

台北亞都麗緻大飯店

2021永續報告書

Sustainability Report



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

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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, 2021 to December 31, 2021. Regular reports are produced annually; the next report is expected to be issued in September 2023.

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 2021 The Landis Taipei Sustainability Report, for improvements.

Contact person:

Audit Supervisor of the Board of Directors,
Center Chiu

Add:

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

Tel: 886 2 2597 1234

E-mail: center.chchiu@landisgroup.com.tw

Operator Statement

The crisis created by the pandemic has badly affected the hospitality and travel industry especially the hotel business. However, associates of The Landis were committed to continuously promote the hotel as the best brand in the Asia-Pacific region and strive for a stable and sustainable growth.

Through this ESG report, The Landis formalizes its approaches to growth and evolution as well as major developments and performances. 2021 marks our 42nd Anniversary. The iPad intelligent room control system was introduced in 219 rooms to provide guests with a more intimate, convenient, timely and undisturbed accommodation space. In 2019, the renovation of Tien Hsiang Lo and the re-branding of Paris 1930 de Hideki Takayama have increased clientele's recognition and market praise. Landis Hospitality Group also strengthened the layout and development of external channels with supermarkets and the brand market structure and popularity to facilitate the sustainable development of the group.

Since 2020, the world has been heavily hit by the revolving Covid 19 pandemic. Taiwan implemented borders restrictions and quarantine policy for businesses and tourists causing a downturn for accommodation and catering. We implemented preventive measurements including disinfection, closing some guest room floors, and adjust business operations. Under the severe global crisis, we cooperated with government policies and sought various relief plans while getting ready for business recovery when pandemic subsides.

During epidemic pressure, The Landis rolled up its sleeves to help others while Liz Gastronomie continued to donate food, helping many disadvantaged families. Through charitable activities, we donated funds to Boyou Foundation. We carried out environmental maintenance and renovation, implemented employee training programs to improve their professional and management skills, and looked into employee welfare and working environment to improve service quality and corporate competitiveness.

We have integrated ESG initiatives in our business operations including major organizational reforms, promote a fair and friendly workplace; food safety management, food technicians set-up, adopt comprehensive sourcing and procurement. Other ESG activities are to save water, to upscale recycling initiatives, to reduce carbon emissions and to save energy by improving power management, lighting design, and air-conditioning system.

The Group is determined to strengthen its status by fully introducing the ESG spirit, whereby we will continue to adhere to the four traditional spirits of people-oriented as the business foundation in the future, drive sustainable growth through differentiated innovation, and become a consumer brand at home and abroad. It will strive to become the first choice for domestic and foreign consumers' food and tourism consumption. Our mission to provide unforgettable service experience is achievable through an honest and serious management team.



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

Chairman,
Landis Hospitality Group

關於亞都麗緻大飯店



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.

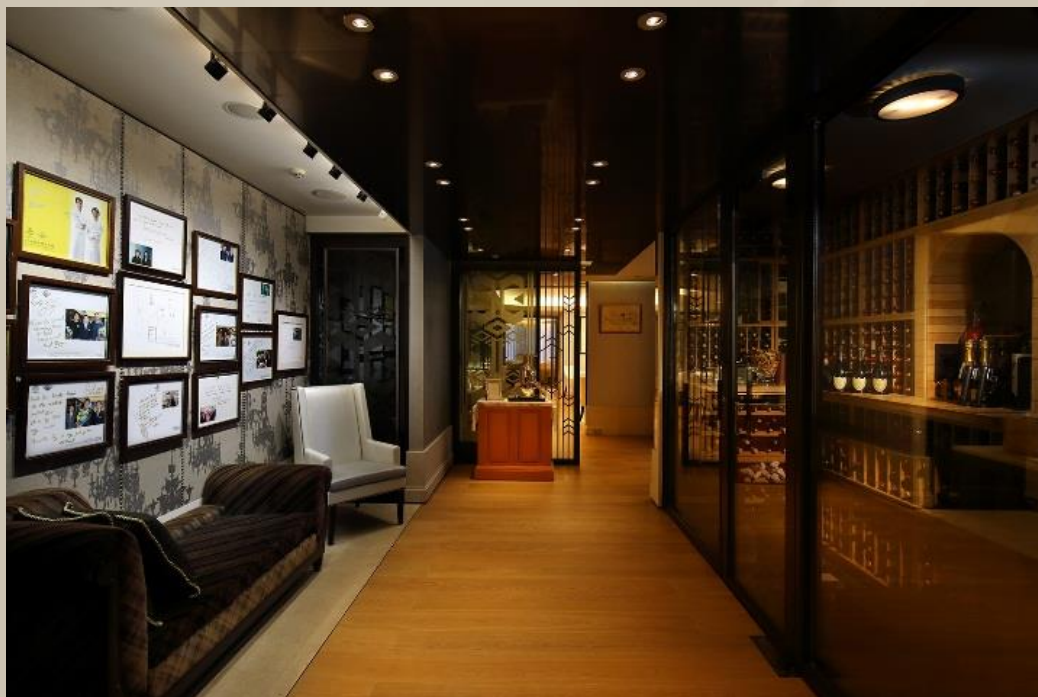
Travelers have everything they need for daily and business purpose making the hotel their "home in Taipei". Due to the thoughtful design, novel layout and meticulous service, the hotel is highly praised and well-known by people from home and abroad. In addition to being certified as a five-star hotel 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	200人(含全職與兼職員工，截至 2021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傳統杭饌、正統法式高級精緻 Fine Dining 與 法式傳統經典料理餐廳。
董事長	周永銘
總經理	顏鎮國
總部地址	台灣台北市民權東路二段41號
營運涵蓋地區	台灣
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

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

Epidemic Impact

In 2021, the impacts of the restrictions imposed by the COVID-19 pandemic has caused similar losses experienced in 2020. New epidemic prevention measurements were adopted to deal with the new wave of COVID-19, resulting in a decrease in The Landis' consolidated revenue in 2021 at NT\$ 135,853,000. However, in the face of global and comprehensive challenges, The Landis has minimized the loss with strategic solutions, enabling it to recover quickly, and expects to get better in 2022.

Coping Strategy

In response to the government's anti-epidemic measures, we have strengthened the cleaning of restaurants, and encouraged associates to get vaccinated. It is mandatory for associates to wear masks and wash hands frequently, and the Engineering and Security conducts daily body temperature measurement. We actively maintain cooperation and exchanges with external public associations and organizations.

Target

Guests were provided with a professional and enjoyable high-quality services with peace of mind, and at the same time provide associates with a comfortable and safe working environment. The Landis continues to invest in human resource development, update hardware devices, and continuously improve service quality. Inheriting the spirit of The Landis in order to create a better operation than before.

Success.

The Landis complies with the laws and regulations, and maintain no major violations.

單位:新台幣仟元

項目	2019	2020	2021	變動率%
客房收入	389,065	81,179	18,757	-76.89%
餐飲收入	351,065	228,281	168,233	-26.30%
其他營業收入	87,243	37,633	24,250	-35.56%
合計	827,373	347,093	211,240	-39.14%

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.

Social

- Committed to improving the utilization efficiency of various resources and implementing green procurement.
- Committed to reducing hazardous safety and health of associates and preventing occupational disasters.
- Create a good environment for the career development of employees, and establish an effective career development training plan.
- Cooperate with its suppliers to work together to improve ESG.
- Participate in activities of non-profit organizations, charitable public interest groups and local government agencies related to the promotion of community development and education.

Governance

- Review the ESG effectiveness, continuously improve under the supervision of the management team and implementation by each responsible unit.
- Associates implement the four traditional spirits accordingly.

Green Operations 1

In order combat the climate change, The Landis has gradually switched to natural gas instead of oil fired boilers to reduce carbon emissions. Natural gas steam boilers has been installed, each unit with carbon emissions reduced by 25%; Heat pumps were installed to reduce waste heat emission. Software monitoring and program control have been added to cope with the weather change. The power of mechanical device controlled the load changes required by the equipment. Hardware performance efficiency reached COP: 9.3, which shows the effectiveness of the implementation.

In 2021, the Landis emitted 1,585 tons of CO2 from electricity, 45% from air-conditioning, 25% from lighting and 30% from other electrical equipment. During the same period, thermal energy CO2 emissions were 439 tons, of which guest rooms accounted for 40%, restaurants accounted for 20%, and others accounted for 40%; Electricity 3,118,500 degrees; gas 233,683 cubic meters.

