

### 3. Social

#### 3.1 Occupational Health and Safety

Performance Results	Future Goals		Future Goals	
<ul style="list-style-type: none"><li>• In 2023, there were a total of [58] cases of disabling injuries, with [744] days of injury-related absence, an absence rate of [0.16%], and no work-related fatalities.</li><li>• Workplace environment monitoring results were all in compliance with legal standards.</li><li>• Safety drills and employee health checkups were scheduled as planned.</li><li>• Work content and working hours were adjusted for maternal health cases and middle-aged and elderly employees.</li></ul>	Short-term Goals	Medium to Long-term Goals	Short-term Goals	Medium to Long-term Goals
	<ul style="list-style-type: none"><li>• Enhance employee safety awareness.</li><li>• Increase the frequency of safety training sessions.</li></ul>		<ul style="list-style-type: none"><li>• Establish a more comprehensive occupational safety management system.</li><li>• Continuously improve employee health indicators and reduce the incidence of occupational injuries.</li></ul>	

#### Impact

Silks Hotel Group firmly believes that only by providing a healthy workforce can we deliver high-quality services that satisfy customers. We consider the safety and health of employees, suppliers, contractors, and other partners as a major sustainability theme, aiming to realize a work environment free from physical and mental harm.

#### Policy Commitment

Silks Hotel Group deeply recognizes the importance of occupational safety and health, and insists on establishing and maintaining an "Occupational Safety and Health Committee" in accordance with legal standards. The committee, led by the General Manager, comprises department heads, professional safety and health personnel, and labor representatives. Together, they review, establish, and implement occupational safety and health policies and goals, striving to create a low-risk and injury-free work environment.

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## Actions Taken

- **Education, Training, and Emergency Response Management**

We have designed a series of education and training programs and disaster prevention drills to enhance the emergency response capabilities of employees in various departments, including fire escape, emergency evacuation, and basic first aid.

- **Occupational Environment and Employee Health**

We conduct regular workplace environment monitoring to ensure that employees work in a safe and healthy environment. We also provide comprehensive health checkup services and health education.

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## Evaluation Mechanisms

- Conduct annual management reviews to assess implementation performance and goal achievement.

## Impact

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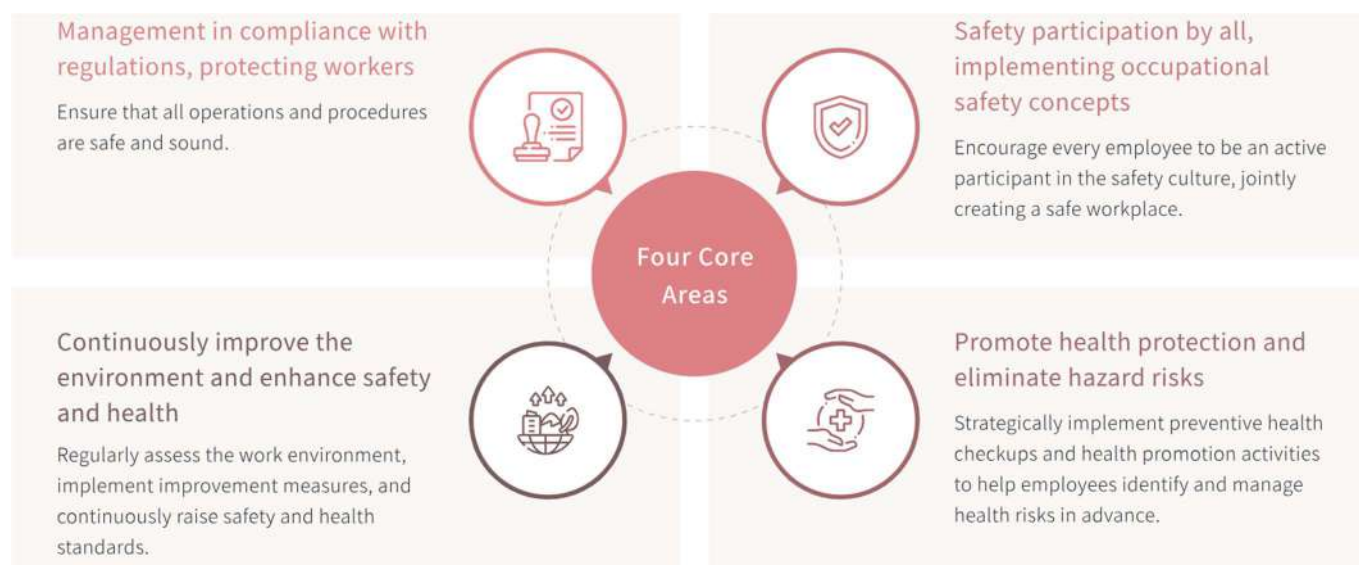
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Silks Hotel Group is committed to achieving the United Nations Sustainable Development Goals (SDGs), particularly Goal 8 (decent work and economic growth), in our daily operations. We recognize that creating a safe and healthy work environment is key to achieving these goals. To this end, we have established a comprehensive Occupational Safety and Health Management System that emphasizes the importance of risk prevention and employee well-being. SHG ensures workplace conditions that meet the highest safety standards through the ongoing efforts of our Occupational Safety and Health Committee and close collaboration with suppliers and contractors. These measures not only raise health and safety standards for our employees, but also reflect our commitment to continuous improvement and corporate responsibility, furthering the practice of sustainable development.

### Occupational Safety and Health Policy

Silks Hotel Group deeply recognizes the importance of occupational safety and health and insists on establishing and maintaining an Occupational Safety and Health Committee in accordance with legal standards. The establishment of this committee not only complies with the legal requirements, but also reflects the company's commitment to providing a safe and healthy working environment. The Committee is led by the General Manager and comprises department heads, professional safety and health personnel, and labor representatives, who work together to review, establish, and implement occupational safety and health policies and objectives, with the goal of establishing a low-risk and occupationally injury-free work environment.



## Education, Training, and Emergency Response Management

To ensure that all employees are familiar with emergency response procedures and safe operating practices, we have designed a series of educational training programs and disaster prevention drills aimed at enhancing the emergency response capabilities of staff across various departments. These training sessions not only encompass theoretical learning but also emphasize practical operations and drills, such as fire escape, emergency evacuation, and basic first aid.

