



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

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

於香港註冊成立之有限公司（股份代號：887）



**ENVIRONMENTAL,  
SOCIAL AND  
GOVERNANCE  
REPORT 2018**

環境、社會及管治報告 2018

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The diagram features a large clock face with a green outline. At the center is a small circle with a dot. Four hands are shown: a vertical hand pointing to 12, a diagonal hand pointing to 4, a diagonal hand pointing to 8, and a horizontal hand pointing to 9. Each hour position has an icon: 12 (hands holding a heart), 1 (globe with heart), 2 (two people), 3 (hands holding a heart), 4 (globe with heart), 5 (hands holding a heart), 6 (hands holding a heart), 7 (hands holding a heart), 8 (hands holding a heart), 9 (globe with heart), 10 (hands holding a heart), 11 (hands holding a heart).

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

This report describes the ESG values and initiatives of the Group for the financial year ended 31 December 2018 (the “Year”). The contents of this report provide the 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 (“SEHK”). It is recommended that this report is read in conjunction with the Company’s 2018 Annual Report, in particular the Corporate Governance Report and Director’s Report sections therein.

This report is available on the website of the Company (<http://www.emperorwatchjewellery.com/en/investor-relations.php>) and Hong Kong Exchanges and Clearing Limited (“HKEX”) news website (<http://www.hkexnews.hk>).

英皇鐘錶珠寶有限公司（「本公司」）及其附屬公司（統稱為「本集團」）深明有效的環境、社會及管治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12月31日止財政年度（「本年度」）的環境、社會及管治價值及措施。本報告的內容為持份者概述本集團在環境、社會及管治方面的工作，以針對日常營運所產生的影響。本報告符合香港聯合交易所有限公司（「聯交所」）證券上市規則附錄27所載《環境、社會及管治報告指引》的條文。建議閣下將本報告與本公司2018年報一併閱讀，尤其是其中的企業管治報告及董事會報告部份。

本報告可於本公司的網站(<http://www.emperorwatchjewellery.com/zh/investor-relations.php>)及香港交易及結算所有限公司（「香港交易所」）披露易網站(<http://www.hkexnews.hk>)查閱。

## 1.1 Stakeholders Engagement and Materiality Assessment

### 持份者之參與及重要性評估

The Group is committed to making proactive efforts to continuously interact with key stakeholder groups, which comprise its customers, employees, investors, shareholders, suppliers and the community. The Group maintains active engagement with its stakeholders, and collects their feedback through various communication channels to understand and address their concerns. The engagement channels with stakeholders include general meetings, corporate website, community activities, regular dialogue with employees, performance appraisal interviews and networking with suppliers.

Based on the stakeholders’ feedback, the material issues were identified as follows. The Group’s performance regarding these issues are discussed in this report.

本集團致力與主要持份者群組包括客戶、僱員、投資者、股東、供應商及社會進行持續互動。本集團積極與其持份者保持聯繫，並透過各種溝通渠道收集其反饋意見，以了解與回應其訴求。與持份者的聯繫渠道包括股東大會、公司網站、社區活動、與僱員定期對話、績效評核面試及與供應商聯動。

根據持份者的意見，以下為已識別之重要議題。本集團就該等議題的表現將於本報告內討論。

## List of Material Issues 重要議題列表

Environmental Protection 環境保護	Labour Practices 勞工常規	Operating Practices 經營常規	Community 社區
<ul style="list-style-type: none"> <li>• Energy conservation 節約能源</li> <li>• Natural resources utilisation 天然資源使用</li> </ul>	<ul style="list-style-type: none"> <li>• Workforce diversity 員工多元化</li> <li>• Workplace safety 職場安全</li> <li>• Training and professional development 培訓及專業發展</li> </ul>	<ul style="list-style-type: none"> <li>• Quality services 優質服務</li> <li>• Customer privacy protection 客戶隱私保護</li> <li>• Compliance with laws and regulations 遵守法例及法規</li> <li>• Anti-corruption/ Anti-money laundering 防止貪污／防止洗黑錢</li> </ul>	<ul style="list-style-type: none"> <li>• Community investment 社區投資</li> </ul>

## 1.2 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 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.

本集團秉行良好的企業管治準則，致力將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。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。

## 2.1 Environmental Policies 環境政策

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

In May 2018, the Company’s head office at the Emperor Group Centre, 288 Hennessy Road, Wan Chai, along with many other units 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.

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

於2018年5月，環境保護署根據其自願性辦公室及公眾場所室內空氣質素檢定計劃向本公司位於灣仔軒尼詩道288號英皇集團中心的總辦事處連同大廈內其他眾多單位頒發「室內空氣質素檢定證書－良好級」。



## 2.2 Use of Resources 資源利用

### 2.2.1 Energy and Resources Saving

Global warming and climate change are among the major environmental concerns in every part of the world. The Group aims to maximise energy conservation in its stores and offices by promoting efficient use of resources and adopting green technologies. For instance, the stores on Russell Street in Causeway Bay, Hong Kong, have adopted eco-lighting and LED lighting system to optimise cost efficiency. They have also adopted dimmer system to turn down the lighting of certain areas of the store to save energy. In addition, LED advertising panels, light boxes and television screens are switched off during non-business hours, to minimise light pollution and reduce energy consumption.

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

In terms of packaging, the packaging boxes of watches are made from quality materials including wood, cardboard and plastics, to complement watch suppliers' main products. For its in-house branded "**Emperor Jewellery**", the Group offers customised, elegant gift boxes to customers. To cater for the luxury watches and fine jewellery, these gift boxes are generally long-lived, so there is a low level of solid waste from their disposal. As an alternative to gift boxes, the Group provides customer with pouches, which are more eco-friendly and easily reusable.

