CENTURY PLAZA
新都酒店



CENTURY PLAZA HOTEL GROUP
新 都 酒 店 集 團

(Formerly known as Greatwalle Inc.)
(Incorporated in the Cayman Islands with limited liability)
Stock Code: 8315

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT
2024/25

ABOUT THIS REPORT

Century Plaza Hotel Group and its subsidiaries (collectively referred to as the "**Group**" or "**we**") have prepared this Environmental, Social, and Governance ("**ESG**") report to present their performance for the fiscal year ending on 31 March 2025 (the "**Reporting Year**" or "**2024/25**"). The report adheres to the "Comply or Explain" provisions outlined in the "Environmental, Social and Governance Reporting Guide" (the "**ESG Reporting Guide**") as set out in Appendix C2 to the Rules Governing the Listing of Securities on GEM of the Stock Exchange ("**GEM Listing Rules**"). The ESG report aligns with the same timeframe as the financial report and covers the Group's ESG-related risks, opportunities, policies, measures, management involvement in ESG- related matters, and ESG-related strategies and targets.

REPORTING BOUNDARIES

In addition to expanding the Group's business scope to create value and enhance shareholder returns, the Company also operates in hospitality catering and beverage services during the Reporting Year. The report primarily highlights one subsidiary involved in security guarding, property management services and human resources, one subsidiary involved in asset management along with one subsidiary focused on asset management and another engaged in hospitality catering and beverage services in the People's Republic of China ("**PRC**" or "**Mainland China**"). Any changes in the scope and boundaries of specific content are documented in the relevant section of this ESG report.

THE ESG GOVERNANCE STRUCTURE

Board's oversight of ESG issues

The Board is committed to the long-term sustainability of the environment and the communities where the Group operates. It enhances investment value for stakeholders through effective internal controls and ESG risk management. The Board considers ESG risks and opportunities in its overall strategy, recognizing their impact on daily operations. This ESG report addresses material topics related to the Group's operations and presents its ESG performance.

Board's ESG management approach and strategy for material ESG-related issues

The ESG Working Team, which has been delegated by the Board, comprises members from the Board of Directors, senior management, and designated personnel across various departments. The Board's responsibilities include overseeing ESG-related risks and opportunities, formulating ESG strategies and targets, evaluating the Group's ESG performance against these objectives, and adjusting strategies as needed. Simultaneously, senior management and designated personnel actively support the Board in implementing and monitoring ESG-related initiatives. They assess the significance of ESG issues for both internal and external stakeholders, prioritize them, and drive the adoption of relevant measures. Additionally, they collaborate closely with functional departments to collect ESG data.

Board reviews progress made against ESG-related goals and targets

The ESG Working Team periodically reviews the performance and progress of its goals and targets. If progress falls short of expectations or if there are changes in business operations, adjustments may be necessary. Communication about these goals and targets occurs with key stakeholders, including employees, customers, and suppliers. The Group has established strategic goals to guide its development, focusing on a realistic path aligned with its vision. The Board carefully assesses the feasibility of these targets, considering the Group's philosophy and overall goals.



REPORTING PRINCIPLES

This ESG report is prepared based on the following basic principles:

Materiality	Our dedication to prioritizing and addressing critical ESG concerns led us to identify 27 specific focus areas. These encompass a wide range of topics, including environmental impact, employment practices, operational efficiency, and community engagement. To assess the importance of these issues for our key stakeholders, we conducted an online questionnaire and actively solicited their input. The results are elaborated upon in the 'Materiality Assessment' section of our ESG report.
Quantitative	In alignment with the ESG Reporting Guide requirements, we have disclosed essential key performance indicators ("**KPIs**") that include comparative data. Additionally, we have furnished relevant statistical standards, methodologies, assumptions, calculation tools, and sources of conversion factors for emissions and energy consumption. Our primary objective is to improve transparency and precision in our reporting.
Balance	This ESG report presents objectively verified information and data.
Consistency	Unless explicitly indicated otherwise, our disclosures, data collection, and calculation methods have remained consistent over the years to ensure comparability across time. However, it's important to note that the scope of reporting for the current year has been redefined. For additional details, please refer to the section titled 'Reporting Boundaries'.

