



英皇鐘錶珠寶有限公司
EMPEROR WATCH & JEWELLERY LIMITED

於香港註冊成立之有限公司 (股份代號：887)

Incorporated in Hong Kong with limited liability (Stock Code: 887)



2023

ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT
環境、社會及管治報告

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ABOUT THIS REPORT

關於本報告



Emperor Watch & Jewellery Limited (the “Company”) and its subsidiaries (collectively referred to as the “Group”) principally engages in the sale of European-made internationally renowned watches and fine jewellery products under its own brand, “*Emperor Jewellery*”.

The Group acknowledges the significance of effective environmental, social and governance (“ESG”) initiatives at operational level. By adopting environmental and social initiatives into its business operations, the Group can enhance its cost efficiency and risk management, and make informed decisions by engaging with the stakeholders of the Group. Besides, the Group is dedicated to prioritising ESG disclosure, and is committed to improving its transparency and accountability by consistently disclosing its ESG practices and performance, showcasing its commitment to sustainable and responsible business practices.

Reporting Boundary

This report primarily provides an overview of the Group’s key operations in the Hong Kong market for the financial year ended 31 December 2023 (the “Year”), and describes the ESG values and initiatives of the Group.

This report complies with the provisions of the ESG Reporting Guide (“ESG Reporting Guide”) as set out in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. It is recommended that this report is read in conjunction with the Company’s 2023 Annual Report, in particular the Directors’ Report and Corporate Governance Report sections therein.

英皇鐘錶珠寶有限公司(「本公司」)及其附屬公司(統稱為「本集團」)主要從事銷售享譽國際之歐洲製腕錶及旗下「**英皇珠寶**」品牌之高級珠寶首飾。

本集團深明有效的環境、社會及管治舉措在經營層面的重要性。通過於業務營運實施環境和社會舉措，本集團將可提升其成本效益及風險管理，並透過與本集團利益持份者溝通以作出明智決策。此外，本集團致力優先考慮環境、社會及管治披露，並透過持續披露其環境、社會及管治常規及表現，提高其透明度及問責性，展示其對可持續及負責任經營慣例的承諾。

匯報範圍

本報告主要概述本集團於截至2023年12月31日止財政年度(「本年度」)於其香港市場的主要營運，以及闡述本集團的環境、社會及管治價值及措施。

本報告符合香港聯合交易所有限公司證券上市規則附錄C2所載《環境、社會及管治報告指引》(「環境、社會及管治報告指引」)的條文。建議閣下將本報告與本公司2023年年報一併閱讀，尤其是其中的董事會報告及企業管治報告部分。



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Reporting Principles

This report is based on the four reporting principles outlined in the ESG Reporting Guide — materiality, consistency, quantitative, and balance.

- **Materiality:** The Group collects and compiles information based on the materiality principle. It focuses on key ESG issues that are relevant to the Group and its stakeholders;
- **Consistency:** The Group maintains consistency in its ESG reporting by following the ESG Reporting Guide. This ensures that the information is consistently disclosed over time;
- **Quantitative:** The Group includes quantitative data in its ESG report. This provides a measurable and objective assessment of its performance in areas such as emissions, resource consumption, and waste management; and
- **Balance:** The Group strives to achieve a balanced ESG report, which provides an overview of the Group's sustainability initiatives spanning areas including governance, talent development, compliance, environmental responsibility, and community investment.

This report is available on the websites of the Company (<https://www.EmperorWatchJewellery.com>) and Hong Kong Exchanges and Clearing Limited ("HKEX") news website (<https://www.hkexnews.hk>).

匯報原則

本報告基於環境、社會及管治報告指引中概述的四項報告原則—重要性、一致性、量化和平衡。

- **重要性：**本集團根據重要性原則收集及彙編資訊。其主要關注與本集團及其持份者有關的環境、社會及管治議題；
- **一致性：**本集團遵循環境、社會及管治報告指引，保持其環境、社會及管治報告的一致性。這確保了資訊於日後披露的一致性；
- **量化：**本集團在其環境、社會及管治報告中納入了可予計量的數據。這為本集團在排放、資源消耗及廢物處理等領域的表現提供了可量度的客觀評估；及
- **平衡：**本集團致力實現環境、社會及管治報告的平衡，以提供本集團在可持續發展舉措的概述，涵蓋的領域包括治理、人才發展、合規、環境責任及社區投資。

本報告可於本公司的網站 (<https://www.EmperorWatchJewellery.com>) 及香港交易及結算有限公司(「港交所」)的披露易網站(<https://www.hkexnews.hk>)查閱。

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Board Statement

The board of directors of the Company (the “Board”) recognises that sustainable practices are essential for the success and resilience of the Group, which enable the Group to operate its businesses in a responsible and sustainable manner. By prioritising ESG practices and upholding responsible governance, the Group aims to establish trust, build credibility, and make positive contributions to the community and environment in which the Group operates.

The Group’s ESG processes and procedures focus on non-financial indicators that outline the Company’s approach towards sustainability and has taken into account ESG-related issues covering different aspects including operations, legal and compliance, internal control, human resources, as well as marketing and communications. The Board has overall responsibility for the Company’s ESG strategy and reporting. To reinforce the Board’s ESG management approach and strategy as well as further enhance ESG governance, the Board has adopted an ESG Policy whereby the ESG Committee (comprising representatives from operations and supporting departments and the Executive Committee of the Company (“Executive Committee”)) are delegated the power and authority to handle all ESG-related matters. Their respective roles and functions are as follows:

ESG Committee

- Works through the key performance indicators (“KPIs”) and the right tools and resources to handle the ESG issues
- Formulates and executes action plans and ensures execution by respective teams so as to achieve the ESG-related goals and targets set by the Board

The ESG Committee reports to the Executive Committee on the progress of the above action plans.

董事會聲明

本公司董事會（「董事會」）認同可持續發展的實踐對於本集團的成功和抗逆力十分重要，以讓本集團以負責任及可持續的方式營運其業務。通過優先考慮環境、社會及管治實踐以及堅持負責任的治理，本集團旨在建立信任、樹立信譽，並為本集團在其營運的社區和環境作出正面的貢獻。

本集團的環境、社會及管治流程和程序專注於非財務指標，概述了本公司就可持續發展的方法，並已考慮與環境、社會及管治相關議題，涵蓋多個方面，包括營運、法律合規、內部監控、人力資源以及營銷和通訊。董事會全面負責本公司的環境、社會及管治策略和匯報工作。為加強董事會的環境、社會及管治管理方針及策略，並進一步提升對環境、社會及管治的管治，董事會採納了環境、社會及管治政策，按此授予環境、社會及管治委員會（由營運及支援部門及本公司執行委員會（「執行委員會」的代表組成）權力及權限處理所有與環境、社會及管治相關的事宜。其各自的角色和職能如下：

環境、社會及管治工委員會

- 通過關鍵績效指標及正確的工具和資源來處理環境、社會及管治事宜
- 制定及實施執行計劃，並確保各團隊的執行以達致董事會制定的環境、社會及管治相關目標

環境、社會及管治委員會向執行委員會匯報上述執行計劃的進展情況。

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Executive Committee

- Provides recommendations to the Board on setting ESG-related goals and targets in line with the Group's businesses as well as management approach and strategy
- Oversees formulation and implementation of action plans by the ESG Committee
- Monitors and evaluates effectiveness of action plans in achieving ESG-related goals and targets relating to the Group's businesses including the KPIs
- Reviews effectiveness of ESG risk management and internal control systems and makes recommendation to the Board

The Executive Committee reports at least once a year to the Board on the implementation and the progress made towards achieving ESG objectives.

Based on the recommendations from the Executive Committee, the Board reviewed the progress made towards achieving the ESG-related goals and targets as well as effectiveness of the management approach and strategy.

執行委員會

- 基於本集團的業務、管理方式及策略，就制定環境、社會及管治相關目標向董事會提出建議
- 監督由環境、社會及管治委員會制定及實施的執行計劃
- 監測和評估執行計劃在達致與本集團業務在環境、社會及管治相關目標方面的有效性，包括關鍵績效指標
- 檢視環境、社會及管治風險管理和內部監控系統的有效性，並向董事會提出建議

執行委員會將至少每年向董事會匯報一次就達致環境、社會及管治目標的執行及進展情況。

根據執行委員會的建議，董事會已檢視在達致環境、社會及管治相關目標方面取得的進展，以及管理方法及策略的有效性。

Set out below is the functional framework on ESG sustainability of the Company.

以下是本公司可持續性的環境、社會及管治之功能框架。



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ESG Risk Management

The Group has adopted an effective risk management mechanism to identify, assess, review and manage ESG risks of the Group. By actively managing and mitigating the identified ESG risks, the Group demonstrates its commitment to sustainable and responsible business practices. The major ESG risks relating to the employment, operation and social aspects are listed below.

Risk Identification and Management Approach

(i) Employment

Risk

The Group may fail in attracting, recruiting or retaining key personnel.

Impact

This may result in the Group lacking key talent in critical positions, which may impact business operations and development. The absence of key personnel may lead to decreased decision-making capabilities, limited innovation and development capabilities, and have a negative impact on the overall performance and competitiveness of the Group.

Approach

The Group implements talent management strategies, which include offering competitive compensation packages, providing career development opportunities, initiating employee engagement initiatives, etc. By prioritising the well-being and growth of its employees, the Group aims to ensure a talented and motivated workforce for making contributions to the Group.

環境、社會及管治風險管理

本集團採納了有效的風險管理機制，以識別、評估、審查和管理本集團的環境、社會和管治風險。通過積極管理和降低已識別的環境、社會及管治風險，本集團展示了其對可持續和負責任的經營方式的承諾。有關僱傭、營運及社會方面的環境、社會及管治風險已於下面列出。

風險識別與管理方法

(i) 僱傭

風險

本集團可能未能吸引、招聘或挽留重要人才。

影響

這可能導致本集團在關鍵崗位上缺乏重要人才，從而影響業務營運和發展。重要人才的缺少可能導致決策能力下降、創新和發展能力受限，並對本集團的整體業績和競爭力產生負面影響。

方式

本集團實施人才管理策略，包括提供具競爭力的薪酬待遇、提供就業發展機會、發起員工參與活動等。通過優先考慮員工的福利和成長，本集團旨在確保具有才華及積極上進的員工隊伍為本集團作出貢獻。

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(ii) Operation

Risk

Negative events may arise from day-to-day operation which damage the brand name and reputation; substandard design and production of jewellery products, excess and shortage of watch supply; and suspicious transactions of high value and commit money laundering.

Impact

Damage to brand name and substandard of products may affect customers' incentives in purchasing its products, hence impacting its business performance. Excess and shortage of watch supply may affect its inventory level, leading to unnecessary costs or customer dissatisfaction. Money laundering is a breach of law which the Group may be liable, and may result in reputational damage of the Group.

Approach

The Group conducts regular customer service trainings to ensure frontline staff service standards, and maintains product quality by various means from vendor selection to quality check of its products. It strives to maintain close relationship and communication with watch suppliers, and implements strict inventory management. The Group adopts stringent anti-money laundering measures, and provides adequate trainings to employees in this regard.

(ii) 營運

風險

日常營運中可能出現負面事件損害品牌和聲譽、珠寶產品設計和生產不符合標準、鐘錶供應過剩和短缺，以及可疑大額交易和洗錢行為。

影響

品牌名稱受損和產品不達符合標準可能會影響顧客購買其產品的意欲，從而影響其經營業績。鐘錶供應過剩或短缺可能會影響存貨水平，導致不必要的成本或顧客的不滿。洗錢是違法行為，本集團可能要承擔法律責任，並可能導致本集團聲譽受損。

方式

本集團定期舉辦顧客服務培訓，以確保前線員工的服務水平，並從供應商的甄選到產品品質的檢查，透過各種方式確保產品質素。本集團致力於與鐘錶供應商保持密切聯繫和溝通，並實施嚴謹的存貨管理。本集團採取嚴格的反洗錢措施，並在這方面提向員工供充分的培訓。

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(iii) Social and Governance

Risk

Widespread epidemic outbreak and changes in government regulations.

Impact

Widespread epidemic outbreaks may pose risks to employees' health and safety and have a negative impact on business operations and productivity. Besides, changes in government regulations may significantly affect business operations and compliance, requiring timely adjustments and adaptation.

Approach

The Group closely monitors global trends and government policies. It implements preventive measures to mitigate the potential impact of outbreaks or regulatory changes. The Group also maintains open communication channels with relevant authorities and stakeholders to stay informed and adapt to evolving circumstances.

Through ongoing monitoring, evaluation, and improvement of its risk management strategies, the Group strives to ensure the long-term resilience and success of its operations while minimising potential negative impacts on its business, stakeholders, and the environment. Should risk events arise, the Group will handle it according to the measures and procedures in a timely manner.

For further details on risk management and significant risks that have been identified, please refer to the Risk Management and Internal Control section in the Corporate Governance Report of the Company's 2023 Annual Report.