### 2.2.1 節約能源及資源

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。本集團藉著促進善用資源及採納綠色科技，使旗下店鋪及辦公室積極實踐節約能源。例如，於中國香港銅鑼灣羅素街的店鋪採用了節能照明及LED照明系統，可優化成本效益。該等店鋪亦採用了調光系統，藉著調低店內部分地方的照明而節省能源。此外，LED廣告牌、燈箱及電視屏幕在非營業時間內關掉，以減少光污染及降低能源消耗。

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

包裝方面，腕錶包裝盒由優質的木材、紙板及塑膠等製成，以配合腕錶供應商之主要貨品。就自家品牌「**英皇珠寶**」，本集團向顧客提供度身訂造、優雅的禮物盒。為迎合名貴腕錶及高級珠寶之性質，一般而言這些禮物盒得以長期保全，故此所棄置的固體廢物量較低。本集團並為顧客提供錦袋以代替禮物盒，相對更加環保、方便重複使用。



## 2.2.2 Paper Reduction

The Group continued to encourage a paperless working environment which not only reduces environmental damage but also fits commercial goals, as it can save physical space, facilitate information sharing via IT networks, and reduce complicated documentation procedures. In recent years, the Group has implemented paperless internal human resources processing such as employee time sheets, payrolls, leave applications, surveys, assessment papers, inspection forms and many more. Moreover, duplex printing and copying has become the norm within the Group, greatly reducing paper consumption and saving costs. Usage data of office printing machines is regularly collected and assessed, to monitor the efficiency of the paperless environment.

Partnering with its printing solutions provider, the Group has adopted "Follow You" print solution in the head office, helping the Group becoming more cost efficient through smarter printing. The print solution enables the Group to achieve environmental objectives by reducing unclaimed printing, as printing is released only upon presentation of a staff card from that particular staff who gives the printing instruction.

THINK  
BEFORE YOU  
PRINT



The Company strongly recommends shareholders to access its corporate communications, including financial reports, through the websites of the HKEX and the Company, instead of in printed form. By introducing electronic means of corporate communications to shareholders, the quantity of printed materials has been considerably reduced. This paperless practice thus helps to protect the environment, as well as save costs for stationery, printing and administrative charges, etc. A majority of individual shareholders access financial reports and other company documents via electronic means.

## 2.2.2 減少用紙

本集團繼續鼓勵無紙化的工作環境，不僅可減少對環境的破壞，亦具有多重商業裨益，包括節省空間、促進資訊科技網絡信息共享及減省繁複的文書程序等。近年來，本集團已實行內部人力資源無紙化流程，例如僱員工時表、糧單、假期申請、意見調查、評估報告及檢查表格等。另外，雙面列印及複印已成為本集團內部慣例，大大減少紙張消耗及節省成本。本集團定期收集及評估打印機使用數據，以監控無紙化環境之成效。

本集團與列印方案供應商合作，在總辦事處採用「Follow You」列印方案，透過智能列印促使本集團達致更佳的成本效益。由於作出列印指示的指定員工於打印時需要出示員工證方能進行打印，因此可減少無人認領列印的情況，從而使本集團達到環保目的。

本公司極力推薦股東利用香港交易所及本公司網站獲取公司通訊（包括財務報告）而非收取印刷文件。通過向股東引入電子版公司通訊，印刷量大幅減少。此無紙化的做法既可保護環境，亦可節約文儀用品、印刷及行政費用等。大部份個人股東以電子方式收取財務報告及其他公司文件。

## 2.3 Environmental Performance Summary 環境表現概要

During the Year, approximately 77% of the Group's revenue was derived from the Hong Kong market. Two flagship stores in Hong Kong, which are located on the prime shopping streets in Tsim Sha Tsui and Causeway Bay and occupy a total of 589 square metres, were selected (the "Selected Stores")<sup>1</sup> to collect quantitative data. The Selected Stores are the Group's signature stores, and accounted for more than a quarter of the Group's segmental profit in Hong Kong during the Year.

於本年度，本集團收入約77%來自中國香港市場。中國香港兩間旗艦店（分別位於尖沙咀及銅鑼灣的主要購物街道，合共佔地589平方米）獲選定（「選定店鋪」）<sup>1</sup>為收集量化數據的地點。選定店鋪為本集團的重點店鋪，佔本集團於本年度的分部溢利超過四分之一。

### 2.3.1 Emissions

The Group does not directly create emissions with pollutants such as Sulphur Oxide (SOx) and Nitrogen Oxide (NOx) in its business operations. The emissions associated with electricity consumption in retail stores remain the largest contributor to the Group's greenhouse gas emissions. During the Year, the carbon emissions at the Selected Stores have been calculated and measured as follows:

#### 2.3.1 排放物

本集團於其業務營運中並無直接產生硫氧化物 (SOx) 及氮氧化物 (NOx) 等污染物排放。與零售店鋪耗電有關的排放物仍然是本集團溫室氣體排放物的最大來源。於本年度，選定店鋪的碳排放量的計算及計量如下：

Indicator	指標	The Year 本年度
Indirect emissions (Scope 2) CO <sub>2</sub> emissions from electricity generation (kgs)	間接排放（範疇2） 電力產生的二氧化碳排放（公斤）	660,964
Total CO <sub>2</sub> emissions per gross floor area (kg/m <sup>2</sup> )	每平方米建築面積的二氧化碳排放總量（公斤／平方米）	1,122

### 2.3.2 Energy Consumption

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

#### 2.3.2 能源消耗

能源消耗數據乃基於選定店鋪的用電量，如下：

Indicator	指標	The Year 本年度
Indirect energy consumption (kWh)	間接能源消耗（千瓦時）	926,718
Total energy consumption per gross floor area (kWh/m <sup>2</sup> )	每平方米建築面積的能源消耗總量（千瓦時／平方米）	1,573

<sup>1</sup> G/F, Nos. 4-8 Canton Road, Tsim Sha Tsui  
Shop B, G/F, Nos. 50-52 Russell Street & G/F, Nos. 54-56 Russell Street, Causeway Bay  
尖沙咀廣東道4-8號地下  
銅鑼灣羅素街50-52號地下B店及羅素街54-56號地下



### 2.3.3 Waste Management

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

Indicator	指標	The Year 本年度
General office waste disposed to landfills (kg)	棄置於堆填區的一般辦公室廢物 (公斤)	2,804
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)	22
Paper collected for recycling (kg)	收集進行回收的紙張 (公斤)	1,793
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)	14

