



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

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

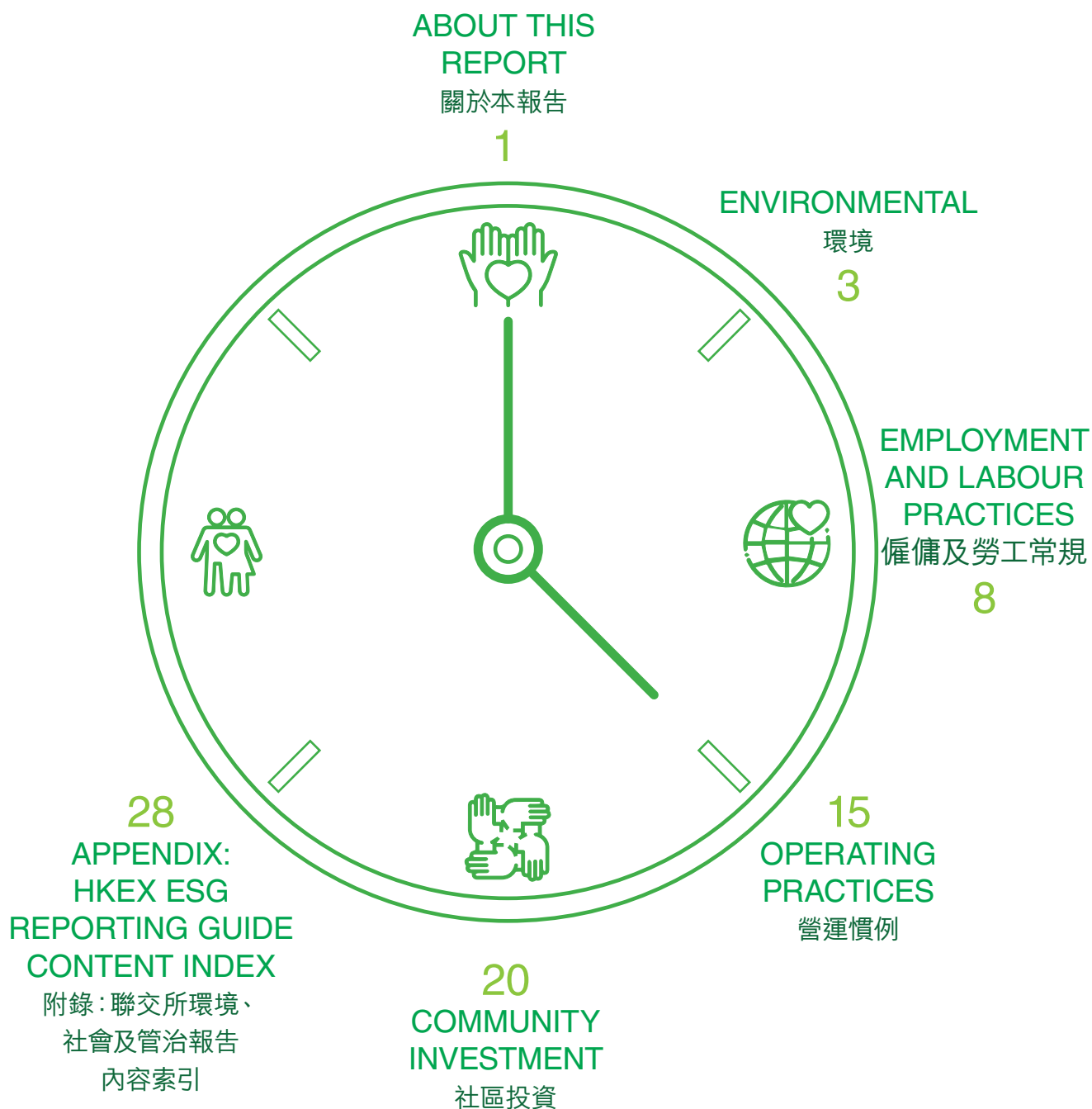
於香港註冊成立之有限公司（股份代號：887）



**ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE
REPORT 2017**

環境、社會及管治報告 2017

CONTENTS 目錄



1. About this report 關於本報告

Emperor Watch and Jewellery Limited (the “Company”) and its subsidiaries (collectively referred to as the “Group”) acknowledge the significance of effective environmental, social and governance (“ESG”) initiatives at operation level. The direction of the Group’s ESG practices is governed by the board of directors of the Company (the “Board”), ensuring that the ESG strategy reflects the Company’s core values.

This report describes the ESG values and initiatives of the Group for the financial year ended 31 December 2017 (the “Year”). The contents of this report provide our stakeholders with an overview of the Group’s efforts regarding ESG impacts arising from its daily operations. This report complies with the provision of the ESG Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEx”). It is recommended that this report is read in conjunction with the Company’s 2017 Annual Report, in particular the Corporate Governance Report and Director’s Report sections therein.

This report is available on the websites of the Company (<http://www.emperorwatchjewellery.com/en/investor-relations.php>) and HKEx (<http://www.hkexnews.hk>).

1.1 CSR Committee

The Group is committed to the principles of good corporate governance, and strives to integrate corporate social responsibility (“CSR”) into its business strategy and management approach. A CSR Committee has been set up to formulate policies and practices on CSR-related matters, with focus on the areas of community welfare, environment and employees’ well-being. It encourages and supports employee engagement in various CSR initiatives, to ensure the Company’s CSR commitment is properly fulfilled. It has overall responsibility for implementing, reviewing and monitoring the Company’s CSR policy.

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」)深明有效的環境、社會及管治(「環境、社會及管治」)舉措在經營層面的重要性。本集團環境、社會及管治工作之方向由本公司董事會(「董事會」)監管，以確保環境、社會及管治策略反映本公司的核心價值。

本報告闡述本集團於截至2017年12月31日止財政年度(「本年度」)的環境、社會及管治價值及措施。本報告的內容為持份者概述本集團在環境、社會及管治方面的工作，以針對日常營運所產生的影響。本報告符合香港聯合交易所有限公司(「聯交所」)證券上市規則附錄27所載《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2017年報一併閱讀，尤其是其中的企業管治報告及董事會報告部份。

本報告可於本公司的網站(<http://www.emperorwatchjewellery.com/en/investor-relations.php>)及聯交所網站(<http://www.hkexnews.hk>)查閱。

1.1 企業社會責任委員會

本集團奉行良好的企業管治準則，致力將企業社會責任(「企業社會責任」)融入業務策略及管理模式之中。企業社會責任委員會已獲成立，負責就企業社會責任相關事宜制定政策及常規，主要涵蓋社區福利、環境及員工福祉範疇。該委員會鼓勵並支持員工參與各類企業社會責任活動，以確保本公司妥善履行其企業社會責任承諾。該委員會全面負責本公司企業社會責任政策的實施、檢討及監察。

1.2 EHS Committee

In addition, the Group is dedicated to cultivating a green, healthy and safe culture through the concerted efforts of all staff. Aiming to promote environmental, health and safety (“EHS”) culture in the workplace, the EHS Committee, comprising representatives from the Group, has also been set up and is responsible for fostering employee EHS participation in the workplace. It also plays a vital role in the development of EHS policies and programs on a continuous basis. A written EHS policy was established to provide a balanced framework for the EHS measures in order to achieve the following objectives:

- Ensure compliance with all applicable EHS legislation;
- Reduce quantities of waste and pollutants discharging to the sea, land and atmosphere;
- Promote EHS awareness among staff through training, workshops and programs;
- Provide a green, healthy and safe workplace for staff;
- Optimise energy use efficiency; and
- Continuously improve EHS performance.