(iii) 社會及管治

風險

流行病全面爆發以及政府法規發生變化。

影響

疫情的廣泛爆發可能會對員工的健康及安全帶來風險，並對業務營運及生產力產生負面影響。此外，政府法規變動可能嚴重影響業務營運及合規性，需要及時調整並適應。

方式

本集團密切監察全球趨勢及政府政策。其實行預防措施，以減輕潛在爆發或監管變化的影響。本集團亦與有關當局及持份者保持開放的溝通渠道，以了解並適應不斷變化的情況。

通過對風險管理策略的持續監察、檢討和改善，本集團致力於確保其營運的長期抗逆力及成功，同時減少對其業務、持份者和環境的潛在負面影響。一旦發生風險事故，本集團將根據措施和流程及時處理。

有關風險管理及已識別的重大風險之進一步詳情，請參閱本公司2023年年報內之企業管治報告中的風險管理及內部監控部份。

1.1

Stakeholders Engagement and Materiality Assessment 持份者之參與及重要性評估

Stakeholder engagement plays a key role in the Group's continuous improvement and development. The Group is committed to making proactive efforts to continuously interact with key stakeholder groups through various communication channels, to better understand their needs and concerns, and develop strategies and measures to address these issues. Through ongoing dialogues, the Group endeavours to strengthen relationships with stakeholders and improve its operation and practices, thereby creating value for stakeholders.

持份者的參與對本集團的持續改進和發展擔當很重要的角色。本集團致力與主要持份者群組進行持續互動，並透過各種溝通渠道收集其反饋意見，更好地了解與其需要及關注點，從而制定解決這些問題的策略和措施。通過持續對話，本集團致力加強與持份者的關係，改善其營運和實踐，從而為持份者創造價值。

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Materiality Assessment

During the Year, the Group invited senior management to participate in identifying crucial issue, thus aiding in the development of effective sustainability strategies and policies. The results are as follows:

重要性評估

於本年度，本集團邀請高級管理層參與識別重要議題，以協助制定有效的可持續發展策略和措施。結果如下：



Environment 環境



Social 社會



Governance 管治

1	Energy 能源	1	Customer service 顧客服務	1	Anti-corruption 反貪污
2	Waste 廢物	2	Product assurance and quality 產品鑑證及質量	2	Compliance with laws and regulations 遵守法律與規例
3	Green procurement 綠色採購	3	Employment practices 僱傭慣例	3	Corporate governance practices 企業管治常規
4	Child labour and forced labour 童工及強迫勞動	4	Employee development and training 員工發展及培訓	4	Data protection and cybersecurity 數據保護與網絡安全
5	Greenhouse gases and air pollutants 溫室氣體和空氣污染物	5	Supply chain management 供應鏈管理	5	Intellectual property rights management 知識產權管理
6	Water resources 水資源	6	Occupational health and safety 職業健康及安全	6	Business expansion 業務擴展
7	Climate changes 氣候變化	7	Community investment 社區投資	7	Economic performance 經濟表現

Materiality results with 1 being the most important and 7 being relatively the least important.

重要性評估結果，1表示最重要，7表示重要性相對較低。

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Based on the management team's assessment and stakeholders' feedback, the material issues were identified as follows. The Group's performances regarding these issues are discussed in this report.

根據管理層的評估及持份者的意見，以下為已識別之重要議題。本集團就該等議題的表現將於本報告內討論。



This Group will continue improving its stakeholder communication mechanisms, and broaden the range of stakeholders for identifying material issues, in order to conduct more thorough assessments and analyses.

本集團將繼續改善與持份者的溝通機制，擴大持份者的範圍以識別重要議題，從而進行更全面的評估和分析。

2

ENVIRONMENTAL PROTECTION

環境保護

2.1

Environmental Policies

環境政策

The Group attaches great importance to the sustainability of the environment. Although the Group does not operate any manufacturing facilities and is not a major source of environmental pollution given its operations do not generate material air, noise, water, physical waste or other types of pollutants, the Group is committed to making every effort to protect the environment in its business activities and workplaces.

The Group seeks to identify and manage environmental impacts attributable to its operations, in order to minimise these impacts if possible. The Group has adopted various measures to reduce energy and other resource use, minimise waste and increase recycling, and promote environmental protection in its supply chain and marketplace. The Group also educates its employees, to enhance their awareness of promoting a green environment.

本集團高度重視環境的可持續性。儘管本集團沒有經營任何生產設施，且鑒於其營運不會產生重大空氣、噪音、水、實體廢物或其他類型的污染物，並非環境污染的主要來源，但本集團仍致力竭盡全力於其業務活動及工作場所保護環境。

本集團努力辨識及管理其業務對環境造成之影響，務求將該等影響盡可能減至最低。本集團已採取多項措施以降低能源及其他資源使用、減廢及增加循環再用，並在其供應鏈及市場中推行環保。本集團並教育其僱員，以提升他們對綠色環境的意識。

2.2 Use of Resources

資源使用

2.2.1 Emissions and Resource Consumption

The Group's greenhouse gas ("GHG") emissions mainly arise from indirect emissions resulting from the use of purchased electricity. To ensure the emission management goals are achieved, the Group has adopted the following measures in its head office at 25th Floor, Emperor Group Centre, 288 Hennessy Road, Wan Chai, Hong Kong ("Hong Kong Office") and stores, to reduce energy consumption and improve overall energy efficiency:

Hong Kong Office

- Use new, high efficiency lights
- Higher priority given to purchasing electrical appliances with high energy efficiency grades
- Apply energy-saving modes by default for all electrical appliances
- Staff turn off lights and air-conditioning in their zones after work
- Switching off some passenger lifts after office hours
- Reminding staff to turn off unnecessary electrical appliances, to save electricity
- Using air conditioning thermostats to maintain constant room temperatures
- Advocating use of video conference tools instead of travelling for face to face meetings

2.2.1 排放物及能源消耗

本集團的溫室氣體排放主要來自於使用外購電力所產生的間接排放。為確保實現排放管理目標，本集團已於其位於香港灣仔軒尼詩道288號英皇集團中心25樓的總辦公室（「香港辦公室」）採取以下措施降低能源消耗及提升整體能源效率：

香港辦公室

- 使用新式高能效照明裝置
- 優先選購高能效級別的電器
- 所有電器均會被預設至電力節省模式來運作
- 員工下班後關閉各自區域的燈光及空調
- 於辦公時間後關掉部分乘客升降機
- 提醒員工把不必要的電器關掉，以節省電力
- 透過冷氣系統的恆溫器維持穩定室溫
- 提倡使用視訊會議工具，而不是出差參加面對面的會議

2. ENVIRONMENTAL PROTECTION 環境保護

Stores

- Adopting energy-efficient LED light tubes in indoor areas as well as advertising panels
- Adopting dimmer systems, to turn down the lighting of certain areas to save energy
- Switching off LED advertising panels, light boxes and television screens during non-business hours, to minimise light pollution and reduce energy consumption
- Carry out improvement work on existing water pipework to ensure proper thermal insulation

店舖

- 室內空間以及廣告牌內已採用節能LED光管
- 採用調光系統，藉著調低部分範圍的照明而節省能源
- 在非營業時間關掉LED廣告牌、燈箱及電視螢幕，以減少光污染及降低能源消耗
- 改善現有供水管道，以確保適當的隔熱性能

2. ENVIRONMENTAL PROTECTION 環境保護

Through consistently measuring, setting targets for and monitoring greenhouse gas emissions, the Group can effectively assess and manage the risks associated with increased energy consumption, reduce its impact on the environment, and realise cost savings.

In terms of packaging, the packaging boxes of watches are made from quality materials including wood, cardboard and plastics, which are provided by watch suppliers. For its in-house branded "**Emperor Jewellery**", the Group offers customised, elegant gift boxes to customers. To cater for the luxury watches and fine jewellery, these gift boxes are generally long-lived, so there is a low level of solid waste from their disposal. As an alternative to gift boxes, the Group also provides customers with pouches, which are more eco-friendly and easily reusable. In addition, packaging bags are designed to fit the product sizes, in order to avoid excessive usage of packaging materials. Packaging bags are only distributed upon customers' request.

Walkthrough Energy Audit by CLP Power

CLP Power Hong Kong ("CLP Power") conducted a walkthrough energy audit (covering the air conditioning systems and lighting equipment) in two of the Group's stores in Tsim Sha Tsui. The audit aimed to identify energy saving opportunities and assess the stores' indoor environments.

In the audit, several existing energy saving initiatives carried out by the Group were endorsed by CLP Power. CLP Power also provided recommendations to the Group covering high efficiency lamps, air curtains, variable refrigerant flow/volume units, lighting systems, indoor room air temperature thermostats, energy management systems, etc, all of which would help enhance energy efficiency, lower energy bills and improve the indoor environments.

透過持續量度、設定溫室氣體排放目標及監測排放，本集團可有效評估及管理能源消耗增加之相關風險，減少其對環境的影響，並實現成本節約。

包裝方面，由鐘錶供應商提供之鐘錶包裝盒由優質的木材、紙板及塑膠等製成。就自家品牌「**英皇珠寶**」，本集團向顧客提供度身訂造、優雅的禮物盒。為迎合名貴腕錶及高級珠寶之性質，一般而言這些禮物盒得以長期保全，故此所棄置的固體廢物量較低。本集團並為顧客提供錦袋以代替禮物盒，相對更環保及方便重複使用。此外，包裝袋按產品尺寸設計，以避免過度使用包裝物料。包裝袋僅在顧客要求時才會提供。

中華電力能源審核

中華電力有限公司（「中華電力」）在本集團位於尖沙咀的兩間店舖進行了能源審核（涵蓋空調系統及照明設備）。該審核旨在辨認節能機會，並評估店舖的室內環境狀況。

在審核過程中，中華電力認可本集團現有的一些節能措施。中華電力並向本集團提供了建議，包括高效能燈管、空氣幕、可變製冷劑流量／體積裝置、照明系統、室內空氣溫度調節器、能源管理系統等，這些都有助於提高能源效益、降低能源開支和改善室內環境。

2.2.2 Waste Reduction and Management

The Group engages employees in their waste behaviours and encourages recycling practices in the workplace in order to minimise the environmental impacts arising from waste disposal.

In the office building, the building's property management company has appointed recycling contractor to collect and recycle used papers, plastic bottles, aluminium, fluorescent tubes and computer equipment. Recycled bags are also put in the Hong Kong Office to collect waste papers for recycling.

2.2.2 減少及管理廢物

本集團讓員工參與廢物處理，並鼓勵他們在工作場所進行回收，以減低棄置廢物對環境所產生的影響。

在辦公大樓，大廈之物業管理公司已委聘回收承包商收集及回收使用過的紙張、塑膠瓶、鋁、光管以及電腦設備。香港辦公室並放置了回收袋以收集廢紙作循環利用。



2.2.3 Reduction of Paper Use

Office paper is the main non-hazardous wastes produced in the Group's operations. The Group continues to encourage a paperless working environment which not only reduces environmental damage but also fits commercial goals, as it can save physical space, facilitate information sharing via IT networks, and reduce complicated documentation procedures. In recent years, the Group has implemented paperless internal operating processing such as claims applications, payrolls, leave applications, surveys, performance appraisals, inspection forms and many more. From time to time, the Group shares tips on paper reduction with colleagues – such as utilising used envelopes for internal correspondences, and using laptops or tablets instead of paper for meetings. Besides, electronic channels or devices are widely used for the Group's advertisements and promotional activities.

2.2.3 減少用紙

於本集團的營運中，辦公用紙為其主要的無害廢棄物。本集團繼續鼓勵無紙化的工作環境，不僅可減少對環境的破壞，亦具有多重商業裨益，包括節省空間、促進資訊科技網絡信息共享及減省繁複的文書程序等。近年來，本集團已實行內部營運無紙化流程，例如費用申報、糧單、假期申請、意見調查、表現評估及檢查表格等。本集團不時與同事分享減少用紙的建議，例如利用已使用的信封作內部文件往來及使用平板或手提電腦代替紙張開會等。此外，本集團的廣告及宣傳活動大多透過電子渠道或應用電子器材。



2. ENVIRONMENTAL PROTECTION 環境保護

Partnering with its printing solutions provider, the Group has adopted “Follow You” print solution in the Hong Kong Office, helping the Group becoming more cost efficient through smarter printing. The print solution enables the Group to achieve environmental objectives by reducing unclaimed printing, as printing is released only upon presentation of a staff card from that particular staff who gives the printing instruction. Moreover, duplex printing and copying has become the norm within the Group, greatly reducing paper consumption and saving costs. Usage data of office printing machines is regularly collected and assessed for monitoring the efficiency of the paperless environment. To reduce the related impact, the Group strives to use papers certified by the Forest Stewardship Council (FSC) or Programme for the Endorsement of Forest Certification (PEFC) in the Hong Kong Office.

