



東瀛遊控股有限公司

EGL Holdings Company Limited

(於開曼群島註冊成立的有限公司)

(Incorporated in the Cayman Islands with limited liability)

股份代號 Stock Code : 6882



Environmental, Social and Governance Report

環境、社會及管治報告

2017



TABLE OF CONTENTS

目錄

I. 關於本報告 ABOUT THIS REPORT	2
II. 本報告的報告期及範圍 REPORTING PERIOD AND SCOPE OF THE REPORT	3
III. 持份者參與 STAKEHOLDER ENGAGEMENT	4
IV. 環境可持續性 ENVIRONMENTAL SUSTAINABILITY	8
V. 社會可持續性 SOCIAL SUSTAINABILITY	16

I. 關於本報告

I. ABOUT THIS REPORT

作為香港旅遊業最知名品牌之一，東瀛遊控股有限公司（「本公司」，連同其附屬公司統稱為「本集團」）致力本著以誠為本、以客為尊精神服務客戶，並不斷提高優質旅行團服務。作為其核心價值觀之一，本集團致力於承擔更多的環境及社會責任。

本集團已制定可持續性策略，旨在為其持份者帶來可持續價值，並繼續減低本集團對環境的不良影響。為自上而下執行本集團的可持續性策略，本公司董事會（「董事會」）對確保本集團環境、社會及管治政策的有效性負有最終責任。董事會已於本集團的各業務部門設立專責團隊以管理環境、社會及管治事宜，並指派專責員工執行及監督相關環境、社會及管治政策的執行。本集團致力於持續審查及調整其可持續性政策，以滿足其持份者不斷變化的需求。有關本集團環境及社會方面的管理方式的詳情可查閱本環境、社會及管治報告內的各個章節。本集團相信，可持續性對本集團整體長遠發展成功攸關重要。

本集團欣然呈列其第二份環境、社會及管治報告，以闡述其於可持續發展方面所作出的努力。本環境、社會及管治報告乃按照香港聯合交易所有限公司網站內證券上市規則附錄27所載的《環境、社會及管治報告指引》而編製。

Being one of Hong Kong's most renowned brands in the travel industry, EGL Holdings Company Limited ("Company", together with its subsidiaries, "Group") is dedicated to continue to provide the best quality tours, and strives to serve its customers with care and sincerity (以誠為本、以客為尊、不斷提高優質服務). As one of its core values, the Group is committed to take more environmental and social responsibilities.

The Group developed its sustainability strategy with aims to create sustainable values to its stakeholders, and to continue to minimise the Group's undue impact on the environment. In order to carry out the Group's sustainability strategy from top to bottom, the board of directors ("Board") of the Company has ultimate responsibilities for ensuring the effectiveness of the Group's environmental, social and governance ("ESG") policies. The Board established dedicated teams to manage ESG issues within each business division of the Group. Designated staff has been assigned to enforce and supervise the implementation of the relevant ESG policies. The Group is committed to constantly reviewing and adjusting its sustainability policies to satisfy the ever-changing needs of its stakeholders. Details of the Group's management approach in both the environmental and social aspects can be found in different sections of this ESG report. The Group believes that sustainability is essential to its overall long-term success.

The Group is pleased to present its second ESG report demonstrating its efforts in sustainable development. This ESG report is prepared in compliance with 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's website.

II. 本報告的報告期及範圍

II. REPORTING PERIOD AND SCOPE OF THE REPORT

本環境、社會及管治報告涵蓋(i)本集團位於香港、澳門、台灣、中華人民共和國(「中國」)及日本辦事處，及(ii)本集團於日本新開設的酒店。有關企業管治章節，請參閱本集團2017年年報第55至69頁。本環境、社會及管治報告的報告期為2017年財政年度，即自2017年1月1日起至2017年12月31日(「2017年財年」)。

This ESG report covers the operational boundaries of (i) the Group's offices in Hong Kong, Macau, Taiwan, the People's Republic of China (the "PRC") and Japan, and (ii) the Group's newly opened hotel in Japan. For corporate governance section, please refer to the Group's 2017 annual report on pages 55 to 69 therein. The reporting period of this ESG report is for the financial year of 2017, from 1 January 2017 to 31 December 2017 ("FY2017").

III. 持份者參與

III. STAKEHOLDER ENGAGEMENT

為達致加強本集團可持續性方針及表現的目標，本集團積極聆聽內部及外部持份者的意見。本集團主動收集其持份者的回饋意見，以維持本集團高標準的可持續性，同時亦與彼等建立互信互助的合作關係。本集團透過表一所示之持份者優先選取的溝通渠道與其聯繫。

With the goal to strengthen the sustainability approach and performance of the Group, the Group has put in tremendous effort to listen to both its internal and external stakeholders. The Group actively collects feedback from its stakeholders to maintain a high standard of sustainability within the Group, while also building a trusting and supportive relationship with them. The Group connects with its stakeholders through their preferred communication channels as listed in Table 1.

表一 持份者的期望與溝通渠道

Table 1 Stakeholders Expectations and Communication Channels

Stakeholders 持份者	Expectations and concerns 期望及關注事項	Communication channels 溝通渠道
Government and regulatory authorities 政府及監管機構	<ul style="list-style-type: none"> - Compliance with laws and regulations 遵守法例及規例 - Support economic development 支持經濟發展 	<ul style="list-style-type: none"> - Supervision on complying with local laws and regulations 監督遵守地方法例及規例的情況 - Routine reports 常規報告
Shareholders 股東	<ul style="list-style-type: none"> - Return on investments 投資回報 - Corporate governance 企業管治 - Business compliance 業務合規 	<ul style="list-style-type: none"> - Regular reports and announcements 定期報告及公告 - Regular general meetings 定期股東大會 - Official company website 公司官方網站
Employees 僱員	<ul style="list-style-type: none"> - Employees' compensation and benefits 僱員補償及福利 - Career development 職業發展 - Health and safety in the working environment 工作環境的健康及安全 	<ul style="list-style-type: none"> - Performance reviews 績效審查 - Regular meetings and trainings 定期會面及培訓 - Emails, notice boards, hotline 電郵、通告板、熱線
Customers 客戶	<ul style="list-style-type: none"> - High quality products and services 高質素產品及服務 - Protect customers' rights 保障客戶權利 	<ul style="list-style-type: none"> - Face-to-face meetings and on-site visits 面談會議及實地考察 - Customer service hotline and email 客戶服務熱線及電郵

