



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

Incorporated in Bermuda with limited Liability (Stock Code: 163)

於百慕達註冊成立之有限公司（股份代號：163）



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

2018/2019

# CONTENTS

## 目錄

2	ABOUT THIS REPORT 關於此報告
5	ENVIRONMENTAL PROTECTION 環境保護
14	WORKFORCE 員工
24	OPERATING PRACTICES 經營常規
31	COMMUNITY INVESTMENT 社區投資
36	APPENDIX: HKEX ESG REPORTING GUIDE CONTENT INDEX 附錄：港交所環境、社會及管治報告指引內容索引

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

This report describes the ESG values and initiatives of the Group for the financial year ended 31 March 2019 (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. It is recommended that this report is read in conjunction with the Company’s 2018/19 Annual Report, in particular the Corporate Governance Report and Directors’ Report sections therein.

This report is available on the website of the Company ([www.emperorint.com](http://www.emperorint.com)) and Hong Kong Exchanges and Clearing Limited (“HKEX”) news website ([www.hkexnews.hk](http://www.hkexnews.hk)).

英皇集團(國際)有限公司(「本公司」)及其附屬公司(統稱為「本集團」)深明有效的環境、社會及管治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2019年3月31日止財政年度(「本年度」)的環境、社會及管治價值及措施。本報告的內容為持份者概述本集團在環境、社會及管治方面的工作，以針對日常營運所產生的影響。本報告符合香港聯合交易所有限公司證券上市規則附錄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2018/19年報一併閱讀，尤其是其中的企業管治報告及董事會報告部份。

本報告可於本公司的網站([www.emperorint.com](http://www.emperorint.com))及香港交易及結算所有限公司(「港交所」)披露易網站([www.hkexnews.hk](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

To define the content of its ESG reports, the Group continuously interact with key stakeholder groups, which comprise its customers, tenants, employees, investors, shareholders, suppliers, contractors and the community. The Group maintains active engagement with its stakeholders, and collects their feedback regarding the Group’s ESG strategy and performance through various communication channels. The engagement channels with stakeholders include general meetings, corporate website, community activities, regular dialogue with employees, performance appraisal interviews and networking with suppliers.

為界定環境、社會及管治報告之內容，本集團持續與主要持份者群組包括客戶、租戶、僱員、投資者、股東、供應商、承建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對於本集團環境、社會及管治策略及表現反饋意見。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。

Management executives are actively involved in fostering stakeholder relationships. Mr. Benson Chu, Group Chief Financial Officer of Emperor Group received the accolade as Best IR by CFO for the second consecutive year in the 5th Investor Relations Awards 2019, organised by the Hong Kong Investor Relations Association. This award serves as a vote of confidence from the investment community regarding the Group's investor relations efforts.



管理層行政人員積極參與促進持份者關係。英皇集團集團財務總監朱偉明先生在香港投資者關係協會舉辦的2019年第五屆投資者關係大獎中連續第二年獲頒「最佳投資者關係(財務總監)」獎。該獎項是反映投資界對本集團投資者關係工作投下信任的一票。

Based on stakeholder feedback and peers' disclosure benchmarking, a list of ESG topics that are material to the Group and its stakeholders has been developed and identified as follows. Disclosure of performance regarding these topics is addressed in this report.

## Material ESG Topics

### Environment

- Green construction
- Energy management
- Waste management
- Paper reduction
- Water conservation

### Workplace

- Employment and labour practices
- Diversity and equal opportunities
- Training and development
- Occupational health and safety
- Work-life balance

### Operating Practices

- Supply-chain management
- Product and services quality
- Anti-corruption
- Customer privacy

### Community

- Employee volunteering
- Fundraising for community

根據持份者的意見以及比對同業披露之內容，得出及確立了以下一系列對本集團及其持份者重要的環境、社會及管治議題。就該等議題的表現於本報告內討論。

## 環境、社會及管治重要議題

### 環境

- 綠色建築
- 能源管理
- 廢物管理
- 減少用紙
- 節約用水

### 工作場所

- 招聘及僱傭慣例
- 多元共融和平等機會
- 培訓和發展
- 職業健康與安全
- 工作與生活的平衡

### 營運慣例

- 供應鏈管理
- 產品及服務質素
- 反貪污
- 客戶私隱

### 社區

- 員工志願服務
- 為社區籌款



## 1.2 CSR Approach 企業社會責任方針

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. The CSR Committee has been set up to formulate CSR policies and practices, to align the Group’s business plans with its CSR commitments and performance. It has overall responsibility for implementing, reviewing and monitoring the Company’s CSR policy.