REVIEW AND APPROVAL

The Company's Board has examined and endorsed this ESG report for the current reporting year.

INFORMATION AND FEEDBACK

For information on our financial performance and corporate governance documents, please visit our website or the HKEXnews website. We are committed to excellence and continuously improving our services. Your feedback and suggestions are highly valued; you can share them with us by mailing them to Unit 3502, Level 35, Infinitus Plaza, 199 Des Voeux Road, Central, Sheung Wan, Hong Kong.



STAKEHOLDER ENGAGEMENT

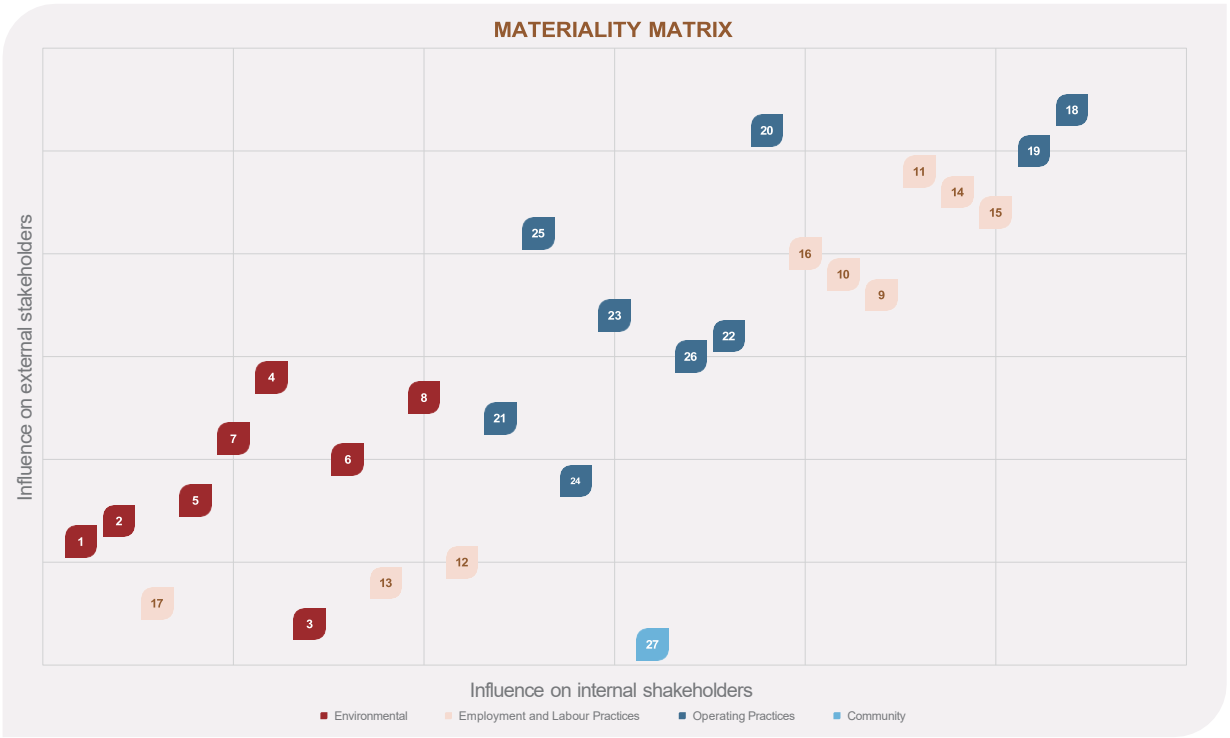
The Group places significant value on stakeholder engagement and actively solicits input through various communication channels, including face-to-face meetings, telephone calls, and emails. This approach informs the company's strategy, objectives, materiality assessments, and policy development. To gain a deeper understanding of stakeholder needs, the Board collaborated with the ESG Working Team to identify eight key stakeholder groups: customers, employees, investors and shareholders, government and regulatory bodies, community and public, media, suppliers, and non-governmental organizations. The Company assessed stakeholder involvement levels in its business operations and communication frequency to identify high-influence groups, which include customers, employees, and investors and shareholders.