III. 持份者參與

III. STAKEHOLDER ENGAGEMENT

Stakeholders 持份者	Expectations and concerns 期望及關注事項	Communication channels 溝通渠道
Suppliers 供應商	<ul style="list-style-type: none"> - Fair and open procurement 公平公開採購 - Win-win cooperation 雙贏合作 	<ul style="list-style-type: none"> - Open tendering 公開招標 - Procurement reviews 採購稽查 - Face-to-face meetings and on-site visits 面談會議及實地考察
General public 公眾	<ul style="list-style-type: none"> - Involvement in communities 投入社區 - Business compliance 業務合規 - Environmental protection awareness 環境保護意識 	<ul style="list-style-type: none"> - Media conferences and responses to enquiries 媒體會議及回應查詢 - Public welfare activities 公益活動 - Regular reports and announcements 定期報告及公告 - Official company website 公司官方網站

重要性評估

本集團進行年度審查，以確認及瞭解持份者對環境、社會及管治報告的主要關注焦點及重大權益。於2017年財年，本集團邀請其持份者進行重要性評估調查。具體而言，本集團根據持份者對本集團的影響力及依賴程度挑選內部及外部持份者。本公司管理層會挑選對本集團具有重大影響力及高度依賴本集團的持份者。該等所選持份者受邀透過網上調查對一系列可持續性事項表達意見及關注焦點。本集團能夠對有關事項進行優先排序以供討論。重要性評估調查的結果已繪製並於下方呈列。

MATERIALITY ASSESSMENT

The Group undertakes annual review in identifying and understanding its stakeholders' main concerns and material interests for the ESG report. In FY2017, the Group engaged its stakeholders to conduct a materiality assessment survey. Specifically, internal and external stakeholders were selected based on their respective influence and dependence on the Group. Stakeholders with high levels of influence and dependence on the Group were selected by the management of the Company, and invited to express their views and concerns on a list of sustainability issues via an online survey. The Group was able to prioritise the issues for discussion. The result from the materiality assessment survey was mapped and presented below.

III. 持份者參與 III. STAKEHOLDER ENGAGEMENT

Stakeholder Engagement Materiality Analysis Matrix

持份者參與重要性分析矩陣



- | | | |
|---|---|---|
| 1 Air and greenhouse gas emissions
廢氣及溫室氣體排放 | 12 Employee development and training
僱員發展及培訓 | 22 Observing and protecting intellectual property rights
遵守及保障知識產權 |
| 2 Sewage treatment
污水處理 | 13 Preventing child and forced labour
防止童工及強制勞工 | 23 Product/service risk control and management
產品/服務風險控制及管理 |
| 3 Land use, pollution and restoration
土地使用、污染及修復 | 14 Suppliers by geographical region
按地區劃分供應商 | 24 Protection of consumer information and privacy
保護消費者資料及私隱 |
| 4 Solid waste treatment
固體廢物處理 | 15 Selection of suppliers and assessment of their products/services
甄選供應商及評估彼等的產品/服務 | 25 Labelling relating to products/services
與產品/服務相關的標識 |
| 5 Energy use
能源使用 | 16 Environmental protection assessment of the suppliers
對供應商的環保評估 | 26 Information disclosure
資料披露 |
| 6 Water use
用水 | 17 Social risks assessment of the suppliers
對供應商的社會風險評估 | 27 Preventing bribery, extortion, fraud and money laundering
防止賄賂、敲詐、欺詐及洗錢活動 |
| 7 Use of other raw/packaging materials
其他原材料/包裝材料的使用 | 18 Procurement practices
採購慣例 | 28 Anti-corruption policies and whistle-blowing procedure
反貪污政策及舉報程序 |
| 8 Mitigation measures to protect natural resources
保護天然資源的措施 | 19 Operation with compliance
合規經營 | 29 Understanding local communities' needs
瞭解當地社區需求 |
| 9 Composition of employees
僱員組成 | 20 Customers satisfaction
客戶滿意度 | 30 Public welfare and charity
公共福利及慈善 |
| 10 Employee remuneration and benefits
僱員薪酬及福利 | 21 Marketing and promotion
營銷及推廣 | |
| 11 Occupational health and safety
職業健康與安全 | | |

III. 持份者參與

III. STAKEHOLDER ENGAGEMENT

本集團建立了重要性分析矩陣，並相應列出30個可持續性事項的優先次序。就本環境、社會及管治報告而言，本集團已將「防止賄賂、敲詐、欺詐及洗錢活動」、「反貪污政策及舉報程序」及「產品／服務風險控制及管理」確定為對本集團及其持份者而言最為重要的事項。該審查有助本集團按優先次序考慮其可持續性事項，關注重大及相關方面，以達致持份者預期。

The Group built a materiality analysis matrix and prioritised 30 sustainability issues accordingly. With respect to this ESG report, the Group has identified “preventing bribery, extortion, fraud and money laundering”, “anti-corruption policies and whistle-blowing procedure”, and “product/service risk control and management” as issues of the highest importance to both the Group and its stakeholders. This review has helped the Group in prioritising its sustainability issues, and highlighting the material and relevant aspects, so as to align them with stakeholders’ expectations.

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

本集團致力倡導「綠色辦公室」理念並大力實施本集團可減少能源消耗的節能措施。此外，本集團不僅在其辦公室，亦於提供旅行代理商服務過程中致力於提高能源效率。本集團相信，有效利用能源可節省成本，同時減少自然資源的耗用。本集團通過提高其員工及客戶的環保意識，鼓勵以負責的方式使用資源，特別是在節能及廢物管理領域，力求最大程度降低本集團業務營運對環境的影響。

本節主要披露有關本集團2017年財年的排放物、資源使用、環境及天然資源的政策、慣例及量化數據。

The Group endeavours to support the 'Green Office' concept and steps up its implementation of energy-saving measures that could reduce energy consumption by the Group. Moreover, the Group is committed to improving energy efficiency not only at its offices, but also during the provision of travel agency services. The Group believes that the effective use of energy resources brings cost savings and reduces the consumption of natural resources at the same time. The Group strives to minimise the undue environmental impact of the Group's business operation by promoting the environmental awareness among its staffs and customers, and encouraging the responsible use of resources especially in the area of energy-saving and waste management.

This section primarily discloses the Group's policies, practices, and quantitative data on emissions, use of resources, the environment and natural resources in FY2017.

