen and expand industry-academia collaboration in the future.
	<ul style="list-style-type: none"> In response to the April 3 Hualien earthquake, Mu Jiao Xi Hotel initiated a fundraising campaign and donated NTD 1.2 million to World Vision Taiwan to support post-disaster care for affected families and children, strengthening disaster resilience and recovery capacity. 	<ul style="list-style-type: none"> Through the promotion of local community culture, the hotel is also committed to fostering and deepening connections with the local city and its communities.
	<ul style="list-style-type: none"> Introduced the concept of resource reduction in customer service processes at business premises and made effective use of food trimmings in the preparation of other dishes to enhance ingredient utilization. Sourced environmentally friendly “Leopard Cat Rice” to promote the coexistence of ecology and agriculture. 	<ul style="list-style-type: none"> Continue to adhere to the Taipei City Food Waste Reduction Action Plan, with the goal of reducing food waste by 3% per year. Continue to focus on environmentally friendly crops.
	<ul style="list-style-type: none"> My Humble House has implemented energy-saving measures by installing AI-powered air-conditioning systems and intelligent elevator systems to reduce carbon emissions, while continuing to carry out greenhouse gas inventories. Conducted a TCFD carbon fee scenario analysis to respond to the impact of national and international carbon fee trends in advance. 	<ul style="list-style-type: none"> Continue to implement energy-saving and carbon-reduction programs and aim to reduce carbon intensity by 12% by 2030.
	<ul style="list-style-type: none"> Mu Jiao Xi Hotel partnered with the local community to protect the native coastal plant <i>Carex kobomugi</i>, removing over 21 kilograms of the invasive species <i>Oenothera laciniata</i>, while also conducting beach cleanups to safeguard coastal ecological sustainability. 	<ul style="list-style-type: none"> Regular cleanup activities continue to be carried out, particularly along coastlines and in nature reserves, to reduce the impact of waste on terrestrial and aquatic ecosystems and to raise environmental awareness among employees and guests.
	<ul style="list-style-type: none"> In collaboration with the Taipei Wake Open, Humble Boutique Hotel provided quality accommodation for athletes from ten countries, supporting the smooth execution of the event and promoting international exchange and cooperation. 	<ul style="list-style-type: none"> Actively cooperate with different types of enterprises or organizations to create value together and make greater contributions to society.

● Stakeholder and Materiality Analysis

Highlights of Stakeholder Communication in 2024

To realize the concept of sustainable development, My Humble House communicates with its stakeholders through various channels, summarizes their concerns, and reviews the key performance of each issue to provide answers. In 2024, we continued to focus on the latest international sustainability trends, including climate change and uninterrupted operations, creating safe and sustainable accommodation experiences, providing healthy and high-quality food and beverage services, and maintaining an inclusive and equitable workplace. In addition, we used questionnaires to gather feedback from each internal unit and the eight key stakeholders to fully understand their concerns. Following comprehensive analysis and discussions at the management level, six material topics were finalized to ensure a more accurate response to stakeholder expectations and to effectively advance our sustainability strategy.

Steps for Identifying Stakeholders and Material Issues of My Humble House



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

Communication Between My Humble House and its Stakeholders

Stakeholders	Communication channel	Communication frequency	Issues of concern
Employees	<ul style="list-style-type: none"> Labor-management meetings Employee Welfare Committee meetings Internal/external training and education General manager's mailbox Employee grievance mailbox and hotline Employee anti-sexual harassment mailbox and hotline (all cases are processed immediately upon receipt) 	<ul style="list-style-type: none"> Real-time Labor-management meetings are held quarterly Employee assemblies are held every six months 	<ol style="list-style-type: none"> Sustainable development strategies and risk management Occupational health and safety Training and education Customer relationships

Stakeholders	Communication channel	Communication frequency	Issues of concern
Investors	<ul style="list-style-type: none"> • Market Observation Post System • “Investor” section on the official website • Annual shareholders’ meetings • Seminars for domestic and international investors • Contacting the spokesperson by via phone or email • Hotline of the agent of stock affairs 	<ul style="list-style-type: none"> • Real-time • Shareholders’ meetings are held at least once per year • Investor seminars are held at least once per year 	<ol style="list-style-type: none"> 1. Sustainable development strategies and risk management 2. Consumer health and safety 3. Product innovation 4. Supplier Procurement Policy
Suppliers	<ul style="list-style-type: none"> • Phone hotline • Email • Supplier evaluation and assessment 	<ul style="list-style-type: none"> • Real-time 	<ol style="list-style-type: none"> 1. Consumer health and safety 2. Products and service labeling 3. Sustainable development strategies and risk management 4. Supplier evaluation
Customers	<ul style="list-style-type: none"> • Customer service hotline • Company website • On-site service personnel • Online questionnaires 	<ul style="list-style-type: none"> • Real-time 	<ol style="list-style-type: none"> 1. Responsible marketing 2. Regulatory compliance 3. Customer relationships
Media	<ul style="list-style-type: none"> • Press releases • Press conferences • Email • Phone hotline 	<ul style="list-style-type: none"> • Irregularly 	<ol style="list-style-type: none"> 1. Responsible marketing 2. Regulatory compliance 3. Customer relationships 4. Supplier evaluation 5. Supplier Procurement Policy
Community	<ul style="list-style-type: none"> • Email • Phone hotline 	<ul style="list-style-type: none"> • Irregularly 	<ol style="list-style-type: none"> 1. Responsible marketing 2. Regulatory compliance 3. Customer relationships
Government agencies	<ul style="list-style-type: none"> • Market Observation Post System • Participation in seminars and continuing education 	<ul style="list-style-type: none"> • Irregularly 	<ol style="list-style-type: none"> 1. Responsible marketing 2. Products and service labeling 3. Product innovation
Consultants	<ul style="list-style-type: none"> • Email • Phone hotline 	<ul style="list-style-type: none"> • Irregularly 	<ol style="list-style-type: none"> 1. Responsible marketing 2. Products and service labeling 3. Consumer health and safety

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

● Process for Evaluating Material Topics

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



1. Issue Identification

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

2. Material issue sorting

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

Analysis Results of Material Topics of My Humble House

	Low Materiality	Medium Materiality	High Materiality
Impact on the Economy, Environment, and People			<ul style="list-style-type: none"> • Customer Privacy • Sustainable Development Strategies and Risk Management • Customer Relationships Management • Consumer Health and Safety • Regulatory Compliance • Business Continuity Management
		<ul style="list-style-type: none"> • Market Image • Complaint Mechanism • Labor Benefits • Corporate Governance • Products and Labeling Services • Labor Relations • Product Quality Management 	
	<ul style="list-style-type: none"> • Workplace Diversity and Human Rights • Waste Management • Education and Training • Talent Development • Supplier Procurement Policy and Management • Community Prosperity • Greenhouse Gas Management • Public Welfare Services • Climate Change Response • Circular Economy 		
	Impact on My Humble House		

3. Material issue establishment

After we had summarized the results of the questionnaires sent to the eight major stakeholders and filtered out the material issues, we also weighed up whether or not we should further adjust the materiality of the issues. My Humble House's ESG Decision-Making Group assessed the impact of each material topic inside and outside the organization to determine the scope, boundaries, and reporting period of each material issue. This facilitated a proactive response to stakeholders' key information and performance concerns and ensured that information on material issues is fully disclosed in this report. At the same time, the ESG Decision-Making Group conducted comprehensive discussions and planning on the direction of core sustainability strategies and the management of material issues. In 2024, the issue of "operational continuity management" was once again included in the report, underscoring the Group's commitment to operational stability and long-term development. Based on stakeholder evaluations, the topic of "customer privacy management" was also identified as a high-impact sustainability issue.

Material topic	Corresponding chapter	Corresponding GRI material topic	Sustainable value chain								
			My Humble House	Employees	Investors	Suppliers	Customers	Media	Community	Government agencies	Consultants
Customer relationships	2.3 Ensuring limitless satisfaction by putting the customer first	GRI 418: Customer privacy 2016	✓	✓			✓	✓	✓		
Consumer health and safety	2.2 Staying healthy by eating wholesome food	GRI 416: Customer health and safety 2016	✓			✓	✓			✓	✓
Customer privacy management	1.3 Risk response	GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	✓	✓			✓				
Regulatory compliance	1.4 Regulatory compliance	GRI 307: Environmental compliance 2016 GRI 419: Socioeconomic compliance 2016 GRI 416: Customer health and safety 2016	✓	✓	✓	✓	✓		✓	✓	
Sustainable Development Strategies and Risk Management	1.2 Corporate governance	Self-formulated material topic	✓	✓	✓	✓					✓
Business Continuity Management	1.3 Risk response	Self-formulated material topic	✓	✓	✓	✓	✓	✓			

4. Examination and review

After the annual report is prepared, the CSR team and the responsible units will conduct a final review of the key sustainability topics to ensure the complete disclosure of sustainability information and performance, the absence of inappropriate or inaccurate statements, and provide feedback on the disclosure results and progress towards sustainability goals. This feedback will serve as an important reference for the preparation of the next year's report.