1.2 環境、健康及安全委員會

此外，透過全體員工同心協力，本集團致力打造一個綠色、健康及安全的企業文化。為於工作場所推廣環保、健康及安全（「環境、健康及安全」）之文化，由本集團代表參與其中的環保、健康及安全委員會亦已成立，主要負責促進僱員在工作場所參與環保、健康及安全工作，亦持續在環保、健康及安全政策及計劃的發展方面發揮重要角色。環保、健康及安全政策文件已獲制訂，為環保、健康及安全措施提供平衡框架，以實現以下目標：

- 確保遵守所有適用的環保、健康及安全法例；
- 減少排入海洋、陸地及空氣的廢物及污染物數量；
- 透過培訓、研討會及課程提升員工對環保、健康及安全的意識；
- 為員工提供一個綠色、健康及安全的工作場所；
- 優化能源使用效益；及
- 不斷改善環保、健康及安全表現。

1.3 Stakeholders' Engagement

The Group continues to engage with its employees, customers, suppliers, investors, shareholders, and other stakeholders through different channels to develop mutually beneficial relationships and promote sustainability.

Employees are remunerated equitably and competitively. Details of continuing training and development opportunities provided to them are set out in section 3.5 - "Development and Training" of this report.

The Group is committed to delivering quality products and services to its customers. For details, please refer to section 4.2 - "Product Responsibility and Customer Services" of this report.

The Group engages suppliers that reflect its commitment and maintains a solid relationship with them. For details, please refer to section 4.1 - "Supply Chain Management" of this report.

The Company maintains ongoing dialogues with its investors and shareholders. For details, please refer to the section "Communication with Shareholders" on page 50 of the Corporate Governance Report in the Company's 2017 Annual Report.

2. Environmental 環境

2.1 Environmental Policies and Performance

During the Year, the Group continued making its best endeavours to protect the environment from its business activities and workplace. The Group also educates its employees on their awareness of promoting a green environment. The Group seeks to identify and manage environmental impacts attributable to its operation, in order to minimise these impacts if possible. Various measures have been adopted to reduce the use of energy and other resource use, minimise waste and increase recycling, and promote environmental protection in its supply chain and marketplace. These measures are discussed in section 2.2 - "Use of Resources" and section 2.3 - "The Environmental and Natural Resources" of this report.

In May 2017, Emperor Group Centre, the building where the Company's head office is located, has been 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.

1.3 持份者之參與

本集團通過不同渠道繼續維持與其僱員、客戶、供應商、投資者、股東及其他持份者的關係，致力建立互惠關係及促進可持續發展。

僱員乃獲得公平及具競爭力的薪酬。向彼等提供持續培訓及發展機會之詳情乃載於本報告第3.5「發展及培訓」章節。

本集團致力向其客戶提供優質產品及服務。有關詳情，請參閱本報告第4.2「產品責任及客戶服務」章節。

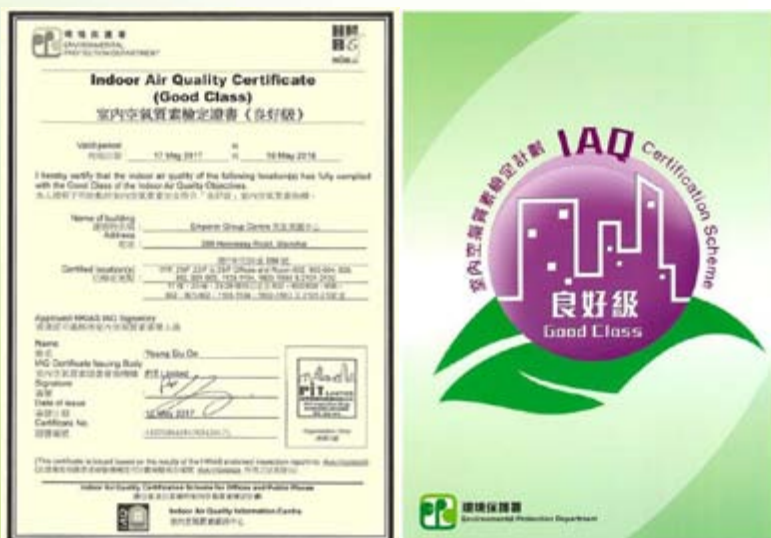
本公司採用能反映其承諾的供應商，並與彼等維持穩固關係。有關詳情，請參閱本報告第4.1「供應鏈管理」章節。

本公司與其投資者及股東保持持續的對話。有關詳情，請參閱2017年報企業管治報告第50頁「與股東之溝通」章節。

2.1 環境政策及表現

於本年度，本集團繼續致力在業務活動及工作場所實踐環境保護。本集團亦教育其僱員提升對綠色環境的意識。本集團努力辨識及管理其業務對環境造成之影響，務求將該等影響減至最低。本集團已採取多項措施以降低能源及其他資源消耗、減廢及增加循環再用，並在其供應鏈及市場中推行環保。該等措施載於本報告第2.2「資源利用」及2.3「環境及天然資源」章節。

於2017年5月，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本公司總辦事處所在的大廈英皇集團中心頒發「室內空氣質素檢定證書—良好級」。



2.2 Use of Resources

Global warming and climate change are among the major environmental problems in every part of the world. The Group aims to maximise energy conservation in its retail outlets and offices by promoting efficient use of resources and adopting green technologies. The electricity consumption in retail branches contribute most of the Group's carbon footprint. The Group continues to upgrade equipment such as lighting and air-conditioning systems in order to increase overall operating efficiency. For instance, the image store at 1881 Heritage in Tsim Sha Tsui, Hong Kong, has adopted an eco-lighting system to optimise cost efficiency. The Group has also installed some lighting systems with automatic shut-off features for outdoor signboards, to minimise light pollution and reduce energy consumption during non-business hours.