In 2020, The Landis emitted 2,075 tons of CO2 from electricity, 45% from air-conditioning, 25% from lighting, and 30% from other equipment. During the same period, thermal energy CO2 emissions were 570 tons, of which guest rooms accounted for 40%, restaurants accounted for 20%, and others accounted for 40%; electricity was 3,973,700 kWh; gas was 303,502 cubic meters.

In 2019, the Landis emitted 2,309 tons of CO2 from electricity, 45% from air-conditioning, 25% from lighting and 30% from other equipment. During the same period, thermal energy CO2 emissions were 619 tons, 40% from guest rooms, 20% from restaurants, 40% from others. Electricity 4,413,500 kWh; gas 329,646 cubic meters. °

General Water Resources Information for The Landis

2021 Total water consumption 33,810 degree

2020 Total water consumption 55,845 degree

2019 Total water consumption 71,138 degree



Natural gas steam boiler and air conditioner host diagram

Green Operations 11

The Landis has been promoting the eco friendly accommodation packages with success. The concept of saving the earth and energy has become a concern to tourists globally. An environmentally friendly pillow has been placed in each room to encourage guest not to change bed sheets or towels. Guest may choose the different environmental protection plans according to their living habits to reduce the load on the environment and reduce carbon emissions!

Sustainable packaging solutions is gradually introduced into restaurants and outlets. Recyclable materials are used in guest room to reduce the environmental burden of disposable consumables; in addition, the public toilets in the hotel have been fully remodeled since 2009. The sensor faucet effectively controls water consumption by 30% compared with the past.

In order to fulfill its corporate social responsibilities, The Landis cooperates with the digital equipment supplier to achieve paperless guest rooms. A total of 219 rooms have been installed with an iPad integrating room control system, room service and travel information. With the assistance from the team members, four major aspects of hotel intelligence, service personalization, guest room paperless, and information systemization by connecting passengers' personal information are being achieved.

Room directory, in-house letter, guest questionnaire, etc., all printed materials are stored in the iPad. The Landis saves more than 17,000 sheets of paper every year; this intelligent business system with room control system allows adjustments for room lighting, air conditioning temperature, and various room service functions. It enables dining reservations in the hotel property and Landis Club Members to check their points and realize all room reservation plans on a single platform.



Green Operations III

Environmental issues

Global energy transformation is a common goal now especially towards electric vehicles. The focus is on how to utilize environmentally friendly fuels to replace gasoline and diesel for vehicles sold in the market. Biodiesel emits less carbon dioxide than fossil diesel, and can be biodegraded, causing a relatively small burden on the environment. Biodiesel is produced from waste cooking oil after proper processing (about 10 liters pf waste cooking oil can produce 9 liters of biodiesel). The Landis is committed to protect the planet, and entrusts relevant certified operators dispose off the general garbage, recyclable waste, waste cooking oil and kitchen waste generated by the operation for a sustainable global environment.

The escalation of the epidemic in 2021 has led to a continuous surge in the consumption of many disposable plastics. Therefore, plastic reduction has become an important issue for Greenpeace. When providing food and beverage takeout, The Landis does not take the initiative to provide disposable tableware, and the staff restaurant uses stainless steel tableware. In order to achieve the mission of recycling mode and repeated use.



2021 Annual statistics

Unit: metric ton

Project	General Garbage	Garbage Source	Waste Cooking Oil	Kitchen waste
Amount recovered	6.9	1.99	1.14	15.2

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Excellent Performance I



2021 《Tapei Michelin Guide 》 One Star



AGODA Gold Circle Award



Taipei City Hall Safe Travel Recognition

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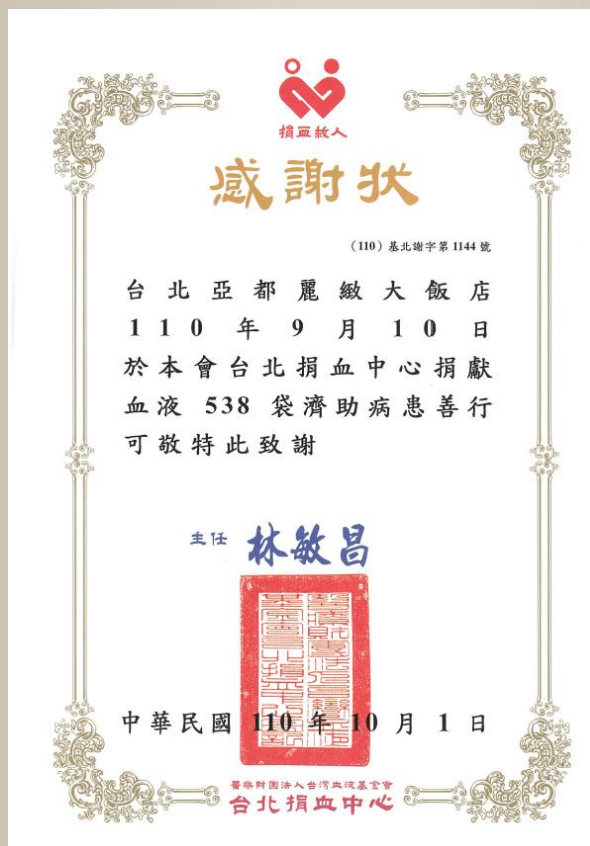
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Excellent Performance II



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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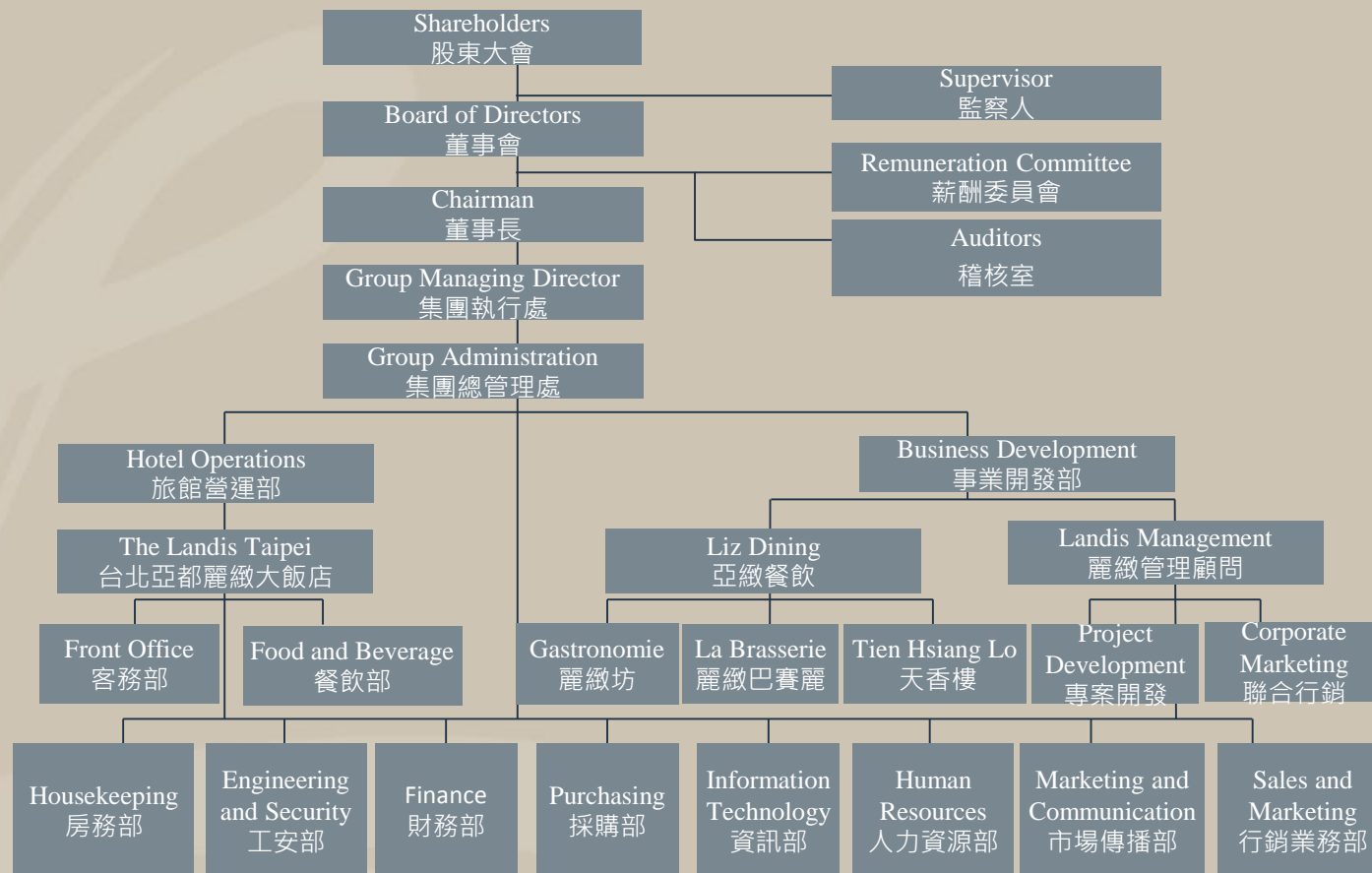
Corporate Governance

The Board of Directors is the highest level of the organization. There are seven directors (three 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 Remuneration Committee is responsible for formulating and review the performance goals and objectives of the directors, supervisors and managers of the Company as well as the policy, system, standard and structure of salary and remuneration.

