

台北亞都麗緻大飯店

# 2024永續報告書

Sustainability Report



# About the Report

The Sustainability Report issued by The Landis Taipei Hotel Co., Ltd. (stock code: 5703, hereinafter referred to as "The Landis", "we"), this report covers business performance, corporate governance, environmental protection, social participation, results of communication with stakeholders and The Landis's commitment to a more sustainable future.

## Reporting period

The information disclosed in this report is from January 1, 2024 to December 31, 2024. Regular reports are produced annually; the next report is expected to be issued in August 2026.

## Report scope and boundary

The scope covered by this report includes all subsidiaries in the consolidated financial statements, including The Landis Taipei, Liz Dining and Landis Management Co. Ltd. The financial data is collected from the consolidated financial report of The Landis after audited by Crowe Accounting Firm (Crowe), and the financial statement figures are calculated in New Taiwan Dollars.

## Preparation basis

This report was compiled and issued with reference to the scope of the Global Reporting Initiatives Standards (GRI Standards), the Sustainability Accounting Standards Board (SASB) - HOTELS & LODGING, and "Operational Measures for the Preparation and Submission of Corporate Sustainability Reports by Over-the-Counter Companies" announced by the OTC Securities Trading Center of the Republic of China.

## Public information reliability

All the information and data in this report are provided by the relevant internal units, reviewed and consolidated after auditing, and after being approved by the chairman of the board. We entrust Crowe, based on the confirmation of the Accounting Research and Development Foundation of the Republic of China Standards Bulletin No. 1 to confirm before disclosing the content in this report which complies with the scope of the GRI Standards, before Crowe issue an independent limited assurance report.

## Feedback

You are welcome to provide any valuable feedback on the 2024 The Landis Taipei Sustainability Report, for improvements.

## Contact person:

Audit Supervisor of the Board of Directors,  
Candy Hsu

## Add:

No. 41, Section 2, Min Chuan East Road, Taipei

Tel: 886 2 2597 1234

E-mail: [candy.srrrhu@landisgroup.com.tw](mailto:candy.srrrhu@landisgroup.com.tw)

# Operator Statement

The increasingly challenging environment of the hospitality industry has made hotel operations ever more demanding. Nevertheless, by uniting the collective strength of our associates, we remain steadfast in upholding our core value and commitment of being the “Best Hospitality Brand in the Asia-Pacific Region.” This serves as the foundation for achieving stable and sustainable growth while driving continuous momentum for corporate development.

Through the publication of this ESG Report, we aim to communicate and disclose to stakeholders the ongoing growth, transformation, key initiatives, and performance achievements of The Landis Taipei.

In recent years, energy conservation and carbon reduction have become prominent global issues, making sustainability a priority for enterprises. Landis Hospitality Group has taken on the responsibility of implementing corporate social responsibility by proactively advancing hotel environmental policies ahead of schedule in December 2023. Measures include replacing single-use amenities with refillable bath products, encouraging guests to bring their own toothpaste and toothbrush, reducing the frequency of linen changes, and substituting in-room plastic bottled water with electric kettles. In our restaurants, we encourage guests to dine in rather than take out, not only to enjoy dishes at their best but also to reduce the use of disposable packaging.

We have also long been committed to responsible energy and waste management. General waste, used cooking oil, and food waste generated from operations are entrusted to certified vendors for recycling and reuse, reducing the impact on the environment. Between 2022 and 2024, we reduced general waste by a total of 344 metric tons and food waste by 55.6 metric tons. These diverse and proactive efforts enabled The Landis Taipei to earn the Gold-Level Green Hotel Certification in 2023.

As a leader in Taiwan’s dining industry, Landis Hospitality Group has upheld its mission for over 40 years: to elevate the standards of domestic dining. The Landis Taipei continues to deliver on this mission, with two of its restaurants having received Michelin one-star recognition for multiple years, and honors such as the inaugural Best Wine List by the Taiwan Sommelier Association. We have always been committed to quality, service, and culinary excellence. The hotel’s three restaurants are not merely venues for gatherings but also promoters of culinary culture. They regularly host lectures on art and culture aligned with core dining themes, allowing guests to experience the depth of cuisine while enhancing their sensory experiences.

In recent years, with the steady return of international business and leisure travelers, the hotel’s room division has actively collaborated with third-party booking platforms, while securing a stable occupancy base during off-peak seasons through group bookings. On the official website of The Landis Taipei, targeted marketing campaigns have been designed for specific customer segments, with promotional strategies tailored to different channels. Rather than prioritizing occupancy rates at the expense of service quality, the hotel remains committed to maintaining a strong average daily rate as its key objective.

To meet evolving market demand, Landis’s ready-to-eat gourmet products continue to introduce new offerings at physical outlets to create novelty in the market, while frozen meals are sold through e-commerce channels. By expanding external distribution partnerships and promotional efforts, the group strengthens its brand presence and market positioning, ensuring sustainable growth.

Although the post-pandemic recovery has been prosperous, traditional industries such as hospitality and food service in Taiwan continue to face one of their greatest challenges—persistent labor shortages. With government support, the group has recruited Southeast Asian students under cooperative education programs, inviting them to Taiwan to assist in operations while providing appropriate culinary education and language training. This initiative helps address the long-term shortage of manpower in the industry.



Johnny Chow, Chairman (C)  
Newman Yen, General Manager of  
Hotel Operations  
Michelle Hsu, Managing Director

Chairman,  
Landis Hospitality Group



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# Company Introduction

The Landis Taipei was founded in 1977 by Chairman Chow Jian Fa, who invited his relatives and friends to establish this international hotel in response to the government's call to promote tourism. Ground breaking was in June 1977 and it was officially opened for business on December 13, 1979. Currently it has 219 international standard rooms and 3 restaurants in the hotel. It is the best place for domestic and foreign business and leisure guests. Tien Hsiang Lo and banquet hall provide delicious Hangzhou cuisines. Paris 1930 de Hideki Takayama is the only high-end French restaurant in a five-star hotel in Taipei with French fine dining, and La Brasserie serving delicious and authentic French meals.

Travelers have everything they need for daily and business purpose making the hotel their "home in Taipei". Due to the thoughtful design, novel layout and meticulous service, the hotel is highly praised and well-known by people from home and abroad. In addition to being certified as a five-star hotel by the Tourism Bureau, it has also won many domestic and foreign hotel brand evaluations, such as the Taiwan Service Industry Awards, Five-Star Service Award, Gold Medal Service Industry Survey and other major awards, and has become the most representative hotel brand in Taiwan.

Since the 1999, its subsidiary Liz Dining Co., Ltd., has successively set up stores in various department stores under the brand of Liz Gastronomie. Currently, it has takeaway counters in Tien Mu Dayeh Takashimaya Department Store, SOGO Department Stores, etc., specializing in bread, cakes and all kinds of delicacies. Fresh and frozen food for festive occasions are also sold in retail stores (Family Mart, 7-11, OK convenience store, Carrefour, Jason's supermarket, domestic e-commerce channels, etc.).

公司全名	亞都麗緻大飯店股份有限公司 (股票代號：5703)
員工人數	255人(含全職與兼職員工，截至 2024年 12 月 31 日)
實收資本額	702,395,940元
設立日期	1977年5月25日
主要業務	經營國際觀光旅館業務及正統精緻杭州、嶄新概念的法式料理餐廳。
董事長	周永銘
總經理	顏鎮國
總部地址	台北市中山區民權東路二段41號
營運涵蓋地區	台灣地區
旗下酒店品牌	麗緻旅館系統
旗下餐飲品牌	亞緻餐飲、麗緻巴賽麗、麗緻坊、天香樓mini

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## Paris 1930 de Hideki Takayama

Paris 1930 de Hideki Takayama is a pioneer of high-end French fine dining in Taiwan. In 2019, Japanese international celebrity chef Hideki Takayama was invited to take the helm. Taiwanese tea and local ingredients are integrated with Japanese aesthetics and art to present a perfect dining experience by adding a sense of ritual through the five senses. For three consecutive years from 2019 to 2021, it has been awarded with two wine glasses by the world renown Wine Spectator “Best of Award of Excellence”.



▲ Paris 1930 de Hideki Takayama Foyer



▲ Paris 1930 de Hideki Takayama Dining Space



## Tien Hsiang Lo

The only Michelin Hangzhou cuisine restaurant in the country. It welcomes guests with an elegant new style based on the blueprint of the most prosperous Song Dynasty in Chinese history. It specializes in Hangzhou cuisine that represents affluent life and reproduces many classic legends from ancient books and sticks to the elegance of old Hangzhou dishes. Inheriting the charming spirit of the four arts of the Song people, the restaurant reproduces the elegance of arranging flowers, ordering tea, burning incense, and hanging paintings. It also vigorously promotes the art of table tea in Taiwan. In 2020, it became the first international hotel in the Asia-Pacific region to cultivate its own tea masters. The restaurant has more than 30 selection of tea from Taiwan and provides tea service during meal; study the "Grand View Tea Theory" written by Emperor Huizong of Song Dynasty. During dining and banqueting, seven times of boiling and ordering tea were performed, recreating the splendor of the Song Dynasty. The interior design of the hall is surrounded by the ten sceneries of West Lake, which shows the rich humanistic feelings of space aesthetics and elegant Hangzhou Cuisine. Combined with the rich and in-depth catering culture, it undertakes the mission of promoting catering culture in Taiwan.

▲ Tien Hsiang Lo Dining Area and Private Room



▲ 天香樓廳景





# La Brasserie

La Brasserie's design incorporated Belle Époque lavish decoration which presents a unique romantic style and a strong humanistic atmosphere. Polished golden brass railings, Burgundy red seats, and wooden retro tables and chairs create a warm and warm atmosphere against the blurred light and shadow and cast iron decoration. The restaurant provides French traditional classic cuisine, showing the cultural characteristics of all parts of France. It is an ideal spot for cocktails and an array of mixed drinks with friends, acquaintances, and business colleagues.



▲ La Brasserie Dining Area



▲ La Brasserie Bar Lounge

# Liz Gastronomie

Liz Gastronomie provides authentic sweet and savory European bread, pastries and coffee to go. Freshly baked bread, classic French desserts, and various chef-made cakes are provided daily. Special festive products are available, i.e. Chinese New Year's goodies and gift baskets, Dragon Boat rice dumplings, exclusive mooncakes, Thanksgiving turkey and Christmas products to meet the needs of gift giving or personal consumption. In addition to the one located on the first floor of The Landis Taipei, there are also Liz Gastronomie in Dayeh Takashimaya, SOGO Zhongxiao Store and SOGO Tianmu Store, allowing guests to taste the products and considerate services of The Landis more conveniently and easily.





# The Landis Taipei Memorabilia



# Operating Performance



## Impact of Natural Disasters

Following the pandemic in 2023, international business travelers gradually returned, bringing long-awaited signs of recovery after years of struggle. However, the earthquake in April 2024 and subsequent typhoons significantly impacted tourist numbers in the second and third quarters. As a result, the average occupancy rate in 2024 was around 50%, roughly the same as in 2023, with business growth showing signs of slowing down.

## Response Strategies

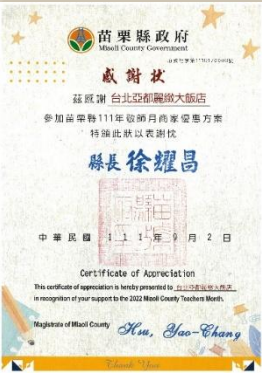
- 1.Continue expanding domestic travel channels and developing international business opportunities for room sales.
- 2.Aim for higher Michelin recognition in the food and beverage sector.
- 3.Leverage major online booking platforms to increase visibility, provide convenient real-time reservations, and enhance opportunities to upsell to higher room categories.
- 4.Strengthen the official website, reduce commission costs, and actively recruit members for the “Lizhi Friends” loyalty program.
- 5.Adopt energy-saving equipment and strictly follow the company’s energy conservation and carbon reduction policies to meet environmental goals while reducing costs.

## Goals

To ensure that every customer can enjoy our professional and high-quality services with peace of mind, while also providing employees with an optimal working environment. We will continue to invest in human resource development, upgrade hardware facilities, and consistently enhance service quality. Our aim is to carry forward the spirit of The Landis Taipei and achieve even greater business performance than ever before. We strictly comply with all regulatory requirements to maintain operations with no major violations.

單位:新台幣仟元

年度 收入項目	2023	2024	變動率%
客房收入	185,489	176,479	4.86%
餐飲收入	212,279	207,669	2.17%
其他營業收入	34,385	40,615	18.11%
合計	432,153	424,763	1.71%





# Sustainability

## Environmental

- Comply with the environmental laws and relevant international norms, strengthen energy utilization, and properly protect the natural environment.
- Committed to improving the utilization efficiency of various resources and implementing green procurement.
- Stopped providing single-use guestroom amenities to support the nationwide Green Living initiative.
- All lighting in The Landis Taipei has been replaced with energy-saving bulbs.
- In 2023, The Landis Taipei received the **Gold-Level Green Hotel Certification**.

## Social

- Aligning with major international issues of concern, we revised the **Human Rights Policy** to strengthen human rights management mechanisms and expand the scope of protection.
- Revised measures for the prevention of sexual harassment, as well as related grievance and disciplinary procedures.
- Committed to reducing risk factors that may impact colleagues' safety and health, and preventing occupational hazards.
- Creating a supportive environment for employees' career development, and establishing effective training programs for career competency enhancement.
- Collaborating with suppliers to jointly promote **ESG advancement**.
- Participating in activities organized by civic organizations, charitable foundations, and local government agencies related to community development and education, to promote community growth.

## Governance

- In 2024, a total of 6 directors participated in continuing education, with a combined total of 52 training hours, averaging 9 hours per director.
- The consolidated revenue reached NT\$420 million.
- The Corporate Governance Evaluation ranked in the 21%–35% range. (Note: Data source is based on the announcement of the Taipei Exchange, May 7, 2025.)

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## Excellent Performance I



2024 EXPEDIA Best Partner Award



2022 Michelin Guide Taipei, Taichung,  
Tainan & Kaohsiung – One Star Restaurant  
| Sommelier (Best Wine List)



2024 Michelin Guide Taiwan – One Star  
Restaurant

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## Excellent Performance II



Certificate of Appreciation  
Taiwan Visitors Association



Taipei City Government Department of Information and Tourism  
Safe Travel Stamp Certification

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## Excellent Performance III



Certificate of Appreciation for Blood  
Donation by Taiwan Blood Foundation



Taiwan I Sports Sports Enterprise  
Certification Medal



TTQS Enterprise Organization Edition  
Talent Development Quality Management  
System



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# Corporate Governance

The Board of Directors is the highest level of the organization. There are seven directors (two women) and two supervisors. Supervisors and accountants, internal audit supervisors and financial related personnel hold supervisor review meetings regularly every year to understand and review the Company's financial and business conditions.

The function of the Board of Directors is to ensure compliance with laws and regulations, promote integrity in operations, and maintain effective communication and positive interactions with the management team. It also provides guidance on business execution and resolutions of major decisions.

The election of all directors adopts a candidate nomination system. Candidates may be nominated by the Board of Directors or by shareholders holding the legally required shareholding ratio. Nominations and qualification reviews are conducted in accordance with the "Director Election Regulations" and legal procedures, after which the candidates are submitted to the shareholders' meeting for election.

To strengthen the structure of the Board and actively implement board diversity, the Company has stipulated in the "Director Election Regulations" and the "Corporate Governance Best Practice Principles" that board composition should take into account diverse factors such as gender, age, nationality, and professional expertise. The Company will continue to uphold its board diversity policy with the goal of appointing professional talents that meet the needs of sustainable business operations.

## 麗緻餐旅集團組織圖



董事選舉辦法



公司治理實務守則



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# Board Composition and Diversity

Elected by the Shareholders' Meeting in accordance with the "Directors and Supervisors Election Method", the term of office is from June 28, 2022 to June 27, 2024. To ensure the independence of directors and to avoid conflicts of interest, the three independent directors elected by the Company have each served consecutive terms of less than nine years. In addition, pursuant to the Company's "Rules of Procedure for Board of Directors Meetings," any director or manager who has a personal interest or represents a legal entity with an interest in a proposed agenda item must disclose the material aspects of such interest at the meeting. They shall recuse themselves from discussion and voting on the relevant agenda item, and may not act as a proxy for other directors in exercising voting rights. For proposals submitted to the Board of Directors, the Company has recorded in the meeting minutes the names of the directors involved, the material aspects of the interests, and the circumstances of their recusals.