### 2023 AED Operation and CPR First Aid Training Courses at Each Hotel

	Regent Taipei	Just Sleep	Silks Place Tainan	Silks Place Taroko
Total Number of Courses	11	2	2	2
Total Course Hours	21.4	3	6	2
Total Number of Participants	597	73	30	56
Total Participant-Hours	1,173	219	180	112



# Occupational Environment and Employee Health

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## Environmental Monitoring and Safety Practices

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We strictly adhere to the "Regulations for Occupational Safety and Health Monitoring of Working Environments" to regularly inspect items related to the working environment and safety, and strengthen the promotion of safety and health management guidelines for supervisors and workers to follow. For abnormal inspection results or items with high values, we will discuss with relevant units and take immediate corrective actions. In addition to publicly announcing the results, the original monitoring report will be stored in the Safety and Health Management Office for inspection by the competent authorities.



## Storage and Management of Hazardous Substances in the Environment

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Silks Hotel Group has established standard operating procedures (SOPs) for the management of hazardous substances. The implementation departments cover engineering, laundry, housekeeping, stewarding, kitchens, club swimming pools, etc., with the main items being engineering materials, detergents, and cleaning agents.



## Physical and Mental Health and Welfare Promotion



We provide comprehensive health checkup services for all employees, ranging from basic pre-employment physical examinations to regular professional checkups, covering both general and special examination items. We pay particular attention to the health status of high-risk positions and employees working long night shifts. Additionally, we offer heart rate variability analysis and vascular elasticity tests for management personnel to help them prevent potential health problems. Through collaborating with the government to organize four-cancer screening activities, we strive to raise employee awareness of personal health management and provide professional medical consultations and follow-up management for any abnormalities detected during screenings.

To create a workplace environment that supports the holistic development of employees, Silks Hotel Group has a professional infirmary staffed with a resident physician and dedicated nurses, regularly providing health education, disease prevention, and emergency medical treatment. We conduct regular workplace safety assessments and adjust the work environment based on employees' health conditions and work needs. In particular, we provide suitable work adjustments and healthcare measures for pregnant women and middle-aged and elderly employees to ensure their job stability and well-being.



## Prevention of Illegal Harm and Occupational Accidents



### Illegal Harm

Silks Hotel Group has formulated a prevention plan for illegal harm encountered during the performance of duties in accordance with the Occupational Safety and Health Act, clearly defining reporting procedures and mechanisms. Upon receiving complaints or reports, we will promptly assign HR specialists to conduct investigations or handle the matter, and respond to the incident swiftly.

## Occupational Accident Prevention

Through regular safety training and emergency response drills, we enhance employees' awareness of occupational safety and their self-protection abilities. We conduct detailed analysis and formulate preventive measures, such as strengthening traffic safety education and improving the physical layout of workplaces, to reduce the incidence of accidents and ensure the health and safety of employees.

In 2023, there were 30 occupational accidents at Regent Taipei, an increase of 1 case compared to 2022. Just Sleep had 4 occupational accidents, a decrease of 1 case compared to 2022. Silks Place Tainan had 14 occupational accidents, an increase of 1 case compared to 2022. Silks Place Taroko had 13 occupational accidents, a decrease of 5 cases compared to 2022. Analysis suggests that the overall workload increased compared to during the pandemic, leading to a rise in the number of injuries from cuts and burns. Specific response measures include enhancing supervisors' on-site control capabilities and strengthening the promotion of safety precautions.

Occupational Injury Rate

Occupational Injury Rate	Regent Taipei	Just Sleep	Silks Place Tainan	Silks Place Taroko
Total Days of Absence	550	30	100	64
Total Working Days	257,048	53,988	81,909	61,669
Absence Rate	0.0214	0.056	0.122	0.104
Occupational Accident Rate per 1,000 Employees	30.811	4.889	42.52	3.8
Disabling Injury Frequency	14.588	2.315	21.365	16.22
Disabling Injury Severity Rate	267.459	69.45	152.608	129
Total Injury Index	1.975	0.401	1.806	1.44

Calculation Explanations :

1. Absence Rate (AR) = Total Days of Absence / Total Working Days \* 100%
2. Total Days of Absence includes menstrual leave, sick leave, injury leave, and work-related injury leave.
3. Occupational Accident Rate per 1,000 Employees ‰ = Number of Occupational Accidents / Total Number of Employees \* 1,000
4. Disabling Injury Frequency (FR) = Total Number of Injuries and Fatalities / Total Working Hours of Company Employees \* 1,000,000
5. Disabling Injury Severity Rate (SR) = Total Lost Days / Total Working Hours of Company Employees \* 1,000
6. Total damage index =  $\sqrt{(\text{Disabling Injury Frequency FR} * \text{Disabling Injury Severity Rate SR})} \div 1000$



## 3.2 Talent Attraction and Retention

<h3>Performance Results</h3> <p>In 2023, Silks Hotel Group was honored with the "Happy Enterprise Gold Award" by 1111 Job Bank, marking the third consecutive year of receiving this recognition. This achievement reflects our continuous efforts and success in employee welfare and care.</p>	<h3>Future Goals</h3> <table border="1"><thead><tr><th>Short-term Goals</th><th>Medium to Long-term Goals</th></tr></thead><tbody><tr><td><ul style="list-style-type: none"><li>• Enhance employee satisfaction with the company's welfare policies.</li><li>• Increase opportunities for gender equality and diversified employment.</li></ul></td><td></td></tr></tbody></table>	Short-term Goals	Medium to Long-term Goals	<ul style="list-style-type: none"><li>• Enhance employee satisfaction with the company's welfare policies.</li><li>• Increase opportunities for gender equality and diversified employment.</li></ul>		<h3>Future Goals</h3> <table border="1"><thead><tr><th>Short-term Goals</th><th>Medium to Long-term Goals</th></tr></thead><tbody><tr><td></td><td><ul style="list-style-type: none"><li>• Ensure that all employees can work in a discrimination-free and equal environment.</li><li>• Continuously improve employee career development opportunities and maintain a high employee retention rate.</li></ul></td></tr></tbody></table>	Short-term Goals	Medium to Long-term Goals		<ul style="list-style-type: none"><li>• Ensure that all employees can work in a discrimination-free and equal environment.</li><li>• Continuously improve employee career development opportunities and maintain a high employee retention rate.</li></ul>
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### Impact

Silks Hotel Group believes that continuous social contributions and employee well-being are at the core of sustainable corporate development. By creating a happy working environment and actively safeguarding employee rights and interests, we strive to enhance the company's overall competitiveness and market position.

### Policy Commitment

Silks Hotel Group is dedicated to providing a friendly workplace environment, protecting employee health and safety, and offering fair wages and promotion opportunities. Furthermore, we are committed to achieving gender equality and diverse and equal employment opportunities, free from gender discrimination.