To drive CSR implementation across the Group, executives from core business units encourage and support employee engagement in various CSR initiatives, and monitor overall CSR performance.

The Group has been included in “Hang Seng Corporate Sustainability Benchmark Index 2018–19”, recognising its commitment to and persistence in driving ESG performance. The Group has also been recognised by BCI Asia as one of the “Top 10 Developer in Hong Kong 2019” for its sustainability efforts and achievements in developing high quality and innovative projects.

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，以將企業社會責任之承諾及工作融入本集團之業務規劃中。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。

為引導本集團整體履行企業社會責任，各主要業務部門之管理人員鼓勵並支持員工參與各類企業社會責任活動，並監察整體企業社會責任之表現。

本集團已被列入「恒生可持續發展企業基準指數2018–19」，表明其對推動環境、社會及管治表現的承諾及不懈努力深獲認可。本集團更獲BCI Asia選為「2019年香港十大地產發展商」之一，以表彰其實踐可持續發展的努力以及致力發展高質素及創新項目之優秀表現。



Hang Seng Corporate  
Sustainability Index  
Series Member 2018-2019



恒生可持續發展企業  
指數系列 2018 - 2019成份股





The Group continued striving to identify and minimise the environmental impacts arising from its operations. In pursuing sustainability, the Group aims for improvements in energy efficiency, water conservation and waste management, and seeks to promote environmental protection in its supply chain and marketplace. The Group also educates its employees, to foster their awareness of nurturing a green environment.

本集團繼續努力辨識及減低其業務對環境造成之影響。為達致可持續發展，本集團於提升能源效益、節約用水及廢物管理方面不遺餘力，同時在其供應鏈及市場中推行環保。本集團亦教育其僱員提升對綠色環境的意識。

## 2.1 Green Construction 綠色建築

The Group is committed to achieving a sustainable future through green building practices. Deepening its commitment to building a green living environment, the Group aims to achieve certification through relevant green building assessment schemes. In this regard, the Group's new developments have adopted Building Environmental Assessment Method ("BEAM") Plus standards recognised and certified by the Hong Kong Green Building Council Limited. The Group has also incorporated a range of environmental friendly designs and systems in its projects.

本集團致力透過綠色建築常規以締造可持續的未來。為履行營造綠色生活環境的承諾，本集團致力爭取相關綠色建築評估計劃之認證。在這方面，本集團的新發展項目均遵照香港綠色建築議會有限公司認可並認證之綠建環評BEAM Plus之標準，本集團亦於項目中採用一系列環保設計及系統。

In recent years, several major properties of the Group earned green buildings certification:

近年來，本集團若干主要物業已獲得綠色建築認證：

	Project 項目	Ratings 評級
Residential property development 住宅物業發展	The Amused 喜遇	Provisional Gold, BEAM Plus (New Buildings) 綠建環評(新建建築)暫定金級
	Peak Castle 珀居	Bronze, BEAM Plus (New Buildings) 綠建環評(新建建築)銅級
	Tuen Mun Town Lot No. 490, Tai Lam 大欖屯門市地段第490號	Provisional Bronze, BEAM Plus (New Buildings) 綠建環評(新建建築)暫定銅級
	Rural Building Lot No. 1198, Shouson Hill 壽臣山鄉郊建屋地段第1198號	Provisional Bronze, BEAM Plus (New Buildings) 綠建環評(新建建築)暫定銅級
Leasing property 租賃物業	Nos. 75-85 Lockhart Road, Wan Chai 灣仔駱克道75-85號	Provisional Bronze, BEAM Plus (New Buildings) 綠建環評(新建建築)暫定銅級
	Emperor Group Centre Beijing ("ECGBJ") 北京英皇集團中心	LEED Gold 領先能源與環境設計黃金級
Hospitality 酒店	The Emperor Hotel 英皇駿景酒店	Provisional Bronze, BEAM Plus (New Buildings) 綠建環評(新建建築)暫定銅級



