

Sustainable Raw Materials

The Company implements a sustainable procurement policy based on environmentally friendly principles and consideration of animal welfare in accordance with international standards. This aims to promote transparency in the sourcing process, while managing ESG risks throughout the supply chain to support efficient resource utilization, respect for human rights, animal welfare, and safety at every stage, with full traceability to build confidence among customers and stakeholders. The Company therefore places importance on selecting products certified for sustainability standards by credible external organizations, in order to reduce risks from the raw material production process and mitigate operational, reputational, and regulatory risks in the long term.

Hotel Business: For products used within hotel operations, in the tea and coffee category, the Company selects products certified for fair trade and environmental conservation, such as Fairtrade International, Rainforest Alliance, and UTZ Certified. For packaging and paper, the Company selects products sourced from sustainably managed forests in accordance with the Forest Stewardship Council (FSC) standard, as well as biodegradable and environmentally friendly materials, taking into consideration relevant standards such as ISO 14001, TÜV, Biodegradable Products Institute (BPI), and the European EN 13432 standard, covering post-consumption waste management. For paints and construction materials, the Company selects products with low volatile organic compound emissions (Low VOCs) and GREENGUARD certification to reduce impacts on health and indoor air quality. For consumer products, the Company continues to prioritize products with sustainability certifications, such as Bonsucro for sugar products, as well as carbon reduction labels, product carbon footprint labels, and green labels for consumer goods. In addition, for seafood, the Company sources raw materials from sustainable sources with consideration for aquatic animal welfare, selecting products certified by the Marine Stewardship Council (MSC), Aquaculture Stewardship Council (ASC), and the Dolphin-Safe program, including 7 hotels within the groups that use 119,359 cage-free eggs. Overall, in 2025, the Company's procurement of products certified under sustainability standards and eco-labels accounted for approximately 5% of total procurement value.

Food Business: The Company recognizes its reliance on agricultural commodities used in production and service processes, which may directly impact biodiversity loss, animal populations, animal welfare, and land degradation. The Company is therefore committed to being part of driving sustainable and responsible supply chain management. In 2025, the Company promoted the procurement of raw materials with sustainable production standards, while placing importance on quality and food safety in key product categories, including rice, sugar, coffee, and tea. Products certified under such standards accounted for an average of 35% of total procurement volume. For animal-based products, the Company emphasizes sourcing raw materials certified for animal welfare standards, covering seafood, dairy, pork, beef, and poultry, with certified products accounting for an average of 20.7% of total procurement volume. At the same time, the Company supports the use of products and services with product carbon footprint labels, totaling 39 items, representing 9% of total procurement, including 16 meat products, 5 egg products, 4 oil products, 9 beverage items, and 5 others. The Company plans to continuously increase the proportion of certified product procurement in line with key raw materials used in production. In addition, the Company has initiated the use of cage-free eggs under a pilot project in the Salad Factory brand, covering 58 branches, with a total usage of 146,400 eggs.