The board shall adopt rules of procedure for meetings of its board of directors in order to avoid conflict of interest which may distort decision making. "If the directors has a direct interest which may cause harm to the Company, he may report his opinions and inquiries shall not be added to the discussion and voting, and shall be abstained from voting and shall not represent other directors in exercising their voting power. Colleagues and the Company can also communicate through departmental meetings or suggestion boxes Wait for the channel to fully communicate."

麗緻餐旅集團組織圖



Board of Directors

Board Members

Elected by the Shareholders' Meeting in accordance with the "Directors and Supervisors Election Method", the term of office is from June 25, 2019 to June 24, 2022.

職稱	國籍	姓名	性別 年齡	主要學經歷
董事長	中華民國	傲士英投資股份有限公司 代表人 周永銘	男 61-70	University of Hawaii：旅遊行業管理學士 University of Hawaii, Leeward Community College：行政管理及會計系 正瀚生技(股)公司監察人
董事	中華民國	周淑惠	女 61-70	夏威夷大學 本上投資(股)負責人
董事	中華民國	崇嶽投資有限公司 代表人 林峻正	男 41-50	國立勤益科技大學工業工程管理系 美奇生技(股)公司總經理
董事	中華民國	豐昕股份有限公司 代表人 張素真	女 61-70	國立臺北商業專科學校 圍石實業股份有限公司 財務經理
董事	中華民國	林進呈	男 71-80	淡水工商管理專科學校會統科 汎華建設股份有限公司會計
獨立董事	中華民國	沙荃	男 51-60	國立中興大學企業管理研究所博士 國立高雄餐旅大學旅館管理系助理教授級專業技術人員
獨立董事	中華民國	林克武	男 71-80	國立中興大學會計系 第一聯合會計師事務所所長 艾恩特精密工業股份有限公司董事
監察人	中華民國	立峯投資(股)公司 代表人周淑婷	女 51-60	美國南加州大學商學系 本大興業(股)負責人
監察人	中華民國	阮呂芳周	男 81-90	政治大學財政研究所 眾信會計師事務所主任會計師

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 2020
2. The remuneration for senior managers in 2020
3. The remuneration of directors and supervisors in 2022
4. The 2022 annual compensation for senior managers
5. 2021 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 25, 2019 to June 24, 2022. The 2022 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	2	0	100%
委員	林健煌	2	0	100%
委員	沙荃	2	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.

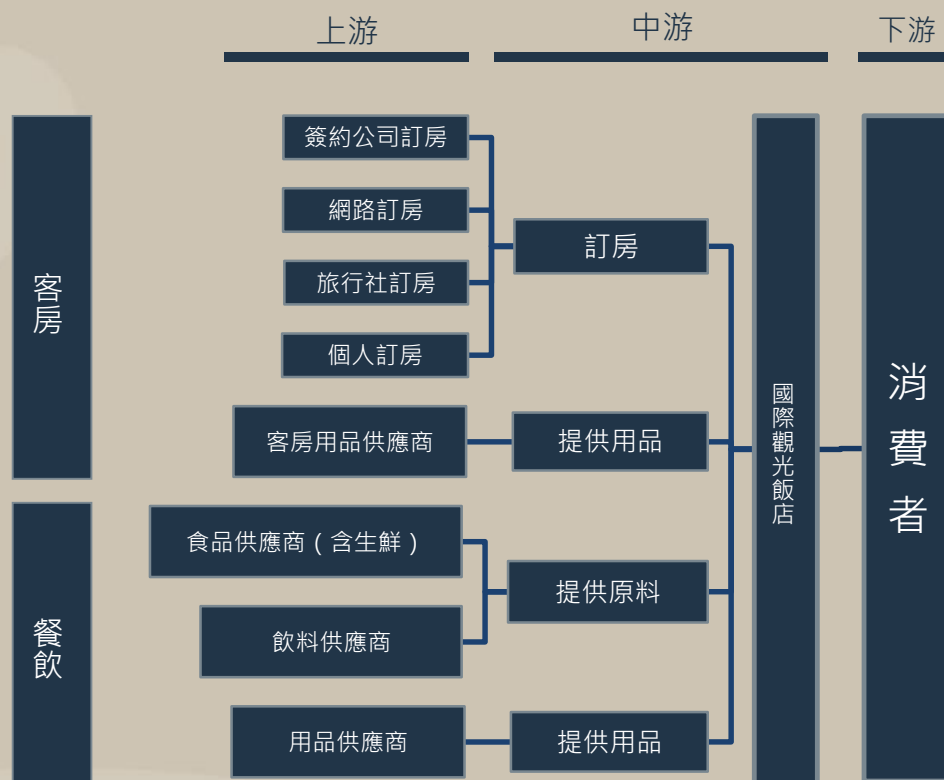
Risk Management

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>

亞都麗緻之利害關係人包括投資人、供應商、顧客、員工、公益團體、政府機關與社區鄰里等。我們對於利害關係人負有相當責任，除設置電子聯絡資訊，並透過各種方式及溝通管道，了解利害關係人需求及對亞都麗緻之期許。其他與利害關係溝通方式與管道如右所示。

利害關係人	關注議題	溝通管道
顧客	產品服務與標示、客戶隱私、客戶滿意度、產品創新、食安推廣、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、法規遵循	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	定期法規查核、配合相關制度推廣
社區/非營利組織	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

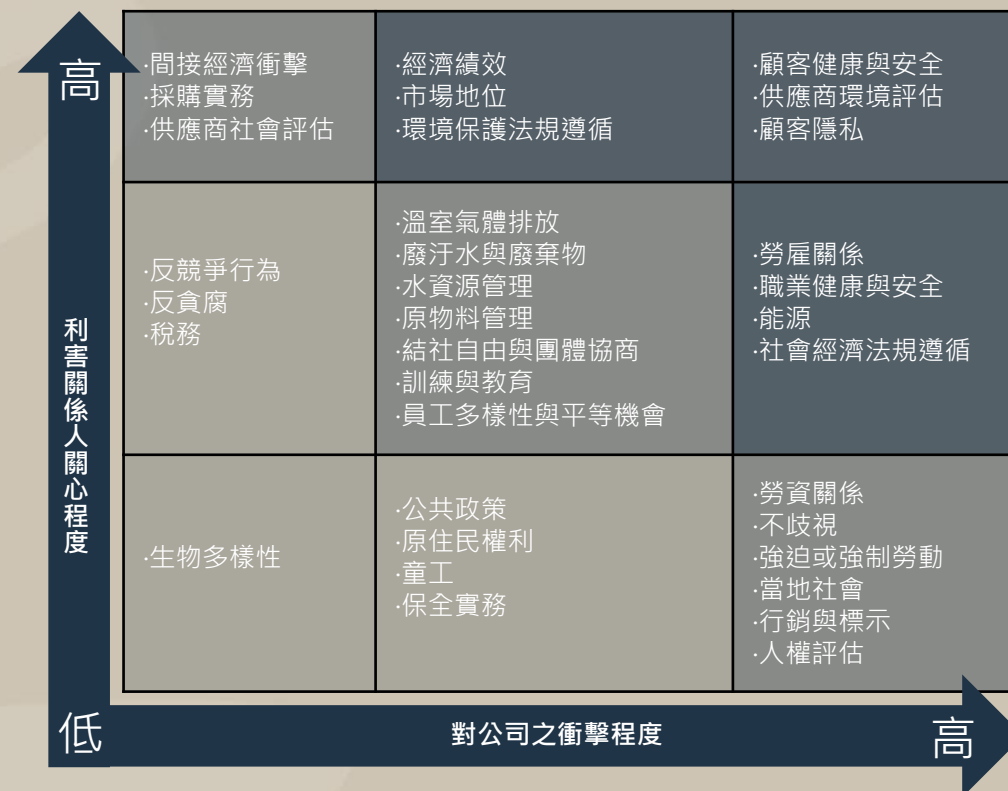
10 major issues were identified, namely, economic performance, market position, compliance with environmental laws and regulations, labor relations, occupational health and safety, energy, social and economic compliance, customer health and safety, supplier environmental assessment, and customer privacy

