

英皇集團（國際）有限公司
Emperor International Holdings Limited

Incorporated in Bermuda with limited Liability (Stock Code: 163)
於百慕達註冊成立之有限公司（股份代號：163）



ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE REPORT

環境、社會及管治報告

2017/2018

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1. About this Report 關於本報告

Emperor International Holdings 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 March 2018 (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 2017/18 Annual Report, in particular the Corporate Governance Report and Directors’ Report sections therein.

This report is available on the websites of the Company (www.emperorint.com) and HKEx (www.hkexnews.hk).

英皇集團（國際）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。

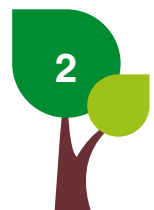
本報告闡述本集團於截至2018年3月31日止財政年度（「本年度」）的環境、社會及管治價值及措施。本報告的內容為持份者概述本集團在環境、社會及管治方面的工作，以針對日常營運所產生的影響。本報告符合香港聯合交易所有限公司（「聯交所」）證券上市規則附錄27所載《環境、社會及管治報告指引》的條文。建議閣下將本報告與本公司2017/18年報一併閱讀，尤其是其中的企業管治報告及董事會報告部份。

本報告可於本公司的網站（www.emperorint.com）及聯交所網站（www.hkexnews.hk）查閱。

1.1 CSR Committee 企業社會責任委員會

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, focusing on the areas of community welfare, the 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.

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 環境、健康及安全委員會

In addition, the Group is dedicated to cultivating a green, healthy and safe culture through the concerted efforts of all staff. To promote an environmental, health and safety (“EHS”) culture in the workplace, an EHS Committee – comprising representatives from the Group, has also been set up, and is responsible for fostering Employees’ EHS participation in the workplace. It also plays a vital role in the development of EHS policies and programs on an ongoing basis. A written EHS policy has been 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.



此外，透過全體員工同心協力，本集團致力打造綠色、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 持份者之參與

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

The Group places a strong emphasis on employees' well-being, as well as training and development opportunities. For details, please refer to section 3.3 – “Health and safety”, section 3.4 – “Work-life balance” and section 3.5 – “Development and training” sections below.

The Group is committed to delivering excellent services and high quality products 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 67 of the Corporate Governance Report in the Company's 2017/18 Annual Report.

本集團通過不同渠道繼續維持與僱員、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。

本集團非常重視員工的福祉以及培訓與發展機會。有關詳情，請參閱下文第3.3「健康及安全」章節、第3.4「生活與工作的平衡」章節及第3.5「發展及培訓」章節。

本集團承諾為客戶提供卓越的服務及優質產品。有關詳情，請參閱本報告第4.2「產品責任及客戶服務」章節。

本集團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交流對話。有關詳情，請參閱本公司2017/18年報所載企業管治報告第67頁「與股東之溝通」章節。





2. Environmental 環境

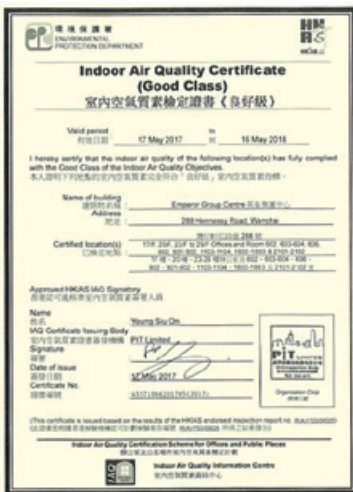
2.1 Environmental Policies and Performance 環境政策及表現

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

於本年度，本集團繼續致力在業務活動及工作場所實踐環保工作。本集團亦教育員工提升對培育綠色環境的意識。本集團努力辨識及管控其業務營運帶來的環境影響，務求將該等影響減至最低。本集團已採取多項降低能源及其他資源消耗、推行減廢及循環再用的措施，並在其供應鏈及市場中推行環保。該等措施載於本報告下文第2.2「資源使用」章節。

In May 2017, the Group's headquarters at 26/F, Emperor Group Centre, 288 Hennessy Road, Wanchai (the "Head Office"), along with many other floors of the building, were awarded an "Indoor Air Quality Certification – Good Class" by the Environmental Protection Department, under its voluntary Indoor Air Quality Certification Scheme for Offices and Public Places.

於2017年5月，本集團位於灣仔軒尼詩道288號英皇集團中心26樓的總部（「總辦公室」）以及該大廈的多個其他樓層，獲環境保護署根據其自願性的「辦公室及公眾場所室內空氣質素檢定計劃」頒發「室內空氣質素檢定證書—良好級」。





2.2 Use of Resources 資源使用

2.2.1 Energy Saving

Global warming and climate change are among the major environmental problems in every part of the world. In an effort to reduce energy consumption and mitigate emissions, the Group implements all possible measures in its Head Office, investment property division and hospitality division.

2.2.1 節約能源

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。為降低能源消耗及減少排放，本集團在其總辦公室、投資物業業務及酒店業務實施了一切可行的措施。

Energy Saving Initiatives Summary Table
節能舉措概覽

Head Office 總辦公室	<ul style="list-style-type: none"> • Minimising use of chiller units during night-time; 在夜間減少使用製冷機組； • Using LED lamps; and 使用LED燈；及 • Switching off passenger lifts after office hours. 下班後關閉乘客升降機。
Investment Property 投資物業	<ul style="list-style-type: none"> • Adopting energy-saving appliances with energy labels; 使用附有能效標籤的節能電器； • Installing high efficiency LED lighting; 安裝高效能LED照明設備； • Shutting off lighting in certain areas during non-peak hours; and 在非繁忙時間關閉部份區域的照明設備；及 • Reducing electricity consumption through energy-efficient air-conditioning systems. 通過使用具能源效益的空調系統以減少電力消耗。
Hospitality 酒店	<ul style="list-style-type: none"> • Reusing waste heat generated from the heat recovery air-conditioning system, for the boiler; 將空調餘熱回收系統所產生之廢棄熱能，循環再用至鍋爐； • Adopting cooling tower systems to maximise chiller energy efficiency; 採用冷卻塔系統以提升製冷設備的能源效益； • Minimising use of chiller units during night-time; 在夜間減少使用製冷機組； • Using energy-saving devices for lifts; 使用升降機省電裝置； • Switching off passenger lifts after peak hours; and 於非繁忙時間關掉部分乘客升降機；及 • Using LED lamps. 使用LED燈。

To identify opportunities for increasing energy efficiency, the Group measures and records the energy consumption intensity from time to time.