In the head office, air-conditioning systems are equipped with smart sensors to automatically adjust the temperature and cooling speed, resulting in a comfortable working environment while saving energy. To identify energy efficiency opportunities, the Group measures and records the energy consumption intensity from time to time.

The packaging boxes of watches are made from quality materials including wood, cardboard and plastics, to complement watch suppliers' main products. In light of this, 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 provides customer with pouches, which are more eco-friendly and easily reusable.

2.2 資源利用

全球暖化及氣候變化已成為全球各地面對的重大環境問題。本集團藉著促進善用資源及採納綠色科技，使旗下零售店舖及辦公室積極實踐節約能源。旗下零售店舖耗電為本集團碳足跡的最大來源。本集團持續為照明及空調系統等設備升級，藉此提升整體運作效能。例如，於香港尖沙咀 1881 Heritage 的形象店採用節能照明系統，可優化成本效益。本集團亦在戶外廣告牌安裝具有自動關閉功能之照明系統，盡量減少光污染並降低非營業時間之能源消耗。

於總辦事處，空調系統配備智能感應器以自動調節溫度及冷卻速度，務求在節能的同時營造出舒適之工作環境。為發掘提升能源效益的方法，本集團不時量度及記錄耗能情況。

腕錶包裝盒由優質的木材、紙板及塑膠等製成，以配合腕錶供應商之主要貨品。按此，本集團就自家品牌「**英皇珠寶**」向顧客提供優雅、度身訂造的禮物盒。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。本集團為顧客提供包裝袋以代替禮物盒，相對更加環保、方便重複使用。

2.3 The Environment and Natural Resources

Creating a paperless working environment not only reduces environmental damage but also fits commercial goals, as it can save physical space, facilitate information sharing via online networks, and reduce complicated documentation procedures. In recent years, the Group has implemented paperless processing through e-systems – such as employee time sheets, payrolls, leave application and memo approval. Moreover, duplex printing and copying has become the norm within the Group, which greatly reduces paper consumption and saving costs. Usage data of office printing machines is regularly collected and assessed, to monitor the efficiency of a paperless environment.

Partnering with a printing solutions provider, the Group has adopted a “Follow You” print solution in its head office, helping the Group to become 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 the particular staff member who gives the printing instruction.

THINK
BEFORE YOU
PRINT



The Company strongly recommends shareholders to access its corporate communications, including financial reports, through the websites of HKEx and the Company, instead of printed form. By introducing 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 saving costs for stationery, printing and administrative charges etc. A majority of individual shareholders access the Company's financial reports and other documents via electronic means.

2.3 環境及天然資源

營造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，包括可節省空間、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，本集團已透過電子系統實行無紙化流程，例如僱員工時表、糧單、申請假期及審批備忘錄等。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打印機使用數據，以監控無紙化環境之成效。

本集團與列印方案供應商合作，在總辦事處採用「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列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，從而有助本集團達到環保的目的。

本公司極力推薦股東利用聯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。通過向股東引入電子版公司通訊，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。大部份個人股東以電子方式收取本公司之財務報告及其他文件。

2.4 Environmental Performance Summary

2.4.1 Emissions

In view of its business nature, the Group does not directly create emissions with pollutants such as Sulphur Oxide (SOx) and Nitrogen Oxide (NOx). The emissions associated with electricity consumption in retail stores remain the largest contributor to the Group's greenhouse gas emissions. During the Year, approximately 75% of the Group's revenue was derived from Hong Kong. One of the major presences in its Hong Kong footprint is the Group's flagship store in 1881 Heritage (the "selected store"), Canton Road, which has an area of 2,088 square metres, accounting for more than 20% of the Group's store space in Hong Kong. The carbon emissions at the selected store have been calculated and measured as follows:

Indicators	指標	2017年	2016年
Indirect emissions (Scope 2) CO ₂ emissions from electricity generation (kgs)	間接排放(範疇2) 電力產生的二氧化碳排放(公斤)	262,940	278,988
Total CO ₂ emissions per gross floor area (kg/m ²) ¹	每平方米建築面積的二氧化碳排放總量(公斤/平方米) ¹	126	134

¹ The calculation of the Group's carbon emission intensity in 2016 and 2017 is based on a carbon emission factor of 0.54 kg CO₂/kWh, which was stated in 2016 sustainability report of CLP Holdings Limited.

2.4.2 Energy consumption

Energy consumption data was based on the amount of electricity consumed in the selected store, as follows:

Indicators	指標	2017年	2016年
Indirect energy consumption (kWh)	間接能源消耗(千瓦時)	486,925	516,645
Total energy consumption per gross floor area (kWh/m ²)	每平方米建築面積的能源消耗總量(千瓦時/平方米)	233	247

2.4 環境表現概要

2.4.1 排放物

基於其業務性質，本集團並無直接產生硫氧化物(SOx)及氮氧化物(NOx)等污染物排放。與零售店舖耗電有關的排放物仍然是本集團溫室氣體排放物的最大來源。於本年度，本集團收入約75%來自香港市場。本集團於廣東道1881 Heritage的旗艦店(「選定店舖」)為香港市場的其中一個主要據點，佔地2,088平方米，佔本集團香港店舖面積20%以上。選定店舖的碳排放量的計算及計量如下：

¹ 本集團2016年及2017年碳排放密度乃基於中電控股有限公司2016年可持續發展報告所列的碳排放因子每千瓦時0.54公斤的二氧化碳排放計算。

2.4.2 能源消耗

能源消耗數據乃基於選定店舖的用電量，如下：

2.4.3 Waste management

Disposal of general waste generated at the Group's head office, such as daily consumables, non-recyclable papers and food waste, is managed by a licensed operator. Collection of other recyclable waste items – including plastic bottles, aluminium and glass, fluorescent tubes and computer equipment – is centralised through the building's property management company, and these items are subsequently handled by authorised operators.

