

CEO STATEMENT



Clement K.M. Kwok
Chief Executive Officer

2016 has been a special year for The Hongkong and Shanghai Hotels as we celebrated our 150th anniversary, which provided the opportunity to reflect on our past and look to our future. We are a company with a remarkable history and heritage, a strong pioneering spirit and a unique legacy.

While the circumstances around our Group vary with the times, our fundamental values have remained the same – a commitment to people, unparalleled quality, and the longevity of our business. These principles are at the heart of everything that we do and have enabled us to create a brand that is globally recognised as one of the best luxury companies in the world.

Celebrating our 150th anniversary is a milestone achievement and one that we can be proud of. Throughout our history, we have exhibited a strong sense of responsibility, high level of consciousness and integrity and I have no doubt that this has contributed to our success. We understand that in creating a legacy and addressing the challenges we face, our Group must play a role in building a sustainable future, through continued dialogue, collaboration, and innovation. For example, in 2016, we witnessed longer-term trends such as environmental and social impacts becoming more significant in the eyes of our stakeholders. It is essential that we address these challenges strategically, considering our ambitions and priorities as a Group.

The Sustainable Luxury Vision 2020 is our response to this shared responsibility and was designed as a roadmap that weaves sustainability into our long-standing commitments to people, quality and the longevity of our business. This is core to our operations and our HSH culture, forming the basis of our environmental stewardship practices and our contributions to society. As new sustainability challenges emerge, our plans to address these issues will continuously evolve in the future.

In this report, we continue to share our progress to how we are achieving our sustainability vision, including key successes and challenges. We believe that communicating our challenges and celebrating our successes inspires continuous learning and greater improvement. This transparency invites feedback from our various stakeholders and in turn reinforces our dedication to accountability.

We believe we are the world's oldest hotel group in continuous operation, yet our pioneering spirit is evident as we expand our global operations to new markets. Our initiatives and endeavours towards achieving sustainable luxury are part of this pioneering spirit. As we continue to progress on our journey, I remain mindful that there is much more to be done.

It is with great pride that I thank our great team and our partners for their continued efforts to fulfil our Vision 2020 ambitions. I look forward to the years ahead as we face new challenges with the same passion, creativity, and dedication that have sustained the Group for the last 150 years.