本集團不時測量及記錄能源消耗情況，以發掘提高能源效率的機會。





In the hospitality business, the Group is devoted to providing a green experience for customers, by promoting efficient use of resources and adopting green technologies. The Group continues to upgrade its lighting and air-conditioning systems, in order to increase overall operating efficiency. Significant improvements in energy efficiency have been achieved. For instance, liquefied petroleum gas consumption at **Grand Emperor Hotel** in the Year was reduced by 18%, after an advanced heat recovery ventilator in the building's air-conditioning system became fully operational in March 2017.

Grand Emperor Hotel received the Macao Green Hotel Silver Award 2015-2018, organised by the Macao Environmental Protection Bureau and the Macao Government Tourist Office. The recognition demonstrates the Group's commitment and continuous efforts in environmental protection by adopting green initiatives in the hotel.

2.2.2 Recycling and Waste Management

The Group has incorporated various environmental initiatives in various operations, to maximise recycling while minimising waste generation.

Waste Reduction and Recycling Initiatives Summary Table
減少廢物及回收舉措概覽

<p>Head Office 總辦公室</p>	<ul style="list-style-type: none"> • Creating a paperless working environment by implementing paperless processing through e-systems – such as for employee time sheets, payrolls, leave applications and memo approvals; 透過電子系統實行無紙化流程以創造無紙化辦公環境，例如僱員工時表、糧單、申請假期及審批備忘錄等； • Encouraging duplex printing and copying; 鼓勵雙面列印及複印； • Adopting "Follow You" print solution to reducing unclaimed printing; 採用「Follow You」列印方案以減少無人認領列印的情況； • Collecting recyclable waste items – including plastic bottles, aluminium and glass, fluorescent tubes and computer equipment through the building's property management company; and 透過大廈的物業管理公司進行收集可回收廢物，包括塑膠瓶、鋁及玻璃、光管以及電腦設備；及 • Recommending that shareholders access the Group's corporate communications document via electronic means. 建議股東以電子方式收取本集團的公司通訊。
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酒店業務方面，本集團藉著促進善用資源及採納綠色科技，致力為客戶提供環保體驗。本集團持續將其照明及空調系統升級，以提升整體營運效率，能源效益因而獲顯著提升。例如，於2017年3月對大廈空調系統全面使用先進的熱能回收通風裝置後，**英皇娛樂酒店**於本年度的液化石油氣消耗已減少18%。

英皇娛樂酒店獲澳門環境保護局及澳門政府旅遊局授予2015-2018年度澳門環保酒店銀獎，嘉許本集團透過在酒店採納環保措施，堅守及投入對環境保護的承諾。

2.2.2 回收及廢物管理

本集團已於營運的各個方面實施多項環保措施，以積極進行回收及減少廢物產生。

**THINK
BEFORE YOU
PRINT**





Investment Property
投資物業

- Providing waste separation facilities in major complexes including **Fitfort Shopping Arcade, China Huarong Tower, Emperor Group Centre**, Beijing and **Emperor Group Centre**, Hong Kong.
於主要大樓提供垃圾分類設施，包括**健威坊、中國華融大廈、北京英皇集團中心**及香港**英皇集團中心**。

Hospitality
酒店

- Reusing shower gel bottles after special hygiene treatment;
循環再用經特別衛生處理的沐浴露瓶；
- Separating paper, aluminium cans, glass, metal, plastic bottles and surplus food from the waste, to maximise recycling.
將紙張、鋁罐、玻璃、金屬、塑膠瓶及剩餘食物從垃圾中分開，積極進行回收。

2.2.3 Water Conservation

Various measures are implemented to enhance efficient use of water and advocate responsible consumption behaviour.

2.2.3 節約用水

本集團實施多種措施以提升水資源利用率及提倡負責任的用水行為。

Water Conservation Initiatives Summary Table

節約用水舉措概覽

Investment Property
投資物業

- **Emperor Group Centre**, Beijing: adopting a water recycling system to reuse waste water from sinks for irrigating garden plants.
北京**英皇集團中心**：採用回收用水系統，將收集洗手盆的廢水用作灌溉園林植物。

Hospitality
酒店

- Adopting water flow limiters on taps and shower heads.
於水龍頭及淋浴噴頭採用水流限制器。





2.2.4 Green Construction

The Group is committed to a sustainable future through green building practices. Deepening its commitment to building a green living environment, the Group aims to achieve certification through relevant green building assessment schemes. For instance, the Building Environmental Assessment Method (“BEAM”) Plus assesses credits in a series of performance aspects, including operation and maintenance, waste management, energy efficiency and indoor environmental quality. In accordance with the requirements of these schemes, the Group incorporates a range of environmental friendly designs and systems to its projects. In recent years, several major properties of the Group earned green buildings certification:

