



CHINA STAR ENTERTAINMENT LIMITED 中國星集團有限公司

(Incorporated in Bermuda with limited liability)

(於百慕達註冊成立之有限公司)

Stock code 股份代號: 326

Environmental, Social and Governance Report 2017 環境、社會及管治報告





目錄 Content

頁次 Page

關於本報告	About This Report	2
關於中國星	About China Star	3
可持續管治	Sustainability Governance	4
持份者的參與	Stakeholder Engagement	6
保護環境及自然	Preserving Our Environment and Nature	7
構建綠色酒店	Building a Green Hotel	7
提倡綠色生活	Promoting Green Lifestyle	9
廢棄物管理	Waste Management	11
水管理	Water Management	12
氣體排放	Air Emissions	13
能源消耗	Energy Consumption	14
管理環境風險	Managing Environmental Risks	15
完善服務及營運	Perfecting Our Services and Operations	16
嚴格的服務標準	Uncompromising Services Standards	16
以客為尊	Our Guest as Our Top Priority	17
供應鏈管理	Supply Chain Management	19
商業操守	Our Business Conduct	20
關懷員工及社區	Caring for Our People and Community	21
吸引及挽留人材	Attract and Retain Talents	21
培育人材	Nurture Talents	22
健康與安全	Health and Safety	23
社區投資	Community Investment	25
展望	Looking Forward	26
ESG績效表	ESG Performance Table	27
聯交所《ESG指引》內容索引	Stock Exchange's ESG Guide Content Index	29



關於本報告 About This Report

本報告是中國星集團有限公司（「中國星」，連同其附屬公司統稱「本集團」）（股份代號：00326）刊發的第二份環境、社會及管治（「ESG」）報告（「本報告」）。本報告乃按照香港聯合交易所有限公司（「聯交所」）主板證券上市規則（「上市規則」）附錄二十七項下的《環境、社會及管治報告指引》（「ESG指引」）編製。本報告的目的為傳達及披露本公司的可持續性願景、政策、措施及表現。董事會（「董事會」）負責本集團的ESG策略及報告，並致力每年開誠佈公披露本公司的ESG資料。

This is the second Report (the “Report”) on Environmental, Social and Governance (“ESG”) presented by China Star Entertainment Limited (hereinafter referred to as “China Star”, and together with its subsidiaries, the “Group”) (Stock code: 00326). This Report is prepared in accordance with Appendix 27 – Environmental, Social and Governance Reporting Guide (“ESG Guide”), under the Main Board of the Rules Governing the Listing of Securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). The aim of this Report is to introduce and disclose our sustainability visions, policies, initiatives and performance. Our board of directors (the “Board”) is responsible for the Group’s ESG strategy and reporting, and is committed to disclosing our ESG information honestly and transparently on an annual basis.

報告範圍

如同去年，本報告範圍只涵蓋本集團在澳門的酒店經營業務－澳門蘭桂坊酒店有限公司（「該酒店」或「蘭桂坊酒店」）。該經營業務在經濟、環境和社會影響等方面素來為本集團各經營業務中最主要的來源。本報告亦首次包含由經典管理服務有限公司管理的該酒店的娛樂場的部分環境數據。

REPORTING SCOPE

Similar to last year, the scope of this Report continues to include only operations of the Group’s hotel services operations – Hotel Lan Kwai Fong Macau (the “Hotel”, or “Hotel LKF”), which contributes the most to the Group’s operations economically, socially and environmentally. Some environmental data of the Hotel’s casino, which is served by Classic Management & Services Company Limited, is also included in the Report for the first time.

報告期

除另有訂明者外，本報告期間涵蓋上個財政年度，即二零一七年一月一日至二零一七年十二月三十一日（「報告期」）。

REPORTING PERIOD

The reporting period of this Report covers our last financial year from 1 January 2017 to 31 December 2017 (the “Reporting Period”), unless otherwise specified.

報告框架

聯交所的ESG指引。

REPORTING FRAMEWORK

The Stock Exchange’s ESG Guide.

我們相當重視對本報告以及我們的可持續表現的一切意見。歡迎閣下以下列方式向我們表達意見：

We value any feedback on this Report and on our sustainability performance. Please feel free to send us your view through one of the following channels:

地址：香港干諾道中168-200號信德中心西翼34樓09室
電郵：mail@chinastar.com.hk
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關於中國星 About China Star

中國星於整段報告期內的營運業務，包括酒店及博彩服務、物業開發及投資及電影相關業務等。

酒店及博彩服務經營業務

本集團酒店及博彩經營業務由澳門蘭桂坊酒店有限公司經營。該酒店多年來對本集團的財務狀況貢獻最大。該酒店提供的服務包括住宿、餐飲、博彩及水療。該酒店以時尚及富有當代風格的精品酒店為定位，配套優質服務及舒適的環境。其卓越設計已獲得不少獎項嘉許，包括二零零九年「第五屆中國酒店星光獎－中國最佳設計精品酒店獎」及二零一二年「Trip Advisor旅行者之選－中國排名前25位時尚酒店」。

然而，澳門博彩業長期不景氣，對本集團的財務狀況造成負面影響，因此，中國星決定出售在澳門的酒店及博彩經營業務。出售事項已於二零一八年一月完成。

物業開發及投資經營業務

物業開發及投資經營業務為本集團新開設的經營業務。本業務分部主要從事投資及開發位於香港及澳門的物業，積極把握大灣區物業市場的急速增長。現時施工中的主要項目包括發展豪華商住綜合大樓，預計於二零一九年內竣工。於出售酒店經營業務後，本業務分部將成為對本集團營運影響最大的業務分部。因此，本業務分部亦將成為下年度環境、社會及管治報告的重點。

電影相關業務經營業務

電影相關業務經營業務為本集團最富盛名的經營業務，亦為發展歷史最悠久的業務分部。本業務分部主要參與電影及電視劇的投資、製作及發行事宜。近年，本集團曾投資製作若干賣座電影，例如「賭城風雲III」及「封神傳奇」等。

China Star's operations for the full Reporting Period involve hotel and gaming services, property development and investment and film related business.

HOTEL AND GAMING SERVICES OPERATIONS

Hotel and gaming services operations of the Group is carried out by Hotel Lan Kwai Fong Macau. Throughout the years, the Hotel contributes the majority of the Group's financial performance. Services provided by the Hotel includes accommodation, food and beverage, gaming services and SPA. Aiming to erect itself as a stylish, chic and contemporary hotel with excellent services and comfortable environment, the Hotel has been awarded with several recognitions for its outstanding design, including the "5th China Hotel Starlight Awards 2009 – Best Designed Boutique Hotel of China" and the "2012 TripAdvisor Travelers' Choice – Top 25 Trendiest Hotel in China".

However, as the Macau gaming industry experiences a prolonged downturn that attributes negatively to the financial performance of the Group, China Star had decided to dispose its hotel and gaming operations in Macau. The disposal was completed in January 2018.

PROPERTY DEVELOPMENT AND INVESTMENT OPERATIONS

Property development is a relatively new business segment established by the Group. Astutely seizing the fast-growing property market in the Greater Bay area, the business segment principally engages in investment and development of properties in Hong Kong and Macau. The major project in progress now involves the development of a luxury residential and commercial complex, which is expected to complete in 2019. After the disposal of the hotel operations, this business segment will take over and become the most material operation of the Group. Hence, it will be the focus of our Environmental, Social and Governance Report next year.

FILM RELATED BUSINESS OPERATIONS

Film related business is the most renowned and famous operations of the Group. It is also the segment with the longest development history. It mainly takes part in the investment, production and distribution of films and television drama series. In recent years, the Group has invested in the production of a number of successful films, for example, "From Vegas to Macau III" and "League of Gods".

可持續管治 Sustainability Governance

可持續管治是負責任及有效企業管治的基石，有助將可持續策略融入日常業務經營，並透過加強本集團與其持份者之間更緊密的溝通，管理本集團與外部及內部持份者之間的企業關係。董事會致力於制訂適當的ESG策略，並監督本集團的風險管理及內部監控系統，以有效評估及管理本公司的ESG相關風險。為確保實施高效而穩定的可持續管治及ESG管理，該酒店已成立兩個委員會管理兩個可持續性範疇－危機管理與環保。

Sustainability governance is the cornerstone of a responsible and effective corporate management as it bolsters the integration of sustainability strategies into daily business operations. It also manages corporate relationships with external and internal stakeholders with an increased level of communication between the Group and its stakeholders. The Board is committed to developing appropriate ESG strategies and overseeing the Group's risk management and internal control systems to evaluate and manage our ESG related risks in an effective manner. To ensure efficient and solid sustainability governance and ESG management, the Hotel has established two committees to manage two sustainability fields – crisis and the environment.

危機管理委員會

安全是營運的支柱，亦是我們一切作為的底線。危機管理委員會於二零零九年成立，專負監督及管理該酒店職業及環境安全工序及政策的執行。

CRISIS MANAGEMENT COMMITTEE

Safety is the backbone of our operations and marks the baseline of everything we do. The Crisis Management Committee was set up in 2009 to monitor and manage the exercise of occupational and environmental safety procedures and policies within the Hotel.