About the Report

Report Contact Unit

If you have any advice or questions about this report, please contact:
Address: No. 12, Sec. 1, Zhongxiao E. Rd., Zhongzheng Dist., Taipei City

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

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

Telephone : (02) 6633-1506

E-mail : public@mhh-group.com



My Humble House ESG Report

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

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

In the future, My Humble House will continue to remain committed to listening to the voices of its stakeholders and actively implement the spirit of corporate sustainability in its hotel and restaurant management to provide the “most sincere, considerate, and meticulous services” to its customers. At the same time, we will strive to establish a high-quality and comfortable working environment for our employees, continuously enhancing customer satisfaction and employee sense of belonging. My Humble House will remain steadfast on the path toward corporate sustainability, joining hands with all stakeholders to create a better life inspired by art.

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

The disclosure scope of this report focuses on the four main operating locations of My Humble House and does not include subsidiaries under the consolidated financial statements. The report covers Sheraton Grand Taipei Hotel, Le Méridien Taipei, Mu Jiao Xi Hotel, and Humble Boutique Hotel (hereinafter referred to as Sheraton, Le Méridien, Mu Jiao Xi, and Humble Boutique, respectively; these four operating locations are all collectively referred to as My Humble House), and presents the implementation and specific performance of corporate governance, economic, environmental, and social aspects.

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

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

• **Reporting Period**

The content of this report relates primarily to the period from January 1, 2024 to December 31, 2024, for both financial and non-financial information. Some of the content also covers matters after 2023. It is expected that the corporate sustainability reports will be issued on an ongoing basis and will be published annually on the official website.

• **Information Management**

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

• **Report Assurance**

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

CHAPTER

01



Sustainable Governance

1-1 Company Profile

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

My Humble House Hospitality Management Consulting Co., Ltd.



Company History

Year of Establishment	January 17, 2000
Industry category	Tourism and Hospitality
Number of employees	1,744 people
Chairman	Po-Han Tsai
Headquarters location	No. 12, Sec. 1, Zhongxiao E. Rd., Zhongzheng Dist., Taipei City
Capital amount	NTD 915,260,000

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

Note 2: For detailed company information, please refer to the 2024 Annual Report of My Humble House Hospitality Management Consulting Co., Ltd.

Business Philosophy

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

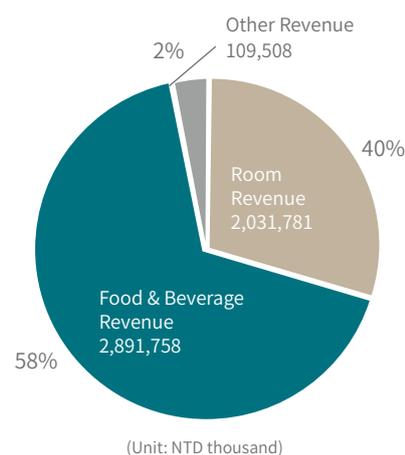
Corporate Vision

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

1.1.1 Major Hospitality Brands and Services

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

Revenue Distribution of Major Products





Sheraton Taipei Hotel

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

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

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

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



More Information



Le Meridien Taipei

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

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

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

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



More Information



Mu Jiao Xi Hotel

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

My Humble House’ s first self-created brand leisure resort hotel.

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

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

Mu Jiao Xi has continued to enhance service quality, upgrade its facilities, strengthen employee training, and deepen its commitment to giving back to the local community. With strong support and recognition from guests, the hotel was officially awarded five-star certification in 2024, becoming the first five-star leisure resort under My Humble House’s self-created brand.



More Information



Humble Boutique Hotel

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

My Humble House’ s self-created boutique hotel brand.

My Humble House embodies the philosophy of “Art is Life, Life is Art” with the launch of its new boutique hotel brand, Humble Boutique Hotel, located in Taipei’s Zhongshan District. Humble Boutique Hotel offers a unique experience centered on the heart, encouraging guests to explore the neighborhood and share the essence of urban living. The building stands 24 floors tall, with floors 1 to 10 dedicated to the hotel. Upholding My Humble House Hospitality Management Consulting Co., Ltd.’s distinctive aesthetic, cultural, and artistic values, the hotel was designed in collaboration with AB Concept to create an idyllic lifestyle reminiscent of the utopia described in Peach Blossom Spring: “Suddenly, they came upon a grove of peach trees. Following the stream to its source, they found a mountain. After walking several dozen steps, the view opened up, clear and wide.” - This serene oasis within the bustling city is a peaceful retreat, where the fundamental needs of guests are met with elegance, offering a home-like atmosphere. Humble Boutique Hotel is a “sanctuary in the city, a resting place for the heart.”

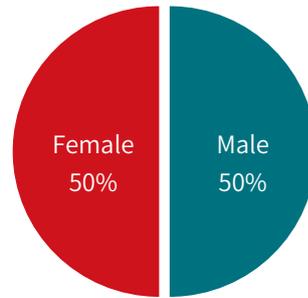


More Information

1-2 Corporate Governance

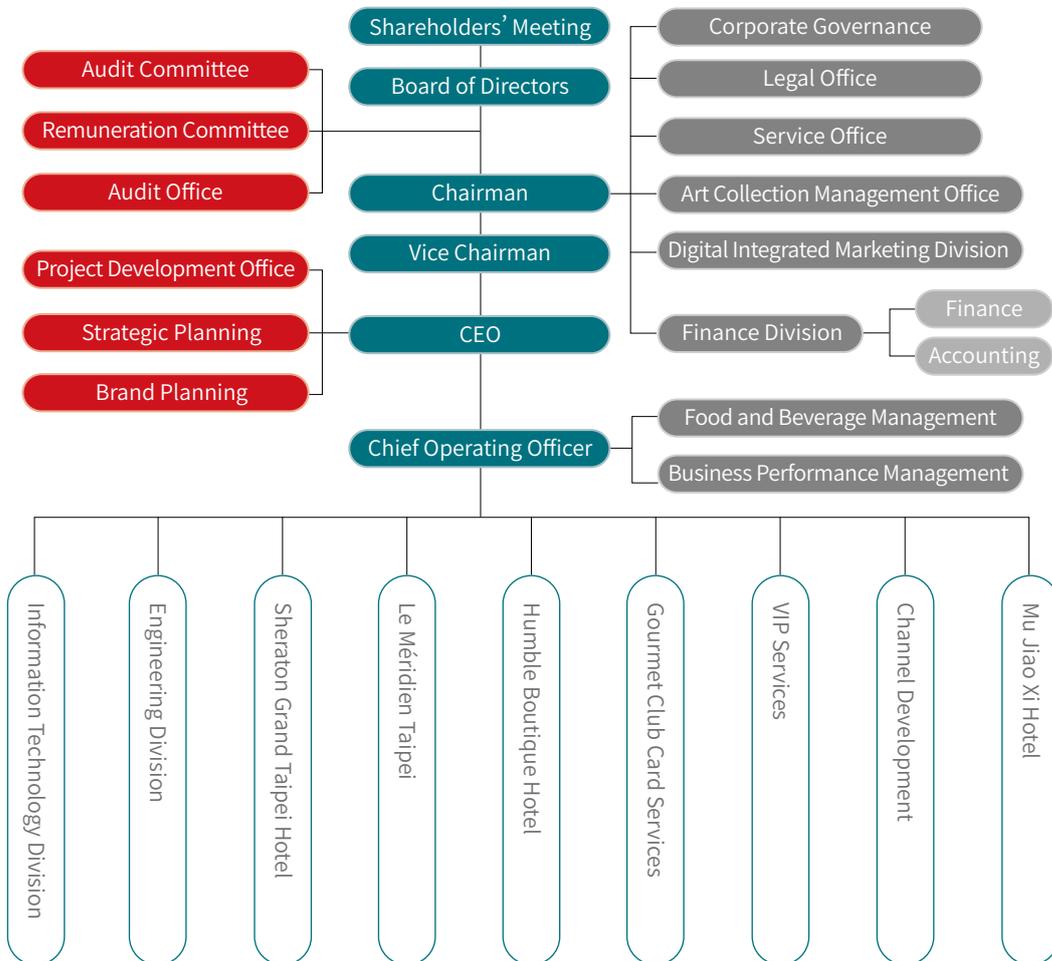
My Humble House Hospitality Management Consulting Co., Ltd.'s sustainable operations are founded on a sound corporate governance culture and driven by the efficient functioning of its Board of Directors and functional committees. The Board of Directors and its committees fulfill supervisory and advisory responsibilities, with the Board serving as the highest governing body. Under the Board, there are the Remuneration Committee, Audit Committee, and Internal Audit Office to strengthen corporate governance. As of the end of December 2024, the Board consists of 10 directors, including 4 independent directors and 5 female directors. The Chief Governance Officer is Vice President Min Kuei-Ling, who oversees corporate governance under the Chairman's Office.