## Case Study

### The wisdom of green architecture — ECGBJ

ECGBJ has been awarded LEED Gold certification by the U.S. Green Building Council. The tower adheres to the objective of sustainability, and aligns with green building standards. The well-designed garden achieves efficient water conservation by adopting a water-recycling system.

The building has adopted a world-leading low-e glass curtain wall, which can effectively block ultraviolet rays from entering while maintaining indoor temperatures. It also features energy-saving variable air volume air-conditioning. Each storey has a standard height of 3.1 metres and adopts a pillar-less design, leading to a new working environment style and internationalising the office standards. ECGBJ fully reflects its objective of green architecture, incorporating various environmentally-friendly measures associated with work and life, thus making significant contributions to environmental protection.



## 個案分享

### 綠色建築之智慧 — 北京英皇集團中心

北京英皇集團中心已獲得由美國綠色建築協會頒發的LEED金級認證。大廈秉持可持續發展的宗旨，遵照綠色建築標準。精心設計的園林，透過水循環系統達高效地節約用水。

大廈採用國際領先的low-e玻璃幕牆，能有效阻隔室外紫外線，保持室內溫度。大廈亦採用節省能源的可變風量空調系統。每層為標準層高3.1米，無柱敞開設計，引領全新工作環境風格及國際化辦公室標準。北京英皇集團中心通過多項與工作及生活息息相關的環保措施，將綠色建築的宗旨貫穿其中，在保護環境方面作出莫大貢獻。



## Case Study

### Smart and green experience — The Emperor Hotel

The Emperor Hotel is the pre-eminent example of the Group's green commitment. Embracing the integrity of sublime nature, the hotel features vertical green wall and an outdoor terrace garden. The visual and thermal comfort of the indoor environment is assured by the seamlessly modern design with tinted glazing curtain wall. The hotel's smart remote-control systems offer an intelligent module which interconnects guest rooms with a central control system, enabling guests' comfort while enhancing the building's energy-efficiency. It also offers charging stations for electric vehicles.



## 個案分享

### 智能及綠色生活體驗 — 英皇駿景酒店

英皇駿景酒店是本集團綠色承諾的傑出典範。該酒店結合大自然的和諧，精心打造垂直的綠牆及室外露台花園。和諧現代化設計配搭有色玻璃幕牆，使室內的視覺和溫度讓人倍感舒適。酒店的智能遙控系統提供智能模塊，將客房與中央控制系統相連接，讓賓客倍感舒適之同時，提升大廈建築的能源效率。酒店亦提供電動汽車充電站。



## 2.2 Energy Management 能源管理

Global warming and climate change are among the major environmental concerns in every part of the world. In an effort to reduce carbon footprint and mitigate emissions, the Group actively promotes efficient use of energy and adopts green technologies in its head office at 26/F, the Emperor Group Centre, 288 Hennessy Road, Wan Chai (the “Head Office”), investment properties as well as hotels and serviced apartments.

全球暖化及氣候變化已成為全球各地面對的重大環境問題。為降低能源消耗及減少排放，本集團在其位於灣仔軒尼詩道288號英皇集團中心26樓的總辦公室（「總辦公室」）、投資物業以及酒店與服務式公寓積極推行節能並採納綠色科技。