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

A.1. 排放物

作為旅行社代理服務供應商及酒店服務供應商，本集團的業務在空氣污染物排放、水及土地排放以及有害廢物產生方面均不會對環境造成重大影響。本集團已遵守於其營運之所在國家所制定的所有相關地方環境法律。於2017年財年，本集團並無發現對任何與廢氣或溫室氣體排放、水或土地排放及有害或無害廢物有關的具有影響力法律上的忽視。

於2017年財年，本集團的範圍一（直接排放）、範圍二（能源間接排放）及範圍三（其他間接排放）溫室氣體總排放量分別為401公噸二氧化碳當量、477公噸二氧化碳當量及80公噸二氧化碳當量。本集團的溫室氣體總排放量為958公噸二氧化碳當量，而本集團的溫室氣體密度為每百萬港元0.59公噸二氧化碳當量。除溫室氣體排放外，本集團亦於營運中排放47公噸無害固體廢物（密度為每百萬港元0.03公噸）及2,473立方米無害污水（密度為每百萬港元1.52立方米）。由於本集團營運的性質，本集團並無產生任何有害廢物，惟於2017年財年僅產生微量空氣污染物。本集團的總排放量於下文表二概述。

A.1. EMISSIONS

As a travel agency service provider and a hotel service provider, the Group's business does not have significant impact on the environment in terms of emissions of air pollutants, discharges into water and land, and generation of hazardous waste. The Group has complied with all relevant local environmental laws as set out in the country where the Group operates. In FY2017, the Group found no disregard of any influential laws relevant to waste gas or greenhouse gas emissions, water or land discharging and hazardous or non-hazardous wastes.

In FY2017, the Group's total greenhouse gas ("GHG") emissions for Scope 1 (Direct Emissions), Scope 2 (Energy Indirect Emission), and Scope 3 (Other Indirect Emissions) were 401 tonnes carbon dioxide equivalent ("CO₂e"), 477 tonnes CO₂e, and 80 tonnes CO₂e respectively. The Group's total GHG emissions amounted to 958 tonnes CO₂e, and the GHG intensity for the Group was 0.59 tonnes CO₂e/HKD million. Other than GHG emissions, the Group also emitted 47 tonnes of non-hazardous solid wastes (with an intensity of 0.03 tonnes/HKD million), and 2,473 m³ of non-hazardous wastewater (with an intensity of 1.52 m³/HKD million) in its operation. Due to the nature of the Group's operations, the Group did not generate any hazardous waste, and only an insignificant amount of air pollutants was produced in FY2017. The Group's total emissions are summarised in Table 2.

IV. 環境可持續性
IV. ENVIRONMENTAL SUSTAINABILITY

表二 於2017年財年本集團按類別劃分的總
排放量

Table 2 The Group's Total Emissions by Category in FY2017

Emissions 排放物	Key Performance Indicator (KPI) 關鍵績效指標	Unit 單位	Amount 數量	Intensity* 密度* (Unit/HKD million) (單位/百萬港元)
GHG emissions 溫室氣體排放	Scope 1 (Direct Emission) 範圍一 (直接排放)	tonnes CO ₂ e 公噸二氧化碳 當量	401	—
	Scope 2 (Energy Indirect Emission) 範圍二 (能源間接排放)	tonnes CO ₂ e 公噸二氧化碳 當量	477	—
	**Scope 3 (Other Indirect Emission) **範圍三 (其他間接排放)	tonnes CO ₂ e 公噸二氧化碳 當量	80	—
	Total (Scope 1, 2 & 3) 總計 (範圍一、二及三)	tonnes CO ₂ e 公噸二氧化碳 當量	958	0.59
Non-hazardous wastes 無害廢物	Solid Waste 固體廢物	tonnes 公噸	47	0.03
	Wastewater 污水	m ³ 立方米	2,473	1.52

* 密度乃透過金額除以本集團2017年財年的收益
約1,624.6百萬港元計得

** 本集團的範圍三(其他間接排放)僅包括在堆填
區棄置的廢紙

* Intensity was calculated by dividing the amount by the Group's
FY2017 revenue of approximately HKD1,624.6 million

** The Group's Scope 3 (Other Indirect Emissions) includes only paper
waste disposed at landfills

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

溫室氣體排放

本集團產生的溫室氣體排放主要來自辦公室或酒店消耗的外購電力以及日本旅遊巴士或加熱器運作所消耗的燃料。為減少溫室氣體排放，本集團意識到電力及能源的有效使用及紙張使用量的大幅減少將有效減少溫室氣體排放。本集團為其旅遊巴士選擇高質量燃料及於購置巴士時選擇更環保的車輛。本集團為減少溫室氣體排放所採取的詳細措施將於本報告**A.2.資源使用**中進一步說明。

污水及固體廢物

本集團產生的污水及固體廢物主要來自辦公室及酒店日常營運的城市污水及城市固體廢物。本集團已落實收集塑膠廢物、廢紙、罐頭、玻璃及其他不可回收廢物的分類方法。已分類的廢物將運至當地的回收中心或廢物處理廠，由衛生服務公司作進一步處理。本集團亦定期回收複印機及打印機的碳粉盒，收集使用過的零件並退回至供應商以進行回收處理。城市污水直接排入物業污水系統。由於所產生污水量非常視乎耗水量，本集團已採取具體措施減少耗水量，詳情將於本報告**A.2.資源使用**中進一步說明。

GHG Emissions

The GHG emissions generated by the Group mainly came from its purchased electricity consumed at the office or hotel and fuel consumed in the operation of travel buses or heater in Japan. To mitigate the GHG emissions, the Group realises that the efficient use of electricity and energy, and substantial reduction of paper usage will largely reduce its GHG emissions. The Group opts for high quality fuel for its travel buses and more environmentally-friendly vehicles during new purchases. Detailed measures taken by the Group to reduce GHG emissions will be described further in **A.2. Use of Resources** of this report.

Wastewater and Solid Waste

The wastewater and solid waste generated by the Group were mainly municipal wastewater and municipal solid waste from daily operation of the office and hotel. The Group has implemented a classification method for collecting plastic waste, paper waste, cans, glasses and other non-recyclable wastes. The wastes that have been classified were then transported to a local recycling centre or waste disposal plant for further treatment by a sanitary service company. The Group recycles toner cartridges used in copiers and printers as well as collecting and returning used spare parts to suppliers for recycling regularly. Municipal wastewater was directly discharged into the property wastewater system. Since the amount of wastewater generated highly depends on the amount of water used, the Group has adopted specific measures to reduce water consumption, which are further described in **A.2. Use of Resources** of this report.

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

A.2. 資源使用

於回顧年度，本集團就其資源使用遵守相關法例及規例。於2017年財年，本集團所耗用的資源主要為電力、汽油、柴油、天然氣、水及紙張。本集團並無消耗任何包裝材料。

表三 於2017年財年本集團按類別劃分的資源總用量

Use of Resources 資源使用	Key Performance Indicator (KPI) 關鍵績效指標	Unit 單位	Amount 數量	Intensity* 密度* (Unit/HKD million) (單位/百萬港元)
Energy 能源	Electricity 電力	kWh'000 千個千瓦時	881	0.54
	Gasoline 汽油	litres 公升	7,760	4.78
	Diesel Fuel 柴油	litres 公升	138,831	85.46
	Natural Gas 天然氣	m ³ 立方米	6,618	4.07
Water 水	Water 水	m ³ 立方米	2,660	1.64
Paper 紙	Paper 紙	tonnes 公噸	47	0.03

* 密度乃透過金額除以本集團2017年財年的收益約1,624.6百萬港元計得

A.2. USE OF RESOURCES

The Group complied with the relevant laws and regulations in relation to its use of resources during the year under review. In FY2017, resources consumed by the Group were mainly electricity, gasoline, diesel fuel, natural gas, water, and paper. The Group did not consume any packaging materials.