Board of Directors Gender Distribution



For detailed information on the board members, please refer to p.15 - 18 in 2024 annual report.

Organizational structure chart of My Humble House



● External Organization Participation and Advocacy

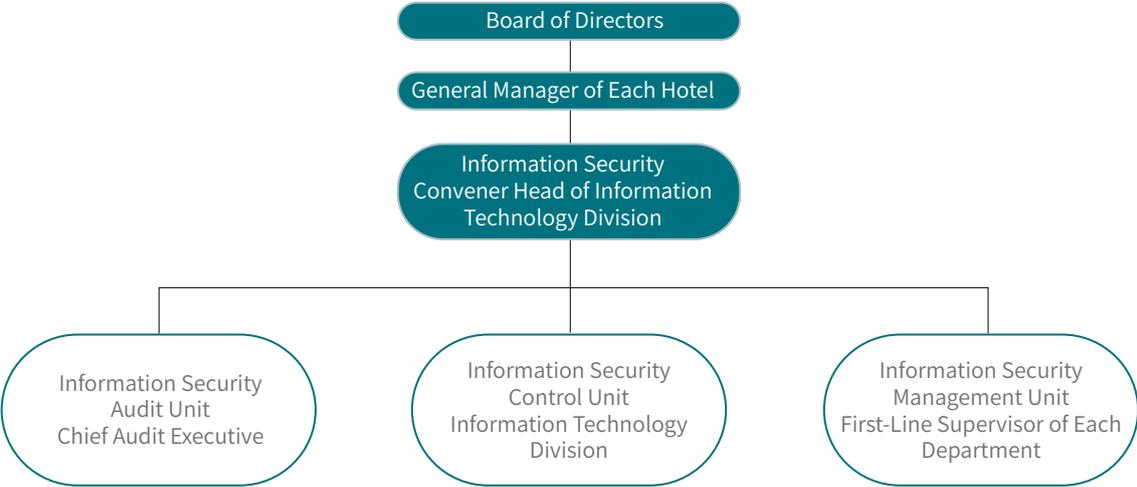
My Humble House is dedicated to establishing partnerships with external organizations and continuously participates in relevant business associations and international institutions to exchange knowledge and learn from industry peers. The following table lists the key associations and organizations that My Humble House participates in:



1-3 Risk Response

To strengthen risk management operations, My Humble House has established mechanisms to address potential environmental, social, and governance risks that may arise during business operations, ensuring sustainable development and protecting the rights and interests of stakeholders. The Company continues to operate its risk management and crisis response mechanisms. Each department regularly holds cross-departmental meetings to report operational risks to the Chairman’s Office. The Chairman’s Office then convenes responsible units to assess the level of risk impact, identify major risks, and develop response measures. Each department follows its assigned responsibilities to track and manage the identified risks. My Humble House has established a dedicated Internal Audit Office responsible for assisting in the formulation of internal control systems and the implementation of internal audit mechanisms. Based on the results of risk assessments, the Internal Audit Office prepares the annual audit plan, which is executed upon approval by the Board of Directors. In addition, for any deficiencies identified during the audit process, the Internal Audit Office conducts quarterly follow-ups and prepares “Deficiency Tracking Reports” to document the improvement progress and effectiveness of each unit. The follow-up continues until full correction is achieved, enabling the Board of Directors and management to understand the deficiencies identified and the effectiveness of corrective and preventive measures taken by the audited units. The findings are reported to the Board of Directors and management as a reference for operational management to ensure sound business operations and effectively reduce operational risks.

Information Security Committee Organizational Structure



1-4 Regulatory Compliance

1.4.1 Integrity in Business

My Humble House Hospitality Management Consulting Co., Ltd. adheres to high ethical standards of integrity and governance, supported by the “Integrity in Business Operations Procedures and Code of Conduct” and the “Code of Ethical Conduct.” In terms of external stakeholders and the supply chain, we expect suppliers to comply with our ethical standards and cultural expectations, and to provide feedback on our business ethics. This helps ensure that there are no instances of unethical behavior and fosters a collaborative environment with upstream supply chains to create a mutually beneficial and sustainable business environment.



Integrity in Business Operations
Procedures and Code of Conduct



Code of Ethical Conduct

● Complaints and Whistleblowing

My Humble House Hospitality Management Consulting Co., Ltd. provides internal and external whistleblowing channels, including an independent whistleblower mailbox and hotline. Complaints are handled according to established procedures by the Chairman’s Office. In line with the “Integrity in Business Operations Procedures and Code of Conduct,” we encourage both internal and external individuals to report unethical or inappropriate behavior. Based on the severity of the reported issue, rewards or other incentives may be given. Internal personnel found to have falsely reported or maliciously accused others will face disciplinary actions, with severe cases potentially leading to dismissal. Individuals handling complaints are required to maintain confidentiality regarding the identity of the whistleblower and the content of the report, and we are committed to protecting whistleblowers from any improper treatment as a result of their reporting. No complaints were received in 2024.

To protect employee rights, enhance the frequency and quality of communication between labor and management, and provide consultation and assistance to employees, My Humble House has implemented the following measures to handle employee complaints fairly and properly. These measures ensure diverse communication channels that allow both parties to express their views and communicate effectively, achieving a win-win situation between labor and management.

Complaint Methods

- General manager’s mailbox
- Independent Complaint E-mail: comment@mhh-group.com
- Reporting Hotline: 0979 – 608 – 705
- Formulated the “Workplace Sexual Harassment Prevention, Complaint, and Disciplinary Measures.”

1.4.2 Regulatory Compliance

My Humble House ensures compliance with regulations through specialized departmental functions and collaborative efforts, complemented by diverse legal promotion, advocacy, and training programs, striving to meet the highest standards.

My Humble House follows the guidelines below to ensure that the group's overall operations comply with relevant legal regulations:

1

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

2

Adjust internal systems, regulations, and procedures in a timely manner in response to regulatory changes to ensure all operations comply with legal requirements.

3

Analyze, discuss, and develop response strategies for newly enacted or revised laws, submit them to the Legal Department for review and assessment, and present the "New or Revised Regulation Evaluation Form" for approval in accordance with the authority for ratification.

4

Progress is tracked monthly, and a "Regulatory Compliance Tracking Report" is issued until the issue is resolved, ensuring that response strategies are effectively implemented. The Audit Department is responsible for overseeing the timeliness and implementation of internal control system revisions, as well as the self-assessment of regulatory compliance by each unit.

5

In the event of a regulatory violation, the Chairman's Office is immediately notified. If the competent authority issues a letter requesting corrective action and imposes a fine, the matter is also regularly reported to the Audit Committee and the Board of Directors, including the cause of the incident and subsequent corrective measures, to ensure effective corporate governance and oversight.

6

For regulatory violations, the responsible units must develop and implement an improvement plan, with the Chairman's Office regularly tracking progress until the case is closed. If a violation is attributable to intentional or grossly negligent actions by employees and has a significant impact on the company, it will be handled in accordance with personnel management regulations.

The Legal Department at My Humble House has established action plans for regular updates of legal regulations, self-assessment by each unit, training programs, and regular audits by the Audit Department. In 2024, the company's regulatory training programs had 1,415 participants, with a total of 908.6 hours of training. As we continue to promote various concepts of the rule of law, there have been no major violations as of the end of 2024.

CHAPTER

02



Food Procurement
and Inspection

2-1 Food Inspection

● Inspection Frequency

Regular internal inspections	Regular outsourced inspections	Random inspections
Conducted weekly by the group's in-house laboratory	Conducted quarterly by a third-party impartial inspection agency certified by the Taiwan Food and Drug Administration (TFDA)	Irregular sampling inspections conducted in response to unexpected food safety incidents

● Internal inspections

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

✓ Food Safety Laboratory Expenses **\$4,844,287**

✓ of Annual Revenue **0.10%**

2-2 Locally Sourced, Sustainably Procured

Sustainable ingredients, green procurement, and procurement with international certification

Additionally, we continuously procure internationally recognized tea bags and coffee beans from brands such as Taylors, Twinings, and Lipton, which meet certification standards from the Rainforest Alliance (RAC) or the Ethical Tea Partnership (ETP). In 2024, My Humble House's procurement of internationally certified tea bags and coffee beans amounted to NTD 2,018,737, representing 10.39% of the total tea bag and coffee procurement expenditure of NTD 19,425,083 for the year.

