

1. Sustainable Management

SHG continues to focus on sustainable actions and practices, actively planning a long-term blueprint for a better life and human well-being. Upholding the core values of "Co-creating Value, Thriving Together and Co-sustaining" · the Group is dedicated to deeply integrating sustainability concepts into daily operations and customer experiences, while enhancing transparent communication and collaboration with stakeholders. We aspire to become a leading global hotel brand, fulfilling our commitments to future generations.

Environmental aspect the Group promotes various green innovation initiatives, including the "Sustainable Dining Table" program, which combines local ingredients with low-carbon dining concepts to advocate sustainability in food culture. We have implemented an AI food waste management system that leverages technology to monitor and reduce food waste, driving a circular economy in dining. Additionally, the "EcoMeet Sustainable Meetings" project introduces low-carbon and energy-saving designs into event planning, creating professional yet eco-friendly meeting experiences.

Social aspect the Group actively builds a diverse, equal, and inclusive workplace, with talent development at its core through the "Sustainable Talent Strategy." This strengthens career development mechanisms and learning support. The "iGPS Career Navigation Map" program offers two years of training and practical rotations to help employees deepen expertise and broaden career paths. Through concrete actions, we implement inclusion and diversity, establishing a positive and resilient organizational culture.

Governance aspect the Group complies with the "Corporate Governance Best Practice Principles for TWSE/TPEX Listed Companies," establishing a sound governance structure, continuously enhancing internal controls and risk management to ensure operational stability and regulatory compliance. Furthermore, the Group regularly reviews sustainability strategies and action plans, with oversight by the Board of Directors and senior management. Through active engagement with stakeholders, we build consensus on sustainability and strengthen the company's positive impact on the environment and society.

Annual Performance

- ✓ Implemented AI food waste system at Palette Buffet, achieving a 47.3% reduction in per capita food waste in 2024, equivalent to 55.4 tons of carbon emission reduction.
- ✓ The "EcoMeet Sustainable Meetings" project attracted 141 companies, accounting for 21.5% of total annual meetings, with 24,871 participants.
- ✓ Promoted digital paperless initiatives, reducing photocopy paper use by 14% annually, equivalent to a carbon emission reduction of 3.211 metric tons.
- ✓ Provided over NT\$18 million in manpower, sponsorship, and donations for charitable activities.
- ✓ Hosted charity cooking events at Hualien New Dawn Educare Center for 9 consecutive years.

Sustainability Strategy Blueprint

■ Promote Sustainable Tourism Transformation and Realize the Vision of Green Travel

Silks Hotel Group is committed to enhancing the practice of sustainable tourism, actively participating in global sustainability certifications, and promoting green travel initiatives. Through cooperation with international sustainability standards such as the EarthCheck certification program and the GTS Green Travel Label, we ensure tourism activities minimize environmental impact while providing travelers opportunities to experience local culture and natural resources in a sustainable way. Additionally, each hotel continues to promote low-carbon transportation, plastic-free living, and local cultural tours, deepening sustainability concepts into guests' daily experiences to achieve harmony between tourism and the environment.

■ Deepen Green Supply Chain Management and Co-create a Low-Carbon Value Chain

Silks Hotel Group implements strict environmental standards in supply chain management, prioritizing partners with sustainable practices and environmental performance when selecting collaborators. By setting clear environmental procurement policies, we encourage suppliers to provide low-carbon products and adopt eco-innovations, jointly driving a green transformation across the supply chain. Furthermore, regular supplier audits and training enhance upstream and downstream partners' consensus and action on sustainability goals, collaboratively building a responsible and resilient supply chain system.

■ Strengthen Food Safety Governance and Protect Customer Health and Well-being

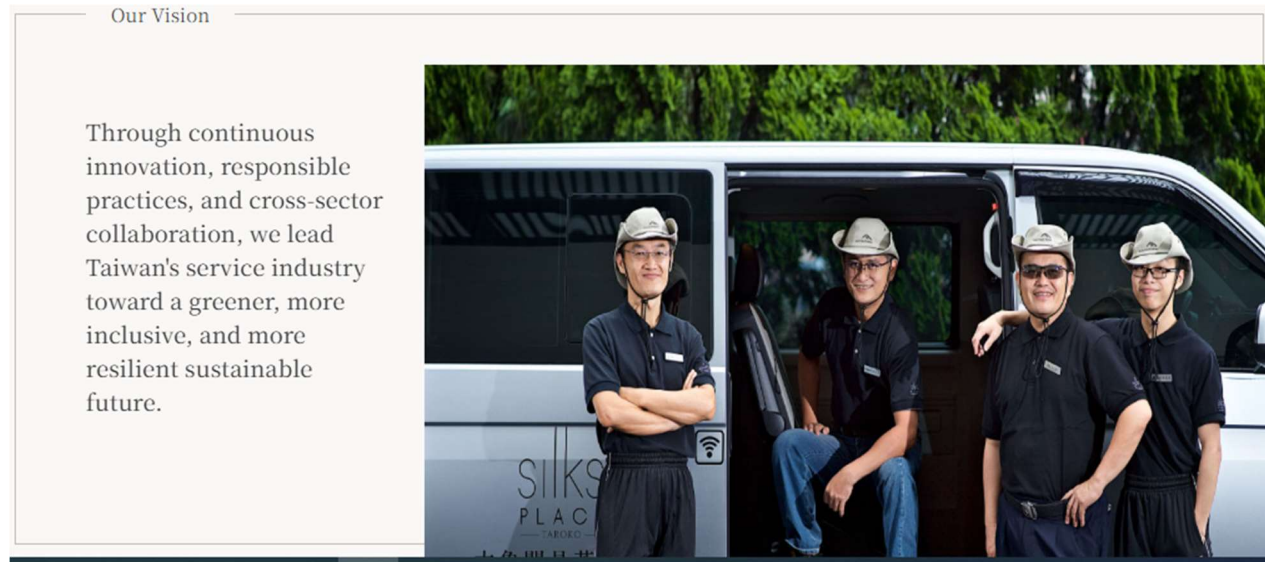
Silks Hotel Group insists on offering safe, healthy, and nutritionally balanced dining options. We are dedicated to promoting high-standard food safety and hygiene management systems, strengthening employee and supplier education and training. By implementing comprehensive food safety management systems and complying with food safety regulations as well as GHP and HACCP standards, we ensure every step from origin to table meets the highest hygiene criteria. This fulfills corporate responsibility, safeguards consumer health and well-being, and maintains corporate reputation and image.