Packaging materials mainly comprise the boxes and paper bags of the Group's self-designed "**Emperor Jewellery**" products. The total amount of packaging materials consumed within the Selected Stores is as follows:

### 2.3.3 廢物管理

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

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

Indicator	指標	The Year 本年度
Total packaging material used (kg)	所用包裝材料總量 (公斤)	755

## 3.1 Workforce and Diversity 員工及職場多元化

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

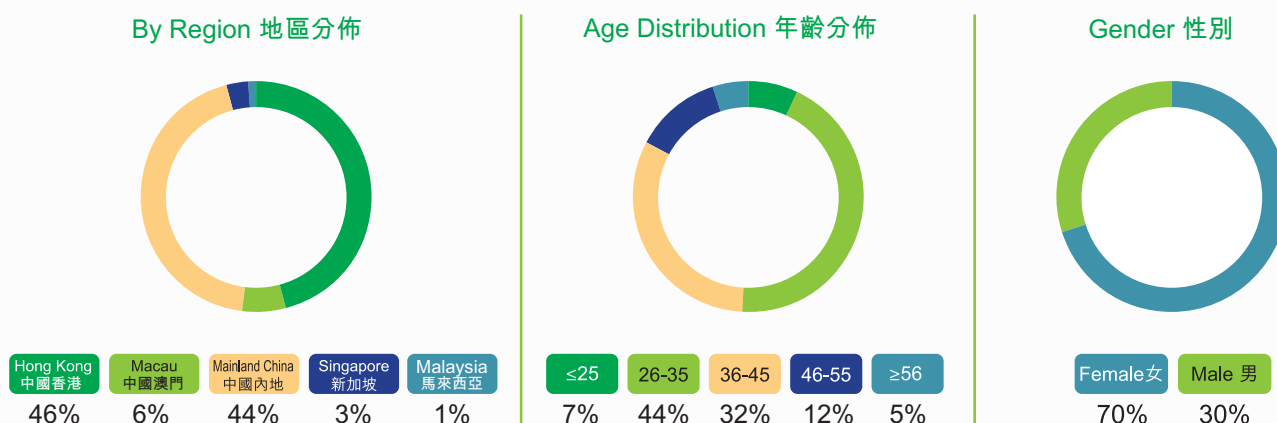
As at 31 December 2018, the permanent employees of the Group totalled 1,126, working at the headquarters in Hong Kong, and in retail outlets and regional offices in Hong Kong, mainland China, Macau, Singapore and Malaysia.

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

本集團深信，積極主動且具均衡比例之員工團隊，是建立可持續經營模式及帶來長遠回報的關鍵元素。

於2018年12月31日，本集團合共僱有1,126名全職僱員，於香港的總部以及中國香港、中國內地、中國澳門、新加坡及馬來西亞的零售店鋪及區域辦事處任職。

於2018年12月31日，本集團之員工分佈資料概述如下：



The Group has a diverse workforce in terms of gender and age, providing a variety of ideas and levels of competencies that contribute to the Group's success. The Group is firmly committed to gender equality, and therefore particularly encourages female participation in the Board, and at managerial and operational levels.

The management believes that employees are important assets of the Group, and remains committed to attracting and retaining talent with diverse backgrounds for achieving sustainable growth. As at 31 December 2018, 33% 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.

本集團的員工團隊涵蓋不同年齡層及性別，提供多元化的觀點及各種程度的技能，為本集團的成功作出貢獻。本集團一直堅守兩性平等原則，尤其支持女性在董事會、管理及營運層面之參與。

管理層相信，員工乃本集團之重要資產，致力吸引並挽留不同背景的人才，以達致持續增長。於2018年12月31日，33%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。

### 3.2 Labour Standard 勞工標準

The Group strictly adheres to its employment and labour practices and is committed to establishing an inclusive culture and embracing the diverse backgrounds of employees. All job applicants are treated equally based on their capabilities and qualifications with reference to the job roles. All employees are provided with a fair and competitive compensation package, which is being reviewed on a regular basis. The Group also complies with relevant laws and regulations in related regions to prohibit any form of forced or child labour.

The Group's employee handbook is in place which covers policies and guidelines related to employment practices, including compensation and dismissal, recruitment, working hours, rest periods, equal opportunity, anti-discrimination and other fringe benefits, etc. The Group has been reviewing its related policies from time to time to ensure the Group complies with the latest statutory requirements.

Starting from the Year, each employee is entitled to one day of birthday leave, providing each employee with an additional day off in lieu of a birthday gift.

本集團嚴格遵從其僱傭及勞工常規，並致力於建立包容文化及歡迎不同背景的員工加入。所有應徵者均會獲得平等對待，並根據其能力及資格聘任有關工作崗位。所有員工均獲提供公平及具競爭力的薪酬待遇，有關待遇乃定期檢討。本集團亦遵守在相關地區的法律法規，以禁止任何形式的強迫勞動或童工。

本集團已訂有員工手冊，其涵蓋僱傭常規的相關政策及指引，包括薪酬及解僱、招聘、工作時間、休息時間、平等機會、反歧視以及其他額外福利等。本集團不時檢討其相關政策，以確保本集團符合最新的法定要求。

從本年度開始，每名員工均可享有一日生日假，為每名員工提供了額外的休息日代替生日禮物。

### 3.3 Occupational Health and Safety 職業健康及安全

The Group values the health and safety 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.

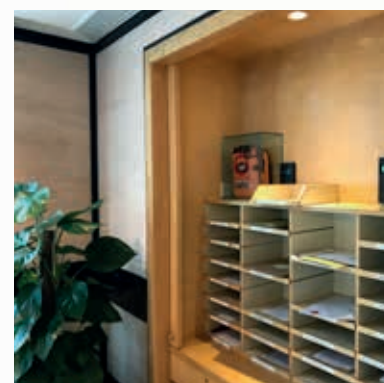
The Group prides itself on providing a safe, effective and congenial work environment for its staff. Adequate arrangements and training courses are provided to ensure a healthy and safe working environment. Health and safety training is provided to all employees on induction. Office memos and guidelines 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.