委員會的主要責任 Major Responsibilities of the Committee

管理及預測風險
Manage and
Predict Risks

確保遵守規定
Ensure
Compliance

進行安全培訓
Conduct Safety
Training

推廣職業安全
Promote
Occupational
Safety

自委員會成立以來，每年均有舉辦多項安全培訓。安全培訓的內容涵蓋不同安全事故，例如停電、火警及炸彈恐嚇。我們相信，員工經培訓後已具備足夠的知識及技能處理不同類型意外或事故。

Since its establishment, the committee has organised several safety trainings a year. The scope of which covers a wide range of safety incidents, for example, electricity blackout, fire outbreak and bomb intimidation. With the trainings, we are confident that our staff members are all well-equipped with the essential knowledge and skills to react to different types of accidents and incidents.



可持續管治 Sustainability Governance

環保小組委員會

環保是可持續發展的重要一環。因此，成立環保小組委員會，旨在提高該酒店的環保意識，以及改進該酒店達成環境可持續性的策略。委員會由來自該酒店不同部門（前台、管家、採購、人力資源、行政、保安、工程及資訊科技部門）的八位代表組成。委員會每月舉行會議，以提出所發現的環境問題及提議減低該酒店對環境影響的措施。

ENVIRONMENTAL COMMITTEE

Environmental protection is an important aspect of sustainability development. Hence, the Environmental Committee is formed to promote environmental awareness at the Hotel, as well as to advance the Hotel strategy on achieving environmental sustainability. The committee consists of 8 representatives from different departments in the Hotel – Front Desk, Housekeeping, Procurement, Human Resources, Administration, Security, Engineering and Information Technology Department. The committee meets monthly to raise environmental concerns they discover and propose initiatives to reduce the Hotel's impact on the environment.

委員會的主要責任 Major Responsibilities of the Committee

推動環保措施
Advocate
Environmental
Initiatives

推廣環境可持續性
Promote
Environmental
Sustainability

改進環保績效
Improve
Environmental
Performance

舉辦環保工作坊
Organise
Environmental
Workshops

委員會推行的環境管治相當有效，而且成果豐碩。該酒店於二零一零年、二零一三年及二零一六年三度奪得三年一屆的「澳門綠色酒店獎－銅獎」，並於二零一七年奪得「持續節能獎（酒店組）」。

Environmental governance carried out by the committee has turned out to be effective and fruitful. The Hotel has won the green hotel award – the “Macao Green Hotel Awards – Bronze” for three times (2010, 2013 and 2016), with each lasting for 3 years, and the “Continuous Energy Saving Award (Hotel Group)” in 2017.

持份者的參與 Stakeholder Engagement

我們相當重視持份者對我們營運的意見，並致力將他們的觀點納入我們的管理及經營策略當中，確保我們制訂更知情、更負責及更可持續的政策及規劃。持份者的意見亦可協助我們集合各方知識及專才，識別及管理重大風險。

一般而言，我們視對我們的營運有重大影響，或受我們的營運所影響的人士為持份者。本公司已設立不同溝通渠道，以便與持份者更有效地溝通。

We value our stakeholders' opinions towards our operations and strive to incorporate their views into our management and operation strategies. This guarantees that more informed, accountable and sustainable policies and plans can be developed. Stakeholders also help us identify and manage material risks with the combined pool of knowledge and expertise.

As a rule of thumb, we identify our stakeholders as groups of people who have an impact on our operations, or those who are affected by our operations. To effectively engage our stakeholders, multiple communication channels are established.

持份者 Stakeholder	溝通渠道 Engagement Channel
投資者／股東 Investors/Shareholders	<ul style="list-style-type: none"> 中期及年度報告 Interim and annual reports 股東週年大會 Annual general meeting 通函及公告 Circulars and announcements
賓客 Guests	<ul style="list-style-type: none"> 酒店內的客戶服務及互動 On-site customer services and interaction 客戶滿意度調查 Customer satisfaction surveys 網上預約平台 Online booking platforms
僱員 Employees	<ul style="list-style-type: none"> 每年績效及薪酬檢討 Annual performance and salary review 社交媒體平台 Social media platforms 通過電郵或報告板發出內部公告和通訊 Internal announcements and bulletins via email or notice boards 申訴系統 Grievance system
供應商 Suppliers	<ul style="list-style-type: none"> 會議及書信 Meetings and correspondence
政府／監管機構 Government/Regulatory Bodies	<ul style="list-style-type: none"> 會議及書信 Meetings and correspondence 規管檢查及考察 Regulatory checks and visits



保護環境及自然 Preserving Our Environment and Nature

作為酒店服務提供者，我們期望為賓客提供卓越、舒適的體驗，同時亦難免會對環境造成影響或損耗。因此，我們的管理層、僱員以至於賓客須同心協力，將我們對環境的影響減至最低。

As a hotel service provider who aims at giving an exceptionally comfortable experience to its guests, it is inevitable for us to cause impacts and footprints on the environment. Concerted efforts are therefore made by our management, our staff and even our guests, to alleviate and minimise the negative environmental imprints we impose.

構建綠色酒店

一般人會以為，經營酒店必定與推行環保背道而馳。我們不會否認，在實行環保措施的同時保持酒店的服務水平，是很困難的。但我們清楚認為可以做到，而且值得去做。透過環保小組委員會的指引及領導，我們努力實踐「4R」原則，將環保觀念融入營運當中。

減少使用	替代使用
物盡其用	循環再用

BUILDING A GREEN HOTEL

There is a common misconception that operating a hotel is inherently contradictory to going green. Although we do not deny the difficulty of implementing green initiatives without compromising service quality at hotel operations, we could clearly see the possibility of it, as well as the virtue of doing it. With the guidance and leadership of our Environmental Committee, we strive to incorporate environmentally-friendly ideas into our operations with commitments to the "4 R's" principles.

Reduce	Replace
Reuse	Recycle

減少使用

傳統上，「減少使用」指減少資源消耗。在蘭桂坊酒店，我們將之擴大至減少廢物，而減少廢物正是酒店業面對最重大環保問題之一。由於廚餘在我們所產生廢物當中比重甚高，我們特別留意該酒店的餐飲服務。

Reduce

Traditionally, "reduce" means reduction in resource consumption. At Hotel LKF, we extend it to the curtailment in waste production, one of the most material environmental issues faced by the hospitality industry. Special attention is given to the Hotel's food and beverage services, as food waste accounts for a considerable amount in our total waste generation.

為減低最終用戶所產生的廚餘，我們在用膳處張貼海報，呼籲員工及賓客珍惜食物。我們亦決心源頭減廢：我們已設置電子系統以紀錄餐廳內的食客平均人數，以更準確預算每日所需食材份量。報告期內，該酒店內其中一間餐廳更獲澳門環保局頒發「惜食食肆」名銜，以表揚其於減低廚餘方面的努力。

In order to reduce end-user food waste, posters were put up at the dining area to remind our staff and guest to cherish food. We are also determined to reduce consumption at source: an electronic system is installed to record the average number of diners at the restaurant to better estimate the amount of food ingredients needed every day.



One of the Hotel restaurants, was even awarded as a "Food Cherish Restaurant" (惜食食肆) by the Macau Environmental Department (Direcção dos Serviços de Protecção Ambiental) during the Reporting Period for its remarkable effort in minimising the amount of food waste it generates.

保護環境及自然 Preserving Our Environment and Nature

物盡其用

重用是避免丟棄可用物品的實際可行方法。在該酒店，賓客退房後，往往剩下尚未用完的浴室用品。為了物盡其用，管家部員工會收集沐浴露、洗髮水、牙膏、肥皂及廁紙等浴室用品，作內部用途。此外，酒店花店未獲售出的花朵亦會用作裝飾酒店。

循環再用

我們相信，大部份廢棄物經過正確處理後，能轉化為有價值的資源，而無須直接交付堆填。因此，我們在辦公室放置回收箱，鼓勵員工循環再用。我們亦在營運中將紙、塑料瓶、玻璃瓶及廢舊電池分開收集，並送交不同指定團體作適當處理及循環再用。

該酒店由二零一六年起與Clean the World(潔世)合作，將肥皂及浴室用品瓶裝容器循環再用。Clean the World(潔世)為專門收集酒店業的肥皂並循環再用的國際組織。所收集的肥皂及瓶裝容器經加工處理後，將連同其他衛生產品送到有需要者的手中。這項行動既能保護環境，亦能使社會得益，乃屬雙贏之舉。報告期內，我們已收集252公斤肥皂及764公斤浴室用品瓶裝容器，並已交予Clean the World(潔世)。

Reuse

Reusing is a practical and effective way to prevent usable goods from being discarded. In our Hotel, bathroom amenities provided to the guests are often found half-full when the room is checked out. To fully utilise the resources, our housekeeping staff will collect the amenities, including shower gel, shampoo, toothpaste, soap and toilet paper roll, for internal use. In addition, leftover flowers from the Hotel flower shop are also reused for decoration purpose at the Hotel area.

Recycle

With proper handling, we believe most waste can turn into valuable resources again before going to the landfills. Recycling bins are therefore installed in back offices to encourage recycling among our staff. We also separate and collect paper, plastic bottles, glass bottles and used batteries within our operations to designated bodies for appropriate treatment and recycling.

Since 2016, our Hotel has also been coordinating with “Clean the World” to carry out soap and amenity bottles recycling. “Clean the World” is an international organisation that specialises in the recycling of soap from the hospitality industry. Soaps and amenity bottles are collected and processed, before they are sent to people in need as a part of a hygiene kit. This is a win-win solution that preserves the environment and creates positive social impact at the same time. During the Reporting Period, we have collected 252 kg of soap, and 764 kg of amenity bottles to “Clean the World”.



