

Mandarin Oriental Hotel Group (the “Group”) is committed to respecting and promoting human rights. The Group aims to operate in a manner consistent with the United Nations (UN) Universal Declaration of Human Rights and with the International Labour Organisation’s Declaration on Fundamental Principles and Rights at Work. Where national law and international standards differ, the Group shall comply with legal requirements, while seeking to advance international human rights consistent with this Policy.

Protecting the human rights of our colleagues, guests and communities is critical to our vision of “A World of Fans” and underpinned by our Guiding Principle of “Acting with Responsibility”. Our suppliers are expected to strive to conduct business consistent with our commitments to human rights, as set forth in our Supplier Code of Conduct, and hold their own suppliers and subcontractors accountable to the same standards.

The Group has policies and processes in place to identify, prevent or mitigate human rights risks, and remediate any adverse impact to which our operations have caused or contributed.

Across the Group we are committed at every level to champion our Policy, and we pledge the following:

1. Ethical Business Conduct

We put integrity at the heart of everything we do and have clear accountability mechanisms to uphold the high ethical standards set forth in our Code of Conduct.

2. No Forced Labour and Human Trafficking

We support the elimination of all forms of slavery, forced labour (whether in the form of prison labour, indentured labour or bonded labour), human trafficking and commercial exploitation. Our Group Security Operations Manual includes clear guidance on identifying potential victims of human trafficking and appropriate responses. We are also committed to supporting workers’ right to freedom of movement and are firmly against the charging of any recruitment fees from workers.

3. Protection of the Rights of Children

We prohibit the use of child labour, in accordance with applicable laws and ILO Convention 138, and condemn all forms of exploitation of children.

4. Labour Practices

We are committed to complying with all applicable laws and regulations, including those related to remuneration, working hours and conditions. We strive to offer all employees a fair and dignified remuneration package that commensurates with their performed work.

5. Supports Freedom of Association

Where freedom of association and collective bargaining are not restricted by law, employees shall have the right to join or form trade unions and bargain collectively should they wish to do so.

6. Non-discrimination and Anti-harassment

We do not tolerate any form of bullying, discrimination, harassment, intimidation or violence. The Group's Anti-Harassment and Bullying Policy communicates our expectations and commitments in relation to a safe, respectful and inclusive working environment.

7. Diversity and Inclusion

We value diversity and strive to foster inclusion and collaboration. All employees, regardless of ethnicity, gender, age, sexual orientation, disability, background or religion, should be treated fairly and with dignity, and be valued for the contributions they make in their role. Recruitment of our employees and their remuneration, promotion, training, development and other benefits are based on ability and performance.

8. Health and Safety

We are committed to promoting and protecting the health and safety of all employees, customers, contractors, and the communities where we operate. Occupational health and safety is addressed through our "Safe and Sound" programme which meets recognised international standards. We recognise that employee well-being is essential for a thriving workforce and are committed to supporting employee health and wellness.

9. Responsible Procurement

We seek to partner with suppliers who share our commitments to conducting business with integrity, responsibility and sustainability in mind. Our Responsible Procurement Policy gives clear guidance on embedding environmental and social considerations as part of the procurement process. Our Supplier Code of Conduct sets forth the minimum standards that we expect our suppliers to comply with and hold their own suppliers and subcontractors accountable to. If any of our suppliers fail to follow the Supplier Code of Conduct, we will consider an appropriate response, including termination of their relationship with us.

OUR APPROACH

The Group takes the following approach to address human rights impacts:

- We will train all colleagues on our Code of Conduct.
- We will train all procurement colleagues on responsible procurement.
- We will conduct appropriate awareness and compliance training for employees, such as on modern slavery and human trafficking.
- We will communicate our expectations to all suppliers via our Supplier Code of Conduct.
- We will promote suppliers' understanding of responsible procurement and collaborate with them to advance the sustainability of our supply chain.
- We will strive to continually improve our human rights due diligence and implement a risk management process to identify, prevent and mitigate relevant risks.
- We will communicate how we address human rights impacts to our internal and external stakeholders, through channels including our annual Sustainability Report.
- We will work with industry partners and NGOs, such as the Mekong Club, to learn about industry best practices, leverage on existing tools and resources to advance our human rights commitments and contribute to industry discussions and collective action.
- We will develop and strengthen reporting channels and processes for any potential violations of human rights.

REPORTING YOUR CONCERNS

If you are aware of any potential breach, you can report the matter through the MOHG Speak Up platform operated by Deloitte: <https://secure.deloitte-halo.com/MOHGSpeakUp>. Your report can be made on an anonymous basis. Any retaliation against a person reporting a potential breach of the Policy in good faith will not be tolerated.

GOVERNANCE

Our commitment to human rights is overseen by our Sustainability Executive Advisory Panel, consisting of the Group's CEO and key senior management personnel. The Panel is responsible for reviewing our human rights programme and performance.