

We understand corporate sustainability as a proactive approach to ensure the long-term viability, profitability and integrity of the business. As a diversified business group operating in several countries, we remain committed to continue our heritage of exemplary corporate citizenship by aligning our sustainability strategies with global initiatives on sustainable development.

### **Policy statement**

Aitken Spence Hotels strives to:

- A. Exceed all legal and other requirements necessary for the sustainable operation and development of our company
- B. Facilitate the achievement of the UN Sustainable Development Goals and strengthen the adoption of the ten principles of the UN Global Compact
- C. Conduct all business in an ethical manner, promoting the adherence to the UNWTO Global Code of Ethics for Tourism and encourage and support our partners to conduct business ethically
- D. Use environmental management systems in all organizational operations and activities and commit to prevent pollution
- E. Engage with stakeholders, consider their opinions at all stages of planning and operations
- F. Encourage supply chains to implement and manage sustainable strategies
- G. Inculcate sustainability concepts and views in strategic decision making
- H. Use sustainable processes in organizational operations considering all relevant risks
- J. Promote innovation in the processes and products & services provided to customers
- K. Continually enhance quality of products, services and value provided to customers while ensuring profitability
- L. Get involved in community development projects and ensure employee participation
- M. Support local communities by providing employment and purchasing from local suppliers wherever possible
- N. Use the occupational health and safety management system as a basis to provide employees with a safe and healthy working environment
- O. Harness a strong and competitive human resource
- P. Support and promote the protection of internationally proclaimed human rights
- Q. Report performance in a timely and accurate manner for the benefit of our stakeholders
- R. Be diligent to information security and comply with all relevant rules, regulations, industry standards and guidelines to safeguard the internal information assets, maintain information confidentiality, integrity and availability
- S. Avoid depicting attitudes that are discriminatory or offensive to a gender, religion, ethnicity, culture or a social group; or are politically biased in company's communications
- T. Uphold annual performance review and planning
- U. Support and promote the protection of internationally proclaimed ethical treatment of animals

### **Implementation**

The Board of Aitken Spence Hotel Holdings PLC, Aitken Spence Hotel Managements Ltd. and the Sustainability division will be responsible on setting guidelines and giving direction.

For internal circulation policy statement, will be accompanied by documents containing action points on each tier of implementation and explanatory notes.

Strategic business units will work towards gradual adherence of the policy through a tier system of implementation, bearing in mind the degree of relevance to its industry.

Awareness and training programs to facilitate the implementation of the policy would be undertaken where necessary.