■ Build an Inclusive Workplace Culture and Implement Sustainable Talent Strategy

We recognize that corporate competitiveness originates from talent competitiveness. The Group is committed to creating a diverse and inclusive work environment, promoting gender equality, diversity, and equity. Through concrete employee development programs and health promotion activities, we enhance professional skills while caring for employees' mental health and job satisfaction, ensuring all employees thrive in a safe and supportive environment. Moving forward, the Group will continue to focus on "people" as the starting point, deepen sustainable talent development strategies, strengthen employee relations and social impact, and jointly create a sustainable future of mutual prosperity and shared success.

1.1 SHG Sustainability: Vision, Strategy, and Practice

Silks Hotel Group upholds the sustainable values of "Learn Together (Co-learning), Create Together (Co-creating), Thrive Together (Co-thriving), and Sustain Together (Co-sustaining)," striving to build a happy, healthy, and dynamic ecosystem for a sustainable enterprise. We firmly believe that service can drive positive social development, enhance well-being, strengthen community resilience, and protect the environment, creating meaningful impact for both present and future generations. (Co-sustaining)," striving to build a happy, healthy, and dynamic ecosystem for a sustainable enterprise. We firmly believe that service can drive positive social development, enhance well-being, strengthen community resilience, and protect the environment, creating meaningful impact for both present and future generations.



In this process, we not only focus on economic benefits but also emphasize social equity and environmental protection, embedding sustainability into corporate governance, operational decision-making, and customer service.

Moving forward, the Group will continue to focus on sustainability actions and practices, actively planning a long-term blueprint related to better living and human well-being. We will integrate diverse innovative perspectives to deeply embed sustainability concepts into daily operations and customer experiences, strengthen transparent communication and collaboration with stakeholders, jointly achieve the United Nations Sustainable Development Goals (SDGs), and create long-term shared value for all stakeholders.

Implementation and Achievements

■ Environment

Through energy conservation, carbon reduction, circular economy, sustainable building, and green procurement initiatives, we mitigate climate change impacts and promote low-carbon operations and biodiversity conservation, achieving harmonious coexistence between the environment and the enterprise.

Silks Hotel Group is committed to the circular economy. In 2023, Regent Taipei officially launched the “Sustainable Dining Table” program, using its highest-revenue buffet restaurant, “Brasserie” as a pilot. Active measures were implemented, including the introduction of an AI food waste management system. By the end of 2024, the AI system successfully reduced food waste in Brasserie by 47.3%. The “EcoMeet Sustainable Conference” project promotes plastic-free, single-use item-free venue setups, traceable ingredient sourcing, paper reduction, and use of local ingredients. This project attracted 141 participating companies, accounting for 21.5% of total conferences, impacting 24,871 attendees.



In addition, a “Herb Garden” was created in the restaurant’s backyard to host urban farming activities, cultivating herbs and fostering an eco-friendly environment. Collaborations with international chefs launched the “Leftover Food Program,” transforming imperfect ingredients into delicious dishes. These initiatives actively implement the United Nations Sustainable Development Goals (SDGs), promoting environmentally friendly and sustainable practices together with consumers, achieving significant results.

Adhering to the philosophy of coexisting harmoniously with the environment, since April 2024, some of the Group’s restaurants have prioritized switching to cage-free eggs, demonstrating concrete support for animal welfare and environmental sustainability. Collaborations with the

Environment & Animal Society of Taiwan (EAST) and the Hualien New Dawn Educare Center promote livestock industry transformation and social care. This not only improves the living conditions of laying hens but also supports local disadvantaged groups' participation in agricultural production, fulfilling social responsibility commitments.

The Group continuously complies with environmental laws and regulations, striving to improve energy efficiency to reduce greenhouse gas emissions and lessen environmental impact. This also strengthens energy management performance and effectively lowers operating costs.

In 2024, a high-efficiency water-cooled variable-frequency magnetic levitation centrifugal chiller (400RT) was installed and went into operation in October. Plans are in place to replace a 600RT chiller by the end of 2025. This upgrade integrates intelligent monitoring and management systems that enable real-time control and adjustment of chiller operation and water temperature to optimize efficiency, enhance overall cooling system energy efficiency, and stabilize operations.

All copiers across the Group have been replaced with eco-label certified models, promoting a paperless operation model. This has successfully reduced paper consumption by 14% in 2024, equivalent to a reduction of 3.211 metric tons of carbon emissions.

All hotels under the Group use large-capacity pump bottles for shower amenities and encourage guests to bring personal toiletries to reduce waste. Silks Place Tainan, Silks Place Taroko, Wellspring by Silks & Just Sleep have installed drinking fountains on guest floors. Regent Taipei is planning to add water filtration systems during guest room renovations.