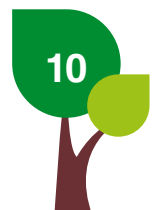
2.2.4 綠色建築

本集團致力透過綠色建築以締造可持續的未來。為履行營造綠色生活環境的承諾，本集團致力爭取相關綠色建築評估計劃之認證。例如，綠建環評Beam Plus對營運及維護、廢物管理、能源效益及室內環境質素等一系列表現進行評級。根據該等計劃要求，本集團於項目中採用一系列環保設計及系統。近年來，本集團若干主要物業已獲得綠色建築認證：

Division 業務	Green Building Certification 綠色建築認證	Key Initiatives 主要措施
Residential property 住宅物業	<i>The Amused</i> 喜邁 Provisional Gold 暫定黃金級 BEAM Plus New Buildings (Version 1.2) 綠建環評新建樓宇 (1.2版)	<ul style="list-style-type: none"> • Implementing a waste management plan to minimise and recycle waste on construction sites; 實施廢物管理計劃以盡量減少及回收建築地盤廢物； • Adopting an energy-efficient air-conditioning system; 採用節能空調系統； • Using water saving devices; and 使用省水設備；及 • Providing waste recycling facilities. 提供廢物回收設施。
Leasing property 租賃物業	<i>Emperor Group Centre</i> , Beijing 北京 英皇集團中心 Gold 黃金級 Leadership in Energy & Environmental Design (LEED) 領先能源與環境設計(LEED)	<ul style="list-style-type: none"> • Implementing energy-saving Variable Air Volume air-conditioning and air-filtration systems; 實施節能變頻空調及空氣過濾系統； • Adopting a water-recycling system; 採循環用水系統； • Installing double glazed windows to prevent heat loss from the building. 安裝雙層玻璃窗，以降低熱能向外散發。



Division 業務	Green Building Certification 綠色建築認證	Key Initiatives 主要措施
Hospitality 酒店	The Emperor Hotel 英皇駿景酒店 Bronze 銅級 BEAM 綠建環評	<ul style="list-style-type: none">• Featuring vertical green wall and outdoor terrace garden; 設有垂直綠色外牆及戶外露天花園；• Installing tinted glazing curtain wall, which helps to prevent heat loss from the building; and 安裝有色隔層玻璃外牆，以降低熱能向外散發；及• Equipped with energy-efficient remote-control-unit system, to operate electrical devices in guest rooms. 配備節能遙控裝置系統，以便操控客房裡的電器。





2.3 Environmental Performance Summary 環境表現概要

To demonstrate a commitment to greater transparency of reporting, quantitative data has been collected from the Head Office, to illustrate the Group's sustainability performance.

2.3.1 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 carbon emissions at the Head Office have been calculated and measured as follows:

為貫徹提高報告透明度的承諾，本集團已向總辦事處收集量化數據，以闡述本集團之可持續發展表現。

2.3.1 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。總辦事處的碳排放量的計算及計量如下：

		For the year ended 31 March 截至3月31日止年度	
Indicators 指標		2018	2017
Indirect emissions (Scope 2) CO ₂ emissions from electricity generation (kgs)	間接排放(範疇2) 發電產生的二氧化碳排放 (公斤)	58,297	88,273
Indirect emissions (Scope 3) CO ₂ emissions from paper waste disposal (kgs)	間接排放(範疇3) 處理廢棄紙張產生的二氧化碳 排放(公斤)	3,278	1,190
Total CO ₂ emissions	二氧化碳排放總量	61,575	89,463
Total CO ₂ emissions per Head Office employee (kg/employee)	每名總辦事處員工的二氧化碳排 放總量(公斤/僱員)	615.8	912.8
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	71.1	103.3

¹ The calculation of the Group's carbon emission intensity is based on a carbon emission factor of 0.79 kg CO₂/kWh, which was cited in the 2017 sustainability report of HK Electric.

¹ 本集團碳排放密度乃基於港燈電力2017年可持續發展報告所列的碳排放因子每千瓦時0.79公斤的二氧化碳排放計算。

2.3.2 Energy consumption

Energy consumption data is based on the amount of electricity consumed in the Head Office, as follows:

2.3.2 能源消耗

能源消耗數據乃基於總辦事處的用電量，如下：

		For the year ended 31 March 截至3月31日止年度	
Indicators 指標		2018	2017
Indirect energy consumption (kWh)	間接能源消耗(千瓦時)	79,794	111,738
Total energy consumption per Head Office employee (kWh/employee)	每名總辦事處員工的能源消耗總 量(千瓦時/平方米)	797.9	1,140.2
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)	85	129



2.3.3 Waste management

The waste management data regarding the Group's Head Office is as follows:

2.3.3 廢物處理

有關本集團總辦事處的廢物處理數據如下：

		For the year ended 31 March 截至3月31日止年度	
Indicators 指標		2018	2017
General office waste disposed to landfills (kg)	棄置於堆填區的一般辦公室廢物 (公斤)	2,449	2,493
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)	24.5	25.4
General office waste disposed to landfills, per gross floor area (kg per m ²)	每平方米建築面積棄置於堆填區的一般辦公室廢物 (公斤/平方米)	2.8	2.9
Paper collected for recycling (kg)	收集進行回收的紙張 (公斤)	1,557	1,461
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)	15.6	14.9
Paper collected for recycling per gross floor area (kg per m ²)	每平方米建築面積收集進行回收的紙張 (公斤/平方米)	1.8	1.7

2.3.4 Water consumption

The water consumption data regarding the Group's Head Office is as follows:

2.3.4 用水量

有關本集團總辦事處的用水量數據如下：

		For the year ended 31 March 截至3月31日止年度	
Indicators 指標		2018	2017
Water consumption (m ³)	用水量 (立方米)	132.3	134.5
Water consumption per Head Office employee (m ³ /employee)	每名總辦事處員工的用水量 (立方米/僱員)	1.3	1.4
Water consumption per gross floor area (m ³ per m ²)	每平方米建築面積的用水量 (立方米/平方米)	0.15	0.16





3. Workplace Quality 工作環境質素

3.1 Workforce 員工

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

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。

As at 31 March 2018, the permanent employees of the Group totalled 1,748, working at the headquarters in Hong Kong, regional offices in Macau and mainland China, as well as in the hotels in Hong Kong and Macau.