姓名	年齡 性別	<3	任期 3-6	6<	營運判斷能力	會計及財務 分析能力	經營管理 能力	危機處理能力	產業知識	國際市場觀	領導 能力	決策 能力
周永銘	61-70 男			V	V	V	V	V	V	V	V	V
周永裕	61-70 男	V			V	V	V	V	V	V	V	V
柯美鈴	61-70 女	V			V		V	V	V	V	V	V
林克武*	71-80 男			V		V	V	V	V		V	V
沙荃*	51-60 男		V		V		V	V	V	V	V	V
阮呂艷*	51-60 女	V				V	V	V	V		V	V

註1：\*為獨立董事  
註2：董事類別、年齡及性別占比：  
1. 董事50%・獨立董事50%  
2. 51-60歲33%・61歲以上67%  
3. 男性66.67%・女性33.33%

# Remuneration and Performance Evaluation

## Board Performance Evaluation

To implement corporate governance and establish performance objectives to enhance the efficiency of board operations, Landis Hotels regularly conducts self-assessments of the Board of Directors, individual board members, and functional committees in accordance with the “Rules for the Performance Evaluation of the Board of Directors and Functional Committees.” The evaluation dimensions of the Board include: (1) participation in the company’s operations, (2) improvement of decision-making quality, (3) composition and structure of the Board, (4) election and continuing education of directors, and (5) internal control. In addition, at least once every three years, an external independent institution or team of experts and scholars is engaged to evaluate board performance. The results of both internal and external evaluations are submitted to the Remuneration Committee for analysis, after which an evaluation report and specific improvement recommendations are presented to the Board.



113年董事會及  
功能性委員會績  
效評估執行結果  
說明

## Directors’ Remuneration

The remuneration of the Company’s directors is determined in accordance with the Company’s Articles of Incorporation and is distributed based on the Company’s annual profitability, thereby closely linking remuneration with business performance. In addition, the assessment items outlined in the “Rules for the Performance Evaluation of the Board of Directors and Functional Committees” are referenced to provide reasonable compensation according to each director’s contribution to the Company’s operational performance. The Remuneration Committee regularly reviews the remuneration system by evaluating the contribution of individual directors to the Board and company operations, including consideration of future business risks, strategic planning, and participation in environmental, social, and corporate governance (ESG) matters.



## Remuneration of Managerial Officers

The Remuneration Committee conducts annual salary reviews in accordance with its authority, regularly evaluating the reasonableness of the remuneration system, with the convener reporting to the Board of Directors. The structure of managerial remuneration is as follows:

The remuneration structure mainly consists of monthly salary, other bonuses, year-end bonuses, and employee remuneration. Salaries are determined with reference to industry standards, as well as factors such as job title, rank, education and/or experience, professional competence, and responsibilities. Other bonuses are based on the performance evaluation of managerial officers, which include financial indicators (such as target achievement rate, operational efficiency, and overall contribution) and non-financial indicators (such as assisting the Company in obtaining special certifications, whether any ethical risk events occurred, or any risk incidents negatively impacting the Company’s image, reputation, internal management, or employee conduct). The amount of year-end bonuses and employee remuneration is determined based on each individual’s contribution to the Company’s operations, the achievement rate of goals, and performance indicators as set forth in the Company’s Performance Management Guidelines. The Remuneration Committee provides recommendations, which are then approved by the Board of Directors before distribution.

## Audit Committee

### Key Responsibilities

The Company's Audit Committee is composed of three independent directors. Independent directors are able to understand the Company's operational status (including financial and business conditions) and audit results through audit reports regularly provided by the Board of Directors, the Audit Committee, and the internal audit unit. They also maintain effective communication with the external auditors through various reports and channels (such as telephone, fax, and email). For details of past communications between independent directors, the head of internal audit, and the external auditors, please refer to page 23 of the 2024 Annual Report.

### Matters for Discussion

For details of the proposals reviewed in 2024 and their subsequent handling, please refer to page 21 of the 2024 Annual Report.

### Audit Committee Operation Information

The Company's Audit Committee consists of three members. The current term of office is from June 28, 2022 to June 27, 2025. In 2024, the Audit Committee convened four meetings. The qualifications and attendance of the members are as follows:

職稱	姓名	實際出席次數	委託出席次數	實際出席率
召集人	林克武	4	0	100%
委員	沙荃	4	0	100%
委員	阮呂艷	4	0	100%



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獨立董事與內部  
稽核主管及會計  
師溝通情形

## Remuneration Committee

### Responsibility

The main duties of the Company's Remuneration Committee are to formulate and regularly review the policies, systems, standards and structures of performance evaluation and remuneration of directors, supervisors and managers, and to regularly evaluate the remuneration of directors, supervisors and managers, and to submit the proposed Proposal for board discussion.

### Main duty

1. The remuneration of directors and supervisors in 2023
2. The remuneration of directors and supervisors in 2024
3. The 2024 annual compensation for senior managers
4. 2023 year-end bonus

### Information on the operation of the remuneration committee

The Company's Remuneration Committee has 3 members. The term of office of the current committee members: from June 28, 2022 to June 27, 2024. The 2023 Salary and Remuneration Committee met twice, and the qualifications and attendance of the members are as follows:

職稱	姓名	實際出席次數	委託出席次數	實際出席率
召集人	林克武	3	0	100%
委員	沙荃	3	0	100%
委員	阮呂艷	3	0	100%



# Internal Audit Regulatory Compliance Code of Integrity Management

Internal audit. Its role is to assist the board of directors and the management to inspect and review the deficiencies of the internal control system, measure and provide timely improvement suggestions to ensure the continuous and effective operations of the internal control processes. Internal audit office is directly under the board of directors, and currently has an audit supervisor. The appointment and removal of the internal audit supervisor must be approved by the audit committee and submitted to the board of directors for resolution. The audit work is mainly carried out in accordance with the annual audit plan approved by the board of directors. The plan is drawn up based on the results of risk assessment, and special audits are carried out as needed. Any deficiencies and abnormalities are tracked and regular tracking reports are made to ensure that relevant units have taken appropriate improvement measurements in a timely manner.

Compliance. The Company's operations are handled in accordance with relevant laws and regulations at home and abroad. We always pay attention to changes in policy, laws and regulations, consult relevant professionals, and collect related information to provide references for decision-making at the management level, so as to fully grasp, respond and adjust to changes in the market environment. The Company's business strategy is to promote its main products i.e. "accommodation" and "catering". The cooking fume treatment equipment is installed in the kitchen, and the waste and kitchen waste generated are outsourced to qualified suppliers, and there is no significant impact on the environment. risk of pollution.

Integrity Management Code. The Landis strictly abides by the Company Law, Securities Exchange Law, Commercial Accounting Law and other relevant laws and regulations of the Republic of China. As an OTC company, it operates with honesty. In order to advocate and publicize ethical behaviors in the industry and prevent the occurrence of dishonest behaviors, the concept of honest management is duly included in the employee handbook, initial training and other training courses, and the internal personnel and employees are part of the training program. Associates must avoid offering and accepting bribes, providing illegal political contributions, and not accepting kickbacks, gifts, entertainment or other illegal benefits that do not meet the Company's ethical requirements. In addition, The Landis conducts business activities in a fair and transparent manner. Suppliers, travel agencies, customers or other transaction partners with business needs will be checked on their background to avoid any dishonest behavior. If there is a violation of the above matters or if the behavior is serious, the internal audit office will immediately report to the chairman and the supervisor.

There are also reporting and complaint channels such as suggestion boxes and e-mails in the enterprise to handle any illegal, immoral or dishonest behavior cases. As a procedural basis for dealing with violations of integrity management regulations, associates are encouraged to report improper behaviors and establish a good corporate culture. Guidelines are synchronized and published on the public information observation station and The Landis website.

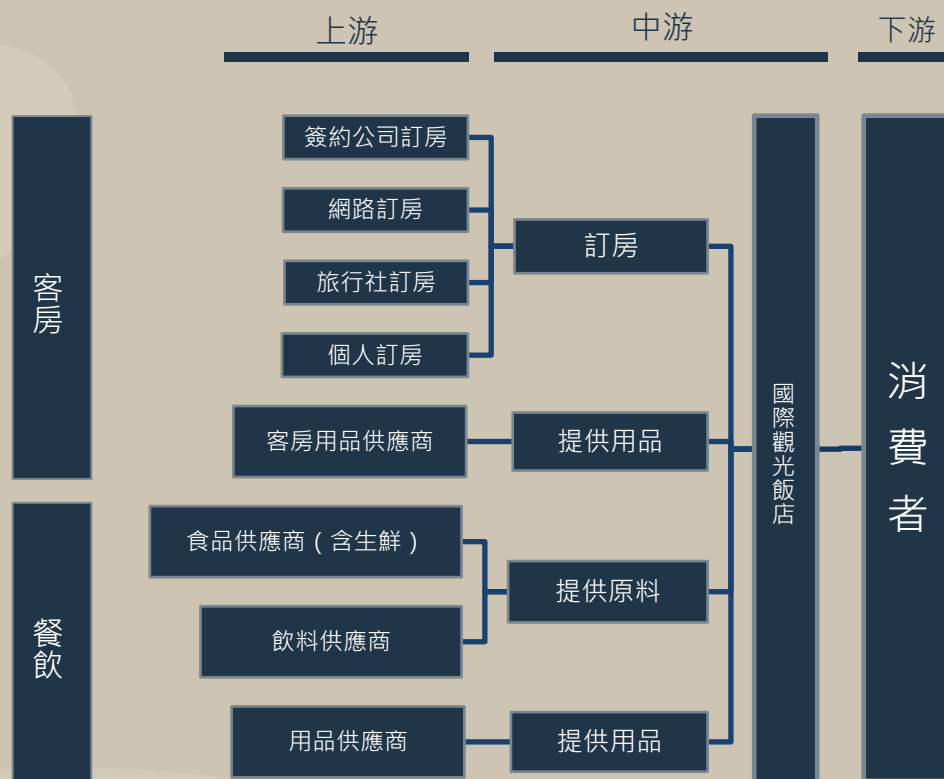
# Risk Management

## Risk Management

The Group Administration is responsible for the overall operation policy and risk management strategy of The Landis. Each department is responsible for different risk management content, and then the auditing unit conducts inspections to ensure a smooth operation. There are no dead ends in risk management; insurance is also purchased for business-related activities, such as public accident liability insurance and fire insurance. As for internal control, the accounting and cashier functions must be separated to reduce the chance of staff fraud. The internal audit will conduct inspections on operations with a high risk of fraud at each business site every year, such as procurement, project contracting, and front-end cash operations.

The Company's operating capital is mainly supported by its own funds, and it maintains a good relationship with the bank. The place of business is Taiwan, the functional currency is Taiwan dollars, and the costs and expenses related to sales and payment are mostly settled in Taiwan dollars. The Company always pays attention to the market price fluctuation of food materials, and continuously reduces the waste rate, cut down costs. Therefore, risks related to changes in interest rates, exchange rates, and inflation will not have a significant impact on the Company's overall operations.

Sustainable value chain. "Food safety" and "environmental protection" are two important issues in Taiwan. The Landis hopes that it can use its upstream suppliers to give full play to the influence of the enterprise under limited resources and ensure the quality of food materials is fresh and safe. It chooses energy-saving and environmentally friendly products for its consumers.



集團產業價值鏈圖

# Stakeholder Communication

The Landis Taipei Co. Ltd. is listed over the OTC. The spirit of its corporate governance follows the "Code of Practice for Governance of Listed OTC Companies", and in accordance with the requirements of laws and regulations, important information on the Company is regularly updated on the official websites. Maintaining transparency is a critical component of corporate governance so all actions and decisions are communicated with stakeholders through multiple channels such as official websites, shareholder meetings, and investor relations.

The diversified communication channels set up are the Company's public information platform and the Company's official website, and designated person is responsible for the collection and disclosure of Company website link: <http://taipei.landishotelsresorts>. The Company has a dedicated spokesperson to deal with the Company's external relations and stakeholder matters. Each stakeholder has a corresponding window to maintain communication. A special area for "Corporate Social Responsibility" is set-up to facilitate employees, suppliers and other stakeholders to report or complain, and to respond to important sustainable issues that stakeholders are concerned about.

公司網站內利害關係人專區網址連結:

<http://www.landishotelsresorts.com/event/file/info-TP.pdf>

The stakeholders of The Landis Taipei include investors, suppliers, customers, employees, non-profit organizations, government agencies, and local communities. We bear significant responsibility toward our stakeholders. In addition to providing electronic contact information, we communicate through various channels to understand stakeholders' needs and expectations of The Landis Taipei. Other stakeholder communication methods and channels are shown on the right.

利害關係人	關注議題	溝通管道
客戶	飯店安全、顧客資料安全、客戶滿意度、產品創新、食品安全與衛生管理、產品服務與標示、行銷溝通	客服專線、服務中心、客戶拜訪
員工	勞雇關係及員工福利、勞/資關係、職業健康與安全、人才培育與績效管理、員工多元化與平等機會、申訴機制	定期勞資溝通會議、職工福利委員會、員工申訴 Email 信箱、意見箱、芝麻沙龍
股東/投資人	經濟績效及財務分配、市場形象	股東大會、定期公告財務報表/年報、官網訊息揭露、證交所公開資訊觀測站、透過電話及電子郵件回答投資人疑問
供應商	綠色產品、行銷溝通	電子郵件、電話專線、親自拜訪
主管機關	食安推廣、法規遵循	定期法規查核、配合相關制度推廣
社區/NGO	水資源管理、環境永續支出、社區溝通、社區關懷、社會公益	電子郵件、電話專線
媒體	市場形象、行銷溝通	專責窗口、新聞稿、記者會、專訪

# Materiality Assessment

## Step.1

ESG Committee integrates 34 sustainable issues based on the scope of the GRI Standards (GRI Standards), while considering the characteristics of the industry, international trends, and industry development.

## Step.2

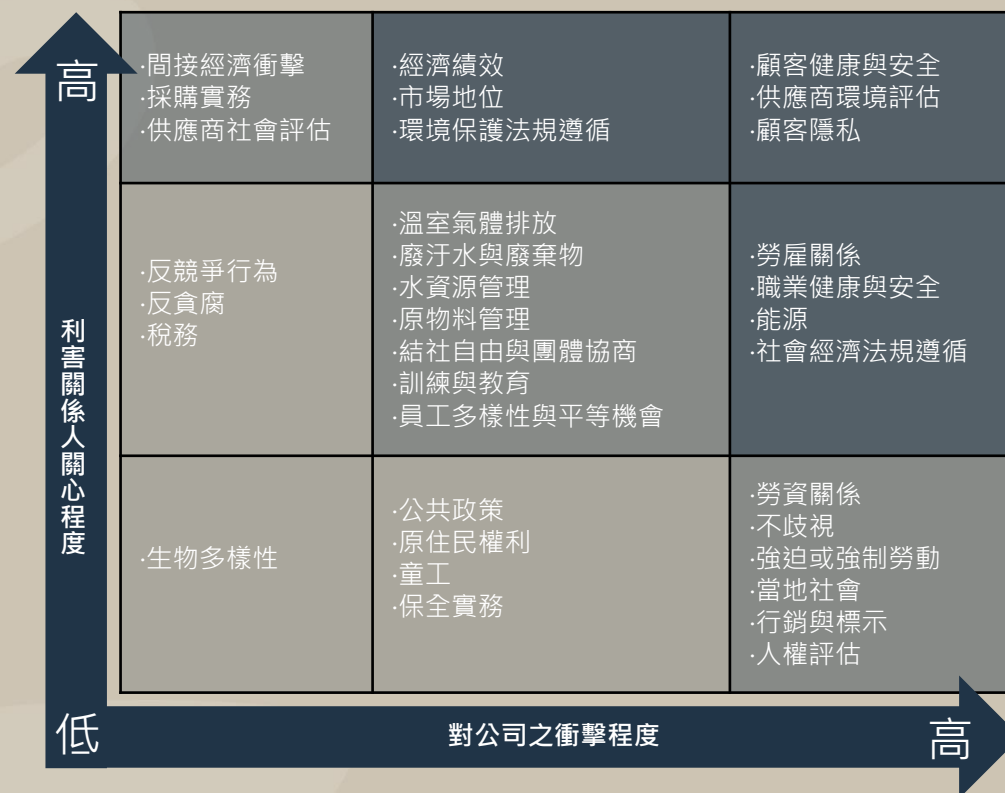
10 major issues were identified, namely, economic performance, market position, compliance with environmental laws and regulations, labor relations, occupational health and safety, energy, social and economic compliance, customer health and safety, supplier environmental assessment, and customer privacy

## Step.3

Evaluate the impact of major issues of the organization to identify the considerations, boundaries, and periods that need to be covered to ensure that important ESG information has been fully disclosed in the report

## Step.4

ESG Committee will conduct a final inspection and review to ensure that ESG information and performance are properly or truly expressed; in addition, the results of identification of major issues and feedback from stakeholders will also be an important reference for the next annual report.



