



東瀛遊控股有限公司

EGL Holdings Company Limited

(於開曼群島註冊成立的有限公司)

(Incorporated in the Cayman Islands with limited liability)

股份代號 Stock Code : 6882



Environmental, Social and Governance Report
環境、社會及管治報告 2016



目錄 Contents

I. 緒言	2
INTRODUCTION	
II. 本報告的範圍及報告期	3
SCOPE AND REPORTING PERIOD OF THE REPORT	
III. 持份者溝通	4
STAKEHOLDER ENGAGEMENT	
IV. 環境可持續性	5
ENVIRONMENTAL SUSTAINABILITY	
V. 社會可持續性	11
SOCIAL SUSTAINABILITY	

I. 緒言

I. INTRODUCTION

東瀛遊控股有限公司(「本公司」)，連同其附屬公司(統稱為「本集團」)董事會(「董事會」)謹此呈上其截至2016年12月31日止年度的環境、社會及管治報告。

本集團根據並遵守香港聯合交易所有限公司證券上市規則附錄27的《環境、社會及管治報告指引》編製本環境、社會及管治報告。

作為香港旅遊業最知名品牌之一，本集團以誠為本、以客為尊、不斷提高優質旅行團服務。本集團積極履行環境及社會責任。董事會已成立專責管理團隊處理各個業務分部的環境、社會及管治事宜，並對領導環境、社會及管治工作負有最終責任。本集團已指派員工執行相關政策及監督相關政策落實的情況。

本集團致力於持續提高環境及社會責任感，從而於社會不斷進步過程中應對日新月異的需求。本集團欣然呈上本年度環境、社會及管治報告，以闡明其在可持續發展方面所作出的努力。

The board of directors ("Board") of EGL Holdings Company Limited ("Company"), together with its subsidiaries ("Group") hereby presents this environmental, social and governance ("ESG") report for the year ended 31 December 2016.

The Group has prepared this ESG report according to and in compliance with the provisions of the ESG Reporting Guide in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited.

Being one of the Hong Kong's most renowned brands in the travel industry, the Group is dedicated to organising tours of high quality "with consistent improvement, with customer in our heart and with sincerity in the practice (以誠為本、以客為尊、不斷提高優質服務)". The Group actively adheres to environmental and social responsibilities. The Board is ultimately responsible for leading the ESG works by establishing dedicated management teams to manage ESG issues within each business division. Designated staff are assigned by the Group to enforce and supervise the implementation of relevant policies.

The Group is committed to making continuous improvements in environmental and social responsibilities in order to meet the changing needs of an advancing society. The Group is pleased to present its ESG report this year to demonstrate its efforts in sustainable development.

II. 本報告的範圍及報告期

II. SCOPE AND REPORTING PERIOD OF THE REPORT

除另有具體說明者外，本環境、社會及管治報告的報告期為2016年財政年度，即自2016年1月1日起至2016年12月31日（「2016年財年」）。

The reporting period of this ESG report is for the financial year 2016, from 1 January 2016 to 31 December 2016 (“FY2016”), unless specifically stated otherwise.

除另有具體說明者外，本環境、社會及管治報告涵蓋本集團於2016年財年位於香港、澳門辦事處及海外銷售辦事處的經營範圍。有關企業管治章節，請參閱本集團2016年年報第45至59頁。

This ESG report covers the operational boundary of the Group's offices in Hong Kong, Macau and overseas sales offices for the FY2016, unless specifically stated otherwise. For corporate governance section, please refer to the Group's 2016 Annual Report on pages 45 to 59.

III. 持份者溝通

III. STAKEHOLDER ENGAGEMENT

本集團進行重要性評估工作時，為確認及瞭解持份者的關注焦點及重大權益，已與持份者(包括僱員、供應商、客戶及投資者)交流。本集團根據持份者對本集團的影響力及依賴性挑選持份者。對本集團影響力及依賴性較高的持份者乃由本集團管理層挑選。該等所選持份者已受邀表達彼等有關主要社會及環境問題的觀點及擔憂。本集團已通過網上調查進行持份者溝通。就本環境、社會及管治報告而言，本集團已識別客戶滿意度、客戶私隱及遵守營運慣例為持份者的關注焦點。

通過網上調查評估內外持份者的反饋資料後，本集團已審核其於2016年財年採取的可持續發展策略、慣例及措施並於本環境、社會及管治報告強調重大相關問題，以達至持份者預期。

To conduct the Group's materiality assessment in identifying and understanding the main concerns and material interests of stakeholders, the Group has liaised with its stakeholders, including employees, suppliers, customers and investors. Stakeholders are selected based on stakeholder influence and stakeholder dependence on the Group. Stakeholders with high influence and high dependence on the Group are selected by the management of the Group. The selected stakeholders have been invited to express their views and concerns on major social and environmental issues. The stakeholder engagement has been conducted through online survey. For this ESG report, the Group has identified customer satisfaction, customer privacy and compliance on operating practices as material concerns to stakeholders.

