

Report Profile

In line with the corporate social responsibility and sustainable development of the Company, FORMOSA INTERNATIONAL HOTELS Corporation (stock code: 2707, hereinafter referred to as Silks Hotel Group, SHG, the Company, the Group or we) has issued the first sustainability report in 2015. Through the issuance of this report, we hope that our stakeholders will not only have a channel to communicate with us regarding the practice and management of corporate social responsibility, but also understand our efforts and contributions to the sustainable development of the Company. We hope that all stakeholders will further understand the Company's efforts and contributions to the sustainable development of the enterprise.

Sustainability Website : <https://www.silkshotelgroup.com/tw/relationship>

Report Period

The last edition of the 2022 Sustainability Report was issued in September 2023. The 2023 Report will continue to be published annually in Chinese and the first English version will be published at the same time, so as to disclose the relevant information to the public through the annual publication of the Sustainability Report, and to convey the Company's business philosophy and efforts to create corporate value.

The 2023 Sustainability Report will be the tenth publication of the Company's Sustainability Report, and we will continue to focus on the core of corporate sustainability and strengthen our risk management capabilities in the three major areas of Environment, Social and Governance. We aim to realize the goal of sustainable development by disclosing our efforts and achievements on major issues to the public and stakeholders who care about the company through open and transparent information and balanced reporting.

We adhere to the principles of ethics and integrity and the concept of sustainable management, and are committed to making a positive impact on society and creating added corporate value. The Company has long emphasized corporate governance (SDGs 16 Peace and Justice), food safety (SDGs 3 Good Health and Well-Being), risks and opportunities arising from climate change (SDGs 13 Climate Action), and the creation of a friendly, environmentally friendly and safe working environment (SDGs 8 Decent Work and Economic Growth).

We take an active interest in labor-employer relations (SDGs 8: Decent Work and Economic Growth) and social responsibility (SDGs 1: No Poverty), and we continue to maintain close communication with our stakeholders. We look forward to working with our employees, customers and partners to drive the company toward its sustainability goals.

Reporting Boundary

The scope of information disclosed in this report is based on the main reporting areas of Regent Taipei, Silks Place Hotel Tainan, Just Sleep and Silks Place Hotel Taroko, which are subsidiaries of the Silks Hotel Group. For the purpose of presenting the performance indicators in a sustainable and complete manner, some of the financial information in this report includes the data of the last three years of the aforementioned scope of information. The results of operations in this report are summarized in accordance with the financial statements disclosed in the International Financial Reporting Standard (IFRS), and the financial statements are expressed in New Taiwan dollars.

Preparation Guidelines

This report has been prepared in accordance with the GRI Universal Standards 2021 and related subject matter standards issued by the Global Reporting Initiative (GRI), and also in accordance with the “Regulations Governing the Preparation and Reporting of Sustainability Reports by Listed Companies” of the Taiwan Stock Exchange, the United Nations Sustainable Development Goals (SDGs), the Sustainability Accounting Standards Board (SASB), and the Task Force on Climate- related Financial Disclosures (TCFD).

Data Gathering Process and Measurement

The information and data in this report were provided by the representatives of various departments of the Sustainable Development Committee, including the heads of Finance, Purchasing, Food & Beverage, Engineering, Housekeeping, Front Desk, Human Resources, and Marketing & Public Relations, etc. After being compiled by the Sustainability Reporting Team, the report was sent to the Sustainability Reporting Committee for review and finalization, and then approved by the Board of Directors for publication.

Internal Review and External Assurance of the Report

Internal Review.

The information and data disclosed in this report were initially verified by the supervisors of each level, then reviewed and revised by the core members of each department of the Sustainability Committee, and then compiled and edited by the compilation team and sent to the Chief Operating Officer, the Convener of the Sustainability Committee, and the Chairman of the Board of Directors for final review before finalization. The financial data are based on the information disclosed by the CPA after the audit, and some data are based on the information published by the governmental authorities or the Company's own statistics, and are presented in the normal way of numerical description. Relevant data, meetings, and verifications have been documented and stored.