The relationship between the degree of concern of stakeholders and the degree of impact on the company



# Significant Theme Identification

面向	GRI重大主題	重大主題的衝擊	組織內		組織外		
	經濟績效	營運績效，對公司內部及投資人有直接的衝擊。	亞都麗緻	員工	消費者	供應商	社區
經濟			✓	✓		✓	✓
	市場地位	打造最佳餐旅品牌的核心價值與態度，並提升同仁標準薪資與雇用當地居民為管理階層之比例。	✓	✓	✓		✓
環境	能源	極端氣候對營運之衝擊，故擬提升能源效率及減少排碳。	✓	✓			✓
	環境保護法規遵循	遵循環境保護相關法規，減少對環境保護之衝擊。	✓	✓			✓
	供應商環境評估	嚴格查察供應商在環境相關管理，並評估其是否對產品及環境直接造成衝擊。	✓	✓	✓	✓	
社會	勞雇關係	與勞工建立良好的溝通管道，並培育員工多元化專業技能。	✓	✓			
	職業健康與安全	提供優質的工作環境，並強化保護每位員工的安全機制。	✓	✓			
	社會經濟法規遵循	遵循政府制定之相關法規，減少對社會經濟之衝擊。	✓	✓			✓
	顧客健康與安全	需授有專業訓練之人員把關及維護，以確保提供給顧客的每項服務與商品，是健康且安全，減少對消費者的衝擊。	✓	✓	✓	✓	
	顧客隱私	顧客個人隱私與安全，極為重要，且公司擁有大量的顧客個人隱私資料，若不慎外洩，需負法律責任，並嚴重損害公司形象。	✓	✓	✓		

# 永續環境



# Climate-related Information I

Based on the TCFD framework, cross-departmental discussions are conducted to analyze policies and regulations, technological advancements, as well as consumer needs and preferences. The company assesses both immediate and long-term climate risks and their impacts, collects relevant data, and formulates transition plans to mitigate risks associated with climate change and business transformation. Periodic reviews of the identification process are carried out to ensure that the results remain consistent with current conditions.

According to the results of climate risk identification, the Sustainability Development Team develops response measures, which are incorporated into routine meetings for tracking and management. The working group follows the PDCA cycle for continuous improvement, ensuring effective and long-term management.

For risk management, the Group General Management Office is responsible for the overall operational guidelines and risk management strategies of The Landis Taipei, while each department undertakes different aspects of risk management. The Audit Unit conducts both regular and ad-hoc inspections to reduce operational risks.

In line with the TCFD recommendations published by the Financial Stability Board, the company evaluates climate change risks and opportunities and has established its own TCFD framework as follows:

## Governance

The Board of Directors is directly responsible for overseeing climate-related risks and opportunities, and has designated the most senior executive to lead sustainability development. This role serves as a cross-departmental communication platform for both vertical integration and horizontal coordination, reporting to the Board at least once a year.

Regular discussions are held on climate change-related risks, with corresponding response strategies formulated. These are reviewed in extended management meetings, and the results are incorporated into ESG management objectives.

Starting in 2025, the Head of Internal Audit will regularly report to the Audit Committee on the design and effectiveness of internal control systems related to climate risks, as well as audit findings.

## Strategy

In accordance with TCFD's recommended climate risk and opportunity factors, risks are assessed based on probability, frequency, and potential impact. Short-, medium-, and long-term risk and opportunity values are evaluated to identify priority physical and transition risks.

## Risk Management

The Sustainability Development Team conducts regular cross-departmental discussions under the TCFD framework to analyze transition and physical risks, including policies and regulations, technology, market factors, and reputation. Both immediate and long-term impacts of climate risks on the company are assessed, with periodic reviews carried out to ensure the identification results remain up to date.

## Metrics and Targets

In 2025, the company plans to engage an external organization to conduct greenhouse gas (GHG) inventory guidance in accordance with ISO 14064, building internal capacity for independent GHG accounting and completing the reporting of GHG emissions.

The company has also established management indicators for climate-related risks and opportunities, including energy management, water resources, waste management, and GHG emissions.

# Climate-related Information II

## Climate Change Risk and Opportunity Identification Matrix





# Climate-related Information III

## Climate Risk and Opportunity Factors

Based on the climate risk and opportunity factors recommended by TCFD, the identification and assessment of climate-related issues and corresponding response measures are as follows:

氣候風險與機會	對本公司之衝擊	因應措施
轉型風險-短期 (溫室氣體總量管制與碳稅、碳費)	繳納碳費使營運成本增加，預期全球2030年碳費每公噸61~122美金。	推動節能減碳措施，規劃2025年導入ISO 14064溫室氣體盤查，強化公司之碳管理。
轉型風險-中長期 (淨零排放趨勢)	因為全球經濟體系逐漸轉向支持低碳、高效能的技術改良或創新，將使營運成本增加。	持續執行溫室氣體減量行動。 強化宣導供應商採取氣候減緩和調適行動。
實體風險-短期 (極端氣候)	極端氣候導致缺水或強颱風洪水的頻率增加，會影響飯店與餐廳之營運，將導致營業收入下降、營運成本增加或營運中斷。	建立水資源管理計畫，持續更新節水設備，提升水資源率。 持續執行防颱計畫行動。
實體風險-中長期 (全球平均氣溫上升)	預估氣溫上升1度，空調用電將增加6%，將導致用電成本增加。	進行設備汰換，提高節能效率。 加強空調及通風/排氣系統系統之保養，提升空調使用效率。
機會-短期 (發展環保營運)	發展環保營運，降低一次性消耗品或降低資源使用量，降低對環境的負荷、間接減少碳排放量及降低營運成本支出。	推動「環保住宿優惠」，不主動提供一次性消耗品及降低每日更換房內床單或毛巾次數。
機會-中長期 (消費者需求和偏好轉變)	完成環保旅宿認證的要求，吸引重視碳排量之消費者族群，增加營業收入。	以取得GSTC認證為目標，獲取消費者認同。

關於報告書

經營者聲明

關於亞都麗緻

住房安全

食品安全

友善職場

附錄

2024年  
永續報告書

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# Greenhouse Gas Management Water Resource Management

## Greenhouse Gas Management

To reduce carbon dioxide emissions and continue promoting environmental sustainability, the hotel industry has gradually transitioned to clean natural gas energy in place of fuel-based boilers. The Landis Taipei has already replaced its steam boilers with natural gas boilers, and data shows that each unit can reduce CO<sub>2</sub> emissions by 25%.

In terms of waste heat reduction, proactive measures have also been implemented in advance. By integrating heat pumps and energy storage systems, waste heat is effectively recovered. Additionally, software monitoring and program controls have been introduced to enable the most efficient operation according to changing weather conditions, while also monitoring the power consumption of each piece of equipment. This allows for effective control of load variations required by the machinery, thereby achieving more efficient operations.

The coefficient of performance (COP) for heating and cooling energy efficiency can reach above 9.3, demonstrating the tangible effectiveness of these implementations.

單位：公噸CO<sub>2</sub>e

年度		2022年	2023年	2024年
直接排放量	範疇一	372	349	351
間接排放量	範疇二	1,664	1,883	1,858
	範疇三	-	-	-
總排放量		2,171	2,232	2,209



## Water Resource Management

Operational water usage is primarily for domestic purposes and is discharged into wastewater treatment plants in compliance with the government’s effluent standards. In addition, The Landis Taipei has installed water-saving devices in all room types, conducts regular employee awareness campaigns on water conservation, and manages workplace temperature and cooling efficiency during summer months. Moving forward, the hotel will continue to introduce water-saving facilities and strengthen employee education to enhance water resource management.

### Total Water Resource Information

單位：度

自來水使用量	2022年	2023年	2024年
	33,8827	52,677	53,633



Natural Gas Steam Boiler and Air Conditioning Chiller Diagram

# Green Operations



The Landis Taipei Hotel has long promoted its “Eco-Friendly Accommodation Program,” which has already shown positive results. In line with the global focus on environmental protection and energy conservation, each guestroom is equipped with an eco-friendly pillow card to encourage guests not to change bed linens or towels daily unless necessary. This allows guests to choose different eco-friendly actions according to their lifestyle habits, helping to reduce environmental impact and indirectly lower carbon emissions!

The hotel has gradually introduced recyclable paper packaging for both in-house and outside dining services. By 2024, 100% of guestrooms had ceased the proactive provision of single-use amenities, thereby reducing the environmental burden caused by disposable items. In addition, since 2009, all public restrooms in the hotel have been equipped with sensor faucets, reducing water consumption by 30% compared to the past, effectively minimizing unnecessary water waste.

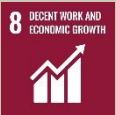
As part of fulfilling its corporate social responsibility, The Landis Taipei has also implemented digital infrastructure planning with the goal of achieving paperless guestrooms. All 219 guestrooms have been equipped with Apple iPads, thanks to the full support of Apple’s hardware and software development teams. These devices integrate room control systems, guest services, travel information, and more, while also connecting with guest personal data to achieve four key goals: smart hotel operations, personalized services, paperless rooms, and streamlined information systems.

This includes integrating printed materials such as guestroom guides, notices, and feedback forms into the iPads, which is estimated to save over 17,000 sheets of paper annually. Within the hotel’s smart operations, the room control system is a highlight, allowing guests to easily manage lighting, air conditioning, and various in-room services, as well as make reservations at the hotel’s restaurants. Furthermore, the iPads are connected to the Landis Membership System, enabling members to check their points and manage all accommodation and dining reservations through a single platform.





# Waste Management



## Environmental-Friendly Initiatives

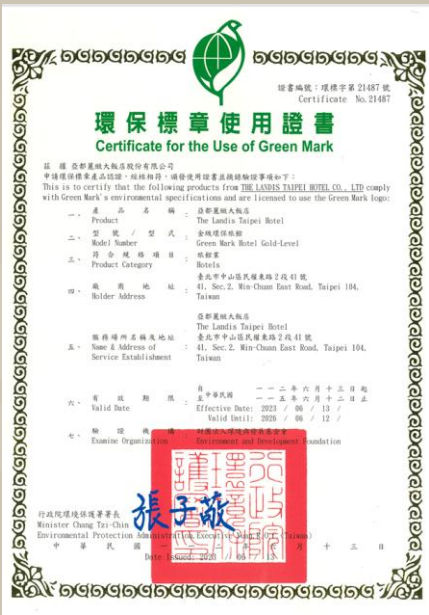
Today, energy transition is a global goal. Even though the market trend is moving toward electric vehicles, for gasoline and diesel cars already sold and in use, how to adopt more environmentally friendly fuels before they are phased out has become an important issue. Biodiesel emits less carbon dioxide than fossil diesel and is biodegradable, resulting in a relatively lower environmental burden. Since biodiesel is produced from waste cooking oil through proper processing (about 10 liters of waste cooking oil can produce 9 liters of biodiesel), The Landis Taipei is committed to joining this eco-friendly initiative. All general waste, recyclable waste, waste cooking oil, and food scraps generated from operations are entrusted to certified companies for recycling and reuse, thereby reducing the impact on the global environment.

The pandemic led to a surge in single-use plastics, making plastic reduction once again a critical issue for Greenpeace. At The Landis Taipei, disposable tableware is not automatically provided for takeaway services, and stainless-steel tableware is used in the staff cafeteria to promote a circular model and fulfill the mission of reuse.

In 2023, The Landis Taipei received the **Environmental Label Certificate** issued by the Environmental Protection Administration, Executive Yuan.

單位：公噸

項目	一般垃圾	資源回收	廢食用油	廚餘
2022年	52	0.49	1.32	17.6
2023年	146	1.74	1.47	18.8
2024年	146	5.48	1.26	19.2



# 入住安全



# Professional and Attentive Service

The Landis adheres to the professional, enthusiastic and delicate service quality, providing comfortable accommodation experience and considerate services for business and leisure travelers from home and abroad. In addition to meeting the needs of customers, we also aim to provide a warm hospitality to all guests during their busy schedule.

Restaurant associates follow the four spirits of service and the five steps service (warm welcome, interaction with appellation, quality of work, serve with preference, memorable farewell) shown in the figure below. Each guest who stay or dine at The Landis will be provided an impeccable personal service and warm hospitality.

"心" 的歡迎  
親切用微笑與目光上前  
迎接客人並以客人姓名  
禮貌相稱

"送" 的結束  
感謝客人光臨並預祝他  
們有個美好的夜晚/旅程

"誠" 的介紹  
主動向客人介紹自己, 與  
客人靈活互動

"問" 的技巧  
總是用心觀察及體貼詢  
問客人並及時滿足他們  
的內心需要

"專" 業的解說  
隨時提供高水準與專業  
的服務以提升客人的消  
費經驗

The four spirits are to adjust and educate employees based on their fundamental attitudes and concepts. "Every employee is a host." Employees must take on the responsibility of being a host. Front line service associates, should be able to judge any situation and make immediate decisions, without having ask his or her supervisor. "Respect the uniqueness of each customer" Every customer has a unique personality and preferences. Through every interaction and observation, The Landis insists on keeping detailed records of guest accommodation habits and dining preferences, so that each associate can provide the most suitable service according to the needs of the guests. In order to achieve excellence, we must take the initiative to plan for the guests in advance, so as to provide exquisite services that exceed expectations. Finally, "never say no easily", all the needs of the guests, even if they cannot be fully met, must be seriously considered if customers should be provided with another solution.

As times change, so do customer needs. Associates are being trained in diversified roles including the four major service spirits and five major steps, so that guests can feel the exquisite service that is different from other hotels. The Landis has become the first choice for foreign diplomatic guests, government officials, and domestic and foreign art performance groups.





# Hotel Safety

The Landis places great importance to the provision of a healthy and safe working environment for its valuable employees and guests. It has prioritized on building the Group safety culture by maintaining and implementing a healthy and hygienic environment in order to achieve the ultimate goal of zero accident, and at the same time, create a safe and comfortable place for guests.

## Hotel Security

The Engineering and Safety department adopts a 24-hour security system responsible for keeping employees and guests safe from harm through routine inspections throughout the hotel, monitoring CCTV, screening guest list, handling guests incident issues and preventing natural disaster events. The hotel is in close contact with the police and government administrative units to ensure that they can arrive at the hotel site immediately. Sometimes, it will have to deal with problematic events or emergency incidents. Based on the "Hotel Safety Joint Defense Mechanism", we strive to prevent unsafe factors.

For the fire safety part, a dedicated Fire Safety Supervisor from the Engineering and Safety department is responsible for the preparation and execution of the hotel's fire protection plan including fire prevention affairs, inspection of fire prevention and evacuation equipment, handling of false alarms, and internal staff education and training. The hotel conducts fire safety equipment maintenance declarations and large-scale self-defense formation fire drills every year in accordance with the law.

In terms of emergency rescue, the hotel has set up a certain proportion of certified first aid personnel according to the occupational safety and health education and training rules, and more than 70% of the associates have completed the CPR+AED operation education and training. According to the necessary emergency rescue equipment management measures in public places, it has passed the government's CPR+AED safe place certification, and regularly conducts first aid education and training every year, so that it can effectively handle emergency treatment for guests at the first time.