本集團與其列印方案供應商合作，在香港辦公室處採用「Follow You」列印方案，透過智能列印有助本集團達致更佳的成本效益。由於作出列印指示的指定員工於打印時需要出示員工證方能進行打印，因此可減少無人認領列印的情況，從而使本集團達到環保目的。另外，雙面列印及複印已成為本集團內部慣例，大大減少紙張消耗及節省成本。本集團定期收集及評估辦公室打印機使用數據，以監控無紙化環境之成效。為減少相關影響，本集團致力於香港辦公室使用經森林管理委員會(FSC)或森林驗證認證計劃(PEFC)認證的紙張。

**THINK
BEFORE YOU
PRINT**



The Company strongly recommends shareholders to access its corporate communications, including financial reports, through the websites of the HKEX and the Company, instead of receiving printed form. By offering electronic means of corporate communications to shareholders, the quantity of printed materials has been considerably reduced. This paperless practice thus helps to protect the environment, as well as save costs for stationery, printing and administrative charges, etc.

本公司極力推薦股東利用港交所及本公司網站獲取公司通訊(包括財務報告)而非收取印刷文件。通過向股東提供電子版公司通訊，印刷量大幅減少。此無紙化的做法既可保護環境，亦可節約文儀用品、印刷及行政費用等。

2.3 Climate Change Impact 氣候變化影響

The world's climate has changed significantly in the past decades – global temperatures have increased and extreme weather events are becoming more frequent and severe, which may cause disruptions to business operations globally, and in turn poses adverse effects to the macro economy.

The Group mainly engages in the sale of European-made internationally renowned watches and fine jewellery products, and does not operate any manufacturing facilities. With global warming and climate change becoming one of the major environmental concerns in every part of the world, the Group has conducted a preliminary climate risk analysis in order to better comprehend climate change's impact on its operations and development. The Group has accordingly devised preventive and emergency measures, as well as initiated various measures to reduce its carbon footprint, including enhancing energy efficiency and minimising waste.

Physical Risks

Physical risks encompass potential hazards that might disrupt the Group's business operations. For example, extreme weather conditions might interrupt power supplies, which might prevent store operations. These interruptions could affect its customers visiting the stores. Global warming could also result in increased energy consumption in the Group's offices. The Group has implemented various measures, such as contingency plans for extreme weather or emergencies, to enhance its operational resilience to such risks.

世界氣候在過去數十年發生了重大變化—全球氣溫上升，極端天氣事件越趨頻繁及嚴重，這可能擾亂全球業務營運，從而對宏觀經濟構成不利影響。

本集團主要從事銷售享譽國際之歐洲製腕錶及高級珠寶首飾，且並無經營任何生產設施。隨著全球暖化及氣候變化成為全球各地的主要環境議題之一，本集團已進行初步氣候風險分析，以更好地了解氣候變化對其營運及發展的影響。因此，本集團已相應制定預防及緊急措施，並開始採取多項舉措減少碳足跡，包括提升能源效率及盡量減少廢物。

實體風險

實體風險包括可能擾亂本集團業務營運的潛在危險。例如，極端天氣條件可能會中斷電力供應，可能影響店舖營運。這些干擾可能影響其顧客到店舖。全球暖化亦可能導致本集團辦公室的能源消耗增加。本集團已實施極端天氣或突發事件應急計劃等多項措施，以增強抵禦有關風險的營運韌性。

2. ENVIRONMENTAL PROTECTION 環境保護

Transition Risks

Transition risks refer to challenges associated with the shift to a low-carbon economy, potentially requiring substantial policy, legal, technological, and market changes to address climate change mitigation and adaptation requirements. For instance, (i) supply chain disruption and sourcing issues; (ii) regulatory bodies might enforce stricter ESG disclosure requirements; and (iii) technological advances could impact its competitiveness, unless the Group invests in relevant technologies. These changes could result in higher operational costs and hence reduce the profit of the Group. On the other hand, this may lead to higher price which in turn may lower customers' incentive in spending, resulting in decrease in sales. Therefore, the Group should regularly monitor existing and emerging trends, as well as climate-related policies and regulations.

The Group will continue its efforts in controlling energy consumption and carbon emissions, to minimise their damage to the environment. Additionally, the Group is committed to increasing its employees' awareness of climate change issues and is consistently exploring new ways to counter this global challenge.

轉型風險

轉型風險指與向低碳經濟轉型相關的挑戰，可能需要重大政策、法律、技術及市場變化以應對減緩及適應氣候變化的需求。例如，(i) 供應鏈及採購問題；(ii) 監管機構可能會執行更嚴格的环境、社會及管治披露要求；及 (iii) 除非本集團投資相關技術，否則技術進步可能影響其競爭力。該等變化可能導致本集團營運成本上升，從而減少本集團的利潤。另一方面，這可能導致價格上漲，進而降低顧客的消費意欲，導致銷售額下降。因此，本集團應定期監測現有及新興趨勢以及氣候相關政策和法規。

本集團會繼續致力於控制能源消耗及碳排放，務求減低其對環境的破壞。此外，本集團致力提高其員工對氣候變化議題的意識，並不斷探索應對這項全球挑戰的方法。

2.4

Environmental Performance Summary 環境績效概要

In order to better illustrate the Group's sustainability performance, the Group has expanded the scope of quantitative data collection during the Year, to include all stores in Hong Kong and Macau markets and Hong Kong Office (collectively "Scope of the Year"), from the previous scope which only included two flagship stores in Hong Kong and the Hong Kong Office. As at 31 December 2023, the aggregate gross floor area of the Scope of the Year was 6,959 square metres. During the Year, an aggregate of approximately 58% of the Group's revenue was derived from the Hong Kong and Macau markets.

為更好地呈列本集團之可持續表現，本集團於本年度擴展量化數據收集範圍，從過去僅包含香港兩間旗艦店及香港辦公室的範圍，擴展至香港及澳門全部店舖及香港辦公室（統稱為「本年度範圍」）。於2023年12月31日，本年度範圍之總建築面積合共為6,959平方米。於本年度，本集團收入合共約58%來自香港及澳門市場。

2. ENVIRONMENTAL PROTECTION 環境保護

Indicators 指標	FY2022年度 ⁽¹⁾	FY2023 年度
GHG Emissions 溫室氣體排放		
Scope 1 GHG emissions (kgCO ₂ e) 範疇1溫室氣體排放(每公斤二氧化碳當量排放)	N/A 不適用	N/A 不適用
Scope 2 GHG emissions (kgCO ₂ e) 範疇2溫室氣體排放(每公斤二氧化碳當量排放)	341,432	1,085,294
Scope 3 GHG emissions (kgCO ₂ e) 範疇3溫室氣體排放(每公斤二氧化碳當量排放)	1,181	13,584
Total (Scope 1, 2 & 3) GHG emissions (kgCO ₂ e) 溫室氣體排放總量(範疇1,2及3)(每公斤二氧化碳當量排放)	342,613	1,098,878
GHG emissions intensity (kg/m ²) 溫室氣體排放強度(公斤/平方米)	582	158
Energy Consumption 能源消耗		
Direct energy consumption (GJ) 直接能源消耗(千兆焦耳)	N/A 不適用	N/A 不適用
Indirect energy consumption (GJ) 間接能源消耗(千兆焦耳)	2,104	7,652
Total energy consumption (GJ) 能源消耗總量(千兆焦耳)	2,104	7,652
Energy consumption intensity (GJ/m ²) 能源消耗強度(千兆焦耳/平方米)	3.6	1.1
Water Consumption 耗水量		
Water consumption (m ³) 耗水量(立方米)	358	697
Water consumption intensity (m ³ /m ²) 耗水量密度(立方米/平方米)	0.6	0.1
Packaging Material Consumption 包裝物料消耗		
Total packaging material used (kg) 所用包裝材料總量(公斤)	510	8,727
Waste Management 廢物處理⁽²⁾		
General refuse disposed at landfills (kg) 棄置於堆填區的一般廢物(公斤)	2,600	3,469
General refuse intensity (kg/m ²) 一般廢物密度(公斤/平方米)	3.0	2.7
Total recycled waste (kg) 回收廢物總量(公斤)	585	474
Recycled waste intensity (kg/m ²) 回收廢物密度(公斤/平方米)	0.7	0.4

(1) The quantitative data covered only two flagship stores in Hong Kong, which are located at G/F, Nos. 4-8 Canton Road, Tsim Sha Tsui and Shop B, G/F, Nos. 50-52 & G/F, Nos. 54-56 Russell Street, Causeway Bay, respectively

(2) Data collected from its Hong Kong Office located at 25/F, Emperor Group Centre, 288 Hennessy Road, Wan Chai, Hong Kong

(1) 此量化數據僅包括香港兩間旗艦店，分別位於尖沙咀廣東道4-8號地下及銅鑼灣羅素街50-52號地下B店及羅素街54-56號地下

(2) 數據來自位於香港灣仔軒尼詩道288號英皇集團中心25樓之香港辦公室

In order to minimise the environmental impacts, the Group has set a target to reduce energy consumption by 5% in the above-mentioned stores by FY2026 or before, with FY2021 as the baseline.

為盡量減少對環境的影響，本集團已訂立了目標，以2021年度為基準，於2026年度或之前在上述店舖減少能源消耗5%。

3

WORKPLACE QUALITY 工作場所質素

3.1

Workforce Distribution and Diversity 員工分佈及職場多元化

The Group believes that a motivated and balanced workforce is crucial for building a sustainable business model and delivering long-term returns. The Group is firmly committed to diligently fostering a nurturing and all-encompassing work environment that encourages and empowers its employees to flourish, thereby enabling them to make utmost valuable contributions towards the Group's continued prosperity and advancement.

As at 31 December 2023, the permanent employees of the Group totalled 1,008 (2022: 839), working at the headquarters in Hong Kong, and in retail outlets and regional offices in Hong Kong, mainland China, Macau, Singapore and Malaysia.

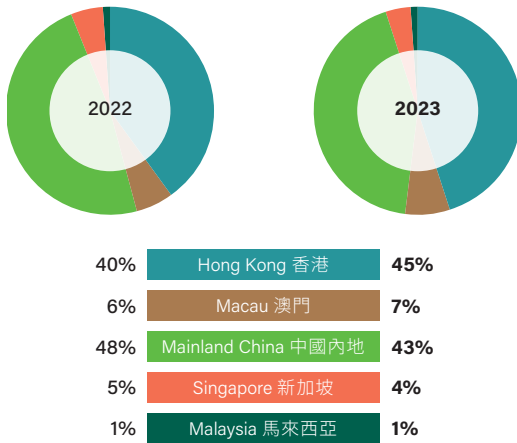
The demographics of the Group's workforce as at 31 December 2023 are summarised below:

本集團深信，積極主動且具均衡比例之員工團隊，是建立可持續經營模式及帶來長遠回報的關鍵元素。本集團堅定致力營造一個具培育及包容性的工作環境，鼓勵並賦權員工蓬勃發展，從而使他們能夠為本集團的持續繁榮及進步作出極具價值的貢獻。

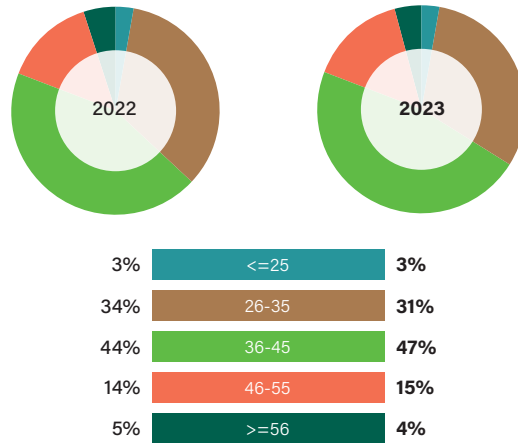
於2023年12月31日，本集團合共僱有1,008 (2022年：839)名全職僱員，於香港的總部以及香港、中國內地、澳門、新加坡及馬來西亞的零售店舖及區域辦事處任職。

於2023年12月31日，本集團之員工分佈資料概述如下：

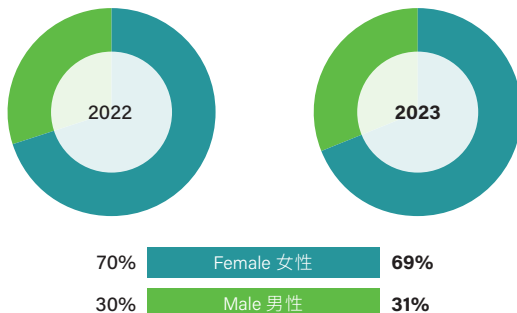
By Region 按地區



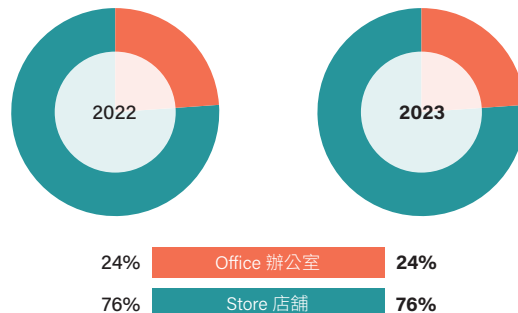
By Age 按年齡



By Gender 按性別



By Function 按職能



3. WORKPLACE QUALITY 工作場所質素

The Group has a diverse workforce in terms of gender and age, providing a variety of ideas and levels of competencies that contribute to the Group's success. The Group is firmly committed to gender equality at both managerial and operational levels.