After assessing the feedback from internal and external stakeholders through an online survey, the Group has reviewed its sustainability strategies, practices and measures undertaken in FY2016 and highlighted material and relevant aspects throughout this ESG report so as to align with the stakeholders' expectations.

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

本集團致力倡導綠色辦公室理念並鼓勵節能減排措施，於辦公室及於提供旅行代理商服務過程中同時提高能源效率。本集團相信有效利用能源可節約成本及減少環境資源的耗用。本集團一直提高其員工及客戶的環保意識，並通過加深環保意識及落實相關措施，從而以負責的方式使用資源、節約能源及管理廢物，力求最大程度降低本集團業務營運對環境的影響。

The Group endeavours to support the green office concept and encourages energy consumption reduction as well as energy-saving measures, concurrently improving energy efficiency not only in offices but also during its provision of travel agency services. The Group believes that effective use of energy resources brings cost savings and reduces the consumption of environmental resources. The Group has been promoting environmental awareness among its staff and customers. The Group strives to minimise the environmental impact of the Group's business operation by reinforcing environmental awareness and implementing measures for the responsible use of resources in responsible manner, energy-saving and waste management.

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

A.1. 排放物

作為旅行社代理服務供應商，本集團的業務在排放污水、廢棄污染物、空氣污染物及有害廢物方面均不會對環境造成重大影響。本集團力求以環境可持續性方式經營並為減低全球氣候負面變化作出貢獻。

本集團產生的污水及固體廢物主要為其辦公室員工在辦公室進行日常營運活動時產生的污水與垃圾。本集團亦定期回收複印機及打印機的碳粉盒、收集使用過的零件及退回至供應商以進行回收處理。

本集團排出的溫室氣體主要來自辦公室場所於日常營運過程中消耗的電力以及於日本的旅遊巴士營運中消耗的燃料。為減少碳排放，本集團選用輕油代替污染強度高的燃料作為旅遊巴士的燃料，並避免旅遊巴士於觀光點空載。以下一節「資源使用」進一步詳述本集團已落實的若干實用節能措施。憑藉全面節能意識以及僱員有效執行相應政策及措施，本集團旨在逐步減少碳排放。

A.1. EMISSIONS

As a travel agency service provider, the Group's business does not have significant impact on the environment in terms of the emission of wastewater, waste pollutants, air pollutants and hazardous waste. The Group endeavours to operate in an environmentally sustainable manner to make contributions to curb global climate change.

The wastewater and solid waste generated from the Group are mainly the domestic sewage and garbage by its office staff from the daily operating activities in office. The Group recycles the toner cartridges for copiers and printers, collects and returns used spare parts to the supplier for recycling regularly.

The Green House Gas ("GHG") emission from the Group is mainly from its electricity consumed by the office premises during daily operations, as well as fuel consumed from the operation of travel buses in Japan. To reduce the amount of carbon emission, the Group chooses light oil as the fuel for the travel buses instead of high-pollution fuel and avoids idling of travel buses at the sightseeing spots. The Group also implements several practical energy-saving measures as further described in the next section "Use of Resources". With sound awareness on saving energy, along with the effective implementation of the corresponding policies and measures by employees, the Group targets to reach a reduction of carbon emission progressively.

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

A.2.資源使用

本集團透過持續執行內部政策以實現節約能源及資源，從而確保以負責的方式使用資源。

本集團僅內部員工日常用水會消耗水資源。為能高效利用水資源並節約用水，本集團已於日常營運過程中執行下列措施：

- 洗手間安裝按壓式水龍頭；
- 通過郵件及公告方式提醒員工用水後關閉水龍頭，節約用水；
- 於當眼位置張貼有關「節約水資源」的海報，鼓勵節約用水；
- 定期對水龍頭、洗滌器進行漏水測試及修正供水系統中的其他問題；
- 立即維修漏水的水龍頭；及
- 於晚間及假期間關閉供水系統。

A.2.USE OF RESOURCES

The Group strives to save energy and resources through persistent implementation of internal policies in order to ensure the resources are consumed in responsible manner.

The Group's only source of water consumption can be traced back to the daily water use by internal staff. In order to promote better utilisation of water resources and save them, the Group has executed the following measures during the daily operation:

- Install press type for water taps in washrooms;
- Remind staff to turn off water taps after use through email and notices in order to save water;
- Place posters related to "Saving Water Resource" in prominent places to encourage water conservation;
- Carry out regular leakage tests on water taps, washers and fix other defects in the water supply system;
- Fix dripping taps immediately; and
- Turn off the water supply system at night and during holidays.