保護環境及自然 Preserving Our Environment and Nature

替代使用

隨著市場及科技的發展，傳統物品的環保選擇亦應運而生。於報告期內，我們考慮環境因素後，替換了員工餐廳及洗手間的若干物品。

- 使用沒有獨立包裝的牙籤
- 使用經森林管理委員會(FSC)認證¹的餐巾
- 使用效能較高的廁紙機
- 在部份員工洗手間使用電乾手機取代廁紙機



Replace

As the market and technology advances, increasing eco-friendly options for traditional goods emerge. During the Reporting Period, we replaced a number of items at the staff canteens and toilets due to environmental considerations.

- Adopting toothpicks without individual packaging
- Employing napkins with Forest Stewardship Council (FSC) certification¹
- Using new towel papers dispensers of higher efficiency
- Installing electric hand dryers to replace towel paper in certain staff toilets



提倡綠色生活

作為重視環境的酒店，我們致力於營運中提倡綠色生活。我們相信向員工推廣綠色生活，能有效減少我們對環境影響。因為綠色生活是全面而且蘊藏大量可能性和靈活性。我們希望透過下列措施及項目鼓勵員工及賓客選擇更環保的生活方式。

PROMOTING GREEN LIFESTYLE

As an environmentally-savvy Hotel, we strive to encourage green living within our operations. We believe promoting green lifestyle to our people is an efficient means to reduce our environmental impacts as it is all encompassing, and possesses great possibilities and flexibilities. With the following measures and event, we hope to influence both our employees and our guests to pursue a more eco-friendly lifestyle.

¹ FSC認證意味有關產品以負責任的森林實務及管理過程中生產。

¹ FSC certification implies that the product is produced with responsible forest practice and management.

保護環境及自然 Preserving Our Environment and Nature

該酒店參與能源發展辦公室舉辦的「澳門節能週2017」（「節能週」），以示其為支持節能的企業。該項目分為兩部份：一項是於節能週的其中一個晚上進行「熄燈」行動，另一項是呼籲員工「穿著便服」以減省辦公室的空調耗能。該酒店已參與「熄燈」行動，並鼓勵132名後勤員工穿便服上班。節能週提醒我們不斷努力提高該酒店的能源效益。

The Hotel participated in the "Macau Energy Conservation Week 2017" (the "Conservation Week") organised by the Office for the Development of the Energy Sector to show its support as a corporate on the issue of energy conservation. The event comprised of two main parts: one initiating "lights-off" during one of the night-hour at the Conservation Week, and another suggesting employees to "wear light and casual" to reduce the amount of energy required for cooling at the workplace. Our Hotel gladly participated in the "lights-off" campaign, and encouraged 132 back office colleagues to wear light to work. The Conservation Week served as an excellent reminder for us to continuously invest in the improvement of energy efficiency at the Hotel.

另一方面，環保小組委員會已設計及舉辦多項活動，向同事講解有助於環保的日常生活智慧。例如，於六月份舉行的環保清潔劑工作坊，教導員工將一般被視為廢物的果皮轉化為清潔劑。該工作坊旨在於顯示，只要發揮創意，幾個步驟便可將「廢物」轉化為有用資源。

On the other hand, our Environmental Committee has designed and organised several activities to share with our colleagues' daily life wisdoms or tips that are rewarding both to them and to the environment. For example, an eco-detergent workshop was held in June to teach our staff how to turn fruit peel, which is otherwise seen as waste, into useful cleansing agent. The aim of this workshop is to show that with creativity, "waste" can easily transform into useful resources with a few steps.

此外，環保小組委員會亦於二零一七年七月在辦公室設立綠色生活報告板，提醒員工努力實行較具可持續性的生活方式。該佈告板的內容按季更新，讓員工定期知悉有關綠色生活的新主意。

In addition, the Environmental Committee also set up a green lifestyle notice board in July 2017 at the office area to remind our staff to pursue a more sustainable way of living. The contents of which are changed and updated quarterly so as to ensure our colleagues are informed with new green living ideas regularly.



在七月及十月裝置的綠色生活報告板。
The green lifestyle notice board set in July and October.



保護環境及自然 Preserving Our Environment and Nature

我們亦致力為賓客提供充裕選擇，務求他們在該酒店住宿期間可以更環保。我們在酒店房間內放置告示卡，鼓勵住宿多於一晚的賓客考慮重用他們的床單及毛巾，以對環境承擔責任。

As for our guests, we also endeavour to provide them with sufficient choices to pursue a greener stay at our Hotel. Notice cards are placed in the hotel rooms to encourage the guests who stay longer than one night to consider using their linens and towels more than once, with thoughts on their environmental responsibility.

廢棄物管理

廢棄物問題是全球正面對的一個嚴峻環境問題。作為負責任的企業公民，該酒店已制定及採納一系列措施以減低經營過程產生並會送往堆填的廢棄物，包括廚餘、生活廢棄物及其他可回收物。

WASTE MANAGEMENT

Waste problem is a daunting environmental issue faced globally. As a responsible corporate citizen, our Hotel has formulated and adopted a list of measures to curtail the amount of waste, including food waste, domestic waste and other recyclables, produced and sent to the landfills from its operations.

廚餘是酒店業最大量產生的廢棄物之一，同時亦是澳門面對最需要逼切解決的廢棄物問題－廚餘佔澳門生活廢棄物達40%。因此，該酒店自二零一七年十月起，與澳門環保部門合作將廚餘轉化為有機堆肥，作綠化用途。該酒店從飯堂及餐廳收集廚餘（包括食物殘渣及吃剩的食物），並轉交澳門政府作進一步處理。於二零一七年五月至十二月期間，該酒店產生約3,100公斤廚餘，其中40%為食物殘渣，另外60%為賓客的剩菜。於二零一七年十月至十二月期間，約1,500公斤廚餘已轉交澳門環保部門作進一步處理。

Food waste is one of the most substantial waste type generated by the hospitality industry. It is also one of the most pressing waste problems faced by Macau – up to 40% of the domestic waste are food waste. In view of this, the Hotel has collaborated with the Macau Environmental Department since October 2017 to turn food waste into organic compost, which can be utilised for greening purpose. Food waste including food scraps and leftover food from canteens and restaurants are collected and transferred to the Macau government for further treatment. From May 2017 to December 2017, the Hotel had generated approximately 3,100 kg of food waste, with 40% being food scraps and 60% being customer leftovers. From October to December 2017, around 1,500 kg of food waste is sent to the Macau Environmental Department for further processing.

保護環境及自然 Preserving Our Environment and Nature

為盡量減少運往堆填的廢棄物數量，該酒店要求員工進行廢物分類，並識別及獨立處理有用的資源。可回收物包括紙張、塑料瓶、玻璃瓶及廢舊電池，會與不可回收物分開收集並共同送交第三方處理。我們亦將對環境有害的油桶分開處理。該酒店亦繼續進行利是封回收行動。農曆新年過後，我們於該酒店內放置收集箱，方便賓客及員工將收到的利是封回收。於報告期內，該酒店已回收約28噸紙張、1噸塑料瓶、200公斤電池及180公斤油桶。

To minimise the amount of waste sent to the landfills, the Hotel has been engaging its staff to carry out waste separation, such that useful resources can be identified and treated individually among other wastes. Recyclables including paper, plastic bottles, glass bottles, and used batteries are set apart from other non-recyclables and collected by an external party for further processing. Similar procedure is also applicable to the treatment of oil buckets, which is environmentally-harmful. The Hotel also continued to conduct red packets recycling. After Chinese New Year, collection boxes were placed at the Hotels for the ease of our guests and employees to recycle the red packets they received. During the Reporting Period, the Hotel has recycled approximately 28 tonnes of paper, 1 tonne of plastic bottles, 200 kg of battery and 180 kg of oil bucket.



水管理

水是每個人都應該珍惜的珍貴資源。作為負責任的企業，該酒店著力透過加強硬件及環保教育以圖減低耗水。

WATER MANAGEMENT

Water is a precious resource that we should all conserve. As a responsible corporate, our Hotel is devoted to reducing our water consumption through hardware upgrade and environmental education.

我們在該酒店公共區域的洗手間的水龍頭安裝自動感應器及水流控制器。加強硬件後，每分鐘的水流量得以下降，從而達致更高的水效能。我們亦於平台花園放置雨水收集箱，將雨水用作清潔及綠化用途。為教育目的，我們亦放置節約用水標示提醒員工及賓客節約用水。於報告期內，該酒店共耗水135,701立方米²。

Automatic sensors and flow regulators were installed in water faucets in toilets in the Hotel's public area. The improvement in hardware can effectively reduce the amount of water dispensed given the same running time, hence resulting in a greater water efficiency. We also have a rainwater collection tank on the podium garden to reuse water for housekeeping and greening purposes subsequently. For education purposes, water conservation signs were also put up in staff and guest toilets as a kind reminder to use the resource reasonably. During the Reporting Period, the Hotel consumed 135,701 m³ of water².

² 每日平均耗水量(必要時)可能會用以推斷整體耗水量。

² Daily average water consumption may be used to estimate the overall water consumption, when necessary.