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	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。	✓	✓	✓		

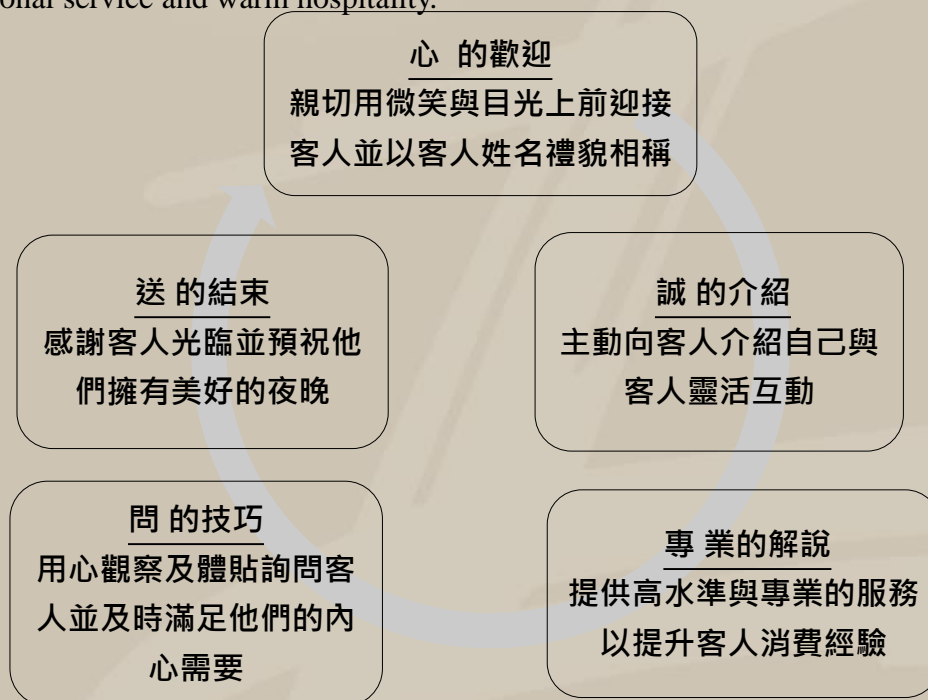
住房安全



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.



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.

2019, awarded the honor of "Tourist Hotel Annual Safety Protection Work Evaluation Special Excellence" by Taipei City Government Police Department

2020, awarded the honor of "Tourist Hotel Annual Safety Protection Work Evaluation Special Excellence" by Taipei City Government Police Department

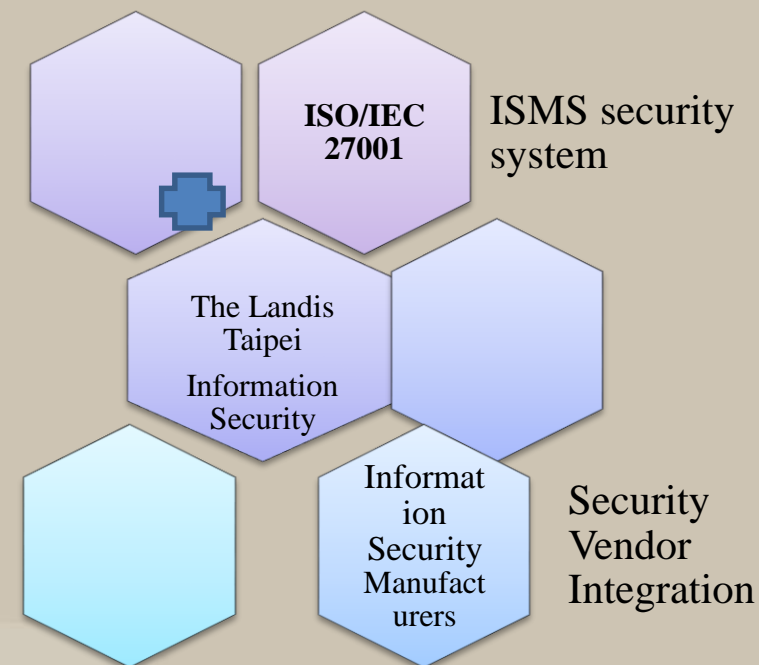
2021, awarded the honor of "Tourist Hotel Annual Safety Protection Work Evaluation Special Excellence" by Taipei City Government Police Department

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 2021.

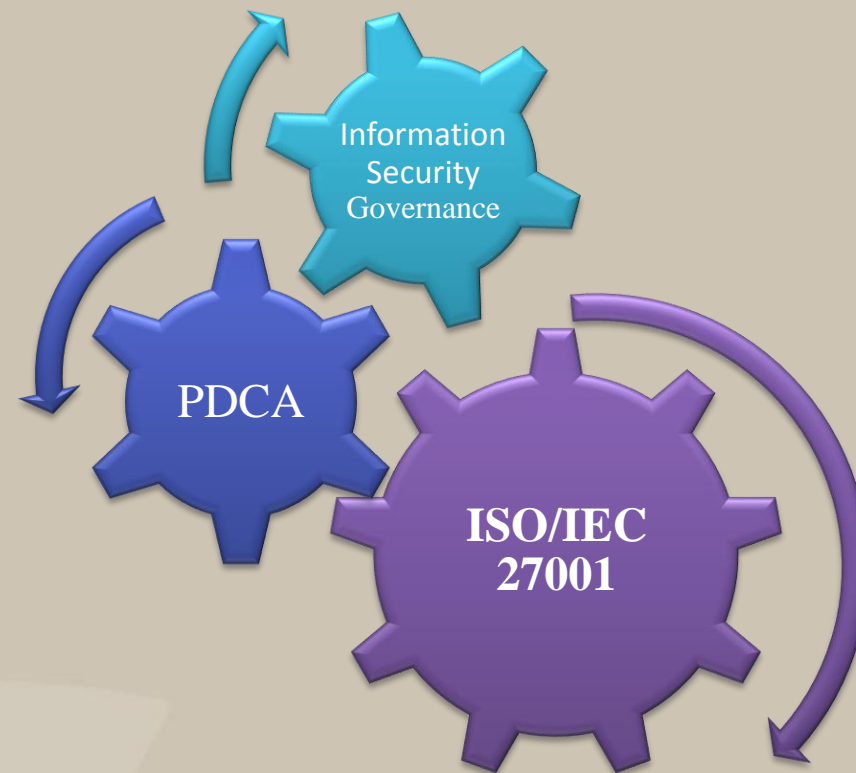
**Customer Data
Security**

**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.

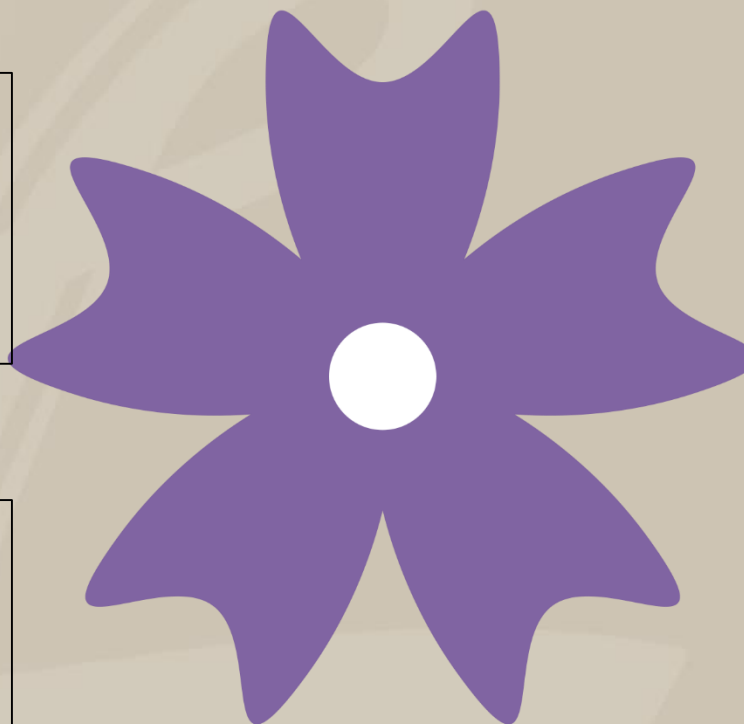
Contingency Preparedness and Contingency Drills.