Additionally, employees are encouraged to bring their own thermos cups and avoid disposable tableware, collectively working toward plastic reduction goals.

We support climate protection-related initiatives, especially maintaining natural environments around hotels. For example, partnering with local conservation groups, we promote the "Firefly Ecotourism" project, educating guests about local ecology and encouraging responsible tourism behaviors, thus promoting biodiversity and ecosystem health.

■ Social

We continuously enhance workplace happiness and protect employee rights. Besides establishing competitive compensation and benefits and regularly reviewing industry salary trends, we promote equal pay for equal work and gender-equal promotion policies. Encouraging employees to join

shareholding plans and participate in company subsidies and profit sharing helps colleagues accumulate wealth and plan for their futures. These efforts have earned us the 1111 Job Bank “Happy Enterprise Gold Award” for four consecutive years, demonstrating excellence in employee care and management.

In terms of diversity, inclusion, and talent development, the Group incorporates British-style private butler services and the Japanese “Okami” spirit, systematically training butlers and front-line dining staff to enhance service detail and professionalism. The “iGPS Career Navigation Map” program offers 24 months of cross-brand and cross-functional rotations for fresh graduates and mid-level talents to accumulate diverse practical experience. Anticipating that Generation Z will comprise nearly 40% of the workforce by 2030, the program optimizes workplace experience from a Gen Z perspective, emphasizing experiential learning and value realization to inspire young colleagues to apply their talents and passions at work.

Regarding community involvement and philanthropy, since 2016, the Group has held the annual “Love Charity Cooking” event at Hualien New Dawn Educare Center for nine consecutive years. In 2024, 115 volunteers, including renowned chefs and local groups, participated to provide warm meals and companionship to vulnerable populations. The Group also partners with social welfare organizations to hold charity fundraising dinners and provides temporary accommodations and vocational training, assisting disadvantaged individuals in returning to the workforce and gaining independence.

All hotels actively engage in community building, promoting safety, barrier-free, and green-friendly designs, and participate in local cultural festivals and environmental beautification. The Group has long-term adopted Zhongshan District’ s No.4 Park, maintaining green space cleanliness and responding to city government cultural and tourism public welfare events, supporting local culture and tourism development.

Adhering to the community coexistence philosophy, Regent Taipei hosts the “Charity Christmas Market,” inviting Michelin-starred chefs to curate the event, combining festive delicacies with hundreds of second-hand quality tableware and goods. All event proceeds are donated to the Eden Social Welfare Foundation. Silks Place Tainan, Wellspring by Silks & Just Sleep also collaborate with local charities to hold public welfare activities, continuing community goodwill.

The Group provides over NT\$18 million in donations and manpower support for cultural exchanges, community welfare, and charity events. Through these diverse and ongoing philanthropic practices, the Group not only strengthens employee cohesion and sense of belonging but also creates positive social impact with quality service and local care, fulfilling ESG social long-term visions.

■ Governance

Silks Hotel Group establishes a transparent, honest, and responsible corporate governance framework, incorporating risk management and information security mechanisms, implementing sustainability goals and performance assessments to enhance corporate resilience and long-term competitiveness.

According to the “Corporate Governance Best Practice Principles for TWSE/TPEx Listed Companies,” the Group has formulated governance practice rules disclosed on public information platforms and company websites. Referencing international sustainability trends and examples, major sustainability topics were included in the 2024 sustainability report stakeholder survey. Based on survey results, relevant risk control strategies are formulated to strengthen governance and ensure corporate sustainability.

In addition to strengthening operational performance management, the Group established the CSR Committee in 2014, renamed the “Sustainability Development Committee” in 2021. The committee is chaired by the Chairman, with the Group COO and Regent Taipei Managing Director as vice chairs. A dedicated sustainability officer coordinates related matters. The committee restructures cross-brand and cross-department resources, meeting at least monthly to refine sustainability strategies and action plans, implementing the Group’s sustainability impact on environment and society.

The Group will continue to deepen sustainability strategies with innovative thinking, evidence-based management, and data-driven decision-making, embedding sustainability into organizational culture. We will strengthen stakeholder engagement through open and transparent communication, working together to promote sustainability goals and create a hopeful and valuable future for coming generations.

Sustainable Strategies

➤ Promoting Green Tourism to Achieve a Sustainable Vision

Silks Hotel Group actively advances sustainable tourism by adopting international certifications such as EarthCheck and GTS, integrating low-carbon travel, plastic-free initiatives, and local-guided experiences to create environmentally friendly journeys, fostering a future where tourism and ecology thrive together.

➤ Building a Sustainable Supply Chain with Animal-Friendly Practices

Silks Hotel Group prioritizes environmental standards across its supply chain, promoting low-carbon procurement and supplier sustainability training. In 2024, the Group announced a cage-free egg policy, aiming for full implementation by 2030, demonstrating its commitment to animal welfare and sustainable dining.

Silks Hotel Group aspires to be a model of sustainable tourism and green operations, setting industry benchmarks. The following sustainability strategies demonstrate our commitment and ongoing efforts across environmental, social, and governance dimensions:

➤ Promote Sustainable Tourism Transformation and Realize a Green Tourism Vision

The Group actively promotes sustainable tourism transformation, striving to create a green tourism model balancing ecological protection and local culture. We participate in international sustainability certifications such as EarthCheck and GTS Green Travel Label to ensure effective environmental impact reduction during operations while offering guests responsible and educational travel experiences. Our hotels continuously promote low-carbon travel, plastic-free living, and local cultural tours, integrating sustainability into daily guest experiences and encouraging environmentally friendly exploration. Moving forward, the Group will deepen green tourism advocacy to achieve harmony between tourism and nature for a sustainable future.