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

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

The Group promotes emergency preparedness and arranges well-stocked first-aid kits in offices and stores, to protect the health and safety of employees in the event that they are injured at work. Qualified first aiders are assigned in the office, and an automated external defibrillator (“AED”) has been placed in the office to rescue potential victims of sudden cardiac arrest. During the Year, an AED refresh training course was held for the first aiders, to reinforce their techniques in the resuscitation processes.

本集團提倡應急準備及在辦公室及店鋪內安排完備的急救箱，以於發生工傷時保障員工的健康及安全。辦公室已指派合資格急救人員並已設置自動體外心臟去顫器（「AED」），以於潛在心臟病患者在病發時進行救助。於本年度，已為急救人員舉辦AED重溫課程，以加強其急救技巧。



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 less than 1%. No fatality nor critical incidents was reported.

每宗工傷事故（如有）需彙報至本集團人力資源部門，以根據內部指引程序進行獨立評估。本年度之意外及工傷率小於1%。概無接獲死亡或重大事故的報告。

### 3.4 Employee Wellness 員工福祉

With society’s growing concerns regarding health and diet, the Group organised a Wellness Day during the Year, offering its staff assessments of blood sugar and cholesterol levels and nutrition, as well as preliminary spine and foot examinations. In addition, the Group continued holding the “Green Monday Fruit Day” campaign, which involves giving a fresh fruit to each staff member on the first working day of every week, encouraging staff to maintain a healthy lifestyle.

隨著社會對健康及飲食的關注增加，本集團於本年度舉辦「健康評估，了解健康」活動，為員工提供血糖、膽固醇及營養評估，以及足脊初步檢查。此外，本集團繼續舉辦「生果星期一」活動，在每週第一個工作日向所有員工派發新鮮水果，以鼓勵員工維持健康生活習慣。





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

本集團支持母乳餵哺，並設立特定具私穩的空間，以支援女性員工在工作時間內彈性地計劃進行擠母乳。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。

### 3.5 Work-life Balance 工作與生活的平衡

The Group believes that maintaining work-life balance is essential for sustainability and a sound body and mind for every employee. To support employees in maintaining work-life balance and creating spirit amongst employees, the Group continued to organise a number of activities for its employees during the Year, including but not limited to the following:

#### **Tasting Friday, June 2018**

Employees were served hot glutinous rice dumplings as afternoon tea during the Dragon Boat Festival, creating a festive atmosphere in the office.

#### **英皇「粽」有你，2018年6月**

員工於端午節獲贈熱騰騰的粽子作為茶點，為辦公室營造節日氣氛。



#### 10th Anniversary of Listing Dinner, July 2018

All employees celebrated the 10th anniversary of the Company being listed on SEHK during the dinner.



#### 上市10週年晚宴，2018年7月

全體員工一同於晚宴上慶祝本公司於聯交所上市10週年。

#### Cool Friday, August 2018

Two ice cream carts were arranged in the office by the Group, distributing ice creams to employees so they could enjoy a cooling Friday moment during the burning hot summer.

#### 冰涼星期五，2018年8月

本集團於辦公室內安置了兩輛到會雪糕車並分派雪糕予同事，讓他們於炎炎夏日享受一個冰涼的星期五。



**Adventure at Ocean Park, September 2018**

Employees and their family members were invited to Ocean Park for a day of adventure featuring thrilling rides, marine mammals and endangered animals; together with Halloween Fest 2018 and Sanrio Party.



**海洋公園探索之旅，2018年9月**

員工及其家人獲邀遊覽海洋公園，以體驗刺激的機動遊戲及參觀海洋生物及瀕危動物；以及參加哈囉喂全日祭2018及Sanrio派對。



**Mid-Autumn Festival Delicacies, September 2018**

A box of mooncakes, provided by The Emperor Hotel, was given to each employee in the office as a token of appreciation and to celebrate the Mid-Autumn Festival.



**佳餚美饌賀中秋，2018年9月**

每名辦公室員工均獲贈一盒由英皇駿景酒店所提供的月餅，以表達心意及慶祝中秋節。



**Leisure Friday, October 2018**

A private movie party was organised at Emperor Cinema by the Group, ensuring an enjoyable evening for all participating employees.

**超級猛片，齊齊欣賞，2018年10月**

本集團於英皇戲院舉辦了一場私人電影派對，讓所有參與員工度過一個愉快的晚上。



The Group also organises interest classes for the employees and their families, such as cookery classes and glass etching workshop. All these activities help strengthen relationships between employees, boost their morale 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、加強員工士氣，並締造和諧的工作環境。

With a strong sense of belonging, many employees have deep affection for the Company. More than 20 former employees who worked for the Company for over 40 years still maintain a good relationship with the Company, and during the Year they were invited to a special gathering in which the Chairman of Emperor Group also participated.

強烈的歸屬感使許多員工對本公司擁有深厚的感情。本公司與20多名曾於本公司工作超過40年的前僱員依然維持良好關係。於本年度，本公司邀請了該等員工出席一場特別聚會，英皇集團主席亦有參與其中。



### 3.6 Development and Training 發展及培訓

Recognising the importance of skilled and professionally trained employees, the Group supports its staff to develop and enhance their knowledge, skills and work capability. The Group encourages and provides subsidies to employees at all levels to pursue educational or training opportunities that achieve personal growth and professional development. A Policy on External Training Subsidy is in place, allowing every staff member to develop and maintain job-related skills for full performance.

The Group conducted various trainings covering occupational safety, customer servicing skills and product knowledge, etc. In an effort to achieve better sales performance, the Group partnered with professional training consultancies to host workshops for enhancing selling skills of staff. In these workshops, participants were coached with practical selling techniques through practicing in role-plays.

