

Ten Year Operating Statistics

	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005
a) The Peninsula Hotels: (Note 7 & 8)										
Hong Kong (Note 1)										
Occupancy rate	75%	72%	79%	74%	70%	57%	71%	77%	80%	79%
Average room rate (HK\$)	5,144	5,170	5,133	4,503	4,197	4,176	4,504	4,151	3,551	3,160
RevPAR (HK\$)	3,870	3,731	4,072	3,347	2,926	2,401	3,219	3,182	2,851	2,498
Other Asia (excluding Hong Kong) (Note 2)										
Occupancy rate	65%	66%	63%	57%	58%	48%	57%	68%	68%	72%
Average room rate (HK\$)	2,146	2,065	2,179	2,156	2,100	1,904	2,237	1,668	1,269	1,073
RevPAR (HK\$)	1,390	1,361	1,367	1,221	1,214	920	1,284	1,139	858	773
United States of America and Europe (Note 3)										
Occupancy rate	74%	74%	72%	69%	65%	59%	68%	76%	76%	75%
Average room rate (HK\$)	5,471	4,858	4,627	4,550	4,403	4,292	4,936	4,844	4,337	3,867
RevPAR (HK\$)	4,059	3,573	3,346	3,135	2,856	2,511	3,378	3,701	3,282	2,902
b) Residential (Note 4, 9 & 10)										
Occupancy rate	85%	89%	92%	91%	92%	88%	94%	92%	91%	82%
Average monthly yield per square foot (HK\$)	42	42	41	38	36	37	39	35	33	27
c) Shopping Arcades (Note 5, 9 & 10)										
Occupancy rate	97%	99%	99%	97%	96%	95%	97%	97%	93%	90%
Average monthly yield per square foot (HK\$)	206	191	179	168	153	168	165	148	148	140
d) Offices (Note 6, 9 & 10)										
Occupancy rate	97%	92%	96%	100%	98%	91%	98%	99%	100%	95%
Average monthly yield per square foot (HK\$)	52	48	45	45	42	36	35	27	22	19
e) Peak Tram										
Patronage ('000)	6,325	6,272	5,918	5,777	5,385	4,862	5,006	4,939	4,430	3,923
Average fare (HK\$)	19	19	19	19	17	16	16	16	15	14
f) Full Time Headcount (Note 11)										
Hotels	6,300	5,877	5,612	5,475	5,444	5,489	5,239	5,138	4,601	4,334
Commercial Properties	344	332	314	323	331	339	339	329	316	307
Clubs and Services	1,288	1,302	1,243	1,224	1,180	998	1,056	1,027	1,004	981
Total headcount	7,932	7,511	7,169	7,022	6,955	6,826	6,634	6,494	5,921	5,622

Notes:

- The renovation works in The Peninsula Hong Kong were completed in two phases, resulting in 135 rooms being removed from saleable inventory from January to September 2012, followed by 165 rooms being out of saleable inventory from September 2012 to May 2013.
- The number of rooms increased after the opening of The Peninsula Tokyo in September 2007 and The Peninsula Shanghai in October 2009.
- The number of rooms increased after the opening of The Peninsula Paris on 1 August 2014.
- Residential properties includes all apartments in The Repulse Bay Complex. The statistics are affected by the re-opening of de Ricou tower in August 2013 after an 18-month closure for a complete renovation.
- Shopping Arcades are located in The Peninsula hotels in Hong Kong, Shanghai, Beijing, New York, Paris, Tokyo, Bangkok and Manila, as well as The Repulse Bay Complex and The Peak Tower.
- Offices are located in The Peninsula Hong Kong and St. John's Building.

General notes for Hotels in section a) above:

- Occupancy rates, average room rates and RevPAR are weighted averages for the hotels in each grouping.
- The average room rates and RevPAR include undistributed service charge, which is levied at 10% in Hong Kong and at 15% in China and Japan.

General notes for other businesses in sections b) to f) above:

- Occupancy rates are weighted averages based on the space available in each grouping.
- The operating statistics do not include information for operations that are not consolidated or whose results are not material in the Group context: The Landmark, Vietnam, The Peninsula Residences, Shanghai, and 21 avenue Kléber, Paris. The operating statistics also do not include information for 1-5 Grosvenor Place, London because of the proposed redevelopment.
- The full-time headcount is as at 31 December each year.