For tissue paper, My Humble House continued to purchase Kimberly-Clark and YFY tissue products certified by the Forest Stewardship Council (FSC). In 2024, the total procurement amounted to NTD 3,172,343, accounting for 57.67% of the total tissue paper procurement expenditure (including toilet paper, facial tissues, hand towels, and napkins) of NTD 5,501,079. The food related safety certification recognized both domestically and internationally is obtained for our meals and tours, demonstrating our confidence in the products we offer and providing customers with the most reassuring and healthy dining experience.

The Proportion of Internationally Certified Product Procurement by My Humble House in 2024

Items	Certification	Sheraton Grand Taipei Hotel	Le Meridien Taipei	Mu Jiao Xi Hotel	Humble Boutique Hotel
Tea Bags	Rainforest Alliance (RAC) Certified	2.64%	2.29%	0.02%	0.09%
	Ethical Tea Partnership (ETP) Certified	4.34%	0.13%	0.61%	0.27%
Tissue Paper	Forest Stewardship Council (FSC) Certified	34.66%	8.32%	10.77%	3.91%

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

To implement My Humble House Hospitality Management Consulting Co., Ltd.'s commitment to waste reduction and recycling, the company also procures tableware made from eco-friendly materials for items such as lunch boxes, spoons, and chopsticks. In 2024, the proportion of eco-friendly tableware procurement at Sheraton and Le Méridien reached 19.09% and 81.37%, respectively. The company will continue to increase the procurement ratio of eco-friendly tableware and expand the initiative to all four hotels, contributing to environmental sustainability.

● Local Sourcing

My Humble House is committed to prioritizing the use of local ingredients to promote the development of local farmers in Taiwan and encourage a sustainable environment. In 2024, the proportion of local ingredient procurement across the four hotels was 2.94%. Among them, Mu Jiao Xi Hotel continues to actively promote local sourcing initiatives. By collaborating with local small-scale farmers in Yilan and supporting them through contract farming, the hotel has established an organic fruits and vegetables project to increase the use of local products. Additionally, various local ingredients are used to create a range of creative dishes, making authentic flavors one of the unique features of My Humble House.

Local Sourcing Categories at Mu Jiao Xi Hotel

		
<p>Rice Products</p> <ul style="list-style-type: none"> Jiaoxi Hot Spring Rice Yichuan Fragrant Rice (Leopard Cat Rice) 	<p>Vegetables and Fruits</p> <ul style="list-style-type: none"> Hot Spring Water Spinach, Scallions, and Garlic Hot Spring Tomato Zhuangwei Cantaloupe 	<p>Seafood</p> <ul style="list-style-type: none"> Fresh Catch from Daxi and Southern Coast

CHAPTER

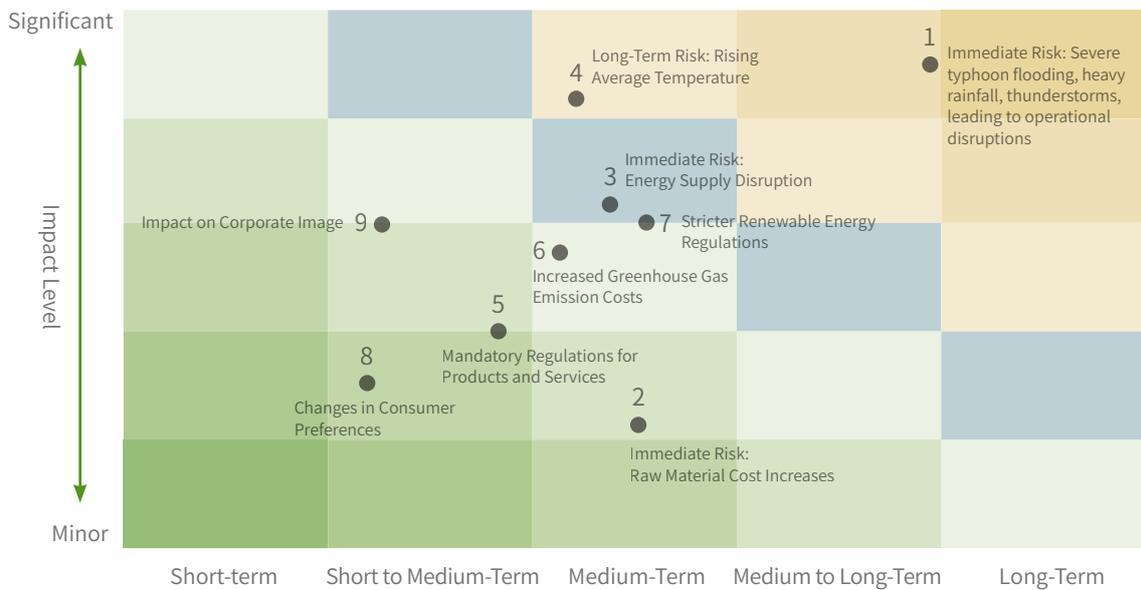
03



Energy Efficiency for
a Greener Future

3-1 TCFD Climate Change Risks and Opportunities

Climate Change Risk Matrix

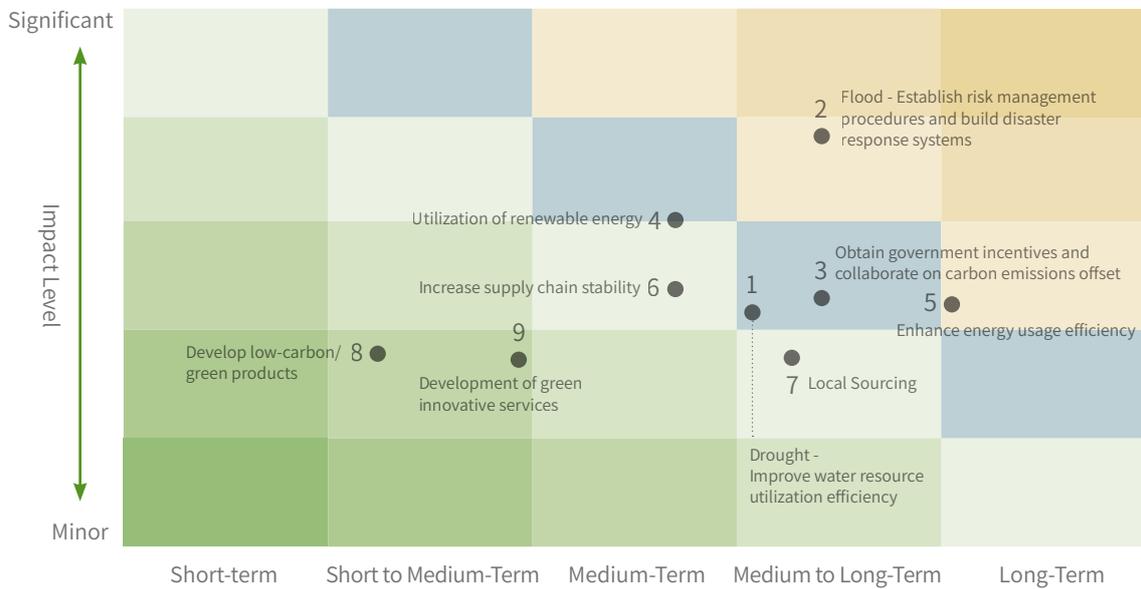


Matrix Chart Label Explanation

Type	Aspect	Risk Item	Impact
Physical Risk	Immediate Risk	Extreme Weather Events	Extreme weather events (such as severe typhoons, floods, heavy rain, lightning, etc.) may cause interruptions in hotel and restaurant operations for over 10 days. This could necessitate additional emergency equipment transport (e.g., post-disaster recovery, installation of water pumping or spraying devices), urgent adjustments for personnel or material transport, and delays in scheduled company operations.
		Raw Material Cost Increases	Global climate change may increase the frequency of natural disasters or lead to policy adjustments, causing fluctuations in ingredient prices and unstable supply, which in turn may affect procurement costs and stability. Prices for various raw materials (e.g., disasters causing spikes in ingredient prices, policies raising environmental standards leading to reduced production of related raw materials) may rise, potentially increasing the cost of ingredients and other raw materials or making them more difficult to procure.
		Energy Supply Disruption	Extreme weather conditions or government policies restricting electricity supply may lead to insufficient power, causing hotels and restaurants to be unable to operate as scheduled.
	Long-Term Risk	Rising Average Temperature	The long-term climate environment may lead to an increased likelihood of work stoppages in hotels and restaurants due to high temperatures, reduced work efficiency, or heat-related illnesses among staff.