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

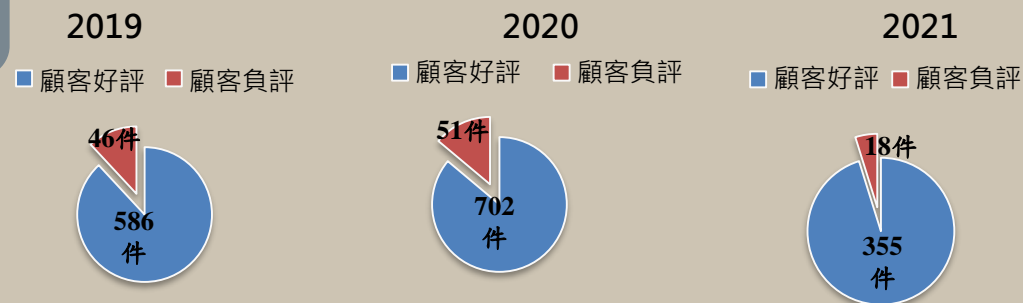
Listen to what happened from the customer's point of view, record as much detail as possible by asking, such as date, time, place, object, key points, and summarize the whole story.

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 improvements for the exceptions

Abnormal quality improvement tracking

1. Regular audit. For suppliers with abnormal supply, uneven quality or low evaluation scores, necessary factory visit audits and improvement guidance will be conducted.
2. Countermeasures. If there is any abnormality in the quality of the supplied ingredient, the supplier is strictly required to submit an improvement report, and a spot check at the factory from time to time will be conducted to analyze the reasons for the abnormal quality and to conduct audits on improvement measures to confirm the improvement status.
3. Normality assessment. In 2021, food supplier evaluation conducted with an average evaluation ratio of about 90%. All evaluation results are qualified, and there is no abnormality; the supplier evaluation results have an excellent ratio of more than 85%.

Procurement Overview

Assessment results

1. In 2021, The Landis has evaluated more than 30 suppliers with transactions, and there is no unqualified supplier with a total score of less than 60.
2. If two consecutive scoring results are unqualified or those who have violated relevant laws and have serious food safety concerns, they will be removed from the supplier list immediately after confirmation by the evaluation team, and the cooperation with the supplier will be terminated. Rigorous evaluation conducted to ensure the quality and safety of raw materials and products °

Room supplies packaging

Procurement overview

1. Cooperative manufacturers of guests products use paper products with **INDONESIAN LEGAL WOOD** and FSC International Rainforest Protection Certification Mark, and the mount of purchase in 2021 was more than \$300,000 °
2. 100% of guest amenities were purchased from domestic suppliers with stable supply. The purchase amount was more than \$200,000 in 2021, and we intend to grow together with the hotel industry chain.
3. To cooperate with the government in respond to environmental protection and reduce plastics, hardware facilities are mostly based on the use of electrical products with high national power saving and energy efficiency, printed with energy-saving labels, and low carbon footprints, fulfilling the responsibility of earth citizens °

標章



Food and Sanitation Management I

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 II

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"> ➢ 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。 ➢ 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。 ➢ 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。
每月	<ul style="list-style-type: none"> ➢ 每兩天進行一次簡易水質檢驗。 ➢ 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。
每年	<ul style="list-style-type: none"> ➢ 每年一次外聘專家學者進行內部稽核。 ➢ 不定期衛生局稽查，完成缺失改善之覆核。 ➢ HACCP年度稽查專案(天香樓)。 ➢ 每年兩次水塔清洗消毒，避免遭受汙染。

Food and Sanitation Management III

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>供應商挑選：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>供應商評鑑：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>食材檢驗報告</p> <ol style="list-style-type: none"> 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。
食材驗收管理	<ol style="list-style-type: none"> 1. 檢查運送工具的外觀及內部是否清潔。 2. 確認產品之外觀、包裝是否受損。 3. 確認食材之新鮮度，有無腐敗現象。 4. 產品標示是否完整，保存期限及製造日期是否合乎標準。 5. 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。 6. 確認食材驗收是否有交叉污染之疑慮。
廚房食材之保存	<ol style="list-style-type: none"> 1. 每日兩次記錄冰箱溫度。 2. 食材進入冷藏及冷凍冰箱須完整覆蓋。 3. 食材遵循先進先出，避免逾有效日期。 4. 生熟食分開貯放，避免交叉污染。 5. 衛生管理人員例行性稽查。
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：</p> <ol style="list-style-type: none"> 1. 每周一次簡易水質檢驗。 2. 每年一次微生物檢驗。

 振泰檢驗 <small>JTTEC SERVICE CORPORATION</small>		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
測試報告		
委託單位：亞都麗緻大飯店 地址：台北市民權東路二段41號 聯絡人：陳明德		報告日期：2022/03/25 報告編號：JTS202203A2394 電話：0936-104906
樣品描述(測試樣品由申請商提供並確認如下) 產品名稱：B1中廚房冰塊 數量：1袋 樣品保存方式：冷藏 製造廠商/國內負責廠商名稱：亞都麗緻大飯店 批號：111031603		
		包裝狀態：如照片所示 製造日期：2022/03/16 有效日期：— 收樣日期：2022/03/17 檢驗日期：2022/03/17

測試結果：

測試項目	結果	定量極限	測試方法
#沙門氏桿菌	陰性	—	102年12月23日部授食字第1021951187號-食品微生物之檢驗方法-沙門氏桿菌之檢驗(第一部)(MCHFM0025.01)
#腸桿菌科	陰性	10 CFU/mL	110年6月2日衛授食字第1101900975號公告訂定食品微生物之檢驗方法-腸桿菌科之檢驗(MOHFM0028.00)