2022, awarded the honor of "Tourist Hotel Annual Safety Protection Work Evaluation Special Excellence" by Taipei City Government Police Department

2023, awarded the honor of "Tourist Hotel Annual Safety Protection Work Evaluation Special Excellence" by Taipei City Government Police Department

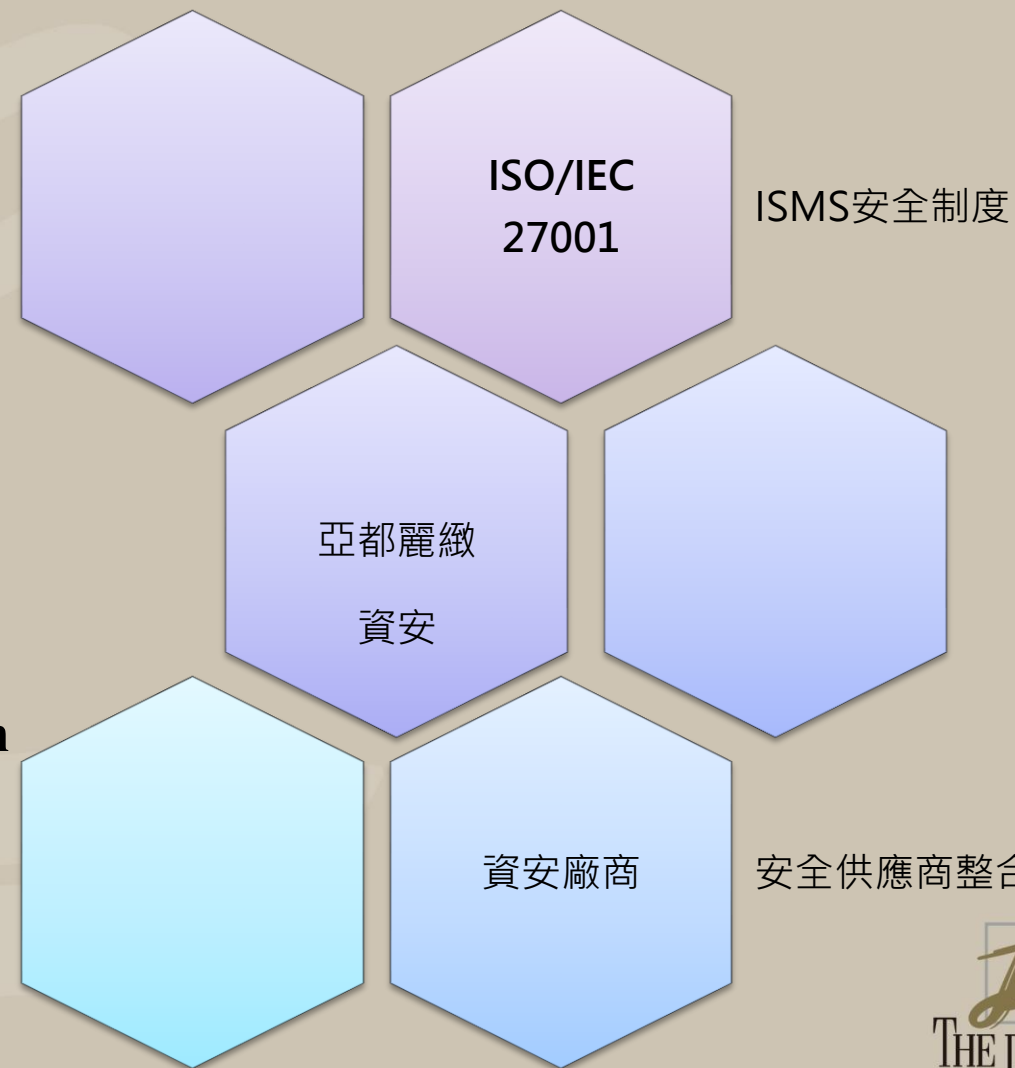
2024, awarded the honor of "Tourist Hotel Annual Safety Protection Work Evaluation Special Excellence" by Taipei City Government Police Department



# Information Security and Management System

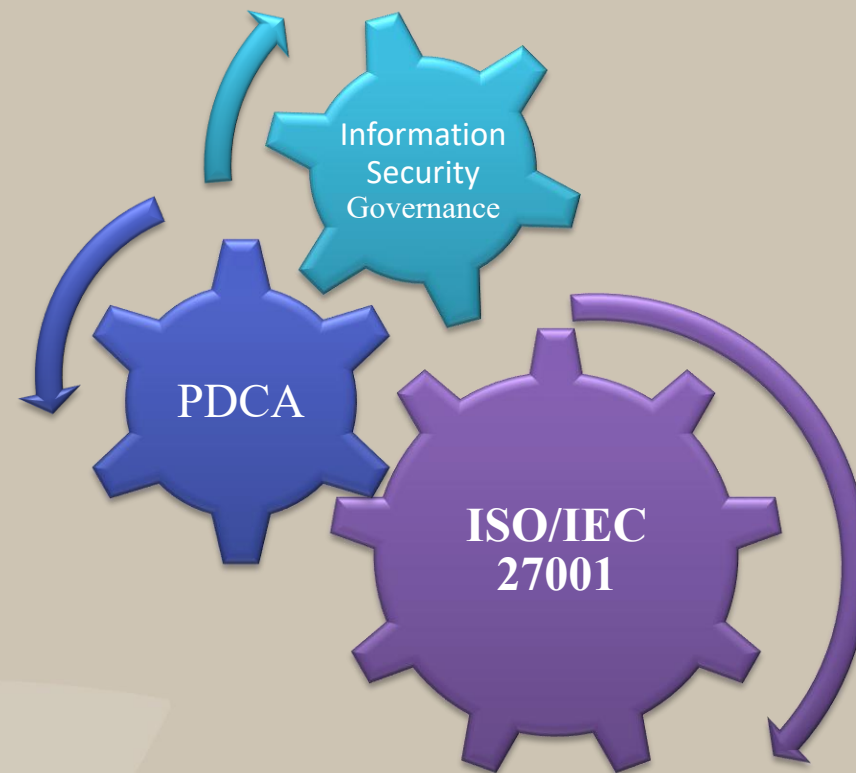
Information is continuously accumulated consistently with comfort and trust. This is to compliments the Company's business objectives. Strategic planning process is applied in this vital technology era . So far, there is no complaints on customer privacy violation or loss of customer information in 2024.

## Information Security Management System Requirements(ISO/IEC 27001)



# Information Security Protection Management

1. **Threat intelligence.** Anti-virus software is updated to the system.
2. **Information security for using cloud services.** Install updated anti-virus, anti-malware and keep its virus pattern and malicious signature.
3. **Minimize opening ports in the network to reduce the spread of external services.** Allows only trusted services.
4. **Set up a firewall to prevent malicious IP and URL network connections.** Only allow connection from trusted external service IP and DN.
5. **Perform vulnerability scans to avoid data leakage at least once a week**
6. **Enhanced server security with delivery function:** Pay attention to security updates for anti-virus software central control, AD server, and asset management system. Closely observe any abnormal changes in group principles.
7. **Minimize, control and restrict access rights for personnel.** Disable inactive accounts. - Implement multi-factor authentication.
8. **Improve information security awareness:** Regular training should be provided to associates to establish good information security awareness and network usage habits. Conduct social engineering drills to improve training effectiveness.





# Information Security Protection Contingency Strategy

## Information Security Inspection

### Network Services/Vulnerability Scanning

#### Firewall

Block any outbound connections from malicious IPs and URLs.

Disallow rules that allow any connection

Only allow connection with external service IP and DNS.

#### Data Backup

Perform data backup regularly with interval not exceeding 1 month..

3-2-1 Backup principles, 3 backups, 2 storage media, 1 different location

Adjust data backup methods for different operating systems (such as Windows, Linux)

.Keep at least 1 backup copy on the media or computer.

#### Network Segmentation

Implement network segmentation and monitor traffic.

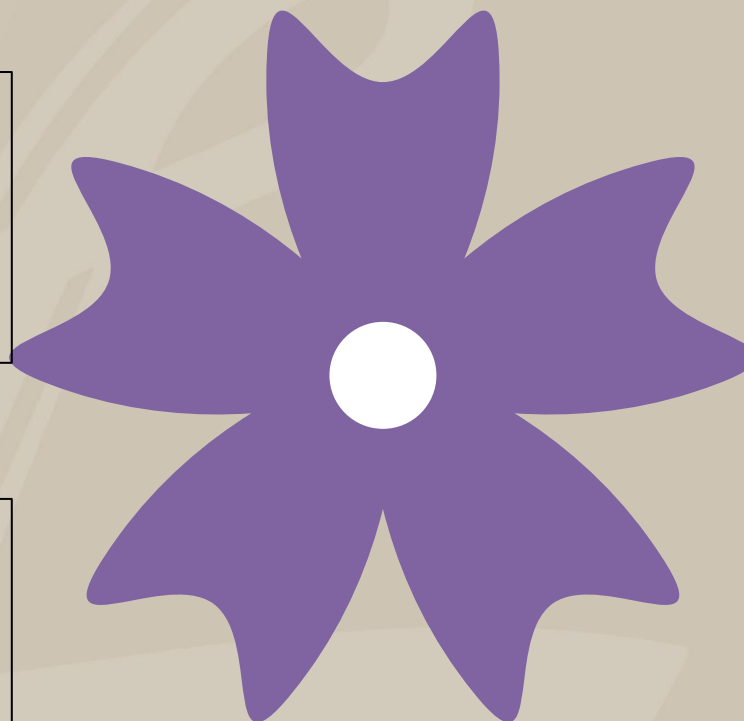
Contingency Preparedness and Contingency Drills.

#### Information Security Protection

Data Encryption/Asset Inventory..

.  
Collect abnormal warnings or events and submit reports..

External professional information security team assists in processing.



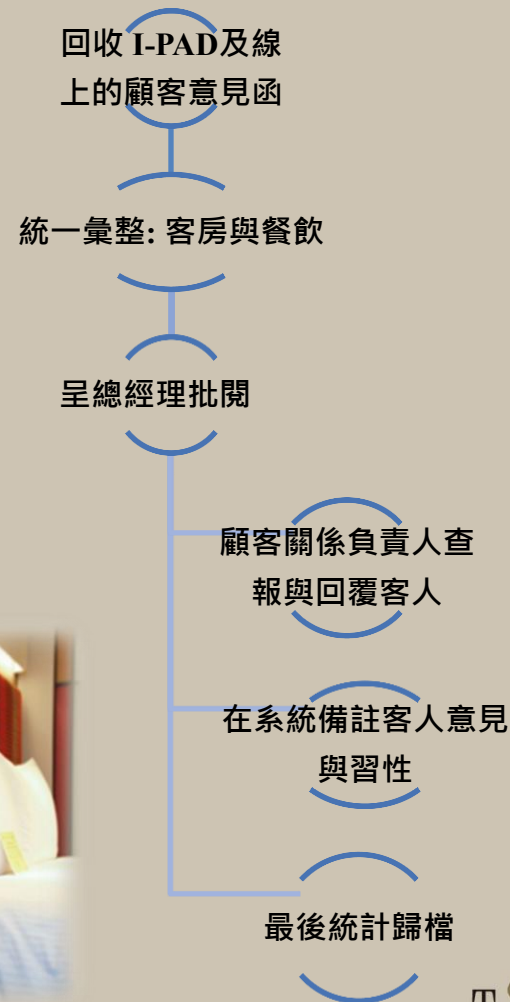
## Focus on Guest Satisfaction

Hotel guest satisfaction is the ultimate indicator for examining the quality of services provided. The Landis attaches great importance to the opinion and suggestion of each customer. Guest questionnaire is designed to collect guest feedback regarding their accommodation and dining experiences which will be the reference criteria for improving the hotel's service quality.

All guest questionnaires and complaints are collected and provided to the General Manager of Hotel Operations Division on a daily basis and simultaneously shared with the concerned supervisor to ensure that relevant opinions can be processed and responded to in a timely manner. In line with the rise of digital platforms, for major travel platforms and social media, there are specialists who check daily and respond to customer comments and questions in real time, and report the important information to the general manager and related department heads.

Guest who wishes to provide their feedbacks may directly report to the service staff or through the guest questionnaire available digitally or using a customer opinion card. The Company's official website and social media allows guests to lodge their complaints. Each remark will be responded in proper and timely manner.

飯店客戶滿意度蒐集與處理流程



# Customer Complaint Handling Procedure

Hotel guest relations officers are the first-line window for dialogue with guests. Proper and timely responses of the incident must be responded based on the following flowchart::

- Upon receiving complaints(s) from customers, immediately transfer to the direct supervisor of the relevant departments. If it is inconvenient for guests to disclose their needs or wish to convey their thoughts through another method, be sure to record down in detail, and reply to guests within 48 hours. If you receive negative comments on social media, please inform the relevant department immediately, clarify the situation of the incident, and reply to the customer within 48 hours.

If the relevant department cannot be contacted immediately, the service coordinator must play the role of comforting and listening to the customer, and do his best to serve

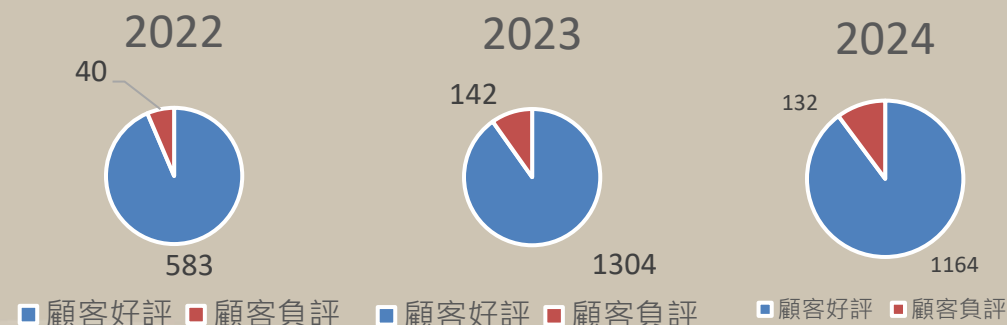
Listen to what happened from the customer's point of view, record as much detail as possible by asking, such as date, time, place, object, key points, and summarize the whole story.

In order to appease the guests, you can make a preliminary greetings, leave correct contact information, and promise that the relevant supervisor will reply immediately after clarifying the situation.

After the relevant supervisor replies, the reason, process and review will be compiled into a written report, which will be submitted to the general manager for approval, and the improvement status will be continuously tracked and reviewed. °

In 2021, under the severe impact of the COVID-19 Level 3 alert in Taiwan, the number of visitors has dropped sharply, but The Landis has maintained its original intention, and insisted on the service quality of "considerate service, more than home". Guests who supported us during the epidemic could still feel the privileged services. Compared with the previous year, warm feedback received from guests has grown significantly, and we managed to maintain a 90% of customer satisfaction.

Customer Opinion Letter Statistical Table



• 評分項目: 整體服務、清潔度及飯店設施

# 食 品 安 全





# Food Material Procurement Management I

Knowledge of food safety among consumers has risen, and has become the primary factor when purchasing food material or choosing restaurants. Our three restaurants attach great importance to food safety to ensure consumers enjoy their dining with peace of mind °

## Food Procurement Management

### Food Inspection Documents

1. For new food material, suppliers are required to provide samples or food materials certificates which should include self-inspection of pesticides and inspection records certified by the Food and Drug Administration of the Ministry of Health and Welfare, etc.
2. The imported ingredient must have the necessary inspection documents according to laws and regulations.

### Food Shelf Life

1. Before unpacking and after repacking, the purchased items should maintain the validity of the storage period e.g. canned or dry food should be valid for at least six months to ensure it is still fit for use.
2. Before any new product is launched on the market, microbiological test has to be carried out to prevent microorganisms in foods or animal feeds.

### Food Delivery Management

1. Suppliers must ensure the temperature management of logistics trucks used to deliver food comply with the regulations (freezing must be below -18°C, and refrigeration must be at least below 7°C) to ensure food safety during transportation.
2. Delivery vehicles and containers should be kept clean and sound.

## Supplier Chain Management

### New supplier

1. Compliance with the laws and regulations and possess registration certificates. Suppliers must provide proof of the their Companies' legal establishment, commercial registration and food business registration number. If the food materials provided by the supplier are processed, such as cutting, etc., food processing must be provided with Qualified Registration of Factory.
2. On-site visits by purchasing personnel to strictly inspect the product storage environment, personnel hygiene, production process, hygiene and safety in each area of the factory. At the same time, referring to the audit form to ask the manufacturer to improve the deficiencies within a deadline and complete the deficiencies improvement report.
3. Comprehensive evaluation. Purchasing department and food technologist jointly conduct the evaluation, and the suppliers' evaluation scores must reach the standard before they can be used.