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

本集團盡心竭力按切實可行的方案節約電能。本集團採納的若干措施如下所述：

- 使用節能燈或日光燈，如T5日光燈、LED燈泡等；
- 於公共區域的電器設備或設施安裝定時器，從而在特定時間內將設備或設施關閉；
- 通過電郵或通告提醒員工於使用後關燈；
- 窗戶安裝窗簾，讓陽光透進辦公室及同時避免流失空調；
- 定期清洗空調系統，優化其效能；
- 於回風百葉附近安裝溫度感應器，以便更準確地探測室溫；
- 使用及採購附有節能標籤的辦公設備或電器設備；及
- 最後的員工離開辦公室需關閉所有閒置複印機、電腦及燈光。

The Group has made great efforts and practicable solutions in saving electricity. Several measures adopted by the Group are described as below:

- Use energy-saving light bulbs or fluorescent tubes, e.g. T5 fluorescent tubes, LED light bulbs, etc;
- Install timers connecting to those electrical appliances or facilities in common areas so as to turn them off at specific times;
- Remind staff to turn off lights after use through email and notice;
- Install curtains over windows so as to allow light to transmit through the office and prevent air-conditioning to run off at the same time;
- Clean the air-conditioning system on a regular basis to optimise its efficiency;
- Install temperature sensors near the return air louver so as to detect the room temperature more accurately;
- Use and procure office equipment or electrical appliances with energy-saving label; and
- Switch off all idle copy machines, computers and lights before the last staff leaves the office.

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

本集團致力於根據「綠色低碳」理念發展旅遊業並將該理念融入每個步驟。本集團已採取的措施包括下列各項：

- 回收及重用紙張；
- 鼓勵客戶於旅程結束時回收旅遊襟章；
- 旅程中回收客戶的單頁打印紙質文件並再重用；
- 鼓勵客戶節約食物及避免不必要的食物浪費；
- 進行營銷及推廣時，使用電子小冊子代替紙質小冊子，並通過郵件或記憶棒分發小冊子；
- 向客戶介紹旅遊服務時使用平板電腦代替紙質資料；
- 採用先進的低污染節能巴士代替陳舊及高污染巴士；及
- 為其員工購置更大更高清的電腦顯示屏，於進行核實及審核工作時避免不必要的文件打印。

The Group is dedicated to develop the travel business according to the “Going Green and Low Carbon” concept and incorporate them into every single procedure. Measures that the Group has taken include the following:

- Recycle and reuse the paper;
- Encourage customers to recycle the travel badges upon the completion of the trip;
- Recycle single-sided paper files from customers during the trip for reuse purposes;
- Encourage customers to save food and avoid unnecessary food wastage;
- Replace paper brochures with digital brochures and disseminate them through email or USB for marketing and promotion purposes;
- Use tablets to introduce travel services to customers instead of paper materials;
- Replace obsolete and heavy pollution buses to advanced low pollution and energy-saving buses; and
- Procure larger and higher resolution monitor screens for its staff to avoid unnecessary printing of documents when conducting verification and reviewing works.

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

A.3.環境及天然資源

本集團消耗的主要天然資源為辦公室職員使用的打印紙。為減少紙張使用，本集團已付出重大努力根治該問題。相關措施的詳情載列如下：

- 鼓勵雙面打印或一面兩頁；
- 使用舊文件的背面進行打印或用作草稿紙；
- 使用電郵、內聯網及掃描器發送或電子化地保存文件；
- 使用電子傳真以免收到垃圾傳真；
- 在複印機安裝讀卡器，從而提醒員工打印前想清楚；
- 從環保供應商採購紙張，從而間接減少生產紙張時所消耗的樹木數量；及
- 盡可能循環再用文具。

A.3.THE ENVIRONMENT AND NATURAL RESOURCES

The main natural resource consumed by the Group is printing paper used by office staff. To minimise the paper usage, the Group has put great efforts to tackle this problem at its root. Details of the measures are described as below:

- Encourage double-sided printing or printing two pages on one side;
- Use the back of old documents for printing or as draft paper;
- Make use of electronic mail, intranet and scanners to send or save documents electronically;
- Use e-fax to avoid receiving junk fax;
- Install card readers on copiers so as to alert staff to think before printing;
- Source paper from environmental-friendly supplier to indirectly reduce the number of trees loss in producing the same quantity of paper; and
- Recycle used stationery whenever possible.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

僱傭及勞工指引

B.1. 僱傭

本集團將人才視為最具價值的資產及獲得成功及可持續發展的主要驅動因素。本集團致力為員工提供安全及合適的平台，以促進員工的專業事業發展及進步。本集團的人力資源政策嚴格遵守香港、澳門及其他經營地區的適用僱傭法例及規例，包括《僱傭條例》、《強制性公積金計劃條例》、《澳門勞動關係法》、《澳門社會保障制度》及《核准對工作意外及職業病所引致之損害之彌補之法律制度》。本集團的人才資源發展部根據最新頒佈的法例及規例定期審核並更新相關公司政策。