The management believes that employees are important assets of the Group, and remains committed to attracting and retaining talent with diverse backgrounds for achieving sustainable growth and maintaining a stable turnover rate. The turnover rates of the Group's workforce during the Year are listed in the tables below.

本集團的員工團隊來自不同年齡層及性別，提供多元化的觀點及各種程度的技能，為本集團的成功作出貢獻。本集團在管理及營運層面均一直堅守兩性平等原則。

管理層相信，員工乃本集團之重要資產，並致力吸引並挽留不同背景的人才，以達致可持續增長及維持穩定的流失率。於本年度，本集團之員工流失率已列載於下表。

By Region 按地區	
Hong Kong 香港	28%
Macau 澳門	14%
Mainland China 中國內地	46%
Singapore 新加坡	17%
Malaysia 馬來西亞	67%

By Age 按年齡	
<=25	69%
26-35	36%
36-45	35%
46-55	23%
>=56	38%

By Gender 按性別	
Female 女性	38%
Male 男性	24%

By Function 按職能	
Office 辦公室	45%
Store 店鋪	33%

3.2 Employment Practices 僱傭常規

The Group strictly complies with the Employment Ordinance (Cap. 57, Laws of Hong Kong), Minimum Wages Ordinance (Cap. 608, Laws of Hong Kong), Sex Discrimination Ordinance (Cap. 480, Laws of Hong Kong) and other statutory requirements regarding employment and labour practices.

To ensure staff clearly understand their rights and obligations, the employee handbook and other policies and guidelines are in place covering the areas of compensation and dismissal, recruitment, working hours, rest periods, equal opportunity, anti-discrimination and other fringe benefits, etc. The Group reviews its related policies from time to time to ensure compliance with the latest statutory requirements.

The Group firmly believes that a fair and just working environment can significantly boost employee morale and productivity, and is therefore dedicated to providing equal opportunities in all aspects of employment and ensuring the workplace is free from discrimination. The Group ensures employees receive fair and competitive remuneration packages in accordance with their experience, qualifications, performance and market rates, and are being reviewed on a regular basis. Performance evaluations are conducted by department supervisors at the end of probationary periods, and during promotions, salary adjustments and annual assessments. These evaluations help assess employees' past performances, and set goals for their future development. The Group welcomes employees to provide feedback during performance evaluations, to guide their career growth. The completed performance evaluation forms are kept in employees' personal files for record-keeping purposes.

本集團嚴格遵守《僱傭條例》(香港法例第57章)、《最低工資條例》(香港法例第608章)、《性別歧視條例》(香港法例第480章)及其他有關僱傭及勞工慣例的法定規定。

為確保員工清楚了解自己的權利和義務，已制定員工手冊及其他政策及指引，涵蓋薪酬及解僱、招聘、工作時間、休息時間、平等機會、反歧視以及其他額外福利等範疇。本集團不時檢討其相關政策，以確保符合最新法定要求。

本集團堅信公平公正的工作環境可大大提高員工士氣和工作效率，因此其致力於在就業的各方面提供平等機會，並確保工作場所不存在歧視。本集團確保僱員基於其經驗、資歷、表現及市場工資水平獲得公平及具競爭力的薪酬待遇，並定期檢討有關待遇。績效評估由部門主管於試用期結束，以及晉升、薪酬調整及年度考核期間進行。該等評價有助評核員工的過往表現，並為他們的未來發展設定目標。本集團鼓勵員工於績效評估時提供反饋，以指導其職業發展。所填妥之績效評估表存在員工個人檔案中以作記錄保存。

3. WORKPLACE QUALITY 工作場所質素

A set of grievance procedures is in place, to provide staff with a channel to confidentially escalate complaints and concerns to the Human Resources Department or Investigation Committee or the Group Internal Audit Director. The management will continue listening to the voices of employees, to ensure that their concerns and needs are appropriately addressed and resolved.

The Group fully complies with relevant laws and regulations in related regions concerning prevention of forced or child labour including the Protection of Children and Juveniles Ordinance (Cap. 213, Laws of Hong Kong). In the recruitment process, the Group implements appropriate procedures to ensure that employment adheres to minimum age provisions of applicable laws. The Group also prohibits any form of forced labour. The ages and identities of its employees are verified, and employment contracts are entered into with all employees.

During the Year, the Group was not aware of any cases of non-compliance with employment and labour regulations. If a violation is confirmed during the regular monitoring process or upon receipt of an application, the Group will handle the case in accordance with internal policies and regulations, such as by terminating the employment contract or reporting the violation to law enforcement agencies.

本集團已制定申訴程序，為員工提供渠道，使員工可以保密方式向人力資源部、調查委員會或集團內部審計總監提出投訴和關注事項。管理層將繼續傾聽員工聲音，確保他們的關注和需求得到適當關注及解決。

本集團嚴格遵守在相關地區有關防止強迫勞動或童工的法律及法規，包括《保護兒童及少年條例》(香港法例第213章)。在招聘過程中，本集團實施適當程序以確保受僱員工符合適用法律的最低年齡規定。本集團亦禁止任何形式的強迫勞動。其僱員的年齡和身份均得到核實，並與所有僱員簽訂了僱傭合同。

於本年度，本集團並不知悉任何違反僱傭及勞工法規的個案。倘於定期監控過程中或收到申請後確認有違規行為，本集團將根據內部政策及規例處理個案，如終止僱傭合約或向執法機關舉報違規行為。

3.3 Welfare and Benefits 福利及津貼

The Group places a strong emphasis on the well-being and benefits of its employees, recognising their vital role in the overall success and sustained growth of the Group. To ensure a supportive and nurturing work environment, the Group implements various measures to prioritise the welfare of its employees.

One key aspect of employee welfare is the timely and full payment of salaries. The management understands the importance of financial stability and ensures that employees receive their salaries on time and in full, providing them with a sense of security and satisfaction. Additionally, the Group offers a comprehensive range of leave entitlements, including statutory holidays as well as additional leave such as annual leave, sick leave, maternity leave, paternity leave, compensatory leave, marriage leave, jury leave and condolence leave. Each Hong Kong employee is also entitled to one day of birthday leave in lieu of a birthday gift. These leave options allow employees to fulfil personal and family commitments, attaining work-life balance.

Besides, comprehensive benefits are provided by the Group, such as employer's voluntary mandatory provident fund contributions, medical coverage and life insurance. During the Year, a seasonal flu vaccination discount programme was offered to staff to enable them to have better protection from seasonal flus. By providing these welfare benefits, the Group ensures that employees have access to necessary healthcare services and financial security.

本集團極為重視員工的福祉及福利，並認同他們對本集團的整體成功及持續發展至關重要。為確保一個具支持性及培養性的工作環境，本集團採取多項措施優先考慮員工福利。

員工福利的一個重要方面是及時全額支付薪資。管理層深明財務穩定的重要性，確保員工按時全額領取薪資，讓員工有安全感和滿足感。此外，本集團提供全面的休假權利，包括法定假期以及年假、病假、產假、陪产假、補休假、婚假、陪審員假及喪假等額外假期。每名香港員工並可享有一天生日假期以代替生日禮物。這些休假選擇讓員工履行個人和家庭承擔，並實現工作與生活平衡。

此外，本集團提供全面的福利，例如僱主的自願性強積金供款及醫療保險。透過提供該等福利，本集團確保員工獲得必要醫療保健服務及財務保障。於本年度，本集團為員工提供了季節性流感疫苗接種優惠計劃，使他們能夠更好地預防季節性流感。通過提供這些福利，本集團確保員工能夠獲得必要的醫療保健服務和經濟保障。

3. WORKPLACE QUALITY 工作場所質素

The Group values workplace wellness practices that support employees' health and well-being. The Group encourages breastfeeding and provides a designated private space in the office building to support breastfeeding female employees to express breastmilk according to their schedule during working hours. These "Breastfeeding Friendly Workplace" measures demonstrate the Group's commitment to the well-being of its employees and their families.

本集團注重實踐健康的工作場所，使員工體魄強健。本集團鼓勵母乳餵哺，並於辦公大樓提供特定的私人空間，以支援女性員工在工作時間內按照其時間表擠母乳。該等「母乳餵哺友善工作間」措施兌現本集團維護僱員及其家庭成員福祉的承諾。



3. WORKPLACE QUALITY 工作場所質素

3.4 Occupational Health and Safety 職業健康及安全

The Group prides itself on providing a safe, effective and congenial work environment for its staff. To ensure the highest standards of health and safety, the Group adheres to all relevant regulations and implements comprehensive safety measures throughout its operations.

Besides, occupational health and safety (“OHS”) measures are regularly reviewed by the Group to ensure their effectiveness. A dedicated team has also been established to deal with OHS matters, and to react promptly if there are issues, to ensure a healthy and safe work environment.

The Group enhances emergency preparedness and ensures there are well-stocked first-aid kits in offices, warehouse and stores to protect the health and safety of employees, in the event that they are injured at work. An automated external defibrillator has been placed in the office building to rescue cardiac arrest patient when needed. Besides, the Group has arranged staff who is certificate first aider to provide emergency assistance to colleagues in the Hong Kong Office whenever needed.

本集團致力為員工提供安全、高效及舒適之工作環境，並引以為豪。為確保最高的健康和 safety 標準，本集團遵守所有相關法規，並於整個營運過程中實施全面的安全措施。

此外，本集團定期審查職業健康及安全（「職安健」）措施，以確保其有效性。同時成立了一個專門小組處理職安健事宜，以便在問題出現時迅速作出反應，確保一個健康和安全的 work 環境。

本集團提升應急準備能力及確保辦公室、倉庫及店舖內配備充足的急救箱，以於員工在工作期間受傷時能保障員工的健康及安全。自動體外心臟去顫器已放置在辦公大樓，以在需要時救助心臟驟停的患者。此外，本集團安排了已獲認可急救證書之員工於需要時在香港辦公室為其他員工提供緊急救援。



3. WORKPLACE QUALITY 工作場所質素

Shoulder, Neck and Back Training

The Group invited a sports and health expert from a sports organisation to enable staff to reacquaint themselves with and practice scientific-back ways to exercise and achieve fitness. The expert provided training on relieving tension in shoulders, neck and waist; onsite exercises, and post-exercise stretching and relaxation, etc., to assist the staff with cultivating healthy habits and reducing shoulder, neck and waist pains caused by sedentary lifestyles or incorrect ways of exercising.

肩頸腰知識培訓

本集團邀請了體育機構的運動健康專家，讓員工重新認識和練習科學化的運動方式並達到強身健體。該專家提供緩解肩部、頸部及腰部緊張的訓練，以及進行了現場練習、鍛煉後的拉伸和放鬆等，協助員工培養健康習慣，減少他們因久坐或錯誤的運動方式而引起的肩頸腰疼痛。

Every case of injury, if any, is required to be reported to the Human Resources Department and be individually assessed under the internal guideline procedures. During the Year, the number of lost days due to work injuries was 417 (2022: 255), while the numbers and rate of work-related fatalities during the past three years are listed in the table below.

一旦發生工傷事故(如有)，必須通報人力資源部，並根據內部指引程序進行獨立評估。於本年度，因工傷損失工作日數為417(2022年：255)天，而過去3年因工亡故的人數及比率已載列於下表。

Item 項目	FY2021年度	FY2022年度	FY2023年度
Number of work-related fatalities 因工亡故的人數	0	0	0
Rate of work-related fatalities 因工亡故的比率	0	0	0

3. WORKPLACE QUALITY 工作場所質素

To ensure good indoor air quality and implement proper ventilation systems, the Group implements regular maintenance practices including routine inspections, cleaning ventilation systems, and replacing air filters as needed. In addition, to monitor the effectiveness of its indoor air quality measures, the Group has engaged a third-party service provider to conduct comprehensive testing and analysis to evaluate the air quality in the Hong Kong Office. During the Year, the Hong Kong Office, along with many other units of Emperor Group Centre, were awarded an “Indoor Air Quality Certification – Good Class” by the Environmental Protection Department, under its voluntary Indoor Air Quality Certification Scheme for Offices and Public Places.

為確保良好的室內空氣品質和實施適當的通風系統，本集團實施定期維護措施，包括例行檢查、清潔通風系統和根據需要更換空氣過濾器。此外，為監測室內空氣品質措施的成效，本集團聘請了第三方服務供應商對香港辦公室的空氣品質進行全面檢測和分析評估。於本年度，環境保護署根據其自願性辦公室及公眾場所室內空氣質素檢定計劃向香港辦公室連同英皇集團中心內其他眾多單位頒發「室內空氣質素檢定證書－良好級」。



3.5 Development and Training 發展及培訓

Recognising the importance of skilled and professionally trained employees, the Group offers comprehensive training to enhance the knowledge, skills and work capability of its staff, enabling them to excel in their roles. The Group encourages and provides subsidies to employees at all levels to pursue educational or training opportunities that achieve personal growth and professional development. A policy on External Training Subsidy is in place, allowing every staff member to develop and maintain job-related skills for full performance.