於2018年3月31日，本集團合共僱有1,748名全職僱員，於香港的總部、澳門及中國內地的地區辦事處以及香港及澳門的酒店任職。

The demographics of the Group's workforce (as at 31 March 2018) are summarised below:

於2018年3月31日，本集團之員工分佈資料概述如下：

By Region 地區分佈		Age Distribution 年齡分佈		Gender 性別	
Hong Kong 香港	26%	≤25	10%	Male 男性	47%
Macau 澳門	67%	26-35	36%	Female 女性	53%
Mainland China 中國內地	7%	36-45	23%		
		46-55	21%		
		≥56	10%		
	100%		100%		100%

The Group has a diverse workforce in terms of gender and age, providing a variety of ideas and levels of competency 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.

本集團的員工團隊來自不同年齡層及性別，提供多元化的意念及各種程度的技能，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。



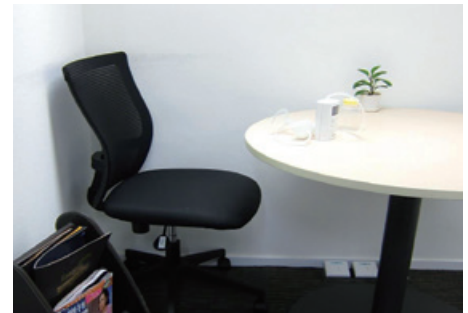


The management believes that employees are important assets of the Group, and remains committed to attracting and retaining talents with diverse backgrounds for achieving sustainable growth. As at 31 March 2018, approximately 30% of the staff had worked for the Group for five years or more. Staff turnover rate among managerial positions is relatively low, reflecting a high level of employee satisfaction and engagement with the Group.

The Group encourages breastfeeding and provides a designated private space to support milk production by breastfeeding women according to a 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.

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2018年3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。

本集團支持母乳餵哺，並特設具私穩的空間，以支援女性員工在工作時間內彈性進行擠母乳。該等「母乳餵哺友善工作間」措施兌現本集團維護僱員及其家庭成員福祉的承諾。



3.2 Labour Standard 勞工標準

The Group is committed to establishing an inclusive culture and embracing the diverse backgrounds of employees. The Group's employee handbook covers policies and guidelines related to employment practices, including compensation and dismissal, recruitment, working hours, rest periods, equal opportunity, anti-discrimination and other benefits and welfare, etc.

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.

本集團致力於建立包容性文化並歡迎不同背景的員工。本集團的員工手冊涵蓋僱員慣例相關政策及指引，包括薪酬及解僱、招聘、工作時間、休息時間、平等機會、反歧視以及其他利益及福利等。

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 Health and Safety 健康及安全

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 in offices, hotels and project sites.

The construction work in project sites is carried out by construction workers via outsourced contractors. All contractors engaged by the Group are obliged to follow the Group's environmental and safety policies. They are given a safety briefing to ensure safety measures are strictly followed. The rate of accidents and injuries during the Year, as reported by the engaged contractors, remained at low level.

The Group proactively identifies potential occupational hazards, to reduce staff exposure to accidents. Employees assigned to work on construction sites are required to observe additional safety guidelines. In hotel operations, all restaurants staff are required to wear anti-skid shoes and anti-cutting gloves, to prevent injuries. 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 fatalities or critical incidents were reported.

本集團重視員工之健康及福祉。為向員工提供健康保障，我們提供多種員工福利，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，及加強辦公室、酒店及項目地盤工作的僱員對職業健康及安全方面的意識。

項目地盤的建築工作均由外包承包商的建築工人進行。本集團委聘的所有承包商均必須遵守本集團的環保及安全政策。彼等均獲得安全簡介，以確保安全的措施得以獲嚴格遵守。據聘用的承包商所報告，於本年度，意外及工傷率保持在低水平。

本集團積極地識別潛在的職業性風險，以減低員工發生意外的機會。獲指派於建築地盤工作的僱員須遵守額外的安全指引。酒店業務方面，所有餐廳員工須穿防滑鞋及防切傷手套，以防受傷。一旦發生工傷事故（如有），必須通報集團人力資源部，並根據內部指引程序進行獨立評估。於本年度，意外及工傷率極低。概無接獲死亡或重大事故的報告。



The Group promotes emergency preparedness and ensures there are well-stocked first-aid kits in Head Office and branches 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 the office, aimed at saving the life of anyone who might suffer sudden cardiac arrest.

本集團提倡應急準備工作，確保總辦公室與分公司均備有充足的急救箱以保障員工在工作中受傷時的健康與安全。於本年度，本集團亦於辦公室放置一台自動體外心臟除顫器，以於潛在心臟病患者在病發時進行救助。



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, allowing staff to order a healthy and delicious lunch, such as sandwiches and salads, at a special price.

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 生活與工作的平衡

The Group believes that maintaining a work-life balance is essential for sustainability, and a sound body and mind for every employee. The Group supports work-life balance activities and encourages its employees to attain a healthy work-life balance with their co-workers and family. The Group actively provides a range of activities and initiatives to enhance the health and well-being of its employees, as well as to strengthen the connections and teamwork among staff.

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. Through climbing activities, the participants built their confidence and strengthened problem solving skills in the face of adversity.