Type	Aspect	Risk Item	Impact
Transformation Risk	Regulatory Aspect	Mandatory Regulations for Products and Services	This involves potential stricter standards or regulations for business premises or products, such as requirements for lower pollution levels, recyclability, energy efficiency, and obtaining relevant environmental certifications.
		Increased Greenhouse Gas Emission Costs	This pertains to international or domestic regulations controlling greenhouse gas emissions and the implementation of carbon taxes or fees, and requires consideration of My Humble House's compliance with these regulations and the potential cost burden of such payments.
		Stricter Renewable Energy Regulations	This refers to the possibility of increased electricity costs due to stricter future renewable energy regulations. It includes the potential rise in costs associated with installing or purchasing green energy, as well as higher electricity prices resulting from government initiatives to promote green energy usage.
	Market Aspect	Changes in Consumer Preferences	This refers to shifts in market or end-consumer behavior that demand the provision of green services (e.g., eco-friendly accommodation options or sustainable dining). Such changes can lead to increased costs related to procurement and education/training to meet these new consumer expectations. -
	Reputation Aspect	Impact on Corporate Image	As climate change issues receive increasing attention both domestically and internationally, if the company falls short in its sustainability performance and actions, it may affect stakeholders' trust in the company, which in turn could impact business partnerships, talent recruitment, investors' willingness to make long-term investments, and the company's overall image.

Climate Change Opportunity Matrix



Aspect	Response
Improve water resource utilization efficiency	Implement water-saving measures and improve water resource efficiency to reduce production costs and mitigate the impact and costs associated with water shortages.
Formulate risk management procedures.	Conduct flood scenario analyses and install flood barriers to strengthen flood risk management, reduce capital losses from unexpected flooding, enhance climate resilience, and reinforce the company's competitive advantage.

Aspect	Response
Obtain government incentives and collaborate on carbon emissions offset	Secure public sector incentives and collaborate on carbon emission reduction initiatives to lower potential future carbon taxes or fees, and achieve net-zero emissions.
Utilization of renewable energy	Install renewable energy generation systems to reduce greenhouse gas emissions, mitigate risks from external power shortages, and avoid potential future carbon taxes or fees.
Enhance energy usage efficiency	Procure the latest energy-saving equipment (e.g., variable frequency air conditioners) and develop more efficient systems (e.g., energy monitoring systems) to enhance energy efficiency and reduce operating costs.
Increase supply chain stability	Implement climate risk identification and regularly audit and guide high-risk suppliers to ensure effective risk control, reduce the risk of supply chain disruptions caused by climate change, and enhance supply chain stability and on-time delivery capability.
Local Sourcing	Actively develop local suppliers and implement local procurement to reduce management and operating costs, lower greenhouse gas emissions from indirect transportation, create local employment opportunities, boost economic prosperity, and enhance the company's positive image.
Develop Green Innovative Services/Products	Reduce the development of high-carbon-footprint ingredients such as pork and beef products, and introduce new low-carbon (bean, white meat, egg, fish) and plant-based items to align with market demand and mitigate the impacts of global climate change risks.
	Respond to changes in consumer behavior by developing innovative green hospitality services to meet market demands and enhance brand reputation.

3-2 Energy Resource Management

● Annual Energy Consumption

The main types of energy used by My Humble House include electricity, diesel, and natural gas, with electricity for lighting and air conditioning being the largest source of consumption. The energy usage of Sheraton, Le Méridien, Mu Jiao Xi, and Humble Boutique over the past three years is shown in the table below. In 2024, the total energy consumption of My Humble House was 208,709.92 GJ, with an energy intensity of 0.04185 GJ per NTD thousand.

The energy usage situation of My Humble House over the past three years

Types of Energy Used	2022	2023	2024
Electricity	101,206.80	110,008.80	112,845.74
Diesel	501.28	611.53	939.06
Heavy Oil	0	0	0
Natural Gas	75,055.19	77,365.54	89,327.36
Liquefied Petroleum Gas (LPG)	4,759.06	5,993.37	5,597.76
Total Energy Consumption	181,522.33	193,979.25	208,709.92

Note 1: All electricity sources are provided by Taiwan Power Company (Taipower).

Note 2: The percentage of purchased electricity was 100%, with no use of renewable energy and no self-generated energy for own use.

CHAPTER

04



Fostering Harmony and
Caring for Employees

4-1 Valuing Employees and Upholding Human Rights

My Humble House Group supports international labor-related human rights standards, referencing the Universal Declaration of Human Rights, the UN Global Compact, and the International Labour Organization to establish human rights protection policies and concrete management measures, requiring all employees to comply with relevant regulations in the performance of their duties.

Human Rights Policy

My Humble House Group Human Rights Policy and Implementation	
Providing safe and healthy job opportunities	<ul style="list-style-type: none"> • Work environment monitoring • Safety and health education and training • In 2024, training courses totaled 33,019 hours, with 5,986 participants in occupational safety-related courses.
Humane Treatment	No complaints of inhumane treatment were received in 2024.
Eliminating Unlawful Discrimination and Ensuring Equal Employment Opportunities	No complaints of discrimination were received in 2024.
Minimum Employment Age	No child labor was employed in 2024.
Freedom of Association, Collective Bargaining, Union Membership, and Religious Freedom	There were no incidents of interference with employees' freedom of association in 2024.

● Human Rights Due Diligence

In 2024, My Humble House Group conducted its first human rights due diligence targeting employees. A total of 201 valid questionnaires were collected from the four hotels. Based on the significant human rights issues identified in the survey results, corresponding mitigation and remediation measures have been proposed. Based on the results of the identified significant human rights issues, mitigation and remediation measures have been formulated. In 2024, no significant human rights incidents occurred in My Humble House Group (Note: Significant human rights incidents are defined, in accordance with the Regulations Governing the Verification and Disclosure of Material Information of Public Companies, as single incidents resulting in fines exceeding NTD 1 million or occupational accidents causing employee fatalities).

Step1 **Identify significant human rights issues**
 With reference to international standards, sustainability ratings, and industry practices both domestically and abroad, the company proactively compiled human rights issues relevant to the hotel industry and completed the identification process, confirming ten significant human rights issues that have a major impact on operations and are of concern to stakeholders, serving as the foundation for promoting human rights management.

Step2 **Assess human rights risks**
 Through the human rights due diligence mechanism, the company continuously reviews human rights issues closely related to employees during operations to ensure timely identification and response to potential risks.



Implement risk mitigation and prevention measures

Based on the analysis of the human rights due diligence results, the company identified the human rights issues of concern to employees, consolidated them into three core issues, and developed corresponding mitigation and adaptation (remediation) measures to enhance the effectiveness of human rights protection.

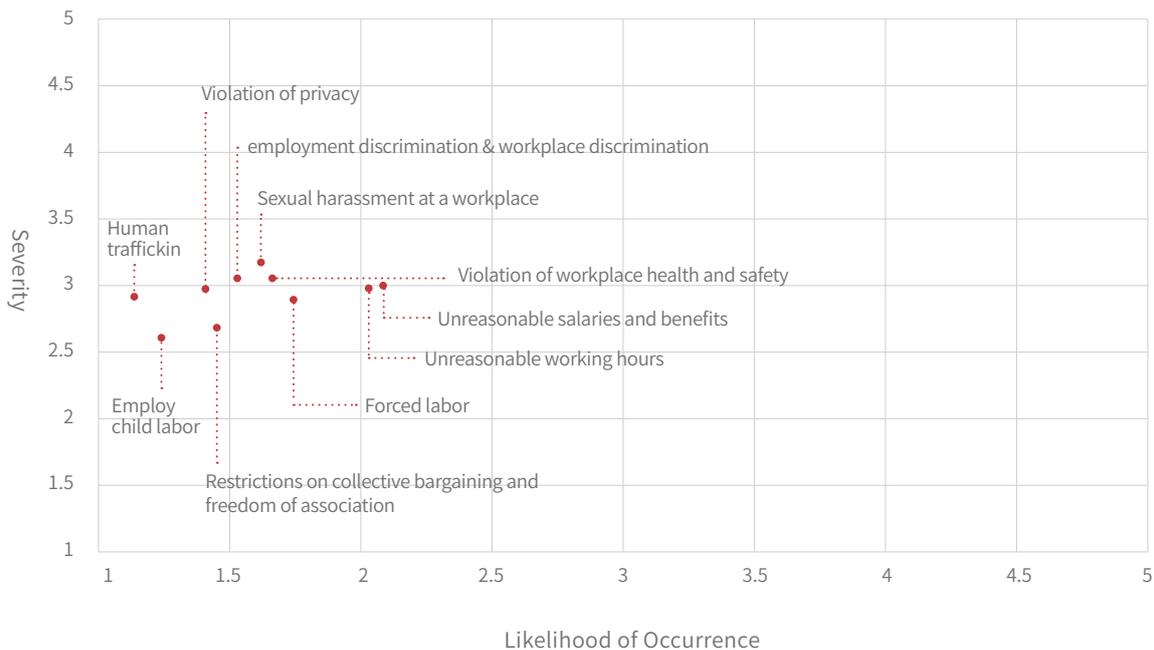


Conduct regular monitoring and management

The company regularly tracks the implementation effectiveness of human rights response measures and continues to conduct human rights due diligence as an important basis for reviewing and improving management mechanisms, with the aim of enhancing overall human rights protection performance.