Each new frontline staff member is required to take a written test that mainly covers product knowledge and customer services, as well as attend a performance evaluation before passing their probation. This enables the Training Team to decide whether the employee is suitably qualified, as well as understand the thoughts of the new frontline staff, and to follow up if necessary.

To enhance the bonding of staff, prior to a new store's opening, the Training Team arranges full day training sessions for the existing and new employees of the store so they become familiar and communicate with each other, thereby enabling smooth cooperation as the store becomes operational. During the Year, the Group revamped the new joiner training program roadmap, in order to provide a structural training curriculum to new joiners, enabling them to more easily adapt to the working environment and momentum.

本集團明白技能熟練及經專業培訓的員工之重要性，因此提供全面的培訓以提升員工的知識、技能及工作能力，使他們能在其崗位發揮所長。本集團鼓勵並資助各級員工進修或參與培訓，以實現其個人成長及專業發展。本集團設外間進修資助政策，讓每個員工能發展及維持工作技能，發揮最佳表現。

每名新入職前線員工均須參加筆試，內容主要涵蓋產品知識及客戶服務，並需於通過試用期前出席表現評估。此舉有助培訓組決定員工是否具備合適資格，並有助了解新入職前線員工的想法及在必要時作出跟進。

為加強員工凝聚力，於新店開張前，培訓組為現有員工及該店之新員工安排全日培訓課程，讓他們相互認識及溝通，從而於店舖開張後能合作順利。於本年度，本集團修訂了新入職員工培訓計劃之規劃，為新入職員工提供具架構之培訓課程，使他們更容易適應工作環境和發展動力。

3. WORKPLACE QUALITY 工作場所質素

With the aim of enhancing the customer service standard of frontline staff, a variety of training programmes were held each month, in turn improving the shopping experience of the Group's prestige customers. The programmes included customer service and selling skill training workshops, complaints handling training workshops, brand ambassador workshops, grooming ambassador workshops and visual merchandising ambassador workshops, etc. During the Year, the Group conducted an Internal Mystery Shopping Program as a measurement tool for enhancing the customer experience. The Group has also launched a service incentive scheme to award its staff who achieved good service performance based on the mystery shopping programme evaluation. Besides, the Group conducted a "Crafting an Excellent Customer Journey" program during the Year to reinforce the service mindset of its frontline staff and their skills in building rapport and relationships with customers. Learning and development initiatives were reviewed on a quarterly basis to meet the business needs according to the challenging market environment.

Watch Products Service Enhancement Training

To keep the product knowledge of its watch sales staff up-to-date and competitive, the Group has organised service enhancement training, to enable them to provide quality customer services to customers of different profiles.

為了提高前線員工的顧客服務水平，每月都會舉辦不同的培訓項目，從而改善其尊貴客戶的購物體驗。其中包括顧客服務和銷售技巧培訓工作坊、顧客投訴處理培訓工作坊、品牌大使工作坊、大使儀容工作坊及視覺營銷大使工作坊等。於本年度，本集團舉行了內部神秘顧客計劃，作為提高客戶體驗的一種測量工具。本集團還推出了服務獎勵計劃，根據神秘顧客計劃之檢討，獎勵服務表現良好的員工。此外，本集團還在本年度舉行了「打造卓越顧客之旅」計劃，以強化前線員工的服務意識，以及他們與客戶建立融洽關係的技巧。本集團於每季度就學習和發展措施進行檢討，以滿足在這具挑戰性的市場環境下的業務需求。

手錶產品服務優化培訓

為保持鐘錶銷售人員有最新和具競爭力的產品知識，本集團舉行了服務及優化培訓，以讓他們能夠為不同背景的顧客提供優質客戶服務。

3. WORKPLACE QUALITY 工作場所質素

Jewellery Product Knowledge Training

The Group organised jewellery product training covering jade, diamonds, gold, etc, to enhance the selling skills and product knowledge of its jewellery sales staff.

Coach-The-Coach Training

During the Year, the Group continued organising coach-the-coach training, in order to instil the coaching culture as well as enable in-store knowledge transfer and skills reinforcement.

During the Year, the Group organised training on appraisal skills for employees of specified grades, in order to enhance people management. The Group also enhanced its training program by organising the New Joiner Workshop at Managerial Grade by the CEO. Besides, the Group launched the Talent Development Program, to enhance the core competencies of its high potential staff, in order to nurture a management pool. This program has been extended to cover the senior sales executive level, providing the executives with training on leadership skills, the KPI and goals setting concept, and improving their subordinates' work performance via coaching. At the end of each year, the Group conducts job performance evaluations for each staff member, enabling supervisors to discuss with them their performance during the past year and the work plan for the next year.

珠寶產品知識培訓

本集團舉行了涵蓋玉石、鑽石、黃金等的珠寶產品培訓，以提高其珠寶銷售人員的銷售技巧和產品知識。

導師培訓項目

於本年度，本集團繼續舉行導師培訓項目，以培養培訓文化，並實現店內知識轉移及加強技能。

於本年度，本集團為指定職級之員工舉行了有關評估技巧的培訓，以提升人員管理。本集團還通過舉辦由行政總裁主持的經理級新員工工作坊加強本集團的培訓項目。此外，本集團推出了人才發展計劃以提高具高潛力員工的核心競爭力，從而培養一批管理人才。此計劃已擴展到高級銷售人員職級，為其提供領導技巧、關鍵績效指標和目標設定理念方面的培訓，並通過輔導提升下屬員工的工作表現。於每年年底，本集團均會為每位員工進行職效評估，讓主管與同事探討過去一年的工作表現及來年的工作計劃。

3. WORKPLACE QUALITY 工作場所質素

Anti-money laundering is one of the areas of high concern in the retail sector, hence Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong) is introduced to new staff during the orientation by the Human Resources Department, and subsequent trainings and updated information are provided to its staff regularly. Also, relevant information is shared through the e-learning platform and in stores. Sales staff are regularly assessed by the Group, to ensure they have sufficient understanding of anti-money laundering.

By investing in the continuous learning and development of its employees, the Group aims to enhance their capabilities and foster their professional growth. During the Year, the number of training hours of the staff of the Group is listed in the table below.

Item 項目	FY2022年度	FY2023年度
Total training hours 總培訓時數	12,523	16,681
Average training hours per employee 每名員工平均培訓時數	15	17

During the Year, the percentages of employees trained are listed in the tables below.

By Employee Category 按僱員類別	
Managerial grade or above 經理級別或以上	20%
General staff 一般員工	80%

反洗錢是零售業高度關注的範疇之一，因此在新員工入職培訓時，人力資源部會向他們介紹《打擊洗錢及恐怖分子資金籌集條例》(香港法例第615章)，並於隨後定期向員工提供培訓和最新資訊。同時，通過電子學習平台和於店內分享相關資訊。本集團定期對銷售人員進行審視，以確保他們對打擊洗錢有充分的了解。

透過投資員工的持續學習和發展，本集團旨在提高其能力並促進其專業發展。於本年度，本集團員工培訓時數已列載於下表。

於本年度，受訓僱員百分比已列載於下表。

By Gender 按性別	
Female 女性	67%
Male 男性	33%

3. WORKPLACE QUALITY 工作場所質素

3.6 Employee Activities 員工活動

The Group believes that maintaining work-life balance is essential for sustainability and a sound body and mind for every employee. To support employees in maintaining work-life balance and creating team spirit, the Group organised staff activities from time to time that helped strengthen relationships between employees, boosted their morale and promoted a harmonious working environment.

“Toys Exchange” Parent-child Activity April 2023

The Group is very supportive of its employees' efforts to maintain work-family balance, and has specially organised a “Toys Exchange” parent-child activity for employees and their families. Game tables were set up for children to play and exchange toys, so they could learn sharing and communication skills. All the adults and children spent a joyful afternoon together.

本集團相信，維持工作與生活的平衡對每位員工的可持續發展及身心健康至為重要。為支持員工維持工作與生活的平衡及培養團隊精神，本集團不時舉辦員工活動，這有助鞏固員工之間的關係、加強員工士氣，並締造和諧的工作環境。

「以蜜易物」親子活動 2023年4月

本集團十分支持其員工努力保持工作與家庭間的平衡，特意舉辦了「以蜜易物」親子活動，供員工及其家人參加。設有攤位遊戲，供小朋友們玩樂及交換玩具，讓他們從中學習分享和溝通技巧等。大人及小朋友一起渡過了一個歡樂的下午。



3. WORKPLACE QUALITY 工作場所質素

Mother's Day Special - DIY Flower Table Lamp Workshop May 2023

The Group organised a DIY flower table lamp workshop for Mother's Day, enabling colleagues to create unique flower table lamps for their mothers. Apart from sharing the fun of making handicrafts together, colleagues could also express their love and gratitude to their mothers.

母親節呈獻 - DIY保鮮花枱燈工作坊 2023年5月

本集團為母親節舉辦了DIY保鮮花枱燈工作坊，讓同事們製作獨一無二的保鮮花枱燈送給母親。同事們除了能一起分享製作手工藝品的樂趣，又可以表達他們對母親的關愛和感激之情。



Father's Day Special - Cake Baking Workshop June 2023

With Father's Day approaching, the Group organised a cake baking workshop for colleagues, so they could prepare cakes for their fathers and express their love through action.

父親節呈獻 - 蛋糕烘焙工作坊 2023年6月

臨近父親節，本集團為同事舉辦蛋糕烘焙工作坊，讓同事可以親手為爸爸們準備窩心蛋糕，以行動表達其愛意。



Kayaking Eco-Tour July 2023

The Group cooperated with Earth Gogo Go to organise a kayaking eco-tour. Two colleagues per kayak experienced kayaking in the vicinity of Wu Kai Sha campsite and nearby islands, while appreciating the surrounding natural environment. They communicated and cooperated with each other in a relaxed, enjoyable atmosphere, which enhanced the relationships and friendships between colleagues.

夏日嘩!嘩!划!獨木舟體驗生態 導賞遊 2023年7月

本集團與地球Gogo Go合作舉辦划獨木舟生態導賞遊。同事以二人一組形式，於烏溪沙營地及附近小島附近體驗划艇，同時欣賞附近的生態環境。他們在輕鬆愉快的氣氛中彼此溝通、合作，提升了同事之間的關係和友誼。



3. WORKPLACE QUALITY 工作場所質素

Diamond Exploration Workshop August 2023

The Group arranged its own experts to introduce the sources, origins, features, clarity grading, setting design and relevant knowledge of diamonds to other colleagues, leading them into the deep and wide world of diamonds, and exploring its secrets.

鑽石探索工作坊 2023年8月

本集團安排了集團旗下的專家為其他同事介紹鑽石來源、產地、特性、淨度評級、鑲嵌設計等相關知識，帶領同事走進鑽石既深且廣的世界，探索背後蘊藏的秘密。



Mid-Autumn DIY Moon Lantern Workshop September 2023

Mid-Autumn Festival is one of the key festivals in Chinese tradition. The Group organised a DIY moon lantern workshop for colleagues to utilise their creativity and make unique moon lanterns with simple materials to welcome the Mid-Autumn Festival, and share good times together.

中秋DIY月亮燈籠工作坊 2023年9月

中秋節是中國傳統其中一個重要的節日。本集團舉辦了DIY燈籠工作坊，讓同事發揮創意，用簡單的材料親手製作獨一無二的月亮燈籠，共同迎接中秋佳節，分享美好時光。



Mid-Autumn Festival Delicacies September 2023

As a token of appreciation and to celebrate the Mid-Autumn Festival, mooncakes provided by The Emperor Hotel were given to and shared among employees in Hong Kong Office.

佳餚美饌賀中秋 2023年9月

為表達本集團的心意及慶祝中秋節，香港辦公室的員工獲贈並一同分享由英皇駿景酒店所提供的月餅。



Dialogue in the Dark October 2023

The Group organised the "Dialogue in the Dark" experiential activity, in which colleagues used their hands, noses and mouths instead of their eyes to perceive their surroundings in total darkness. Through this innovative silent event in the dark, they were able to experience the daily life of the visually impaired; at the same time, they were able to experience the world from a different perspective and have a moment of self-reflection.

黑暗中對話 2023年10月

本集團舉辦「黑暗中對話」體驗活動，同事在全黑環境中以手、鼻、口等代替眼睛去感知身邊事物。透過黑暗及無聲的新穎體驗去感受視障人士的日常生活；同時讓他們換一個角度體驗世界，從中進行反思。



3. WORKPLACE QUALITY 工作場所質素

Yakult Factory Visit December 2023

The Group organised an activity – “Have you visited the Yakult factory today?”, enabling colleagues to experience the Yakult manufacturing process, while learning about the benefits of the active lactic acid bacteria, and gaining a deeper understanding of the story behind Yakult and the value of the product. After the visit, the participants went to Lung Wah Hotel – which is in Sha Tin, with an 80-year history for a lunch, and spent a relaxed, pleasant morning.