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。本集團支持可維持工作與生活平衡的活動，並鼓勵其員工與同事及家人達致健康的工作與生活平衡。本集團積極開展一系列活動及舉措，以提升員工的健康及福祉，並加強員工之間的聯繫與團隊合作。

本集團與香港基督教青年會合作，開辦由資深教練教授的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。



Rock Climbing Adventures, September 2017
攀岩探險·2017年9月



The Group also organises interest classes for its staff and their families, such as cookery classes and glass etching workshops. 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



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



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



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



3.5 Development and Training 發展及培訓

Recognising the importance of skilled and professionally trained employees, the Group supports its staff participation in training programs organised by external professional bodies and provides subsidies to employees at all levels to pursue educational or training opportunities. A Policy on External Training Subsidy is in place, allowing every staff member to develop and maintain job-related skills that maximise performance. Staff enrolls in training programs organised by professional institutions such as the Hong Kong Institute of Architects, the Hong Kong Institute of Surveyors, the Chartered Institute of Building and the Royal Institution of Chartered Surveyors, to enhance their professionalism in architecture and surveying. During the Year, the Group dedicated around 15,963 hours to staff training, representing approximately 9 hours per employee.

In hotel operations, various training courses are regularly conducted to promote occupational safety, personal and food hygiene, fire and emergency response, first aid and customer serving skills. The Group also provides professional training programs to hotel operations' frontline staff under the Macao Occupational Skills Recognition System ("MORS") certification scheme, to enhance their occupational proficiency. As at 31 March 2018, 128 frontline staff had obtained MORS certifications in accordance with their professions: assistant cook, Chinese cook – Cantonese cuisine, Chinese cook – Cantonese dim sum, bartender, bell attendant, front desk agent, guest relations officer, room attendant, security officer, and waiter/waitress of western restaurant and Chinese restaurant.

本集團明白技能熟練及經專業培訓的僱員之重要性，支持員工參與與外部專業機構組織的培訓計劃，並向全體員工提供尋求教育或培訓機會的資助。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。員工參加由專業機構如香港建築師學會、香港測量師學會、英國特許建造學會及英國皇家特許測量師學會所舉辦的培訓課程，以提高彼等之建築及測量方面的專業水平。於本年度，本集團於員工培訓方面投放約15,963小時，相當於每名僱員參與約9小時之培訓。

在酒店業務方面，本集團定期舉辦各項培訓課程，以加強員工之職業安全、個人及食物衛生、火警及緊急事故應對、急救及客戶服務技巧。本集團亦為酒店業務前線員工提供澳門職業技能認可基準（「MORS」）認證計劃認可的專業培訓課程，以提升員工之職業技能水平。於2018年3月31日，128位前線員工已按所屬專業範疇取得MORS認證，包括助理廚師、中式烹調師（粵菜）、中式烹調師（粵式點心）、調酒師、行李員、前堂服務員、客務關係主任、房務員、保安員、西餐及中菜侍應生。





4. Operating Practice 經營常規

4.1 Supply Chain Management 供應鏈管理

The Group engages more than 100 contractors and suppliers for property projects in Hong Kong, Macau and mainland China. The Group places high importance on the quality of its operations and products. As a responsible developer, the Group sets rules and policies on the selection of suppliers, contractors and tenderers. This is to maintain high reputation and levels of customer satisfaction regarding the Group's services and products.

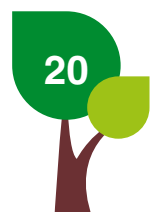
The Group aims to deliver the highest possible quality for its customers, while expecting the same quality from selected suppliers. Thus, the Group has a strict process for selecting suppliers by tenders. During the tendering procedure, tenderers are requested to submit their environmental plan, quality control plan and safety plan as key factors for consideration. In the outsourcing process, company history, industry reputation and past job references are taken into consideration before choosing reliable suppliers. Site visits ensure the selected suppliers meet the Group's safety standards and product quality. Visits to production sites by inspection staff are made regularly, and weekly progress reports are provided to the quality control team, to ensure high standards are met. Professional consultants, such as architects and engineers, are also hired to inspect sites on request, and provide specific professional advice.

As for hotel operations, the Group works closely with a number of suppliers in providing a range of hospitality goods, including guest-room consumables, tableware, furniture and food and beverage. The selection of suppliers is based on criteria such as quality, price, delivery timeliness, supplier's capability and experience, with preference given to suppliers who demonstrate their environmental commitment.

本集團為香港、澳門及中國內地之物業項目聘用超過100個承包商及供應商。本集團非常重視其營運及產品的質素。作為負責任的發展商，本集團在選擇供應商、承包商及投標者方面制定規則及政策。這使本集團的服務及產品持續享有良好聲譽及客戶滿意度。

本集團致力為客戶提供最高品質，同時希望從所選用的供應商獲得相同的品質。因此，本集團在透過投標選擇供應商方面遵從嚴格流程。在招標過程中，投標者需要提交彼等的環保計劃、品質控制計劃及安全計劃作為主要考慮因素。在外包過程中，於選擇可靠的供應商之前，會考慮公司歷史、於業界之聲譽及過往工作的參考。實地考察確保所選的供應商符合本集團的安全標準及產品品質。定期讓監督人員到地盤考察，並向品質監控小組提供每週進度報告，以確保品質符合高水準。本集團亦聘請專業顧問（例如建築師及工程師）按要求檢驗地盤，並提供具體的專業意見。

至於酒店業務，本集團與多名提供各種酒店用品（包括客房消耗品、餐具、傢俬及食物飲品）的供應商保持緊密合作。供應商乃根據質素、價格、送貨時效、供應商的實力及經驗等準則進行甄選，若能履行環保責任的供應商更可獲優先考慮。





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

The Group's strong commitment to quality is underscored by its professional team, which spans a wide array of expertise including project management, leasing services, interior design, etc.

Understanding customer needs is critical to the Group's success. The Group interacts closely with its diverse customer base, which spans tenants, residents, hospitality guests, diners, shoppers and home buyers. To better engage with its tenants, the Group makes occasional courtesy calls and visits in order to understand their service needs.

