

Attachment 4

E1.1 Data and Process Reliability

Environment:

Green Engage. KPI's set as a % of reduction in annual performance on base year: water consumption (goal: 5%); electricity usage (goal: 5%); carbon footprint (goal: 5%).

Social :

Holiday Inn Loves U campaign Whilst there are no set KPI's, there are set targets **APP43/43a** to be achieved as a measure for each social initiative. This pillar gets delivered through volunteerism, demanding professionalism in volunteerism which is measured through feedback forms showing understanding and commitment of each individual and their efforts to fulfill their roles responsibilities. The CEB takes a big role in driving their passion and motivation, and indeed oversees each initiative to get optimum results to pre-defined targets

Governance:

Way of Life @ HIAB's aim is to "create a fully motivated workforce towards sustainability" in upholding a strong ethical culture through a strong value system **(APP44)** Impact is measured through set KPIs such as number of nominations received in upholding "way of Life" that attains the token financial reward and the coveted Gold Star. **(APP45/45a)**. We promote a one-style leadership style negating individualism - KPI's measured by number of complaints from staff on leaders demonstrating autocratic behaviour (goals is zero complaints) **(APP46)**. Another KPI is: increasing number of staff training hours on previous years.