保護環境及自然 Preserving Our Environment and Nature

氣體排放

由於我們的業務性質屬服務型，因此，該酒店並無重大氣體排放。然而，我們仍然致力控制氣體排放物，以減低對環境的影響及確保賓客的健康。

酒店專車是營運中廢氣排放的唯一來源。於報告期內，該酒店共使用11輛專車。我們決心把專車所排放的廢氣維持在合規水平，因此會對所有專車進行定期檢查及維護。我們確保該酒店的專車在任何時間均符合當地的排放標準。

另一方面，由於我們留在室內的時間日益增加，室內空氣質素對我們的健康亦有舉足輕重的影響。該酒店的賭場已遵照澳門環保條例，聘請外部環保顧問每月測試室內空氣質素。由於我們不斷努力維持潔淨，我們於報告期內並無收到任何不遵守本地及國家法規的舉報。

氣候變化日益嚴峻，溫室氣體（「溫室氣體」）排放近年備受關注。作為一間注重環保的企業，該酒店希望透過提高能源效益減少能源消耗，從而減少間接碳排放。有關節能措施的更多詳情，請參閱「能源消耗」一節。

AIR EMISSIONS

In our Hotel, we do not have significant air emissions due to our service-oriented business nature. However, we are committed to reducing our impacts on the environment and safeguarding the health of our guests, through managing our air emissions.

Hotel vehicles are the only contributors to exhaust gas emissions in our operations. During the Reporting Period, there are a total of 11 vehicles operated by the Hotel. We are devoted to keeping the exhaust emissions from the vehicles within regulatory levels, so all vehicles are checked and repaired regularly. We ensure that all of our Hotel vehicles complied with the local emission standards at all times.

On the other hand, indoor air quality is becoming more and more decisive to our health as we spend an increasing amount of time indoors. In compliance with the Macau environmental regulations, the casino at our Hotel has been tested on its indoor air quality monthly by an external environmental consultancy. Due to our tireless effort in maintaining the cleanliness of the area, we have not received any non-compliance reports to any of the local and national regulations during the Reporting Period.

As climate change becomes more prevalent, greenhouse gas (“GHG”) emissions has been a category under the spotlight in recent years. As an environmentally-conscious corporate, our Hotel endeavours to reduce energy consumption by improving its energy efficiency, so as to reduce its indirect carbon emission. For more energy efficient initiatives, please refer to the “Energy Consumption” section.

保護環境及自然 Preserving Our Environment and Nature

於報告期內，本集團委聘獨立專業顧問CKP Sustainability Consultants評估該酒店的溫室氣體排放量。總括而言，該酒店共排放約9,574噸二氧化碳當量，其中99%為能耗所產生的間接排放。其餘1%直接排放為該酒店汽車燃燒汽油及該酒店的餐廳內煮食所產生。

During the Reporting Period, the Group has contracted CKP Sustainability Consultants, an independent professional consultancy, to calculate the Hotel's GHG emissions. In total, the Hotel emitted approximately 9,574 tonnes of CO₂-equivalent, with 99% of the emissions being indirect emissions generated from energy consumption. As for the remaining 1% of direct emissions, it was produced by the burning of fuel in vehicles and cooking activities at the Hotel restaurants.

溫室氣體排放量 GHG Emissions	單位 Unit	二零一七年 2017
溫室氣體排放量 ³ （範圍1及2） GHG Emissions ³ (Scope 1 & 2)	噸二氧化碳當量– tCO ₂ e-	9,574.02
範圍1: 直接排放 Scope 1: Direct Emissions	噸二氧化碳當量– tCO ₂ e-	87.15
範圍2: 能源間接排放 Scope 2: Energy Indirect Emissions	噸二氧化碳當量– tCO ₂ e-	9,486.87

能源消耗

由於能源間接排放佔我們於報告期內溫室氣體總排放量的99%，所以改進能源效益對環保的影響及幫助，是顯而易見的。該酒店竭盡全力，不斷改良其空調及照明系統的能源效益。以下是該酒店使用的部份能源效益系統：

- 智能中央空調系統：可自動調控泵流量，輸出精準製冷，節省約20至40%能耗
- 熱泵系統：轉化室內外的熱能，達到製冷及供暖效果，較傳統產生熱力的室溫調節系統更具能源效益
- LED照明系統：我們使用的LED照明系統能耗僅為原有照明系統的16%

ENERGY CONSUMPTION

As energy indirect emission attributes to 99% of our total GHG emissions in the Reporting Period, the impact and benefits of improving energy performance is well-recognised. The Hotel has been inputting resolute effort for the continual improvement of energy efficiency in its air-conditioning and lighting system. Below are some energy efficiency systems in use at the Hotel:

- *Smart Central Air-Conditioning System*: Capable of adjusting pump flow rate automatically to deliver precise cooling and save approximately 20-40% of the energy
- *Heat Pump System*: A system that transfers heat between indoors and outdoors for cooling and heating effect, which is more energy efficient than conventional heat-producing temperature regulating system
- *LED Lighting System*: Our LED lights consume only 16% of the energy, when compared to the original lighting system

³ 溫室氣體排放乃根據由香港政府所發布的指引，世界資源研究所與世界可持續發展工商理事會所制定的「溫室氣體議定書」，及由本地水電供應商公布的排放系數而計算得出。

³ GHG emissions calculations reference guidelines issued by Hong Kong Government, Greenhouse Gas Protocol developed by the World Resources Institute and World Business Council for Sustainable Development, as well as latest emission factors as set out by local utility companies.



保護環境及自然 Preserving Our Environment and Nature

我們於報告期內的總耗電量呈向下趨勢，與二零一六年相比微降約2%，反映能源管理措施有效。我們亦成功將汽油及燃油的燃料消耗量分別減少6%及25%。

Our success in energy management is reflected in the downward trend of total electricity consumption within 2016 and the Reporting Period, which shows a slight decrease of around 2%. We also managed to reduce our fuel consumption on gasoline and oil, which decreased by 6% and 25% respectively.

能源消耗 Energy Consumption	單位 Unit	二零一七年 2017	二零一六年 2016
電量 Electricity	千瓦時 kWh	10,482,732.95	10,650,478.00
燃氣 Gas	單位 Unit	7,564.00	不適用 N/A ⁴
汽油 Gasoline	公升 L	24,569.94	26,030.83
燃油 Oil	公升 L	904.02	1,198.33

管理環境風險

氣候變化將導致未來出現更多極端天氣事件。因此，我們必須為可預期而不可預知的環境風險未雨綢繆，以使其對我們服務的影響減至最低。

MANAGING ENVIRONMENTAL RISKS

Climate change will bring us more extreme weather events in the coming years. It is therefore vital for us to be well-prepared for the expected, yet unpredictable environmental risks, such that their influence to our services will remain minimal.

颱風天鴿於二零一七年八月侵襲華南沿岸，澳門社會及經濟均遭受打擊。有建築物及基礎設施（包括供電及供水設施）被淹浸甚至損毀。該酒店的營運同樣由於極端天氣導致停電及食水暫停供應而遭受重創。危機管理委員會於事後不久即舉行會議，以針對該事件的應對機制作出評價。委員會已提出多項改善措施，以改善現有應變計劃，控制損失程度，並重新界定各部門在日後應對同類事件時的角色。

During typhoon Hato's hit on the South China Coast in August 2017, Macau suffered socially and economically. Buildings and Infrastructures including those for electricity and water supply were flooded and destroyed. Our Hotel operations were also heavily affected by the extreme weather as we experienced electricity blackout and water supply suspension. To better evaluate the Hotel response mechanism to such incident, a Crisis Management Committee meeting was organised shortly after the incident was over. Several improvements were suggested to enhance the effectiveness of existing contingency plans, control the extent of loss, and redefine departmental roles in coping with such incidents in the future.

⁴ 二零一六財政年度並無收集消耗燃氣的數據。

⁴ Gas consumption data was not collected for the financial year 2016.



完善服務及營運 Perfecting Our Services and Operations

「永攀新高」是該酒店的核心使命宣言。我們致力為尊貴賓客提供令人滿意、舒適及難忘的住宿體驗。酒店秉持高標準的服務，制定了一套質量控制政策，並為各相關員工舉行嚴格的培訓。

嚴格的服務標準

該酒店堅定不移地維持其服務和酒店房間標準，以保持其「三星級」酒店服務供應商的資格。我們的所有客房均由專業且訓練有素的管家部員工管理，我們相信，所有客房均符合我們嚴格的內部質量要求，之後方會提供予賓客使用。

確保客房的衛生及功能是我們質量保證程序的基本要素。管家部員工將獲發一份關於客房清潔及整理的適當標準及程序的明確操作指引。我們的樓面經理會每日檢查已清潔客房的各個方面，包括清潔度、門禁系統及其他設備的功能，以及洗漱用品是否妥善補足。當發現設備損壞或發生故障時，應通知工程部門以進行後續維護及檢查。我們亦為管家部員工提供定期培訓，以保證彼等有能力做好房間整理工作。

我們明白，在特別及緊急情況下有可能及有必要換房。為確保所有賓客在下榻該酒店期間有愉悅的體驗，我們會在客人提供合理理由時允許換房。我們亦已制訂「換房」政策，闡明換房的條件及手續。我們相信，本年度所有換房事項均已以審慎盡責的態度進行。

“Always exceed expectations” is the core mission statement of our Hotel. We strive to provide a satisfying, relaxing and memorable accommodation experience to our esteemed guests. To uphold the high standard of services, the Hotel has formulated a list of quality control policies and organised respective staff trainings in a strict manner.

UNCOMPROMISING SERVICES STANDARDS

Our Hotel makes steadfast effort to maintain its services and hotel room standards such that its identity as “3-star” hotel services provider could be preserved. Managed by our professional and well-trained housekeeping staff, we are confident that all of our rooms fulfill our stringent internal quality requirements before being served to our guests.