	Types of Stakeholders	Key Issues	Major Communication Method
Internal stakeholders	Employees	• Labour rights • Labour benefits • Healthy and safe working environment • Vocational training and development	• Consultation • Direct communication • Employee performance evaluation • Staff activities
External stakeholders	Shareholders/ investors	• Return on investment • Transparency of information disclosure • Compliance and obligation	• Annual general meeting • Company's website • Company's announcements • Annual and interim reports
	Customers	• Service quality • Information security • Complaint system	• Company's website • Direct contact with customers • Customers' feedback and complaints
	Government and regulatory bodies	• Business operation in compliance with relevant laws and regulations	• Annual and interim reports • Meetings
	Community and society	• Contributions to community development	• Company's website • Community service
	Media	• Service quality • Compliance and obligation	• Company's website • Company's announcements • Annual and interim reports
	Suppliers	• Establishing a reliable and stable working relationship	• Selection assessment • Procurement process • Performance evaluation
	Non-governmental organisations	• Compliance and obligation	• Company's website



MATERIALITY MATRIX

Our sustainability strategy is closely aligned with critical aspects for our business and stakeholders, thanks to our materiality assessment. As part of this process, we conducted an online questionnaire to collect feedback from stakeholders on 27 key ESG issues related to environmental, employment, operational, and community aspects. Based on the analyzed results, stakeholders highlighted customer satisfaction and the quality of customer service, including complaints handling, as particularly significant. This valuable insight will shape our sustainability strategy and guide our efforts in addressing relevant ESG concerns.



Environmental

1. Air emission
2. Greenhouse gas emission
3. Climate change
4. Energy efficiency
5. Water usage and effluents
6. Use of materials
7. Waste management
8. Environmental compliance

Employment and Labour Practices

9. Employment rights
10. Labour-management relations
11. Employee retention
12. Diversity and equal opportunity
13. Anti-discrimination
14. Occupational safety and health
15. Employee training
16. Employee development
17. Prohibition of child and forced labour

Operating Practices

18. Customer satisfaction
19. Customer service quality and complaints handling
20. Customer health and safety
21. Marketing and product and service labelling compliance
22. Intellectual property
23. Customer privacy and data protection
24. Responsible supply chain management
25. Business ethics
26. Socio-economic compliance

Community

27. Community support

OUR CUSTOMERS

Hospitality Catering and Beverage Services

Our Targets

- Raise employee awareness to avoid any food safety issues.
- Guarantee that customers enjoy safe, high-quality, and nutritious meals.
- Provide a warm and professional service to make customers feel cherished during their dining experience.
- Differentiate products and services by enhancing and transforming the brand.

Key relevant regulations

- The Food Safety Law of the PRC
- Law of the PRC on Protection of the Consumers Rights and Interests
- Advertising Law of the PRC
- Personal Information Protection Law of the PRC

Our Strategies

- Offer both internal and external training programs to employees, including courses, seminars, and knowledge-sharing activities.
- Develop and rigorously enforce food safety standards based on the department's published food safety manual.
- Assign restaurant managers to conduct daily inspections of the restaurants using a defined checklist before opening, and clearly document the results.
- Consistently follow up on customer feedback from multiple channels and implement various motivational schemes to acknowledge and reward employees with exceptional performance.
- Document and report any incidents that occur.
- Investigate the cause of the incident and promptly implement mitigation actions to prevent recurrence.
- Review the language used in menus and promotional materials, actively collaborate with law enforcement for any necessary corrections, and share examples to prevent consumer misunderstandings.