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**Actions Taken**

We provide employees with comprehensive labor and health insurance, maternity/parental leave, and other relevant insurance. In addition, we offer various benefits such as an employee stock ownership association, club activities, employee travel, and the establishment of an employee welfare committee to further enhance employees' work and life quality.

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**Evaluation Mechanisms**

We conduct regular "R12 questionnaire surveys" and [Happiness Index] to reflect employee engagement and job satisfaction, and adjust relevant policies and measures based on the survey results.

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**Stakeholder Engagement**

Silks Hotel Group regularly communicates with employees through various channels, including labor-management meetings, internal websites, and the Silks University APP, ensuring that employees can freely express their opinions and participate in the company's decision-making process, promoting labor-management harmony and mutual growth.

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Silks Hotel Group firmly believes that sustainable social contribution and employee well-being are at the core of corporate sustainability. We are committed to protecting the rights of our employees and creating a happy working environment through various measures. 2023 JHH Group has been awarded the 1111 Human Resource Bank's "Gold Award for Happiness" for the third consecutive year in the category of Leisure & Entertainment Services, standing out from the rest. The Group is committed to creating a friendly workplace environment by emphasizing the principle of "treating guests with care and concern". The competitiveness of a company comes from the competitiveness of its people. The Group is committed to providing excellent development opportunities and benefits to enable employees to realize their potentials at work and create value for the company.

Our employee care and welfare strategy are closely aligned with the United Nations' Sustainable Development Goals (SDGs), and we are particularly committed to the following objectives: Goal 5 (Gender Equality) Ensure that men and women receive equal pay for equal work and work of equal value, and that there is no gender discrimination, so as to create diversified and equal employment opportunities. Goal 8 (Decent Work and Economic Growth) Provide reasonable wages and fair and open promotion channels to protect employees' rights and interests. Goal 10 (Reduce Inequality) Protect the equality of employees, safeguard personal freedom, and reject any form of discrimination and unequal treatment.

## Employee Hiring: Diversity and Inclusion

The company hires talents with relevant competencies based on positions, without discrimination based on nationality, race, gender, disability, marital status, political stance, etc. We formulate work rules in accordance with the Gender Equality Employment Act and relevant labor laws, strictly prohibiting the employment of individuals under the age of 16, forced labor, and any form of workplace bullying, discrimination, or harassment. We emphasize human rights and ensure non-discriminatory treatment in employee hiring qualifications. In accordance with relevant laws protecting workers' rights, we have hired 27 employees with disabilities, accounting for 1.3% of the total workforce.

Number of employees with disabilities hired

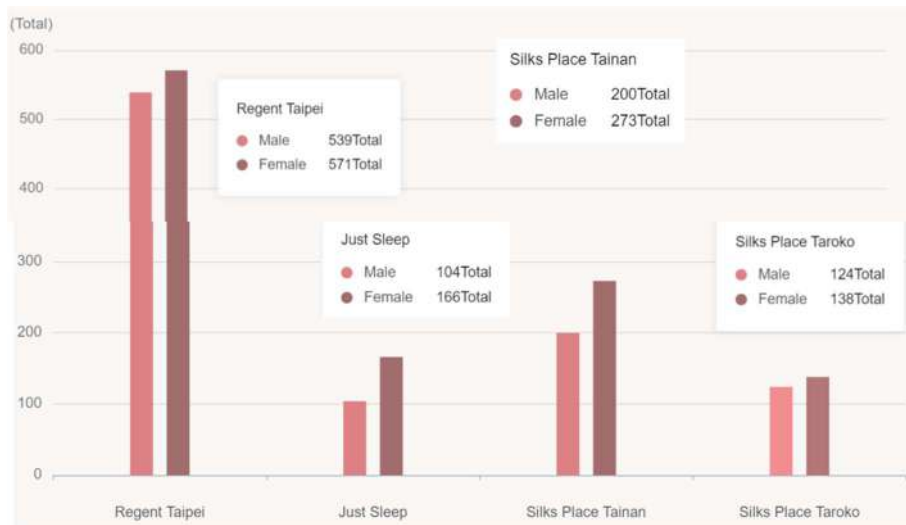
27



# Full-time Employee Gender and Hiring Ratio

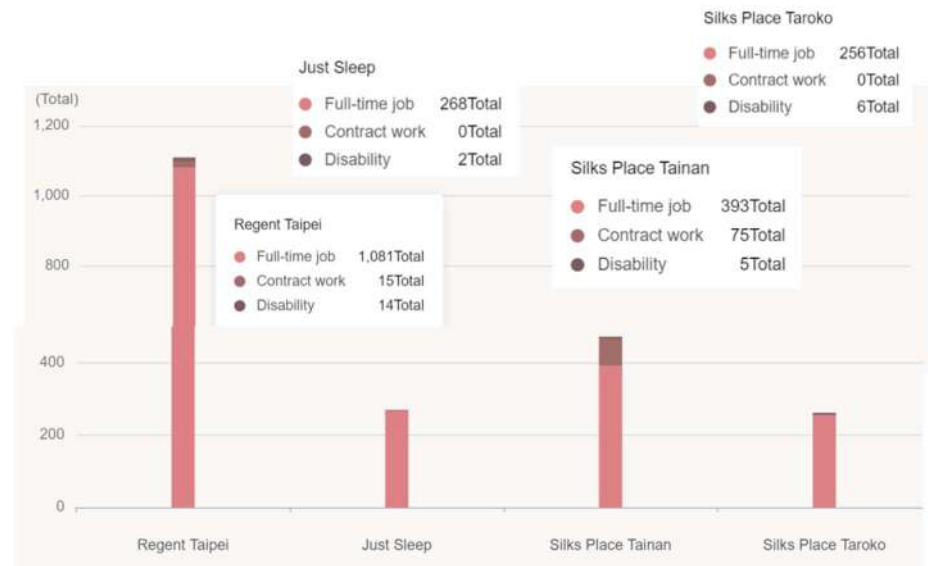
## Employee Gender Ratio

● Male ● Female



## Employee Hiring Ratio

● Full-time job ● Contract work ● Disability



## Gender and Position Ratio

Regent Taipei    Just Sleep    Silks Place Tainan    Silks Place Taroko						
Gender	2021		2022		2023	
	Male	Female	Male	Female	Male	Female
General Staff	45.12%	54.88%	46.35%	53.65%	47.85%	52.15%
Mid-level Management	51.48%	48.52%	53.76%	46.24%	52.67%	47.33%
Senior Management	42.11%	57.89%	39.02%	60.98%	40.91%	59.09%