External Assurance

We have engaged Crowe Horwath Associates, Certified Public Accountants to perform limited assurance in accordance with Statement of Standard on Assurance 3000, “Assurance Cases Involving the Examination or Review of Non-Historical Financial Information,” issued by the Accounting Research and Development Foundation of the Republic of China (the “ARDF”), and we have obtained a report on the assurance expressed by the auditors, which covers the scope of the assurance and the conclusions drawn thereon. The scope of the assurance and conclusions are set out in the independent assurance report appended to this report. The scope of the assurance and the conclusions are set out in the Independent Confirmation Report which is appended to this report on page 174.

Contact Information

We welcome your suggestions and comments on the contents of this report. Your valuable opinions are the driving force for us to continue to make progress.

We can be reached at the following address:

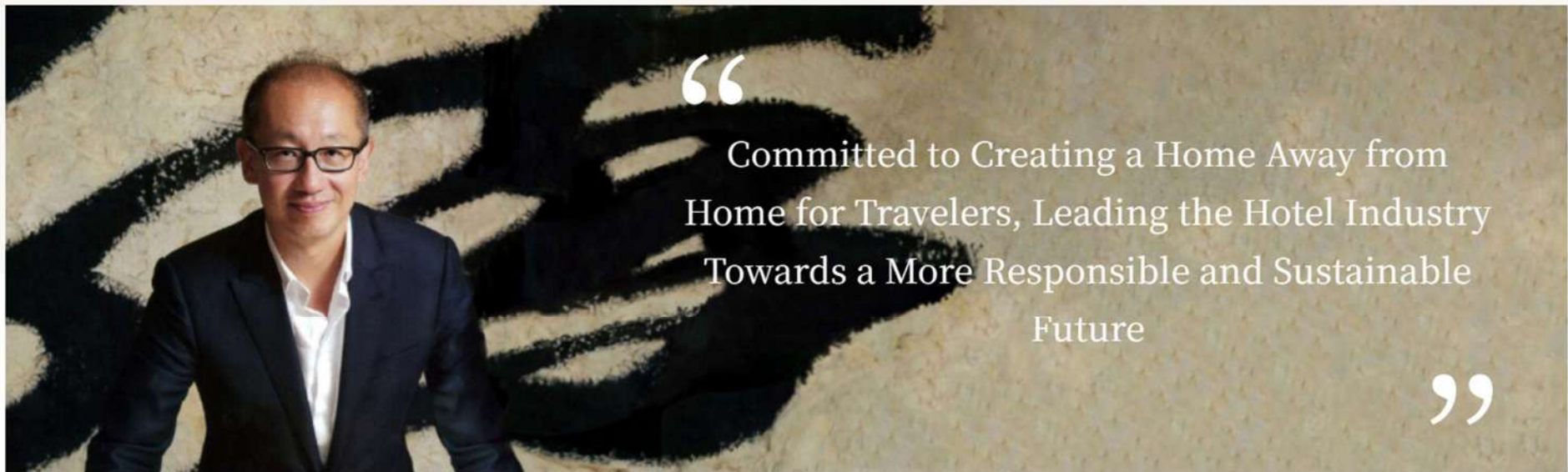
Silks Hotel Group

Address: No. 3, Lane 39, Sec. 2, Zhongshan North Road, Taipei City 104, Taiwan.

Phone: +886 2 2523 8000

Website: <https://www.silkshotelgroup.com/tw/>

E-mail: customerservice@regenttaiwan.com



Message from the Management

Committed to Creating a Home Away from Home for Travelers, Leading the Hotel Industry Towards a More Responsible and Sustainable Future.

■ Sustainability is a Long and Enduring Journey

Silks Hotel Group (the "Group") upholds the core value of "co-learning, co-creating, co-thriving, and co-sustaining." We are dedicated to providing travelers with a home away from home experience and leading the hotel industry toward a more responsible and sustainable future. By creating extraordinary experiences through sustainable innovation, we hope that travelers can experience the new meaning of travel while experiencing our "treat others how you would like to be treated" philosophy, creating a welcoming and sustainable journey for business travelers and urban vacationers.

We know that a company's success isn't just about financial results—it's also about making a positive impact on the environment, society, and economy. By fulfilling our commitment to sustainable development, we improve the company's long-term operating performance and promote sustainable economic growth and social progress.