Ensuring the hygiene and functionality of the room is a fundamental element of our quality assurance procedure. A clear operating guideline is issued to the housekeeping staff on the appropriate standards and procedures of cleaning and arranging a room. Every day, our floor manager will inspect the cleaned rooms on various aspects, including cleanliness, functionality of the door security system and other appliances, and whether amenities are properly refilled. When an equipment is found to be damaged or malfunctioning, notices should be sent to the engineering department for follow up maintenance and checkups. Regular trainings are also provided to our housekeeping staff such that their capability to carry out satisfying housekeeping practices are guaranteed.

We understand the possibility and necessity of room exchange under special and urgent circumstances. To ensure all guests have an enjoyable stay at our Hotel, we are open to room exchange when a reasonable cause is raised. We have also established a “Room Move” policy to evidently describe the criteria and procedures of room exchange. We are confident that all room exchange in the year were conducted with due care and diligence.



完善服務及營運 Perfecting Our Services and Operations

以客為尊

我們永遠尊奉賓客利益至上。我們一貫關注賓客的反饋，力求藉此滿足賓客的期望。我們的使命是：讓賓客感到幸福滿足，照顧他們的安全及健康，為他們塑造一個難忘的體驗。

確保賓客安全

保護賓客的健康與安全是我們客戶關懷議程中最重要、最關鍵的要素。我們相信，打造舒適酒店的先決條件是建立一個沒有人身危險的安全環境。

所有酒店客房均已放置消防安全說明單張，並附有疏散路線圖。建議賓客在入住酒店時細閱該等說明。為進一步確保消防安全，我們在該酒店所有客房裝有噴灑滅火系統。我們的管家部員工亦會關注客房及酒店的安全狀況，並在發生異常事件時向管理層匯報。例如，在該酒店區域發現可疑人士或武器即屬於異常事件。我們的所有員工均會接受安全檢查，以進一步確保該酒店的安全。

除消除即時安全隱患外，該酒店亦關注賓客的長期健康。我們所有的酒店客房和公共區域均禁止吸煙。該酒店掛有「禁止吸煙」提示牌，提醒賓客不要吸煙。

於報告期內，並無報告賓客受傷事件。

OUR GUEST AS OUR TOP PRIORITY

Guests' interest is always our top priority. We endeavour to have our guests' expectations met by attending to their feedback at all times. It is our mission to make our guest's stay unforgettable and memorable with our dedication and devotion to their well-being.

Securing Guest Safety

Safeguarding the health and safety of our guest is the most important and critical element of our customer care agenda. We believe a safe and secure environment that is free of physical danger is the prerequisite for building a comfortable hotel.

All hotel rooms are supplied with a Fire Safety Instruction Leaflet with an evacuation map attached. Hotel guests are recommended to study the instructions when they check in to the room. To further ensure fire safety, we have set up fire sprinkler system in all Hotel rooms. Our housekeeping staff will also attend to the room and hotel safety conditions, and report to management in times of unusual events. For example, suspicious person with dubious behaviour or weapons discovered in the Hotel area would constitute as an unusual event. All of our employees are subject to security inspection to further ensure the safety of our Hotel.

Apart from eliminating immediate safety risks, our Hotel also care for the guests long-term health. Smoking is forbidden in all of our hotel rooms and public areas. "No Smoking" signs are put up in the Hotel as a reminder to the guests.

During the Reporting Period, no cases of guest injury is reported.



完善服務及營運 Perfecting Our Services and Operations

保護賓客的個人資料

在這個大數據時代，個人資料正在被大肆收集及濫用的危機所威脅。因此，我們必須保護並格外審慎地處理收集得來的一切賓客資料。前台部及訂房部（僅該等部門涉及處理客戶資料）的每台電腦均裝有資訊安全系統。該系統安全地存儲賓客的個人資料，且僅指定員工有有限權限。所有員工在下班時均須登出系統，以防數據洩露。至於賓客的個人身份證或預訂資料的紙質文件，全部被鎖在一個儲存箱內，鑰匙由主管或以上級別員工保管。

已取消或已保存超過兩年的預訂資料，將在主管的監督下妥為切碎。碎紙文件將標記為「銷毀」，並送至管家部作適當管理。

此外，我們嚴禁員工將任何賓客相關資料下載或保存到他們的個人電郵帳戶或存儲設備中。所有員工於入職時均被知會此行為準則，違者將會遭受紀律處分。我們亦鼓勵員工在發現企圖從該酒店電腦系統獲取敏感資料的可疑活動時向資訊科技部門舉報。

Protecting Personal Information of All Guests

Personal data is at stake of being harvested and misused in this era of big data. It is therefore crucial for us to safeguard all guest information we collect, and process them with preeminent care. An information security system is installed in every computer in the front desk department and booking department, the only departments that involve the handling of customer information. This system securely stores our guest personal information with limited access to designated staff only. All staff members are required to sign out the system when they are off-duty to prevent data leakage. As for hard copies of guest personal ID or booking information, they are all locked in a storage unit with keys kept by employees of director level or above.

Cancelled booking information, or booking information that has been kept for more than two years, will be properly shredded under the supervision of directors. The shredded documents will be labelled as "Destroy" and sent to the Housekeeping Department for appropriate management.

On the other hand, we strictly prohibit our employees to download or save any guest related information to their personal email accounts or storage devices. All staff members are well-acknowledged with this code of conduct at orientation and the violation of which will lead to disciplinary action. Employees are also encouraged to report to the Information Technology Department when they discover suspicious activity of attempt to obtain sensitive information from the Hotel's computer system.



完善服務及營運 Perfecting Our Services and Operations

處理投訴

賓客的反饋是我們改善服務的動力。我們重視賓客的每一條意見，並努力積極回應彼等的要求及期望。當收到客戶投訴時，我們會盡力遵循我們的投訴處理政策，及時、得體地處理投訴的問題。

當賓客反映負面意見時，該酒店會及時詳細調查問題所在，並適時向賓客提出合適的解決方案，適當時或可提供賠償以示歉意。有關投訴處理的所有程序詳情，將記錄並保存於投訴日誌及我們電腦系統的客戶個人資料中，以備日後參考。於報告期內，該酒店合共接獲2宗有關我們住宿服務的投訴及11宗有關餐飲服務的投訴。我們已認真並專業地處理所有投訴。

供應鏈管理

建立可持續、穩定的供應鏈系統對企業的穩健及長期發展至關重要。有鑒於此，該酒店致力於管理供應鏈系統，以盡量減少我們透過供應商造成的間接社會及環境影響。

於報告期內，我們的大部分供應商均位於澳門本地。在本地採購不僅可支持本地企業，亦可顯著縮短運輸時間，以減少我們服務及產品的碳足跡。

Complaint Handling

Guest feedback serves as propellers for our service improvement. We value every single piece of opinion from our guests, and strive to proactively respond to their requests and expectations. In times of customer complaint, we endeavour to deal with the dissatisfaction in a timely and diplomatic manner by following our complaint handling policy.

When a negative comment is reflected by a guest, our Hotel will investigate the issue in detail and propose suitable solutions to the guest in a timely manner. Compensation might be offered as a token of apology whenever appropriate. All procedural details regarding the complaint handling will be recorded and saved in complaint log entries and on the customer individual profile under our computer system for future reference. During the Reporting Period, our Hotel has received a total of 2 complaints regarding our accommodation services, and 11 complaints on the food and beverage services. All complaints were dealt with carefully and professionally.

SUPPLY CHAIN MANAGEMENT

Building a sustainable and stable supply chain system is highly important to the healthy and long-term growth of a corporate. Going beyond compliance, our Hotel is devoted to managing our supply chain system in a way that our indirect social and environmental impacts through our suppliers is minimised.

During the Reporting Period, most of our suppliers are local in Macau. Not only does sourcing locally support local enterprises, it can also significantly reduce the carbon footprint of our services and products with a shorter transportation time.

完善服務及營運 Perfecting Our Services and Operations

為進一步減少採購活動對環境及生態造成的影響，該酒店的餐廳於報告期內繼續不供應任何魚翅。我們認為，此乃對海洋生物多樣性及環境保護的長期承諾，並希望此承諾不僅影響我們的供應商，亦能影響到我們的賓客，以讓他們參與到海洋資源的保護中。

商業操守

為建立及維護我們本身作為值得信賴及可靠的商業夥伴的地位，該酒店嚴格監管全體員工的操守。全體員工在入職時均獲提供一份員工手冊，其中對員工行為守則進行說明及解釋，全體員工在任何時候均須真誠地遵守員工手冊。我們的員工不可從客戶、供應商或與該酒店有業務關係的任何人士收集或接受任何形式的獎勵。一旦發現有違反，相關員工將被解僱，而該酒店視乎違反嚴重程度保留採取法律行動的權利。

根據員工手冊，我們的員工亦不可披露機密資料。倘發現我們的員工為私利對外洩露任何機密資料，將採取紀律處分。此外，我們的員工有義務披露令彼等與該酒店存在潛在衝突的重大私人利益，以保障我們的商業利益。

該酒店亦嚴格遵守所有適用的勞動法律及法規，禁止童工或強迫勞工。於招聘時，有關部門將收集及核驗潛在候選人的身份證明。招聘程序不會考慮不滿足當地勞工要求的候選人。

於報告期內，該酒店並無涉及童工或強迫勞工的個案或貪污相關的法律案件。

As a continuous effort to reduce the environmental and ecological impact from our sourcing activities, our Hotel continued not to serve any shark fin at our restaurants during the Reporting Period. We see this as a long-term commitment to marine biodiversity and environment protection and hope to impact not only our suppliers, but also our guests, in order to involve them in the conservation of marine resources.