➤ Enhance Green Supply Chain Management and Co-create a Low-carbon Value Chain

The Group enforces strict environmental standards in supply chain management, prioritizing partners with sustainable practices and environmental performance. Through clear green procurement policies, suppliers are encouraged to provide low-carbon products and adopt eco-innovations, jointly driving green transformation across the supply chain. Regular supplier audits and training strengthen upstream and downstream consensus and actions toward sustainability, building a responsible and resilient supply chain system.

Committed to animal welfare and environmental sustainability, the Group actively promotes sourcing transformation, partnering with local suppliers to implement cage-free egg procurement. The “Cage-Free Egg Procurement Policy and Schedule” announced in 2024 pilots cage-free eggs in specialty restaurants, aiming for full adoption across Regent Taipei’s restaurants by 2026 and group-wide by 2030. This demonstrates respect for human rights, animal rights, and social inclusion while leveraging sustainable dining to positively influence the supply chain.

➤ Strengthen Food Safety Governance and Protect Customer Health and Well-being

The Group has established comprehensive food safety management systems and an in-house testing laboratory. Regular internal and external audits strictly monitor processes to comply with domestic and international regulations and standards. Following “farm to table” risk management processes, ingredient traceability enhances food quality and safety.

We are committed to offering safe, healthy, and nutritionally balanced food options, implementing high-standard food safety and hygiene management, and strengthening employee and supplier training. Full adherence to GHP and HACCP international standards positions the Group as a benchmark in food safety and health management, safeguarding customer well-being and fulfilling social and environmental responsibilities to create long-term positive value and sustain corporate trust and competitiveness.

➤ Build an Inclusive Workplace Culture and Implement Sustainable Talent Strategies

Recognizing occupational safety and health as foundations for sustainability, the Group strives to create a low-risk, injury-free workplace where every employee can thrive safely. We commit to gender equality and diversity and inclusion, strictly prohibiting discrimination and fostering a culture of equality, respect, and inclusion.

With a “people-centered” philosophy, the Group actively promotes sustainable talent strategies through systematic career development and professional training, helping employees enhance skills, broaden perspectives, and perpetuate corporate culture and values. Employee mental health and job satisfaction are also prioritized through wellness programs and support measures, cultivating a balanced work environment.

Aligned with our mission to “empathize” and “bring the best of the world to Taiwan and the best of Taiwan to the world,” we actively participate in philanthropy and environmental initiatives, deepening community involvement and care. Looking ahead, we will continue to strengthen employee relations and social impact, collaborating with employees and stakeholders to build a more inclusive, resilient, and sustainable future.

1.2 Sustainability Management and Structure

Silks Hotel Group was founded in 1976 (originally named "Chung An Tourism Enterprise Co., Ltd."), and renamed "Silks Hotel Group" in 1994. The Group was listed on the Taiwan Stock Exchange on March 9, 1998, possessing a sound and rigorous corporate governance structure, and has established comprehensive management systems and supervisory mechanisms to ensure the transparency, accountability, and fairness of the Board of Directors' operations, effectively safeguarding investor rights and promoting continuous sustainable corporate governance development.

The Group has established a Sustainability Development Committee (organizational chart shown below) to promote sustainability-related matters. The committee is chaired by the Chairman of the Board, with the Chief Operating Officer (COO) and Managing Director serving as Vice-Chairman. A dedicated Sustainability Manager position is established to coordinate and oversee the Group's sustainability affairs, linking resources across brands and departments to ensure effective implementation of sustainability initiatives.

Committee members include senior executives such as the Vice President of Public Relations, Vice President of Development and Finance, Vice President and Executive Vice President of Rooms Operations, Purchasing Manager, Human Resources Manager, Chief Accountant, Chief Engineer, and the Sustainability Manager.

The committee operates under the authorization of the Board and regularly reports execution status to the Board, which continues to supervise strategic direction and performance evaluation.