In hotel operations, the Group's experienced and well-trained customer servicing team delivers consistently high-quality customer services. To monitor customer satisfaction, questionnaires were set to collect customer feedback. Guests' comments on their experience are reviewed and presented to the Group's management. All complaints are independently investigated and handled according to its internal guidelines. The incidents are attended to diligently and resolved in a timely manner.

本集團擁有涵蓋項目管理、租賃服務、室內設計多個專業領域的專業團隊，以履行本集團提供高質素的堅定承諾。

了解客戶需求是本集團成功的關鍵。本集團與其廣泛的客戶基礎（包括租戶、住戶、賓客、食客、購物者及購房者）緊密聯繫。為了加強與租戶之溝通，本集團會不時誠意電訪及拜訪，以了解其服務需求。

在酒店業務方面，本集團經驗豐富及訓練有素之客戶服務團隊持續提供優質的客戶服務。為監察客戶滿意度，本集團設有問卷調查以收集客戶反饋。客戶體驗之評價將獲審閱並送呈本集團管理層。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。



Grand Emperor Hotel has achieved several notable accolades for delivering outstanding hospitality performance. Major hospitality awards it has received in recent years are as follows:

英皇娛樂酒店在提供卓越酒店服務方面獲多項美譽，近年來取得主要的酒店業獎項如下：

- The Most Popular Hotel 2017 (Gold Award), Ctrip Travelers' Top Spot
- Guest Review Awards 2016-2017, Booking.com
- Certificate of Excellence Award 2012-2017, TripAdvisor
- Best Service Award 2016, Ctrip Travelers' Top Spot
- Hall of Fame 2015, TripAdvisor
- Best Partner Award 2014, Ctrip
- Top 25 Luxury Hotels in China in 2012, TripAdvisor Travelers' Choice
- 2017年最受歡迎酒店金獎 – 攜程旅行口碑榜
- 2016-2017年住客評分卓越獎 – Booking.com
- 2012-2017年卓越獎 – 貓途鷹
- 2016年最佳服務酒店獎 – 攜程旅行口碑榜
- 2015年名人堂 – 貓途鷹
- 2014年最佳合作夥伴獎 – 攜程
- 2012年中國25大奢華酒店 – 貓途鷹旅行者之選





4.3 Protection of Data 資料保護

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.

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 Protection of Intellectual Property 保障知識產權

The Group builds up and protects its intellectual property rights by prolonged use and registration of domain names and various trademarks including but not limited to “*Emperor*”. The Group has registered trademarks in various classes in Hong Kong, Macau, mainland China and other relevant jurisdictions. In addition, the Group's trademarks and domain names are constantly monitored and renewed prior to their expiration.

本集團透過持續使用及登記域名與各類商標（包括但不限於「*英皇*」）建立及保障其知識產權。本集團已在香港、澳門、中國內地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前續期。

4.5 Anti-corruption/Anti-money Laundering 貪污／反洗黑錢

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 in giving and receiving gifts, or offer in the form of meals, accommodation and entertainment, as well as interacting with government officials, is provided to outline acceptable and unacceptable conduct in employees' daily business activities. This reaffirms that every employee must adhere to applicable legal requirements and makes ethical business decisions. Special care must additionally be taken to ensure that all business dealings with government officials are conducted in a context that is free from any form of corrupt practices.

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，本集團已就贈送及收受禮物、提供用餐、住宿及娛樂，以及與政府官員交涉制訂一套指引，列明員工日常業務活動中可接受及不可接受的行為。這可確保每位員工須遵從適用的法律規定及作出合乎道德之商業決定。為確保所有與政府官員之商業交易在不採取任何形式的貪污下進行，本集團給予額外的注視。



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.

Additionally, a tendering procedure is adopted for all projects to prevent corruption, and all tender documents are kept confidential, restricted to concerned parties. Tender evaluations are systematically based on the Group's internal policies.

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.

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。

此外，為防止貪污，所有項目均採用招標程序，而所有投標文件均保密，並僅限有關人士使用。招標評審乃根據本集團的內部政策有系統地進行。

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 Compliance with Laws and Regulations 遵守法律及法規

The Group's Corporate Governance Committee is delegated by the Board to review and monitor the policies and practices on compliance with the updated legal and regulatory requirements, including but not limited to "The Residential Properties (First-hand Sales) Ordinance", "Employment Ordinance", "Legal Framework for the Operations of Casino Games of Fortune" (Law No. 16/2001) and "Macau Labour Relations Law" (Law No. 7/2008), which have significant impacts on the Group. Details on the work of the Corporate Governance Committee can be found on page 54 of the Corporate Governance Report in the Company's Annual Report 2017/18.

本集團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之最新政策及常規的情況，包括但不限於《一手住宅物業銷售條例》、《僱傭條例》、《娛樂場幸運博彩經營法律制度》（第16/2001號法律）及《澳門勞動關係法》（第7/2008號法律）。企業管治委員會之工作詳情載於本公司2017／18年報企業管治報告第54頁。





The Group holds relevant licences required for provision of services, such as estate agent licence (for property agency services), Junket Promoter Licence issued by the Gaming Inspection and Coordination Bureau, Administrative Licence issued by Macau Government Tourist Office (for entertainment and hospitality services in Macau), etc.; and the management must ensure that the conduct of business conforms with the applicable laws and regulations.

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 operations, and provides legal advice in accordance with applicable laws, rules and regulations.

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

本集團持有提供服務所需之相關牌照，例如地產代理牌照（物業代理服務）、博彩監察協調局簽發的博彩中介人執照及澳門政府旅遊局頒發的營運牌照（於澳門提供娛樂及酒店服務）等，而管理層須確保所從事業務乃符合適用之法律及法規。

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、規則及法規並提供法律意見。

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



5. Community Involvement 參與社區活動

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.