本集團明白技能熟練及經專業培訓的僱員之重要性，並支持員工發展及提升其知識、技能及工作能力。本集團鼓勵並資助各級員工進修或參與培訓，以實現其個人成長及專業發展。本集團設外間進修資助政策，讓每個員工能發展及維持工作技能，發揮理想表現。

本集團舉辦各種培訓，內容涵蓋職業安全、顧客服務技巧及產品知識等。為致力取得更佳銷售業績，本集團與專業培訓顧問機構合作舉辦提升員工銷售技巧的工作坊。在該等工作坊上，參與者透過角色扮演，獲教授實用的銷售技巧。



Each new frontline staff member is required to take a written test that mainly covers product knowledge and customer services, as well as attend a performance evaluation before passing their probation. This enables the Training Team to decide whether the employee is suitably qualified, as well as understand the thoughts of the new frontline staff, and to follow up if necessary. To enhance the bonding of staff, prior to a new store's opening, the Training Team arranges full day training sessions for the existing and new employees of the store so they become familiar and communicate with each other, thereby enabling smooth cooperation as the store becomes operational.

每名新入職前線員工均須參加筆試，內容主要涵蓋產品知識及客戶服務，並需於通過試用期前出席表現評估。此舉有助培訓組決定員工是否具備合適資格，並有助了解新入職前線員工的想法及在必要時作出跟進。為加強員工凝聚力，於新店開張前，培訓組為現有員工及該店之新員工安排全日培訓課程，讓他們相互認識及溝通，從而於店鋪開張後能合作順利。



The Group also holds training programmes for managerial staff, helping them to inspire their teams and create a productive working atmosphere. During the Year, "Team Bonding 2D1N" programmes were held, to unleash the potential of the stores' mid-level grade employees by enhancing their communication, leadership and management skills, and prepare them for higher-level positions in future.

本集團亦為管理人員舉辦培訓課程，幫助他們激勵其團隊及締造高效的工作氛圍。於本年度舉辦了「團隊凝聚兩日一夜」活動，藉此加強中層員工的溝通、領導及管理技能，釋放他們的潛力，以協助他們為未來擔任更高職位做好準備。







During the Year, approximately 200 training classes and workshops were conducted. The Group's employees devoted around 11,855 hours to self-learning and training, representing approximately 10.5 hours per employee.

於本年度，已進行約200場培訓班及工作坊。本集團員工於自學及培訓方面投入約11,855小時，相當於每名僱員參與培訓約10.5小時。

## 4.1 Supply Chain Management 供應鏈管理

The Group has established solid relationships with numerous European leading watch brands. Backed by worldwide industry leading experts, all these brands are committed to quality and craftsmanship, and their watches are required to comply with stringent manufacturing standards and rigorous testing procedures.


For its in-house design jewellery products, the Group only engages reputable subcontractors offering good craftsmanship and service standards. The Group maintains high requirements for selection of subcontractors, and assessment criteria include quality, price and delivery timeliness of the goods and services, as well as capability and experience. Besides, the Group pays regular visit to the subcontractors to monitor the working progress and ensure the quality of the finished products. The Group not only concerns the craftsmanship and quality of finished products, but also understands and assesses the ESG practices such as occupational health and safety, labour standards, etc. The Group's jewellery subcontractors in mainland China have been awarded relevant environmental approval and certification by regulatory body, an indication that they have addressed the measures of environmental protection ahead.

本集團與眾多歐洲領先鐘錶品牌建立了穩固的合作關係。有賴全球領先的行業專家，所有該等品牌均注重品質及工藝，且其腕錶須遵守嚴格的生產標準及精密的測試過程。

在自家設計珠寶產品方面，本集團只會委託具信譽及擁有良好技藝和服務標準的外包商。本集團對外包商的甄選具嚴謹要求，評核準則包括產品及服務之質素、價格和送貨及時性，以及實力及經驗等。此外，本集團定期拜訪外包商，以監察工作進度及確保製成品質素。除了著重製成品之技藝及質素，本集團還會了解及評估環境、社會及管治的實踐如職業健康及安全、勞工標準等。本集團在中國大陸之珠寶外包商均已獲監管部門授予有關環保批覆及認證，足證其對環境保護措施早已作出關注。


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

The Group is not aware of any product recall due to safety and health reasons. All complaints are independently investigated and handled according to its internal guidelines. The incidents are attended to diligently and resolved in a timely manner. “**Emperor Jewellery**” is crafted using quality diamonds, gemstones and precious metals. The raw materials used in the jewellery items are procured from reliable and certified vendors.

The Group sources polished diamonds that have been certified by independent and accredited diamond laboratories with guaranteed grading, clarity and colours. Jadeite and gemstones are certified by reputed gem testing institutions. The  trademark is permanently engraved on every jewellery item designed by the Group. To ensure the delivery of high quality jewellery items, the finished products are examined and tested according to a list of well-defined parameters including stone setting, scratch resistance and finishing touch before being dispatched to the retail outlets.

The frontline team comprises experienced and well-trained sales executives. In “**Emperor Jewellery**” stores in Hong Kong, around 17% of the sales executives are Gemological Institute of America qualified gemmologists, who can provide invaluable advice to customers. To gather valuable customer feedback, the Group collects customer satisfaction questionnaires in its retail outlets from time to time.

本集團概不知悉任何產品因安全及健康理由而進行回收。所有投訴根據其內部指引作出獨立調查及處理。本集團認真處理並及時解決有關事件。「**英皇珠寶**」之產品採用優質鑽石、寶石及貴金屬製作。珠寶貨品選用之原料乃從可靠及經認證的賣方採購。

本集團所採購之經打磨鑽石獲獨立認可鑽石化驗所認證，具備等級、淨度及色澤保證。翡翠及寶石則由著名寶石鑑定機構認證。本集團設計之珠寶貨品上均刻有  商標。為確保珠寶貨品均為優質，在交付至零售門市前，本集團會根據一系列指標對製成品進行檢查及測試，包括寶石鑲嵌、防刮度及最後點綴。

前線的工作團隊擁有經驗豐富及訓練有素之銷售人員。在中國香港「**英皇珠寶**」門市，約17%銷售人員為美國寶石學協會認可的寶石鑑定師，能向客戶提供獨到的意見。為收集客戶之寶貴意見，本集團不時於其零售門市收集客戶之滿意度調查問卷。



A comprehensive operation manual was developed to provide clear guidelines with regard to in-store activities covering customer service standards, sales accountability, cash handling, store security, product display and inventory control, etc. The daily tasks to be performed are clearly defined to ensure all process and procedures are communicated to all relevant employees. Staff are required to consistently incorporate these procedures into their day-to-day operational routines, resulting in standardisation of job requirements and better operating efficiency.