The waste management data regarding the Group's head office is as follows:

Indicators	指標	2017 年	2016 年
General office waste disposed to landfills (kg)	棄置於堆填區的一般辦公室廢物(公斤)	2,578	3,077
General office waste disposed to landfills, per head office employee (kg/employee)	每名總辦事處員工棄置於堆填區的一般辦公室廢物(公斤／僱員)	23	32
Paper collected for recycling (kg)	收集進行回收的紙張(公斤)	1,617	1,618
Paper collected for recycling per head office employee (kg/employee)	每名總辦事處員工收集進行回收的紙張(公斤／僱員)	15	17

Packaging materials mainly comprise the boxes and paper bags of the Group's self-designed "**Emperor Jewellery**" products. The total amounts of packaging materials consumed within the selected store are as follows:

Indicators	指標	2017 年	2016 年
Total packaging material used (kg)	所用包裝材料總量(公斤)	374	430

2.4.3 廢物管理

本集團經持牌營運商處置旗下總辦事處產生的一般廢物，如日常消耗品、不可回收紙張及廚餘。其他可回收廢物包括塑膠瓶、鋁及玻璃、光管以及電腦設備，乃透過大廈的物業管理公司進行收集，而該等物品隨後由授權營運商處理。

有關本集團總辦事處的廢物管理數據如下：

包裝材料主要包括本集團自家設計「**英皇珠寶**」產品的盒子及紙袋。選定店舖所消耗的包裝材料總量如下：

3. Employment & Labour Practices

僱傭及勞工常規

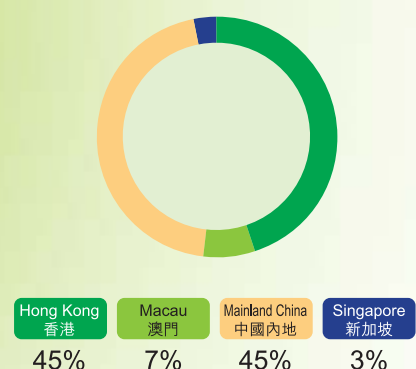
3.1 Workforce

The Group believes that a motivated and balanced workforce is crucial for building a sustainable business model and delivering long-term returns.

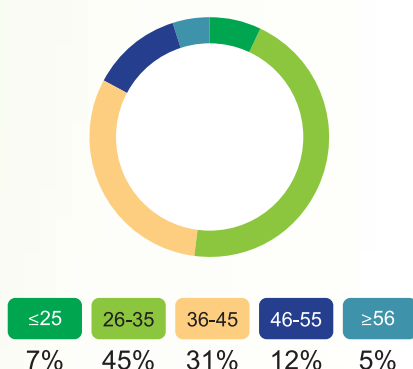
As at 31 December 2017, the permanent employees of the Group totalled 968, working at the headquarters in Hong Kong, and in retail outlets and regional offices in Hong Kong, Macau, mainland China and Singapore.

The demographics of the Group's workforce (as at 31 December 2017) are summarised below:

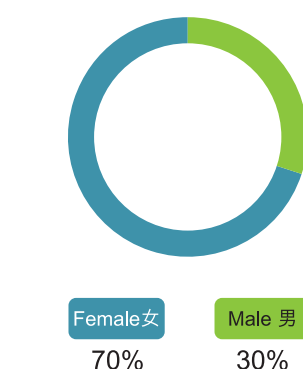
By Region 地區分佈



Age Distribution 年齡分佈



Gender 性別



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, and therefore particularly encourages female participation in the Board, and at 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. As at 31 December 2017, approximately 30% of the staff had worked for the Group for five years or more. Staff turnover rate among managerial positions is relatively low, reflecting a high level of employee satisfaction and engagement with the Group.

3.1 員工

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。

於2017年12月31日，本集團合共僱有968名全職僱員，於香港的總部以及香港、澳門、中國內地及新加坡的零售店舖及區域辦事處任職。

於2017年12月31日，本集團之員工分佈資料概述如下：

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。本集團一直堅守兩性平等原則，尤其支持女性在董事會、管理及營運層面之參與。

管理層相信，員工乃本集團之重要資產，致力吸引並挽留不同背景的人才，以達致持續增長。於2017年12月31日，約30%員工於本集團任職達5年或以上。管理職位的員工流失率相對較低，反映出員工對本集團的滿意度及歸屬感處於較高水平。

The Group encourages breastfeeding and provides a designated private space to support lactation of breastfeeding women in flexible schedule during working hours. These “Breastfeeding Friendly Workplace” measures demonstrate the Group’s commitment to the well-being of its employees and their families.



3.2 Labour Standard

The Group strictly complies with relevant laws and regulations in related regions concerning the prevention of forced or child labour. 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.

3.3 Health and Safety

The Group values the health and well-being of staff. In order to provide employees with health coverage, staff are entitled to benefits including medical and life insurance as well as other fringe benefits.

The Group prides itself on providing a safe, effective and congenial work environment for its staff. Adequate arrangements and training courses are provided to ensure a healthy and safe working environment. Health and safety training is provided to all employees on induction. Office memos and guidelines on occupational health and safety are issued, and keep all employees informed. Workshops and seminars on different topics are regularly held, to present the latest information and raise awareness of occupational health and safety issues for employees.

3.2 勞工標準

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法規。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。

3.3 健康及安全

本集團重視員工之健康及福祉。為了向員工提供健康保障，彼等享受之福利包括醫療及人壽保險以及其他額外福利。

本集團致力為員工提供安全、高效及舒適之工作環境，並以此自豪。本集團落實充足的安排及培訓課程，以確保健康及安全的工作環境。於入職時，所有員工均須接受健康及安全培訓。所有員工均獲發及知悉有關職業健康與安全的辦公室備忘錄及指引。本集團定期舉辦不同主題的研習會及研討會，以呈列最新資訊，及加強僱員對職業健康及安全方面的意識。

The Group promotes emergency preparedness and arranges well-stocked first-aid kits in offices and stores to protect the health and safety of employees in the event that they are injured at work. During the Year, the Group also has placed an automated external defibrillator in office to rescue potential victims of sudden cardiac arrest.



本集團提倡應急準備及在辦公室及店舖內安排完備的急救箱，以於發生工傷時保障員工的健康及安全。於本年度，本集團亦已在辦公室設立自動體外心臟去顫器，以於潛在心臟病患者在病發時進行救助。

Every case of injury (if any) is required to be reported to the Group Human Resources Department and be individually assessed under the internal guideline procedures. The rate of accidents and injuries during the Year was extremely low. No fatality nor critical incidents was reported.

In cooperation with Hong Kong Stretching Exercise Association, two classes are organised in early 2017 to educate employees on performing proper stretches, helping them to reduce the incidences of muscle strain and sprains.

The Group advocates eco-friendly diets that help to maintain a healthy lifestyle. In the “Green Monday Fruit Day” campaign, an item of fresh fruit is given to each staff member on the first working day of every week. “Green Monday Light Lunch” has also been launched since February 2017, allowing staff to order a healthy and delicious lunch, such as sandwiches and salads, at a special price.

本集團人力資源部門需獲通報每宗工傷事故（如有），以根據內部指引程序進行獨立評估。本年度之意外及工傷率極低。概無接獲死亡或重大事故的報告。

於2017年上旬，本集團與香港伸展運動學會合辦兩個課堂，教導員工進行正確的伸展運動，以助他們減低肌肉拉傷及扭傷的機會。

本集團鼓勵綠色飲食以維持健康生活習慣。在「生果星期一」活動中，每名員工在每週第一個工作日獲發一個新鮮水果。「輕營午餐星期一」亦已於2017年2月啟動，讓員工能夠以優惠價購買健康美味午餐，如三明治及沙律。



3.4 Work-life Balance

The Group believes that maintaining a work-life balance is essential for sustainability and a sound body and mind for every employee. To support employees in maintaining work-life balance, the Group actively provides a range of activities and initiatives to enhance the health and well-being of its employees.