# Food Material Procurement Management II

## Existing Suppliers

### 1. Periodic evaluation

Based on the Supplier Chain Management Measures, an annual supplier analysis is created for our usual supplier of food materials, investigation their product storage environment, personnel hygiene, production process, and hygiene and safety in the factory, and issue an audit sheets to address the deficiencies improvement if any within a deadline. A missing report will be completed. Supplier evaluation is divided into five criteria: document evaluation (20%), on-site evaluation (35%), supply status (25%), service quality (15%) and sustainable development (5%). Those with a total score of above 80 points are considered "Excellent & Grade A Suppliers", will be classified as continuous cooperation to stabilize the source of high-quality ingredients. Those with a total score of 60-79 are listed as "Grade B Suppliers", will be conditional cooperative suppliers; Below 59 (not included) is an unqualified "Grade C Supplier".

### 2. Regularly update qualified inspection records from the suppliers, including inspection of pesticides residue, heavy metals, and toxin residue certified by the Food and Drug Administration of the Ministry of Health and Welfare, or inspection reports issued by their laboratories .

### 3. Relationship maintenance. Implement factory visits inspection and market information exchange and sharing to ensure that we can grasp the latest supplier dynamics and market information.

### 4. Integrity-related clauses. Qualified suppliers need to sign the corporate social responsibility and integrity-related clauses, and provide a product inspection report, only if they meet conditions and quality standard of TQF, CAS, TAP, HACCP, ISO and other certification materials. Only manufacturers with integrity and good reputation can become long-term partners of the Company and work together to improve the supply chain of raw material quality.

## Documentation References

1. Supplier updated basic information (business/company/factory registration certificate, food business registration, etc.). TQF, CAS, TAP, HACCP, ISO and other certification materials (if any).
2. Product liability insurance .
3. Product-related inspection certificates (outsourced inspection and independent quality control inspection).
4. Traceability management system (explain the implementation method of the traceability system or provide relevant certificates) or relevant certificates of professional personnel or technical certificate personnel (if any).
5. Vector control related contracts and records.
6. Contracts and records related to waste disposal.
7. Corporate social responsibility, environmental protection and sustainable resources and other relevant investment evidence (if any).

## Job Site Information

1. Clothes and grooming of on-site food practitioners.
2. Hand washing and disinfection facilities in the factory area .
3. Production line operating conditions (walls, ceilings, air-conditioning outlets, floors, drainage systems, etc.).
4. Maintenance of machinery and equipment.
5. Manufacturing process (photos in operation).
6. Distribution cold chain and warehouse management (raw materials and finished products)
7. Food additive storage area.
8. Staff changing rooms and toilets.
9. Food labeling of related products.

# Food Material Procurement Management III

## Handling Abnormalities and Improvements

Abnormal quality improvement tracking

### 1. Quality Abnormality Improvement Tracking

Routine Audits

Suppliers with delivery abnormalities, inconsistent quality, or lower evaluation scores are subject to necessary on-site audits and improvement guidance.

### 2. Response Measures

If food ingredients supplied show quality abnormalities, suppliers are strictly required to submit improvement reports. In addition, unannounced factory inspections are carried out to audit the causes of the quality issues and the corrective measures taken, ensuring improvements are effectively implemented.

### 3. Routine Evaluation

In 2024, supplier evaluations for food ingredients were conducted with an average evaluation coverage rate of about 90%. All evaluation results were satisfactory with no abnormalities found. The proportion of suppliers rated as excellent exceeded 85%.

## Procurement Overview

Evaluation Results

- One of the world's most recognized sustainable seafood certification standards, covering two areas: Fishery Assessment (FM) and Chain of Custody (CoC). Certified organizations may use the blue label on their products to enhance consumer trust. The annual procurement amount of certified lobsters exceeds NT\$920,000, accounting for more than 80% of the total lobster purchases.
- In 2024, The Landis Taipei evaluated over 30 suppliers with whom transactions were conducted, and none of the suppliers received a failing score (below 60 points).
- If a supplier receives two consecutive failing scores, or is found in violation of relevant laws, or presents significant food safety concerns, they will be immediately removed from the supplier list after confirmation by the evaluation committee, and cooperation with them will be terminated. Through stringent evaluations, we ensure the quality and safety of raw materials and products.

## Room supplies packaging

Procurement overview

- Partner suppliers of guest supplies adopt paper products certified with **Indonesian Legal Wood** and **FSC (Forest Stewardship Council) international rainforest protection labels**, with procurement in 2024 exceeding NT\$330,000.
- In line with the government's initiative to reduce plastic use for environmental protection, most hardware facilities are selected based on higher national energy efficiency ratings, bearing energy-saving labels, and featuring lower carbon footprints—fulfilling our responsibility as global citizens.
- Over 97% of total paper procurement consists of environmentally certified products.
- Through concrete actions, the Group has been awarded the **Gold-Level Green Hotel Label** by the Environmental Protection Administration of the Executive Yuan, achieving outstanding results.

## Label



# Food and Sanitation Management I

## Risk Assessment

To effectively control food safety risks, the hotel has implemented the **Hazard Analysis and Critical Control Points (HACCP)** system. Through strict control of production processes, personnel hygiene management, and product storage, as well as analyzing potential microbiological, physical, and chemical hazards in products, the system establishes critical control points from a preventive perspective. This enables effective monitoring to ensure food safety, control hazards, and reduce the risk of foodborne illnesses. Corrective mechanisms are in place to prevent recurrence, thereby safeguarding the food safety and hygiene of our guests. Each year, professional auditors are invited to conduct internal audits of the hotel and provide recommendations to the Food and Beverage Department on food safety, ensuring the effective implementation of food safety management.

## Food Safety Team

An HACCP Food Safety Control Team has been established, led by the Food & Beverage Manager. The team consists of the Executive Chef, Sous Chef, and Food Technician, who regularly inspect, assess, and control the products manufactured by the hotel to effectively reduce potential food safety hazards.

Team members are required to complete a 30-hour (Class A) training course on the Food Safety Control System, organized by an institution accredited by the central competent authority, and obtain certification. Additionally, they must participate in at least 12 hours of HACCP continuing education training every three years, also provided by accredited institutions, to continuously enhance their professional knowledge in food safety.

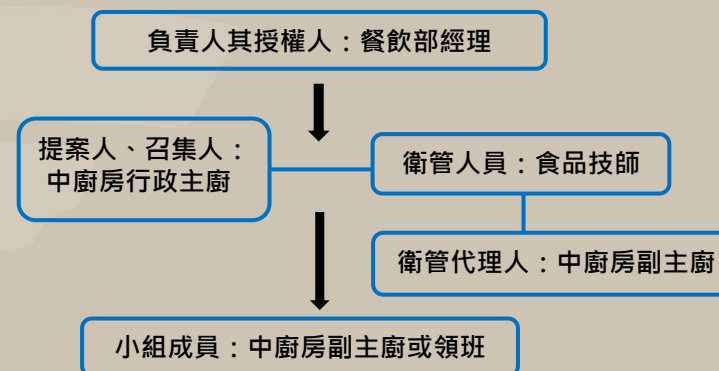
HACCP  
管制小組成員

## Objective

In line with the requirements of the Ministry of Health and Welfare and the Financial Supervisory Commission for listed food enterprises to strengthen self-management of food safety and fulfill corporate social responsibility, listed food companies are required to establish their own laboratories. Considering the characteristics of our restaurant and food service operations, and after evaluation, we have established a laboratory in accordance with Article 7 of the Food Safety and Sanitation Management Act, equipped with facilities of appropriate scale, and conduct self-inspections using simple test kits.

## Enhancing Self-Inspection

To ensure the safety of food served to customers and to effectively manage the safety of meals provided in each restaurant, the food technician conducts quarterly inspections. Based on high-risk ingredients, the technician selects the categories and corresponding items that require testing and sends them to an impartial third-party organization for examination, ensuring that the ingredients provided by the hotel meet hygiene and safety standards. After testing, the food technician prepares an outsourced inspection report. If any results are found to be non-compliant, the purchasing department is notified, and continuous follow-up with the supplier is carried out.





# Food and Sanitation Management II

## Food Safety

The Landis complies with the Food Safety and Sanitation Management Law and the relevant Food Good Hygienic Practice Guidelines (GHP). It establishes a safe and hygienic system from the farm to the dining table, and continues to improve catering food safety and self-management. La Brasserie and Paris 1930 de Hideki Takayama won the honor of “Excellent” in the Taipei Food and Beverage Hygiene Management Grading Evaluation Mark in 2019.

According to the announcement of the Food and Drug Administration of the Ministry of Health and Welfare, Tien Hsiang Lo introduced the Food Hygiene Safety Control System (HACCP) and implemented in 2016 to reduce food safety risks, maintain the health and safety of customers, and provide excellent product quality and services.

In order to effectively control the risk of food safety, the hotel has established a HACCP food safety control team, headed by the Food and Beverage Manager and the team members consists of the executive chef, sous chef and food technologist who regularly inspect, evaluate and control the production of the food. Products manufactured were effectively reduced to hazard free. Team members must participate in a 30-hour food safety control system training course (Class A) conducted by a competent centralized authority and receive at least 12 hours of HACCP continuing education and training conducted by a central competent authority-approved institution every three years to continuously improve Food Safety Expertise.



The Taipei Food and Beverage Hygiene Management Grading Assessment Department conducts assessment once every two years. In 2019, Tien Hsiang Lo conducted an internal renovations, and did not participate in the grading assessment of Taipei City's catering hygiene management.

亞都麗緻訂定食品良好衛生規範準則（GHP）十項標準作業程序書，由衛生管理專責人員據以執行。

十項標準作業程序書	標準作業內容
衛生管理標準作業程序書	針對建築與設施、設備與器具之清洗衛生、從業人員衛生、清潔消毒等化學物質與用具、廢棄物處理等管理。
製程及品質管制標準作業程序書	採購驗收、食品製造流程規劃、防止交叉污染及成品之確認等管理。
倉儲管制標準作業程序書	建立倉儲物品儲放配置、標示、溫控及進出貨紀錄等管理。
運輸管制標準作業程序書	規範廠商交貨與運送車輛的要求及飯店內原物料及成品運送中之衛生等管理。
檢驗與測量管制標準作業程序書	建立儀器校正制度使其維持精準度。
客訴管制標準作業程序書	建立客訴處理制度與流程以維護客人權益及服務品質。
成品回收管制標準作業程序書	維護產品衛生安全與品質，制定產品回收處理流程及防止再發生之措施。
文件管制標準作業程序書	標準化文件作業程序，以利追查所需之產品衛生安全。
教育訓練標準作業程序書	建立餐飲人員良好食品安全衛生觀念，定期受訓以教導正確食安觀念與知識。
內部稽核標準作業程序書	每年外聘食安專家學者進行內部稽核，依專家學者建議改善。

# Food and Sanitation Management III

## Hygiene Management

In order to implement the food safety policy, the sanitation management personnel supervises whether the kitchen environment, facilities and equipment, employees and manufacturing processes meet the GHP requirements. Form are daily completed for improvements by the food technologist. Any issue on will be reported..

Daily routine inspection items by food technologist

1. Workplace management: cleaning and maintenance of floors, ceilings, walls, pipelines, lighting, equipment and utensils °
2. Raw material storage management: mark the date of the ingredients, first in first out.
3. Process management: prevent the risk of cross-contamination
4. Vector control: Any traces of vectors?
5. Management of employees: management of clothing and grooming, personal cleanliness, chef certificate °
6. Form records: refrigerator temperature record table, kitchen temperature and humidity record table, frying oil record table and food additives management.



In addition to the external teachers approved by the central competent authority hired by the Company to give 8 hours of sanitation lectures for certified chefs, internal education and training are provided by food technologist.. The training content includes new food safety knowledge and regulations, improvement of common kitchen deficiencies, and basic concepts of food poisoning , Recognize allergens and other courses to strengthen food safety and hygiene knowledge.

If there is a high-risk meal served to more than 120 people at the same time during the meal period or the number of people cooking outside is more than 50 people, the sample will be stored in a sterile sample bag for 48 hours for future reference.

## Hotel Hygiene Management Project

頻率	管理項目說明
每日	<ul style="list-style-type: none"><li>➢ 上班前：從業人員進入廚房前，需依規定徹底清潔消毒確認體溫後，即可進入，並由廚房衛生管理人員填寫食品作業人員衛生檢查表。</li><li>➢ 上班時：各負責人確實填寫溫溼度紀錄表、冰箱溫度紀錄表、油炸油紀錄表，定期抽測成品之溫度，控管成品品質，避免食物中毒。</li><li>➢ 下班前：打掃作業環境、設施及設備進行消毒作業，完成清理作業場所之廢棄物。</li></ul>
每月	<ul style="list-style-type: none"><li>➢ 每兩天進行一次簡易水質檢驗。</li><li>➢ 委託外部專業病媒防治團隊進行全館消毒作業，確保餐廳環境衛生及降低並沒孳生之風險。</li></ul>
每年	<ul style="list-style-type: none"><li>➢ 每年一次外聘專家學者進行內部稽核。</li><li>➢ 不定期衛生局稽查，完成缺失改善之覆核。</li><li>➢ HACCP年度稽查專案(天香樓)。</li><li>➢ 每年兩次水塔清洗消毒，避免遭受汙染。</li></ul>

# Food and Sanitation Management I

## Establishment of a Food Safety Laboratory

In accordance with Article 7, Paragraph 3 of the Act Governing Food Safety and Sanitation, listed, OTC-listed, and other food businesses of certain categories and scales as announced by the central competent authority are required to set up laboratories to conduct自主檢驗 (self-inspection) and fulfill their corporate responsibility to safeguard food hygiene and safety.

Based on raw materials, semi-finished products, finished products, and meal supply scale, the hotel has defined appropriate自主檢驗 (self-inspection) items and categories.

The inspection items, as shown in the table on the right, are tested once a week on a random sampling basis using commercially available rapid test kits. The food technician samples ingredients in the kitchen, checking for expiration dates, packaging conditions, and overall quality. The technician then conducts laboratory testing and photo documentation, completing a food inspection record form for safekeeping.

If inspection results are found to be non-compliant, a re-test will be conducted. Should the re-test still show non-compliance, the batch of ingredients will be sealed and returned. The procurement department will immediately replace the supplier. Deliveries can only resume once the supplier provides an updated, qualified inspection report from an impartial third-party organization.

## Third-Party Testing

Considering the scale of our hotel's catering services, if the food technician evaluates that self-inspection is not feasible, testing will be outsourced. Outsourced inspections are conducted once every quarter. The food technician determines the inspection items based on seasonal ingredients, customer complaints, or food products with recent food safety concerns, and sends them to a third-party impartial organization for testing.

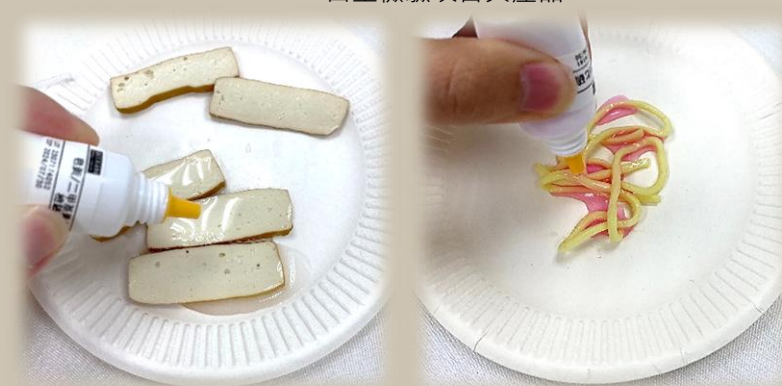
If the results are qualified, the food technician fills out and keeps the outsourced inspection report. For unqualified results, the purchasing department will be notified to seal and return the batch of ingredients. The supplier may resume delivery only after providing the latest qualified inspection report from a third-party impartial organization.