Energy Saving Initiatives Summary Table  
節能舉措概覽

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



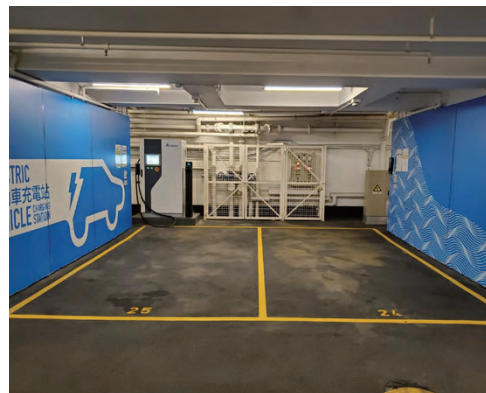
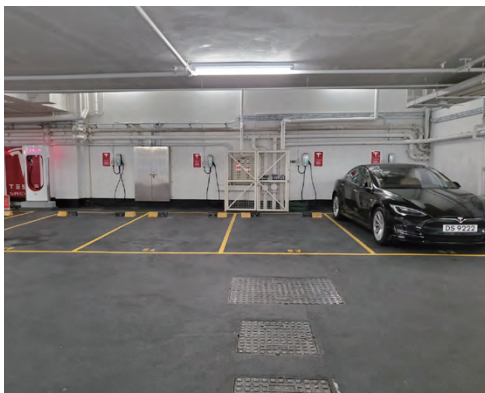


The Group continues utilising advanced lighting and air-conditioning systems in its properties, to improve overall energy efficiency. At Grand Emperor Hotel (“GEH”), an advanced heat recovery ventilator in the air-conditioning system has been installed and become fully operational since March 2017, which effectively reduced the liquefied petroleum gas consumption.

The Group offers green experiences to shoppers through implementing clean energy practices. In this regard, car parks in **the pulse** are equipped with charging stations for electric vehicles, in line with government’s efforts to support clean transportation.

本集團持續於旗下物業利用經升級的照明及空調系統，以提升整體能源效益。英皇娛樂酒店（「英皇娛樂酒店」）於2017年3月對大廈空調系統全面使用先進的熱能回收通風裝置後，有效地減少液化石油氣消耗。

本集團透過推行清潔能源實踐為購物者提供綠色體驗。就此而言，**the pulse** 的停車場配備電動汽車充電站，響應政府支持潔淨交通的舉措。



The Group is also dedicated to raising the environmental awareness of its employees, tenants and shoppers through participating in environmental protection campaigns such as Earth Hour.

本集團亦致力透過參與「地球一小時」等環保活動，提升員工、租戶及購物者的環保意識。

To identify opportunities for increasing energy efficiency, the Group monitors the energy consumption intensity across its operations from time to time.

本集團不時在其經營範圍監察能源消耗情況，以發掘提升能源效率的機會。



## 2.3 Waste Management 廢物管理

The Group strives to minimise the environmental impacts arising from waste disposal through recycling in the Head Office, investment properties, hotels and serviced apartments.

The Group engages employees regarding ways they dispose of waste, and encourages recycling practices in the workplace. At the Head Office, the property management company has appointed a recycling contractor to collect and recycle used plastic bottles, aluminium and glass, fluorescent tubes and computer equipment.



The Group also joins hands with tenants to maximise recycling efforts by providing waste separation facilities in major complexes including Fitfort Shopping Arcade, China Huarong Tower, ECGBJ and Emperor Group Centre, Hong Kong.

The hotels managed by the Group have implemented recycling measures to separate paper, aluminium cans, glass, metal, plastic bottles and surplus food from the waste. At GEH, shower gel bottles are reused after special hygiene treatment.

In The Emperor Hotel, unconsumed yet still edible and appetising food is donated to people in need through Foodlink Foundation, a charitable organisation. As for waste cooking oils, the Group engages qualified service provider registered under the Environmental Protection Department to collect waste cooking oils. Furthermore, eco-friendly straws, instead of plastic straws, are provided at food and beverages outlets within the Group's hotels.