We believe that sustainable development is a promise to future generations. That's why we blend our professional hotel management expertise with an open-minded approach to offer warm, high-quality service to travelers from around the world. We respect global cultural diversity and approach every guest with sincerity. Through our commitment to service, we aim to foster the healthy development of people, communities, and the environment, making a positive impact for all generations.

■ ESG Sustainability Commitment

The Group integrates ESG (Environmental, Social, and Governance) standards with the United Nations Sustainable Development Goals (SDGs) as the core strategy of our sustainability commitment. We focus on reducing our environmental impact, supporting community development, and strengthening our corporate governance to ensure long-term sustainable growth.

We also engage in social welfare activities and promote green innovation, striving to meet current needs while safeguarding future generations. These efforts highlight our commitment to environmental and social responsibility, enhance our competitive edge, and prepare us for future challenges and opportunities in the global market.

■ Environmental Sustainability

Our Group is dedicated to living in harmony with the environment and addressing the challenges of climate change. We actively implement measures to conserve energy, reduce carbon emissions, and minimize waste, while introducing smart energy management systems. We've launched initiatives like the "EcoMeet Sustainable Meeting" package, which avoids plastic and disposable items, and the "Leftover Produce" package, turning less-than-perfect ingredients into delicious dishes. At Regent Taipei, we use cage-free eggs in our signature restaurants. We also promote green tourism by encouraging travelers to choose eco-friendly travel options. By collaborating with suppliers and local farmers, we support green procurement and work towards building a sustainable supply chain. Together with our customers, we are committed to environmental protection and sustainable development.

■ Social Responsibility

The Group supports internationally recognized human rights conventions and related commitments, and formulates the company's human rights management policies accordingly, prohibiting any acts that infringe upon or violate human rights. We have conducted a human rights due diligence investigation on our employees, and the results show no human rights issues with moderate or higher risk. We will continue to conduct risk assessments and take preventive and mitigation measures to manage relevant risks. In terms of talent development, we are committed to offering a variety of learning and growth opportunities in a supportive workplace. In a friendly workplace environment, we continue to pay attention to employee rights and interests to ensure that they can explore their untapped potential, which in turn strengthens our overall market competitiveness.

■ Corporate Governance

We believe that corporate transparency and integrity are the most important governance cores, which rely on the establishment of a sound corporate governance system to deeply strengthen risk management. The Group particularly focuses on supervision in food safety, health, and information security to protect consumer rights and interests while maintaining the core value of sustainable business operations. Sound risk management is the cornerstone of our stable operations and commitment to society and the environment.

■ Sustainability in Our Every Day Lives

Guided by our core values of "co-learning, co-creating, co-thriving, and co-sustaining," our Group is committed to becoming a leading hotel group. We will continue to invest in talent development, innovation, and sustainable practices, while striving to enhance customer service and experience. We are dedicated to creating a better work environment for our employees, giving back to society, and protecting the environment. Our efforts will align closely with the Global Sustainable Development Goals (SDGs) to build a long-term, sustainable value chain.

As a leader in the hotel industry, Silks Hotel Group recognizes its vital role in promoting sustainability and social responsibility. We integrate our core values into every guest experience, aiming to realize our vision of "co-learning, co-creating, co-thriving, and co-sustaining." By doing so, we contribute to a better quality of life, further enhancing the international competitiveness and value of Taiwan's tourism.

Silks Hotel Group

Chairman Steven Pan

Company Profile

Silks Hotel Group - officially known as Formosa International Hotels Group

Founded in 1990, Silks Hotel Group is Asia's premier hotel management group and the largest and most profitable publicly traded company in Taiwan's tourism industry. The Group owns the world-renowned luxury hotel brand, Regent Taipei, as well as the top shopping mall, Regent Galleria, Silks Place, the first choice of the Chinese market in Taiwan and China, and Just Sleep, a stylish hostel emphasizing convenience and comfort. Combining Eastern simplicity and Western elegance, the Group's philosophy of co-sustaining and excellence through exquisite services and facilities, creates a platform for travelers to connect with the world's cultures, as well as an extraordinary accommodation and dining experience. Currently, the Group manages and operates hotels in Taipei, Yilan, Hualien, Tainan, and Kaohsiung, etc., and their performance and service reputation are modeled in the local market.