引入人才對確保企業可持續發展至關重要。本集團制定「旅遊專才培訓計劃」以招募合適的大學畢業生並提供培訓與內部晉升機會，旨在提高僱員的士氣及對本集團的忠誠度。同時，本集團採納一系列措施，加快人才招募，例如參加招聘會、在報紙、雜誌及網站上刊登招聘廣告。本集團相信持續努力將有助於吸引合適的人才。

EMPLOYMENT AND LABOUR PRACTICES

B.1. Employment

The Group treasures talent as the most valuable asset and key driving factor for ensuring the success and sustainable development of the corporation. The Group strives to provide the staff with a safe and suitable platform for professional career development and advancement. The Group's human resources policies strictly adhere to the applicable employment laws and regulations in Hong Kong, Macau and other operating regions, including the Employment Ordinance, Mandatory Provident Fund Schemes Ordinance, Labour Relations Law, Social Security System and Legal Framework on the Compensation for Accidents at Work and Occupational Diseases. The Group's Human Resources Development Department reviews and updates relevant company policies regularly in accordance with the latest laws and regulations.

Talent acquisition is vital in ensuring the sustainable development of the business. The Group developed a "Talent Development Scheme" to recruit suitable university graduates as well as provided training and internal promotion opportunities aimed at enhancing their morale and loyalty to the Group. In addition, the Group adopted a variety of initiatives to facilitate the recruitment of staff, such as recruitment fairs, job advertisements in newspapers, magazines and internet websites. The Group believes that the continuous efforts will help to attract suitable personnel.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

為激發及獎勵現有僱員，本集團根據整體市場、通脹狀況及本集團盈利能力以及僱員於過往的表現定期審核薪酬，從而調整員工薪酬，確保本集團適當肯定僱員在工作上所作的努力和貢獻。本集團為僱員設定合理的工作時數及休息時間。同時，本集團根據合理及合法的標準終止任何僱傭合約。本集團嚴禁任何形式的非法解僱。

於2016年財年，本集團為僱員舉辦一系列活動，如公司週年晚宴、義工活動、探訪獨居長者及參加社區義跑，以支持本地社會企業。該等活動有助於僱員釋放壓力並通過加強僱員的團結精神及凝聚力從而提升本集團的企業文化。

本集團作為提供平等機會的僱主，通過反歧視政策及人力資源安排與僱傭決策公平的方式，致力營造公平、互相尊重及多樣化的工作環境。例如，釐定培訓及晉升機會、解僱及退休政策時並非取決於所有業務單位僱員的性別、種族、年齡、是否殘疾、家庭狀況、婚姻狀況、性取向、宗教信仰、國籍或任何其他非工作相關因素。本集團的平等機會政策對任何工作崗位歧視、騷擾或欺侮情況均採取零容忍的態度，並會根據相關政府法例、條例及規例（如《殘疾歧視條例》及《性別歧視條例》）處理。倘任何員工未遵守或違反與平等機會政策相關的法例，本集團將對其採取紀律處分。

To motivate and reward existing employees, the Group conducts regular compensation review according to the overall market, inflation, profitability of the Group and employee performance in the past to determine the staff salary adjustment to ensure that they are recognised by the Group appropriately with regards to their working efforts and contributions. The Group arranges reasonable working hours and rest periods for its employees. Meanwhile, any termination of employment contract should be based on reasonable and lawful grounds. The Group strictly prohibits any kinds of unlawful dismissals.

In FY2016, the Group hosted a series of activities for its employees such as annual dinner, voluntary work, visit home-alone elderly and joining community run to support local social enterprises. These events have helped the employees to relieve stress, and served to strengthen the Group's corporate culture through reinforcing the spirit of solidarity and cohesion among employees.

As an equal opportunity employer, the Group is committed to create a fair, respectful and diverse working environment by promoting anti-discrimination and equal opportunity in all human resources and employment decisions. For instance, training and promotion opportunities, dismissals and retirement policies are determined irrespective of their gender, race, age, disability, family status, marital status, sexual orientation, religion beliefs, nationality or any other non-job related factors in all business units. The Group's equal opportunities policy enforces zero tolerance to any workplace discrimination, harassment or victimization in accordance to relevant government legislation, ordinances and regulations such as Disability Discrimination Ordinance and Sex Discrimination Ordinance. Disciplinary actions would be taken against any employee if there is any non-compliance or breach of legislation related to the equal opportunities policies.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

B.2. 健康與安全

為提供及保持良好及安全健康的工作環境，本集團的安全健康政策與香港、澳門及其他經營地區政府頒佈的各項工作場所安全健康法例及規例保持一致，包括香港《職業安全及健康條例》。本集團已建立全面的機制，通過結合一系列為辦公室、分行及旅行團的所有員工採取的職業健康及安全措施，致力於保障工作場所安全。本集團設立嚴格的安全及勞動標準，盡力降低事故風險及提高僱員的健康與安全意識。