● Employee Human Rights Risk Matrix

The major human rights risks identified for the year are “unreasonable compensation and benefits,” “unreasonable working hours,” “involuntary overtime,” “workplace sexual harassment,” and “violations of workplace health and safety.”

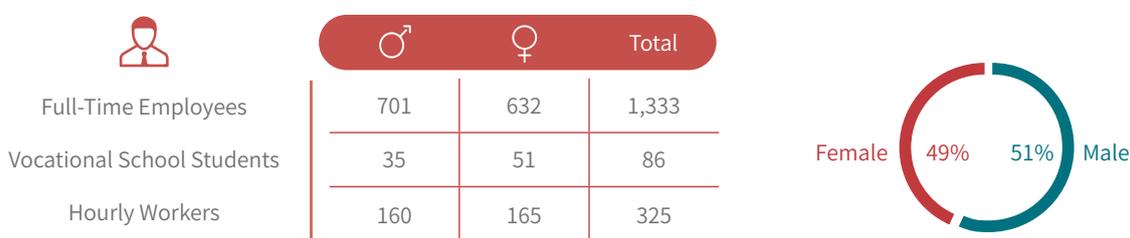


4-2 Diverse Talent Selection: Matching Talent to the Right

My Humble House blends culture, art, and aesthetics to lead market trends, fostering a taste philosophy of “Art is Life” and “Life is Art.” The company is committed to building a diverse, open, and friendly workplace, shaping a corporate culture of “Unity and Cooperation,” “Commitment to Professionalism,” “Humble Service,” and “Pursuit of Innovation.”

We strive to create a workplace where employees are well-suited to their roles and can work in a safe and stable environment. The company recruits outstanding talent through diverse recruitment channels and upholds the principle of equal employment, selecting candidates based on the professional skills required for each position without discrimination based on race, color, nationality, religion, gender, sexual orientation, age, family status, or physical or mental disability. We also provide a comprehensive compensation and benefits system, care for employees' physical and mental well-being, plan clear career development paths, and encourage colleagues to develop their potential. This fully implements our talent development strategy of "Selection, Utilization, Development, Promotion, and Retention," fostering a diverse and open workplace culture. In 2024, My Humble House's four hotels employed a total of 1,744 staff members (including part-time employees), comprising 21 Indigenous employees, 35 employees with disabilities, and 45 foreign employees. The company firmly believes that a diverse employee background can contribute to a broader range of perspectives and greater innovative capacity. By fostering a diverse and inclusive workplace culture, every employee is empowered to utilize their strengths, becoming a vital force in driving the company's sustainable development and growth.

My Humble House Workforce Structure in 2024



Note 1: Vocational school students include those in six-month and one-year programs; other rotating interns and hourly or piece-rate workers are all counted as part-time employees.

Note 2: As the Chairperson also serves as the General Manager, this headcount is included in the number of regular employees.

Average Seniority and Age of My Humble House in 2024

	♂	♀
Average Seniority (years)	5.9	6.23
Average Age (years)	37.83	37.39

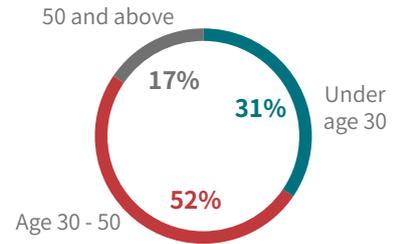
Distribution of Management and Non-Management Staff at My Humble House in 2024

	Manager		Non-manager	
	♂	%	♂	%
Male	162	55%	574	51%
Female	133	45%	550	49%
Total	295	100%	1,124	100%

Note 1: Including full-time employees and vocational school students

Age Distribution of Staff at My Humble House in 2024

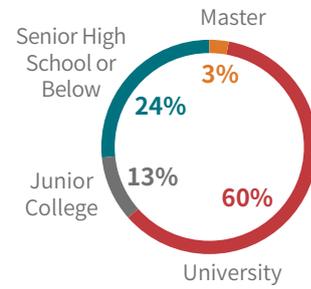
	♂	♀	Total
Under age 30	207	226	433
Age 30 - 50	408	337	745
50 and above	121	120	241



Note 1: Including full-time employees and vocational school students

Educational Background Distribution of My Humble House Employees in 2024

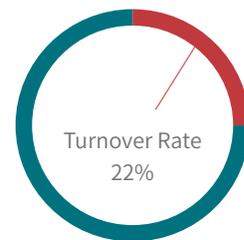
	♂	♀	Total
Master	17	21	38
University	452	400	852
Junior College	96	86	182
Senior High School or Below	171	176	347



Note 1: Including full-time employees and vocational school students

Statistics of New Hires and Departures at My Humble House in 2024

	New Hires	Departures
Male	161	220
Female	163	150
Total	324	370

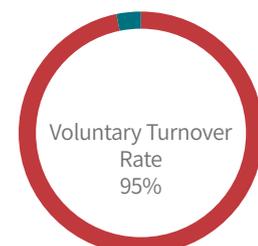


Note 1: This table includes only full-time employees.

Turnover Rate Statistics of My Humble House in 2024

Item	2024
Voluntary Turnover Rate	95.41%
Involuntary Turnover Rate	4.59%
Number of Voluntary Departures	353 people
Number of Involuntary Departures	17 people

Involuntary Turnover Rate
5%



Note 1: This table includes only full-time employees.

4-3 Humble House Talent - Cultivating Future Leaders

2024 Training Participation and Hours by Department at My Humble House

Item	Guest Room Service Staff	Restaurant Service Staff	Food Safety and Hygiene	Engineering Staff
Total Number of Participants	480	1,159	5	67
Average Training Hours per Employee (Hours)	12.9	17.67	10.7	7.66

Employee Training Hours by Job Level and Gender for My Humble House in 2024

Employee Type	Total Training Hours			Average Training Hours per Employee (Hours)		
	Male	Female	Total	Male	Female	Total
Manager	4,343.3	2,501.1	6,844.4	21.6	16.7	19.5
Non-manager	13,219.8	12,944.9	26,164.7	15.2	14.8	15
Total	17,563.1	15,446	33,009.1	36.8	31.5	34.5

4-4 Healthy Workplace, Secure Protection

● Occupational safety and health education and training

To prevent occupational injuries, My Humble House provides occupational safety and health education and training for all employees, not only to enhance their professional skills but also to strengthen correct concepts of workplace health and safety, thereby creating a secure workplace.

In 2024, the company invested NTD 4,777,118 in enhancing occupational safety and health, which includes expenses for purchasing equipment, hiring external instructors, and medical examinations. Of this amount, NTD 409,258 was specifically allocated for occupational safety and health education and training. The courses offered and the number of participants are detailed in the following table:

2024 My Humble House Occupational Safety and Health Education and Training

Item	Number of Sessions	Number of Participants	Amount Invested
Occupational Safety and Health Training (New Employees)	54	1,513	0
Occupational Safety and Health Training (Current Employees)	41	2,276	205,530
Certified Chef Safety and Hygiene Workshops	11	367	144,000
AED & CPR Emergency Rescue Training	15	743	29,400
Disaster Drills	50	1,082	11,028
First Aid Personnel (External Training and Certification)	1	2	11,000
Rooftop Work Supervisor (External Training and Certification)	1	1	5,000
Refresher Training for Oxygen-Deficient Work Supervisor	1	1	1,500
Refresher Training for Fire Prevention Management Personnel	1	1	1,800

4-5

Well-being and Harmony – Labor and Management Prosperity

“Health, Peace of Mind, and Joyful Living” is My Humble House’s commitment to safeguarding employees’ physical and mental well-being. With the belief that employees are the company’s most valuable asset, My Humble House offers compensation and benefits above industry standards, along with a variety of welfare programs, to create a workplace that provides holistic care. From compensation systems and health promotion to diverse activities, the company fully supports employees’ physical and mental well-being, enabling them to work with peace of mind and achieve a balanced and fulfilling life between work and family.