In collaboration with YMCA of Hong Kong, a 4-lesson rock climbing course led by an experienced coach was organised for participants to learn basic climbing techniques. Upon completion of the course and passing the test, the participants received Sport Climbing Level 1 Certificate from China Hong Kong Mountaineering and Climbing Union. Though climbing activities, the participants built their confidence and strengthened problem solving skills in the face of adversity.



Rock Climbing Adventures, September 2017

攀岩探險，2017年9月

3.4 工作與生活的平衡

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。為了支持員工維持工作與生活的平衡，本集團積極提供各種員工活動以提高僱員的健康及福祉。

本集團與基督教青年會合作，開辦由資深教練帶領的4節攀岩課程，供參加者學習基本攀登技巧。於完成課程及通過測試後，參加者獲中國香港攀山及攀登總會頒發一級運動攀登證書。透過攀登活動，參加者建立起自信並提升了面對逆境解決問題的技巧。

The Group also organises interest classes for the staff and their families, such as cookery classes and glass etching workshop. All these activities help to strengthen relationships between employees, and promote a harmonious working environment.

本集團亦為員工及其家屬舉辦興趣班，如烹飪班及蝕刻玻璃杯工作坊等。該等活動有助鞏固員工之間的關係，並締造和諧的工作環境。



Sand Art Table Tree Workshop, April 2017
沙繪小盆栽製作，2017年4月



Lobster Bisque Cookery Class, December 2017
龍蝦湯批製作班，2017年12月



Homemade Pasta Cooking Class,
June 2017
新煮·意製作，2017年6月



Glass Etching Workshop, September 2017
蝕刻玻璃杯工作坊，2017年9月



3.5 Development and Training

Recognising the importance of skilled and professionally trained employees, the Group supports its staff to develop and enhance their knowledge, skills and work capability. 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.



3.5 發展及培訓

本集團明白技能熟練及經專業培訓的僱員之重要性，並支持員工發展及提升其知識、技能及工作能力。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，發揮理想表現。



The Group conducted various trainings covering occupational safety, customer servicing skills and product knowledge, etc. In an effort to achieve better sales performance, the Group partnered with professional training consultancies to host workshops for enhancing selling skills of staff. In these workshops, participants were coached with practical selling techniques through practising in role-plays. The Group also launched training programmes for managerial staff to develop leadership skills, helping them to inspire their team for creating a productive working atmosphere. During the Year, the Group's frontline staff devoted around 7,550 hours to self-learning and training, representing approximately 8 hours per employee.

本集團舉辦各種培訓，內容涵蓋職業安全、顧客服務技巧及產品知識等。為致力取得更佳銷售業績，本集團與專業培訓顧問機構合作舉辦提升員工銷售技巧的研討會。在該等研討會上，參與者透過角色扮演，獲教授實用的銷售技巧。本集團亦為管理人員舉辦發展領導技能的培訓課程，幫助彼等激勵其團隊，以締造高效的工作氛圍。於本年度，本集團前線員工於自學及培訓方面投入約7,550小時，相當於每名僱員參與培訓約8小時。



4. Operating Practices 運營慣例

4.1 Supply Chain Management

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. For its in-house design jewellery products, the Group cooperates with numerous jewellery suppliers who maintain high levels of quality control and service standards. The selection of suppliers and the purchase of goods and services are based on criteria such as quality, price, delivery timeliness, supplier's capability and experience.

4.2 Product Responsibility and Customer Services

The Group is not aware of any product recall due to safety and health reasons. All complaints are independently investigated and handled according to its internal guidelines. The incidents are attended to diligently and resolved in a timely manner.

“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 **“Emperor”** trademark is permanently engraved on every piece of jewellery item. 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.

The frontline team comprises experienced and well-trained sales executives. In **“Emperor Jewellery”** stores in Hong Kong, around 17% of the sales executives are 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.

4.1 供應鏈管理

本集團與眾多歐洲領先鐘錶品牌建立穩固的合作關係。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，且其腕錶須遵守嚴格的生產標準及精密的測試過程。在自家設計珠寶產品方面，本集團與多名具備高水平質量控制及服務標準的珠寶供應商合作。供應商及購買商品及服務乃根據質素、價格、送貨時效、供應商的實力及經驗等準則進行甄選。

4.2 產品責任及客戶服務

本集團概不知悉任何產品因安全及健康理由而進行回收。所有投訴根據其內部指引作出獨立調查及處理。本集團認真處理並及時解決有關事件。

「**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。每顆珠寶貨品上均刻有「**英皇**」商標。為確保交付之珠寶貨品均為優質，在發付至零售門市前，本集團會根據一系列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。

前線的工作團隊擁有經驗豐富及訓練有素之銷售人員。在香港「**英皇珠寶**」門市，約17%銷售人員為美國寶石學協會認可的寶石鑑證師，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之滿意度調查問卷。

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.

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

- 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
- No Fake Pledge Scheme
- Phonographic Performance (South East Asia) Ltd
- Composers and Authors Society of Hong Kong Ltd
- Hong Kong Recording Industry Alliance Ltd

本集團制訂全面的營運手冊，以就店舖內活動提供明確指引，包括客戶服務標準、銷售員匯報制度、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。

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：

- 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
- 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



To ensure frontline staff deliver the highest standards of service, the Group has appointed a consulting agency to conduct mystery shopping visits to the stores. The mystery shoppers thoroughly assess all aspects of the staff's customer services and customers' experience, including store environment, staff grooming, friendliness, relationship building and product knowledge. During the Year, the Group received the following awards for its dedicated services and brand recognition:

為確保前線員工提供最高水準服務，本集團已委派顧問機構進行神秘顧客店舖探訪。神秘顧客就員工的客戶服務及客戶體驗各方面，包括店舖環境、員工儀容、友善程度、建立人際關係及產品知識，進行徹底評估。憑藉出色的服務及品牌知名度，本集團於本年度內獲取下列獎項：



Hong Kong Service Awards 2017:
Luxury Watch Retailer Category
2017年香港服務大獎：名貴鐘錶行類別
East Week, March 2017
東周刊，2017年3月



Hong Kong Service Awards 2017:
Outstanding Achievement Award
2017年香港服務大獎：傑出榮譽大獎
East Week, March 2017
東周刊，2017年3月



The Outstanding Brand Awards 2017:
Luxury Watch Retailer Category
2017年實力品牌大獎：名貴鐘錶行類別
Economic Digest, May 2017
經濟一週，2017年5月




Quality Tourism Services Scheme-accredited shop
「優質旅遊服務」計劃認可零售商戶
Hong Kong Tourism Board, May 2017
香港旅遊發展局，2017年5月

4.3 Protection of Data

The Group places the utmost importance on protecting the privacy of its customers, partners and staff in the collection, processing and use 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 use or access. The Group also ensures that customers' personal data is securely stored, and processed only for the purpose for which it has been collected. 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.