備註：
註：*表示此結果為估計值。

微生物檢驗報告

Traceability System and Emergency Response II

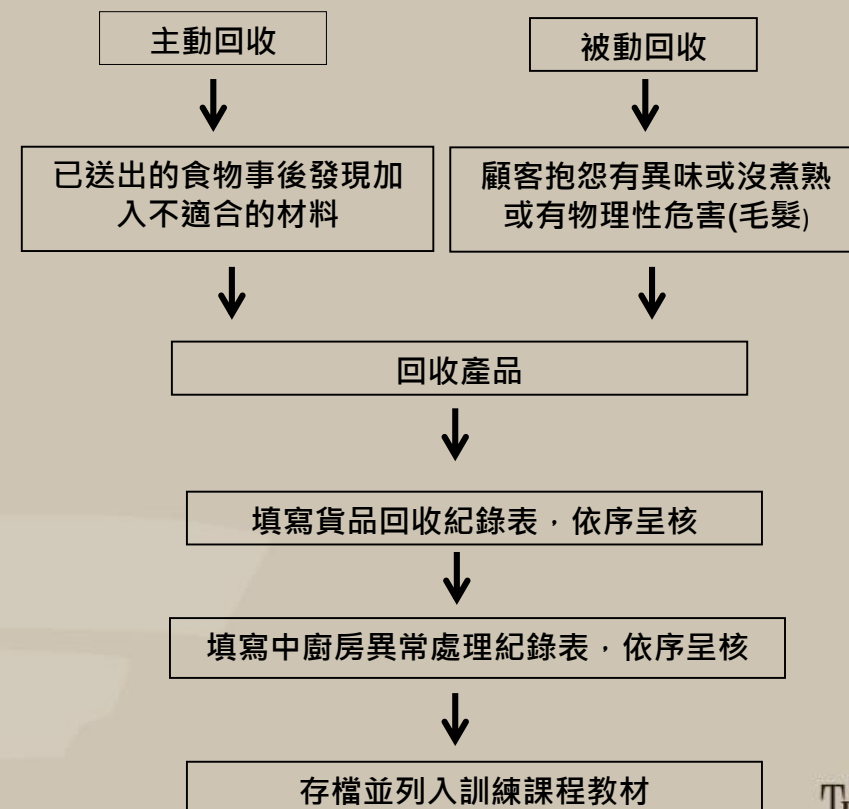
Country of Origin Labeling

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

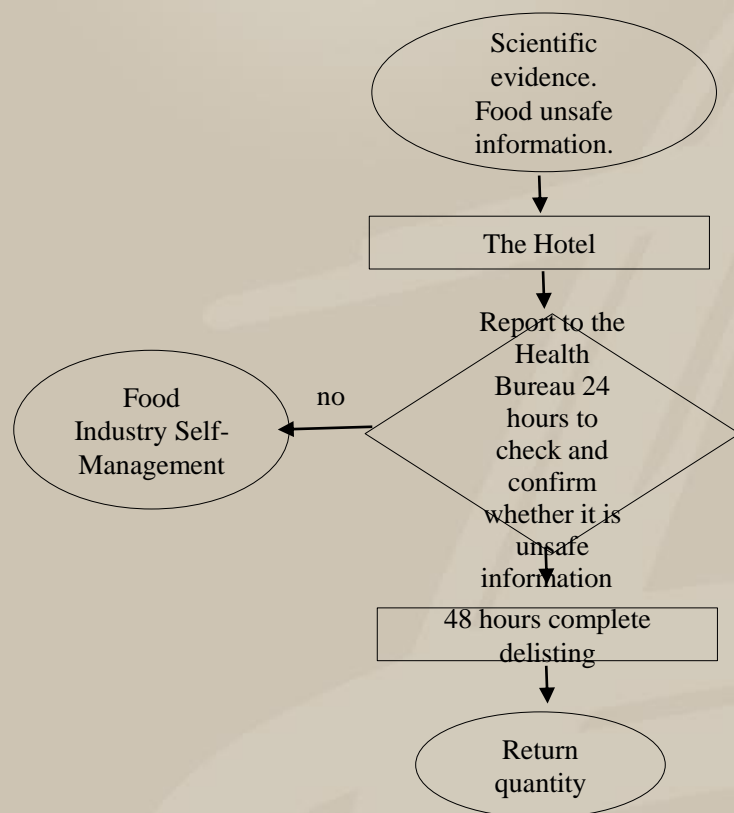
When there are doubts about product hygiene, safety and quality, follow the "Standard Operating Procedures for Product Recycling Control" to avoid harm to consumers and which will affect the Company's reputation. The flow chart is as follows :



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

2021 Headcount

分公司	勞雇合約		合計
	全職同仁	兼職同仁	
女性	93	50	143
男性	78	25	103
合計人數	171	75	246
百分比	70%	30%	100%

2021 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	154	0	46	200
亞緻餐飲(股)公司	15	0	29	44
麗緻管理顧問公司	2	0	0	2
合計人數	171	0	75	246
百分比	70%	0%	30%	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	2020年	2021年	差異
非主管全時員工人數(人)	192	162	-30
非主管全時員工薪資平均數(仟元)	474	468	-6
非主管全時員工薪資中位數(仟元)	417	488	71
非主管全時員工薪資總額(仟元)	91,063	75,879	15,184



2021 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	50	37	51	19	9	8	87
基層主管	21	18	17	14	3	5	39
中階主管	20	16	3	13	15	5	36
高階主管以上	2	7	0	1	2	6	9
合計人數	93	78	71	47	29	24	171
百分比	54%	46%	42%	27%	17%	14%	100%

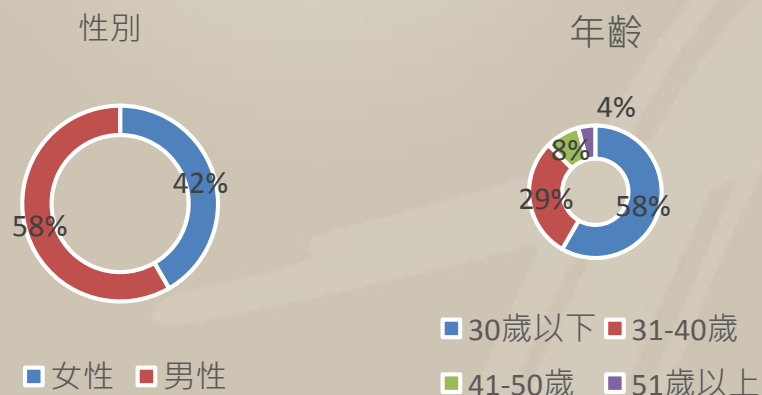
2021 Educational Background of Employees

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	3	0	0	3
高中	39	2	0	41
專科	22	1	0	23
學士	81	12	2	95
碩士	9	0	0	9
總計	154	15	2	171

Overview of Employee Mobility

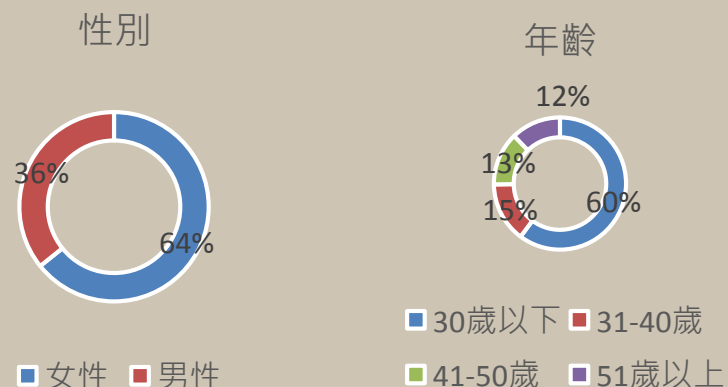
Landis Hospitality Group is committed to creating a gender equality in the workplace. In 2021, the ratio of newly hired females to males employees was 42% to 58%, and the ratio of resigned females to males associates was 64% to 36%. The statistics of employee turnover are as follows

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	9	14	14	6	2	1	23
亞緻餐飲(股)公司	1	0	0	1	0	0	1
麗緻管理顧問(股)公司	0	1	1	0	0	0	1
合計人數	10	14	14	7	2	1	24
百分比	42%	58%	59%	29%	8%	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	59	31	70	10	8	7	90
基層主管	11	7	4	5	3	1	18
中階主管	6	5	0	3	1	7	11
高階主管	3	1	0	0	4	0	4
合計人數	79	44	74	18	16	15	123
百分比	64%	36%	60%	15%	13%	12%	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 2021 is NT\$547,366. in 2020 is NT\$315,755 and in 2019 is NT\$1,082,397; associates benefits included marriage, funeral, childbirth, and illness.

Unit : NTD

同仁福利活動	2019費用	2020費用	2021費用
電影活動費	183,780	34,980	47,242
慶生會與按摩	189,423	90,604	92,839
部門聚餐	166,294	68,371	43,327
婚喪喜慶	212,900	117,800	156,600
年終禮券	330,000	4,000	207,358
合計	1,082,397	315,755	547,366

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

2019 Statistics, old pension fund NT\$2,843,972 · 4 associates retired · contributed NT\$6,459,711 °

2020 Statistics, old pension fund NT\$2,952,468 · 9 associates retired, contributed NT\$16,356,774 °

2021 Statistics, old pension fund NT\$2,843,000 · 7 associates retired, contributed NT\$14,066,057 °

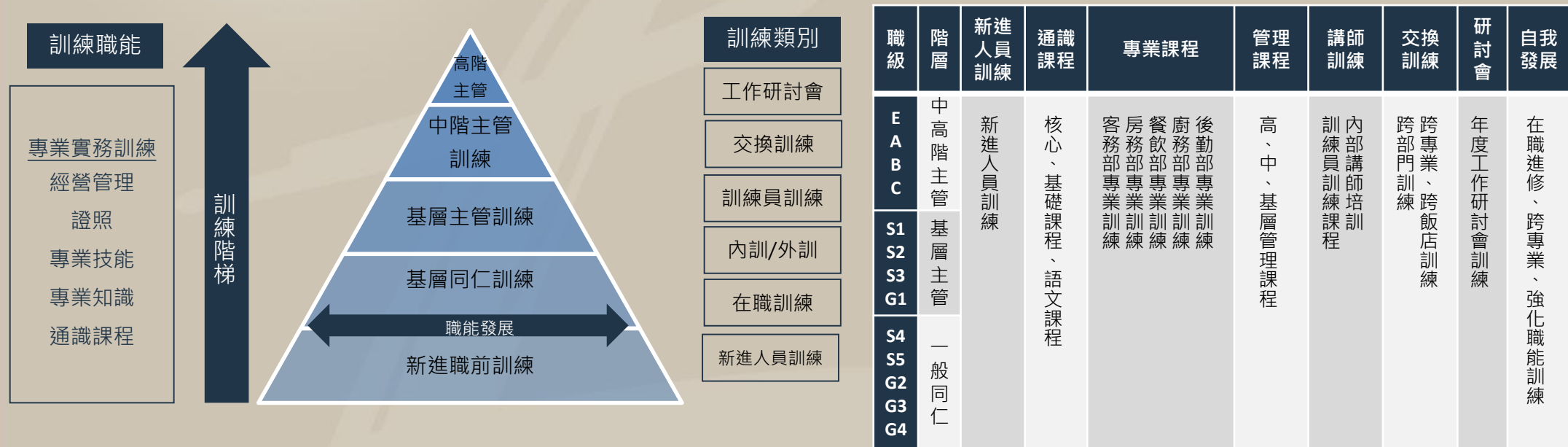
Parental Leave Without Pay

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 2021, 3 female associates and 1 male associate applied for childcare leave without pay while 2 female associates and 1 male associates were reinstated. The employment rate is 100% and the other one is expected to return to work in 2022. In 2020, 2 female associates applied for childcare leave without pay while in 2019, 1 female associate applied for childcare leave without pay and 1 male associate was reinstated, with an average reinstatement rate of 100%; 1 female colleague applied for childcare leave without pay, and 1 male and 1 female colleague were reinstated, with an average reinstatement rate of 67%.