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

- Quality Tourism Services Association
- The Diamond Federation of Hong Kong, China
- The Hong Kong Jewellers' & Goldsmiths' Association
- The Quality Gold Mark Scheme
- The Natural Fei Cui Quality Mark Scheme
- The Natural Diamond Quality Assurance Mark Scheme
- No Fake Pledge Scheme
- Phonographic Performance (South East Asia) Ltd
- Composers and Authors Society of Hong Kong Ltd
- Hong Kong Recording Industry Alliance Ltd

本集團制訂全面的營運手冊，以就店鋪內活動提供明確指引，包括客戶服務標準、銷售員權責制度、現金處理、店鋪保安、產品陳列及存貨控制等。營運手冊清晰列明日常處理的工作，以確保所有流程及程序能傳達至所有相關員工。員工須貫徹地將該等程序納入日常營運流程中，務求令工作要求標準化及達致更佳營運效率。

為提供優質之產品及服務，以及加強保障客戶之權利，本公司已參與下列組織及計劃：

- 優質旅遊服務協會
- 香港鑽石總會
- 香港珠玉石器金銀首飾業商會
- 優質足金標誌計劃
- 天然翡翠標誌計劃
- 天然鑽石品質保證標誌計劃
- 正版正貨承諾計劃
- 香港音像版權有限公司
- 香港作曲家及作詞家協會有限公司
- 香港音像聯盟有限公司



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

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



**Hong Kong Service Awards 2018:**  
**Luxury Watch Retailer**

*East Week, March 2018*

**2018年香港服務大獎：名貴鐘錶行**  
*東周刊，2018年3月*



**The Outstanding Brand Awards 2018:**  
**Luxury Watch Retailer**

*Economic Digest, July 2018*

**2018年實力品牌大獎：名貴鐘錶行**  
*經濟一週，2018年7月*

## 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.

During the Year, the Group established the General Information Security Committee, an initiative to upgrade its information security system in the face of increasing cyber security threats. The committee in turn established the General Information Security Policy, which aims to protect the Group's information assets, secure customers' and staff's confidential data, ensure a secure working environment, and enable consistent practices across the Group.

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。

於本年度，本集團成立信息安全委員會，目的是為更新其信息安全系統，以應對日益嚴重的網絡保安威脅。委員會進而制訂了信息安全政策，旨在保護本集團之信息財產、保障客戶及員工的私隱資料、確保工作環境安全，以及促使本集團常規貫徹一致。

## 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 without limitation to **Emperor**, 英皇, 英皇鐘錶珠寶 and 英皇鐘錶珠寶. The Group has registered trademarks in various classes in Hong Kong, Macau, mainland China, Taiwan, Korea, Singapore, Malaysia and other relevant jurisdictions. In addition, the Group's trademarks and domain names are constantly monitored and renewed upon 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**Emperor**、英皇、英皇鐘錶珠寶及英皇鐘錶珠寶）建立及保障其知識產權。本集團已在中國香港、中國澳門、中國內地、台灣、韓國、新加坡、馬來西亞及其他相關司法權區註冊多個類別的商標。此外，本集團商標及域名會獲持續監控及於屆滿時續期。

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

In order to build up an ethical corporate culture and practices, the Group has established policies and procedures for anti-corruption and anti-money laundering. For high value transactions conducted in cash, cheques and bank transfers but not using credit or debit cards, shop managers need to go through an evaluation checklist and requests customers' information to verify their identities. Such records are required to be kept properly in strict confidentiality. The management considers that the current practice is adequate in safeguarding against money laundering.

為建立一套企業道德的文化及常規，本集團已建立反貪污及反洗黑錢之政策及程序。若大額交易以現金、支票及銀行轉帳形式支付，而非使用信用卡或借記卡，店鋪經理需完成評估清單及要求客戶資料以核實彼等之身份。有關記錄須高度保密地妥善保存。管理層認為目前做法足以防範洗黑錢活動。

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

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

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.

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 Corporate Governance Committee is delegated by the Board to review and monitor the policies and practices on compliance with legal and regulatory requirements which have significant impact on the Group.

企業管治委員會獲董事會委派檢討及監察對本集團有重大影響之法例及監管規定方面的政策及常規情況之遵守。

The Legal and Compliance Department is designed to provide an in-house legal and compliance service that effectively supports various operation units in their duties and day-to-day operation to comply with all applicable laws, rules and regulations.

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。

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

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



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 mobilizing 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。該等活動與本集團可持續發展之承諾相輔相承，而本集團管理層團隊在動員參與此等活動方面亦擔任重要角色。

## 5.1 Voluntary Services 志願服務

### **Project WeCan Young Innovators Bazaar, January 2018**

As a corporate partner, the Company donated HK\$500,000 to Project WeCan and participated in the Kick-off Ceremony in support of PAOC Ka Chi Secondary School. With support and advice from the school and corporate volunteers, the Young Innovators Bazaar enabled students to develop all-round skills in leadership, entrepreneurship, project management, communication, collaboration, marketing and sales.

### **「學校起動」計劃－趁墟做老闆，2018年1月**

本公司今年以企業夥伴身份捐贈了500,000港元予「學校起動」計劃，並參與了啟動典禮以支持加拿大神召會嘉智中學。透過「趁墟做老闆」活動，學校及企業義工均為學生提供支援及建議，培育他們的多方技能，包括領導才能、企業精神、項目策劃、溝通、協作、推廣及銷售能力。

### **Project WeCan Central Flagship Store Visit, June 2018**

16 students from PAOC Ka Chi Secondary School were invited to visit the Group’s flagship store in Central. During the visit, the staff introduced the history of Emperor Watch & Jewellery, and the prospects of the industry.