For more information, please visit <https://www.silkshotelgroup.com>.

晶華國際酒店集團旗下品牌

HOTELS		RESTAURANTS			RETAIL
 TAIPEI	 晶英酒店	 GOURMET BUFFET by REGENT	 三燻	 泰市場	 麗品精品
 晶英國際行館 SILKS CLUB	 晶泉丰旅 WELLSPRING by SILKS	 grand cafe	 蘭亭 LAN TING	 CEBIS TALKIN' SHAKI	 品華美食到你家
 晶英薈旅	 捷絲旅	 ROBIN'S	 晶華軒 SILKS HOUSE	 SILKS PALACE 故宮晶華	

Silks Hotel Group was listed on the Taiwan Stock Exchange on March 9, 1998, and has been upholding a sound and rigorous corporate governance structure and establishing an effective management system and supervision mechanism. By enhancing the transparency, accountability and fairness of the Board of Directors, we are committed to protecting the interests of investors, enhancing the reputation and trust of the hotel group, reducing operational risks and strengthening competitiveness, and realizing the sustainable development of corporate governance. With professional hotel management knowledge, we focus on high-end hotel management and services, welcoming travelers from all over the world with an open mind and providing warm services; respecting global races and cultures, and treating each customer with whole-person hospitality and sincerity. As a leader in the hotel industry, we recognize our role and influence in promoting sustainable development and social responsibility.

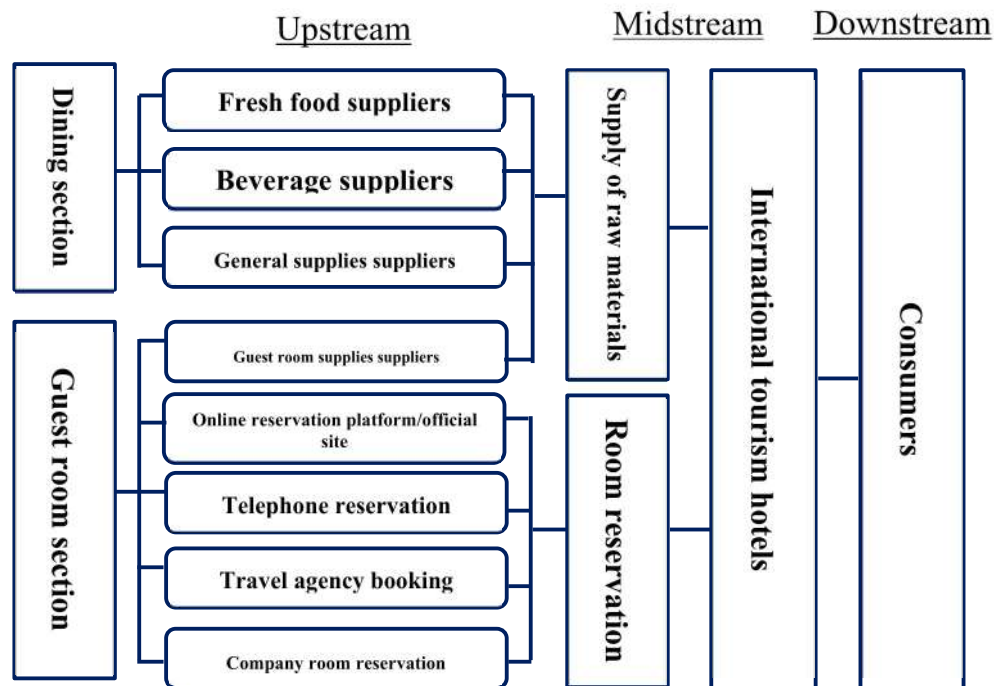
General Information

Organizational Information	Silks Hotel Group
Established	July 7, 1976
Opening date (Regent Taipei)	September 25, 1990
Employees	2,115
Paid-in capital	New Taiwan dollars \$1,274,030,238
Industry Main business	Operation of international tourist hotels, including restaurants, gymnasiums, saunas, and boutique retailing; other food and beverage, other retailing, and hotel management consulting.
Chairman	Mr. Steve Pan
Group Chief Operating Officer	Mr. Simon Wu
Headquarters Address	1~20F, No. 3, Lane 39, Sec. 2, Zhongshan N. Rd.
Official Website	https : // www.silkshotelgroup.com/tw/
Business Coverage	Taipei, Tainan, Yilan
Revenue	New Taiwan dollars \$6.76 billion
Hotel Brands	Regent · Silks Place · Wellspring by Silks · Just Sleep
Restaurant Brands	Just Italian · Spice Market · Just Grill