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。該等活動與本集團之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所有此等活動方面亦擔任重要角色。

5.1 Voluntary Services 志願服務

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

本集團竭力支持多項義工項目促進社會和諧。於本年度內·主要的志願服務包括：

Community Kitchen: “I Cook, I Like” Cookery Class

「我cook我like」 新煮意之社區廚房

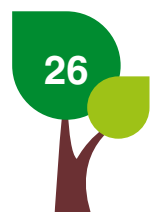
April 2017
2017年4月



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



本集團之義工參與「五育愛家愛長者學苑計劃」·與中學生一同幫助區內獨居長者學習新事物及認識健康飲食習慣。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。



Love for the Elderly Casserole Feast 關愛千歲盆菜宴

April 2017
2017年4月



The Love for the Elderly Casserole Feast 2017 was sponsored by the Group, and co-organised by the social enterprise Ginkgo House. A thousand senior citizens from Sham Shui Po, Shek Kip Mei and Yau Ma Tei were invited to enjoy the feast together. The “Wonderful Band” of Ginkgo House, “T2 Band” and “Zero Band” of Ng Yuk Secondary School performed, and a lucky draw was held. Volunteers from the Group were there to receive the senior citizens and prepare the venue.



本集團贊助並與社會企業銀杏館聯合舉辦2017年關愛千歲盆菜宴。來自深水埗、石硤尾及油麻地的千名長者受邀共享盛宴。銀杏館的「Wonderful Band 溫的風組合」、五育中學的「T2 Band」及「Zero Band」獻上表演，並進行抽獎。本集團之義工到場接待長者以及佈置場地。



Elderly Fall Prevention Day

長者防跌安全日

May 2017
2017年5月



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, in order 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. The 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 that day, which could effectively reduce the chances of falling.



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。長者防跌日假座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

一班小生去旅行

June 2017
2017年6月



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

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 北京昌黎之旅義工行

September 2017
2017年9月



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. They also witnessed the centre's official launch, during an opening ceremony held in the midst of the event. A school for migrants in Daxing district, Beijing, was another destination of the tour; here, volunteers enjoyed an eco-themed fun fair with underprivileged children of migrant workers.

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。



Empathy for the Mentally Challenged 英皇送愛到利東

October 2017
2017年10月



About twenty staff volunteers from the Group paid a visit to Lei Tung Lutheran Day Activity Centre, a training centre for the intellectually challenged in Ap Lei Chau. They were first briefed about the general situation of this disadvantaged group in Hong Kong. They then began to interact with students of the centre, playing games and preparing simple refreshments together. After spending a half day at the centre, the volunteers realised that, given their seemingly uncomplicated approach to life, it could actually be easier for the intellectually challenged to experience happiness.



本集團員工一行約20人到訪位於鴨脷洲的路德會利東展能中心，先聆聽駐中心社工介紹香港智障人士的概況，認識社會上較易遭遺忘的一群；然後，在工作人員的協助下開始與智障人士互動，一起進行遊戲及製作簡單茶點。暢聚半天，集團義工領略智障人士生活簡單、純真率直，反而更容易感受歡樂。

Ethnic Minorities x Cultural Diversity 少數族裔x文化觸覺

November 2017
2017年11月



The Group and Oxfam jointly organized a workshop "Ethnic Minorities x Cultural Diversity". Participating staff members and their relatives or friends learnt Nepalese and Urdu, visited exotic shops and took part in a mock ceremony, thereby learning how people of this disadvantaged group in Hong Kong live their life and reflecting on how to get along with them and promote racial harmony in the community.

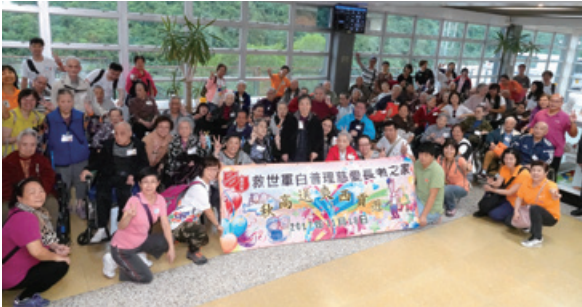


本集團與樂施會合辦「少數族裔x文化觸覺」工作坊，供員工及親友參加。在活動主持帶領下，參加者學習尼泊爾及烏爾都語、遊走特色小店、參與模擬民族儀式等，全方位認識香港此弱勢社群，反思如何相處共融，以達致社會和諧。

Autumn Outing with Elderly Persons in Sai Kung

秋風送爽長者遊

November 2017
2017年11月



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



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、手工肥皂、角色扮演拍照留念等，樂也融融。

Hair Cutting Services for the Mentally Challenged

為智障人士提供理髮服務

December 2017
2017年12月



A five-week haircut course was offered to staff members who later volunteered to cut hair for the mentally challenged, at an institution in Sheung Shui. The tour to the institution was carried out on bicycles, arranged by Hong Kong Lutheran Social Service under We Cycle 2, 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 those deserving a second chance.



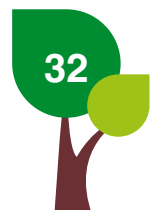
本集團向員工提供為期五星期的理髮課程，其後該等員工前往上水為一間機構的智障人士提供理髮服務。員工獲香港路德會社會服務處安排，由「改變輪舍單車導賞員及義工訓練計劃2」（為將更新吸毒人士培訓為單車生態導遊的計劃）之義工帶領下以單車前往機構探訪。該活動讓參加者為有需要人士服務及與重投社會的更生人士合作。



The annual fund raising event “Hike for Hospice” of the Society for the Promotion of Hospice Care (SPHC) took place on 4 March 2018 at Tai Lam Country Park, Yuen Long. The Group has always strived to support charity, and in support of its platinum sponsorship, Ms. Semon Luk, Chairperson of the Company, together with famous artistes Michelle Wai, Kathy Yuen and Deep Ng, attended the kick-off ceremony and cheered for all the hikers.