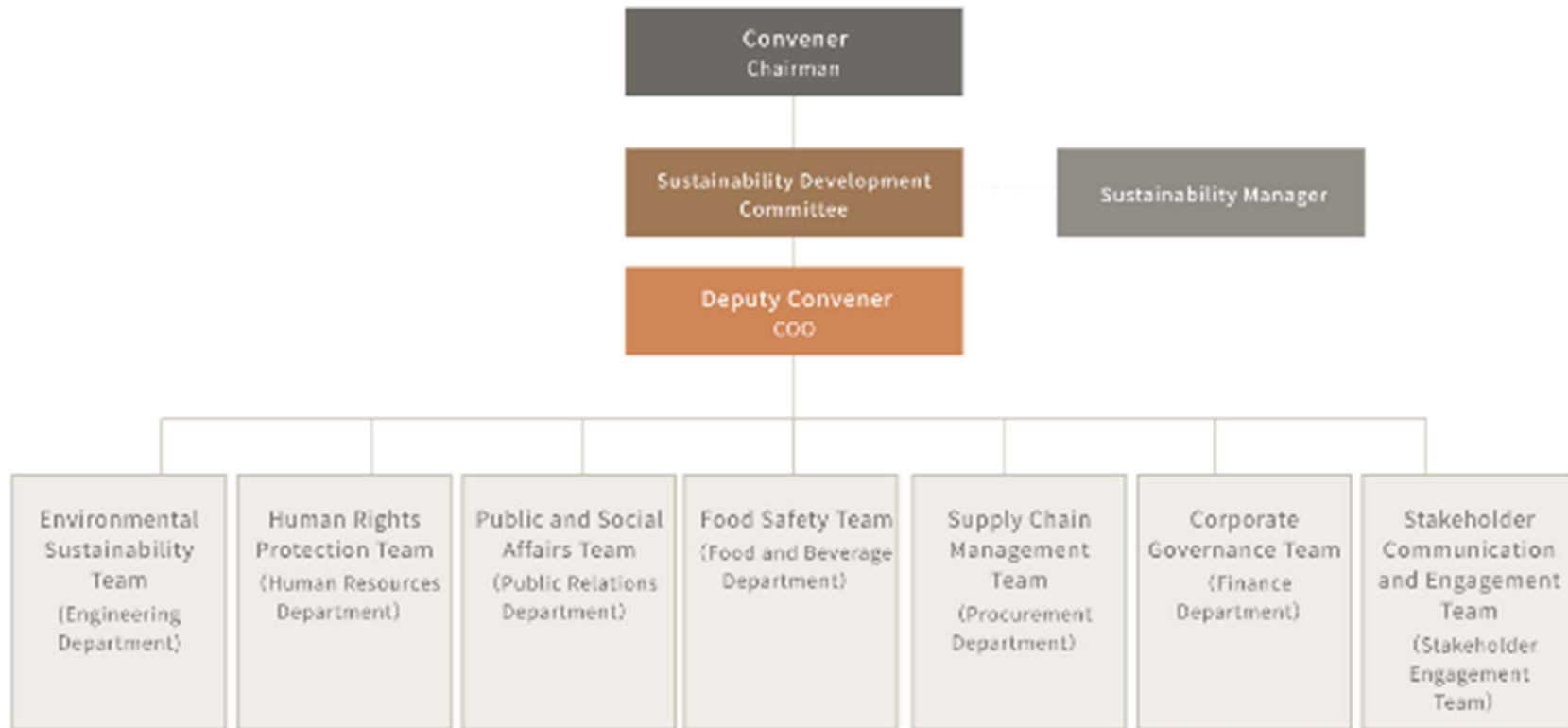
The committee meets at least once a month to review and optimize sustainability strategies and action plans. Based on the AA1000 SES (Stakeholder Engagement Standard), it periodically re-identifies and assesses stakeholders and their concerns, integrates feedback from various parties, and provides specific responses to key issues to continuously improve strategic effectiveness.

To ensure transparency and timeliness, the committee reports major matters to the Board as needed, and submits at least one annual report on stakeholder communication to strengthen decision-making support.

■ Sustainability Practice Code

Silks Hotel Group has established the Silks Hotel Sustainability Practice Code based on the "Sustainability Practice Code for Listed and OTC Companies" announced by Taiwan's GreTai Securities Market. The code comprises five main principles to guide employees in faithfully implementing social responsibility in daily operations.

■ Sustainability Development Committee Structure



■ Responsibilities of the Sustainability Development Committee

Environmental Sustainability Team:

Implements environmental policies and carbon reduction actions, monitors environmental indicators, promotes energy conservation and renewable energy, ensures regulatory compliance and carbon inventory management.

Human Rights Team:

Works to reduce human rights risks, promotes diversity and inclusion as well as employee welfare, and provides education, training, and career development opportunities.

Public & Social Affairs Team:

Drives positive interaction between the company and society, develops corporate social responsibility initiatives, participates in community building, and enhances corporate giving impact and social transparency.

Food Safety Team: Responsible for enforcing food safety management, ensuring products and raw materials comply with standards, supervising supply chain quality, implementing inspection mechanisms, and strengthening employee food safety training.

Supply Chain Management Team:

Dedicated to building a sustainable supply chain, assessing suppliers' environmental and social responsibilities, enhancing transparency and risk control, implementing human rights oversight, and promoting green procurement.

Corporate Governance Team:

Promotes transparent information disclosure and diverse independent leadership, strengthens risk management and internal controls, ensures regulatory compliance, and safeguards data privacy and security.

Stakeholder Engagement Team:

Develops communication strategies, facilitates stakeholder participation and feedback, publishes sustainability reports, and responds to public and media inquiries.

1.3 Stakeholder Engagement and Materiality Assessment

Stakeholders and Engagement

The Committee reviews the stakeholder identification and engagement process annually, collecting and analyzing stakeholders’ concerns and needs regarding various sustainability issues. Based on these insights, the company focuses on responding to material topics, continuously optimizing sustainability strategies and action plans, and ensuring the greatest positive impact on environmental protection and social well-being.

In 2024, the Sustainability Development Committee identified the following seven key stakeholder groups:

01 Employees	02 Customers / Consumers / Mall Tenants
03 Shareholders / Investors	04 Strategic Partners(e.g., Suppliers, Contractors)
05 Media / Online Communities	06 Government Regulatory Authorities
07 Communities and Non-Profit Organizations	

Silks Hotel Group has established multiple communication channels to continuously interact with stakeholders, gather their needs and expectations, and formulate performance responses for key concerns. Identified critical issues are incorporated into operational strategy development, product innovation, and service optimization, aiming to create long-term sustainable value for stakeholders. The Group not only pursues operational performance improvement but also leverages its influence to promote societal well-being.

The company website features a dedicated contact section, allowing stakeholders to provide feedback at any time. To respond effectively and promptly to issues of stakeholder concern, feedback is collected and addressed through various contact methods and communication channels. Additionally, an online stakeholder questionnaire is available on the website to gauge their attention and expectations regarding major topics, providing valuable input for the company's sustainable operations. The Sustainability Committee reports at least once a year to the Board of Directors on stakeholder engagement activities.