Updates during the Reporting Year:

During the Reporting Period, no material customer complaints or claims nor product recall due to safety and health reasons were made regarding the quality of our products.



OUR CUSTOMERS (Continued)

Security Guarding Services Business

Our Targets

- Revamp and promote the Group's vision, mission, and values among foundation staff.
- Provide exceptional security services that prioritize our customers' needs, while continually seeking improvement and innovation.
- Uphold the professionalism of our security personnel.
- Address complaints promptly and effectively.
- Protect customers' interests as yourself.

Key relevant regulations

- Law of the PRC on Protection of the Consumers Rights and Interests
- Personal Information Protection Law of the PRC

Our Strategies

- Form a dedicated team to closely oversee our security guarding services segment.
- Offer both internal and external training programs to employees, including courses, seminars, and knowledge-sharing activities.
- Require them to wear our uniforms and follow our Employee Grooming and Dress Code Policy.
- Communicate with our clients through multiple channels, such as email, a 24-hour hotline, fax, or in-person meetings.
- Evaluate and assess our service quality using the feedback from appraisal forms.
- Manage complaints following our Complaint Handling Procedures, with a commitment to respond within 24 hours.
- Include a data protection policy in our Staff Handbook and Code of Conduct.
- Avoid requesting excessive customer information, handle it with care, and ensure only authorized employees have access to relevant data.

Updates during the Reporting Year:

Throughout the Reporting Year, we met our objectives by achieving at least an 85% client satisfaction score, addressing 99% of client complaints within 24 hours, and responding to emergencies within 10 minutes of notification.



OUR CUSTOMERS (Continued)

Asset Management Business

Our Targets

- Revamp and promote the Group's vision, mission, and values among foundation staff.
- "Serving Clients with Creating Values."
- Uphold the professionalism.
- Protect customers' interests as yourself.

Key relevant regulations

- Law of the PRC on Protection of the Consumers Rights and Interests
- Personal Information Protection Law of the PRC

Our Strategies

- Arranged business catch-up trips to strengthen relationships with our clients and collect their feedback.
- Offer both internal and external training programs to employees, including courses, seminars, and knowledge-sharing activities.
- Include a data protection policy in our Staff Handbook and Code of Conduct.
- Avoid requesting excessive customer information, handle it with care, and ensure only authorized employees have access to relevant data.



OUR OPERATIONS

Anti-corruption Policy

Honesty, integrity, and fairness are our core values, essential for long-term and sustainable development in our business operations.

Our Targets

- Foster a fair business environment and enhance employees' professional ethics and awareness of misconduct.

Key relevant regulations

- The Anti-Corruption and Bribery Law of the PRC
- Anti-Money Laundering Law of the PRC
- Anti-Unfair Competition Law of the PRC
- Criminal Law of the PRC

Our Strategies

- Investigate cases of suspected corruption or bribery with our internal team, which includes executive directors and senior staff.
- Report severe offenses to the relevant law enforcement agency.
- Explain the anti-corruption policies included in their employment contracts to new employees before they start working.
- Outline the standards in our Staff Handbook and Code of Conduct that employees must follow when giving or receiving gifts, or engaging in entertainment with customers, suppliers, investors, and other third parties.
- Establish a whistleblowing system to encourage employees to report any inappropriate or wrongful conduct related to our business.
- Provide information and training on corporate governance to our directors and staff.

Updates during the Reporting Year:

During the Reporting Year, there were no legal cases of corruption involving the Group or its employees, and no internal whistleblowing reports required escalation to the board of directors.



OUR OPERATIONS (Continued)

Protect the Intellectual Property Rights

Our Targets

- Maintain our trademarks diligently while respecting the rights, interests, and privacy of third parties.