Note: The 2023 Sustainability Report is based on the main reporting areas of Regent Taipei, Silks Place Tainan, Just Sleep and Silks Place Taroko.

■ Correlation among the up-stream, mid-stream and down-stream of the industry

Silks Hotel Group primarily operates international tourist hotels and provides dining, recreational and recreational facilities, meeting venues, and shopping services. In terms of the relevance of the overall tourist hotel industry, the company belongs to the middle reaches of the industry. The Company’s main operating income sources are catering and housing income. The catering part is to purchase fresh food, beverages, and general supplies from upstream suppliers and provide delicious delicacies to downstream end consumers such as individual customers or tour groups; and for guest rooms, the company accepts online room reservations, individuals, travel agencies, or corporate groups, and purchases room related supplies from upstream suppliers to enable travelers to enjoy comfortable and high-quality housing services.



■ Brand Overview

Regent Taipei

Regent Taipei is the only hotel in Taiwan under IHG's most luxurious brand, Regent Taipei. With its outstanding service, exquisite design and world-class facilities, Regent Taipei provides guests with an unparalleled accommodation experience, a perfect combination of luxury and comfort.

Located in the vibrant, cultural, entertainment and shopping district of Taipei City, Zhongshan District, with the large Zhongshan Plaza No. 4 in front and the large green parks No. 14 and No. 15 at the back, the hotel is a perfect choice for city vacationers in the midst of an urban concrete forest.

The hotel has 538 guest rooms, including deluxe rooms and large suites, as well as the Taipan Executive Floor, which is specially designed for business travelers. The hotel has a total of 9 restaurants with a wide variety of cuisines, making it a unique “gourmet resort”, including the Michelin-recommended Cantonese restaurant Silks House and Robin's Grill Steakhouse & Teppanyaki, Brasserie, the only five-star buffet restaurant in Taipei recommended by CNN, and Beef Noodle, the winner of the Taipei International Beef Noodle Festival...etc., all of these restaurants offer spacious and luxurious accommodations, and exquisite and extraordinary dining experiences, From spacious and luxurious accommodations, to exquisite dining experiences, to exclusive shopping privileges at the Regent Galleria, the unique hospitality is designed to meet and exceed the expectations of our guests. For more information, please visit <https://www.regenttaiwan.com/>.

Silks Place Hotel / Wellspring by Silks

“Silks Place” is a five-star hotel brand under Silks Hotel Group that emphasizes on humanistic heritage. Its architecture and interior design incorporate local characteristics and emphasize on co-sustaining with local culture, in order to become the benchmark of local exquisite lifestyle. Wellspring by Silks is the first boutique hot spring resort brand of Silks Hotel Group. Tailored to a clientele that enjoys city vacations and seeks a quiet, exclusive stay, Wellspring by Silks aims to create an intimate retreat that allows travelers to escape the hustle and bustle of the city for a while. Currently, all five hotels under the Silks Place brand are located in Taiwan, including Silks Place Hotel Taroko, located in the world-class Taroko National Park in Hualien; Silks Place Hotel Tainan, located next to the Confucius Temple in Tainan City, which showcases the cultural heritage of the capital city; Wellspring by Silks in Jiaoxi, a spa destination in Northern Taiwan; which is located in the northern Taiwan hot

springs resort area. Silks Place Hotel in Kaohsiung, a franchised boutique hotel in Kaohsiung; and Silks Place Hotel Yilan, the number one choice for family vacations in Yilan. <https://www.silksplace.com>