Regent Taipei <u>Just Sleep</u> Silks Place Tainan    Silks Place Taroko						
Gender	2021		2022		2023	
	Male	Female	Male	Female	Male	Female
General Staff	37.57%	62.43%	37.69%	62.31%	37.41%	62.59%
Mid-level Management	28.57%	71.43%	33.33%	66.67%	37.50%	62.50%
Senior Management	12.50%	87.50%	28.57%	71.43%	0%	100%

Regent Taipei    Just Sleep <u>Silks Place Tainan</u> Silks Place Taroko						
Gender	2021		2022		2023	
	Male	Female	Male	Female	Male	Female
General Staff	38.74%	61.26%	37.70%	62.30%	62.39%	37.61%
Mid-level Management	57.95%	42.05%	52.63%	47.37%	48.89%	51.11%
Senior Management	50.00%	50.00%	50.00%	50.00%	60.00%	40.00%

Regent Taipei    Just Sleep    Silks Place Tainan <u>Silks Place Taroko</u>						
Gender	2021		2022		2023	
	Male	Female	Male	Female	Male	Female
General Staff	65.22%	34.78%	61.29%	38.71%	66%	40%
Mid-level Management	32.79%	67.21%	35.29%	64.71%	35.21%	64.79%
Senior Management	22.22%	77.78%	33.33%	66.67%	38.46%	61.54%



## Compensation and Benefits Policy

We provide a market competitive salary scheme, regularly review the salary market in the industry, and exchange the salary range with hotels of the same level every year to ensure a reasonable salary system to protect the basic life of employees, so that employees can see the value of their work and grow with the company. (Note: The remuneration of the board of directors of the highest governance unit is disclosed in 2.5 Company Chapter).

A well-established compensation system can bring employees a better quality of life and create a happy workplace. The basic salary is more than 10% above the legal minimum wage standard, and the salaries of temporary and part-time employees are in compliance with the Labor Standards Law. We also review the salary market in the industry from time to time to ensure a reasonable salary system to provide employees with the protection they deserve, in order to enhance employee welfare and take care of their basic family life, and to allow employees to see the value of their work and grow together with the company.

In order to achieve the purpose of attracting, motivating, retaining and cultivating talents, we provide salaries that are better than the market rate, and differentiate the salaries, salary adjustments, and bonuses based on each employee's job title, performance and contribution. We also review the salary and bonus system on a regular basis in order to ensure that the salary level is competitive in the market. In addition, we adopt the principle of equal pay for equal work for both men and women, which is fair, open and non-discriminatory.

## Employee Care and Benefits

We provide employees with a safe working environment, reasonable salaries, and fair and transparent promotion channels. All employees enjoy labor and health insurance, maternity/parental leave, and other relevant insurance. In addition to complying with government regulations for labor insurance, national health insurance, and establishing an employee welfare committee, we have also formulated various welfare measures, including an employee stock ownership association, club activities, employee competitions, employee travel, employee spring wine banquets, performance and year-end bonuses, etc.

We value workplace equality, non-discrimination, and a safe working environment. We strengthen the prevention of illegal employment or any form of forced labor and are committed to upholding employee equality, protecting personal freedom, and rejecting any potential harm to personal safety, discrimination, harassment, coercion, or unequal treatment in the workplace. We treat all employees equally in terms of recruitment, salary, performance, training, and benefits, striving to create a harmonious and equal labor-management relationship and protect employee human rights.

We provide working hours, leave, and allowances that comply with legal regulations, and arrange annual health checkups. We have facilities such as an infirmary, library, employee cafeteria, and employee lounge, as well as overnight dormitories for the convenience of night shift and remote employees.

In 2023, a total of 10 male and 19 female employees at Silks Hotel Group applied for childcare leave. In the same year, the actual number of employees returning to work after childcare leave was 4 males and 7 females, with a return-to-work rate of 61%.

2023 male employees  
applying for  
childcare leave

10

2023 female  
employees applying  
for childcare leave

19

2023 return-to-work  
rate for those on  
childcare leave

61 %

# Retirement System

The retirement plan applies to all formally hired employees. In accordance with labor pension regulations, 6% of the employee's monthly salary is contributed to their individual pension account. Employees who have worked for 15 years or more and are at least 55 years old, or have worked for 24 years or more, or have worked for 10 years or more and are at least 60 years old are eligible to apply. The payment methods for the old and new pension systems are determined by the Labor Standards Act and relevant labor pension regulations, and retirement planning advice is provided to employees who are about to retire.

# Employee Welfare Committee and Employee Stock Ownership

To encourage employees, we have established an employee stock ownership trust. Full-time or part-time employees with at least one year of service are eligible to join. In 2023, the number of employees participating in the trust and holding shares was 685, an increase of 127 compared to 2022, representing a 19% year-on-year growth.

2023 increase in the number of employees participating in trust and holding shares

127



## Positive Communication and Rewards

Each month, department heads nominate and select model employees of the month, and those selected have the opportunity to become the annual best employee. We recognize and reward these outstanding performers.

We respect the rights granted to every colleague by law and ensure freedom of association and assembly. We are committed to

"R12 questionnaire" and "Happiness Index" surveys to reflect employee engagement and job satisfaction, and formulate policies accordingly. We have various communication channels for employee opinions and feedback, including employee meetings, email mailboxes, internal bulletin boards, labor-management meetings, sexual harassment prevention hotlines, reward and punishment appeals, the stakeholder section on the official website, performance appraisal appeals, and the Silks University APP. Employee feedback is handled promptly by dedicated personnel from the Human Resources Department, and we share information about the company's business philosophy, policies, and employee rights and interests through these communication platforms.



### 3.3 Talent Cultivation and Career Development

Performance Results	Future Goals		Future Goals	
<p>Silks Hotel Group's training and development programs have significantly enhanced employees' professional skills and occupational literacy, further improving customer service quality and strengthening the Group's market competitiveness and brand value.</p>	<b>Short-term Goals</b>	<b>Medium to Long-term Goals</b>	<b>Short-term Goals</b>	<b>Medium to Long-term Goals</b>
	<ul style="list-style-type: none"><li>• Enhance employees' awareness and ability to provide high-quality customer service.</li><li>• Increase opportunities for employees to participate in professional training and skills enhancement.</li></ul>		<ul style="list-style-type: none"><li>• Actively collaborate with global educational institutions to continuously improve education quality and internship opportunities.</li><li>• Establish a continuous professional development support system to foster a self-sustaining learning organization.</li></ul>	

#### Impact

Silks Hotel Group firmly believes that the core competitiveness of the tourism industry lies in providing exceptional services and products. Through deepening talent training and enhancing employees' professional capabilities and communication skills, the Group ensures that every customer enjoys the best service experience, thereby improving customer satisfaction and the Group's market competitiveness.