本集團透過於其總辦公室、投資物業以及酒店與服務式公寓進行回收，致力減低棄置廢物對環境所產生的影響。

本集團歡迎員工參與廢物處理，並鼓勵員工在工作場所進行回收利用。在總辦公室，物業管理公司已委聘回收承包商收集及回收使用過的塑膠瓶、鋁及玻璃、光管以及電腦設備。

本集團亦於主要大樓提供垃圾分類設施，包括健威坊、中國華融大廈、北京英皇集團中心及香港英皇集團中心，與租戶聯手加強回收工作。

本集團管理的酒店已推行回收措施，將紙張、鋁罐、玻璃、金屬、塑膠瓶及剩餘食物從垃圾中分開。英皇娛樂酒店將沐浴露瓶經特別衛生處理後進行循環再用。

於英皇駿景酒店，未經食用但仍可食用且美味的食物，會透過一家慈善組織膳心連基金捐贈予有需要的人。至於廢棄食油，本集團委聘在環境保護局登記的合資格服務供應商回收廢棄食油。此外，本集團酒店內的餐飲店均提供環保吸管而非塑料吸管。

## 2.4 Paper Reduction 減少用紙

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.

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 have opted to access financial reports and other company documents via electronic means.

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，在總辦公室處採用「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港交所及本公司網站獲取公司通訊(包括財務報告)而非收取印刷文件。通過向股東引入電子版公司通訊，印刷量大幅減少。此無紙化的做法既可保護環境，亦可節約文儀用品、印刷及行政費用等。大部份個人股東已選擇以電子方式收取財務報告及其他公司文件。





## 2.5 Water Conservation 節約用水

The Group endeavors to conserving water resources. Various measures are implemented to enhance efficient use of water and advocate responsible consumption behaviour.

At ECGBJ, water from sinks is collected and recycled for irrigating garden plants through a recycling system, thereby reducing fresh water consumption.



The Group has adopted water-efficient equipment to engage employees, tenants, shoppers and guests in promoting responsible water consumption practices. For instance, water flow limiters on taps and shower heads are adopted in the hotels and shopping malls managed by the Group.

本集團致力保護水源，並實施多項措施以提升水資源利用率及提倡負責任的用水行為。

在北京英皇集團中心，循環回收系統收集及重用來自洗滌槽的廢水用於灌溉園林植物，從而減少使用清水。

本集團已採用節水設備，讓員工、租戶、購物者及賓客參與推行負責任的用水習慣。例如，本集團管理的酒店及商場已在水龍頭及淋浴噴頭上安裝限流器。

## 2.6 Environmental Performance Summary 環境表現概要

The boundary of quantitative data collection has been expanded during the Year, to better reflect the Group's overall sustainability performance. In terms of gross floor area, ECGBJ and GEH were the largest premises among the Group's investment properties and hotel, respectively. Hence, these two buildings, as well as the Head Office, were selected to collect quantitative data. The relevant data performance is covered in this section.

於本年度本集團擴大量化數據的收集範圍，以更妥善地反映整體可持續發展表現。北京英皇集團中心及英皇娛樂酒店分別為本集團投資物業及酒店中總樓面面積最大的物業。因此，這兩座樓宇及總辦公室獲選為收集量化數據的地點。本節已涵蓋相關數據表現。