Christmas Barbecue Night December 2023

In this festive season, the Group organised the “Emperor Barbecue Night”, during which colleagues, friends and family members gathered together to enjoy a delicious meal and share their life moments and interesting stories from the past year. A lucky draw was also organised, and the night was filled with joy.

益力多廠參觀活動 2023年12月

本集團舉行了「益力多廠，你今日參觀左未？」活動，讓同事親身體驗益力多的製造過程，了解其中活性乳酸菌的益處，以及深入了解益力多背後的故事和產品的價值。參加者於參觀結束後一同前往屹立沙田八十載的龍華酒店享用午餐，在輕鬆愉快的氛圍下渡過了一個早上。



英皇串串貢燒烤夜 2023年12月

在這個普天同慶的節日裏，本集團舉辦了「英皇串串貢燒烤夜」，讓同事及親友聚首一堂，一同享用美食，並分享過去一年的生活點滴及趣事。活動更設有抽獎環節，現場洋溢著歡樂的氣氛。



4

OPERATING PRACTICE

經營常規

The Group places a strong emphasis on compliance and considers it a core value in all aspects of its operations. The Group is committed to upholding ethical business practices and complying with relevant laws, regulations, and industry standards. Compliance is not only a legal obligation to the Group, but a fundamental principle that guides its decision-making and ensures that the Group operates with integrity and transparency. The Group has implemented robust compliance frameworks and internal controls to mitigate risks and ensure that its actions align with the Group's values. By prioritising compliance, the Group aims to foster trust, maintain the confidence of its stakeholders, and contribute to a sustainable and responsible business environment.

4.1

Supply Chain Management 供應鏈管理

The Group acknowledges the substantial benefit of robust and transparent supply chain management for its business operations. The Group has therefore instituted a thorough and stringent supply chain management system, including clear oversight mechanisms to monitor the performance and compliance of its suppliers.

The Group has established solid relationships with numerous European leading watch brands. Backed by worldwide industry leading experts, all these brands are committed to quality and craftsmanship, and their watches are required to comply with stringent manufacturing standards and rigorous testing procedures.

本集團高度重視合規，並將其視為營運各方面的核心價值。本集團致力維護道德商業慣例，遵守相關法律、法規及行業標準。合規不僅為本集團的法律義務，亦為指導其決策、確保本集團誠信、透明經營的基本原則。本集團實施了穩健的合規框架及內部控制，以降低風險並確保其行動符合本集團的價值觀。透過優先考慮合規，本集團旨在培養信任，維持持份者信心，並為可持續及負責任的營商環境作出貢獻。

本集團認同穩健、透明的供應鏈管理對其業務營運有重大的好處。因此，本集團建立一套全面且嚴格的供應鏈管理體系，包括明確的監督機制，以監察供應商的表現及合規性。

本集團與眾多歐洲領先鐘錶品牌建立了穩固的合作關係。有賴全球領先的行業專家，所有該等品牌均注重品質及工藝，且其鐘錶須遵守嚴格的生產標準及精密的測試過程。

4. OPERATING PRACTICE

經營常規

For its in-house design jewellery products, the Group only engages reputable sub-contractors offering good craftsmanship and service standards. The Group maintains high requirements for selection of sub-contractors, and assessment criteria include quality, price and delivery timeliness of the goods and services, as well as capability and experience. Besides, the Group pays regular visit to the sub-contractors to monitor the working progress and ensure the quality of the finished products. The Group not only concerns the craftsmanship and quality of finished products, but also understands and assesses the ESG practices such as occupational health and safety, labour standards, etc, with preference given to potential suppliers that demonstrate their commitment to the environment. The Group's jewellery subcontractors in mainland China have been awarded relevant environmental approval and certification by regulatory body, an indication that they have addressed the measures of environmental protection ahead. The Group will also be alert as to whether there is unfavourable news regarding its engaged suppliers on the environmental aspect. In the event of such news, the Group will internally discuss the need to change the supplier.

在自家設計珠寶產品方面，本集團只會委託具信譽及擁有良好技藝和服務標準的外包商。本集團對外包商的甄選具嚴謹要求，評核準則包括產品及服務之質素、價格和送貨及時性，以及實力及經驗等。此外，本集團定期拜訪外包商，以監察工作進度及確保製成品質素。除了著重製成品之技藝及質素，本集團還會了解及評估環境、社會及管治的實踐如職業健康及安全、勞工標準等，潛在供應商若能履行環保者，會獲優先考慮。本集團在中國內地之珠寶外包商均已獲監管部門授予有關環保批覆及認證，足證其對環境保護措施早已作出關注。本集團亦會留意其使用的供應商在環境保護方面有否出現不利新聞。如有發現，本集團會進行內部討論，以決定是否需要更換供應商。

4. OPERATING PRACTICE 經營常規

To ensure the suppliers are responsible companies, the Group visits their workplaces from time to time, to promote proper labour standards. The Group will terminate contracts with suppliers who use child or forced labour, and report to relevant departments in case if any cases found.

During the Year, the Group engaged a total of 177 suppliers in its supply chain for its Hong Kong and Macau markets.

為確保供應商為負責任的公司，本集團不時拜訪其供應商的工作場所，以促進適當的勞動標準。如發現任何個案，本集團會終止使用童工或強迫勞動的供應商的合同，並向相關部門舉報。

於本年度，本集團在其香港及澳門市場的供應鏈共使用177個供應商。

4.2 Product Responsibility and Customer Services 產品責任及客戶服務

"*Emperor Jewellery*" is crafted using quality diamonds, gemstones and precious metals. The raw materials used in the jewellery items are procured from reliable and certified vendors. The Group sources polished diamonds that have been certified by independent and accredited diamond laboratories with guaranteed grading, clarity and colours. Jadeite and gemstones are certified by reputed gem testing institutions. The trademark is permanently engraved on every jewellery item designed by the Group. To ensure the delivery of high quality jewellery items, the finished products are examined and tested according to a list of well-defined parameters including stone setting, scratch resistance and finishing touch before being dispatched to the retail outlets.

「**英皇珠寶**」之產品採用優質鑽石、寶石及貴金屬製作。珠寶貨品選用之原料乃從可靠及經認證的賣方採購。本集團所採購之經打磨鑽石獲獨立認可鑽石化驗所認證，具備等級、淨度及色澤保證。翡翠及寶石則由著名寶石鑑定機構認證。本集團設計之珠寶貨品上均刻有商標。為確保珠寶貨品均為優質，在交付至零售門市前，本集團會根據一系列定義明確的指標對製成品進行檢查及測試，包括寶石鑲嵌、防刮度及最後點綴。

4. OPERATING PRACTICE

經營常規

The frontline team comprises experienced and well-trained sales executives including Gemological Institute of America qualified gemmologists, who can provide invaluable advice to customers. To gather valuable customer feedback, the Group collects customer satisfaction questionnaires in its retail outlets from time to time.

A comprehensive operation manual was developed to provide clear guidelines with regard to in-store activities covering customer service standards, sales accountability, cash handling, store security, product display and inventory control, etc. The daily tasks to be performed are clearly defined to ensure all process and procedures are communicated to all relevant employees. Staff are required to consistently incorporate these procedures into their day-to-day operational routines, resulting in standardisation of job requirements and better operating efficiency.

The Group has earned trusted relationships with its broad customer base through providing dedicated customer services. During the Year, the Group received 1 (2022: 2) customer complaint lodged with the Consumer Council which was diligently assessed and addressed in a timely manner. Besides, none of the sold or shipped products was recalled for safety and health reasons.

前線的工作團隊擁有經驗豐富及訓練有素之銷售人員，當中包括美國寶石研究院認可的寶石鑑定師，能向客戶提供獨到的意見。為收集客戶之寶貴意見，本集團不時於其零售門市收集客戶滿意度調查問卷。

本集團制訂全面的營運手冊，以就店舖內工作提供明確指引，包括客戶服務標準、銷售員權責制度、現金處理、店舖保安、產品陳列及存貨控制等。營運手冊清晰列明日常處理的工作，以確保所有流程及程序能傳達至所有相關員工。員工須貫徹地將該等程序納入日常營運流程中，務求令工作要求標準化及達致更佳營運效率。

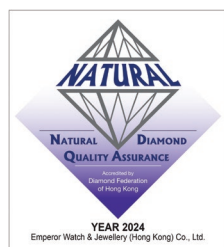
本集團透過提供貼身的客戶服務獲得廣大客戶群之信任。於本年度，本集團收到1(2022年：2)宗由客戶向消費者委員會作出之投訴，並已仔細評估及即時處理有關投訴。此外，並沒有已售或已運送之產品因安全與健康理由而須回收。

4. OPERATING PRACTICE 經營常規

In order to provide high quality products and services, and to enhance the protection of its customers' rights, the Company has joined the following associations and schemes:

為提供優質之產品及服務，以及加強保障客戶之權利，本公司已參與下列組織及計劃：

- Quality Tourism Services Association
- The Diamond Federation of Hong Kong, China
- The Hong Kong Jewellers' & Goldsmiths' Association
- The Quality Gold Mark Scheme
- The Natural Fei Cui Quality Mark Scheme
- The Natural Diamond Quality Assurance Mark Scheme
- Reputation Shop Mark Scheme
- No Fake Pledge Scheme
- Phonographic Performance (South East Asia) Ltd
- Composers and Authors Society of Hong Kong Ltd
- Hong Kong Recording Industry Alliance Ltd
- 優質旅遊服務協會
- 香港鑽石總會
- 香港珠石玉器金銀首飾業商會
- 優質足金標誌計劃
- 天然翡翠標誌計劃
- 天然鑽石品質保證標誌計劃
- 珠寶信譽店標籤計劃
- 正版正貨承諾計劃
- 香港音像版權有限公司
- 香港作曲家及作詞家協會有限公司
- 香港音像聯盟有限公司



香港作曲家及
作詞家協會
Composers and Authors
Society of Hong Kong Ltd



4. OPERATING PRACTICE 經營常規

During the Year, the Group received the following awards for its dedicated services and brand recognition:

- Elite Enterprise Award 2023, Oriental Daily News
- Hong Kong Services Awards 2023, East Week
- Quality Service Retailer of the Year of Chain Stores 2023 Silver Award, Hong Kong Retail Management Association
- Sing Tao Service Awards 2023 – Watch & Jewellery Category, Sing Tao Daily
- The Edigest Brand Award 2023 – Best Luxury Watch Retailer & Extraordinary Brand Award, Economic Digest
- 2023 Outstanding Business Partner, Shanghai Branch, China Construction Bank
- 2023超卓市場營銷企業大獎，東方日報
- 2023香港服務大獎，東週刊
- 2023最佳優質服務零售商連鎖店銀獎，香港零售管理協會
- 2023星鑽零售服務—鐘錶珠寶組別大獎，星島日報
- 2023經一品牌大獎—最佳名貴鐘錶行及非凡品牌大獎，經濟一週
- 2023年優質合作商家，中國建設銀行上海市分行



4.3 Data Protection 資料保護



The Group places the utmost importance on protecting the privacy of its customers, partners and staff in the collection, handling, safekeeping, use and retention of their personal data. The Group adheres to the applicable data protection regulations and ensures appropriate technical measures are in place to protect personal data against unauthorised disclosure, use or access. The Group also ensures that customers' personal data is securely stored, and used only for the purpose for which it has been collected and such other purposes as expressly consented by customers. Currently, the privacy policy is displayed in the Group's website for customers' reading at any time.


In addition, relevant staff are provided with adequate training in compliance with applicable laws on data privacy protection, to strengthen their awareness and to protect personal data against loss, unauthorised access, use, modification or disclosure. In this regard, the Group arranges regular cybersecurity awareness training sessions for its staff, covering topics such as up-to-date internet safety and phishing awareness, as well as providing corporate guidance on safe remote working practices. Besides, access to the customer database is limited to authorised staff, whilst authentication is required before accessing the data. The Group does not share any personal data with third parties unless required by law. To reduce the risk of identity theft, the Group takes appropriate measures to dispose of documents that contain customer information.