The Committee reported stakeholder communication activities and ESG implementation results to the Board of Directors on March 11, 2024, and November 11, 2024.

Identifying Stakeholders

Stakeholders	Significance to SHG	Stakeholder Contact Window
Employees	SHG values employees as key stakeholders, fostering a safe, respectful, and fulfilling workplace that protects their rights and well-being. With full support and engagement, we inspire resilience and innovation, driving sustainable growth and social value.	sara.chien@regenttaiwan.com
Customers/ Tenants	SHG regards customers, consumers, and tenants as core stakeholders, with their trust vital to brand value and sustainable growth. We provide exceptional experiences and “empathy-driven” hospitality that redefine travel. Through alliances and sustainability efforts, we collaborate with partners and tenants to foster fair, inclusive, and environmentally responsible practices, building a sustainable future together.	edward.yu@regenttaiwan.com customerservice@regenttaiwan.com
Shareholders /Investors	SHG regards shareholders and investors as key stakeholders, integrating sustainability concerns into core decisions to strengthen risk management and strategy. We align sustainability with long-term value, enhance transparency and performance, and ensure steady growth while meeting financial and non-financial expectations.	brita.wang@regenttaiwan.com
Strategic Partners (ex:Suppliers 、 Contractors)	SHG regards suppliers and contractors as vital partners in sustainable development, building trusting and mutually beneficial relationships. Through strict supply chain management and green procurement, we collaborate to adopt innovative sustainable solutions, strengthen social, environmental, and governance responsibility, and drive industry-wide ESG transformation.	juliet.liu@regenttaiwan.com
Media/Online Communities	SHG regards media and online communities as key stakeholders shaping its public image. Upholding integrity, professionalism, and transparency, we communicate openly to build trust. Through accurate disclosure, responsible responses, and listening to community voices, we manage reputation risks and align corporate conduct with societal expectations.	ellen.chang@regenttaiwan.com

Stakeholders	Significance to SHG	Stakeholder Contact Window
Government Authorities	HG regards government authorities as key stakeholders in safeguarding public interests and advancing industry growth. We ensure compliance through strong management, minimize legal risks, and enhance governance. By monitoring regulations and reinforcing audits and risk controls, we demonstrate responsibility and support industry sustainability and social stability.	brita.wang@regenttaiwan.com
Communities and Non-Profit Organizations	SHG regards communities and non-profits as key stakeholders in promoting inclusion and social sustainability. We work with local groups and charities on philanthropy, environmental action, and development to enhance well-being. Through long-term commitment, we foster inclusive, safe, and resilient communities while amplifying our positive impact.	sharon.liao@regenttaiwan.com

Stakeholder' Engagement

Stakeholders	Issues of Concern	Communication Frequency and Channels	Communication Performance
 Employees	Employee Care and Talent Retention Human Rights Protection and Diversity & Inclusion Information Security and Privacy Protection Occupational Safety and Health Food Safety and Health	-Irregular announcements on bulletin boards, Silks University App, HR consultations -Employee satisfaction surveys, employee grievance mechanisms -Labor welfare committee, labor-management meetings, occupational safety and health regular meetings -Annual competency training programs	-Regularly meetings -Conducted on-the-job career training with a total of 11,622 participants and 67,204 training hours; human rights protection training included 5,099 participants with 9,432 training hours -Awarded Asia' s Best Employer -Regent Taipei received the "1111 Job Bank Happiness Enterprise Gold Award".
 Shareholders / Investors	Sustainability Strategy Food Safety and Health Talent Development and Career Growth Innovation and Customer Service Operational Performance	-Annual board meetings and shareholders' meetings, Publication of annual reports, and sustainability reports -Quarterly financial reports Institutional investor presentations and investment forums -Public Information Observatory (Taiwan Stock Exchange disclosure platform) -Company website, complaint hotline, and email communication	-Held 5 board meetings and 1 shareholders' meeting -Conducted 3 institutional investor presentations -Released 28 material announcements -Published the annual sustainability report
 Customers/ Consumers and Tenants	Food Safety and Health Innovation and Customer Service Information Security and Privacy Protection Occupational Safety and Health Community Care and Public Welfare	-Company website, sustainability report -Customer satisfaction surveys, complaint hotline -Social media platforms, press releases -Phone and email communication -Club membership newsletters	-Published annual sustainability report -Achieved a customer satisfaction score of 86

Stakeholders	Issues of Concern	Communication Frequency and Channels	Communication Performance
 Strategic Partners (ex: Suppliers and Contractors)	Human Rights Protection and Diversity & Inclusion Food Safety and Health Sustainable Supply Chain Occupational Safety and Health Information Security and Privacy Protection	-Occasional & supplier meetings -Annual supplier written evaluations -At least one annual on-site supplier audit Irregular visits to new vendors -Hotline and email for reporting unethical behavior	-Conducted written reviews for 174 partner suppliers and on-site audits for 21 partner suppliers; no suppliers scored below 60, indicating no failures -No reported incidents of violations related to integrity or unethical behavior
 Media / Online Communities	Community Care and Public Welfare Human Rights Protection and Diversity & Inclusion Occupational Safety and Health Corporate Governance	-Occasional press conferences -Irregular press releases and interviews -Dedicated hotline, email communication	-23 press conferences held -Average of 9 press releases per month -Social media updates (ongoing)
 Government Authorities	Human Rights Protection and Diversity & Inclusion Occupational Safety and Health Information Security and Privacy Protection Food Safety and Health	-Regular regulatory audits -Public Information Observatory -Comply with and promote the implementation of relevant policies and regulations issued by government authorities	-Complied with government food safety regulations by completing product disclosures and publishing the annual sustainability report -Implemented information security management system
 Communities and Non-Profit Organizations	Community Care and Public Welfare Waste, Wastewater, and Air Pollution Management	-Promoting social welfare activities and supporting organizational initiatives -Annual sustainability report publication -Community meetings -Communication via phone, email, and letters customerservice@regenttaiwan.com	-The group's properties, including Regent Taipei, Silks Place Tainan, Silks Place Taroko, Wellspring by Silks Jiaoxi, and Just Sleep, organize a series of year-end charity and warm-hearted care activities. For details, please refer to Section 3.4 Community Care