本集團定期舉辦職業健康及安全培訓、進行消防演習、空調系統清潔、地毯消毒處理及安全監測並於所有工作場所設置急救箱，旨在維持乾淨、整潔、無煙、無毒、無害、健康及安全的工作環境。本集團於員工培訓時重點強調安全及應急處理程序。本集團亦進行定期檢查、審核及審計，檢查健康及安全措施的有效性，從而確保適當落實相關措施。本集團的目標是營造零事故工作環境。

B.3. 發展及培訓

本集團一直以來為前線銷售代表、領隊、管理人員及其他僱員提供一系列且全面的培訓及指引，不斷提升僱員所需的工作技能及專業知識，加深僱員對企業理念及個別客戶要求的瞭解。

B.2. Health and Safety

To provide and maintain a good working condition and a safe and healthy working environment, the Group's safety and health policies are in line with various workplace health and safety laws and regulations stipulated by the Government of Hong Kong, Macau and other operating regions such as Occupational Safety and Health Ordinance in Hong Kong. The Group has established a comprehensive mechanism in committing to workplace safety by incorporating a range of occupational health and safety measures for all of employees in the offices, branches and tours. The Group sets stringent safety and labour practice standards to minimise the risk of accidents and enhance employees' health and safety awareness.

The Group held occupational health and safety trainings, fire drill, air-conditioning systems cleaning works, carpets disinfection treatments and safety inspections on a regular basis as well as set up first aid boxes in all workplaces with the aim to maintain a clean, tidy, smoke-free, non-toxic, non-hazardous, healthy and safe working environment. The Group emphasises strongly on safety and emergency handling procedures in employees' training. Regular inspections, reviews and audits are carried out to examine the effectiveness of the health and safety measures to ensure that they are properly implemented. The Group targets to achieve an accident-free workplace environment.

B.3. Development and Training

The Group provides standardised and comprehensive trainings and guidelines to the frontline sales representatives, tour escorts, management office staff and other employees in order to equip them with the necessary work-related skills and knowledge, and to foster their understanding of business philosophy and requirements of individual customers.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

本集團在香港東瀛遊廣場設有培訓中心。本集團的學習與發展部主要負責內部培訓及為本集團制定培訓策略。於2016年財年，本集團定期舉辦一系列培訓及發展課程，如領導技巧培訓、有效溝通技巧、時間管理技巧、管理技巧、日語課程及韓語課程，鼓勵終身學習。此外，學習與發展部於每年年初收集績效評估表格及部門培訓需求表格，進行培訓需求分析及為各個職能部門及分部編制不同培訓課程。本集團亦透過內聯網平台，以上載最新旅遊行程及旅行團資料，以供學習。本集團亦鼓勵僱員通過參加外部培訓、研討會、參加考試及取得相關證書以提高競爭優勢及擴展其能力。

The Group has a training centre located at EGL Tower in Hong Kong. The Learning and Development Section of the Group is mainly responsible for in-house trainings and setting up the training strategy of the Group. In FY2016, the Group holds a range of regular training and development programmes, such as mentoring training, effective communication skills, time management skills, leadership skills, Japanese class and Korean class, to encourage lifelong learning. Furthermore, the Learning and Development Section performs the training needs analysis by collecting the Performance Assessment Form and the Departmental Training Request Form in the beginning of each year and schedule different training courses for respective functional departments and divisions. The Group also builds up the intranet platform to circulate the latest itineraries and tour information for learning purpose. The Group also encourages employees to enhance their competitiveness and expand their capacity through continuous learning by attending external training, seminars, examinations and obtaining relevant certifications.

B.4. 勞工準則

本集團嚴格遵守香港《僱傭條例》、《澳門勞動關係法》及香港、澳門及其他經營地區的其他相關勞動法例及規例，禁止聘用童工或強制勞工。為取締非法僱用童工及強制勞工，本集團人力資源職員要求所有員工於確認聘任之前提供合法身份證明文件，確保求職者可合法受僱。人才資源發展部負責監控及確保遵守最新相關法例及規例，該等法例及規例禁止童工及強制勞工。倘發現任何僱員違反該等法例，本集團將立即終止僱傭關係。

B.4. Labour Standards

The Group strictly abides by the Employment Ordinance of Hong Kong, Labour Relations Law of Macau and other related labour laws and regulations in Hong Kong, Macau and other operating regions to prohibit any child and forced labour employment. To combat illegal employment on child labour and forced labour, all employees are required by the Group's human resources staff to provide valid identification document prior to the confirmation of employment to ensure that the applicants are lawfully employable. The Human Resources Development Department is responsible to monitor and ensure compliance with latest and relevant laws and regulations that prohibits child labour and forced labour. If such violations are discovered, the Group will terminate the employment immediately.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