Indicators	指標	FY2018/19年度		
		Operation 業務		
		Head Office 總辦公室	ECGBJ 北京英皇 集團中心	GEH 英皇娛樂 酒店
2.6.1 GHG Emissions 溫室氣體排放				
Scope 1 GHG emissions (kgCO <sub>2</sub> e)	範疇1溫室氣體排放 (每公斤二氧化碳當量)	—	—	52,513
Scope 2 GHG emissions (kgCO <sub>2</sub> e)	範疇2溫室氣體排放 (每公斤二氧化碳當量)	59,606	6,122,575	18,832,878
Scope 3 GHG emissions (kgCO <sub>2</sub> e)	範疇3溫室氣體排放 (每公斤二氧化碳當量)	1,488	—	47,218
Total (Scope 1, 2 & 3) GHG emissions (kgCO <sub>2</sub> e)	合共(範疇1,2及3)之溫室氣體排放 (每公斤二氧化碳當量)	61,094	6,122,575	18,932,608
GHG emissions intensity (kg/m <sup>2</sup> )	溫室氣體排放強度 (公斤／平方米)	70.5	62.1	311.5
2.6.2 Energy Consumption 能源消耗				
Direct energy consumption (GJ)	直接能源消耗 (千兆焦耳)	—	—	69
Indirect energy consumption (GJ)	間接能源消耗 (千兆焦耳)	268	24,905	79,144
Total energy consumption (GJ)	總能源消耗 (千兆焦耳)	268	24,905	79,213
Energy consumption intensity (GJ/m <sup>2</sup> )	能源消耗強度 (千兆焦耳／平方米)	0.3	0.3	1.3
2.6.3 Waste Management 廢物處理				
General refuse disposed to landfills (kg)	棄置於堆填區的一般廢物 (公斤)	2,519	3,594,000	60,721
General refuse intensity (kg/m <sup>2</sup> )	一般廢物密度 (公斤／平方米)	2.9	36.4	1.0
Total recycled waste (kg)	回收的廢物總量 (公斤)	1,712	—	91,087
Recycled waste intensity (kg/m <sup>2</sup> )	回收廢物密度 (公斤／平方米)	2.0	—	1.5
2.6.4 Water Consumption 耗水量				
Water consumption (m <sup>3</sup> )	耗水量 (立方米)	73	34,474	279,253
Water consumption intensity (kg/m <sup>2</sup> )	耗水量密度 (公斤／平方米)	0.08	0.35	4.6

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

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 talents with diverse backgrounds for achieving sustainable growth. As at 31 March 2019, approximately 42% 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。

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2019年3月31日，約42%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，反映員工對本集團的滿意度及歸屬感處於較高水平。

## 3.1 Workforce Distribution 員工分佈

As at 31 March 2019, the permanent employees of the Group totalled 1,715. The demographics of the Group's workforce as at 31 March 2019 are summarised below:

於2019年3月31日，本集團合共僱有1,715名全職僱員。於2019年3月31日，本集團之員工分佈資料概述如下：

### 3.1.1 By Region 按地區劃分

Statistics	統計數據	No. of employees 僱員數目 As at 31 March 2019 於2019年3月31日
Hong Kong	香港	479
Macau	澳門	1,132
Mainland China	中國內地	104
<b>Total</b>	<b>總計</b>	<b>1,715</b>



### 3.1.2 By Age 按年齡劃分

Statistics	統計數據	No. of employees 僱員數目 As at 31 March 2019 於2019年3月31日
25 or below	25歲或以下	184
26–35	26–35歲	600
36–45	36–45歲	395
46–55	46–55歲	345
56 or above	56歲或以上	191
<b>Total</b>	<b>總計</b>	<b>1,715</b>

### 3.1.3 By Gender 按性別劃分

Statistics	統計數據	No. of employees 僱員數目 As at 31 March 2019 於2019年3月31日
Male	男性	781
Female	女性	934
<b>Total</b>	<b>總計</b>	<b>1,715</b>

## 3.2 Development and Training 發展與培訓

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 staff participation in training programs organised by external professional bodies 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.

Staff enrolls in training programs organised by professional institutions such as the Hong Kong Institute of Architects, the Hong Kong Institute of Surveyors, the Chartered Institute of Building and the Royal Institution of Chartered Surveyors, to enhance their professionalism in architecture and surveying.

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。本集團鼓勵員工參與外間專業機構所舉辦之培訓課程並資助各級員工進修或參與培訓機會，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與工作相關的技能，發揮理想表現。

員工參加由專業機構如香港建築師學會、香港測量師學會、英國特許建造學會及英國皇家特許測量師學會所舉辦的培訓課程，以提高彼等之建築及測量方面的專業水平。





### 3.2.1 Training Hours 培訓時數

Statistics	統計數據	No. of hours 時數 FY2018/19 2018/19財政年度
Total training hours	總培訓時數	25,754
Average training hours per employee	每名員工平均培訓時數	15

In hotel operations, various training courses are regularly conducted to promote occupational safety, personal and food hygiene, fire and emergency response, first aid and customer serving skills. The Group also provides professional training programs to hotel operations' frontline staff under the Macao Occupational Skills Recognition System ("MORS") certification scheme, to enhance their occupational proficiency. As at 31 March 2019, 104 frontline staff had obtained MORS certifications in accordance with their professions: assistant cook, Chinese cook — Cantonese cuisine, Chinese cook — Cantonese dim sum, bartender, bell attendant, front desk agent, guest relations officer, room attendant, security officer, and waiter/waitress of western restaurant and Chinese restaurant.