Silks Place Hotel Taroko

Located in the Taroko National Park in Hualien, the hotel is the only top-quality hotel located in a national park, and the only five-star international mountain hotel in Taiwan. The hotel is surrounded by a number of Michelin three-star recommended attractions, such as 祥德寺、太魯閣大峽谷、燕子口與砂卡礑. The hotel's 160 guest rooms, including suites and relaxation rooms, are designed in a neo-Chinese style with extensive use of logs to create a grand and relaxing atmosphere. The facilities include an indoor and outdoor swimming pool, a children's play area, tennis courts and a multi-purpose yoga studio. Guests staying in the Suites can enjoy an exclusive lounge with drinks, light meals and red and white wines available all day. The hotel's two Chinese and Western restaurants, offer buffets and Cantonese and Taiwanese delicacies made from local ingredients. It is an ideal place for travelers to get away from the hustle and bustle of the city and enjoy the natural beauty of Taroko, where they can relax their minds, bodies and souls.

Silks Place Hotel Tainan

Located in the bustling Central and Western District of Tainan City, the hotel is conveniently located near the Shin Kong Mitsukoshi Department Store and the Xiaoximen shopping district. The hotel is within walking distance of the Confucius Temple and the Harbor Cultural Park, allowing travelers to explore Tainan's history and cultural heritage and to savor the cuisine of century-old local restaurants.

The hotel's 255 guest rooms are spacious, well-lit, and rich in Tainan's local art and culture. There are four restaurants in the hotel, including ROBIN'S Steakhouse, ROBIN'S Japanese & Teppanyaki, the Chinese restaurant and the creative cuisine restaurant. In addition, there is also the Tea Café and the Bar Lounge, a poolside bar, offering a wide range of dining options for travelers. The hotel offers a wide range of facilities, including an outdoor swimming pool, sitting area, gymnasium and elementary school, to create a quality and memorable stay for travelers.

Wellspring by Silks in Jiaoxi

Located in the center of Jiaoxi Township, Yilan County, which is a well-known hot springs resort. 120 rooms and the Jiaoxi Restaurant, offer sodium bicarbonate hot springs, and the whole hotel is surrounded by earth-colored grilles, creating a hidden and secluded world of Wellspring, and the quiet atmosphere of the hotel allows travelers to feel the quietness and relaxation as soon as they step in, and the ingenious design of the

hidden space allows travelers to easily find their way around the hotel. The space design allows travelers to easily reach all corners of the hotel, but at any time they can find that each corner has its own frame, creating a different time and space for each experience.

Just Sleep

Just Sleep brand is based on the spirit of “style and sophistication”, emphasizing on convenient transportation, exquisite service and unique design, allowing travelers to enjoy quality services comparable to five-star hotels at an affordable price.

Located in the Taipei area: including Ximen Hotel and 台大尊賢 Hotel. Ximen Hotel located in the Ximending district, the 143-room, Hotel features the Just Café restaurant, which serves breakfast to guests. Travelers can easily explore Taipei's historical sites, experience Taiwanese culture, and enjoy local cuisine. 台大尊賢 Hotel located next to National Taiwan University, the 76-room, and one Just Café serving breakfast, lunch and dinner. The hotel's guest rooms have been designed in a collegiate style to provide comfortable accommodation for teaching, internships, research, academic exchanges, conferences and visitors to the campus, creating an atmosphere of co-thriving with the campus.

Just Sleep Jiaoxi Hotel is located in the center of Jiaoxi, the city of hot springs. The 138-room and one Café restaurant, which offers a sodium bicarbonate hot spring where travelers can relax and unwind in a comfortable environment. In addition, travelers can walk to famous scenic spots such as Wufengqi Scenic Area and 湯圍溝 Hot Spring Park to enjoy the natural beauty of the area. <https://www.justsleephotels.com/>
<https://www.silksspring.com/>

■ Business Overview

In 2024, the Company will continue to operate in the domestic and overseas markets in accordance with the established marketing strategy to give full play to the brand spirit. At the end of 2023, the well-known and popular restaurants of Spice Market and Just Grill under Regent's Group ceased operations due to the expiration of their contracts. The Company immediately worked hard to find a suitable location. Spice Market was opened in March this year at the high-end gourmet market in Dazhi. Comprehensive upgrade of food and beverage content and addition of tableside services. The retail business, which has been cultivated for many years, will also make a breakthrough in 2024. The most famous Champion Beef Noodles gift box is expected to enter the Japanese market, and the Company is also entering the European market in the United Kingdom, France, the Netherlands, Spain, Germany, and Italy. Supermarkets bring Regent's products to the world, creating a new growth engine for the Group.