### **「學校起動」計劃－參觀中環旗艦店，2018年6月**

16名加拿大神召會嘉智中學的學生獲邀請參觀本集團之中環旗艦店。在參觀期間，員工並向學生介紹英皇鐘錶珠寶的歷史及行業前景。



**Project WeCan Young Innovators Bazaar**  
「學校起動」計劃－趁墟做老闆



**Project WeCan Central Flagship Store Visit**  
「學校起動」計劃－參觀中環旗艦店

### **Project WeCan Mock Interview, July 2018**

Two employees represented the Company to hold a mock job interview with students at PAOC Ka Chi Secondary School, which helped enhance their interview techniques as well as knowledge of sales and marketing and human resources roles.

#### **「學校起動」計劃－模擬面試，2018年7月**

2名員工代表本公司於加拿大神召會嘉智中學與學生進行模擬職場面試，從以改善他們的面試技巧，同時增加其對市場及營銷及人力資源崗位的認識。



### **Full Moon Fun Tram Ride, September 2018**

The “Full Moon Fun Tram Ride” event, co-organised by Emperor Foundation and Hong Kong Lutheran Social Service, was held to celebrate the Mid-Autumn Festival with 30 underprivileged senior citizens from Tuen Mun District. Ms. Kathy Yuen, an artiste under Emperor Entertainment Group, along with the Company volunteers, joined the senior citizens to enjoy a traditional feast and take a nostalgic tram tour to appreciate the superb scenery and moonlight along the way.

#### **賞月同樂電車遊，2018年9月**

英皇慈善基金與香港路德會合辦的「賞月同樂電車遊」活動為30位來自屯門區的弱勢長者慶祝中秋佳節。英皇娛樂集團藝人湯怡小姐在義工陪同下與一眾長者共晉傳統佳餚，並乘搭懷舊電車，欣賞沿途美景及月色。



## 5.2 Charitable Sponsorship and Donations 慈善贊助及捐贈

### **Hike for Hospice 2018, March 2018**

The annual fund raising event “Hike for Hospice” of the Society for the Promotion of Hospice Care took place at Tai Lam Country Park, Yuen Long. In support of the platinum sponsorship of Emperor Foundation, Emperor Entertainment Group artistes Ms. Michelle Wai, Ms. Kathy Yuen and Mr. Deep Ng attended the kick-off ceremony and cheered for all the hikers.

### **登山善行2018，2018年3月**

善寧會一年一度的籌款盛事「登山善行」假元朗大欖郊野公園舉行。英皇慈善基金作為是次活動的白金贊助，派出英皇娛樂集團藝人衛詩雅小姐、湯怡小姐以及吳浩康先生出席起步禮，為一眾富善心的行山健兒打氣。



### **Blood Donation Day, May 2018**

Emperor Group and Hong Kong Red Cross jointly organised the Blood Donation Day. Employees donated blood to help people in need.

### **捐血日，2018年5月**

英皇集團與香港紅十字會合辦舉行捐血日，員工一同捐血以幫助有需要的人士。

### **Mooncake Donation, September 2018**

The Company collected excess mooncakes from employees and donated them to a subsidiary of Pok Oi Hospital. The mooncakes were then given to disadvantaged groups in Tin Shui Wai.

### **愛心月餅募捐大行動，2018年9月**

本公司收集同事們的過剩月餅，送到博愛醫院屬下機構，再轉贈天水圍的弱勢社群。





**Maggie's Cancer Caring Centre Mid-Autumn Festival Celebration, September 2018**

Emperor Foundation donated 300 mooncakes, provided by The Emperor Hotel, to cancer patients and their families at Maggie's Cancer Caring Centre during the Mid-Autumn Festival, hoping to share festive joy and support them. The Foundation also aimed to create precious moments for this group of cancer fighters and their families, on this occasion for family gatherings.

**銘琪癌症關顧中心中秋慶祝活動，2018年9月**

英皇慈善基金於中秋節向銘琪癌症關顧中心的癌症患者及家屬送上300個由英皇駿景酒店所提供的月餅，讓他們能夠感受節日的歡樂與關懷。同時希望在這一家團圓的日子，為一眾癌症戰士及家屬留下珍貴回憶。



**PLAN's "Because I am a girl" – Donate a Pencil Campaign, October 2018**

The Company is a long-term supporter of Plan International Hong Kong. Ms. Cindy Yeung, Chairperson and Chief Executive Officer of the Company, chaired the opening ceremony of the "Donate a Pencil Campaign" by Plan International, which supports education for girls in developing countries.

**國際培幼會「愛•女孩」鉛筆捐贈活動，2018年10月**

本公司多年來一直支持國際培幼會（香港）的慈善工作，主席兼行政總裁楊諾思女士為國際培幼會「愛•女孩」鉛筆捐贈活動主持開幕儀式，幫助發展中國家之女童上學讀書。

### **Dress Casual Day, October 2018**

This year's theme was "WEAR I AM". Participating staff members each donated HK\$70 or more to The Community Chest of Hong Kong, and put on unique clothes for dress casual day. Employees joined the campaign and showed their support.



### **公益金便服日，2018年10月**

本年主題為「色得著，做自己」，參與同事均捐出70港元或以上予香港公益金，於便服日穿上獨特的衣著。員工一同參與活動以示支持。

### **Emperor Capital Group x Emperor Watch & Jewellery Charity Sale 2018, November 2018**

Emperor Capital Group and the Group jointly held the Charity Sale. A total of HK\$1,415,000 was raised to support Enlighten – Action for Epilepsy; and the Epilepsy Team, Neurology, Department of Medicine and Therapeutics, Chinese University of Hong Kong in their work for epilepsy patients.

### **英皇證券x英皇鐘錶珠寶慈善義賣會2018，2018年11月**

英皇證券集團聯同本集團攜手合辦慈善義賣會，籌得善款總值1,415,000港元，用作支持香港啟迪會及中文大學醫學院內科及藥物治療學系腦神經科腦癇病團隊針對腦癇症患者的工作。





### **Chi Heng Charity Ball, November 2018**

With the theme “Illumination”, the Chi Heng Charity Ball 2018 raised awareness and funds to support AIDS-affected children in China. The Group was a primary sponsor of the event. Ms. Cindy Yeung, Chairperson and Chief Executive Officer of the Company, attended the event and showed her support.