Table 3 The Group's Total Use of Resources by Category in FY2017

* Intensity was calculated by dividing the amount by the Group's FY2017 revenue of approximately HKD1,624.6 million

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

電力

本集團的耗電來自辦公室及酒店的常規營運。於2017年財年，本集團的總耗電量為881,000千瓦時(密度為每百萬港元540千瓦時)。本集團致力透過實施內部政策及使用先進科技以節約電力。於2017年財年，本集團所有附屬公司均嚴格遵守本集團的節能政策。

於回顧年度，本集團開始為辦公室及酒店區域把較耗能的燈更換成節能燈，並教育員工瞭解節能減排的重要性及方法。隨著用電量大量下降，本集團的溫室氣體排放量亦大幅減少。為確保有效使用電力，本集團已採取以下措施：

- 通過電郵或通告提醒員工於使用後關燈；
- 定期清潔辦公室設備以維持高效率運作；
- 購置帶節能標識的辦公室設備及電器；及
- 關閉所有閒置複印機、電腦、燈光及空調系統。

Electricity

The Group's electricity consumption came from the regular operation of the office and hotel. In FY2017, the total electricity consumption of the Group was 881 kWh'000 (with an intensity of 0.54 kWh'000/HKD million). The Group strives to save electricity through the implementation of internal policies and advanced technologies. All subsidiaries of the Group stringently complied with the Group's energy-saving policy in FY2017.

During the year under review, the Group started to replace energy intensive lightings with energy-saving ones in the office and hotel area as well as to educate its employees about the importance and approach of energy conservation and emission reduction. With electricity consumption being greatly reduced, the GHG emissions from the Group also significantly dwindle. To ensure the effective use of electricity, the Group has conducted the following practices:

- Remind staff to turn off lights after use through email and notice;
- Clean office equipment regularly to maintain high operating efficiency;
- Purchase office equipment and electrical appliances with energy-saving label; and
- Switch off all idle copy machines, computers, lights, and air-conditioning system.

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

能源

本集團為運輸消耗汽油及柴油，而於冬季消耗天然氣以供暖。於2017年財年，本集團消耗的汽油、柴油及天然氣用量分別為7,760公升(密度為每百萬港元4.78公升)、138,831公升(密度為每百萬港元85.46公升)及6,618立方米(密度為每百萬港元4.07立方米)。本集團鼓勵透過簡單的方法節約能源，例如利用電話會議代替可能涉及不必要住宿及差旅的現場會議，以及於觀光景點等候時關閉旅遊巴士的引擎。

水

本集團於其辦公室及酒店消耗用水。於2017年財年，本集團在採購水方面並無任何問題，本集團的總耗水量為2,660立方米(密度為每百萬港元1.64立方米)。為提高水資源使用效率，本集團已採取以下措施：

- 即時處理水龍頭滴水問題；
- 通過電郵及通告提醒員工用水後關閉水龍頭；
- 在當眼地方張貼有關「節省水資源」的海報以鼓勵節約用水。

Energy

The Group consumed gasoline and diesel fuel for transportation and natural gas for heating during the winter. In FY2017, the amount of gasoline, diesel fuel and natural gas consumed by the Group were 7,760 litres (with an intensity of 4.78 litres/HKD million), 138,831 litres (with an intensity of 85.46 litres/HKD million), and 6,618 m³ (with an intensity of 4.07 m³/HKD million) respectively. The Group encourages energy-saving through simple measures, such as making use of telephone conferences instead of physical meetings that may involve unnecessary accommodation and travelling, and turning off the engines of travel buses when waiting at sightseeing spots.

Water

The Group consumed water at its offices and hotel. In FY2017, the Group did not face any problem in sourcing water, and the Group's total water consumption was 2,660 m³ (with an intensity of 1.64 m³/HKD million). To improve the utilisation efficiency of water resources, the Group has adopted the following practices:

- Fix dripping taps immediately;
- Remind staff to turn off water taps after use through email and notice; and
- Place posters related to "Saving Water Resource" in prominent places to encourage water conservation.

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

A.3. 環境及天然資源

本集團致力於根據「綠色低碳」理念發展旅遊業務並將該理念融入每個辦公室／旅遊環節。為實現該目標，本集團盡可能重複使用家具及文具。本集團已委任持牌回收公司處理舊家具。本集團亦不斷提醒客戶節省食物，避免在旅程中產生過多的食物包裝。

此外，本集團消耗的主要天然資源為打印紙。為盡量減少紙張使用，本集團已採取多項措施，包括但不限於：

- 鼓勵雙面打印或單面兩頁；
- 使用電郵、內聯網及掃描器發送或電子化地保存文件；
- 從環保供應商採購紙張；及
- 使用平板電腦代替紙質材料向客戶介紹旅遊服務。

A.3. THE ENVIRONMENT AND NATURAL RESOURCES

The Group is dedicated to developing its travel business according to the “Going Green and Low Carbon” concept and incorporating them into every single office/tour procedure. To achieve that, the Group tries to reuse furniture and stationery whenever possible. The Group has appointed licensed recycle company for the handling of old furniture. The Group also constantly reminds its customers to save food and avoid generating excessive food packages during their journey.

In addition, the main natural resource consumed by the Group is printing paper. To minimise paper usage, the Group has adopted various practices, including but not limited to:

- Encourage double-sided printing and printing two pages on each side of the paper;
- Make the best use of electronic mail, intranet and scanners to send or save documents electronically;
- Source paper from environmentally-friendly supplier; and
- Use tablet computer to introduce travel services to customers instead of paper materials.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

僱傭及勞工常規

B.1. 僱傭

本集團將人才視為最具價值的資產及獲得成功和可持續發展的主要驅動因素。本集團致力為員工提供安全及合適的平台，以促進員工的專業職業發展及晉升。本集團的人力資源政策嚴格遵守香港、澳門及其他經營地區的適用僱傭法例及規例，包括香港《僱傭條例》(香港法例第57章)及《澳門勞動關係法》。本集團亦已遵守中國地方政府執行的有關僱員社會保障計劃的法例及規例。本集團的人才資源發展部根據最新頒佈的法例及規例定期審核並更新相關公司政策。