#### Policy Commitment

Silks Hotel Group is dedicated to cultivating and developing talent, consistently investing substantial resources in human resource training and career development programs. The Group not only focuses on talent recruitment and competency strengthening but also values the cultivation of future successors to pass on the Group's corporate culture and core values. We are committed to promoting the missions of "Heartfelt Hospitality" and "Bringing the world's best to Taiwan and bringing Taiwan's best to the world," striving to achieve the goal of sustainable operation.



### Actions Taken

Silks Hotel Group collaborates with higher education institutions, such as Southern Taiwan University of Science and Technology and St. John's University in Indonesia, to provide students with professional education and internship opportunities, expanding their learning and career development space. Additionally, through programs like the "iGPS Career Navigation Map," we offer targeted vocational training to employees to enhance their employability and entrepreneurial skills.

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### Evaluation Mechanisms

Through regular management reviews and performance evaluations, Silks Hotel Group ensures the effective implementation of education and training programs and the achievement of established training goals.

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### Stakeholder Engagement

Silks Hotel Group, in accordance with its stakeholder engagement mechanism, conducts regular and irregular communication and interaction, transparently disclosing information in sustainability reports, the Regent University APP, and the Group's website to maintain a high level of transparency and mutual trust.

Our talent cultivation and career development strategy also actively respond to the United Nations Sustainable Development Goals (SDGs) of “Decent Work and Economic Growth” (Goal 8) and “Quality Education” (Goal 4), and aims to achieve sustainable development by upgrading the professional knowledge and skills of our employees.

SDG4 Quality Education Targets	Compliance
4.3 ensure that all women and men have equitable, affordable and quality opportunities for technical, vocational and tertiary education, including university education.	SHG has partnered with Southern Taiwan University of Science and Technology and St. John's University of Technology (St. John's University of Technology) in Indonesia to provide professional education and internship opportunities through industry-academia collaboration. This not only expands students' vocational education opportunities, but also directly enhances their professional knowledge and skills, in line with SDG 4.3's goal of promoting affordable and high-quality vocational and technical education.
4.4 Significantly increase the number of youth and adults with technical and vocational skills needed for employment, formal work, and entrepreneurship.	Through the “iGPS Career Navigator Map” program, SHG provides systematic training and career development opportunities designed for employees at different stages of experience to help them enhance the technical and vocational skills needed for employment and entrepreneurship.
4.b Significantly increase the number of scholarships for developing countries around the world by 2020, especially for the Least Developed Countries (LDCs), Small Island Developing States (SIDS) and African countries, to improve access to tertiary education in these countries.	Through the establishment of the New Southbound Program, JH provides education and internship opportunities for students from Indonesia. The program aims to enhance the quality of education and employment opportunities for these students upon completion of their studies, echoing the goals of SDG 4.b. The program is designed to enhance the quality of education and employment opportunities for these students. By the end of 2023, a total of 80 Indonesian students will have received professional education and internships at Crystal Hotels Taipei and Crystal Hotels Tainan.

## Industry-Academia Collaboration for Innovative Talent Development

Silks Place Tainan collaborated with Southern Taiwan University of Science and Technology in August 2022 to establish the "Silks Place Tainan Elite Academy," cultivating future entrepreneurs through industry-academia collaboration and building long-term partnerships. In 2023, Silks Hotel Group continued to expand its industry-academia collaboration efforts by signing a cooperation agreement with St. John's University in Indonesia. They plan to jointly launch a New Southbound special program specifically for Indonesian students in the 2024 academic year, concretely promoting the New Southbound Policy and cultivating talent needed in the hotel industry.



Southern Taiwan University of Science and Technology and Silks Place Tainan established the "Silks Place Tainan Academy" and signed an industry-academia collaboration agreement. (Photo provided by Southern Taiwan University of Science and Technology)



Silks Hotel Group signed a contract with St. John's University on the 20th to launch a New Southbound special program next year to cultivate hotel talent. (Photo provided by Silks Hotel Group)



## Diverse Training for Sustainable Legacy

In 2023, Silks Hotel Group launched the brand-new "iGPS Career Navigation Map" program, designing the "iExplore GPS" curriculum for new graduates and the "iBreakthrough GPS" curriculum for those with 3 to 5 years of work experience, providing two-year learning and growth opportunities.

We continue to implement the "4 Disciplines of Execution (4DX)" employee training, from "Focus on the Wildly Important Goal (WIG)," "Act on the Lead Measures," "Keep a Compelling Scoreboard," to "Create a Cadence of Accountability," training employees to focus on important goals, enhance their thinking, and bravely take responsibility for results.



The Regent Talk in-depth interview training program has been implemented for many years. Through online guided reading seminars and book-sharing sessions, senior executives share their experiences, passing on the corporate culture and values, enhancing employees' professional knowledge and skills, strengthening their work abilities and career development, and promoting mutual growth between the company and its employees, thereby realizing corporate sustainability. The "Silks University" APP, a digital learning platform developed and built in 2021, leverages the convenience and personalization of mobile devices to enhance the learning environment and effectiveness for all colleagues within the Group.

## Meticulous Service, Sustainable Hospitality

To enhance the company's sustainable competitiveness, in 2023, we once again invited British butler expert Wayne Fitzharris to conduct training courses for butler talents and senior F&B executives at various hotels within the Group, strengthening their butler qualities and professional skills, and continuously optimizing the Group's leadership position in the high-end market.

Through this series of courses, participants not only learn how to deepen connections with guests but also develop plans to continuously improve luxury service levels to provide exceptional service that exceeds customer expectations. The training also includes personal development and professional skills cultivation, aiming to nurture an elite team capable of providing personalized and attentive service to guests.

Furthermore, in 2023, we also invited the female sake sommelier from the Ukai Group's Tofuya and Teppanyaki restaurants, renowned for their top-notch service in Japan, to share their meticulous and attentive service experiences. We also organized basic catering service courses for new employees, covering knowledge and skills such as pouring water, carrying trays, and understanding beverages.