Key relevant regulations

- Trademark Law of the PRC
- Patent Law of the PRC
- Copyright Law of the PRC

Our Strategies

- Implement an effective trademark registration and maintenance mechanism to safeguard our trademarks.

Hospitality Catering and Beverage Services

Supply Chain Management

Our Targets

- Identify food ingredient suppliers who consistently provide high-quality and sufficient quantities.
- Seek out suppliers known for their honesty, adherence to regulations, and ethical practices.
- Maintain a steady supply of store inventory through efficient logistics management.
- Source ingredients that are cost-effective.

Key relevant regulations

- The Food Safety Law of the PRC
- The Production Safety Law of the PRC

Our Strategies

- Centralize the procurement of main ingredients to ensure both quality and cost control.
- Inspect the quality and quantity of purchased food ingredients by various relevant departments in restaurant.
- Review and enhance the food ingredients procurement processes and policies.

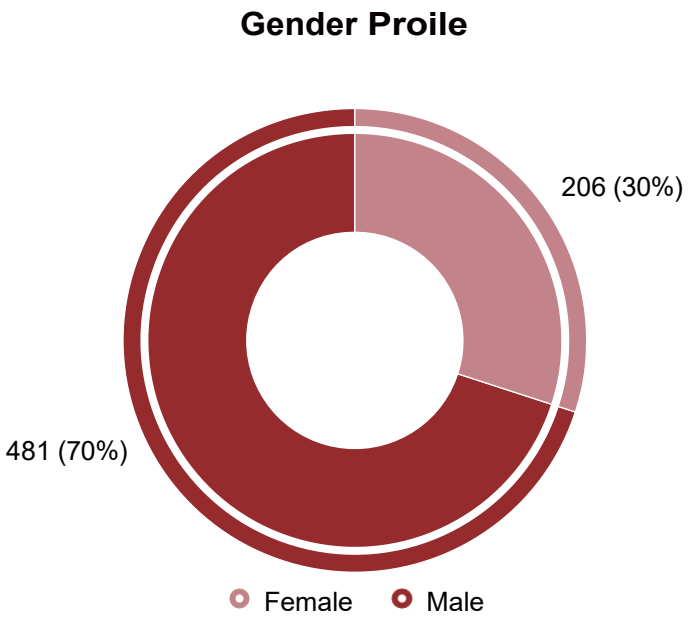
Updates during the Reporting Year:

There were no significant risk incidents involving suppliers during the Reporting Year.

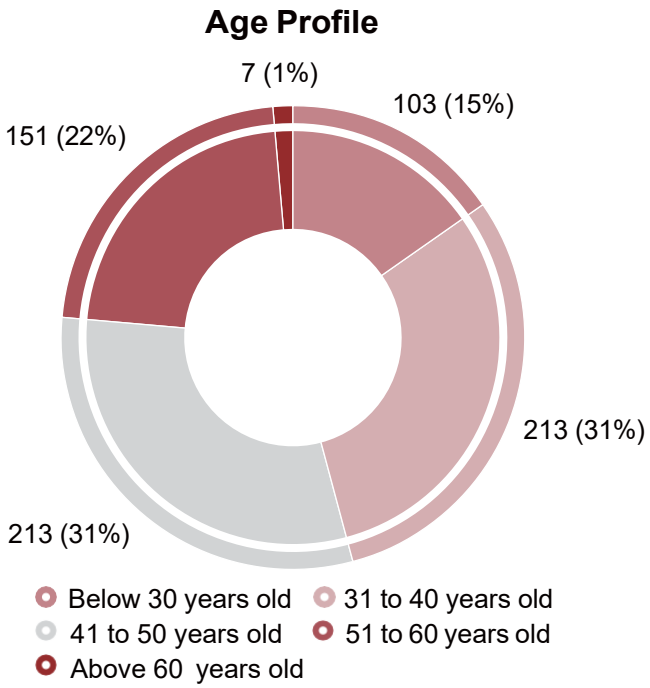


OUR EMPLOYEES

At the end of the Reporting Year, the Group employed 687 staff members (2023/24: 530), with 680 based in the PRC (2023/24: 530). The charts below details the employee profile by geography, gender, employee type, and age, along with employee turnover rate statistics.