### **智行基金會慈善晚宴，2018年11月**

智行基金會的2018年慈善晚宴以「Illumination」為主題，旨在提高對受愛滋病感染的中國兒童的關注並為他們籌集善款。本集團全力贊助活動，主席兼行政總裁楊諾思女士亦親身出席活動以示支持。

### **UNICEF Charity Run 2018, November 2018**

Emperor Foundation again supported the annual “UNICEF Charity Run 2018”, organised by UNICEF Hong Kong, sponsored employees who joined the 10km Run. The donation from Emperor Foundation will support HIV/AIDS prevention work for children and families in developing countries, with an aim of eliminating HIV/AIDS infections among children.



### **聯合國兒童基金會慈善跑2018，2018年11月**

英皇慈善基金再度支持由聯合國兒童基金會香港委員會舉辦，每年一度的「聯合國兒童基金會慈善跑2018」，贊助員工參與十公里賽跑，以響應是次籌款盛事。英皇慈善基金的捐款將用作為發展中國家的兒童及家庭開展防治愛滋病毒工作，為兒童杜絕感染愛滋病。



## 5.3 Environmental Conservation 環境保護

### **Earth Hour, 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.

#### **地球一小時，2018年3月**

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。



承諾支持世界自然基金會地球一小時  
IS COMMITTED TO WWF'S EARTH HOUR



### **Used Book Recycling Campaign, July 2018**

To enhance employees' environmental awareness, Emperor Foundation organised a campaign to promote reuse of books. For each donation of one book or HK\$5 to Emperor Foundation, each employee could receive one book in return.

#### **舊書交換及義賣大行動，2018年7月**

為進一步提高員工環保意識，英皇慈善基金舉辦活動以支持舊書循環使用。員工每捐贈圖書一本或5港元，則可以交換圖書一本。

## 5.4 Community Commitment 社區承諾



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

本集團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。



Subject areas 主要範疇	Description 描述	Section of this report 本報告章節
<b>A. Environmental</b> <b>A. 環境</b>		
<b>Aspect A1: Emissions</b> <b>層面A1：排放物</b>		
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。	2.1, 2.3.1, 2.3.3
KPI A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	2.3.1
KPI A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	2.3.1
KPI A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	Not applicable 不適用 <i>In view of its business nature, the Group does not directly generate any hazardous waste.</i> 基於其業務性質，本集團並無直接產生任何有害廢棄物。
KPI A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	2.3.3
KPI A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	2.2



Subject areas 主要範疇	Description 描述	Section of this report 本報告章節
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	2.3.3
<b>Aspect A2: Use of Resources</b> <b>層面A2：資源使用</b>		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	2.2
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總消耗量及密度。	2.3.2
KPI A2.2	Water consumption in total and intensity. 總耗水量及密度。	Not applicable 不適用 <i>The Group operated in leased premises most of the year. The water consumption data for individual occupants during the lease period is not available.</i> 本集團於本年度大部份時間租賃物業經營。個別租戶於租賃期的耗水量數據未能提供。
KPI A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	2.2
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	Not applicable 不適用 <i>The Group did not encounter any problems in sourcing water for its daily operations.</i> 本集團在日常營運取得用水方面並無遇到任何問題。

## Appendix: SEHK ESG Reporting Guide Content Index

附錄：聯交所環境、社會及管治報告內容索引

Subject areas 主要範疇	Description 描述	Section of this report 本報告章節
KPI A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及（如適用）每生產單位佔量。	2.3.3
<b>Aspect A3: The Environment and Natural Resources</b> 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。	2.2
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	2.2
<b>B. Social</b> B. 社會		
<b>Employment and Labour Practices</b> 僱傭及勞工常規		
<b>Aspect B1: Employment</b> 層面B1：僱傭		
General Disclosure 一般披露	Information on: (c) the policies; and (d) 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, antidiscrimination, 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： (c) 政策；及 (d) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2

Subject areas 主要範疇	Description 描述	Section of this report 本報告章節
KPI B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	3.1
KPI B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	3.1 <i>Briefly discussed</i> 已概括說明
<b>Aspect B2: Health and Safety</b> <b>層面B2：健康與安全</b>		
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	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	3.3 <i>Briefly discussed</i> 已概括說明
KPI B2.2	Lost days due to work injury. 因工傷損失工作日數。	3.3 <i>Briefly discussed</i> 已概括說明
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	3.3



## Appendix: SEHK ESG Reporting Guide Content Index

### 附錄：聯交所環境、社會及管治報告內容索引

Subject areas 主要範疇	Description 描述	Section of this report 本報告章節
<b>Aspect B3: Development and Training</b> 層面B3：發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	3.6
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。	3.6 <i>Briefly discussed</i> 已概括說明
KPI B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	3.6 <i>Briefly discussed</i> 已概括說明
<b>Aspect B4: Labour Standards</b> 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 preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	3.2
KPI B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	3.2 <i>Briefly discussed</i> 已概括說明

Subject areas 主要範疇	Description 描述	Section of this report 本報告章節
<b>Operating Practices</b> 營運慣例		
<b>Aspect B5: Supply Chain Management</b> 層面B5：供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	4.1
KPI B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	4.1 <i>Briefly discussed</i> 已概括說明
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	4.1 <i>Briefly discussed</i> 已概括說明
<b>Aspect B6: Product Responsibility</b> 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	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	4.2

## Appendix: SEHK ESG Reporting Guide Content Index

### 附錄：聯交所環境、社會及管治報告內容索引

Subject areas 主要範疇	Description 描述	Section of this report 本報告章節
KPI B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	4.2 <i>Briefly discussed</i> 已概括說明
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	4.4
KPI B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	4.2
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	4.3
<b>Aspect B7: Anti-Corruption</b> <b>層面B7：反貪污</b>		
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	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Year and the outcomes of the cases. 於本年度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	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



Subject areas 主要範疇	Description 描述	Section of this report 本報告章節
<b>Community</b> 社區		
<b>Aspect B8: Community Investment</b> 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	Focus areas of contribution. 專注貢獻範疇。	5
KPI B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	5