育嬰留職停薪申請及復職率		2019	2020	2021
申請留停人數	男	2	1	1
	女	5	2	3
	合計	7	3	3
留停應復職人數	男	1	1	1
	女	3	1	2
	合計	4	2	3
復職率	男	100%	100%	100%
	女	57%	50%	100%

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.



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.

2021內部訓練課程			2021參訓職員比例	
課程類別	班次	開班時數	一般同仁	47%
年度訓練 (消防、安全)	6	12	基層主管	29%
外語課程 (英、日)	0	0	中階主管	21%
餐飲專業課程	10	15	高階主管	3%
客房專業課程	2	4	2021訓練支出	
通識課程	4	49	2021年 訓練費用	\$83,800
管理課程	4	6.5	平均每月訓練 費用	\$6,984
其他課程	18	15.5		
總計	44	102		

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.

2021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	5	0	5	53	10.20	108
男	2	0	2	4	4.08	8
合計	7	0	7	57	14.28	116

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.

Epidemic Prevention Measures

In response to the evolving worldwide pandemic, the Company established an epidemic prevention task force to handle preventive measurements i.e. prevention publicity, prevention materials, hygiene management and personnel health monitoring, epidemic notification, contact list of employees and guests for use during emergency situation and cooperate with the competent health authority to conduct epidemic prevention and response work. Anti-epidemic measures are applicable to the following: employees, room guests, meetings participants and dining guests.

1. Alcohol sanitizers were provided at the entrances of the Company.
2. Employees and business contacts were required to have their body temperature measured before entering the facility. Anyone with fever or risk related to acute respiratory symptoms, would be refused from entering the property and be connected with the relevant medical authority.
3. Employees and business contacts were encouraged to be vaccinated against COVID-19 as per the recommendations of the Central Epidemic Command Center to reduce the risk of infection.
4. Personal and workplace hygiene management.
5. Employees etiquette on coughing and hand hygiene.
6. Environment regular cleaning and indoor air circulation maintenance.
7. Other coordinating policy measurements



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

Social Welfare

Caring for the Vulnerable

The Landis donated Liz Gastronomie's unsold fresh bread and food to the Taiwan National Food Bank Association on daily basis. Food was collected and shared with families in need to reduce hunger. The Company reused resources to aid poverty for some families. In 2021, the amount of bread donated was NT\$1,260,720 compared to NT\$2,287,260 in 2020 and NT\$2,536,650 in 2019.

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 2020, we held three similar events with total **NT\$110,000 donation**.

Calling blood donors for rescue during emergency blood shortage.

The Landis held a Charity Day for blood and hair donation campaign. Neighbors were invited to roll up their sleeves to relieve the emergency need of blood. Pass on Love – Spread Love Together. A total of 328 associates and neighbors helped to raised 538 bags of blood to the Taipei Blood Donation Center and at the same time donated 3,702 centimeters of hair to help the "Republic of China Cancer Disease and Tumor Patients Aid Association", letting love spread far and wide.

Under the predicament that international tourists are unable to enter the country and accommodation income has been seriously affected, The Landis has been monitoring the pulse of the society, actively assist emergency organizations, and fulfilling the corporate responsibility of caring for the society °



附錄



GRI Index Comparison Table - General Disclosure

指標	指標描述	章節與說明	頁碼
GRI 102:一般揭露	1.組織概況		
	102-1 組織名稱	關於報告書	1
	102-2 活動、品牌、產品與服務	公司簡介	4-8
	102-3 總部位置	公司簡介	4
	102-4 營運據點	公司簡介	4
	102-5 所有權與法律形式	公司簡介	4
	102-6 提供服務的市場	公司簡介	4
	102-7 組織規模	公司簡介	4
	102-8 員工與其他工作者的資訊	亞都麗緻夥伴	44-45
	102-9 供應鏈	食材及供應商採購管理	34-36
	102-10 組織與其供應鏈的重大改變	公司簡介	4
	102-11 預警原則或方針	風險管理	21
	102-12 外部倡議	2021年無參與外部倡議	-
	102-13 公協會的會員資格	營運績效	10
	2.策略		
	102-14 決策者的聲明	經營者聲明	2
	102-15 關鍵衝擊、風險及機會	營運績效	10
	3.誠信與倫理		
	102-16 價值、原則、標準及行為規範	公司治理	20
	4.治理		
	102-18 治理結構	公司治理	17-18

GRI Index Comparison Table - General Disclosure

指標	指標描述	章節與說明	頁碼
GRI 102:一般揭露	5.利害關係人溝通		
	102-40 利害關係人團體	利害關係人溝通	22-24
	102-41 團體協約	利害關係人溝通	22
	102-42 鑑別與選擇利害關係人	重大主題鑑別	24
	102-43 與利害關係人溝通的方針	利害關係人溝通	22
	102-44 提出之關鍵主題與關注事項	重大性分析	23
	6.報導實務		
	102-45 合併財務報表中所包含的實體	關於報告書	1
	102-46 界定報告書內容與主題邊界	關於報告書	1
	102-47 重大主題表列	重大主題鑑別	24
	102-48 資訊重編	無資訊重編之情事	-
	102-49 報導改變	無重大變化	-
	102-50 報導期間	關於報告書	1
	102-51 上一次報告書的日期	2020年9月	-
	102-52 報導週期	關於報告書	1
	102-53 可回答報告書相關問題的聯絡人	關於報告書	1
	102-54 依循GRI準則報導的宣告	關於報告書	1
	102-55 GRI內容索引	GRI指標對照表	56-58
	102-56 外部保證/確信	關於報告書	1
		確信報告	64

GRI Index Comparison Table - Major Themes (Economy)

指標	指標描述	章節與說明	頁碼
經濟績效			
GRI 103:營運方針	103-1 解釋重大主題及其邊界	利害關係人溝通	22-24
	103-2 管理方針及其要素	營運績效	10
	103-3 管理方針的評估	營運績效	10
GRI 201:經濟績效	201-1 組織所產生及分配的直接經濟價值	營運績效	10
	201-3 定義福利計劃義務與其他退休計畫	員工權益	47-48
市場地位			
GRI 103:營運方針	103-1 解釋重大主題及其邊界	利害關係人溝通	22-24
	103-2 管理方針及其要素	營運績效	10
	103-3 管理方針的評估	營運績效	10
GRI 202:市場地位	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	亞都麗緻夥伴	44-45
	202-2 僱用當地居民為高階管理階層的比例	亞都麗緻夥伴	44-45

GRI Index Comparison Table - Major Themes (Environment)

指標	指標描述	章節與說明	頁碼
能源			
GRI 103:營運方針	103-1 解釋重大主題及其邊界	利害關係人溝通	22-24
	103-2 管理方針及其要素	綠色營運	12-14
	103-3 管理方針的評估	綠色營運	12-14
GRI 302:能源	302-1 組織內部的能源消耗量	綠色營運	12-14
環境保護法規遵循			
GRI 103:營運方針	103-1 解釋重大主題及其邊界	利害關係人溝通	22-24
	103-2 管理方針及其要素	綠色營運	12-14
	103-3 管理方針的評估	綠色營運	12-14
GRI 307:有關環境保護的法規遵循	307-1 違反環保法規	營運績效	10
供應商環境評估			
GRI 103:營運方針	103-1 解釋重大主題及其邊界	利害關係人溝通	22-24
	103-2 管理方針及其要素	食品及供應商採購管理	34
	103-3 管理方針的評估	食品及供應商採購管理	34
GRI 308:供應商環境評	308-1 採用環境標準篩選新供應商	食品及供應商採購管理	34
	308-2 供應鏈對環境的負面影響，以及所採取的行動	食品及供應商採購管理	34-35