在酒店業務方面，定期舉辦各項培訓課程，以加強員工之職業安全、個人及食物衛生、火警及緊急事故應對、急救及客戶服務技巧。本集團亦為酒店業務前線員工提供澳門職業技能認可基準（「MORS」）認證計劃認可的專業培訓課程，以提升員工之職業技能水平。於2019年3月31日，104位前線員工已按所屬專業範疇取得MORS認證，包括助理廚師、中式烹調師（粵菜）、中式烹調師（粵式點心）、調酒師、行李員、前堂服務員、客務關係主任、房務員、保安員、西餐及中菜侍應生。



GEH conducted various training sessions covering occupational safety, customer servicing skills, communication and conflict management skills, personal and food hygiene, big data application, etc. During the Year, the Group arranged for its staff to attend the Hotel General Managers Advanced Management Programme, organised by the School of Hotel and Tourism Management under The Chinese University of Hong Kong Business School, providing them with a transformational learning experience to develop a strategic mindset, gain up-to-date industry knowledge and connect with other industry peers from around the region.



英皇娛樂酒店舉辦各種培訓環節，內容涵蓋職業安全、客戶服務技巧、溝通及衝突管理技能、個人及食物衛生及大數據應用等。於本年度，本集團安排其員工參加由香港中文大學商學院的酒店及旅遊管理學院組織的酒店總經理高級管理課程，為其提供可帶來全新視角的學習體驗，助其發展戰略思維、獲取最新行業知識並與該地區周圍的同行建立關係。



Staff from GEH attended an experience camp with the theme “Team Adventure”, which enabled them to explore themselves and excel to their full potential, boosting their communication and management skills, whilst strengthening team spirit.

英皇娛樂酒店的員工參加一個以「歷險・團隊」為主題的體驗營，使他們能夠自我探索、充分發揮自己的潛能、提升溝通和管理技能，並增強團隊精神。





### 3.3 Employee Welfare 員工待遇

The Group strictly complies with the “Employment Ordinance” (Cap. 57, Laws of Hong Kong) and other statutory requirements regarding employment and labour practices. The Group ensures employees receive fair and competitive remuneration packages in accordance with their experience, qualifications, performance and market rates. To attract and retain talent, comprehensive benefits are provided by the Group, such as employer’s voluntary MPF contributions, medical coverage and paid leave.

本集團嚴格遵守《僱傭條例》(香港法例第57章)及其他有關僱傭及勞工慣例的法定規定。本集團確保僱員基於其經驗、資歷、表現及市場價格獲得公平及具競爭力的薪酬待遇。為吸引和挽留人才，本集團提供全面的福利，例如僱主的自願強積金供款、醫療保險及有薪假期。

### 3.4 Equal Opportunities 平等機會

The Group is committed to establishing an inclusive culture and embracing the diverse backgrounds of employees. The Group is dedicated to providing equal opportunities in all aspects of employment and ensure the workplace is free from discrimination. To ensure the staff clearly understand their rights and obligations, the employee handbook is set to cover 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. A set of grievance procedures is also in place, to provide staff with a channel to confidentially escalate complaints and concerns to the Group Human Resources Department.

本集團致力於建立包容性文化並歡迎不同背景的員工。本集團致力於在就業的各個方面提供平等機會，並確保工作場所不存在歧視。為確保員工清楚了解自己的權利和義務，員工手冊涵蓋僱傭慣例相關政策及指引，包括薪酬及解僱、招聘、工作時間、休息時間、平等機會、反歧視以及其他額外福利等。本集團不時檢討其相關政策，以確保本集團符合最新法定要求。本集團亦設立一系列申訴程序，為員工提供渠道，以便員工以保密方式向集團人力資源部門提出投訴和關注事項。

The Group fully complies with relevant laws and regulations in related regions concerning the prevention of forced or child labour. In the recruitment process, the Group implements appropriate procedures to ensure that employment adheres to minimum age provisions of applicable laws. The Group also prohibits any form of forced labour.