OUR BUSINESS CONDUCT

To establish and maintain ourselves as a trustworthy and reliable business partner, our Hotel applies rigor on the conduct of all of our employees. A Staff Handbook with codes of conducts illustrated and explained is given to all of our staffs upon employment, which they are required to adhere to with integrity at all times. We restrict our employees from soliciting or receiving any form of rewards from our customers, suppliers or anyone who has business relationships with our Hotel. Whenever a breach of conduct is discovered, the concerned employee will be dismissed, while the Hotel reserves the right to take legal actions depending on the severity of the breach.

The Staff Handbook also confines the disclosure of confidential information from our employees. If our staff is found to be revealing any confidential information to outsiders in pursuit of personal interests, disciplinary actions will be taken. On the other hand, our employees are obliged to disclose material personal interests that place them under potential conflict with the Hotel in protection of our business interest.

Our Hotel also strictly adheres to all applicable labour laws and regulations by prohibiting child or forced labour under our roof. Upon recruitment, relevant departments will collect and verify the identity proof of the potential candidate. Candidate who fails to meet the local labour requirements would not be considered in the hiring procedure.

During the Reporting Period, no cases relating to child or forced labour, or legal cases relating to corruption, was brought against the Hotel.



關懷員工及社區 Caring for Our People and Community

我們的員工及彼等所提供的服務是該酒店形象、精神及使命的最佳代表。由於我們的員工是蘭桂坊酒店打造賓客體驗的關鍵，因此選擇、保留及充權合適的人材，並以與我們的願景一致的方式培養該等人材，對我們而言異常重要。為有效管理我們最寶貴的資源－員工，我們已制定並實施一套人力資源政策。我們致力為員工提供良好的工作環境，而我們倚賴員工為賓客營造愉悅舒適的體驗。

吸引及挽留人材

鑑於澳門酒店數量眾多，酒店業招聘可能非常激烈。為吸引及挽留合適的人材，該酒店提供具有競爭力的薪酬待遇，並設有全面的福利，包括績效獎金、醫療保險、勞動保險、免費當值膳食、有薪休假、加班補貼以及購買公司商品的折扣。

我們亦設有多種渠道與員工溝通，如報告板、年度績效評估及申訴系統。我們一直鼓勵管理層與員工之間進行公開並開放的對話，因為我們相信，友好的勞資關係不僅有利於我們的管治，亦有利於充權我們的員工。

我們的人力資源政策以平等及尊重人權的信念為基礎。我們為平等機會僱主，奉行多元化，提倡性別、種族、宗教、性取向及年齡等各方面的平等。為維持沒有騷擾及歧視的工作環境，我們鼓勵就任何以歧視為由的不當語言或身體接觸向人力資源部舉報。該部門亦將負責對所有收到的舉報以保密方式進行徹底調查。倘騷擾或歧視案件獲確認，將採取適當的紀律處分，包括終止僱用。

Our staff and the services they deliver is the best representation of our Hotel image, spirit and mission. Given the fact that our employees are the key in shaping our guest experience in Hotel LKF, it is tremendously important for us to select, retain and empower the right talents and nurture them in a way that synchronises with our vision. A handful of Human Resources policies have been formulated and implemented for the effective management of our most precious resources – our employees. We are committed to providing a favourable working environment to our staff, whom we rely on to construct an exceptionally enjoyable experience for our guests.

ATTRACT AND RETAIN TALENTS

Given the high number of hotel in Macau, recruiting in the hospitality industry can be very rivalrous. To attract and retain the right talents, our Hotel offers a competitive remuneration package with well-rounded benefits, including performance bonus, medical insurance, labour insurance, free duty meals, paid leaves, overtime work allowance, and discount in purchasing company goods.

We also have a variety of channels in place for communications with our employees, such as notice boards, annual performance review and a grievance system. Open dialogues are always encouraged between management and employees as we believe a friendly employer-employee relationship is beneficial not only to our governance, but also to the empowerment of our employees.

Our Human Resources policy is underpinned by our belief in equality and respect on human rights. We are an equal opportunity employer who embraces diversity and promotes equality in gender, race, religion, sexual orientation and age, amongst others. To maintain a working environment that is free of harassment and discrimination, we encourage reports on any inappropriate language or physical contact on the grounds of discrimination to the Human Resource Department. The department would also be responsible for thorough investigation in a confidential manner for all received reports. Appropriate disciplinary action will be taken if a harassment or discrimination case is confirmed, including termination of employment.

關懷員工及社區 Caring for Our People and Community

培育人材

我們希望及管理層的指引下，憑藉正確的發展計劃，提高員工素質，發揮他們在工作上的技能。該酒店採用分層次培訓模式，此模式充分考慮了培訓計劃組織中的工作性質。就「基於需要」培訓模式下的每個層級（即管理層、中層管理層及普通員工）而言，他們均遵循以下培訓及發展歷程：



上述培訓歷程顯示，逐步培訓對員工有效的職業發展至關重要。當員工熟悉該酒店的基本知識及其職責後，我們將會就他們在該酒店的具體角色安排培訓，以建立他們的高級技能。

NURTURE TALENTS

With the right development programs, we hope to improve our staff's caliber and flourish their skills with respect to their job duties under the guidance of our management. Our Hotel follows a stratified training model, which suggests full consideration to the job nature in the organisation of training programs. For every strata under the "Need-Based" training model, namely, management, middle management and general staff, they follow the below training and development path:

The above training path suggests that step-by-step training is essential for the effective career growth of employees. When employees are acquainted with the basic knowledge of the Hotel and their duties, we will arrange trainings that build up their capacity on more advanced skill sets with regards to their specific roles in the Hotel.



關懷員工及社區 Caring for Our People and Community

我們亦鼓勵員工參加外部培訓計劃，拓闊彼等對可能影響該酒店營運的各種主題的視野。由於該酒店正積極轉型為綠色酒店，環保小組委員會委員曾參加多次會議及培訓課程，以豐富彼等對環境問題的理解，培養彼等的環境管理技能。我們的員工從以下活動及課程中獲得寶貴見解：

- 澳門國際環保合作發展論壇及展覽—金沙城環保設施考察
- 澳門環境保護局地球日活動—環保故事書「琵鷺寶發現了……」發佈會
- 澳門環境保護局—食物垃圾分類及處理培訓課程
- 澳門生產力暨科技轉移中心—「惜食大使」培訓課程

健康與安全

確保安全是我們一切工作的支柱。我們非常重視保持工作場所安全及員工的職業健康。本年度曾定期舉辦安全培訓，以提高員工在此方面的意識。我們的目標是透過持續教育及採取適當的預防措施，消除職業健康隱患或危害。

We also encourage our employees to broaden their horizons on different topics that might have an impact on our Hotel operations by attending external training programmes. As our Hotel is actively transforming to a green hotel, committee members from the Environmental Committee have attended several conferences and training sessions to enrich their understanding on environmental issues, as well as to cultivate their skills on environmental management. Our staff has gained valuable insights from the following events and courses:

- Macao International Environmental Co-operation Forum and Exhibition – Eco-Friendly Facilities Visit in Sands Cotai Central
- Macau Environmental Protection Department Earth Day Event – Environmental Story Book Release of “琵鷺寶發現了...”
- Macau Environmental Protection Department – Food Waste Separation and Processing Training Course
- Macau Productivity and Technology Transfer Center – “Food Wise Ambassadors” Training Course

HEALTH AND SAFETY

Ensuring safety is the backbone of what we do. We put great emphasis on maintaining workplace safety, and occupational health of our employees. Safety trainings were organised regularly in the year to improve staff's awareness towards the issue. Our goal is to eliminate occupational health risks or hazards through ongoing education and adoption of appropriate preventive measures.

關懷員工及社區 Caring for Our People and Community

我們的員工必須參加安全培訓，以便他們能夠及時回應意外事故，同時為賓客提供協助。於報告期內，保安部門舉辦4次消防安全培訓，共有93人參加，培訓範圍涵蓋火災危險因素的解釋及管理、消防疏散路線介紹及試用滅火器。

Our employees are required to participate in safety trainings such that they can respond to incidents and accidents promptly, while providing helpful assistance to our guests. During the Reporting Period, 4 fire safety trainings with a total of 93 participants were held by the Security Department. The scope of which covers explanation and management of fire risk factors, introduction to fire evacuation route and practice on using fire extinguisher.



消防安全培訓圖輯。

Highlights of the fire safety training.

職業健康與安全亦為該酒店關注的重點。為防止工作中出現意外，我們於三月份舉辦了一次工傷工作坊，以使員工熟悉工作場所的職業健康隱患，以及減輕該等隱患的方法。

Occupational health and safety is also a focused area of concern in our Hotel. In order to prevent accidents at work, a Work Injury Workshop was conducted in March to familiarise our staff with potential occupational health risks at the workplace, and ways to mitigate them.

於報告期內，共有9宗工傷事故報告，合共204個缺勤工作日。我們已對每宗工傷個案進行調查，並根據勞動法及內部規定向所有受傷員工提供援助及賠償。

During the Reporting Period, 9 cases of work injury are reported with a total of 204 lost days. Investigations were conducted to every injury case while assistance and compensation were provided to all injured staff according to labour laws and internal regulations.