Relevant turnover rates under above grouping (**Male**: 13%; **Female**: 16%)



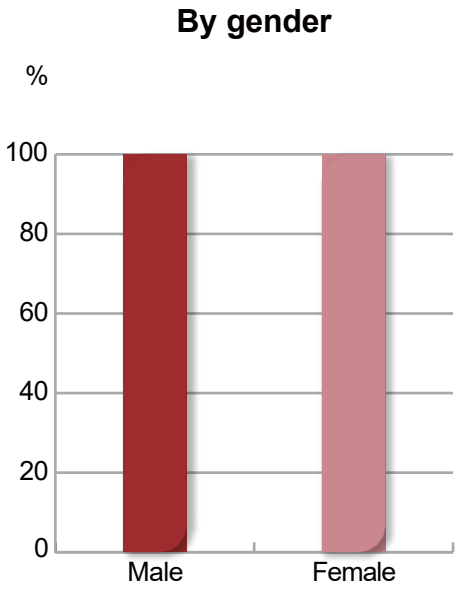
Relevant turnover rates under above grouping (**Below 30 years old**: 41%; **31 to 40 years old**: 11%; **41 to 50 years old**: 7%; **51 to 60 years old**: 8%; **Above 60 years old**: 0%)

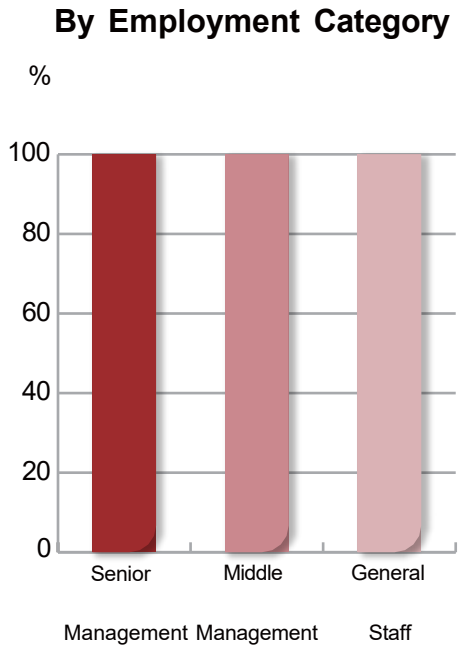
OUR EMPLOYEES (Continued)

Training and Development

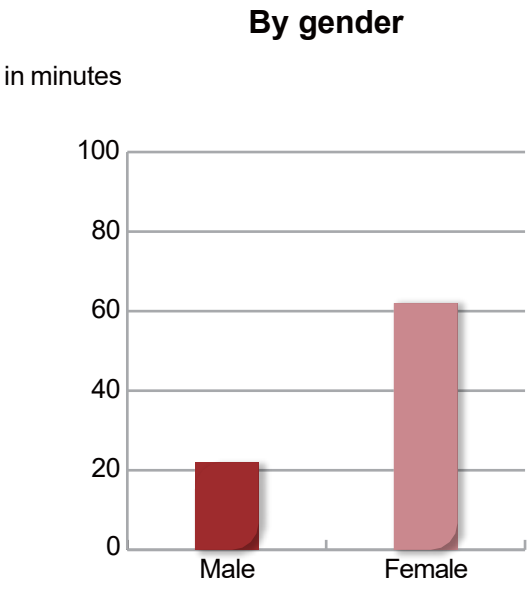
The data below illustrates the percentage of employees who underwent training and the average number of training time each employee completed during the Reporting Year.