4.4 Protection of Intellectual Property

The Group builds up and protects its intellectual property rights by prolonged use and registration of domain names and various trademarks including “**Emperor**” and . The Group has registered trademarks in various classes in Hong Kong, Macau, mainland China, Singapore and other relevant jurisdictions. In addition, the Group's trademarks and domain names are constantly monitored and renewed upon their expiration.


4.5 Anti-corruption/Anti-money Laundering

In order to build up an ethical corporate culture and practices, the Group has established policies and procedures for anti-corruption and anti-money laundering. 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 requests customers' information to verify their identities. Such records are required to be kept properly in strict confidentiality. The management considers that the current practice is adequate in safeguarding against money laundering.

4.3 資料保護

本集團在收集、處理及使用所有客戶、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處理。本集團根據適用法律就資料私隱保護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。

4.4 保障知識產權

本集團透過持續使用及登記域名與各類商標（包括「**英皇**」及「」）建立及保障其知識產權。本集團已在香港、澳門、中國內地、新加坡及其他相關司法權區註冊多個類別的商標。此外，本集團商標及域名會獲持續監控及於屆滿時續期。

4.5 反貪污／反洗黑錢

為建立一套企業道德的文化及常規，本集團已建立反貪污及反洗黑錢之政策及程序。若大額交易以現金、支票及銀行轉帳形式支付，而非使用信用卡或借記卡，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。管理層認為目前做法足以防範洗黑錢活動。

It is essential for the Group's employees to acquire a better understanding of bribery, extortion, fraud, corruption and related acts. In addressing and mitigating corruption risks, a set of guidelines was established to outline acceptable and unacceptable conduct in employees' daily business activities. It reaffirms that every employee adheres to applicable legal requirements and makes ethical business decisions. Employees are given briefings organised by the Group or seminars on anti-corruption organised by the Independent Commission Against Corruption of Hong Kong. The Group has also adopted a whistleblowing system 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. These policies and procedures together with the code of conduct can be found in the employee handbook on the Company's intranet.

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.

4.6 Compliance with Laws and Regulations

The Corporate Governance Committee is delegated by the Board to review and monitor the policies and practices on compliance with legal and regulatory requirements which have significant impact on the Group. Such policies also include policies for compliance with relevant laws and regulations relating to compensation and dismissal, recruitment, working hours, rest periods, equal opportunity, anti-discrimination and other benefits and welfare, etc. which can also be found in the employee handbook. Details of the work done by the Corporate Governance Committee can be found on page 39 of the Corporate Governance Report in the Company's 2017 Annual Report.

The Legal Department is designed to provide an in-house legal 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 on the applicable laws 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 applicable laws and regulations.

本集團之員工必須對賄賂、勒索、詐騙、貪污及相關行為加深了解。為了針對及減低貪污之風險，一套指引已獲制訂，列明員工日常業務活動中可接受及不可接受的行為。這可確保每個員工遵從適用的法律規定及作出合乎道德之商業決定。員工會參與本集團舉辦之簡介會或香港廉政公署舉辦之防止貪污研討會。本集團亦採納一套舉報制度及程序，讓本集團所有層面及業務之員工可機密地就任何可能影響本集團之不當事宜(如不當及不法行為)提出檢舉。該等政策及程序連同行為守則可於本公司內聯網上的員工手冊內查閱。

於本年度，概無對本集團或其員工就貪污行為提出起訴之法律案件。同時，亦無接獲刑事罪行或不當行為之舉報。

4.6 遵守法律及法規

企業管治委員會獲董事會委派檢討及監察本集團遵守對本集團有重大影響之法例及監管規定方面的政策及常規的情況。該等政策亦包括有關薪酬及解僱、招聘、工作時數、假期、平等機會、反歧視及其他待遇及福利的相關法例及法規。企業管治委員會之工作詳情載於本公司2017年報企業管治報告第39頁。

法律合規部門旨在提供內部法務及合規服務，有效支援多個經營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所適用法律及法規之更新資訊。管理層須確保所從業務乃符合適用之法律及法規。

5. Community Investment 社區投資

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.

5.1 Voluntary Services

The Group endeavours to support a wide array of voluntary programs in order to promote social harmony. Major volunteering initiatives during the Year included:

Community Kitchen: “I Cook, I Like” New Cooking Lesson, April 2017

Volunteers from the Group joined the “Ng Yuk Elderly Community College Program”, helping elderly persons living alone in the district to understand healthy eating habits. The event was held in Ng Yuk Secondary School in Tai Wai, and the students were responsible for coordinating and monitoring the activity in order to help them develop a habit of giving. Staff volunteers enjoyed preparing the food and had fun spending such a special time with the elderly persons and students.

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此等活動方面亦擔任重要角色。

5.1 志願服務

本集團竭力支持多項義工項目以促進社會和諧。於本年度內，主要的志願服務包括：

「我cook我like」新煮意之社區廚房，2017年4月

本集團之義工參與「五育愛家愛長者學苑計劃」，幫助區內獨居長者認識健康飲食習慣。該活動於大圍五育中學舉辦，由學生負責統籌及監察活動進度，協助他們培養從小行善的美德。義工亦參與其中，協助處理食材，與在場長者及學生打成一片。



Elderly Fall Prevention Day, May 2017

The Group worked together with HOPE worldwide and provided the funds to organise an Elderly Fall Prevention Day. Staff volunteers were required to attend a training session in advance, so as to be fall risk assessors using a simple tool developed by the Chinese University of Hong Kong's Department of Orthopaedics and Traumatology. Elderly Fall Prevention Day took place at Tai Ji Plaza in Tak Long Estate, Kowloon City. Staff volunteers took up different roles, including registration, blood pressure measurement, body weight measurement, fall risk assessment and fall prevention education. HOPE worldwide volunteers would then follow up on those who were identified as high risk cases. Follow-up services include facilitating handrail installation and visits by physio or occupational therapists. Over 100 elderly people were successfully assessed on the day, which could effectively reduce the occurrence of possible accidents of falling.