Materiality Analysis and Identification

Silks Hotel Group conducts materiality analysis of sustainability issues in accordance with the GRI 3 (Material Topics 2021) standard. The identification process is as follows:

■ Issue Identification Questionnaire

The identification of material topics is based on the list of material issues from recent years, adjusted according to current sustainability trends. In addition to considering the potential impacts of the company's products on the economy, society, and environment, the process also takes into account industry concerns as well as the actual needs and expectations of stakeholders. This ensures that the list of topics reflects materiality, completeness, and inclusiveness.

■ Identification of Material Topics

Through questionnaire analysis, the level of stakeholder concern for each issue was assessed, along with the potential risks and opportunities these issues may bring to the company's operations and sustainability strategies. Each responsible unit further evaluated the potential impacts of the issues on the environment, society, and economy, as well as their implications for internal operations. Based on these assessments, the issues were prioritized and materiality was determined.

■ Confirmation of Material Topics

The preliminary identification and prioritization results were submitted to the management for review and confirmation to ensure alignment with the GRI principles of materiality, completeness, and stakeholder inclusiveness. Based on this process, the company defined the scope and boundaries of each material topic in terms of its internal and external impacts. These results serve as the foundation for formulating strategic directions and response measures and are disclosed in the annual report.

■ Completeness Review

The scope of the sustainability report is based on the identified material topics, their boundaries, and the reporting period, ensuring that all material issues are comprehensively disclosed. The final report is reviewed and validated jointly by the Sustainability Committee and relevant responsible units to ensure the information is accurate, complete, and reliable.

Material Topics Survey Result

A total of 156 responses were collected for the 2024 Material Topics Survey. The company, based on the European Union's advocated "Double Materiality" principle and the GRI 3 (Material Topics 2021) standards, analyzed and quantified stakeholders' levels of concern regarding various sustainability issues to identify material topics. Each responsible unit evaluated and ranked the potential impacts of these topics on the economy,

society, and the environment, as well as their effects on the company's internal operations, and conducted analysis and discussions based on the evaluation results.

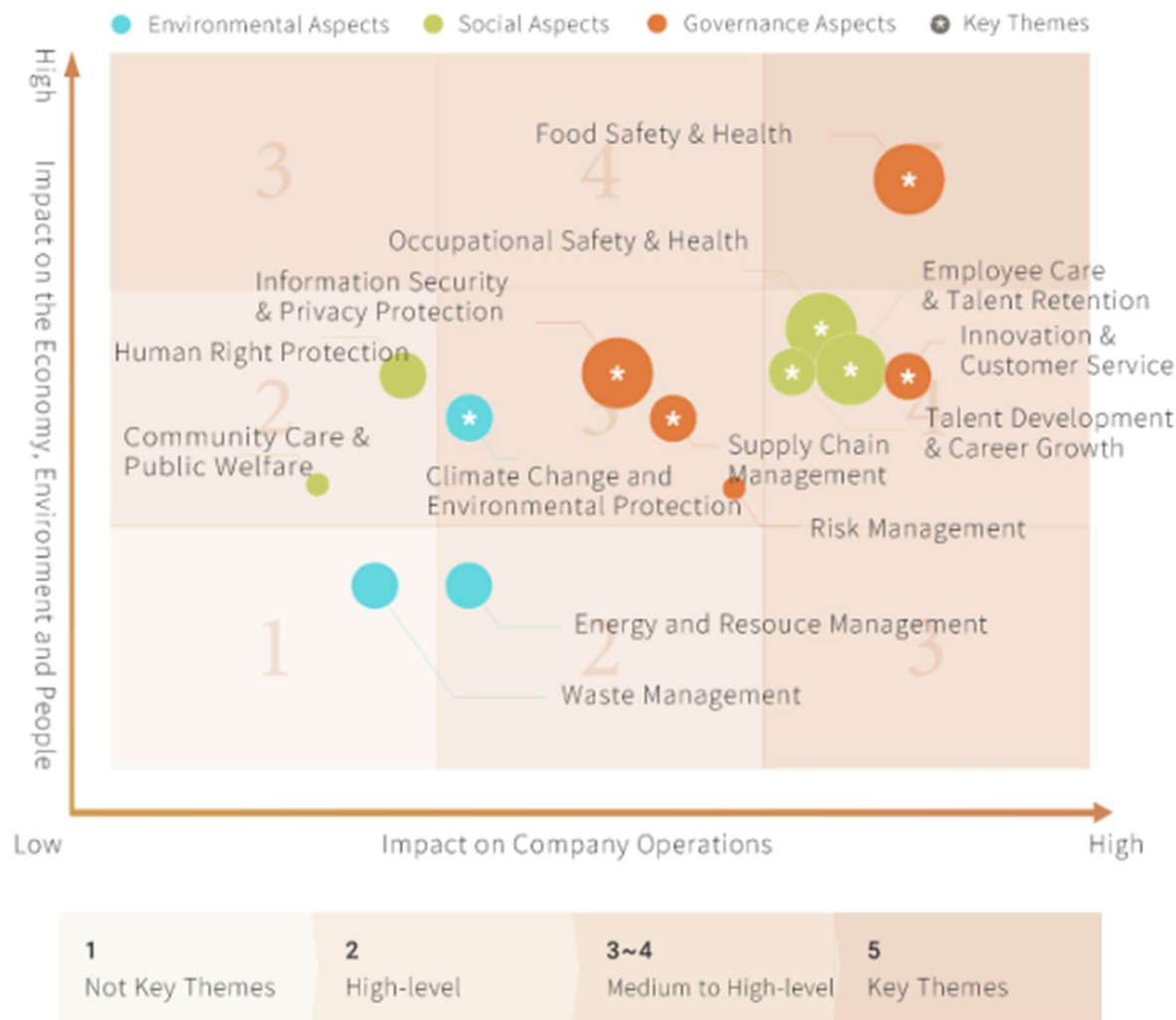
After review by the Sustainability Committee sub-group, the preliminary identification results were submitted to management for final review, adjustment, and confirmation. Certain material topics required for regulatory compliance or practical disclosure purposes were also included within the scope of material topics. Ultimately, eight highly material sustainability topics were identified as the key disclosure topics for this report. By focusing on the core issues of concern to stakeholders, the company aims to more effectively advance its sustainability strategy, strengthening corporate resilience and sustainability performance.

