

Survey on Shareholders' Satisfaction/Concerns 股東滿意度及所關注事項的調查

For the purpose of improving shareholders' satisfaction and understanding more about shareholders' concerns, we, Associated International Hotels Limited ("Company") have initiated a survey in relation to the aforesaid. Please spare a few minutes of your valuable time to fill in the survey below and rate your response on the specified aspects.

為提升股東的滿意度及更明白股東所關注之事項，凱聯國際酒店有限公司（「本公司」）已就相關方面制定問卷。本公司現誠邀你抽出寶貴的數分鐘時間完成以下問卷、並就指定範疇評分。

Part A: How do you rate your satisfaction on the following aspects?

A部分：請就下列範疇的滿意度評分：

1. 1. Information contained in corporate communications, e.g. annual / interim reports and announcements

1. 年報 / 中期報告及公告等公司通訊所包含的資料

- ☐ Excellent 極佳
- ☐ Satisfactory 滿意
- ☐ Average 尚可
- ☐ Improvement needed 有待改善
- ☐ Unsatisfactory 不滿意

2. 2. Information provided on website

2. 載於網站的資料

- ☐ Excellent 極佳
- ☐ Satisfactory 滿意
- ☐ Average 尚可
- ☐ Improvement needed 有待改善
- ☐ Unsatisfactory 不滿意

3. 3. Conduct of annual general meeting

3. 股東周年大會的安排

- ☐ Excellent 極佳
- ☐ Satisfactory 滿意
- ☐ Average 尚可
- ☐ Improvement needed 有待改善
- ☐ Unsatisfactory 不滿意

4. 4. Shareholders' communication channels

4. 與股東溝通之渠道

- ☐ Excellent 極佳
- ☐ Satisfactory 滿意
- ☐ Average 尚可
- ☐ Improvement needed 有待改善
- ☐ Unsatisfactory 不滿意

5. 5. Dividend policy

5. 股息政策

- ☐ Excellent 極佳
- ☐ Satisfactory 滿意
- ☐ Average 尚可
- ☐ Improvement needed 有待改善
- ☐ Unsatisfactory 不滿意

6. 6. Services provided by share registrar

6. 股票登記處所提供之服務

- ☐ Excellent 極佳
- ☐ Satisfactory 滿意
- ☐ Average 尚可
- ☐ Improvement needed 有待改善
- ☐ Unsatisfactory 不滿意

7. 7. Overall performance

7. 整體表現

- ☐ Excellent 極佳
- ☐ Satisfactory 滿意
- ☐ Average 尚可
- ☐ Improvement needed 有待改善
- ☐ Unsatisfactory 不滿意

8. **Part B:** Which of the following aspects in respect of the Company you are concerned with? (You may choose more than one)

B部分： 你關注本公司下列哪些方面的表現？（可選擇多於一項）

- ☐ Economic / financial performance 經濟 / 財務表現
- ☐ Governance 管治
- ☐ Compliance with laws and regulations 遵守法律與規則
- ☐ Anti-corruption 反貪污
- ☐ Data privacy and security 私隱及資料保密
- ☐ Supply chain management on environmental / social issues 涉及環境及社會方面的供應鏈管理
- ☐ Employment practices, such as recruitment, retention and promotion 聘用（如招聘、留任及晉升）機制
- ☐ Occupational health and safety 職業健康及安全
- ☐ Employee training and education 員工培訓與教育
- ☐ Diversity and equal opportunity at workplace 工作環境提供的多元化及平等機會
- ☐ Grievance mechanism at workplace 工作環境備有的申訴機制
- ☐ Workforce-management relationship 勞資關係
- ☐ Workforce, such as turnover rate and age / gender ratio 勞動力（如流失率及年齡 / 性別比例）
- ☐ Contribution to local community 對社區的貢獻
- ☐ Use of resources, such as water, paper and energy consumption 資源運用（如水、紙張及能源消耗）
- ☐ Emissions 排放量
- ☐ Waste management 廢物管理
- ☐ Climate-related issues 與氣候相關的事宜
- ☐ Others (please specify details in Part C) 其他（請於C部分填寫詳情）

9. **Part C:** Any other comments/suggestions?

C部分： 任何其他意見 / 建議？