關懷員工及社區 Caring for Our People and Community

社區投資

該酒店致力透過我們的參與投資我們經營業務所在的社區，創造積極的社會影響。此乃我們履行企業責任及回饋社會的可持續發展議程之其中一項。

公益金百萬行

該酒店持續以捐款人身份參與由澳門日報讀者公益基金會舉辦的「公益金百萬行」籌款活動。此次為社會上的弱勢群體及貧困群體籌募善款的活動非常成功，籌得捐款總額逾1,400萬澳門幣。

興趣班

除為社會提供財務資助外，我們亦透過休閒活動及興趣班吸引及豐富員工生活。我們舉辦了眾多休閒工作坊，其中包括五月份舉辦的變廢為寶編織工作坊。環保小組委員會的一名成員教授參與者並向其展示如何利用廢雜誌紙編織出可用於儲物的有用儲物籃。



變廢為寶編織工作坊：參加者編織的籃子。

Upcycling Knitting Workshop: Baskets knitted by the participants.

此外，環保小組委員會亦舉辦有機清潔劑工作坊。詳情請參閱上一節「提倡綠色生活」。

COMMUNITY INVESTMENT

Our Hotel endeavours to invest in the community we operate in by creating positive social impacts through our engagement. It is among our sustainability agenda that we fulfill our corporate responsibility and give back to the society.

Community Chest Walk

Our Hotel continued to take part in the fundraising event "Community Chest Walk" organised by the Charity Fund From the Readers of Macao Daily News as a donor. Aimed at raising funds for the disadvantaged and needy groups in the society, the event was a huge success with a total donation of over 14 million MOP.

Interest Class

Apart from providing monetary support to the society, we also engage and enrich our employees lives with leisure activities and interest classes. One of the popular leisure workshops we organised was the Upcycling Knitting Workshop held in May. A member from the Environmental Committee taught and showed participants how to utilise unwanted magazine paper to knit out a useful basket that can be used for storage purpose.



In addition, an organic detergent workshop was also held by our Environmental Committee. For details, please refer to "Promoting Green Lifestyle" in the previous section.



展望 Looking Forward

在酒店業與我們的酒店專業團隊攜手合作的經歷，既令人振奮，成果亦豐碩。回顧過去，我們對營運過程中所作出並履行的環境及社會承諾感到尤為自豪。寄望該酒店繼續致力於環境保護及社會投資，在澳門創造更具可持續性的未來。

出售蘭桂坊酒店後，本集團將其業務策略重點轉移至物業投資及發展。由於此業務分部涉及大型建設項目，故此就環境及社會影響而言，將成為本集團最重要的業務。本集團看好是次業務轉型，並期待在未來幾年與閣下分享此新業務分部在可持續方面的績效。

It had been an exciting and rewarding journey to work with our dedicated Hotel team in the hospitality industry. Looking back, we are particularly proud of the environmental and social commitments we made and fulfilled within our operations. We wish the Hotel would continue its dedication to environmental protection and social investment to construct a more sustainable future in Macau.

After the disposal of Hotel LKF, the Group will shift the focus of its business strategy to property investment and development. As this business segment involves large-scale construction projects, it will become the most material operation of the Group in the respect of environmental and social impacts. Our Group is thrilled about this transition of business and look forward to sharing our sustainability performance relating to this new business division with you in the coming years.



ESG 績效表 ESG Performance Table

該酒店的關鍵績效指標（「關鍵績效指標」）於下表披露。

The Key Performance Indicators (“KPI(s)”) of the Hotel are disclosed in the following table.

關鍵績效指標 KPIs	單位 Unit	二零一七年 2017
環境 Environmental		
溫室氣體排放量（範圍1及2） GHG Emissions (Scope 1 & 2)	噸二氧化碳當量 tCO ₂ e-	9,574.02
按總賓客人次計的溫室氣體排放密度 GHG Emission Intensity By Total Guest Headcount	噸二氧化碳當量／人 tCO ₂ e-/Person	0.0032
按總樓面面積計的溫室氣體排放密度 GHG Emission Intensity By GFA ⁵	噸二氧化碳當量／平方米 tCO ₂ e-/m ²	0.41
能源耗用量 Energy Usage	兆焦耳 MJ	38,960,864.38
耗電量 Electricity Usage ⁶	千瓦時 kWh	10,482,732.95
燃氣用量 Gas Usage	單位 Unit	7,564.00
汽油用量 Gasoline Usage	公升 L	24,569.94
燃油用量 Oil Usage	公升 L	904.02
按總賓客人次計的能源密度 Energy Intensity by Total Guest Headcount	兆焦耳／人 MJ/Person	12.84
按總樓面面積計的能源密度 Energy Intensity By GFA	兆焦耳／平方米 MJ/m ²	1,661.42
耗水量 Water Consumption ⁷	立方米 m ³	135,700.97
按總樓面面積計的耗水量密度 Water Consumption Intensity By GFA	立方米／平方米 m ³ /m ²	8.24
廢棄物 Waste Disposed	噸 Tonnes	372.95
已回收廢紙 Waste Paper Recycled	噸 Tonnes	27.95
已回收塑料瓶 Plastic Bottle Recycled	噸 Tonnes	1.29
已回收玻璃瓶 Glass Bottle Recycled	噸 Tonnes	1.33
已回收電池 Battery Recycled	噸 Tonnes	0.20
已回收香皂及瓶裝容器 Soap and Amenity Bottle Recycled	噸 Tonnes	1.02
已回收油桶 Oil Bucket Recycled	噸 Tonnes	0.18
已處理廚餘 Food Waste Processed	噸 Tonnes	0.15

⁵ 總樓面面積指總樓面面積。

⁶ 酒店部份耗電量以單位電價估計。

⁷ 每日平均耗水量（必要時）可能會用以推斷丟失的耗水量數據

⁵ GFA stands for gross floor area.

⁶ Part of the electricity consumption of the Hotel is estimated by the unit electricity price.

⁷ Daily average water consumption may be used to extrapolate missing water consumption data, when necessary.



ESG 績效表 ESG Performance Table

關鍵績效指標 KPIs	單位 Unit	二零一七年 2017
社會 Social		
僱員總數 Total Workforce	人 Person	551
按性別劃分的僱員人數 Workforce By Gender		
男性 Male	人 Person (%)	292 (53%)
女性 Female	人 Person (%)	259 (47%)
地區 Workforce By Geographical Origin		
澳門 Macau	人 Person (%)	280 (51%)
中國 China	人 Person (%)	176 (32%)
越南 Vietnam	人 Person (%)	53 (9%)
台灣 Taiwan	人 Person (%)	38 (7%)
香港 Hong Kong	人 Person (%)	4 (1%)
每名員工接受平均培訓時數 Average Training Hours Per Employee	時數 Hours	0.33
工傷 Work Injury	個案 Case	9
因工傷損失工作日數 Lost Days due to Work Injury	日數 Days	204

聯交所《ESG指引》內容索引 Stock Exchange's ESG Guide Content Index

本集團已遵守上市規則附錄二十七所載的「不遵守就解釋」條文，下表為報告合規情況的內容索引。

The Group has complied with the “Comply or Explain” provision as set out in Appendix 27 of the Listing Rules. The table below is the content index of the report compliance.

層面、一般披露及 關鍵績效指標 Aspects, General Disclosures and KPIs	描述 Description	相關章節，參考頁面或說明 Relevant Chapter, reference page(s) or explanation
A. 環境 A. Environmental		
層面A1：排放物 Aspect A1: Emissions		
一般披露 General Disclosure	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無 害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	保護環境及自然－構建綠色 酒店、廢棄物管理、氣體排 放（第7至9頁、第11至12頁、 第13至14頁） Preserving Our Environment and Nature – Building a Green Hotel, Waste Management, Air Emissions (pages 7 to 9, 11 to 12, 13 to 14)
關鍵績效指標A1.1 KPI A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	保護環境及自然－構建綠色 酒店、廢棄物管理、氣體排 放（第7至9頁、第11至12頁、 第13至14頁） Preserving Our Environment and Nature – Building a Green Hotel, Waste Management, Air Emissions (pages 7 to 9, 11 to 12, 13 to 14)
關鍵績效指標A1.2 KPI A1.2	溫室氣體總排放量（以噸計算）及（如適用）密度（如以每產 量單位、每項設施計算）。 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	保護環境及自然－氣體排放 （第13至14頁）、ESG績效表 （第27至28頁） Preserving Our Environment and Nature – Air Emissions (pages 13 to 14); ESG Performance Table (pages 27 to 28)
關鍵績效指標A1.3 KPI A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以 每產量單位、每項設施計算）。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	我們的服務並無產生大量有 害廢棄物。 Our services do not produce a significant amount of hazardous waste.