引入人才對本集團業務的可持續發展至關重要。為吸引高質素的人力資源，本集團基於個人表現、個人特質、工作經驗及職業抱負提供公平、具競爭力的薪酬及福利。本集團自2009年起推出「人才發展計劃」以招募合適的大學畢業生，並與非政府機構合作，於2016年開始創立「青年向上流動嚮導計劃」以招募中學文憑考試畢業生。該兩個計劃均旨在提供培訓及內部晉升機會，以培養年輕人並提高其士氣及對本集團的忠誠度。此外，本集團已提出一系列措施，加快人才招聘，例如招聘會、在報紙、雜誌及網站上刊登招聘廣告。本集團相信上述持續努力將極大有助於吸引高質素及合適人才加入本集團。

EMPLOYMENT AND LABOUR PRACTICES

B.1. Employment

The Group views talents as its most valuable assets and the key driving factor in ensuring the success and sustainable development of the Group. The Group strives to provide the staff with a safe and suitable platform for professional career development and advancement. The Group's human resources policies strictly adhere to the applicable employment laws and regulations in Hong Kong, Macau and other operating regions, including the Employment Ordinance of Hong Kong (Chapter 57 of The Laws of Hong Kong), and Labour Relations Law of Macau (澳門勞動關係法). The Group has also complied with the laws and regulations regarding employees' social security schemes that are enforced by the local governments in the PRC. The Group's human resources development department reviews and updates relevant company policies regularly in accordance with the latest laws and regulations.

Talent acquisition is vital to the sustainable development of the Group's business. To attract high-calibre candidates, the Group offers fair, competitive remuneration and benefits based on individuals' performance, personal attributes, job experiences and career aspiration. The Group has launched "The Talent Development Scheme" (人才發展計劃) since 2009 to recruit suitable university graduates and has collaborated with NGOs and created the "Youth Upward Mobility Mentorship Program" (YUM) (青年向上流動嚮導計劃) starting from 2016 to recruit DSE graduates. Both programs were developed with goals to provide training and internal promotion opportunities for nurturing the youths and in enhancing their morale and loyalty to the Group. In addition, the Group has proposed a variety of initiatives to facilitate the recruitment of staffs, such as recruitment fairs, job advertisements in newspapers, magazines and internet websites. The Group believes that its continuous efforts mentioned above will tremendously help attract the high quality and suitable personnel to join the Group.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

為激發、獎勵及認可現有僱員的貢獻及努力，本集團會參考整體市況、通脹率、本集團的盈利能力及僱員過往表現，定期進行薪酬檢討及薪金調整。本集團為員工安排合理的工作時數及休息時間，例如辦公室員工每週工作5天。除了地方政府的就業法規定的基本帶薪年假及法定假日外，僱員亦享受額外的假期福利，如婚假、待產假及恩恤假。同時，本集團是會根據合理及合法的標準終止任何僱傭合約。本集團嚴禁任何形式的非法或不理解僱。

為培養僱員的歸屬感，本集團提供額外的僱員福利，例如僱員旅遊保險、醫療保險及酌情表現獎金。於2017年財年，本集團為僱員舉辦一系列活動，如工作坊、義工活動及企業慈善事業，以支持本地社會企業。本集團認為該等活動是其企業管理的重要組成部分，可極大程度上有助於僱員舒緩壓力並通過加強僱員的團結精神及凝聚力從而提升本集團的企業文化。

To motivate, reward, and recognise the contributions and efforts of our existing employees, the Group conducts regular compensation review and salary adjustment with reference to the overall market conditions, inflation rate, profitability of the Group and employee's past performance. The Group arranges reasonable working hours and rest periods for its employees, such as 5-days work week to office staff. In addition to basic paid annual leave and statutory holidays stipulated by the employment laws of the local governments, employees are entitled to additional leave benefits such as marriage leave, paternity leave and compassionate leave. Meanwhile, any termination of employment contract would be based on reasonable and lawful grounds. The Group strictly prohibits any kinds of unlawful or unreasonable dismissals.

To cultivate employees' sense of belonging, the Group offers additional employee benefits including employees' travel insurance, medical insurance, and discretionary performance bonus. In FY2017, the Group hosted a series of activities for its employees such as workshops, voluntary work, and corporate philanthropy to support local social enterprises. The Group considers these events as an essential part of its enterprise management, which could to a large extent help employees to relieve stress, and strengthen the Group's corporate culture through reinforcing the spirit of solidarity and cohesion among employees.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

本集團作為提供平等機會的僱主，通過人力資源安排與僱傭決策上推行反歧視及公平的方式，致力營造公平、互相尊重及多樣化的工作環境。例如，釐定培訓及晉升機會、解僱及退休政策時並非取決於所有業務單位僱員的性別、種族、年齡、是否殘疾、家庭狀況、婚姻狀況、性取向、宗教信仰、國籍或任何其他非工作相關因素。本集團的平等機會政策對任何工作崗位歧視、騷擾或欺侮情況均採取零容忍的態度，並會根據相關政府法例、條例及規例（如《殘疾歧視條例》（香港法例第487章）及《性別歧視條例》（香港法例第480章））處理。倘任何員工未遵守或違反與平等機會政策相關的法例，本集團將對其採取紀律處分。

於回顧年度，本集團全面遵守對本集團構成重大影響的有關賠償及解僱、招聘及晉升、工作時數、休息時間、平等機會、多元化、反歧視、福利及其他福利的相關法例及規例。

As an equal opportunity employer, the Group is committed to creating a fair, respectful and diverse working environment by promoting anti-discrimination and equal opportunity in all human resources and employment decisions. For instance, training and promotion opportunities, dismissals and retirement policies are determined irrespective of employees' gender, race, age, disability, family status, marital status, sexual orientation, religion beliefs, nationality or any other non-job related factors in all business units. The Group's equal opportunities policy enforces zero tolerance to any workplace discrimination, harassment or victimisation in accordance with the relevant government legislation, ordinances and regulations, such as the Disability Discrimination Ordinance (Chapter 487 of The Laws of Hong Kong) and the Sex Discrimination Ordinance (Chapter 480 of The Laws of Hong Kong). Disciplinary actions would be taken against the relevant employee if there is any non-compliance or breach of legislation related to the equal opportunities policies.