本集團在收集、處理、保管、使用及保存客戶、合作夥伴及員工的個人資料過程中，對保障彼等的私隱給予最高度的重視。本集團嚴格依循適用的資料保護法例並確保設立適當之技術措施，保障個人資料免被未經授權披露、挪用或存取。本集團亦確保客戶個人資料獲安全妥善地儲存，並只會按收集時指定的用途及經客戶明確同意的其他用途使用。目前，隱私政策已於本集團網站展示，供顧客隨時閱讀。

此外，本集團根據資料私隱保護適用法律向相關員工提供充足培訓，以加強彼等的意識及保障個人資料，防止遺失、未經授權獲取、使用、修改或披露。在這方面，本集團定期為其員工安排網絡安全意識培訓課程，內容包括最新的互聯網安全和網絡釣魚意識，並提供有關安全遠端工作實踐的企業指引。另外，客戶資料庫只容許經授權員工存取，在存取資料前亦須進行驗證。除非法律要求，否則本集團不會與第三方分享任何個人資料。為減低身份盜竊的風險，本集團於處置含有客戶資料的文件方面採取適當措施。




4.4 Protection of Intellectual Property 保護知識產權


The Group attaches great importance to the protection of intellectual property and is committed to complying with relevant laws, regulations and international standards. The Group protects its intellectual property rights by prolonged use and registration of domain names and various trademarks including without limitation to 英皇, , 英皇鐘錶珠寶 and . The Group's trademarks and domain names are constantly monitored and renewed prior to their expiration.

In particular, the trademarks 英皇 and  英皇鐘錶珠寶 have been recognised as well-known to the relevant public in mainland China and have obtained cross-class protection from the National Intellectual Property Administration, affirming the Group's wide acknowledgement and its brand value in China.

The Group signs contracts with suppliers and partners that clearly define the ownership and usage rights of intellectual property to ensure the legal use of others' intellectual property. Besides, the Group immediately takes action against any infringement of the Group's intellectual property rights.

The Group will continue improving and updating its intellectual property protection policies and measures to ensure that its business operations comply with the latest legal and regulatory requirements and protect the legitimate rights and interests of intellectual property. During the Year, the Group has not been involved in any legal disputes or significant claims related to the intellectual property.

本集團高度重視知識產權保護，並致力遵守相關法律、法規及國際標準。本集團透過持續使用及註冊域名與各類商標(包括但不限於英皇、、 英皇鐘錶珠寶及 ) 保障其知識產權。本集團商標及域名會獲持續監控及於屆滿前續期。

其中，國家知識產權局正式認定英皇和  英皇鐘錶珠寶在中國內地已為相關公眾所熟知，並獲得馳名商標的保護，印證本集團於中國廣泛的認受性和品牌價值。

本集團與供應商及合作夥伴簽訂合約，明確列明知識產權的所有權及使用權，確保合法使用他人之知識產權。此外，本集團會針對任何對本集團之知識產權作出的侵犯採取即時行動。

本集團將持續改善並更新知識產權保護政策和措施，以確保其業務營運符合最新法律法規要求，並保護知識產權的合法權益。於本年度，本集團並無涉及任何與知識產權相關的法律糾紛或重大索償。

4.5

Anti-corruption/Anti-money Laundering 反貪污／反洗錢

The Group believes that fair, transparent, and ethical business practices are key to corporate success and sustainable development. In order to enhance ethical corporate culture and practices, the Group has established policies and procedures for anti-corruption, anti-money laundering and counter-terrorist financing. For high value transactions conducted in cash, cheques and bank transfers but not using credit or debit cards, shop managers need to go through an evaluation checklist and request customers' information to verify their identities. Such records are required to be kept properly in strict confidentiality.

The Group adopts a zero-tolerance approach to all forms of corruption and bribery. It is essential for the Group's employees to have a deep understanding of bribery, extortion, corruption and related acts, in order to maintain compliance and integrity in business operations. Strictly adhering to the Prevention of Bribery Ordinance (Cap. 201, Laws of Hong Kong), an Anti-Corruption Policy and Procedures has been established, in which a set of guidelines in giving and receiving gifts, or offer in the form of meals, accommodation and entertainment, as well as interacting with business partners and government officials, was established to outline acceptable and unacceptable conduct in employees' daily business activities. This is also clearly stipulated in all employees' contracts. These policies are explained during induction training, and are freely accessible on the Group's intranet. The Group aims to ensure every employee adheres to applicable legal requirements and makes ethical business decisions. Besides, special care must additionally be taken to ensure that all business dealings with business partners and government officials are conducted in a context that is free from any form of corrupt practices.

本集團堅信公平、透明和道德的商業行為是企業成功及可持續發展的關鍵。為提升企業道德文化及常規，本集團已建立反貪污、打擊洗錢及恐怖分子資金籌集之政策及程序。若大額交易以現金、支票及銀行轉帳形式支付，而非使用信用卡或扣賬卡，店舖經理需完成評估清單及要求客戶資料以核實彼等之身份。有關記錄須高度保密地妥善保存。

本集團對一切形式的貪污和賄賂採取零容忍的態度。本集團之員工必須對賄賂、勒索、貪污及相關行為有深入的了解，以維持業務營運合規及誠信。本集團已就贈送及收受禮物、提供用餐、住宿及娛樂，以及與商業夥伴和政府官員交往制訂一套指引，列明員工日常業務活動中可接受及不可接受的行為。上述指引均已在所有僱傭合同中清晰訂明。這些政策已在入職培訓時作出解釋，並可在本集團內聯網上自由查閱。本集團旨在確保每位員工遵從適用的法律規定及作出合乎道德之商業決定。此外，還必須特別注意確保所有與商業夥伴和政府官員進行的所有業務往來在不涉及任何形式的舞弊行為的情況下進行。

4. OPERATING PRACTICE 經營常規

The Group has long adopted an Anti-Money Laundering and Counter-Terrorist Financing Policy and Procedure (“AML Policy”). The AML Policy establishes the general framework for combating potential money laundering and financing of terrorism, and provides guidelines for preventing the Group’s employees from being misused for money laundering, terrorist financing or other financial crimes. The AML Policy indicates part of potentially suspicious transactions or activities that employees should look out for.

The Group has also adopted a whistle-blowing policy and procedures for all levels and operations under the Group, so staff can raise concerns, in confidence, about possible improprieties (such as misconduct and malpractice) in any matter related to the Group. The Group’s whistle-blowing policy encourages all staff to report any actual or suspected improper conduct, in confidence, to their immediate supervisor or department head. The Group guarantees confidentiality of the whistle-blowers’ identities and protection from harassment, even if disclosure is required for legal proceedings. Moreover, the Group regularly assigns employees to review their department’s compliance performance, formulate measures to address potential or existing issues, and identify and manage potential compliance risks in advance. This ensures that compliance standards are continually strengthened and improved. These policies and procedures together with the code of conduct can be found in the employee handbook.

In addition to these measures, the Group puts a strong emphasis on training and education. Employees are provided with regular training on anti-corruption practices, such as talks or seminars on business ethics, delivered by the Independent Commission Against Corruption of Hong Kong from time to time. During the Year, an anti-corruption e-learning course with video and self-assessment quiz was provided in the Company’s intranet to refresh their relevant knowledge.

During the Year, no legal case regarding corrupt practices was brought against the Group or its employees. Also, no whistleblowing concerning a criminal offence or misconduct was reported.

本集團多年來一直採納打擊洗錢及恐怖分子資金籌集政策及程序(「打擊洗錢政策」)。打擊洗錢政策確立了打擊潛在洗錢及恐怖主義資金籌集罪行的一般框架，並提供指引防止本集團的員工被濫用於洗錢、資助恐怖主義或其他金融罪行。打擊洗錢政策已列出部分潛在可疑交易或活動的指標，供員工參考。

本集團亦採納一套舉報政策及程序，讓本集團各層面及業務之員工可在保密的情況下就任何可能影響本集團之不當事宜(如不當及不法行為)進行舉報。本集團的檢舉政策鼓勵所有員工在保密的情況下向其直屬上司或部門主管舉報任何實際或疑似的不當行為。即使法律程序要求披露，本集團亦保證舉報人身份的保密性並防止騷擾。此外，本集團定期委派員工審查其部門的合規表現，制定解決潛在或現有問題的措施，及提前識別及管理潛在合規風險。這確保不斷加強及完善合規標準。該等政策及程序連同行為守則可於員工手冊內查閱。

除該等措施外，本集團亦非常重視培訓及教育。員工獲定期提供有關反貪污守則的培訓，如由香港廉政公署不時舉辦的商業道德講座或研討會。於本年度，本公司內聯網上提供了反貪污電子學習課程，包括視頻和自我評估測驗，以更新他們的相關知識。

於本年度，本集團或其員工並無面對任何有關貪污行為之法律起訴案件。同時，亦無涉及刑事罪行或不當行為之個案被舉報。

4.6 Compliance with Relevant Laws and Regulations 遵守相關法律及法規

The Corporate Governance Committee is delegated by the Board to review and monitor the policies and practices on compliance with relevant legal and regulatory requirements, including but not limited to the following ordinances which have significant impact on the Group:

- Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong)
- Companies Ordinance (Cap. 622, Laws of Hong Kong)
- Competition Ordinance (Cap. 619, Laws of Hong Kong)
- Employment Ordinance (Cap. 57, Laws of Hong Kong)
- Personal Data (Privacy) Ordinance (Cap. 486, Laws of Hong Kong)
- Prevention of Bribery Ordinance (Cap. 201, Laws of Hong Kong)
- Trade Descriptions Ordinance (Cap. 362, Laws of Hong Kong)
- Trade Marks Ordinance (Cap. 559, Laws of Hong Kong)
- 《打擊洗錢及恐怖分子資金籌集條例》(香港法例第615章)
- 《公司條例》(香港法例第622章)
- 《競爭條例》(香港法例第619章)
- 《僱傭條例》(香港法例第57章)
- 《個人資料(私隱)條例》(香港法例第486章)
- 《防止賄賂條例》(香港法例第201章)
- 《商品說明條例》(香港法例第362章)
- 《商標條例》(香港法律第559章)

Details on the work of the Corporate Governance Committee are shown in the Corporate Governance Report, which can be found on pages 40 to 41 of the Company's 2023 Annual Report.

The Legal Department works to provide an in-house legal and compliance service that effectively supports various operation units in their duties and day-to-day operation to comply with all applicable laws, rules and regulations.

Updates to the relevant applicable laws, rules and regulations are brought to the attention of relevant employees and relevant operation units from time to time. The management must ensure that business is conducted in accordance with the relevant applicable laws and regulations.

The Board is not aware of any issues within the Group during the Year that are in violation of any laws and regulations.

董事會委派企業管治委員會檢視及監察有關法例及法規要求之政策及慣例，包括但不限於以下對本集團有重大影響的法例：

企業管治委員會之工作詳情載於本公司2023年度報告第40至41頁中之企業管治報告內。

本集團法律部旨在提供內部法務及合規服務，有效支援多個營運單位於其職責及日常營運方面遵守所有適用法律、規則及法規。

相關員工及相關經營單位不時獲悉之相關適用法律、規則及法規之更新資訊。管理層須確保所從事業務乃符合適用之法律及法規。

於本年度，董事會並不知悉本集團有違反法律及法規的情況。

5

COMMUNITY INVOLVEMENT

參與社區活動



The Group highly recognises its role in social responsibility, and is committed to giving back to the communities. Embracing the mission “From the Community, To the Community”, the Group actively promotes diverse community campaigns spanning elderly welfare, underprivileged communities and environmental conservation initiatives. The Group’s management team also plays an important role in mobilising staff to join all these activities, which are held in tandem with its commitment to sustainable development. The Group is dedicated to making a positive impact on society through community investment and engagement initiatives.

During the Year, the Group has placed surplus fund through a green deposit programme offered by bank, to support environmentally beneficial projects and businesses that promote the transition to a low-carbon, climate-resilient and sustainable economy.

The Group has been awarded the 15 Years Plus Caring Company Logo by the Hong Kong Council of Social Service, recognising its ongoing commitment to fulfilling its corporate social responsibilities.

本集團高度重視其社會責任，致力回饋社群。以「取諸社會，用諸社會」為使命，本集團積極推廣多種社區活動，涵蓋長者福利、弱勢社群及環保行動。該等活動與本集團可持續發展之承諾相輔相承，而本集團管理層團隊在動員參與該等活動方面亦擔任重要角色。本集團致力透過社區投資及參與，對社會作出正面影響。

於本年度，本集團將盈餘資金透過綠色存款計劃存放於銀行，以支持有利於環境的項目和業務，促進低碳、能適應氣候和可持續經濟的轉型。

本集團獲香港社會服務聯會頒發15年或以上「商界展關懷」標誌殊榮，表揚其履行企業社會責任的持久承諾。



5. COMMUNITY INVOLVEMENT 參與社區活動

5.1 Voluntary Services 義工服務

The Group continues its partnerships with non-governmental organisations and charitable organisations, to reach and support needy communities.

Visit to the Elderly March 2023

The Group joined hands with Bliss District Elderly Community Centre of Hong Kong Christian Service to organise visits to the elderly. The volunteers of the Group and the centre visited elderly singletons and couples living in the district, to understand the lives and challenges of the elderly through interacting with them and listening to their stories, and to send blessings to them.