In terms of brand development, the first overseas location was established in Osaka, Japan under the self-owned brand Just Sleep for 2023. It is expected that the hotel's opening in Beitou will be in the third quarter of 2024. After the opening, it will be the third hot spring hotel under the Regent's brand. In addition, Wellspring by Silks Toucheng, Silks X Linkou, Just Sleep Linkou and Just Sleep Kenting will be added to the operating territory one after another.

■ Sustainable Travel

In the post epidemic, we have reintegrated a new vision of sustainability into our daily experience and have set 2023 as the first year of sustainability for company. We believe in the power of service to help people; communities and the environment thrive and to make a positive impact on all generations.

We promote sustainable tourism and eco-tourism to achieve a balance between tourism development and environmental protection. Through initiatives such as promoting the conservation of cultural and natural resources, we encourage travelers to participate in community activities and provide cultural and educational travel experiences. The management strategy aims to translate the Company's sustainable development objectives into concrete actions and to promote the exchange of cultural diversity through, among other things, cultural experience activities. Through sustainable cultural travel activities, travel is not just a short-term experience, but also makes a long-term impact and positive contribution to the local community.

Our spacious and luxurious guest rooms are designed with energy and resource efficiency in mind to minimize energy consumption. Personal butler service on the executive floors not only enhances the travel experience, but also encourages guests to participate in green initiatives. Dining services emphasize the use of local sustainable ingredients to reduce carbon footprint, and through collaboration with brands to organize special dining events, we emphasize the sustainability of food to bring our guests a unique and environmentally conscious culinary feast (please refer to the Sustainability section of our official website).

■ Economic Performance

Silks Hotel Group demonstrated excellent operating results in 2023, especially after the recovery of the overall economy following the lifting of the epidemic and the opening of the borders. In 2023, Company's consolidated revenue reached NT\$6.765 billion, representing a 20.86% year-on-year increase, the third highest in its history. Operating income reached a record high of NT\$1.843 billion, an annual increase of 50.95%.

Despite the decline in non-operating income for nearly 6 years, net income after tax attributable to parent company still reached NT\$1.415 billion, an annual increase of 56.78%, the second highest in history. In March, the Board of Directors approved the dividend distribution plan, resolving to distribute a dividend of NT\$11.3821 per share, which is an over-distribution of dividends (please refer to the annual report <https://regent.city/6lm3rs> for more financial information).

Although Japanese tourists to Taiwan have not yet fully recovered and were also adversely affected by the large number of nationals traveling outside of the country, we were able to achieve excellent results from the company's operations, supported by continued promotions and a return to normal demand for food and beverages.

Sustainability and Award

✧ Accreditations

Silks Hotel Group is renowned for its “heart-to-heart” approach to hospitality and is committed to creating comfortable accommodations and quality services for travelers from all over the world. As a result of this commitment, the Group's hotels have been recognized with numerous awards for excellence in nurturing talent, creating happy workplaces and sustainable operations.

Regent Taipei

“Forbes Traveler's Choice Awarded 4 Stars

Wellspring Spa was awarded 5-star by “Forbes Travel Awards” in Taiwan.

The Silks House Restaurant was awarded 11 out of 500 Plates in the “United Daily News 500 Plates Culinary Review”.

The banquet hall was awarded the HACCP food safety control system renewal certification by TQSCI.

EARTHCHECK certification program for sustainable tourism was launched in November 2023, and was awarded the Bronze certification in April 2024.

Silks Place Hotel Tainan

Green Travel Seal 2-Star

Silks Place Hotel Taroko

Chinese Restaurant is certified as an environmentally friendly restaurant.

Awarded Booking.com “Sustainable Travel Mark”, the highest award of Level 3 certification.

Certified as one of Hualien's top 100 souvenirs.