委外檢驗項目	檢驗產品	合格率
農藥殘留(381 項)	青菜(青江菜)	100%
動物用藥	大閘蟹	100%
重金屬檢測(鉛、汞)	黃魚	100%



自主檢驗項目	檢驗產品	合格率
二氧化硫	冷凍蝦米、乾貨	100%
過氧化氫	油麵、中藥材	100%
皂黃	豆干、筍乾	100%

## 自主檢驗項目與產品



皂黃檢驗

### 二氧化硫檢驗

[illegible]

## 委外檢驗報告

## 委外檢驗項目與產品

臺北市政府衛生局



# Food and Sanitation Management IV



## Ingredients Management and Inspection Mechanism.

The Landis is committed to implement food safety. In order to ensure the quality of ingredients, ingredients are strictly controlled from the selection of suppliers, procurement of ingredients, acceptance of ingredients, production process to meal delivery, and check for consumers. °

食材源頭管理 供應商	<p><b>供應商挑選</b> 為選擇優良之供應商，需選擇信譽良好供應商供貨，廠商需領有政府核發之商業登記，並開立發票，相關書面資料均需符合法規標準。</p> <p><b>供應商評鑑</b> 每三個月評量合作之廠商，包括食材品質、送貨時間、服務等項目作評核，並將良好且穩定之供應商造冊管理。</p> <p><b>食材檢驗報告</b> 1. 廠商需定期提供食材之檢驗報告，如農藥殘留、海鮮重金屬等檢驗報告，進口食材另需提供輸入許可證號。 2. 針對高風險之食材，如肉類需提供屠宰證明、瘦肉精及動物用藥之檢驗報告。</p>
食材驗收管理	<ol style="list-style-type: none"><li>檢查運送工具的外觀及內部是否清潔。</li><li>確認產品之外觀、包裝是否受損。</li><li>確認食材之新鮮度，有無腐敗現象。</li><li>產品標示是否完整，保存期限及製造日期是否合乎標準。</li><li>若為低溫儲存之食材，確認廠商是否利用低溫系統運送，且食材溫度之抽驗需符合標準。</li><li>確認食材驗收是否有交叉污染之疑慮。</li></ol>
廚房食材之 保存	<ol style="list-style-type: none"><li>每日兩次記錄冰箱溫度。</li><li>食材進入冷藏及冷凍冰箱須完整覆蓋。</li><li>食材遵循先進先出，避免逾有效日期。</li><li>生熟食分開貯放，避免交叉污染。</li><li>衛生管理人員例行性稽查。</li></ol>
食材檢驗	<p>食材 每個月由供應商提供最新食材檢驗報告。</p> <p>冰塊 每半年一次微生物檢驗。</p> <p>水質 1. 每周一次簡易水質檢驗。 2. 每年一次微生物檢驗。</p>

<b>JTS 振泰檢驗</b> JTTEC SERVICE CORPORATION 振泰檢驗科技股份有限公司實驗室 22101 新北市汐止區新台五路一段79號13F-7 Tel. 02-26981299 Fax. 02-26981229	
<b>測試報告</b>	
委託單位：亞都麗緻大飯店股份有限公司 地址：台北市中山區民權東路二段41號 聯絡人：採購部 周琬婷	報告日期：2025/05/23 報告編號：JTS202505A2228 電話：02-77352360
樣品描述(測試樣品由申請商提供並確認如下)	
產品名稱：冰塊-LWK 數量：1袋 樣品保存方式：冷凍 製造廠商/國內負責廠商名稱：亞都麗緻大飯店股份有限公司 批號：--	包裝狀態：如照片所示 製造日期：2025/05/14 有效日期：-- 收樣日期：2025/05/14 檢驗日期：2025/05/14

### 測試結果：

測試項目	結果	定量化限	測試方法
#沙門氏桿菌	陰性	--	102年12月23日衛授食字第1021951187號-食品微生物之檢驗方法-沙門氏桿菌之檢驗(第一部)(M09NM0025.01)
#腸桿菌科	陰性	1 CFU/mL	110年6月2日衛授食字第1101900975號-食品微生物之檢驗方法-腸桿菌科之檢驗(M09NM0028.00)

#### 備註：

註：\*表示此結果為估計值。

微生物檢驗項目由振泰檢驗台北實驗室(新北市汐止區新台五路一段79號6樓之B)進行檢測。

#### -結束-

振泰檢驗科技股份有限公司

報告簽署人：

李綺芳 經理

- 標示"#"項目表示經衛生福利部認證，且依認證之方法執行檢測。
- 本報告僅做參考資料，不得作為廣告出版物等商業宣傳。
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## 微生物檢驗報告



# Traceability System and Emergency Response I

In accordance with Article 8, Paragraph 4 of the Act Governing Food Safety and Sanitation, food businesses shall apply for its restaurants’ Food Business Registration. Tien Hsiang Lo, La Brasserie, Paris 1930 de Hideki Takayama and Liz Gastronomie regularly update their restaurants’ contents.

系統操作暨登錄制度諮詢專線 0809-080908			
公告資訊   影音專區   <u>查詢食品業者</u>   查詢食品添加物   查詢醫療器材商   Search Food Business			
登錄項目	食品業者登錄字號	地址	公司/商業登記 統一編號
	名稱		
	場所統編(營業人統編)		
公司/商業登記	A-112144501-00000-6 亞都麗緻大飯店股份有限公司	台北市中山區民權東路2段41號	亞都麗緻大飯店股份有限公司 12144501
餐飲場所	A-112144501-00006-2 麗緻坊 70442161	台北市中山區民權東路2段41號1樓	亞都麗緻大飯店股份有限公司 12144501
販售場所	A-112144501-00005-1 麗緻坊 12144501	台北市中山區民權東路2段41號1樓	亞都麗緻大飯店股份有限公司 12144501
餐飲場所	A-112144501-00004-0 巴賽麗廳 12144501	台北市中山區民權東路2段41號1樓	亞都麗緻大飯店股份有限公司 12144501
餐飲場所	A-112144501-00003-9 巴黎廳 12144501	台北市中山區民權東路2段41號2樓	亞都麗緻大飯店股份有限公司 12144501
餐飲場所	A-112144501-00002-8 天香樓 12144501	台北市中山區民權東路2段41號B1	亞都麗緻大飯店股份有限公司 12144501

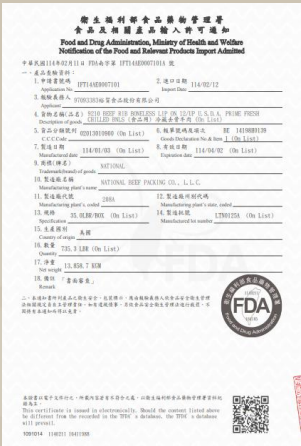
## Food Traceability

The ingredients used by The Landis are provided by suppliers with business registration, and the purchase order needs to have the following information:

1. Date of receipt or batch number.
2. The name of raw materials, semi-finished products or finished products.
3. Net weight, volume or quantity of raw materials, semi-finished products or finished products..
4. The name, address and other contact information of the supplier.

According to Item 1 of Article 9 of the Food Safety and Sanitation Management Law, the relevant documents on the source of raw materials, semi-finished products and finished products are kept for five years.

Manufacturers of meat ingredients must provide a slaughter certificate. If the ingredients are imported, they need to provide an import license number to facilitate traceability.



亞都麗緻大飯店股份有限公司		廠商: 有利	期間
2024-12-16	2024-12-25	2025-01-08	2025-01-12
24032662	24018408	24037011	24037856
24045871	25000751		

## 屠宰證明



輸入許可證號碼

# Traceability System and Emergency Response II

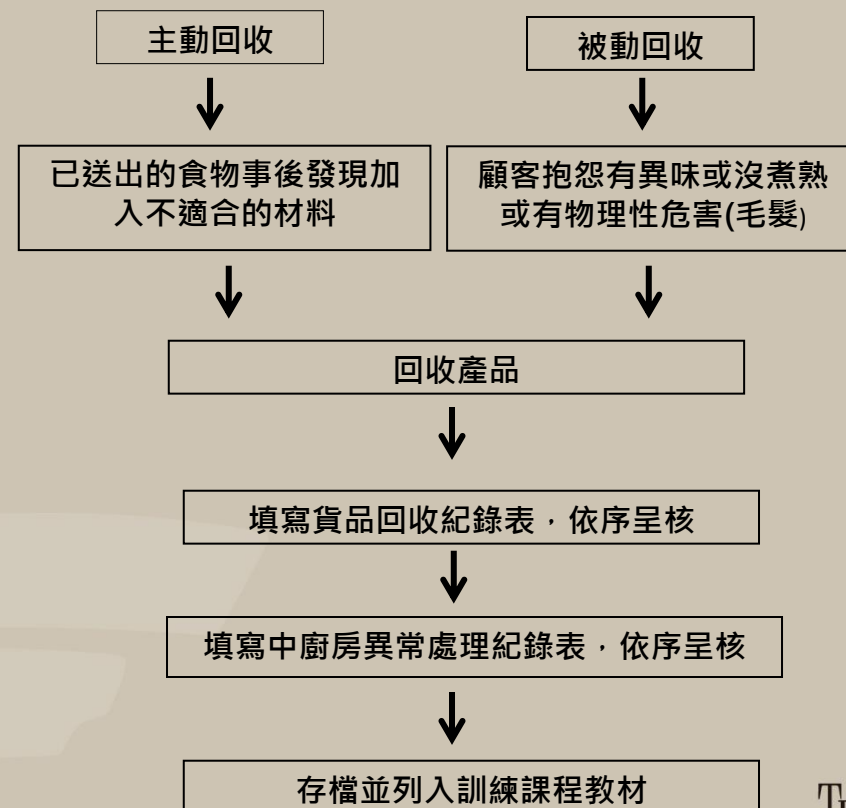
## Country of Origin Labeling

The Landis complies with the food labeling regulations of the Food and Drug Administration which require labelling country of origin for food containing beef and edible parts of beef in containers or packages. Effective from January 1, 2021, the "Regulations on Labeling the Origin of Pork and Pig Edible Parts Raw Materials for Food Supply", the Chinese name of the country of origin must be legibly marked.



## Emergency Response Measures

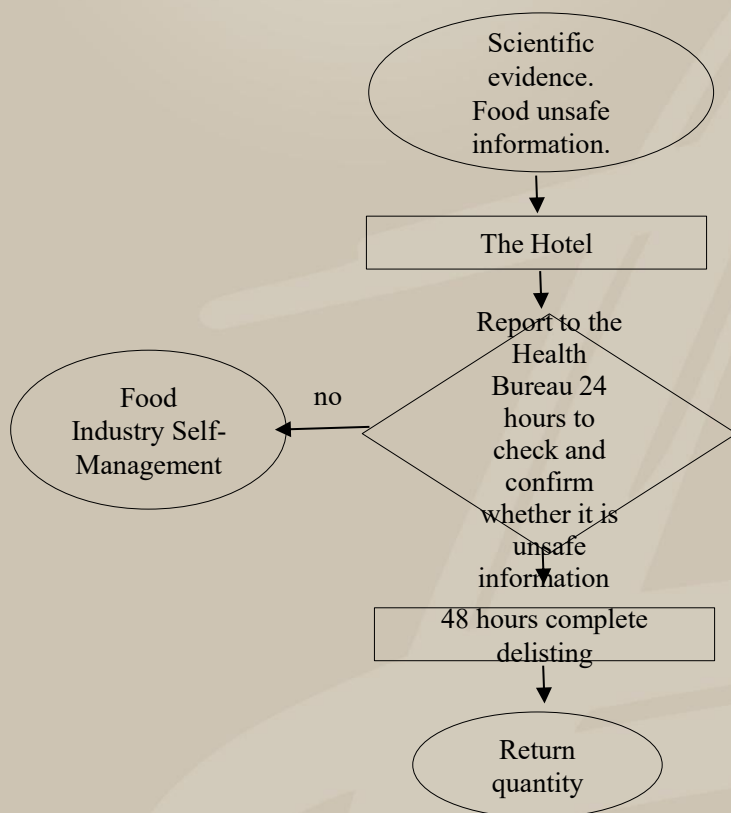
When there are doubts about product hygiene, safety and quality, follow the "Standard Operating Procedures for Product Recycling Control" to avoid harm to consumers and which will affect the Company's reputation. The flow chart is as follows :



# Traceability System and Emergency Response III

## Food Safety Notification Principles

In case of food safety information from domestic, foreign health authorities or manufacturers, the *flow chart* is as follows



The Landis attaches great importance to the rights and interests of every customer. In the future, it will continue to strengthen food safety and hygiene management, check every level of customers, and fulfill its due corporate responsibility.

# 友善職場





# The Landis Partnership I

The Landis continuously create an environmentally friendly workplace for its associates. The management model features an inverted pyramid with the purpose of maximizing communication within the Company.

Associates are being respected and provided with self-esteem visible through, salary, performance appraisal, promotion, education and training. Associates’ benefits will not defer due to gender, religion, nationality, or race. Also, associates are being offered with training and development in order to encourage them to learn and grow, and working as a team to create the best hospitality brand in the Asia-Pacific region.



## Manpower Structure

### 2024 Headcount

分公司	勞雇合約		合計
	全職同仁	兼職同仁	
女性	104	50	154
男性	76	25	101
合計人數	180	75	255
百分比	71%	29%	100%

### 2024 employment contract and number of employees in various subsidiaries

分公司	勞雇合約			合計
	全職同仁	實習生	部分工時人員	
亞都麗緻大飯店(股)公司	164	0	46	210
亞緻餐飲(股)公司	14	2	29	45
麗緻管理顧問公司	0	0	0	0
合計人數	180	0	75	255
百分比	70%	1%	29%	100%

The standard salary of grassroots personnel is higher than the minimum salary in Taiwan, and 95% of the senior management are citizens of the Republic of China. °

# The Landis Partnership II

Salary Information for Full-time Rank and File Employees

年度	2023年	2024年	差異
非主管全時員工人數(人)	207	231	24
非主管全時員工薪資平均數(仟元)	464	538	74
非主管全時員工薪資中位數(仟元)	457	528	71
非主管全時員工薪資總額(仟元)	96,147	124,181	28,034



2024 Gender and Age Composition of Employees

同仁類別	性別		年齡				合計
	女性	男性	30歲以下	31-40歲	41-50歲	51歲以上	
非主管人數	40	25	40	13	4	8	65
基層主管	36	21	22	16	14	5	57
中階主管	13	19	0	12	12	8	32
高階主管以上	2	8	0	0	3	7	10
合計人數	91	73	62	41	33	28	164
百分比	55%	45%	38%	25%	20%	17%	100%

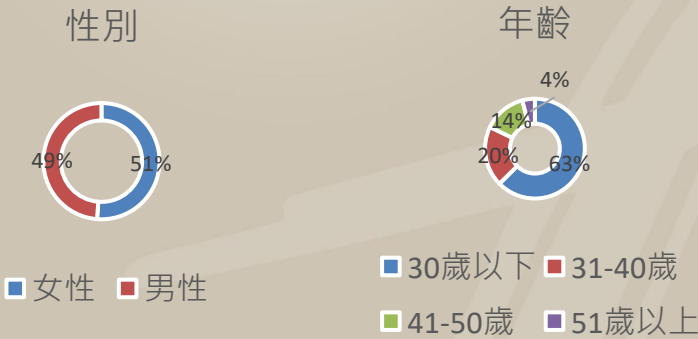
2024 Educational Background of Employees

類別	亞都麗緻大飯店(股)公司	亞緻餐飲(股)公司	麗緻管理顧問(股)公司	總計
國小	0	0	0	0
國中	2	0	0	2
高中	40	5	0	45
專科	18	5	0	23
學士	95	6	0	101
碩士	9	0	0	9
總計	164	16	0	180

# Overview of Employee Mobility

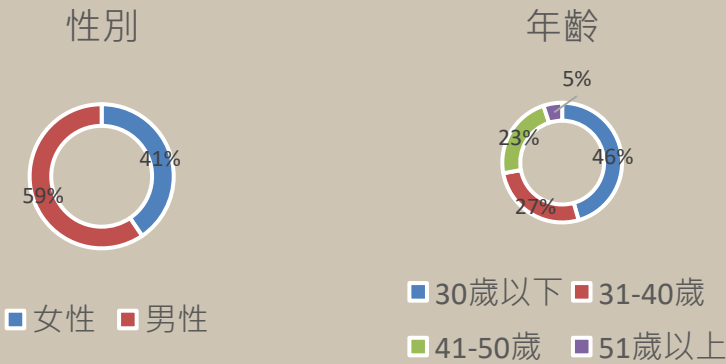
Landis Hospitality Group is committed to creating a gender equality in the workplace. In 2021, the ratio of newly hired females to males employees was 42% to 58%, and the ratio of resigned females to males associates was 64% to 36%. The statistics of employee turnover are as follows

## Newly hired full-time employees



分公司	性別		年 齡				合計
	女性	男性	30歲以下	31-40歲	41-50歲	51歲以上	
亞都麗緻大飯店(股)公司	58	57	73	22	15	5	115
亞緻餐飲(股)公司	5	3	4	2	2	0	8
麗緻管理顧問(股)公司	0	0	0	0	0	0	0
合計人數	63	60	77	24	17	5	123
百分比	51%	49%	63%	20%	14%	4%	100%

## Resigned full-time employees



同仁類別	性別		年 齡				合計
	女性	男性	30歲以下	31-40歲	41-50歲	51歲以上	
非主管人數	19	28	32	7	6	2	47
基層主管	8	16	3	12	8	1	24
中階主管	4	3	1	2	3	1	7
高階主管	1	0	0	0	1	0	1
合計人數	32	47	36	21	18	4	79
百分比	41%	59%	46%	27%	23%	5%	100%

# Employee Rights I

## Employee Communication Channel.

The Landis respects the rights and freedom of its associates as set forth by the "Universal Declaration of Human Rights". Labor relations have been harmonious whereby employees were treated fairly and reasonably without discrimination, forced labor and child labor. There are multiple channels to inform colleagues about changes in business operations, and associates were encouraged to take the initiative to put forward ideas on job changes. Full communication through regular departmental meetings or suggestion boxes for problem solving. For a harmonious labor-management relations, the GM Hour is held regularly by inviting the general manager and associates to exchange operating ideas and opinions to build team consensus.