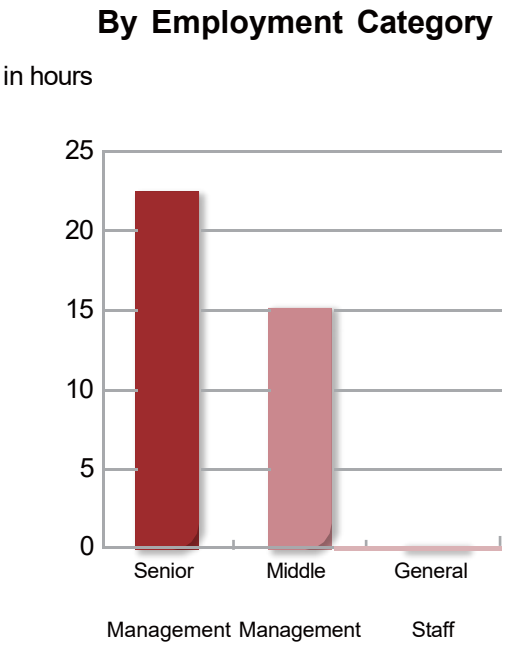
Training Hours Completed





Average Training Time Per Staff





OUR EMPLOYEES (Continued)

Training and Development (Continued)

Our Targets

- Foster a safe, inclusive, collaborative, and caring work environment where staff feel respected and valued.
- Prioritize security and safety as both a strategic and operational concern for our business.
- Emphasize legal and compliance matters during the recruitment process and firmly oppose all forms of child and forced labour.
- Dedicate to fostering fairness, equality, and harmony in the workplace.

Key relevant regulations

- The Labour Law of the PRC
- The Labor Contract Law of the PRC
- The Social Insurance Law of the PRC
- The Law on the Protection of Women's Rights and Interests of the PRC
- The Law on the Protection of Disabled Persons of the PRC
- The Law on the Prevention and Control of Occupational Diseases of the PRC

Our Strategies

- Organize events like the New Year's gala dinner, staff award ceremony, and team-building activities to show our appreciation for our colleagues.
- Establish the framework and provide a vision for progressing beyond mere compliance with local health and safety laws and regulations through our OSH Guidelines and Office Safety Guidelines.
- Offer medical and accident insurance, along with paid leaves, to our full-time employees.
- Require potential candidates to present their ID cards for age verification and verify their security personnel permits.
- Outline clear procedures for addressing complaints related to workplace discrimination, harassment, and bullying in our Staff Handbook and Code of Conduct, and encourage all employees to speak out against any such issues.

Updates during the Reporting Year:

Throughout the Reporting Year, we did not identify any non-compliance with employment laws and significant work injuries, accidents, or work-related fatalities that could significantly impact the Group.



OUR COMMUNITY

We are dedicated to sustainable community development by evaluating and managing the social impact of our operations on the marketplace, while supporting initiatives that generate meaningful and enduring benefits for communities. As a societal member, we have consistently shown enthusiasm for public welfare and volunteer work to positively influence community growth. During the Reporting Year, no donations were made by us to the community.



OUR ENVIRONMENT

The relevant environmental data for the Reporting Period is presented below:

Energy consumption

	2024/25	2023/24
Natural gas		
Cubic meters	**10,324**	18,257
MWh	**120.8**	192.8
Electricity (MWh)	**24.0**	35.6
Total energy consumption (MWh)	**203.5**	228.3
Intensity by number of full-time employees (MWh/number of full-time employee)	**0.3**	0.4
Intensity by size of offices (MWh/sq.m.)	**0.1**	0.1

Greenhouse gas ("GHG") and Carbon emissions

	2024/25	2023/24
Direct emissions[1&3] (Scope 1) – tCO_2e	**0.1**	0.1
Indirect emissions from electricity consumption[2] (Scope 2) – tCO_2e	**0.03**	0.04
Total GHG emissions (Scope 1 and Scope 2) – tCO_2e	**0.1**	0.1
Intensity by number of full-time employees (tCO_2e/full-time employee)	**0**	0
Intensity by size of offices (tCO_2e/sq.m.)	**0**	0

OUR ENVIRONMENT (Continued)

Air emissions[1]

	2024/25	2023/24
Sulphur oxides (g)	**0**	0

Our Targets

- Strive to reduce our energy consumption, GHG and carbon emissions by 5% by 2026.