2024 Non-Management Full-Time Employees’ Compensation Data	
Total Compensation of Non-Management Full-Time Employees (A)	956,906,000
Number of Non-Management Full-Time Employees (B)	1,411
Average Salary of Non-Management Full-Time Employees (A/B)	678,176
Median Salary of Non-Management Full-Time Employees	626,000

2024 Percentage of My Humble House Employees Receiving the Minimum Wage	
Number of Employees Receiving the Minimum Wage	0
Total Number of Employees	1,744
Percentage	0

2024 Annual Total Compensation Ratio of My Humble House	
Annual Total Compensation of the Highest-Paid Individual in the Organization	3,983,500
Median Annual Total Compensation of All Employees (Excluding the Highest-Paid Individual)	585,485
Annual Total Compensation Ratio	6.80



Parental Leave Implementation at My Humble House		
Item	Male	Female
Total Number of Employees Eligible for Unpaid Parental Leave in 2024	20	13
Total Number of Employees Who Actually Applied for Unpaid Parental Leave in 2024	10	13
Number of Employees Scheduled to Return from Unpaid Parental Leave in 2024 (A)	8	7
Number of Employees Who Actually Returned from Unpaid Parental Leave in 2024 (B)	3	3
Return Rate (B/A)	38%	43%
Number of Employees Who Actually Returned from Unpaid Parental Leave in 2023 (C)	1	13
Number of Employees Still Employed 12 Months After Returning from Unpaid Parental Leave in 2023 (D)	0	9
Retention Rate (D/C)	0%	69%

CHAPTER

05



Warmth and Inclusion:
Local Harmony and Prosperity

My Humble House upholds the philosophy of “People-Centric, Coexisting with the Environment, and Flourishing with Society,” actively connecting internal and external resources to promote public welfare and environmental initiatives. Through organizing events, supporting advocacy, and deepening local collaborations, the company leverages its brand influence to enhance the effectiveness of social engagement, realizing the sustainable vision of mutual prosperity between the enterprise and society. In 2024, NTD 120,000 was allocated to support public welfare activities, and NTD 1,200,000 was allocated to support community engagement activities.

Care for the Disadvantaged

Donation to the Guide Dog Association Scholarship Fund

My Humble House has joined hands with the Taiwan Guide Dog Association to promote charitable causes. Donation boxes and charity boxes are placed in the hotel lobby, and all funds raised are dedicated to the guide dog training program, enabling visually impaired individuals to achieve independent and safe living. Additionally, during Christmas, the Gies Music Band was invited to perform multiple pieces in the hotel lobby.



Support for the April 3 Hualien Earthquake

Mu Jiao Xi Hotel initiated a charity fundraising campaign, rallying corporate employees and the public to raise a total of NTD 1.2 million. All proceeds were donated to World Vision Taiwan to support the resettlement, care, and livelihood reconstruction of affected families and children.



Collaboration with Erlong Community Development Association and Hondao Senior Citizen’s Welfare Foundation

Mu Jiao Xi Hotel actively participated in the local cultural event, the Erlong Dragon Boat Race, demonstrating respect for traditional culture and care for the community through concrete actions. In addition, the hotel donated 80 roasted chickens to the Erlong Community Development Association and the Hondao Senior Citizen’s Welfare Foundation as a gesture of appreciation and community support.



Care for the Disadvantaged

2024 “Earth Hour” Global Lights-Out Campaign

Sheraton, Le Méridien, Humble Boutique, and Mu Jiao Xi jointly supported the “Earth Hour” global lights-out initiative organized by the World Wide Fund for Nature (WWF). The lobby bars continued last year’s special offers, inviting guests to enjoy an energy-saving yet fun-filled evening together.



Support for Blood Donation Charity Event

My Humble House supported the blood donation campaign initiated by Infinite Finance CO., Ltd., providing light snacks for each donor and offering buffet vouchers as lucky draw prizes. In addition, Humble Boutique launched an exclusive campaign in which guests presenting their room key cards along with proof of blood donation received a “Blood Donation Gift Pack.”



Culture and Sports

Partnering with Athletes to Provide Steady Support for Archery in Taiwan

My Humble House took the lead by contributing NTD 3 million, with funds allocated to essential needs such as training facilities, coaching resources, equipment upgrades, and competition subsidies. The company also plans to organize employee experience activities and conduct internal corporate promotion.



Ecological Conservation and Agricultural Sustainability

“Leopard Cat Rice Procurement” - From Dining Table to Habitat, Creating a Shared and Sustainable Cycle

Through the “Leopard Cat Rice” procurement project, My Humble House became the first hotel brand to promote corporate contract farming of Leopard Cat Rice, earning third place in the Ministry of Economic Affairs’ “Social Innovation Product and Service Procurement Award.” The company also launched a “Farm Experience Program,” inviting employees to gain firsthand understanding of the “Watershed Restoration” strategy.



“Better with the Sea” Local Conservation Initiative - Restoring Space for Native Coastal Ecosystems

Mu Jiao Xi launched the “Better with the Sea” local conservation initiative, mobilizing employees and community volunteers to remove the invasive species *Oenothera laciniata*. A total of 21.6 kilograms of the species was successfully removed.



Appendix I: Global Sustainability Reporting Indicators GRI Guidelines Content Index

Statement of use	Humble House has reported content from January 1, 2024 to December 31, 2024 in accordance with GRI guidelines.
GRI 1 used	GRI 1: Basics 2021
Applicable GRI Industry Code	N/A

GRI Standards	Disclosures	Corresponding Section	Page	Remarks
General disclosure				
GRI 2: General Disclosure 2021	Organization and reporting practices			
	2-1	Organizational details	1.1 Company Profile	16
	2-2	Entities included in the organization's sustainability reporting	About this report	13
	2-3	Reporting period, frequency and contact point	About this report	13
	2-4	Restatements of information	About this report	13
	2-5	External Validation / Assurance	Please refer to Mandarin Version of the report Appendix Four	136
	Activities and Workers			
	2-6	Activities, value chain and other business relationships	1.1 Company Profile	11
	2-7	Employees	4.2 Diverse Talent Selection: Matching Talent to the Right Roles	103
	2-8	Workers who are not employees	4.2 Diverse Talent Selection: Matching Talent to the Right Roles	103
	Governance			
	2-9	Governance structure and composition	1.2 Corporate Governance	21
	2-10	Nomination and selection of the highest governance body	1.2 Corporate Governance	22
	2-11	Chair of the highest governance body	1.2 Corporate Governance	22
	2-12	Role of the highest governance body in overseeing the management of impact	1.2 Corporate Governance	22
	2-13	Delegation of responsibility for managing impacts	1.2 Corporate Governance	22
	2-14	Role of the highest governance body in sustainability reporting	1.2 Corporate Governance	21
	2-15	Conflicts of interest	1.2 Corporate Governance 1.4 Regulatory Compliance	23 35
	2-16	Communication of critical concerns	1.2 Corporate Governance 1.4 Regulatory Compliance	28 35
	2-17	Collective knowledge of the highest governance body	1.2 Corporate Governance	23
	2-18	Evaluation of the performance of the highest governance body	1.2 Corporate Governance	24
2-19	Remuneration policies	1.2 Corporate Governance	25	
2-20	Process to determine remuneration	1.2 Corporate Governance	25	
2-21	Annual total compensation ratio	4.5 Well-being and Harmony – Labor and Management Prosperity	118	

GRI 2: General Disclosure 2021	Strategy, Policy and Practice				
	2-22	Statement on sustainable development strategy	Message from the Management	04	
	2-23	Policy Commitment	1.4 Regulatory Compliance	35	
	2-24	Policy commitments	1.4 Regulatory Compliance	35 08	
	2-25	Processes to remediate negative impacts	Stakeholders and Materiality Analysis	35 49	
	2-26	Mechanisms for seeking advice and raising concerns	1.4 Regulatory Compliance	36	
	2-27	Compliance with laws and regulations	1.4 Regulatory Compliance	37	
	2-28	Membership of associations	1.2 Corporate Governance	27	
	Stakeholder engagement				
	2-29	Stakeholder negotiation policy	Stakeholders and Materiality Analysis	08	
	2-30	group agreement	No trade union established, not applicable	-	

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

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

Sector: Services

Industry: Hotels & Lodging

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

Topic	Code	Metric	Category	Response										
Energy management	SV-CA-130a.1	(1) Total energy consumed	Quantify	Total energy consumption of My Humble House Hospitality Management Consulting Co., Ltd. in 2024 was 208,709.93 GJ.										
		(2) Percentage grid electricity	Quantify	My Humble House purchases 100% of its electricity from Taiwan Power Co., Ltd.										
		(3) Percentage renewable	Quantify	My Humble House gets 0% of its electricity from renewable sources.										
Water and wastewater management	SV-HL-140a.1	(1) Total water withdrawn (2) Total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	Quantify	<table border="1"> <thead> <tr> <th>Year</th> <th>2024</th> </tr> </thead> <tbody> <tr> <td>Tap water</td> <td>787.615</td> </tr> <tr> <td>Groundwater</td> <td>90.747</td> </tr> <tr> <td>Total water intake</td> <td>878.362</td> </tr> <tr> <td>Total water consumption</td> <td>878.362</td> </tr> </tbody> </table>	Year	2024	Tap water	787.615	Groundwater	90.747	Total water intake	878.362	Total water consumption	878.362
				Year	2024									
Tap water	787.615													
Groundwater	90.747													
Total water intake	878.362													
Total water consumption	878.362													
Unit: 1,000 m ³ My Humble House Hospitality Management Consulting Co., Ltd. does not draw/use water from water-stressed areas.														
Ecological impact	SV-HL-160a.1	Number of lodging facilities located in or near areas of protected conservation status or endangered species habitat	Quantify	<p>In 2024, My Humble House has no properties located in the following protected areas:</p> <ul style="list-style-type: none"> • United Nations Educational, Scientific and Cultural Organization (UNESCO) Biosphere Reserve • Natural 2000 Network • Ramsar Wetland <p>According to the World Database of Protected Areas: My Humble House Hospitality Management Consulting Co., Ltd. is not located on protected land.</p> <p>Note : Source: Protected Planet's World Database of Protected Areas (WDPA)</p>										