營運慣例

B.5. 供應鏈管理

作為肩負社會責任感的企業，向客戶提供優質產品與服務及維持可持續與可靠供應鏈乃至關重要的因素。本集團根據整體採購原則對潛在供應商進行全面評估：(i)將具有價格優勢的直接供應商排序；(ii)對於報價相等的間接供應商，審核其服務範圍、財政狀況、潛在競爭優勢及忠誠度後考慮選擇該等供應商；及(iii)避免於採購過程中出現利益衝突及防止賄賂。

本集團的主要供應商為地接營運商、航空公司及酒店。為旅行團挑選地接營運商時，本集團考慮一系列因素，如地接營運商的背景及經驗、營業記錄及架構、提供的旅遊服務內容、價格及是否持有相關許可證。本集團亦從當地旅遊局、航空公司及酒店進行過往記錄調查，確保潛在供應商的可靠性。此外，本集團亦進行現場視察並安排與候選供應商會面，向其介紹本集團的標準及要求，包括全面遵守諸如《商品說明條例》的規例及香港旅遊業議會（「旅遊業議會」）頒佈的相關規則。為避免擾亂供應鏈，本集團通常會為特定目的地挑選多於一名供應商以作備用。

OPERATING PRACTICES

B.5. Supply Chain Management

As a socially responsible enterprise, it is critical and vital to deliver high quality products and services to customers as well as to maintain a sustainable and reliable supply chain. The Group achieves this goal by conducting comprehensive evaluation of potential suppliers under the general procurement principles: (i) prioritise direct supplier with competitive price; (ii) indirect supplier with the same price will be considered after reviewing the scope of services, financial background, potential competitive factors and loyalty and (iii) avoid conflict of interests and prevent bribery during procurement process.

Main suppliers of the Group are land operators, airlines and hotels. In selection of land operators for package tours, the Group considers a number of factors such as the land operator's background and experience, business history and structure, travel elements offered, price and possession of relevant licences. The Group also performs historical record search from the local tourism bureau, airlines and hotels to ensure the reliability of the potential suppliers. Besides, the Group also conducts site visits and arranges meetings with the shortlisted suppliers to introduce Group's standards and requirements, including full compliance with regulations like Trade Descriptions Ordinance and relevant rules stipulated by the Travel Industry Council ("TIC") of Hong Kong. To avoid disruptions to the supply chain, the Group usually selects more than one supplier for a particular destination as back up.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

評估供應商及瞭解客戶偏好時，本集團通過從旅行團遊客收集反饋信息及要求領隊編製領隊監控完團報告書，持續評估服務質量(如旅遊行程的吸引力及安排、膳食、航空公司、旅遊巴士及酒店的質素)監控獲認可的供應商。領隊及客戶若提供負面反饋，客戶服務部將跟進及記錄。客戶服務部每月製備團隊綜合報告，對膳食、行程、酒店、客車及司機的整體表現進行評分。通過有效溝通與定期會議，通過建立互信關係及憑藉對行業的瞭解，本集團能與供應商維持長期友好關係。

B.6. 產品責任

有關本集團的產品健康及安全、廣告、標籤及私隱問題，本集團嚴格遵守香港、澳門及其他經營地區頒佈的相關規則及規例，包括香港法例項下《公司條例》、《旅行代理商條例》、《旅遊業賠償基金》、《商品說明條例》及《個人資料(私隱)條例》以及澳門政府旅遊局有關旅行社的規定。

本集團重點關注旅行團安全、服務質量及客戶滿意度等問題，旨在令其品牌脫穎而出。本集團相信領隊服務是保證客戶滿意度及旅行團安全的最重要因素之一。領隊會向旅行團遊客分發安全小錦囊，提高其安全及健康意識，建議彼等慎重考慮後方參與各類活動以及評估其年齡、能力及生理健康狀況是否適合參與旅行團。此外，本集團的外遊領隊必須通過外遊領隊證書課程並取得香港旅遊業議會提供的領隊證。該等課程確保領隊

In evaluating the suppliers and understanding customer preference, the Group monitors the approved suppliers by collecting feedbacks from tour participants and requiring tour escorts to prepare the evaluation report in assessing the quality of the services such as the attractiveness and arrangement of the itinerary, and the quality of meals, airlines, travel buses and hotels on a continuous basis. Negative feedbacks from tour escorts and customers are followed up and recorded by Customer Service Department. The Customer Service Department prepares monthly tour comprehensive report to grade the overall performance on meals, itinerary, hotels, coaches and drivers. Through effective communication and regular meetings, the Group is able to maintain a good and long-term relationship with suppliers by establishing mutual trust and understanding in the industry.