Key relevant regulations

- The Law on Appraising of Environmental Impacts of the PRC
- Environmental Protection Tax Law of the PRC
- Law on the Prevention and Control of Environmental Pollution by Solid Wastes of the PRC
- Decision of the State Council on Several Issues Concerning Environmental Protection of the PRC
- Energy Conservation Law of the PRC

Our Strategies

- Install energy-efficient lighting and equipment.
- Facilitate online meetings to cut down on air travel.
- Choose public transport or share rides to reduce car trips.
- Switch out diesel or gasoline vehicles for electric ones.

Updates during the Reporting Year:

We encourage our staff to travel by public transport and do not own vehicles.



OUR ENVIRONMENT (Continued)

Resources and Waste Management

	2024/25	2023/24
Non-hazardous Waste		
Paper usage[4] (Ream)	**290**	297
Paper packaging usage (Carton)	**65**	70[5]
Food waste generated (Tonne)	**1**	1[5]
Hazardous Waste		
Battery (Tonne)	**0.01**	0.01

Our Strategies

- Print on both sides of the paper and reuse single-sided prints.
- Implement the "4R" principle by prioritizing reducing, reusing, replacing, and recycling the resources we use.

Updates during the Reporting Year:

We haven't encountered any instances of the PRC government issuing fines or penalties for improper waste handling or disposal.

Water consumption

	2024/25	2023/24
Water consumption (Cubic meters)	**995**	1,268

OUR ENVIRONMENT (Continued)

Water consumption (Continued)

Our Targets

- Strive to reduce our water consumption by 5% by 2030.

Key relevant regulations

- Law on Water Pollution Prevention and Control of the PRC

Our Strategies

- Place stickers encouraging water conservation in appropriate locations.
- Keep the plumbing system in top shape to stop leaks and conserve water.
- Lower tap water flow and install water-saving taps.

Updates during the Reporting Year:

We sourced water from municipal pipe network and there are no issues with water supply during the Reporting Year.

Notes:

1. Direct emissions (Scope 1) cover emissions from vehicle fuel combustion from mobile sources.
2. Indirect emissions (Scope 2) cover emissions from electricity purchased by power companies. The emission factors for the PRC's electricity consumption are based on an announcement released by the National Centre for Climate Change Strategy and International Cooperation in the PRC.
3. The calculation methodology is based on the formulas and conversion factors set out in "How to prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange and the Sixth Assessment Report issued by the Intergovernmental Panel on Climate Change (IPCC), unless stated otherwise.
4. We encourage our subsidiaries to collect such information, and in the Reporting Year, three subsidiaries within our scope provided paper usage data (2023/24: Three subsidiaries).



OUR ENVIRONMENT (Continued)

Climate-related Risks and Our Strategies

Using value chain analysis, we systematically examine the environmental effects of various facets of our business activities.

Climate change events	Security guarding and property management services	Asset management	Hospitality catering and beverage services
Extreme high temperature	• Staff working in a hot environment.		• High food ingredient prices resulting from limited supply. • Increase in hygiene risk.
Extreme low temperature			• Limit supply of seafood ingredients due to sea temperature. • Freezing or bursting of pipes.
Extreme Rainfall	• Disrupt the transportation and travel of our staff, and additional subsidies. • Human resources and supply chain interruptions.		
Drought			• Limited availability of crops and vegetable ingredients.

Our Strategies

- Implement an Emergency Management Plan.
- Guidelines for working in extreme weather.
- Develop different supply channels.