Topic	Code	Metric	Category	Response										
Ecological impact	SV-HL-160a.1	Description of environmental management policies and practices to preserve ecosystem services	Discussion and Analysis	<p>My Humble House Hospitality Management Consulting Co., Ltd. has formulated relevant management policies in all aspects of energy resources , and has also actively adopted various measures such as:</p> <ul style="list-style-type: none"> • Save energy and resources, use energy-saving equipment and green energy, and reduce energy consumption • Promote customers to participate in environmental protection actions, encourage customers to reuse towels and bed sheets, and reduce the frequency of washing and waste. • Train employees' environmental awareness, strengthen their environmental knowledge, and ensure that employees can strictly abide by environmental policies and standards. • Prioritize the selection of environmentally friendly products and materials and ensure that our suppliers can also jointly comply with environmental standards. <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 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>Voluntary Turnover Rate (%)</th> <th>Involuntary Turnover Rate (%)</th> <th>Voluntary Turnover (Headcount)</th> <th>Involuntary Turnover (Headcount)</th> </tr> </thead> <tbody> <tr> <td>2024</td> <td>95.41</td> <td>4.59</td> <td>353</td> <td>17</td> </tr> </tbody> </table>	Indicator	Voluntary Turnover Rate (%)	Involuntary Turnover Rate (%)	Voluntary Turnover (Headcount)	Involuntary Turnover (Headcount)	2024	95.41	4.59	353	17
	Indicator	Voluntary Turnover Rate (%)	Involuntary Turnover Rate (%)	Voluntary Turnover (Headcount)	Involuntary Turnover (Headcount)									
	2024	95.41	4.59	353	17									
	SV-HL-310a.2	Total amount of monetary losses as a result of legal proceedings associated with labour law violations	Quantify	In 2024, there were no cases of monetary loss caused by legal proceedings in violation of the labor law.										
SVHL-310a.3	(1) Average hourly wage	Quantify	<table border="1"> <thead> <tr> <th>Indicator</th> <th>2024</th> </tr> </thead> <tbody> <tr> <td>Total salary of full-time employees who are not in supervisory positions (A)</td> <td>956,906,000</td> </tr> <tr> <td>Number of full-time employees not holding supervisory positions (B)</td> <td>1,411</td> </tr> <tr> <td>"Average salary" of full-time employees not holding supervisory positions (A/B)</td> <td>678,176</td> </tr> <tr> <td>Median Salary of Full-time Employees (Non-managerial Positions)</td> <td>626,000</td> </tr> </tbody> </table> <p>Unit: NT Dollars</p>	Indicator	2024	Total salary of full-time employees who are not in supervisory positions (A)	956,906,000	Number of full-time employees not holding supervisory positions (B)	1,411	"Average salary" of full-time employees not holding supervisory positions (A/B)	678,176	Median Salary of Full-time Employees (Non-managerial Positions)	626,000	
	Indicator	2024												
Total salary of full-time employees who are not in supervisory positions (A)	956,906,000													
Number of full-time employees not holding supervisory positions (B)	1,411													
"Average salary" of full-time employees not holding supervisory positions (A/B)	678,176													
Median Salary of Full-time Employees (Non-managerial Positions)	626,000													
(2) percentage of lodging facility employees earning minimum wage, by region	Quantify	<table border="1"> <thead> <tr> <th>Indicator</th> <th>2024</th> </tr> </thead> <tbody> <tr> <td>Employees receiving minimum wage (number)</td> <td>0</td> </tr> <tr> <td>Total number of all employees (number)</td> <td>1,744</td> </tr> <tr> <td>Percentage</td> <td>0%</td> </tr> </tbody> </table>	Indicator	2024	Employees receiving minimum wage (number)	0	Total number of all employees (number)	1,744	Percentage	0%				
Indicator	2024													
Employees receiving minimum wage (number)	0													
Total number of all employees (number)	1,744													
Percentage	0%													
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.</p> <p>For detailed information, please read : CH1.3</p>											

Topic	Code	Metric	Category	Response																			
Physical impacts of climate change	SV-HL-450a.1	Number of lodging facilities located in 100-year flood zones	Quantify	Not applicable, My Humble House Hospitality Management Consulting Co., Ltd. is currently only in Taiwan, and Taiwan is not located in the 100-year flood area.																			
Activity indicators	SVHL-000.A	Number of available room-nights	Quantify	<table border="1"> <thead> <tr> <th>2024</th> <th>Sheraton</th> <th>Le Meridienne</th> <th>Mu Jiao Xi</th> <th>Humble Boutique Hotel</th> </tr> </thead> <tbody> <tr> <td>Total number of rooms</td> <td>688</td> <td>160</td> <td>190</td> <td>111</td> </tr> <tr> <td>Available room nights</td> <td>244,915</td> <td>58,400</td> <td>69,498</td> <td>32,732</td> </tr> </tbody> </table>	2024	Sheraton	Le Meridienne	Mu Jiao Xi	Humble Boutique Hotel	Total number of rooms	688	160	190	111	Available room nights	244,915	58,400	69,498	32,732				
				2024	Sheraton	Le Meridienne	Mu Jiao Xi	Humble Boutique Hotel															
				Total number of rooms	688	160	190	111															
	Available room nights	244,915	58,400	69,498	32,732																		
SVHL-000.B	Average occupancy rate	Quantify	<table border="1"> <thead> <tr> <th>2024</th> <th>Sheraton</th> <th>Le Meridienne</th> <th>Mu Jiao Xi</th> <th>Humble Boutique Hotel</th> </tr> </thead> <tbody> <tr> <td>Annual Average Occupancy Rate (%)</td> <td>75.8%</td> <td>80.92%</td> <td>53.1%</td> <td>81%</td> </tr> </tbody> </table>	2024	Sheraton	Le Meridienne	Mu Jiao Xi	Humble Boutique Hotel	Annual Average Occupancy Rate (%)	75.8%	80.92%	53.1%	81%										
			2024	Sheraton	Le Meridienne	Mu Jiao Xi	Humble Boutique Hotel																
Annual Average Occupancy Rate (%)	75.8%	80.92%	53.1%	81%																			
SVHL-000.C	Total area of lodging facilities	Quantify	<table border="1"> <thead> <tr> <th>Total Hotel Area in 2024</th> <th>Sheraton</th> <th>Le Meridienne</th> <th>Mu Jiao Xi</th> <th>Humble Boutique Hotel</th> </tr> </thead> <tbody> <tr> <td>Square meter (m²)</td> <td>80,750.78</td> <td>20,871</td> <td>24,363</td> <td>7,291.52</td> </tr> </tbody> </table>	Total Hotel Area in 2024	Sheraton	Le Meridienne	Mu Jiao Xi	Humble Boutique Hotel	Square meter (m ²)	80,750.78	20,871	24,363	7,291.52										
Total Hotel Area in 2024	Sheraton	Le Meridienne	Mu Jiao Xi	Humble Boutique Hotel																			
Square meter (m ²)	80,750.78	20,871	24,363	7,291.52																			
SVHL-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>2024</th> <th>Quantity</th> <th>Percentage</th> <th>Note</th> </tr> </thead> <tbody> <tr> <td>Manage</td> <td>0</td> <td>0%</td> <td>NA</td> </tr> <tr> <td>Ownership and Leasing</td> <td>2</td> <td>50%</td> <td>Mu Jiao Xi, Humble Boutique Hotel</td> </tr> <tr> <td>Franchising</td> <td>2</td> <td>50%</td> <td>Sheraton, Le Meridienne</td> </tr> <tr> <td>Total</td> <td>4</td> <td>100%</td> <td></td> </tr> </tbody> </table> <p>Note: Sheraton Taipei and Le Meridien Taipei are franchises and entrusted operation and management; Mu Jiao Xi is the own brand of My Humble House Hospitality Management Consulting Co., Ltd..</p>	2024	Quantity	Percentage	Note	Manage	0	0%	NA	Ownership and Leasing	2	50%	Mu Jiao Xi, Humble Boutique Hotel	Franchising	2	50%	Sheraton, Le Meridienne	Total	4	100%	
2024	Quantity	Percentage	Note																				
Manage	0	0%	NA																				
Ownership and Leasing	2	50%	Mu Jiao Xi, Humble Boutique Hotel																				
Franchising	2	50%	Sheraton, Le Meridienne																				
Total	4	100%																					

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

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2024