## Employee Benefits

The Company values its associates hard work and cares about their health, therefore it arranges well-known local health examination centers to provide physical checks according in order to keep track of their physical wellbeing. The annual health check and consultations enables an early detection of health problems. In addition, cooperating physical health center arranges its occupational doctors and nurses to visit the Company for consultation services on a regular basis.

To encourage healthy habits, senior executives lead associates to participate in running activities and Central Cross-Island Highway Hiking In 2017. The Landis Running Club was established with regular exercise activities and has joined the World Earth Day Road Run in 2019. Due to the epidemic in 2020-2021, gatherings was avoided, and road running activities were cancelled.

## Employee Welfare.

On top of the labor insurance, health insurance, and national health insurance as required by the government regulations, the Company purchases group medical insurance for all full-time associates and interns for medical coverage. The Jim Cafeteria provides associates with nutritious and hygienic food. Dormitories are provided for the convenience of associates who work on night shifts or for those who are from another cities. Other programs arranged is the annual spring wine party and monthly birthday party; there is also a library with various books, magazines and computers for use. The Welfare Committee arranges for movies, festive celebrations and community programs. The total amount spend on welfare matters in 2024 is NT\$1,229,053. in 2023 NT\$1,259,980 and in 2022 is NT\$661,698; associates benefits included marriage, funeral, childbirth, and illness.

同仁福利活動	2022費用	2023費用	2024費用
電影活動費	49,500	103,960	74,290
慶生會與按摩	82,698	118,615	125,880
社團活動	0	120,415	92,038
部門聚餐	0	74,900	78,927
婚喪喜慶	86,500	252,000	75,600
年終禮券	443,000	590,000	782,318
合計	661,698	1,259,890	1,229,053

Unit : NTD



# Employee Rights II

## Retirement Benefits

Since March 1998, the Company has formulated the retirement calculation method in accordance with the provisions of the Labor Standards Act. The Labor Pension Act came into effect on July 1, 2005 which adopted a definite allocation system. After implementation, employees can choose between Labor Standards Act or

2022 Statistics, old pension fund NT\$2,833,772 · 5 associates retired · contributed NT\$4,580,819 °

2023 Statistics, old pension fund NT\$1,476,132 · 4 associates retired, contributed NT\$6,421,076 °

2024 Statistics, old pension fund NT\$584,136 · 0 associates retired, contributed NT\$0 °

## Parental Leave Without Pay

The Landis is an International five-star tourist hotels in Taiwan. Front line associates have to face customers daily, and many have to take care of their families. With the adjustment of laws and regulations in recent years, male and female associates are eligible to apply for parental leave. Availability of breastfeeding room and nearby childcare center allow associates to work with peace of mind! In 2024, 2 female associates and 0 male associate applied for childcare leave without pay while 2 female associates and 0 male associates were reinstated. The employment rate is 100%. In 2023, 3 female associates and 1 male applied for childcare leave without pay while in 2023, 1 female associate and 1 male applied for childcare leave without pay and 1 male associate was reinstated, with an average reinstatement rate of 50%; In 2022 female colleague applied for childcare leave without pay, and 0 male and 1 female colleague were reinstated, with an average reinstatement rate of 33%.

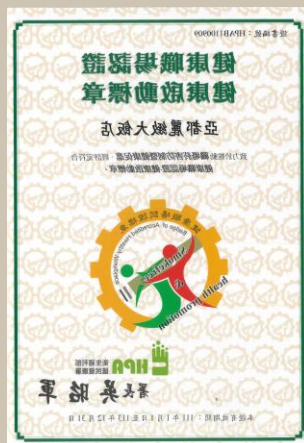
# Friendly and Healthy Workplace



**Talent is the foundation of hotel service and also the core value upheld by The Landis Taipei.**

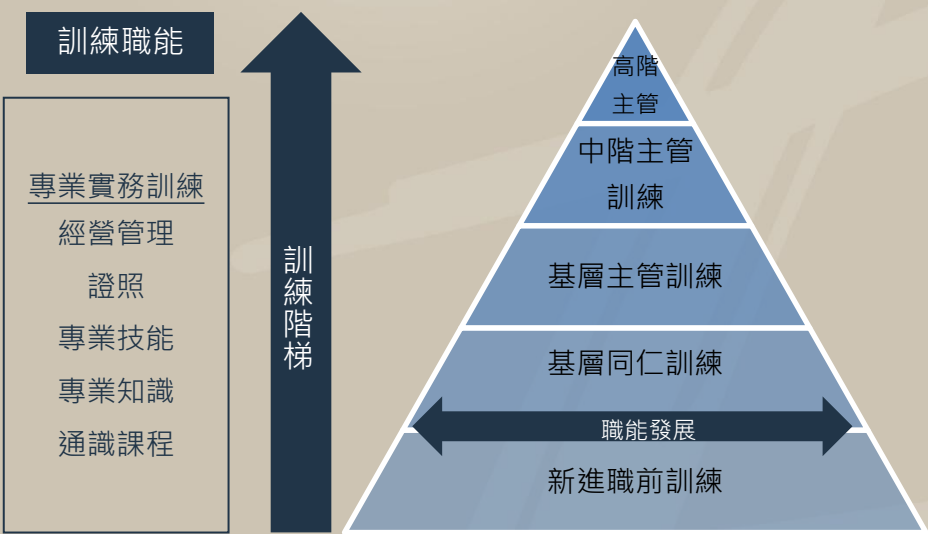
The Landis Taipei practices the principle of putting the right person in the right position regardless of age or gender, while also providing a middle-aged and senior-friendly workplace. In addition, the hotel is dedicated to promoting workplace tobacco hazard prevention and health promotion, striving to create a “Five-Heart” Healthy Workplace.

- **“Attentive” – Raising Health Awareness:** Establish the concept of employees’ autonomous health management by regularly providing personal health consultations, supported with campaigns and occasional health seminars.
- **“Caring” – Building Open Channels of Support:** With a people-oriented philosophy, The Landis Taipei ensures supervisors show care to employees during meetings and public occasions, offering assistance when needed, while establishing strong psychological support and regular on-site medical care.
- **“Considerate” – Creating a Comfortable Environment:** Promote walking activities and implement care-focused programs.
- **“Reassuring” – Fostering Maternal Health:** In compliance with regulations, guarantee that female employees are worry-free during pregnancy and within one year postpartum, helping them balance work and life. This includes facilities such as lactation rooms and related health education.
- **“Enthusiastic” – Driving Health Promotion:** Actively promote health-related activities, establish healthy workplace facilities, foster exercise habits among employees, and organize health promotion events.



# Talent Cultivation Program I

The Company utilizes Talent Quality - Management System (TTQS) to maximize the benefits of training talents. A complete and systematic "Landis Training Passport" was designed and given to employees to support their performance appraisal and promotion. Training programs help to enhance employees work skills and professional knowledge, boost employee capability to respond to future market trends and environmental changes, improve the Company's culture and reduce employee turnover.



職級	階層	新進人員訓練	通識課程	專業課程	管理課程	講師訓練	交換訓練	研討會	自我發展
E A B C	中高階主管	新進人員訓練	核心、基礎課程、語文課程	後勤部專業訓練 廚務部專業訓練 餐飲部專業訓練 房務部專業訓練 客務部專業訓練	高、中、基層管理課程	內部講師培訓 訓練員訓練課程	跨部門訓練 跨專業、跨飯店訓練	年度工作研討會訓練	在職進修、跨專業、強化職能訓練
S1 S2 S3 G1	基層主管								
S4 S5 G2 G3 G4	一般同仁								

# Talent Cultivation Program II

**Diversified training.** The Company has a unique culture and practice whereby it arranged relaxing “Workshops” to enhance associates' understanding of its business philosophy and policies through open discussion to foster team spirit in the workplace.

Anticipating the future market development, the Company has also carried out talent development program, not only for general staff but also for management trainee with an all-round talent development with annual training objectives; and cooperate with external training opportunities for colleagues, such as external study, observation, inspection, etc., to stimulate work creativity, and to improve management efficiency and functions!

**Function introduction and management plan.** To face the rapid changes, rank and file and management associates must be able to catch up with the Company’s growth. Performance evaluation has been held to confirm the ability and capability of associates. Behavioral performance to help individuals and the Company to understand how to improve their work performance and arrange training courses according to the functional gaps. Current status of associates were monitored and proposed for future development plans.

**Talent development.** The Company incorporated the Ministry of Labor's "TTQS Talent Development Quality Management System" since 2017, and continues to improve the quality of training every year. In 2021, it has been awarded with the silver medal.

2024內部訓練課程			2024參訓職員比例	
課程類別	班次	開班時數	一般同仁	48%
年度訓練 (消防、安全)	10	20.5	基層主管	27%
外語課程(英、日)	0	0	中階主管	23%
餐飲專業課程	12	24	高階主管	2%
客房專業課程	4	7.5	2024訓練支出	
通識課程	9	87.5	2024年訓練費用	\$143,364
管理課程	9	24	平均每月訓練費用	\$11,947
其他課程	12	17		
總計	56	180.5		



## Talent Cultivation Program III

The Landis is a leader in the Asia-Pacific region that cultivates its own tea sommelier. The trainees must pass the blindfolded water test and be familiar with the history of tea, its geographical environment, understanding of baking and humidity, and tea pairing with meals before getting the Service Tea Master Certification Medal. Through the professional training of tea sommeliers, the most suitable tea is matched according to the characteristics of the cooking style, so that tea is no longer a supporting role in the meal, but a driving force for the sublimation of cooking. Since 2020, more than 80 students have participated in the training. After 1440 hours and strict selection, only 15 of the students have obtained the Tea Sommelier Certificate.



# Occupational Safety

A safe and healthy work environment is essential for the wellbeing of associates. The Company formulated the "Occupational Safety and Health Management Regulations", and cooperates with pre-employment training and on-the-job training for hotel staff, professional training, etc., to strengthen safety, health and welfare awareness °

## Safety and Health Policy.

In compliance with the regulations, the Company

1. adopts hazard assessments, workplace improvements and protective measures
2. conducts safety and health education, training and promotional campaigns
3. maintain the quality of safety and hygiene.
4. conducts regular audits and management reviews.

2024年職災統計

計算比例：使用100萬工時

集團	職業災害		失能傷害 總數	失能傷害 損失日數	失能傷害 頻率	失能傷害 嚴重率
	受傷 人數	死亡 人數				
女	7	0	7	34	11.64	56.52
男	11	0	11	0	18.29	0.00
合計	18	0	18	34	29.92	56.52

Injury category: excluding commuting traffic accidents Please refer to Q&A-Q7 of the Occupational Safety and Health Administration of the Ministry of Labor for relevant calculation methods

## Responsible Unit

The Engineering and Security is responsible for drafting, planning, supervising and promoting the hotel safety and health management affairs, and guiding the person in charge and supervisors at workplace.. Tasks include work environment hazard identification, occupational accident and injury prevention, workplace bullying and sexual harassment prevention, human-induced hazard prevention, contractor management, internal employee health management, education and training, and emergency treatment in the event of occupational accidents.

Occupational Accident Notification and Management. The Company has established a reporting and handling process for accidents and major injuries and diseases, and reports accident statistics to the competent authority, so that when occupational accidents occur in operations, they can be immediately notified and dealt with, and complete corrective and preventive measures to reduce safety hazards.

Notification and management process.

1. Notify associate's supervisors and Engineering and Security department.
2. Confirm the injury and see if need to see a doctor.
3. Inform Human Resources if need to see a doctor and seek medical treatment after receiving the occupational disaster outpatient form; If the situation is urgent, notify the Human Resources before seeking medical treatment immediately
4. Report to Human Resources for injury tracking purpose.
5. If one is injured and hospitalized, dies, or more than three people are injured and sent to the hospital in the work area, report to the labor inspection agency in the jurisdiction within 8 hours.
6. Investigate the causes of accidents and propose plans for prevention.
7. Evaluate the effectiveness of accident prevention programs.



# Social Welfare

## Caring for the Vulnerable

The Landis Taipei cares about resource utilization and strives to maximize the value of all resources.

In particular, we collaborate with the Taiwan People's Food Bank Association to donate unsold fresh bread and meals from La Brasserie & Bakery each day. Through the association's collection and distribution, these foods are delivered to families in need, helping to reduce hunger, reuse resources, and enhance employees' awareness of underprivileged households.

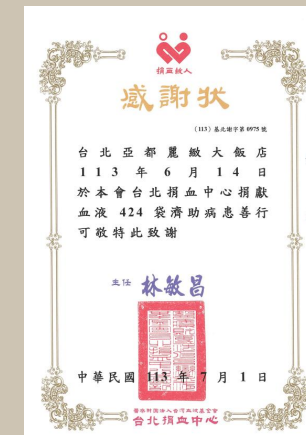
2024 Donations: Bread NT\$1,293,938; Rice Dumplings NT\$59,920

2023 Donations: Bread NT\$1,477,328; Rice Dumplings NT\$59,920

2022 Donations (until December): Bread NT\$1,660,034

## Giving a Hug to Close the Gap.

The pandemic has dragged on for a few years and in order to alleviate the distrust among the society when the environment was improving, we held Pass on Love - Spread Love Together with Yoga in 2021. 48 friends participated and all gross collection from the registration were donated to the Boyou Social Welfare Foundation for the under privileged children in rural primary schools, so that they will not be left behind due to sluggish economy. Since 2024, we held three similar events with total **NT\$195,200 donation.**



# 附 錄





# GRI Index Comparison Table

使用聲明	亞都麗緻已依循GRI準則報導2024年1月1日至2024年12月31日期間內容。
使用的GRI 1	GRI 1：基礎2021
適用的GRI行業準則	N/A

指標	指標描述	說明/頁碼
GRI 2：一般揭露	組織及報導實務	
	2-1 組織詳細資訊	1,4
	2-2 組織永續報導中包含的實體	1,4
	2-3 報導期間、頻率及聯絡人	1
	2-4 資訊重編	無資訊重編情事
	2-5 外部保證/ 確信	
	活動與工作者	
	2-6 活動、價值鏈和其他商業關係	1-8,20,40-42
	2-7 員工	51-59
	2-8 非員工的工作者	4,51
	治理	
	2-9 治理結構及組成	
	2-10 最高治理單位的提名與遴選	
	2-11 最高治理單位的主席	
	2-12 最高治理單位於監督衝擊管理的角色	
	2-13 衝擊管理的負責人	
	2-14 最高治理單位於永續報導的角色	15-18
	2-15 利益衝突	
	2-16 溝通關鍵重大事件	
	2-17 最高治理單位的群體智識	
	2-18 最高治理單位的績效評估	
	2-19 薪酬政策	
	2-20 薪酬決定流程	
	2-21 年度總薪酬比例	請詳2024年報P12

# GRI Index Comparison Table

使用聲明	亞都麗緻已依循GRI準則報導2024年1月1日至2024年12月31日期間內容。
使用的GRI 1	GRI 1：基礎2021
適用的GRI行業準則	N/A