## 2023 Training Courses and Participation Statistics

Regent Taipei Just Sleep Silks Place Tainan Silks Place Taroko

● Number of Participants ● Total Number of Participants



### Integrity Management Courses

● Number of Participants 328Total  
● Total Number of Participants 164Total Person-Hours

### CSR Courses & Activities

● Number of Participants 534Total  
● Total Number of Participants 1,047Total Person-Hours

### Food Safety

● Number of Participants 509Total  
● Total Number of Participants 1,162Total Person-Hours

### Professional Skills & Leadership Courses

● Number of Participants 585Total  
● Total Number of Participants 2,537.5Total Person-Hours

### 4 Disciplines of Execution

● Number of Participants 46Total  
● Total Number of Participants 92Total Person-Hours

### Other Professional Management Courses

● Number of Participants 119Total  
● Total Number of Participants 292Total Person-Hours



## 2023 Training Courses and Participation Statistics

Regent Taipei Just Sleep Silks Place Tainan Silks Place Taroko

● Number of Participants ● Total Number of Participants



### ESG, SDGs, and Sustainable Development

● Number of Participants 97Total  
● Total Number of Participants 291Total Person-Hours

### Execution Training

● Number of Participants 11Total  
● Total Number of Participants 220Total Person-Hours

### Professional Skills Training Courses

● Number of Participants 235Total  
● Total Number of Participants 1,055Total Person-Hours

### Safety and Health Workshops

● Number of Participants 21Total  
● Total Number of Participants 84Total Person-Hours

### ChatGPT Extension and Application

● Number of Participants 11Total  
● Total Number of Participants 20Total Person-Hours

### 3.4 Community Care and Public Welfare Activities

<h4>Performance Results</h4> <p>Through active community participation and public welfare practices, Silks Hotel Group has established a positive image in the community, enhanced employee engagement, and continuously received multiple social responsibility awards. In November 2023, the Group launched the Sustainable Tourism Earth Check certification program, making Regent Taipei the first five-star hotel in Taiwan to comprehensively implement sustainability goals. In April 2024, the Group was awarded the Bronze certification, reflecting recognition of our long-term efforts and achievements, and we continue to strive towards obtaining the Silver certification.</p>	<h4>Future Goals</h4> <table border="1"><thead><tr><th>Short-term Goals</th><th>Medium to Long-term Goals</th></tr></thead><tbody><tr><td><ul style="list-style-type: none"><li>• Become a leading brand in promoting sustainable community development.</li></ul></td><td><ul style="list-style-type: none"><li>• Achieve deep integration of community resources and mutually beneficial symbiosis.</li></ul></td></tr></tbody></table>	Short-term Goals	Medium to Long-term Goals	<ul style="list-style-type: none"><li>• Become a leading brand in promoting sustainable community development.</li></ul>	<ul style="list-style-type: none"><li>• Achieve deep integration of community resources and mutually beneficial symbiosis.</li></ul>	<h4>Future Goals</h4> <table border="1"><thead><tr><th>Short-term Goals</th><th>Medium to Long-term Goals</th></tr></thead><tbody><tr><td><ul style="list-style-type: none"><li>• Expand the scale and impact of public welfare activities to improve the quality of life in the community.</li></ul></td><td><ul style="list-style-type: none"><li>• Enhance environmental awareness and the practice of resource recycling.</li></ul></td></tr></tbody></table>	Short-term Goals	Medium to Long-term Goals	<ul style="list-style-type: none"><li>• Expand the scale and impact of public welfare activities to improve the quality of life in the community.</li></ul>	<ul style="list-style-type: none"><li>• Enhance environmental awareness and the practice of resource recycling.</li></ul>
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#### Impact

Silks Hotel Group deeply recognizes the importance of corporate social responsibility in establishing sustainable development. Through public welfare activities and community care programs, the Group actively engages in community improvement efforts and directly contribute to achieving the United Nations Sustainable Development Goals.

#### Policy Commitment

Silks Hotel Group is dedicated to supporting and improving the communities the Group serves through public welfare activities and environmental practices, while also contributing to the development of inclusive, safe, resilient, and sustainable cities and communities.

**Actions Taken**

Silks Hotel Group collaborates with local groups to regularly organize events such as the charity cooking event at the Hualien Dawn Center and co-organize the "Sustainable Charity Christmas Market" with the Taipei Rapid Transit Corporation. The Group promote energy-efficient equipment and eco-friendly cleaning products, implementing green procurement strategies to reduce environmental impact.

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**Evaluation Mechanisms**

Through regular project evaluations and community feedback, Silks Hotel Group assesses the effectiveness of public welfare projects and community service activities, ensuring continuous improvement and alignment with community needs.

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**Stakeholder Engagement**

Silks Hotel Group maintains regular communication with community neighborhoods, partners, and government agencies to ensure that our activities genuinely meet the needs of the community. Our transparent and open communication strategy strengthens trust and cooperation with stakeholders.

Silks Hotel Group recognizes the importance of Corporate Social Responsibility (CSR) in building sustainable development. This section aims to demonstrate how the Group actively improves and supports the communities we serve through our philanthropic activities and community care programs, and directly contributes to the achievement of the United Nations Sustainable Development Goals (SDGs):

Goal 10 (Reduced Inequalities): Our charitable activities have a particular focus on disadvantaged groups, working to reduce inequality and support social inclusion.

Goal 11 (Sustainable Cities and Communities ): To build towns and communities that are inclusive, safe, resilient and sustainable.

Goal 12 (Responsible Consumption and Production): The Group will implement green procurement strategies and environmentally friendly operational practices, such as the use of energy-saving equipment and eco-friendly cleaning products.

Goals 13 (Climate Action)and 15 (Life on Land): We participate in and support initiatives related to climate protection, such as the firefly eco-tourism program, which aims to promote biodiversity and ecosystem health.

Through our ongoing community involvement and philanthropic practices, Silks Hotel Group is committed to creating a lasting positive impact on the local community, demonstrating our commitment to being a responsible business. We believe that true business success comes from being able to bring sustainable and tangible benefits to the community.

## 2023 Social Sustainability Projects



### Continuous Giving Back, Public Welfare Practices



#### 8th Annual Charity Cooking Event

Since 2016, Regent Taipei has been organizing the charity cooking event at the Hualien Dawn Center for eight consecutive years. This event, led by ROBIN'S Teppanyaki Chef Chen Chun-sheng, received support from 115 volunteers, including local groups and renowned chefs. Through these activities, we not only provided 400 meals of 12 exquisite dishes to people with intellectual disabilities but also promoted community unity and support.

Compared to 2022, the number of participating volunteer service teams increased by 40, and the number of sponsored food portions increased by 20%. Through our efforts, we are realizing the sustainable action of social well-being.