聯交所《ESG指引》內容索引 Stock Exchange's ESG Guide Content Index

層面、一般披露及 關鍵績效指標 Aspects, General Disclosures and KPIs	描述 Description	相關章節，參考頁面或說明 Relevant Chapter, reference page(s) or explanation
關鍵績效指標A1.4 KPI A1.4	所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	保護環境及自然－構建綠色酒店、廢棄物管理（第7至9頁、第11至12頁）、ESG績效表（第27至28頁） Preserving Our Environment and Nature – Building a Green Hotel, Waste Management (pages 7 to 9, 11 to 12); ESG Performance Table (pages 27 to 28)
關鍵績效指標A1.5 KPI A1.5	描述減低排放量的措施及所得成果。 Description of measures to mitigate emissions and results achieved.	保護環境及自然－構建綠色酒店、廢棄物管理、氣體排放（第7至9頁、第11至12頁、第13至14頁） Preserving Our Environment and Nature – Building a Green Hotel, Waste Management, Air Emissions (pages 7 to 9, 11 to 12, 13 to 14)
關鍵績效指標A1.6 KPI A1.6	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。 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	保護環境及自然－構建綠色酒店、廢棄物管理、氣體排放（第7至9頁、第11至12頁、第13至14頁） Preserving Our Environment and Nature – Building a Green Hotel, Waste Management, Air Emissions (pages 7 to 9, 11 to 12, 13 to 14)
層面A2：資源使用 Aspect A2: Use of Resources		
一般披露 General Disclosure	有效使用資源（包括能源、水及其他原材料）的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.	保護環境及自然－構建綠色酒店、水管理、能源消耗（第7至9頁、第12頁、第14至15頁） Preserving Our Environment and Nature – Building a Green Hotel, Water Management, Energy Consumption (pages 7 to 9, 12, 14 to 15)



聯交所《ESG指引》內容索引 Stock Exchange's ESG Guide Content Index

層面、一般披露及 關鍵績效指標 Aspects, General Disclosures and KPIs	描述 Description	相關章節，參考頁面或說明 Relevant Chapter, reference page(s) or explanation
關鍵績效指標A2.1 KPI A2.1	按類型劃分的直接及／或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	保護環境及自然－能源消耗（第14至15頁）、ESG績效表（第27至28頁） Preserving Our Environment and Nature – Energy Consumption (pages 14 to 15); ESG Performance Table (pages 27 to 28)
關鍵績效指標A2.2 KPI A2.2	總耗水量及密度（如以每產量單位、每項設施計算）。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	保護環境及自然－水管理（第12頁）、ESG績效表（第27至28頁） Preserving Our Environment and Nature – Water Management (page 12); ESG Performance Table (pages 27 to 28)
關鍵績效指標A2.3 KPI A2.3	描述能源使用效益計劃及所得成果。 Description of energy use efficiency initiatives and results achieved.	保護環境及自然－能源消耗（第14至15頁） Preserving Our Environment and Nature – Energy Consumption (pages 14 to 15)
關鍵績效指標A2.4 KPI A2.4	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。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	保護環境及自然－水管理（第12頁） Preserving Our Environment and Nature – Water Management (page 12)
關鍵績效指標A2.5 KPI A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	我們的服務並無消耗大量包裝材料。 Our services do not consume significant packaging material.
層面A3：環境及天然資源 Aspect A3: The Environment and Natural Resources		
一般披露 General Disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimising the issuer's significant impact on the environment and natural resources.	保護環境及自然（第7至15頁） Preserving Our Environment and Nature (pages 7 to 15)
關鍵績效指標A3.1 KPI A3.1	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。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	保護環境及自然（第7至15頁） Preserving Our Environment and Nature (pages 7 to 15)

聯交所《ESG指引》內容索引 Stock Exchange's ESG Guide Content Index

層面、一般披露及 關鍵績效指標 Aspects, General Disclosures and KPIs	描述 Description	相關章節，參考頁面或說明 Relevant Chapter, reference page(s) or explanation
B. 社會 B. Social		
僱傭及勞工常規 Employment and Labour Practices		
層面 B1：僱傭 Aspect B1: Employment		
一般披露 General Disclosure	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	關懷員工及社區－吸引及挽留人材(第21頁) Caring for Our People and Community – Attract and Retain Talents (page 21))
關鍵績效指標 B1.1 KPI B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type, age group and geographical region.	ESG績效表(第27至28頁) ESG Performance Table (pages 27 to 28)
關鍵績效指標 B1.2 KPI B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	不適用 N/A
層面 B2：健康與安全 Aspect B2: Health and Safety		
一般披露 General Disclosure	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	關懷員工及社區－健康與安全(第23至24頁) Caring for Our People and Community – Health and Safety (pages 23 to 24)
關鍵績效指標 B2.1 KPI B2.1	因工作關係而死亡的人數及比率。 Number and rate of work-related fatalities.	關懷員工及社區－健康與安全(第23至24頁) Caring for Our People and Community – Health and Safety (pages 23 to 24)

聯交所《ESG指引》內容索引 Stock Exchange's ESG Guide Content Index

層面、一般披露及 關鍵績效指標 Aspects, General Disclosures and KPIs	描述 Description	相關章節，參考頁面或說明 Relevant Chapter, reference page(s) or explanation
關鍵績效指標 B2.2 KPI B2.2	因工傷損失工作日數。 Lost days due to work injury.	關懷員工及社區－健康與安全（第23至24頁） Caring for Our People and Community – Health and Safety (pages 23 to 24)
關鍵績效指標 B2.3 KPI B2.3	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。 Description of occupational health and safety measures adopted, how they are implemented and monitored.	關懷員工及社區－健康與安全（第23至24頁） Caring for Our People and Community – Health and Safety (pages 23 to 24)
層面 B3：發展及培訓 Aspect B3: Development and Training		
一般披露 General Disclosure	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。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	關懷員工及社區－培育人材（第22至23頁） Caring for Our People and Community – Nurture Talents (pages 22 to 23)
關鍵績效指標 B3.1 KPI B3.1	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。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	不適用 N/A
關鍵績效指標 B3.2 KPI B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	ESG績效表（第27至28頁） ESG Performance Table (pages 27 to 28)
層面 B4：勞工準則 Aspect B4: Labour Standards		
一般披露 General Disclosure	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	完善服務及營運－商業操守（第20至21頁） Perfecting Our Services and Operations – Our Business Conduct (pages 20 to 21)

聯交所《ESG指引》內容索引 Stock Exchange's ESG Guide Content Index

層面、一般披露及 關鍵績效指標 Aspects, General Disclosures and KPIs	描述 Description	相關章節，參考頁面或說明 Relevant Chapter, reference page(s) or explanation
關鍵績效指標 B4.1 KPI B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	完善服務及營運－商業操守 (第20至21頁) Perfecting Our Services and Operations – Our Business Conduct (pages 20 to 21)
關鍵績效指標 B4.2 KPI B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	不適用 N/A
運營慣例 Operating Practices		
層面 B5：供應鏈管理 Aspect B5: Supply Chain Management		
一般披露 General Disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	完善服務及營運－供應鏈 管理(第19至20頁) Perfecting Our Services and Operations – Supply Chain Management (pages 19 to 20)
關鍵績效指標 B5.1 KPI B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	不適用 N/A
關鍵績效指標 B5.2 KPI B5.2	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。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	完善服務及營運－供應鏈 管理(第19至20頁) Perfecting Our Services and Operations – Supply Chain Management (pages 19 to 20)
層面 B6：產品責任 Aspect B6: Product Responsibility		
一般披露 General Disclosure	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	完善服務及營運－嚴格的 服務標準、以客為尊 (第16頁、第17至19頁) Perfecting Our Services and Operations – Uncompromising Services Standards, Our Guest as Our Top Priority (pages 16, 17 to 19)

聯交所《ESG指引》內容索引 Stock Exchange's ESG Guide Content Index

層面、一般披露及 關鍵績效指標 Aspects, General Disclosures and KPIs	描述 Description	相關章節，參考頁面或說明 Relevant Chapter, reference page(s) or explanation
關鍵績效指標 B6.1 KPI B6.1	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。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	不適用 N/A
關鍵績效指標 B6.2 KPI B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	完善服務及營運－嚴格的服務標準、以客為尊 (第16頁、第17至19頁) Perfecting Our Services and Operations – Uncompromising Services Standards, Our Guest as Our Top Priority (pages 16, 17 to 19)
關鍵績效指標 B6.3 KPI B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	不適用 N/A
關鍵績效指標 B6.4 KPI B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	完善服務及營運－嚴格的服務標準、以客為尊 (第16頁、第17至19頁) Perfecting Our Services and Operations – Uncompromising Services Standards, Our Guest as Our Top Priority (pages 16, 17 to 19)
關鍵績效指標 B6.5 KPI B6.5	描述消費者數據保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, how they are implemented and monitored.	完善服務及營運－以客為尊 (第17至19頁) Perfecting Our Services and Operations – Our Guest as Our Top Priority (pages 17 to 19)
層面 B7：反貪污 Aspect B7: Anti-corruption		
一般披露 General Disclosure	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	完善服務及營運－商業操守 (第20至21頁) Perfecting Our Services and Operations – Our Business Conduct (pages 20 to 21)

聯交所《ESG指引》內容索引 Stock Exchange's ESG Guide Content Index

層面、一般披露及 關鍵績效指標 Aspects, General Disclosures and KPIs	描述 Description	相關章節，參考頁面或說明 Relevant Chapter, reference page(s) or explanation
關鍵績效指標 B7.1 KPI B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	不適用 N/A
關鍵績效指標 B7.2 KPI B7.2	描述防範措施及舉報程序、以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	完善服務及營運－商業操守 (第20至21頁) Perfecting Our Services and Operations – Our Business Conduct (pages 20 to 21)
社區 Community		
層面 B8：社區投資 Aspect B8: Community Investment		
一般披露 General Disclosure	有關以社區參與來瞭解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。 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	關懷員工及社區－社區投資 (第25頁) Caring for Our People and Community – Community Investment (page 25)
關鍵績效指標 B8.1 KPI B8.1	專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	關懷員工及社區－社區投資 (第25頁) Caring for Our People and Community – Community Investment (page 25)
關鍵績效指標 B8.2 KPI B8.2	在專注範疇所動用資源(如金錢或時間)。 Resources contributed (e.g. money or time) to the focus area.	關懷員工及社區－社區投資 (第25頁) Caring for Our People and Community – Community Investment (page 25)