During the year under review, the Group was in full compliance with relevant laws and regulations in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, welfare and other benefits that have a significant impact on the Group.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

B.2. 健康與安全

為提供及保持良好及安全健康的工作環境，本集團的安全健康政策與香港、澳門及其他經營地區政府頒佈的各項工作場所安全健康法例及規例保持一致，包括香港《職業安全及健康條例》(香港法例第509章)。本集團已建立全面的機制，通過結合一系列為辦公室、分行及旅行團的所有員工採取的職業健康及安全措施，保障工作場所安全。本集團設立嚴格的安全及勞動常規，盡力降低事故風險及提高僱員的健康與安全意識。

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

於回顧年度，本集團並無違反任何對本集團構成重大影響的有關提供安全工作環境及保障僱員免受職業危害的相關法例及規例。

B.2. Health and Safety

To provide and maintain a good working condition and a safe, healthy working environment, the Group's safety and health policies are in line with various workplace health and safety laws and regulations, such as the Occupational Safety and Health Ordinance (Chapter 509 of The Laws of Hong Kong), as stipulated by the Government of Hong Kong, Macau and other operating regions. The Group has established a comprehensive mechanism to ensure workplace safety by incorporating a range of occupational health and safety measures for all employees working at its offices, branches and tours. The Group sets stringent safety and labour practice to minimise the risk of accidents and enhance employees' health and safety awareness.

The Group holds occupational health and safety trainings, fire drills, cleaning work for air-conditioning systems, carpet disinfection treatments and safety inspection on a regular basis. The Group has also set up first aid boxes in the workplace with the aim to maintain a clean, tidy, smoke-free, non-toxic, non-hazardous, healthy and safe working environment. The Group emphasises the importance of safety and emergency handling procedures in employees' trainings. Regular inspections, reviews and audits are carried out by designated staffs to examine the effectiveness of the health and safety measures and to make sure that they are properly implemented. The Group targets to achieve an accident-free workplace environment.

During the year under review, the Group was not in violation of any of the relevant laws and regulations in relation to providing a safe working environment and protecting the employees from occupational hazards that have a significant impact on the Group,

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

B.3. 發展及培訓

本集團一直以來為前線銷售代表、領隊、辦公室員工及其他僱員提供劃一且全面的培訓及指引以提升僱員所需的工作技能及專業知識。此外，本集團相信一系列專業培訓是加深僱員對企業理念及個別客戶要求的瞭解的基本步驟。

本集團在香港東瀛遊廣場設有培訓中心。本集團的學習與發展部主要負責內部培訓及為本集團制定培訓策略。學習與發展部於每年年初收集績效評核表格及部門培訓需求表格，進行培訓需求分析及為各個職能部門及分部編製不同培訓課程。本集團亦透過內聯網平台，以上載最新旅遊行程及旅行團資料，以供學習。

此外，本集團鼓勵其僱員通過參加外部培訓／研討會／考試及取得證書，不斷學習，以提高競爭優勢及擴展其能力。已經報名參加外部培訓／考試的僱員可獲授額外休假，例如進修假或考試假，並有機會獲部門主管批准後申請報銷。

B.3. Development and Training

The Group provides standardised, comprehensive trainings and guidelines to the frontline sales representatives, tour escorts, office staff and other employees in order to equip them with the necessary work-related skills and professional knowledge. Also, the Group believes a series of professional trainings is a fundamental step to foster the understanding of its business philosophy and the requirements of individual customers among employees.

The Group has a training centre located at EGL Tower in Hong Kong. The Learning and Development Section (學習與發展部) of the Group is mainly responsible for in-house trainings and setting up training strategy of the Group. The Learning and Development Section performs training needs analysis by collecting the Performance Assessment Form (績效評核表格) and the Departmental Training Request Form (部門培訓需求表格) at the beginning of each year, and schedules different training courses for respective functional departments and divisions. The Group also builds up an intranet platform to circulate the latest itineraries and tour information for learning purpose.

In addition, the Group encourages its employees to enhance their competitiveness and expand their capacity through continuous learning by attending external training/seminars/examinations and obtaining certifications. Employees that have signed up for external trainings/examinations may be granted extra leave, such as study leave or examination leave, and the opportunity to apply for a reimbursement upon the approval from the head of department.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

B.4. 勞工準則

本集團嚴格遵守香港《僱傭條例》(香港法例第57章)、《澳門勞動關係法》及香港、澳門及其他經營地區的其他相關勞動法例及規例，禁止聘用童工或強制勞工。

為取締非法僱用童工、未成年工及強制勞工，並確保求職者可合法受僱，本集團人力資源職員要求所有員工於確認聘任之前提供合法身份證明文件。人才資源發展部負責監控及確保遵守最新相關法例及規例，該等法例及規例禁止童工及強制勞工。倘發現任何違規行為，本集團將立即終止與相關僱員的僱傭條款，並審查其現有政策，以避免再次發生類似事故。

於回顧年度，本集團並無違反任何對本集團構成重大影響有關禁止童工及強制勞工的相關法例及規例。

B.4. Labour Standards

The Group strictly abides by the Employment Ordinance of Hong Kong (Chapter 57 of The Laws of Hong Kong), Labour Relations Law of Macau and other related labour laws and regulations in Hong Kong, Macau and other operating regions to prohibit any child and forced labour employment.

To combat illegal employment on child labour, underage workers and forced labour, and to ensure applicants are lawfully employable, all employees are required by the Group's human resources staff to provide valid identification document prior to the confirmation of employment. The human resources development department is responsible for monitoring and ensuring compliance with the latest and relevant laws and regulations that prohibit child labour and forced labour. If any violation is discovered, the Group will immediately terminate its employment terms with the relevant employee and review its existing policy to avoid recurrence of similar incident.

During the year under review, the Group was not in violation of any relevant laws and regulations, in relation to the prevention of child and forced labour that have a significant impact on the Group.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

營運慣例

B.5. 供應鏈管理

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

旅行團的地接營運商、航空公司及酒店及獨立自由旅客(「自由行」)的國際酒店預訂平台、鐵路公司、汽車供應商及主題公園為本集團的主要供應商。為旅行團挑選地接營運商時，本集團考慮一系列因素，如地接營運商的背景及經驗、營業記錄及架構、提供的旅遊服務內容、價格及是否持有相關許可證。本集團亦從當地旅遊局、航空公司及酒店進行過往記錄調查，確保潛在供應商的可靠性。此外，本集團亦進行現場視察並安排與該等供應商會面，向其介紹本集團的標準及要求。在挑選國際酒店預訂平台時，本集團尤為重視供應商的背景、聲譽及各種選擇等。總體而言，國際酒店預訂平台須至少達到市場標準方可成為本集團的合格供應商。為避免擾亂供應鏈，本集團通常會為特定目的地挑選至少兩名供應商以作備用。