### Community Park Adoption Program and Neighborhood Care

Regent Taipei has been adopting No. 4 Park in Zhongshan District, Taipei City, for a long time, dedicated to maintaining its greenery and artistic lighting. Through these efforts, the park has not only become a green oasis for community residents but also a place to enhance the festive atmosphere during holiday celebrations. We continue to provide meals to low-income households and elderly people living alone in the community through arrangements with the community leader, and we have sponsored food and beverages or provided manpower assistance for community events on multiple occasions.

The total cost of adoption, maintenance, and neighborhood care in 2023 was NT\$797,000, a 56% increase compared to 2022.

Total related expenses NT\$	Increase compared to 2022
7,085,000	56 %

Public welfare  
activities cost  
NT\$

709,000

Decrease compared to  
2022

23.5 %

### Promoting Community Culture and Tourism Public Welfare Activities

Regent Taipei has been donating to the Taipei City Government's cultural and tourism public welfare activities and social welfare measures throughout the year to promote the development of local community culture and the tourism industry.

The cost of public welfare activities in 2023 was NT\$709,000, a 23.5% decrease compared to 2022.



Total donation amount for the first year of activities

NT\$ 259,000



### Sustainable Charity and Public Welfare Activities

In 2023, Silks Hotel Group launched a series of public welfare activities, embodying the concept of sustainable operation and coexisting and prospering with the local community.

The Group leveraged its brand influence to invite the public to participate, giving back to society through practical actions, conveying warmth and love, and creating a better future for society. The total donation amount for the first year of activities was NT\$259,000.



## Expanding Love, Social Participation

### Care Home Charity Donation

Various Just Sleep branches collaborated with Care Home on a public welfare project, inviting travelers from home and abroad to "do charity while doing laundry." Donation boxes were placed, and all proceeds from laundry detergent purchased by guests during their stay, along with personal donations in the boxes, were donated to Care Home, a non-profit organization supporting disadvantaged foreign children. Let's "leave love behind" and spread love across borders.

We called on the public to support those in need through practical actions. A total of NT\$14,500 was raised.



Charity fundraising amount

NT\$ 14,500



### Public Welfare Activities for Disadvantaged Groups

Upholding the concept of sustainable development, Silks Place Taroko collaborated with the Hualien Dawn Sheltered Workshop to launch the year-end limited edition "Love and Goodness Thanksgiving Gift Box," containing the hotel's handmade jam, tea bags, special handmade cookies, and nougat cookies and drip coffee bags made by the Hualien Dawn Sheltered Workshop. This initiative not only supports the local economy and promotes sustainable resource utilization but also supports the self-reliance of people with disabilities through practical actions, embodying corporate social responsibility.

By leveraging brand influence, we invited the public to participate, achieving the dual goals of gift-giving and contributing to public welfare. During the event, 285 Thanksgiving Gift Boxes were sold, encouraging disadvantaged groups in society to create a better future.

Thanksgiving Gift Boxes sold

285



## Green First, Environmental Advocacy



### Package

Just Sleep Yilan Jiaoxi launched the "Firefly River" ecological firefly watching room package, led by professionals to visit Paoshyaulun, the "Hometown of Fireflies," in Jiaoxi Township. This is the first firefly watching area in Yilan achieved through public-private collaboration. With the dedicated efforts of local residents, fireflies are gradually being restored in the pristine and unpolluted natural ecological environment. Every evening from April to May, a 50-minute firefly light show takes place, with thousands of fireflies cascading down the mountain walls along the way, creating a spectacular scene of a firefly dance party.

### Green Energy and Environmental Protection

Various branches under the Just Sleep brand jointly adopt green energy appliances, such as refrigerators, TVs, and dehumidifiers in guest rooms, implementing energy conservation. Based on the number of rooms, NT\$10 is donated to the Environmental Quality Protection Foundation for every room per night, serving as a fund to promote environmental education and continue a better ecological environment for the next generation.

Adopting green energy appliances, implementing energy conservation, and making donations to support environmental education and protection measures, aligning with the United Nations Sustainable Development Goals. The annual donation amount is NT\$10,000, the same as in 2022.



### Sustainable Tourism

Silks Place Taroko launched the "Mountain Valley Secret Afternoon Tea" itinerary, combining a Gu Yuan Farm tour with a local ingredient afternoon tea. Upholding the concept of sustainable development, we collaborate with organic farms in Hualien to shorten food miles, achieve the United Nations Sustainable Production Goals, and promote sustainable tourism, allowing travelers to enjoy nature and delicious food with zero time difference.

Collaborate with local farms to reduce carbon footprint from food transportation, promote sustainable tourism, and achieve the United Nations Sustainable Production Goals.







## Charity for Women and Children, Showcasing Culture

### Christmas Charity Event

Just Sleep's Christmas charity event has been held for over 10 years. During this season of love and hope, we celebrate Christmas with the Yixuan Women and Children Care Association, a long-term advocate for the rights and welfare of new immigrants, women, and children. For the first time, a Christmas wish tree was set up in the hotel lobby, adorned with the heartfelt wishes and dreams of children. Through the Just Sleep Christmas Wish Fulfillment Project, we aim to make these children's dreams come true. The enthusiastic response and generosity of travelers will be the most precious gift in their lives.



Just Sleep sponsored NT\$75,000 for the charity event and offered a NT\$500 accommodation voucher to guests participating in the "Christmas Wish Fulfillment Project," hoping to lead by example and encourage more people to help underprivileged children.

Expenses for sponsoring the charity event

NT\$ **75,000**



## Innovative Ingredients, Local Sustainability

### Sustainable Agriculture and Good Food Movement

Silks Place Tainan has embraced sustainable agriculture and the good food movement. Through its partnership with Hidekawa Soybean Products, the hotel is committed to integrating sustainability into its daily culinary practices, demonstrating a deep commitment to environmental responsibility and food innovation. This collaboration utilizes okara, a byproduct of local soybean production, not only reducing food waste but also enriching menu options and raising awareness of sustainable dining. It's not just an investment in environmental protection but also a promotion of a green and healthy food culture, aligning with the spirit of This initiative reflects Silks Place Tainan's role as a leader in sustainable development within the hotel industry and showcases its ongoing commitment to improving its social and environmental impact. By collaborating with local partners, we are working together to realize the vision of a sustainable dining table.