指標	指標描述	說明/頁碼
GRI 2：一般揭露	策略、政策與實務	
	2-22 永續發展策略的聲明	
	2-23 政策承諾	
	2-24 納入政策承諾	
	2-25 補救負面衝擊的程序	19-29
	2-26 尋求建議和提出疑慮的機制	
	2-27 法規遵循	
	2-28 公協會的會員資格	無參與公協會
	利害關係人議合	
	2-29 利害關係人議合方針	21
GRI 3：重大主題	2-30 團體協約	54
	3-1 決定重大主題的流程	22
GRI 201:經濟績效	3-2 重大主題列表	23
	201-1 組織所產生及分配的直接經濟價值	10
GRI 202:市場地位	201-3 定義福利計劃義務與其他退休計畫	55
	202-1 不同性別的基層人員標準薪資與當地最低薪資的比率	52
GRI 302:能源	202-2 僱用當地居民為高階管理階層的比例	52
	302-1 組織內部的能源消耗量	28
GRI 307:有關環境保護的法規遵循	307-1 違反環保法規	29-30
GRI 308:供應商環境評	308-1 採用環境標準篩選新供應商	29-30
	308-2 供應鏈對環境的負面影響，以及所採取的行動	40-42
GRI 401:勞雇關係	401-1 新進同仁和離職同仁	53
	401-2 提供給全職員工（不包含臨時或兼職員工）的福利	54
	401-3 育嬰假	55

# GRI Index Comparison Table

使用聲明	亞都麗緻已依循GRI準則報導2024年1月1日至2024年12月31日期間內容。
使用的GRI 1	GRI 1：基礎2021
適用的GRI行業準則	N/A

指標	指標描述	說明/頁碼
GRI 403:職業安全衛生	403-1 職業安全衛生管理系統	33,60
	403-2 危害辨識、風險評估、及事故調查	
	403-4 有關職業安全衛生之工作者參與、諮商與溝通	
	403-5 有關職業安全衛生之工作者訓練	
	403-8 職業安全衛生管理系統所涵蓋之工作者	
GRI 419:社會經濟法規遵循	419-1 違反社會與經濟領域之法律和規定	19
GRI 416:顧客健康與安全	416-1 評估產品和服務類別對健康和安全的影響	43-47
	416-2 違反有關產品與服務的健康和安全法規之事件	43-47
GRI 418:客戶隱私	418-1 經證實侵犯客戶隱私或遺失客戶資料的投訴	34



# SASB Index Comparison Table

指標	指標描述		說明/頁碼
能源管理	SV-HL-130a.1	(1) 總能源消耗，(2) 電網電力百分比，(3) 可再生能源百分比	28
水資源管理	SV-HL-140a.1	(1) 總取水量, (2) 總用水量, 基線水壓力高或極高的地區各百分比	(1)請參詳P28 (2)依據世界資源研究所「渡槽水風險地圖集」分析2024年渡槽水風險指標，評估出亞都麗緻營運據點之總體水風險程度均為「低」(衝擊度. 0~1)，故並無在高或極高水壓力地區取水量，亞都麗緻營運據點均位在市區
生態影響	SV-HL-160a.1	位於受保護狀態或瀕危物種棲息地或其附近的住宿設施	29-30
	SV-HL-160a.2	描述保護生態系統服務的環境管理政策和實踐	
勞動實踐	SV-HL-310a.1	(1) 飯店員工的自願離職率和 (2) 非自願離職率	53
	SV-HL-310a.2	因違反勞動法的法律訴訟而造成的損失總額	2024年度有1件違反勞動基準法事件，合計處罰緩新台幣12萬元。
	SV-HL-310a.3	(1) 平均小時工資和 (2) 飯店員工賺取最低工資的百分比，按地區劃分	2024年平均時薪\$190，最低員工薪資為時薪\$248。
	SV-HL-310a.4	描述防止工人騷擾的政策和計劃	54
氣候變化適應	SV-HL-450a.1	位於 100 年洪水區的住宿設施	亞都麗緻營運據點均位在市區
活動指標	SV-HL-000.A	可用房晚	目前擁有國際標準客房219間
	SV-HL-000.B	入住率	亞都麗緻2024年疫情解封，平均入住率約為50%
	SV-HL-000.C	住宿設施總面積	亞都麗緻大飯店的佔地面積為16,611平方公尺
	SV-HL-000.D	住宿設施數量和百分比：(1) 管理，(2) 自有和租賃，(3) 特許經營	(1)請參詳住房安全 (2)亞都麗緻大飯店之建物所有權係為自有 (3)無特許經營之事項



# Enhanced disclosure of sustainability indicators

編號	指標	指標種類	年度揭露情形	單位
1	為改善食品衛生、安全與品質，而針對其從業人員、作業場所、設施衛生管理及其品保制度等方面進行之評估與改進及所影響之主要產品與服務類別與百分比。	量化 質化敘述	請參詳食品及衛生管理	比率(%)
2	違反有關產品與服務之健康與安全法規及未遵循產品與服務之資訊與標示法規之事件類別與次數、產品下架次數及下架產品總重量。	量化 質化敘述	在2024年本公司未違反食品安全衛生管理法及施行細則而被罰款事件發生。	數量 公噸(t)
3	採購符合國際認可之產品責任標準者占整體採購之百分比，並依標準區分。	量化	請參詳食材及供應商採購管理	比率(%)
4	經獨立第三方驗證符合國際認證之食品安全管理系統標準之廠房所生產產品之百分比。	量化	已依法規取得HACCP認證 請參詳食品及衛生管理	比率(%)
5	對供應商進行稽核之家數及百分比、稽核項目及結果。	量化 質化敘述	請參詳食材及供應商採購管理	比率(%)
6	依法規要求或自願進行產品追溯與追蹤管理之情形及相關產品占所有產品之百分比。	量化 質化敘述	請參詳追溯制度及緊急應變	比率(%)
7	依法規要求或自願設置食品安全實驗室之情形、測試項目、測試結果、相關支出及其占營業收入淨額之百分比。	量化 質化敘述	請參詳食品及衛生管理	比率(%)
8	消耗能源總量、外購電力百分比、再生能源使用率。	量化	電力13,526.28GJ + 天然氣6,720.23GJ =20,246.51GJ 100%使用台電電力、0%使用再生能源	十億焦耳(GJ) 百分比(%)
9	總取水量及總耗水量。	量化	2024年總取水量及總耗水量53,633m³	千立方公尺 (m³)
10	售出產品重量、生產設施場所數量。	量化	售出產品重量約116t、生產設施場所數量為天香樓、巴賽麗廳、巴黎廳1930x高山英紀及麗緻坊	公噸(t) 數量

# Climate-related Information Comparison Table

揭露主題	揭露項目	對應章節/說明
治理	1. 敘明董事會與管理階層對於氣候相關風險與機會之監督及治理	請參詳永續環境。
	2. 敘明所辨識之氣候風險與機會如何影響企業之業務、策略及財務(短期、中期、長期)。	請參詳永續環境。
策略	3. 敘明極端氣候事件及轉型行動對財務之影響。	依據臺灣氣候變遷推估資訊與調適知識平台(TCCIP)之研究，分析預估在RCP2.6情境中，2021-2040年之預估升溫1度，將使公司空調用電增加6%，預估用電成本增加30萬元/年。 檢視2023年，臺灣已出現嚴重旱象、3年沒有颱風入境，面臨休耕和缺水危機，亞都麗緻可能因乾旱需以水車載水、及因取水量不足而停止營運等造成損失，如向外縣市購水，每度用水成本將增加約2,975~3,475元，預估增加1,300萬~1,500萬元。
	4. 敘明氣候風險之辨識、評估及管理流程如何整合於整體風險管理制度。	請參詳永續環境。
風險管理	5. 若使用情境分析評估面對氣候變遷風險之韌性，應說明所使用之情境、參數、假設、分析因子及主要財務影響。	本公司已展開因應氣候變遷的策略及行動，包括推動節能措施、溫室氣體盤查、不提供一次性消耗品等，逐步尋求耗能減量機會，評估財務影響層度，以有效掌控氣候變遷所帶來的風險與機會。

# Climate-related Information Comparison Table

揭露主題	揭露項目	對應章節
指標與目標	6. 若有因應管理氣候相關風險之轉型計畫，說明該計畫內容，及用於辨識及管理實體風險及轉型風險之指標與目標。	因應政策和法規、技術的進步或消費者需求和偏好轉型計畫需根據具體情況來制定，公司須進行相關數據的蒐集，制定相關轉型計畫，以降低公司對氣候變遷及轉型風險影響。
	7. 若使用內部碳定價作為規劃工具，應說明價格制定基礎。	亞都麗緻尚未使用內部碳定價作為規劃工具。
	8. 若有設定氣候相關目標，應說明所涵蓋之活動、溫室氣體排放範疇、規劃期程，每年達成進度等資訊；若使用碳抵換或再生能源憑證(RECs)以達成相關目標，應說明所抵換之減碳額度來源及數量或再生能源憑證(RECs)數量。	公司預計於2025年度委請第三方輔導溫室氣體盤查，並針對涵蓋活動、排放範疇及期程，進行詳細的風險評估和策略規劃，進而設定氣候相關目標。
	9. 溫室氣體盤查及確信情形。	請參詳溫室氣體管理。

關於報告書

經營者聲明

關於亞都麗緻

住房安全

食品安全

友善職場

附錄

2024年  
永續報告書

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# Accountant's Limited Assurance Report



國富浩華聯合會計師事務所  
Crowe (TW) CPAs  
105405台北市松山區敦化北路  
122號7樓  
7F., No. 122, Dunhua N. Rd.,  
Songshan Dist., Taipei City  
105405, Taiwan  
Tel +886 2 87705181  
Fax +886 2 87705191  
www.crowe.tw

## 會計師有限確信報告

亞都麗緻大飯店股份有限公司 公鑒：

亞都麗緻大飯店股份有限公司民國 113 年度永續報告書，業經本會計師針對亞都麗緻大飯店股份有限公司所揭露之特定績效指標執行確信程序竣事，並出具有限確信報告。

### 確信標的資訊與適用基準

亞都麗緻大飯店股份有限公司所揭露之特定績效指標(以下簡稱確信標的資訊)與適用基準，請詳附件一「確信標的資訊彙總表」。

### 管理階層之責任

管理階層之責任係依照財團法人中華民國證券櫃檯買賣中心「上櫃公司編製與申報永續報告書作業辦法」及全球永續性報告協會(Global Reporting Initiatives, GRI)發布之通用準則、行業準則及主題準則編製確信標的資訊，且維持與確信標的資訊編製有關之必要內部控制，以確保確信標的資訊未存有導因於舞弊或錯誤之重大不實表達。

### 會計師之責任

本會計師之責任係依照確信準則 3000 號「非屬歷史性財務資訊查核或核閱之確信案件」規劃及執行有限確信案件，基於所執行之程序與所獲取之證據，對確信標的資訊(詳附件一)是否未存有重大不實表達取得有限確信，並出具有限確信報告。相較於合理確信案件，有限確信案件所執行程序之性質及時間不同，其範圍亦較小，故於有限確信案件所取得之確信程度亦明顯低於合理確信案件中取得者。



- 本會計師係基於專業判斷規劃及執行確信程序，以獲取相關確信標的資訊之有限確信證據，且任何內部控制均受有先天限制，因此未必能查出所有業已存在之重大不實表達。本會計師執行確信程序包括：
- 對參與編製確信標的資訊之管理階層及相關人員進行查詢，以瞭解編製確信標的資訊之政策、流程、內部控制及資訊系統，以辨認可能存有重大不實表達之領域；
  - 對確信標的資訊選取樣本進行檢查、驗算、重新執行及分析性程序等程序，以取得有限確信之證據。

### 先天限制

由於諸多確信項目係屬非財務資訊，相較於財務資訊之確信受有更多先天限制，故該等資訊之相關性、重大性與正確性之解釋可能涉及更多管理階層之重大判斷、假設與解釋，不同利害關係人對該等資訊亦可能有不同之解讀。

### 獨立性及品質管理規範

本會計師及所隸屬會計師事務所已遵循會計師職業道德規範中有關獨立性及其他道德規範之規定，該規範之基本原則為正直、公正客觀、專業能力及專業上應有之注意、保密及專業行為。

本會計師所隸屬會計師事務所適用品質管理準則 1 號「會計師事務所之品質管理」，該品質管理準則規定會計師事務所設計、付諸實行及執行品質管理制度，包含與遵循職業道德規範、專業準則及所適用法令有關之政策或程序。

### 確信結論

依據所執行之程序與所獲取之證據，本會計師並未發現確信標的資訊在所有重大方面有未依照適用基準編製而須作修正之情事。



### 其他事項

本確信報告出具後，亞都麗緻大飯店股份有限公司對任何確信標的資訊或適用基準之變更，本會計師不負就該等資訊重新執行確信工作之責任。

國富浩華聯合會計師事務所

會計師：

陳桂美

民國 114 年 8 月 17 日



# Accountant's Limited Assurance Report - Annex 1



「確信標的資訊彙總表」

編號	確信項目	指標敘述	對應章節	適用基準
一	財團法人中華民國證券櫃檯買賣中心「上櫃公司編製與申報永續報告書作業辦法」第四條附表一之一編號一	為改善食品衛生、安全與品質，而針對其從業人員、作業場所、設施衛生管理及其品保制度等方面進行之評估與改進及所影響之主要產品與服務類別與百分比	45 衛生管理	113 年針對其從業人員、作業場所、設施衛生管理及其品保制度等方面進行之評估與改進及所影響之主要產品與服務類別與百分比
二	財團法人中華民國證券櫃檯買賣中心「上櫃公司編製與申報永續報告書作業辦法」第四條附表一之一編號二	違反有關產品與服務之健康與安全法規及標準、未運銷產品與服務之資訊與標示法規之事件類別與次數、產品下架次數及下架產品總重量	68 加強揭露永續標	113 年違反有關產品與服務之健康與安全法規及標準、未運銷產品與服務之資訊與標示法規之事件類別與次數、產品下架次數及下架產品總重量
三	財團法人中華民國證券櫃檯買賣中心「上櫃公司編製與申報永續報告書作業辦法」第四條附表一之一編號三	採購符合國際認可之產品責任標準者占整體採購之百分比，並依標準區分	42 採購概況	113 年採購符合國際認可之產品責任標準者占整體採購之百分比，並依標準區分
四	財團法人中華民國證券櫃檯買賣中心「上櫃公司編製與申報永續報告書作業辦法」第四條附表一之一編號四	經獨立第三方驗證符合國際認證之食品安全管理系統標準之廠房所生產產品之百分比	46 供應商管理方式 47 食材管理與檢驗機制	113 年國際認可之產品責任標準者占整體採購之百分比



編號	確信項目	指標敘述	對應章節	適用基準
五	財團法人中華民國證券櫃檯買賣中心「上櫃公司編製與申報永續報告書作業辦法」第四條附表一之一編號五	對供應商進行稽核之家數及百分比、稽核項目及結果	40 食材及供應商採購管理	113 年供應商進行稽核之家數及百分比、稽核項目及結果
六	財團法人中華民國證券櫃檯買賣中心「上櫃公司編製與申報永續報告書作業辦法」第四條附表一之一編號六	依法規要求或自願進行產品追溯與追蹤管理之情形及相關產品占所有產品之百分比	48 追溯制度及緊急應變	113 年產品追溯與追蹤管理之情形及相關產品占所有產品之百分比
七	財團法人中華民國證券櫃檯買賣中心「上櫃公司編製與申報永續報告書作業辦法」第四條附表一之一編號七	依法規要求或自願設置食品安全實驗室之情形、測試項目、測試結果、相關支出及其占營業收入淨額之百分比	46 食品安全實驗室	113 年度食品安全實驗室之情形、測試項目、測試結果、相關支出及其占營業收入淨額之百分比
八	財團法人中華民國證券櫃檯買賣中心「上櫃公司編製與申報永續報告書作業辦法」第四條附表一之一編號八	消耗能源總量、外購電力百分比、再生能源使用率	28 溫室氣體管理 68 加強揭露指標	113 年消耗能源總量、外購電力佔消耗能源百分比、再生能源佔消耗能源百分比
九	財團法人中華民國證券櫃檯買賣中心「上櫃公司編製與申報永續報告書作業辦法」第四條附表一之一編號九	總取水量及總耗水量	28 水資源管理	113 年總取水量及總耗水量



編號	確信項目	指標敘述	對應章節	適用基準
十	財團法人中華民國證券櫃檯買賣中心「上櫃公司編製與申報永續報告書作業辦法」第四條附表一之一編號十	售出產品重量、生產設施場所數量	52 亞都麗緻夥伴 68 加強揭露指標	113 年售出產品重量、生產設施場所數量