長者防跌安全日，2017年5月

本集團贊助寰宇希望舉行長者防跌日。為了擔任跌倒危機評估員，參與義工需於事前參加一個培訓，學習運用香港中文大學醫學院矯型外科及創傷學系研發的簡單測試工具來測試長者的跌倒危機。長者防跌日假九龍城德朗邨太極廣場舉行。當日參與義工獲委派到不同崗位，分別負責為長者登記、量血壓、磅體重、進行防跌評估及講解防跌知識。被證實有高跌倒風險的長者稍後將由寰宇希望的義工跟進，獲提供安裝扶手、職業治療師或物理治療師約見等服務。當日成功為逾100名長者進行防跌安全評估，將有效減少長者跌倒的機會。

Amigos Bon Voyage, June 2017

Participants from Sun Chui Lutheran Centre for the Elderly were picked by volunteers early in the morning. It was a fine day, with mild sunshine and light breeze, perfect for a day out appreciating the latest landmarks in East Kowloon, which include Kai Tak Cruise Terminal and the Runway Park. They also enjoyed panoramas of Victoria Harbour and Lei Yue Mun. After a delicious buffet lunch, participants spent some time in a nearby large-scale shopping mall, feeling the modern urban vibe.



一班小生去旅行，2017年6月

義工大清早前往路德會新翠長者中心接載參加活動的長者。活動當日陽光明媚、涼風輕送，義工全程陪同長者，在沿途近距離欣賞東九龍最新地標，包括啟德郵輪碼頭以及跑道公園；又飽覽維多利亞港及鯉魚門的風光。享受愜意自助午餐後，義工帶領長者到附近大型商場閒逛，感受都市氣息。

Beijing Changli Trip Volunteering Tour, September 2017

Staff of the Group again took part in the annual outbound volunteering activity organised by Emperor Foundation. They joined a four-day tour to Beijing, for a service visit to “Albert Yeung Sau Shing Charity Foundation (Changli) Elderly Care Centre”, where they set up game booths to have a whole day of fun with the residents there. They also witnessed the centre's official launch at the opening ceremony held in the midst of the event. A migrant school at Daxing district in Beijing was another destination of the tour, where volunteers enjoyed an eco-themed fun fair with underprivileged children of migrant workers.



北京昌黎之旅義工行，2017年9月

本集團員工再次參加英皇慈善基金每年一度舉辦的大型義工活動。在為期4天的北京之行中，員工們探訪「楊受成慈善基金(昌黎)老年服務中心」，並設置攤位遊戲，與長者同樂，活動中順道舉行開幕儀式，見證中心正式投入服務。此外，他們探訪另一目的地—北京大興區一所打工子弟學校，舉行一個以環保為主題的遊藝會，與民工家庭的貧困學童互動，表示關懷。

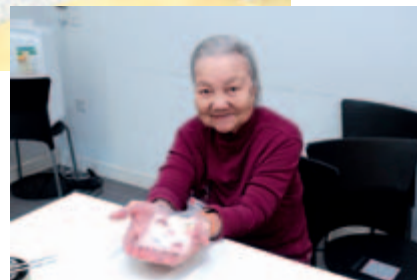
Autumn Outing with Elderly Persons, November 2017

Staff volunteers took some elderly residents of The Salvation Army Bradbury Home for Loving Kindness to spend a pleasant afternoon at the Jockey Club Sai Kung Outdoor Training Camp in Sai Kung. Besides autumn scenery and delicious food, they also enjoyed some specially arranged workshops on DIY potted plants and soap bubble craft, along with role-playing photoshoots, etc.



秋風送爽長者遊，2017年11月

久居「救世軍白普理慈愛長者之家」院舍的長者於義工陪伴下到西貢「香港青年協會賽馬會西貢戶外訓練營」遊玩半天。除觀賞秋日風光和品嚐豐富美食外，更特別安排趣味工作坊如製作小盆栽、肥皂造型、角色扮演拍照留念等，樂也融融。



Hairdressing for the Mentally Challenged, December 2017

A five-week haircut course was offered to staff members who later volunteered to cut hair for mentally challenged persons in an institution in Sheung Shui District. The tour to the institution was carried out on bicycles, arranged by Hong Kong Lutheran Social Service under We Cycle 2, which is a programme to train reformed drug addicts to be eco-tour guides on two wheels. This expedition allowed participants to serve those in need and work with people deserving a second chance.



為智障人士理髮，2017年12月

本集團向員工提供為期五星期的理髮課程，其後該等員工前往上水為一間機構的智障人士提供理髮服務。員工獲香港路德會社會服務處安排，由「改變輪舍單車導賞員及義工訓練計劃」（為將更新吸毒人士培訓為單車生態導遊的計劃）之義工帶領下以單車前往機構探訪。該活動讓參加者為有需要人士服務及與重投社會的更生人士合作。

5.2 Charitable Sponsorship and Donations

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

Oxfam Rice Sale Campaign, May 2017

Volunteers and their family members participated in the “Oxfam Rice Sale Campaign” service day. They encouraged members of the public to donate towards the “Oxfam Rice Packs” in Fitfort Arcade, North Point, aiming to raise funds for the China Development Fund, which finances community-development projects in rural areas of mainland China.



5.2 慈善贊助及捐贈

本集團動員員工參與慈善義賣及籌款活動，幫助社區弱勢群體。於本年度內，主要慈善贊助及捐款活動包括：

樂施米義賣，2017年5月

義工及其家屬參加了「樂施米義賣」服務日，鼓勵大眾在北角健威坊商場為「樂施米」捐款，為資助內地農村社區發展項目的中國發展基金會籌集善款。

Mooncake Transfer Campaign, September 2017

In the “Mooncake Transfer Campaign”, the Group collected mooncakes from staff. The mooncakes were then donated to Pok Oi Hospital Wai Yin Association Youth City, for redistribution to underprivileged families in Tin Shui Wai.



月餅轉贈活動，2017年9月

在「月餅轉贈活動」中，本集團向員工收集月餅，然後將月餅捐贈予博愛醫院慧妍雅集新Teen地，以派發予天水圍的弱勢家庭。

Dress Casual Day, October 2017

The staff dressed casual when they took part in the annual Dress Casual Day organised by the Community Chest on 12 October 2017.



便服日，2017年10月

於2017年10月12日，員工身穿便服參加香港公益金之年度活動便服日。

Special charity donations were channelled to Project WeCan and Plan International Hong Kong, to support their missions to help underprivileged students in Hong Kong and disadvantaged minors worldwide.

本集團向「學校起動」及「國際培幼會(香港)」作出特別慈善捐款以支持該些機構幫助香港貧困學生及世界弱勢群體的使命。

Qile Cake Charity Sale, November 2017

The Group supported the Qile Cake Charity Sale, organised by Haven of Hope Christian Service. Staff volunteers sold cakes at a booth in Fitfort Arcade, North Point. Some of them even brought their children along, doing good deeds and setting good examples on generosity and giving at the same time. There were also earlier purchases by Group's staff, ensuring a substantial sum was raised for Haven of Hope Christian Service.