B.6. Product Responsibility

With regard to the Group's product health and safety, advertising, labelling and privacy matters, the Group is strictly in compliance with related rules and regulations stipulated by the government of Hong Kong, Macau and other operating regions including Companies Ordinance, Travel Agents Ordinance, Travel Industry Compensation Fund, Trade Description Ordinance and Personal Data (Privacy) Ordinance under the Laws of Hong Kong and travel agency requirements under Macau government Tourism Office.

The Group strives to distinguish its brand with commitment on tour safety, service quality and customer satisfaction. The Group believes that the service of tour escorts is one of the most important factors for customer satisfaction and tour safety. Tour escorts distribute safety tips pack to the tour participants to enhance their safety and health awareness when taking part in different activities and assessing their suitability for their age, abilities and physical health before joining the tour. Besides, the Group's outbound tour escorts have to pass the Certificate Course for Outbound Tour Escorts and obtain Outbound Tour

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

取得充足的應急知識及危機管理技能以及急救資料，確保領隊有能力向客戶提供領隊服務。本集團向旅行團客戶推廣國際性保險公司承擔的定制保險方案EGL至尊全球旅遊保險。

地接營運商須嚴格遵循協定的行程並根據本集團規定的安全標準及本公司要求的行為守則接待旅行團。於旅遊期間，領隊持續監控及評估地接營運商的質量，確保所提供服務標準與客戶同意的行程及條款一致。倘出現任何問題，領隊會與地接營運商或服務供應商溝通以解決問題。

本集團全面遵守針對香港旅遊業議會會員制定的《廣告管制規例》、《商品說明條例》及經營地區的相關規例，同時通過各類媒體渠道提高本集團品牌形象及推廣產品，此舉乃為確保公眾在購買旅遊產品之前獲得清晰準確的資料並通過限制虛假商品說明、具誤導性或不完整的資料及商品與服務的錯誤陳述以保障客戶權益。本集團已委聘法律顧問，以便尋求專業意見及於相關法例及規例存在任何疑問及與其不一致時採取修正措施。

Escorts license offered by the TIC in Hong Kong. The course assures that tour escorts are competent in serving customers as it provides them with sufficient knowledge of handling emergencies and skills in managing crisis as well as first aid information. The Group markets to tour customers tailored insurance programmes EGL Global Supreme Travel Insurance underwritten by an international insurance company.

Land operators are strictly required to follow the agreed itineraries and execute the tours in accordance with the Group's required safety standards and code of conduct of the Company. During the tour, tour escorts monitors and assesses the quality of the land operators on a continuous basis to ensure that the service standards provided is comply with the itinerary and the terms agreed by customers. If there is any problem, tour escorts communicate with the land operator or the service provider to resolve the issue.

The Group fully complies with Advertisement Control Regulations for TIC Hong Kong members, Trade Descriptions Ordinance and related regulations in operating regions while promoting Group's brand image and products through various media channels. This is to ensure the public receives clear and accurate information before purchasing travel products and to protect consumers by prohibiting false trade descriptions, misleading or incomplete information and misstatements in respect of goods and services provided. The Group has engaged legal advisers to seek for professional advices and carry out corrective action immediately if there is any unclear and inconsistent with related laws and regulations.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

本集團強調保護客戶私隱的重要性並嚴格遵守《個人資料(私隱)條例》及相關地方規例。本集團已根據個人資料私隱專員公署制定《私隱政策及指引》，確保客戶權益受到保障。本集團將按收集資料的目的使用所收集的資料，並向客戶告知在營業過程中所收集資料的用途。本集團禁止未經客戶授權向第三方提供客戶資料。客戶有權審閱及修改其資料，且有權退出任何直銷活動。收集的所有個人資料均作保密處理，且僅指定人士有權查閱。通過內部培訓及與僱員簽立保密協議，本集團強調保密責任並將對違約或違反保密責任的個人追究法律責任。

The Group emphasises the importance of protecting the privacy of the customers and committed in abiding by the Personal Data (Privacy) Ordinance and related local regulations. The Group's Privacy Policy and Guideline are established based on the Privacy Commissioner for Personal Data to ensure that customers' rights are well protected. Information collected would only be used for the purpose for which it has been collected and customers would be informed about how the data collected would be used in business. The Group prohibits the provision of consumer information to a third party without authorisation from customers. Customers have the rights to review and revise their data, and also have the rights to opt out from any direct marketing activities. All collected personal data is treated confidentially where only designated personnel are permitted to access. Through the internal training and confidentiality agreements with employees, the Group emphasises on confidentiality obligations and will take the legal actions against individual who breaches or violates the obligations.