善寧會「登山善行」年度籌款活動於2018年3月4日在元朗大欖郊野公園舉行。本集團一直致力於支持慈善活動，作為活動的白金級贊助商，本公司主席陸小曼女士連同著名藝人衛詩雅、湯怡及吳浩康出席此次活動的啟動儀式，為所有遠足者加油打氣。





5.2 Charitable Sponsorship and Donations 慈善贊助及捐款

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

樂施米義賣

May 2017
2017年5月



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 fund for the China Development Fund, which finances community-development projects in rural areas of mainland China.

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

月餅轉贈活動

September 2017
2017年9月



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.

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

便服日

October 2017
2017年10月



The staff dressed casual when they took part in the annual Dress Casual Day organised by the Community Chest. The theme was “Wear I Am, Be Yourself” and participants wore their favorite outfits to work which created a vivid atmosphere at the office. The campaign had raised fund for the underprivileged.

員工身穿便服參加香港公益金之年度活動便服日。此次活動主題為「穿我所愛·做我自己」，參與者均身穿他們喜愛的服裝上班，營造了一個充滿活力的辦公室氛圍。該活動為弱勢社群籌集款項。

Qile Cake Charity Sale

耆樂餅義賣大行動

November 2017
2017年11月



The Group supported the Qile Cake Charity Sale organized by Haven of Hope Christian Service. Staff volunteers sold cakes at a sale booth in Fitfort Arcade, North Point. Some of them even brought along their children, doing good deeds and setting good examples on generosity and giving at the same time. The money raised through the event, together with the group buying among the staff earlier, was donated to Haven of Hope Christian.



本集團支持基督教靈實協會舉辦的「耆樂餅義賣」。義工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。活動所籌集之善款，連同本集團員工早前團購耆樂餅之款項，已用作捐助基督教靈實協會。



5.3 Environmental conservation 環境保護

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

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：

Tree Planting Day

植樹日

June 2017
2017年6月



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

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，並提升了他們對保護環境的意識。





Sai Kung Snorkelling Tour

西貢浮潛之旅

September 2017
2017年9月



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 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.

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。這次令人身心暢快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。

Earth Hour

地球一小時

March 2018
2018年3月



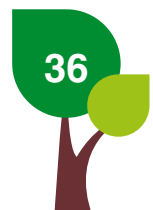
On 24 March 2018, the Group joined the millions of people around the globe and turned off its office lights in support of WWF's Earth Hour, an annual event to raise awareness of climate change.

於2018年3月24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。



The Group has been awarded with the 10 Years Plus Caring Company Logo by the Hong Kong Council of Social Service for 14 consecutive years, recognising its ongoing commitment to fulfilling its corporate social responsibilities.

本集團連續14年榮獲香港社會服務聯會頒發的10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、社會及管治報告指引內容索引

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.

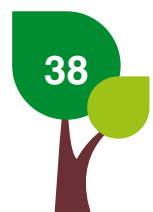
下列內容索引乃根據聯交所上市規則附錄27《環境、社會及管治報告指引》而制訂。

Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
A. Environmental A. 環境		
Aspect A1: Emissions 層面A1：排放物		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	1.2, 2.1
KPI A1.1 指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	2.2.1, 2.3.1
KPI A1.2 指標A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	2.2.1, 2.3.1
KPI A1.3 指標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 material amount of hazardous waste.</i> 基於其業務性質，本集團並無直接產生大量有害廢棄物。
KPIA1.4 指標A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	2.2.2, 2.3.3
KPI A1.5 指標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。	2.2.1
KPI A1.6 指標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。	2.2.2, 2.3.3





Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
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。	1.2
KPI A2.1 指標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。	2.3.2
KPI A2.2 指標A2.2	Water consumption in total and intensity. 總耗水量及密度。	2.3.4
KPI A2.3 指標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。	2.2.4
KPI A2.4 指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency 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。	2.2.3
KPI A2.5 指標A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及（如適用）每生產單位佔量。	Not applicable 不適用
Aspect A3: The Environment and Natural Resources 層面A3：環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	1.2
KPI A3.1 指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	2.2.2, 2.3.4

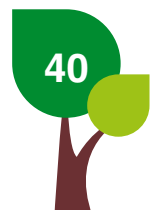




Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
B. Social B. 社會		
Employment and Labour Practices 僱傭及勞工常規		
Aspect B1: Employment 層面B1：僱傭		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2
KPI B1.1 指標B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	3.1
KPI B1.2 指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	3.1 briefly discussed 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 issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.3
KPI B2.1 指標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 指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	3.3 briefly discussed 已概括說明
KPI B2.3 指標B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	3.3



Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
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. 有關提升僱員履行工作職責的知識及技能的政策。 Description of training activities. 描述培訓活動。	3.4, 3.5
KPI B3.1 指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。	3.5 briefly discussed 已概括說明
KPI B3.2 指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	3.5 briefly discussed 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 issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2
KPI B4.1 指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	3.2
KPI B4.2 指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	3.2





Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
Operating Practices 營運慣例		
Aspect B5: Supply Chain Management 層面B5：供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	4.1
KPI B5.1 指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	4.1 briefly discussed 已概括說明
KPI B5.2 指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	4.1 briefly discussed 已概括說明
Aspect B6: Product Responsibility 層面B6：產品責任		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.2
KPI B6.1 指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Not applicable 不適用
KPI B6.2 指標B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	4.2 briefly discussed 已概括說明
KPI B6.3 指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	4.4
KPI B6.4 指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	4.2
KPI B6.5 指標B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	4.3



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