OPERATING PRACTICES

B.5. Supply Chain Management

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

Land operators, airlines and hotels for tours, international hotel aggregators, rail companies, car vendors and theme parks for free independent travellers' ("FIT") are the main suppliers of the Group. In the selection of land operators for package tours, the Group considers a number of factors such as the land operator's background and experience, business history and structure, travel elements offered, price and possession of relevant licences. The Group also performs historical record search from the local tourism bureau, airline companies and hotels to ensure the reliability of the potential suppliers. Besides, the Group also conducts site visits and arranges meetings with those suppliers to introduce the Group's standards and requirements. In the selection of international hotel aggregators, the Group pays great attention to the suppliers' background, reputation, the variety of choices and so on. Overall, in order to become one of the Group's qualified suppliers, the international hotel aggregators should be at least up to market standard. To avoid disruptions to the supply chain, it is the common practice for the Group that at least two suppliers are serving as alternative plan at a particular destination.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

評估供應商及探索客戶的偏好時，本集團通過從遊客收集反饋信息及要求領隊編製領隊監控完團報告書，持續評估服務質量(如旅遊行程的吸引力及安排、膳食、航空公司、旅遊巴士及酒店的質素)監控獲認可的供應商。領隊及客戶若提供負面反饋，客戶服務部將跟進及記錄。客戶服務部每月製備團隊綜合報告，對膳食、行程、酒店、客車及司機的整體表現進行評分。鑑於本集團與其供應商之間牢固及穩定合作關係，本集團能透過網絡、電話及其他通訊方式迅速獲悉供應商的情況。

B.6. 產品責任

有關本集團的產品健康及安全、廣告、標籤及私隱問題，本集團嚴格遵守香港、澳門及其他經營地區政府頒佈的相關規則及規例，包括《旅行代理商條例》(香港法例第218章)、《商品說明條例》(香港法例第362章)及《個人資料(私隱)條例》(香港法例第486章)以及澳門政府旅遊局有關旅行社的規定。

In evaluating the suppliers and exploring customer's preference, the Group monitors the approved suppliers by collecting feedback from tourists and requiring tour escorts to prepare an evaluation report (領隊監控完團報告書) that assesses the quality of the services, such as the attractiveness and arrangement of the itinerary, and the quality of meals, airlines, tour buses and hotels on a continuous basis. Negative feedbacks from tour escorts and customers would be followed up and recorded by the customer service department. The customer service department prepares monthly tour comprehensive report (團隊綜合報告) to grade the overall performance on meal, itinerary, hotels, coaches and drivers. Given the firm and stable relationship between the Group and its suppliers, the Group can be quickly informed of the suppliers' situation through the internet, phone calls, and other communication means.

B.6. Product Responsibility

With regard to the Group's product health and safety, advertising, labelling and privacy matters, the Group is strictly in compliance with related rules and regulations, as stipulated by the government of Hong Kong, Macau and other operating regions, including the Travel Agents Ordinance (旅行代理商條例) (Chapter 218 of The Laws of Hong Kong), the Trade Description Ordinance (Chapter 362 of The Laws of Hong Kong) and the Personal Data (Privacy) Ordinance (Chapter 486 of The Laws of Hong Kong) and travel agency requirements under Macau Government Tourism Office.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

本集團重點關注旅行團安全、服務質量及客戶滿意度等問題，旨在令其脫穎而出。本集團相信領隊服務是保證客戶滿意度及旅行團安全的最重要因素之一。領隊會向旅行團旅客分發安全小錦囊，提高其安全及健康意識，建議彼等慎重考慮後方參與各類活動以及根據其年齡、能力及生理健康狀況評估彼等是否適合參與活動。此外，本集團的外遊領隊必須通過外遊領隊證書課程並取得香港旅遊業議會提供的領隊證。該等課程確保所有領隊具備充足的應急及急救治療知識，以及在關鍵時刻應付不同問題的能力以向客戶提供領隊服務。

地接營運商須嚴格遵循協定的行程並根據本集團的安全標準及行為守則接待旅行團。於旅遊期間，領隊亦須監控及評估地接營運商的質量，確保本集團所提供服務標準與客戶同意的行程及條款完全一致。倘發生任何意外，領隊會與地接營運商或服務供應商溝通以妥善解決問題。就自由行客戶而言，本集團通過向前往所有或選定(適用於「免費電話」)國家的指定客戶提供「免費電話」及「緊急WhatsApp」以提供支援服務。

The Group strives to distinguish itself with its commitment on tour safety, service quality and customer satisfaction. The Group believes that the service of tour escorts is one of the most important factors for customer satisfaction and tour safety. Tour escorts distribute safety tips pack (安全小錦囊) to tour participants to enhance their safety and health awareness when taking part in different activities and to assess their suitability based on their age, abilities and physical health before joining the activities. Besides, the Group's outbound tour escorts have to pass the Certificate Course for Outbound Tour Escorts (外遊領隊證書課程) and obtain the Outbound Tour Escorts license (領隊證) offered by the TIC in Hong Kong. The course certifies that all tour escorts are competent in serving customers, equipped with sufficient knowledge of handling emergencies and first-aid treatment, and skilful to cope with different issues at critical moments.

Land operators are strictly required to follow the agreed itineraries and execute the tours in accordance with the safety standards and code of conduct of the Group. Tour escorts also need to monitor and assess the quality of the land operators throughout the journey to ensure that the service standards provided by the Group is in full compliance with the itinerary and the terms agreed by customers. If any contingency occurs, tour escorts would communicate with the land operator or the service provider to resolve the issue properly. For FIT customers, the Group offers its support services by providing "Toll Free" and "Emergency WhatsApp" to designated customers travelling to all or selected (applicable to "Toll Free") countries.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

本集團已全面遵守針對香港旅遊業議會會員制定的《廣告管制規例》、《商品說明條例》(香港法例第362章)及經營地區的其他相關規例。本集團通過各類媒體渠道提高其品牌形象及推廣產品。本集團已制定內部政策以確保公眾在購買旅遊產品之前獲得清晰準確的資料並保障消費者免受虛假商品說明、具誤導性的資料及商品與服務的錯誤陳述的影響。本集團將諮詢法律顧問，以獲取專業意見如本集團的廣告與本集團所提供實際產品/服務存在任何疑問及/或與其不一致時採取修正措施。

本集團充分知悉保護客戶私隱的重要性並嚴格遵守《個人資料(私隱)條例》(香港法例第486章)及其他相關地方規例。本集團已根據個人資料私隱專員公署制定《私隱政策及指引》，確保客戶資料獲妥善保存。本集團將按收集資料的目的使用所收集的資料，並向客戶告知所收集資料如何在業務上使用。本集團禁止未經客戶授權向第三方提供客戶資料。客戶通常有權審閱及修改其資料，包括退出任何直銷活動。收集的所有個人資料均作保密處理，且僅指定人士有權查閱。通過內部培訓及與僱員簽立保密協議，本集團強調保密責任並將對違約或違反保密責任的個人追究法律責任。

The Group has fully complied with the Advertisement Control Regulations (廣告管制規例) for TIC Hong Kong members, the Trade Description Ordinance (商品說明條例) (Chapter 362 of The Laws of Hong Kong) and other related regulations in the operating regions. The Group promotes its brand image and products through various media channels. The Group has established internal policies to ensure that the public receives clear, accurate information before purchasing travel products, and to protect consumers from false trade descriptions, misleading information, and misstatements on goods and services. The Group will consult legal advisers for professional advice and carry out corrective action immediately if there is any unclear and/or inconsistency between the Group's advertisement and the actual product/service the Group provides.