GRI Index Comparison Table - Major Themes (Society)

指標	指標描述	章節與說明	頁碼
勞雇關係			
GRI 103:營運方針	103-1 解釋重大主題及其邊界	利害關係人溝通	22-24
	103-2 管理方針及其要素	亞都麗緻夥伴	44-45
	103-3 管理方針的評估	亞都麗緻夥伴	44-45
GRI 401:勞雇關係	401-1 新進同仁和離職同仁	同仁流動概況	31-32
	401-2 提供給全職員工（不包含臨時或兼職員工）的福利	員工權益	47-48
	401-3 育嬰假	員工權益	47-48
職業與安全			
GRI 103:營運方針	103-1 解釋重大主題及其邊界	利害關係人溝通	22-24
	103-2 管理方針及其要素	職業安全、防疫措施	52、53
	103-3 管理方針的評估	職業安全、防疫措施	52、53
GRI 403:職業安全衛生	403-1 職業安全衛生管理系統	職業安全、防疫措施	52、53
	403-2 傷害類別，傷害、職業病、損工日數、缺勤等比率，以及因公死亡件數	職業安全、防疫措施	52、53
	403-4 有關職業安全衛生之工作者參與、諮商與溝通	職業安全、防疫措施	52、53
	403-5 有關職業安全衛生之工作者訓練	職業安全、防疫措施	52、53
	403-8 職業安全衛生管理系統所涵蓋之工作者	職業安全、防疫措施	52、53

GRI Index Comparison Table - Major Themes (Society)

指標	指標描述	章節與說明	頁碼
社會經濟法規遵循			
GRI 103:營運方針	103-1 解釋重大主題及其邊界	利害關係人溝通	22-24
	103-2 管理方針及其要素	營運績效	10
	103-3 管理方針的評估	營運績效	10
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	營運績效	10
顧客健康與安全			
GRI 103:營運方針	103-1 解釋重大主題及其邊界	利害關係人溝通	22-24
	103-2 管理方針及其要素	食品及供應商採購管理	34
	103-3 管理方針的評估	食品及供應商採購管理	34
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	食品及衛生管理	37
	416-2 違反有關產品與服務的健康和安全法規之事件	營運績效	10
顧客隱私			
GRI 103:營運方針	103-1 解釋重大主題及其邊界	利害關係人溝通	22-24
	103-2 管理方針及其要素	專業與用心的服務	26
	103-3 管理方針的評估	專業與用心的服務	26
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	資訊安全及管理	28

SASB Index Comparison Table

指標	指標描述	章節與說明	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	1.總能源消耗20,032.48GJ 2.電力佔總能源56.04% 3.目前無使用再生能源	12
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)請參詳綠色營運 (2)依據世界資源研究所「渡槽水風險地圖集」分析2021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。	12
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	亞都麗緻營運據點均位在市區	-
	SV-HL-160a.2 描述保護生態系統服務的環境管理政策和實踐	請參詳綠色營運	12-14
	SV-HL-310a.1 (1) 飯店員工的自願離職率和 (2) 非自願離職率	2021年自願離職率3.99%，非自願0.67% 非自願離職主係因疫情減少人力。	-
勞動實踐	SV-HL-310a.2 因違反勞動法的法律訴訟而造成的損失總額	未有因違反勞動法的法律訴訟而造成的損失之情事發生	-
	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	2021年平均時薪\$187，最低員工薪資為時薪\$160。	-
	SV-HL-310a.4 描述防止工人騷擾的政策和計劃	請參詳職業安全	52
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	-

SASB Index Comparison Table

指標	指標描述	章節與說明	頁碼
	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2021年因疫情關係，平均入住率約為12%	-
活動指標	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	25-32

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

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Accountant's Limited Assurance Report



國富浩華聯合會計師事務所
Crowe (TW) CPAs
105001台北市松山區復興北路
369號10樓
10F, No. 369, Fuxing N. Rd.,
Songshan Dist.,
Taipei City 105001, 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：

確信範圍

本會計師接受亞都麗緻大飯店股份有限公司(以下簡稱亞都公司)之委任，對其民國 110 年度永續報告書(以下簡稱本報告書)中所選定之永續績效資訊執行確信程序，並出具有限確信報告。有關亞都公司所選定之標的資訊及其適用基準，詳附件一。

管理階層之責任

管理階層之責任係依據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 GRI 準則(GRI Standards)編製永續報告書，並應設計、執行及維護與報告編製相關之內部控制，以蒐集並揭露報告書內容，並確保本報告書所報導之特定績效指標未存有導因於舞弊或錯誤之重大不實表達。

會計師之責任

本會計師係依照確信準則公報第一號「非屬歷史性財務資訊查核或核閱之確信案件」之要求規劃並執行有限確信工作，以對第二段所述確信標的資訊是否存在重大不實表達出具有限確信報告。另，有限確信案件所執行程序之性質及時間與適用合理確信案件不同，其範圍相對較小，故有限確信程序明顯較合理確信為低。

確信工作

本會計師針對第二段所述確信標的資訊依專業判斷執行有限確信程序，以獲取相關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，本會計師主要執行之確信程序包括：

- (一)取得亞都公司民國 110 年度永續報告書，並閱讀其內容；
- (二)與亞都公司之管理階層及攸關員工進行訪談，以瞭解亞都公司編製永續報告書有關之政策及程序；
- (三)針對報告中所選定之確信標的資訊進行分析性程序；必要時抽選樣本核對相關文件，以獲取足夠及適切之有限確信證據。



品質管制與獨立性

本會計師及所隸屬之事務所遵循審計準則公報第四十六號「會計師事務所之品質管制」之規範，建立並維護完備之品質管制制度，包含遵循職業道德規範、專業準則及所適用法令相關之書面政策及程序，亦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、專業能力及盡專業上應有之注意、保密及專業態度。

先天限制

因永續報告書中所涉及之非財務資訊，相較於財務資訊之確信存在更多先天之限制，對於該資訊之揭露內容可能涉及亞都公司管理階層之重大判斷，假設及解釋，故不同利害關係人可能對於該等資訊有不同之解讀。

有限確信結論

依據本會計師執行之確信程序及所獲取之證據，並未發現亞都公司民國 110 年度永續報告書中所選定之確信標的資訊在所有重大方面有未遵循其適用基準編製而須作修正之情事。

其他事項

亞都公司網站之維護係管理階層之責任，對於確信報告於亞都公司網站公告後任何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 111 年 9 月 20 日



台北亞都麗緻大飯店

Accountant's Limited Assurance Report - Annex 1



附件一：確信標的資訊彙總表

依「上櫃公司編製與申報企業社會責任報告書作業辦法」(以下簡稱「作業辦法」)加強揭露資訊與確信項目彙總表：

作業辦法	頁次	內文標題	標的資訊
第一目	37-39	食品及衛生管理	亞都公司衛生管理人員監督廚房環境、設施與設備、從業人員及製造流程之衛生是否符合 GHP 要求，並每日確實填寫相關紀錄表格及追蹤改善，並由飯店設置之食品技師定期稽查各廚房，開立改善缺失報告，把關飯店食品安全。
第二目	37-39	食品及衛生管理	亞都公司所販售之餐飲及食品受食品安全管制系統規範，未有違反食品安全衛生管理法規之情事。
第三目	40	追溯制度及緊急應變	亞都公司採購之食材如蔬果類主要為當地採購，進口原料則由廠商提供產地，肉品須有合格屠宰場認證可由供應商提供，驗收皆可追溯至上一階廠商。
第四目	38-39	食品及衛生管理	亞都公司每年審視食品安管制系統(HACCP)計劃書，強調以 HACCP 為管理核心。採購之食材如蔬果類均有合格檢驗認證單位或實驗室(如 SGS)出具之測試或檢驗報告，進口原料則有輸入許可通知，肉品須有合格屠宰認證或出口國之輸出檢疫證明書等。
第五目	34-36	食材及供應商採購管理	亞都公司每年針對實施食材供應商評鑑，平均評鑑比例約達 90%，評鑑結果皆合格，110 年度超過評鑑 30 家以上交易的供應商，評鑑結果並未有總分低於 60 分以下之不及格廠商。
第六目	-	-	不適用，亞都公司無工廠，非屬法令規範須建置食品追溯追蹤之食品業者，亦無自願建置食品追溯追蹤管理系統。
第七目	-	-	不適用，亞都公司無設置實驗室。