B.7. 反貪污

為維持公平、道德及高效率的業務環境及工作環境，不論本集團在何處或地區開展業務，本集團嚴格遵守有關反貪污及防止賄賂的法例及規例(如香港旅遊業協會的會員作業守則)。本集團定期為僱員籌辦香港廉政公署(「廉署」)舉辦的研討會。新入職員工須參加入職培訓，加深對本集團內部政策的理解，防止任何形式的貪污腐敗。期望所有僱員將以誠信自律的精神履行其職責。所有員工不得利用職位便利參與賄賂、敲詐、欺詐及清洗黑錢活動，從而損害本集團的利益。倘諮詢執行董事後疑似發現犯罪行為，本集團將向相關監管機構或執法機關舉報。

B.7. Anti-corruption

To maintain a fair, ethical and efficient business and working environment, the Group strictly adheres to the laws and regulations relating to anti-corruption and bribery irrespective of the area or country where the Group is conducting business such as TIC Hong Kong's Codes of Conduct for Members. The Group arranges the Hong Kong Independent Commission Against Corruption ("ICAC") seminars to employees regularly. New hired employees are required to join the orientation programme in order to understand the Group's internal policies for prohibiting any form of corruption. All employees are expected to discharge their duties with integrity and self-discipline. They are required to abstain from engaging in any activities related to bribery, extortion, fraud and money laundering which might exploit their positions against the Group's interests. Where criminality is suspected after consulting the executive directors, a report is made to the relevant regulators or law enforcement authorities.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

社區

B.8. 社區投資

本集團致力於履行企業社會責任，並持續提供捐款及創造和諧友愛社會。本集團強調培養員工的社會責任意識並鼓勵員工參加慈善社區活動。於過往數年間，本集團已透過香港社會服務聯會取得商界展關懷、家庭友善僱主、友商有良等獎項並榮獲多項其他企業獎。

本集團通過捐款及探訪需要幫助的人士以致力於履行作為企業公民的責任及社會責任。過去三年內，本集團已向16家社會福利機構捐款超過750萬港元，該受惠機構主要向社區基層提供資源。本集團向本地受惠福利機構提供捐款，包括但不限於：

- 陳校長免費補習天地
- 仁愛之家
- 聖公會聖基道兒童院
- 惜食堂
- 心光盲人院暨學校
- 保良局
- 基督教關懷無家者協會
- 聖雅各福群會－眾膳坊

COMMUNITY

B.8. Community Investment

The Group endeavours to fulfil corporate social responsibility and makes continuous contribution to build a cohesive and caring society. The Group places great emphasis on cultivating social responsibility awareness among staff and encourages them to participate in charitable community activities. The Group was awarded the Caring Company by The Hong Kong Council of Social Service, Family-friendly Employer, Partner Employer Award and many other corporate prizes in the past few years.

The Group is committed to fulfil the duties and social responsibilities of a corporate citizen, by providing donation and carry out actual visits to the people in need. Over the past three years, the Group has donated more than HK\$7.5 million to 16 social and welfare organisations which targets to contribute resources to grassroots in community. The Group has donated money to local beneficiary organisations include but not limited to:

- Principal Chan Free Tutorial World
- The Home of Love
- S.K.H. St. Christopher's Home
- Food Angel
- Ebenezer School & Home for the Visually Impaired
- Po Leung Kuk
- Christian Concern For The Homeless Association
- People's Food Bank of St. James Settlement

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

— 公益金

— 長者安居協會

此外，本集團積極回應社會需求，尤其是遭受自然災害的地區及人民的需求，如印度洋大海嘯、5.12汶川地震及福島第一核電站災難，且本集團鼓勵員工盡其所能救濟處於困境中的人士。

此外，本集團鼓勵員工及其家庭成員參與各類義工活動，扶危濟困。例如，本集團資助其員工與家庭成員參加社區活動，如慈善跑及義工活動，最終目標為提高身心健康並鼓勵生活工作平衡，同時促進和諧社會。本集團全面關注氣候變化、環境污染、長期貧困、病毒感染及疾病問題並期待每家企業承擔各自的社會責任，共同解決這些問題。本集團誠信友愛，積極落實有關措施，發展小康社會及友好環境。

— The Community Chest

— Senior Citizen Home Safety Association

In addition, the Group positively responded to the needs of society especially for the places and people suffering natural disasters such as Indian Ocean tsunami, 5.12 Wenchuan Earthquake and Fukushima nuclear disaster and encouraged the staff to donate and sponsor at their capacity for the people in difficulties.

Furthermore, the Group encourages its employees and their families to participate in various voluntary events to support people in need. For example, the Group has sponsored its staff and their family members to participate in social activities such as charity runs and voluntary events with the ultimate objective of encouraging physical and mental health as well as work-life balance, meanwhile promoting a harmonious society. The Group is fully aware of the climate change, environmental pollution, persistent poverty, virus infection and sickness issues, and expects every enterprise to bear their own part of social responsibility in tackling them. The Group is committed to take initiatives and implement positive practices in developing a wellbeing society and environment with honesty and love.



東瀛遊控股有限公司

EGL Holdings Company Limited

(於開曼群島註冊成立的有限公司)

(Incorporated in the Cayman Islands with limited liability)

股份代號 Stock Code : 6882



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