The Group is fully aware of the importance in protecting customers' privacy and is committed to abiding by the Personal Data (Privacy) Ordinance (Chapter 486 of The Laws of Hong Kong) and other related local regulations. The Group's "Privacy Policy and Guideline" was established based on the Privacy Commissioner for Personal Data to ensure that customers' information is securely kept. Information collected would only be used for the purpose for which it has been collected, and customers would be informed about how the data collected would be used in its business. The Group prohibits the provision of Customer information to a third party without authorisation from customers. Customers always have the rights to review and revise their personal data, including opting out of any direct marketing activities. All collected personal data is treated confidentially, which only designated personnel have permission to access. Through internal trainings and confidentiality agreements with employees, the Group emphasises confidentiality obligations and will take legal actions against individuals who breach or violate the obligations.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

B.7. 反貪污

為維持公平、道德及高效率的業務環境及工作環境，不論本集團在任何地區或國家營運，本集團嚴格遵守有關反貪污及防止賄賂的法例及規例(如香港旅遊業議會的作業守則)。本集團定期為其僱員籌辦香港廉政公署(「廉署」)舉辦的研討會。新入職員工須參加入職培訓，加深對本集團內部政策的理解，防止貪污腐敗。期望所有僱員將以誠信自律的精神履行其職責。所有員工不得參與賄賂、敲詐、欺詐及洗錢活動，該類活動可能因其職位而具有誘惑力惟會損害本集團的利益。

舉報者可就任何可疑不當行為向本集團高級管理層進行口頭或書面報告，並提供詳盡細節及支持證據。管理層將對任何可疑或非法行為進行調查，以保護本集團的利益。本集團提倡保密機制，以保護舉報者免遭不公平的解僱或傷害。涉嫌犯罪的，將於諮詢執行董事後向相關監管機關或執法部門報告。

於回顧年度，本集團並無違反任何對本集團有重大影響的防止賄賂、敲詐、欺詐及洗錢方面的相關法律及規例。

B.7. Anti-corruption

To maintain a fair, ethical and efficient business and working environment, the Group strictly adheres to the laws and regulations relating to anti-corruption and bribery irrespective of the area or country where the Group operates, such as the "TIC Hong Kong's Codes of Conduct". The Group arranges the Hong Kong Independent Commission Against Corruption ("ICAC") seminars for its employees regularly. Newly hired employees are required to join the orientation programme in order to understand the Group's internal policies for prohibiting corruption. All employees are expected to discharge their duties with integrity and self-discipline. They are required to abstain from engaging in any activities related to bribery, extortion, fraud and money laundering, which might be tempting due to their positions but against the Group's interests.

Whistle-blowers can report verbally or in writing to the senior management of the Group for any suspected misconduct with full details and supporting evidence. The management will conduct investigations into any suspicious or illegal behaviour to protect the Group's interests. The Group advocates a confidentiality mechanism to protect whistle-blowers against unfair dismissal or victimisation. When criminality is suspected, a report would be made after consulting the executive directors and be delivered to the relevant regulators or law enforcement authorities.

During the year under review, the Group was not in violation of any of the relevant laws and regulations in relation to bribery, extortion, fraud and money laundering that have a significant impact on the Group.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

社區

B.8. 社區投資

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

本集團通過向年輕人提供就業機會、幫助弱勢社群及探訪需要幫助的人士以致力於履行其企業公民的社會責任。本集團致力於通過全面發展計劃幫助培養該等年輕人才，令其最終於社會中獨立發展。於2017年財年，本集團向名為「ROC.Youth」的社會企業捐贈了約400,000港元，以支持三十五名全日制中學生及大專院校學生參加澳洲及台灣的馬拉松比賽，其從而將有機會探索不同的地方及通過跑步經歷成長轉變。

COMMUNITY

B.8. Community Investment

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

The Group is committed to fulfilling its social responsibilities of a corporate citizen by providing a number of job opportunities to young people, helping out disadvantaged communities, and carrying out visits to the people in need. Through a comprehensive development plan, the Group strives to help nurture those young talents to finally thrive independently in the society. In FY2017, the Group donated approximately HKD400,000 to the social enterprise called “ROC.Youth” to support thirty-five full-time secondary and tertiary students to participate in marathon in Australia and Taiwan, who would obtain an opportunity to explore different places and go through the process of transformation via running.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

此外，本集團鼓勵員工及其家庭成員參與各類義工活動，扶危濟困。例如，本集團的員工定期探訪阿爾茨海默病患者。本集團的員工每兩個月均會去拜訪一群阿爾茨海默病老年患者，通過與彼等溝通幫助其進行培訓，並認真傾聽彼等的需求。該活動使本集團員工獲得了施比受更有福的親身體驗。

員工的身心健康為本集團尤為重視的另一重要方面。具體而言，本集團定期為其員工及其相關家庭成員組織家庭活動。本集團認為，家庭可分享及享受的該等活動可以提供時間加強彼等的家庭聯繫，而其被認為屬於使員工身心健康發展不可或缺的組成部分。

Furthermore, the Group encourages its employees and their families to get involved in various voluntary events to support the people in need. For example, the employees of the Group regularly visit individuals suffering from Alzheimer's disease. Bimonthly, the Group's employees would go and visit a group of elderly Alzheimer's patients, help them go through their training by communicating with them, and listen attentively to their needs. The event allows the Group's employees to gain the first-hand experience "It is more blessed to give than to receive".

Physical and mental health of its employees is another essential aspect the Group pays great attention to. Specifically, the Group regularly organises family events for its employees and their associated family members. The Group believes that these activities which the family can share and enjoy can create a time to strengthen their family tie, which is acknowledged as an indispensable component making for employees' sound physical and mental health.



東瀛遊控股有限公司

EGL Holdings Company Limited

(於開曼群島註冊成立的有限公司)
(Incorporated in the Cayman Islands with limited liability)

股份代號 Stock Code : 6882



東瀛遊控股有限公司 EGL Holdings Company Limited

地址：香港九龍觀塘鴻圖道83號東瀛遊廣場15樓
Address: 15/F, EGL Tower, 83 Hung To Road, Kwun Tong, Kowloon, Hong Kong

網站 Website: www.egltours.com/travel/pages/investor_relations/#eng