- Eight Material Topic :
- 1) Food Safety and Health
 - 2) Innovation and Customer Service
 - 3) Supply Chain Management
 - 4) Information Security and Privacy Protection
 - 5) Occupational Safety and Health
 - 6) Employee Care and Talent Retention
 - 7) Talent Development and Career Growth
 - 8) Climate Change Response

2024 Materiality Assessment Results and Comparison with the Previous Year		
2024 Material Topics	Difference from Previous Year	Explanation of Difference
Employee Care and Talent Retention	Renamed	The 2023 topic was "Talent Attraction and Retention." Due to increasing labor shortages, better employee benefits are emphasized to attract and retain talent.
Climate Change Response	Added Material Topic	Added as a material topic in response to environmental sustainability practices.
Talent Development and Career Growth	Same as 2023	Maintained as a material topic
Occupational Safety and Health		
Innovation and Customer Service		
Food Safety and Health		
Supply Chain Management		
Information Security and Privacy Protection		
2023 Material Topics		
Human Rights Protection and Diversity & Inclusion	Section Adjusted	Merged into Section 3.2 Employee Care and Retention
Community Care and Philanthropy	Removed	Removed based on survey results

Materiality Analysis Matrix

The X-axis represents the impact on company operations, while the Y-axis represents the impact on the economy, environment, and people. Each axis is weighted on a scale of 1 to 5. The size of the bubble indicates the level of concern among stakeholders.



Material Topics Alignment Table with GRI, SASB, and TCFD Standards

Based on the identified material topics, Silks Hotel Group further assessed their economic, social, and environmental impacts both within and beyond the organization. These topics were then mapped to the corresponding disclosure topics under the GRI Standards and linked to relevant sections of the management approach. The Material Topics Alignment Table with GRI and SASB Standards presents the alignment of each material topic with the respective standards, demonstrating the Group's consistency in disclosure and governance responses across multiple sustainability frameworks.

Aspects	Material Topics	GRI/SASB Standards Mapping Table	Corresponding Section	Corresponding to the SDGs	Scope of Impacts	
					Within the Organization	Outside the Organization
					The Company Itself	(Stakeholder)
Governance Aspect	Food Safety and Health	GRI 416 Customer Health and Safety 2016 GRI 417 Marketing and Labeling 2016 SASB FB-RN-250 Food Safety	2.4 Food Safety and Health	 3 Good Health and Well-being  12 Responsible Consumption and Production	•	•
	Information Security and Privacy Protection	GRI 418 Customer Privacy 2016	2.6 Privacy and Information Security	 9 Industry Innovation and Infrastructure  16 Peace, Justice and Strong Institutions	•	•
	Innovation and Customer Service	NA	2.3 Innovation and Customer Service	 8 Decent Work and Economic Growth	•	•
	Supply Chain Management	GRI 204 Procurement Practices 2016 GRI 308 Supplier Environmental Assessment 2016	2.5 Supply Chain Management	 12 Responsible Consumption and Production  15 Life on Land  17 Partnerships for The	•	•

		GRI 414 Supplier Social Assessment 2016 SASB FB-RN-430 Supply Chain Management & Food Sourcing		Goals		
Social Aspect	Occupational Safety and Health	GRI 403 Occupational Health and Safety 2018	3.1 Occupational Safety and Health	 8 Decent Work and Economic Growth	●	
	Employee Care and Talent Retention	GRI 401 Employment 2016 GRI 402 Labor/Management Relations 2016 GRI 405 Diversity and Equal Opportunity 2016 SASB FB-RN-310 Employees SASB SV-HL-310 Employees	3.2 Employee Care and Talent Retention	 5 Gender Equality  8 Decent Work and Economic Growth  10 Reduce Inequalities	●	
	Talent Development and Career Growth	GRI 404 Training and Education 2016	3.3 Talent Development and Career Growth	 4 Quality Education  8 Decent Work and Economic Growth	●	
Environmental Aspect	Climate Change and Environmental Protection	GRI 302 Energy 2016 SASB FB-RN-310 Employees SASB SV-HL-130 Energy Management SASB SV-HL-160 Ecological Impacts SASB SV-HL-450 Climate Change Adaptation	4.1 Climate Change Response	 13 Climate Action	●	●