耆樂餅義賣大行動，2017年11月

本集團支持基督教靈實協會組織的「耆樂餅義賣」。義工在在北角健威坊商場的攤位售賣蛋糕。部分義工甚至攜同子女參與，在做善事之餘，樹立樂於助人及無私付出的好榜樣。此外，本集團員工亦於活動前購買耆樂餅，協助為基督教靈實協會籌集大筆資金。



5.3 Environmental Conservation

The Group is dedicated to promoting environmental awareness through green education. Major environmental conservation initiatives during the Year included:

Closer to Nature Hiking Course, March 2017

A three-day hiking course was organised, for participants to learn practical hiking skills, including selection of appropriate gear and safety in the countryside. With interpretation from the eco-tour guides, the visits enabled participants to experience nature while promoting eco conservation awareness. Upon completion of the course and assessment, the participants received "Certificate of Mountaineering Level 1" from China Hong Kong Mountaineering and Climbing Union.



5.3 環境保護

本集團致力通過綠色教育宣揚環保意識。於本年度內，主要環保活動包括：

踏青樂悠遊 生態遠足導賞班，2017年3月

本集團舉辦了為期三天的遠足課程，讓參與者學習實用之遠足技能，包括挑選合適的裝備及郊外安全意識。在生態導賞員的領導下，參與者透過此次遊覽不僅感受了大自然，同時提高了生態保護意識。完成此次課程的參與者經評核後獲得由中國香港攀山及攀登總會頒授的「一級運動攀登訓練證書」。

Earth Hour, March 2017

On 25 March 2017, the Group 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，2017年3月

於2017年3月25日，本集團響應世界自然基金會一年一度的「地球一小時」活動，與全球數百萬人攜手參與節能行動並關閉辦公室照明燈。該活動旨在提高人們對氣候變化的意識。

Tree Planting Day, June 2017

Staff participated in a tree planting day in Peng Chau, organised by Hong Kong Green Nature Union and the Committee of International Million Trees (Forest) Project and Network. Staff enjoyed a pleasant outing, which enhanced their awareness of environmental protection.



植樹日，2017年6月

員工參與了由香港綠色自然聯盟與國際百萬森林計劃在坪洲舉辦的植樹日。員工享受愉快的旅程，並提升了彼等對保護環境的意識。



Sai Kung Snorkeling Tour, September 2017

In partnership with Earth Gogo Go, a non-profit environmental advocacy enterprise, a day trip of rafting and snorkelling in Sai Kung was arranged. In the morning, staff and their family members boarded rafts and immersed themselves in the amazing scenery of the countryside. They were then headed into the water and enjoyed beautiful marine life and natural corals near Kiu Tsui beach with their snorkelling gear. The delightful tour encouraged participants to support environmental conservation and sustainable development by bringing them closer to nature.



5.4 Community Commitment

The Group has been awarded the 5 Years Plus Caring Company Logo by the Hong Kong Council of Social Service, recognising its ongoing commitment to fulfilling its corporate social responsibilities.



西貢浮潛之旅，2017年9月

我們與非牟利性環保企業地球高高攜手在西貢舉辦了划艇及浮潛一日遊。於早上，員工及親友登上木筏，隨即沉浸於迷人的秋光水色之中。隨後，他們紛紛投身水中，戴上浮潛裝備欣賞橋咀沙灘附近的美麗海洋生物和珊瑚。這次令人心曠神怡的旅程通過讓參與者親近自然，鼓勵他們支持環保和可持續發展。

5.4 社區承諾

本集團榮獲香港社會服務聯會頒發的5年Plus「商界展關懷」標誌，表揚其履行企業社會責任的持久承諾。

6. Appendix: HKEx ESG Reporting Guide Content Index

附錄：聯交所環境、社會及管治報告內容索引

The following content index is prepared in accordance with the ESG Reporting Guide as set out in Appendix 27 of the Listing Rules of the HKEx.

下列內容索引乃根據聯交所上市規則附錄27《環境、社會及管治報告指引》制訂。

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 Group 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) 遵守對本集團有重大影響的相關法律及規例的資料。	2.1, 2.4.1
KPI A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	2.4.1
KPI A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	2.4.1
KPI A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	Not applicable 不適用 <i>In view of its business nature, the Group does not directly generate any hazardous waste.</i> 基於其業務性質，本集團並無直接產生任何有害廢棄物。
KPIA1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	2.4.3
KPI A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	2.2
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	2.4.3

Subject areas 主要範疇	Description 描述	Section 章節
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	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總消耗量及密度。	2.4.2
KPI A2.2	Water consumption in total and intensity. 總耗水量及密度。	Not applicable不適用 <i>The Group operates in leased premises. The water consumption data for individual occupants is not available.</i> 本集團於租賃物業經營。個別租戶的耗水量數據未能提供。
KPI A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	2.2
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	Not applicable不適用 <i>The Group did not encounter any problems in sourcing water for its daily operations.</i> 本集團在日常營運取得用水方面並無遇到任何問題。
KPI 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。	2.4.3
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 Group's significant impact on the environment and natural resources. 減低本集團對環境及天然資源造成重大影響的政策。	2.3
KPI 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。	2.3

Subject areas 主要範疇	Description 描述	Section 章節
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 Group 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) 遵守對本集團有重大影響的相關法律及規例的資料。	4.6
KPI 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	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 <i>briefly discussed</i> 已概括說明
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 Group 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) 遵守對本集團有重大影響的相關法律及規例的資料。	3.3
KPI B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	3.3
KPI B2.2	Lost days due to work injury. 因工傷損失工作日數。	3.3 <i>briefly discussed</i> 已概括說明
KPI 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。	3.3

Subject areas 主要範疇	Description 描述	Section 章節
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	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 <i>briefly discussed</i> 已概括說明
KPI 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 <i>briefly discussed</i> 已概括說明
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 Group relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對本集團有重大影響的相關法律及規例的資料。	3.2
KPI 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	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	Number of suppliers by geographical region. 按地區劃分的供應商數目。	4.1 <i>briefly discussed</i> 已概括說明
KPI 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 <i>briefly discussed</i> 已概括說明

Subject areas 主要範疇	Description 描述	Section 章節
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 Group 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) 遵守對本集團有重大影響的相關法律及規例的資料。	4.2
KPI 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	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 <i>briefly discussed</i> 已概括說明
KPI 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	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	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

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 Group 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) 遵守對本集團有重大影響的相關法律及規例的資料。	4.5
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the Group or its employees during the reporting period and the outcomes of the cases. 於匯報期內對本集團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	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
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 Group operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解本集團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	Focus areas of contribution. 專注貢獻範疇。	5
KPI B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	5