長者探訪 2023年3月

本集團與香港基督教服務處樂暉長者地區中心攜手合辦長者探訪活動。本集團與該中心的義工一起探訪區內獨居和雙老長者，透過與他們的互動及聆聽他們的故事，了解長者的生活和挑戰，並藉此向他們送上祝福。

本集團持續與非政府組織和慈善組織保持夥伴關係，以伸出援手支持有需要幫助的社群。



5. COMMUNITY INVOLVEMENT 參與社區活動

Pickleball Sports Day June 2023

The Group's volunteers, together with various business units and artists of Emperor Group, formed a volunteer team to participate in a training course on the emerging sport, Pickleball, jointly organised by the NAAC and BestKall Pickleball Association, to promote integration between senior citizens and young people, and ensure the senior citizens to keep abreast of market trends and realise self-worth. The Group's volunteers played a friendly match with senior citizens from the Sham Shui Po District Elderly Community Centre and Lei Tung Neighbourhood Elderly Centre in Ap Lei Chau under NAAC, who enjoyed learning a new sport.

Joyful Winter Community Discovery Tour with Senior Citizens December 2023

Emperor Foundation and Hong Kong Lutheran Social Service jointly organised this event ahead of the Winter Solstice, to celebrate with senior citizens in advance. The Group's volunteers joined forces with 15 senior citizens, some of whom have mild cognitive impairment, together with their families, to explore the community and undertake simple tasks such as posting Christmas cards. Through these interactions, the senior citizens felt the love and care from society; and the volunteers could learn more about dementia, demonstrating the Group's commitment to social responsibility.

匹克球同樂 2023年6月

本集團的義工聯同英皇集團旗下不同業務單位及藝人組成義工隊，參與鄰舍輔導會及柏斯高匹克球協會一同籌辦的新興運動「匹克球」訓練班，推動長青共融，讓銀髮一族緊貼潮流，實現自我價值。本集團義工與來自鄰舍輔導會轄下深水埗康齡社區服務中心及鴨脷洲利東鄰里康齡中心的長者們進行友誼賽，讓他們享受學習新的運動。



冬日樂耆探索遊 2023年12月

英皇慈善基金與香港路德會社會服務處在冬至到來之前合辦「冬日樂耆探索遊」活動，與長者們提早慶祝。本集團的義工與15位長者(部分患有初級認知障礙症)及其家屬探索社區及執行簡單任務如郵寄聖誕卡。通過互動，長者感受社會對他們的愛及關懷，同時讓義工們加深認識認知障礙症，體現本集團對社會責任的承諾。



5. COMMUNITY INVOLVEMENT 參與社區活動

5.2 Charitable Sponsorship and Donations 慈善贊助及捐贈

The Group mobilises its staff to participate in fundraising campaigns to help underprivileged people in the community. Major charity donation and fundraising campaigns during the Year include:

本集團推動員工參與籌款活動，幫助社區弱勢群體。於本年度，主要慈善捐贈及籌款活動包括：

Skip Lunch Day March 2023

By making a donation of HK\$35 or more, each donor would receive a Skip Lunch Day coupon as a token of appreciation. Coupon holder could redeem designated items at any Hung Fook Tong outlets in Hong Kong in a specified period. The donations were used to support The Community Chest and its member agencies, to improve the lives of street sleepers, and people living in cage homes and cubicles.

公益行善折食日 2023年3月

凡捐款港幣35元或以上，每位捐款者即可獲得「折」食愛心券一張。持券者可於指定期間於全港鴻福堂門市換領指定產品。捐款用以支持公益金及其轄下會員機構，幫助露宿者、籠屋及板間房居民改善生活。



Annual Gala Dinner of the Hong Kong Cancer Fund May 2023

The Group is honoured to sponsor Hong Kong Cancer Fund's annual gala dinner themed "Rock Baroque", the fund's major annual fundraising event which helps raises millions of dollars every year supporting their free services provided to cancer patients. During the event, the Group's Chairperson, Miss Cindy Yeung, and professional models showcased the masterpieces from the ATELIER BY CINDY YEUNG collection.

香港癌症基金會周年慈善餐舞會 2023年5月

本集團榮幸贊助香港癌症基金會主題為Rock Baroque之周年慈善餐舞會，其為該基金會一年一度的重頭籌款活動，每年籌得數百萬港元善款以支持癌症病人之免費服務。本集團主席楊諾思小姐於該活動中率領一眾模特兒展示ATELIER BY CINDY YEUNG系列。



5. COMMUNITY INVOLVEMENT 參與社區活動

Hike for Hospice 2023 May 2023

The annual fundraising event "Hike for Hospice 2023", organised by The Society for the Promotion of Hospice Care was held in Tai Lam Country Park, Yuen Long, with Emperor Foundation continuing to be the Platinum sponsor of the event during the Year. The Group's staff participated in the hike, in support of the event.

Mooncake Donation Campaign September 2023

During the Mid-Autumn Festival, excess mooncakes were collected by the Group from staff and donated to a subsidiary of Pok Oi Hospital. The mooncakes were then given to people from ethnic minorities at Tin Shui Wai, to share the joy and celebrate the Mid-Autumn Festival with them.

登山善行2023 2023年5月

由善寧會舉辦的一年一度籌款盛事「登山善行2023」於元朗大欖郊野公園舉行，英皇慈善基金於本年度繼續成為是次活動的白金贊助。本集團員工參與登山，以行動支持活動。

愛心月餅募捐大行動 2023年9月

於中秋節期間，本集團向同事們收集過剩月餅，捐贈至博愛醫院屬下機構，然後轉贈天水圍的弱勢社群，與他們分享喜悅，共度中秋佳節。



5. COMMUNITY INVOLVEMENT 參與社區活動

Dress Casual Day October 2023

This year's theme was "Wear Your Moment". Participating staff members each donated HK\$70 or more to The Community Chest of Hong Kong, and put on casual wear for Dress Casual Day. Employees joined the campaign and showed their support.

公益金便服日 2023年10月

本年主題為「Wear Your Moment」，每位參與同事均捐出70港元或以上予香港公益金，便可於便服日穿上便服。員工一同參與活動以示支持。



Charity Sale of Red Packets November 2023

Emperor Group organised its first-ever charity sale of red packets, and some colleagues from the Group participated in this meaningful event. The funds raised in the charity sale were all donated to Jockey Club Upcycling Centre under St. James' Settlement, through Emperor Group Foundation, in order to support the centre in providing a diverse range of job opportunities and experiences for rehabilitation individuals, fostering employment for the underprivileged communities and promoting social inclusion.

利是封慈善義賣 2023年11月

英皇集團首次舉辦利是封慈善義賣活動，本集團的同事也有參與是次具意義的活動。慈善義賣所籌得款項由英皇慈善基金全數捐予聖雅各福群會旗下的賽馬會升級再造中心，以支持該中心為復康人士提供多元化的工作機會和體驗，造就弱勢社群就業，促進社會共融。



Love Teeth Day December 2023

The Group encouraged colleagues to participate in the "Love Teeth Day", reminding them to take care of their own teeth as well as showing their care to beneficiaries at the same time. Participating staff members who each donated HK\$35 or more to The Community Chest of Hong Kong received a "Love Teeth Day Pack" which included a variety of oral care products.

公益愛牙日 2023年12月

本集團鼓勵同事參加「公益愛牙日」，藉由活動提醒同事愛護自己牙齒的同時，亦向受助者送上關懷。每位參與同事凡捐款港幣35元或以上予香港公益金，便可獲得包括有多種口腔護理用品之「愛牙日禮包」一份。



5. COMMUNITY INVOLVEMENT 參與社區活動

5.3 Environmental Conservation 環境保護

The Group is dedicated to promoting environmental awareness through green education.

Lai See Reuse and Recycle Program February 2023

The Group participated in the “Lai See Reuse and Recycling Program” launched by Greeners Action. Multiple collection points were set up in a number of properties under Emperor Group. The collected lai see packets were processed and sorted by a sheltered workshop, and turned into new lai see packets that will be distributed to the public in the following year, extending the value of paper. Through this program, the Group hopes to encourage its colleagues to put “go green” concepts into practice.

本集團致力通過綠色教育宣揚環保意識。

利是封回收重用大行動 2023年2月

本集團參與了由綠領行動舉辦之「利是封回收重用大行動」。多個收集箱設置於英皇集團旗下多個物業。收集後的利是封交由庇護工場處理及分類，製作成新生利是封以於翌年派發予公眾，以延續紙張的價值。通過此行動，本集團希望能鼓勵其員工將綠色環保理念付諸實踐。



Besides, Emperor Group has signed the Greeners Action Charter on “Eco-Friendly Red Packets” this year, with the aim of reducing waste at source by printing and distributing fewer lai see packets.

此外，英皇集團簽署了由綠領行動舉辦的「環保利是封約章」，期望通過減少印製及派發利是封，旨於從源頭推動減少廢物。

5. COMMUNITY INVOLVEMENT 參與社區活動

Earth Hour March 2023

The Group's Hong Kong Office joined the millions of people around the globe and turned off its office lights in support of WWF's Earth Hour, an annual event to raise awareness of climate change.

地球一小時 2023年3月

為響應世界自然基金會一年一度的「地球一小時」活動，本集團香港辦公室與全球數百萬人一同參與關閉辦公室照明燈。活動旨在提高人們對氣候變化的意識。



6

APPENDIX: HKEX ESG REPORTING GUIDE CONTENT INDEX

附錄：港交所環境、社會及管治報告指引內容索引

Subject areas 主要範疇	Description 描述	Section 章節
A. Environmental A. 環境		
Aspect A1: Emissions 層面A1: 排放物		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	2.1
KPI A1.1 指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	2.4
KPI A1.2 指標A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接(範圍1)及能源間接(範圍2)溫室氣體排放量及(如適用)密度(如以每產量單位、每項設施計算)。	2.4
KPI A1.3 指標A1.3	Total hazardous waste produced and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量及(如適用)密度(如以每產量單位、每項設施計算)。	Not applicable <i>In view of its business nature, the Group does not directly generate any hazardous waste.</i> 不適用 基於其業務性質，本集團不會直接產生大量有害廢棄物。
KPI A1.4 指標A1.4	Total non-hazardous waste produced and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量及(如適用)密度(如以每產量單位、每項設施計算)。	2.4
KPI A1.5 指標A1.5	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	2.2, 2.4

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Subject areas 主要範疇	Description 描述	Section 章節
KPI A1.6 指標A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	2.4
Aspect A2: Use of Resources 層面A2: 資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	2.2
KPI A2.1 指標A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及／或間接能源(如電、氣或油)總耗量及密度(如以每產量單位、每項設施計算)。	2.4
KPI A2.2 指標A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)。	2.4
KPI A2.3 指標A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	2.2, 2.4
KPI A2.4 指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	Not applicable <i>The Group did not encounter any problems in sourcing water for its daily operations.</i> 不適用 本集團在日常營運中，在覓水源方面並無遇到任何問題。
KPI A2.5 指標A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及(如適用)每生產單位佔量。	2.2, 2.4

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Subject areas 主要範疇	Description 描述	Section 章節
Aspect A3: The Environment and Natural Resources 層面A3: 環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	2.1, 2.2
KPI A3.1 指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	2.2
Aspect A4: Climate Change 層面A4: 氣候變化		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	2.3
KPI A4.1 指標A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	2.3
B. Social B. 社會		
Employment and Labour Practices 僱傭及勞工常規		
Aspect B1: Employment 層面B1: 僱傭		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2, 3.3

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Subject areas 主要範疇	Description 描述	Section 章節
KPI B1.1 指標B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	3.1
KPI B1.2 指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	3.1
Aspect B2: Health and Safety 層面B2: 健康與安全		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.4
KPI B2.1 指標B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年（包括匯報年度）每年因工亡故的人數及比率。	3.4
KPI B2.2 指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	3.4
KPI B2.3 指標B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	3.4
Aspect B3: Development and Training 層面B3: 發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	3.5
KPI B3.1 指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。	3.5
KPI B3.2 指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	3.5

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Subject areas 主要範疇	Description 描述	Section 章節
Aspect B4: Labour Standards 層面B4: 勞工準則		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2
KPI B4.1 指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	3.2
KPI B4.2 指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	3.2
Operating Practices 營運慣例		
Aspect B5: Supply Chain Management 層面B5: 供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	4.1
KPI B5.1 指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	4.1 <i>Briefly discussed</i> <i>已概括說明</i>
KPI B5.2 指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	4.1
KPI B5.3 指標B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	4.1

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KPI B5.4 指標B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	4.1
Aspect B6: Product Responsibility 層面B6: 產品責任		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.2, 4.3
KPI B6.1 指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	4.2
KPI B6.2 指標B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	4.2
KPI B6.3 指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	4.4
KPI B6.4 指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	4.2
KPI B6.5 指標B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	4.3

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Subject areas 主要範疇	Description 描述	Section 章節
Aspect B7: Anti-Corruption 層面B7: 反貪污		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.5
KPI B7.1 指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	4.5
KPI B7.2 指標B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	4.5
KPI B7.3 指標B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	4.5
Community 社區		
Aspect B8: Community Investment 層面B8: 社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解發行人營運所在社區需要和確保其業務活動會考慮社區利益的政策。	5
KPI B8.1 指標B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	5
KPI B8.2 指標B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	5