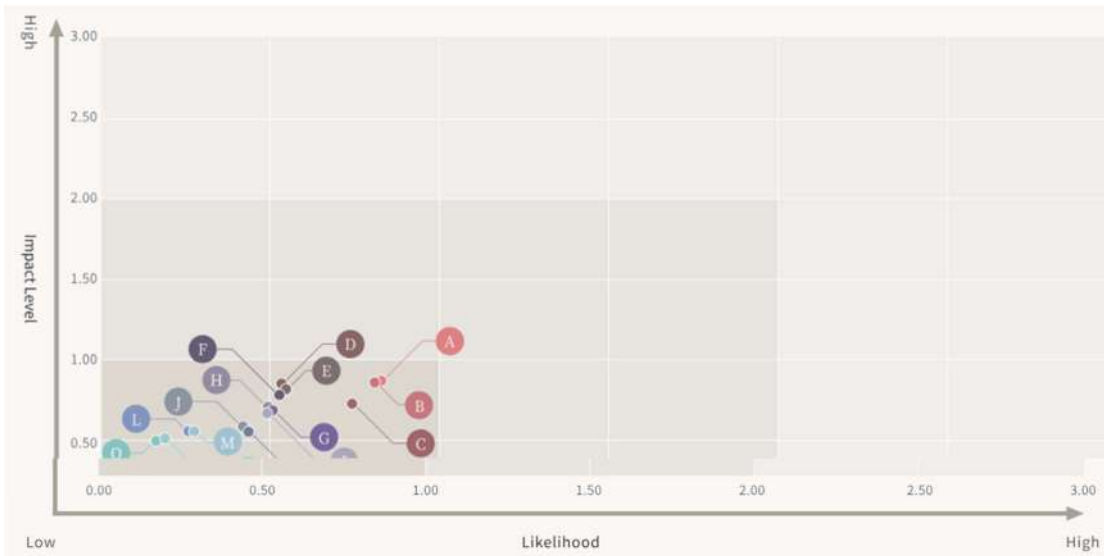
### 3.5 Human Rights Protection and Diversity & Inclusiveness

The Global Reporting Initiative (GRI) requires companies to disclose their human rights policies and due diligence, including DEI (Diversity, Equity, Inclusion) management practices, which is a management culture that many international companies are actively focusing on nowadays, and is also an important indicator of sustainable development. It is also an important indicator of sustainable development, and is closely related to the United Nations Sustainable Development Goals (SDGs) of Goal 5 (Gender Equality), Goal 10 (Reducing Inequality), and Goal 17 (Global Partnership for Progress towards the Goals).

The Company abides by local labor laws and regulations, supports the norms and principles of internationally recognized human rights conventions, including the basic spirit of the United Nations Universal Declaration of Human Rights, the United Nations Global Compact, the United Nations Guiding Principles on Business and Human Rights, and the International Labor Organization Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policies, etc., and formulates the Company's human rights management policies in accordance with their guiding principles, and eliminates any acts of infringement and violation of human rights. We also regularly review the status of our human rights management in accordance with the aforementioned norms and guiding principles, so that all relevant personnel are treated with fairness and dignity, and we fulfill our commitment to human rights-related policies.

#### ■ Human Rights Due Diligence

Our company, referencing international human rights conventions, relevant guidelines, and human rights due diligence reports from leading companies, has compiled relevant human rights risk issues and assessed potential human rights risks within our value chain, incorporating them into our human rights risk assessment process. This year, we conducted a human rights risk assessment for our internal employees through an online questionnaire survey. Based on the results of the 2023 employee human rights due diligence investigation, no human rights issues with moderate or higher risk have been identified yet. Our company will continue to conduct human rights risk assessments and implement preventive and mitigation measures to manage related risks.



High risk: Incidence rate of 1 or more and severity rate of 2 or more.  
 Medium risk: Incidence rate of 1 or more and severity level of 2 or less.  
 Low risk: the probability of occurrence is less than 1 point.

- A** Protection of working and labor conditions
- B** Right to health - Health protection measures
- C** Freedom of speech and expression - Providing channels for speech and expression
- D** Personal freedom and safety
- E** Privacy protection
- F** Right to health - Providing occupational safety and health training
- G** Right to family life - Not harming the right to family life
- H** Freedom of speech and expression - Protecting freedom of speech and expression

- I** Non-discrimination - Promotion
- J** Non-discrimination - Recruitment
- K** Forced labor
- L** Freedom of assembly and association - Protecting freedom of assembly and association
- M** Freedom of assembly and association - Establishing collective bargaining mechanisms
- N** Right to family life - Providing childcare support and benefits
- O** Child protection

## Diverse Hiring, Equal Human Rights

In line with the United Nations Sustainable Development Goals for gender equality, we are committed to equal treatment of men and women in recruitment, employment, training, and promotion, creating diverse and fair employment opportunities, and achieving equal pay for equal work and equal promotion opportunities to foster a diverse and equitable workplace.

The company hires talents with relevant competencies based on positions, without discrimination based on nationality, race, gender, disability, political stance, etc. We formulate work rules in accordance with the Gender Equality Employment Act and relevant labor laws, prohibiting child labor, forced labor, and any form of workplace bullying, discrimination, or harassment.

In upholding our human rights policy, we prioritize workplace equality, non-discrimination, and a safe working environment. We collaborate with relevant departments in various schools for internship programs, strengthen the prevention of illegal employment or any form of forced labor, and implement the protection of employee equality, personal freedom, and rejection of any potential harm to personal safety, discrimination, harassment, coercion, or unequal treatment in the workplace.

Furthermore, the Group provides comprehensive postpartum support measures, such as maternity leave and breastfeeding facilities, to support employees in balancing family and work life. In accordance with the "Act of Gender Equality in Employment," we offer both male and female employees the opportunity to apply for maternity leave and parental leave. We also have a nursery room and have signed contracts with nearby childcare institutions to allow female employees to work with peace of mind.

We treat every employee and customer with sincerity and continue to improve the management of human rights-related issues. We implement leave systems and encourage colleagues to pay attention to work-life balance. We are committed to providing a good working environment and space for learning and growth, creating a diverse, equal, and harmonious workplace.



## Employee Participation and Digital Rights

Silks Hotel Group promotes an employee stock ownership plan to encourage employee participation in the company's long-term development. Through this approach, employees can directly share the economic benefits brought about by the company's growth, further strengthening the Group's commitment to social responsibility and economic inclusion.

## Employee Communication and Complaint Mechanisms

We have established a comprehensive labor-management communication platform and complaint channels, with dedicated personnel from the Human Resources Department handling employee feedback in a timely manner. Through sound human rights systems, welfare systems, and stable remuneration, we implement education and training and work performance evaluations, and build a healthy and safe working environment, allowing every employee to feel secure in showcasing their talents in the workplace and demonstrating the sustainable goal of co-learning and mutual benefit.