Just Sleep Jiaoxi

Green Mark Hotel Bronze-Level

Booking.com Sustainable Travel Top 3 Award

Green Mark Hotel Bronze-Level

Booking.com

Just Sleep Xiamen

Booking.com Sustainable Travel Top 3 Award

2023 Booking.com

✧ Award Recognition

Silks Hotel Group outstanding performance and continuous pursuit of excellence have set it apart from the rest of the international hotel industry with numerous awards and recognitions. The Group's hotels have been highly recognized in various areas, including the Gold Award for Happiness Enterprise, the Forbes Magazine Travel Awards, the Gourmet Awards, as well as the Hotelier of the Year and his/her staff of the year awards, among others. These honors not only highlight Silks Hotel Group leading position in the global marketplace, but also demonstrate its dedication to delivering high quality accommodation experiences. Through these achievements, Silks Hotel Group has once again demonstrated its excellence in creating a happy working environment and sustainable operations.

Silks Hotel Group

Won the 1111 Human Resource Bank's "Happy Company Gold Award" for the third consecutive year.

Taipei City Government's "Annual Recognition of Excellent Hotel Industry and Its Employees" won five awards, including the Outstanding Hotel Industry Group Award and the Outstanding Employee Individual Award.

Silks Place Tainan

Agoda Guests' Choice Honors

Agoda Golden Ring Award

Trip.com - Best Sales Hotel Award

Silks Place Taroko

The first Hualien County Outstanding Tourism Industry Hotel Group Award.

Tourism Industry Employee Group-Taiwan Tourism Gold Award.

Just Sleep Xiamen

Taipei City Outstanding Hotel and Guesthouse Employee Recognition - Outstanding Hotel and Guesthouse Industry Groups

Taipei City Outstanding Hotel and Guesthouse Employee Recognition - Outstanding Hotel and Guesthouse Employee Group

Sustainable Travel

Silks Hotel Group is committed to sustainable operations, with the protection of the environment, support for community development and enhancement of customer experience as our core values. We understand that sustainability is not only a corporate responsibility, but also a commitment to future generations.

Under the guidance of this mission, Silks Hotel Group embraces the core values of co-learning, co-creating, co-thriving and co-sustaining, and welcomes travelers from all over the world with professional hotel management knowledge and an open mind. We are committed to co-learning, creating an extraordinary hostel experience for travelers from around the world through professional training and succession, creating value for Taiwan's tourism, and treating each customer with a fully humanized hospitality approach.

■ Co-Creating

Under the concept of co-creating, Silks Hotel emphasizes cultural preservation and local characteristics, and cooperates with local communities to promote traditional crafts and support sustainable diets to jointly create economic development and cultural heritage in the community. In pursuit of common good, we emphasize environmental protection and social responsibility, and actively implement measures to save energy, reduce emissions and recycle resources to ensure the long-term development of the company, while actively contributing to an environmentally and socially friendly society.

Silks Hotel believe in the value of symbiosis, and by providing an extraordinary travel experience, every traveler can feel the new meaning of travel and deeply experience our “heart to heart” hospitality culture. We believe in the power of service to promote the well-being of people, communities and the environment, and to have a positive impact on all generations. We will continue to integrate a new vision of sustainable development and incorporate these core values into each guest's daily experience, striving to realize the vision of learning together, creating together, doing together and living together, and contributing our efforts to the betterment of life and the well-being of mankind.

■ Co-Learning - Learning Through Service

Our employees are our most important asset. In order to further instill the momentum of continuous learning and growth in our organization, we encourage our employees to participate in educational activities, and through the teaching-learning model, we are able to enhance their professional knowledge and skills as well as their care for the local culture in a timely manner.

Co-Creating - Innovation in Service Supporting local businesses and giving back to the communities in which we operate is the goal of the hotel in every way, from the inside out. By interacting and multiplying each other's resources, we create a unique and extraordinary experience for our guests.

■ Co-Thriving - Thriving in Service

With housing programs and dining events that link to the unique cultural and natural beauty of each of our hotels, we pride ourselves on familiarizing our guests with local tourism and supporting local businesses and communities.

■ Co-Sustaining - Committed to sustainability

As climate change poses an imminent threat to the environmental health of the planet, all sectors are looking for ways to live and thrive in a sustainable manner. Through interaction and cooperation with governments, communities and employees, we are firmly on the path to a sustainable future.