本集團嚴格遵守在相關地區有關防止強迫勞動或童工的法律及法規。在招聘過程中，本集團實施適當程序以確保受僱員工符合適用法律的最低年齡規定。本集團亦禁止任何形式的強迫勞動。



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

The Group prides itself on providing a safe, effective and congenial work environment for its staff. Adequate arrangements and training courses are provided by the Group 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 employees informed. Workshops and seminars on different topics are regularly held, to present the latest information and raise awareness of occupational health and safety ("OHS") issues for employees in offices, hotels and project sites. In addition, the Head Office and GEH hold the fire drill and training on the use of fire extinguishers annually.

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。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。定期舉辦不同主題的研習會及研討會，以呈列最新資訊，及加強辦公室、酒店及項目地盤工作之僱員對職業健康及安全（「職安健」）方面的意識。此外，總辦公室及英皇娛樂酒店每年分別會舉辦走火演習及滅火筒使用培訓。



"Prevention of Lower Limb Disorders" Seminar  
「預防下肢靜脈曲張」講座



5S Seminar  
五常法講座



Work and Health Seminar  
工作及健康講座



Fire Extinguisher Training  
滅火筒訓練班



### 3.5.1 Contractor OHS Management

At the project sites, safety officers are assigned to supervise, monitor and control of the contractors to ensure compliance with the requirements. The workers are given safety training sessions to reinforce safety measures and practices. Regular site inspections are conducted to ensure the required safety standard are met. The contractor is also requested to submit the Site Safety Plan and the Supervision Plan for the Works in accordance with the requirements under the Technical Memorandum for Supervision Plans 2009 and shall comply with such throughout the construction period.

### 3.5.2 OHS in Workplace

The Group proactively identifies potential occupational hazards, to reduce staff exposure to accidents. Employees assigned to work on construction sites are required to observe additional safety guidelines. In hotel operations, all restaurants staff are required to wear anti-skid shoes and anti-cutting gloves, to prevent injuries. Every case of injury (if any) is required to be reported to the Group Human Resources Department and be individually assessed under the internal guideline procedures.

The rate of accidents and injuries during the Year was extremely low. No fatalities or critical incidents were reported.

### 3.5.1 承建商職安健之管理

在項目工地，安全主任獲派負責監督、監察和控制承包商，以確保符合要求。工人會獲提供安全培訓，以加強安全措施和做法。定期進行工地檢查以確保符合所要求的安全標準。承包商亦應按照「2009年監工計劃書的技術備忘錄」的要求提交「工地安全計劃」和「監工計劃書」，並在整個施工期間遵守上述計劃。

### 3.5.2 工作場所之職安健

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

於本年度，意外及工傷率極低。概無接獲死亡或重大事故的報告。

## OHS Data 職安健數據

Statistics	統計數據	FY2018/19 2018/19財政年度
Work-related fatalities	因工死亡事故	0
Work-related injuries	工傷	44
Lost days due to work injury	因工傷損失的工作日數	964
Injury rate	工傷率	2.6%

The Group promotes emergency preparedness and arranges well-stocked first-aid kits in the Head Office 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總辦公室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。







### 3.5.3 Employee Wellness

The Group values workplace wellness practices that support employees' health and well-being. Air quality is a part of workplace wellness, influencing employee health, comfort and productivity. In May 2018, the Head Office, along with many other units of the Emperor Group Centre, 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.



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.

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 wellbeing of its employees and their families.



### 3.5.3 員工健康

本集團注重營造健康工作環境的慣常做法，使員工體魄強健。空氣質素為健康工作環境的一環，關乎員工之健康、舒適及生產力。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總辦公室連同英皇集團中心內其他眾多單位頒發「室內空氣質素檢定證書—良好級」。

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日，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。

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。





### 3.5.4 Work-life Balance

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



#### 英皇「粽」有你

June 2018  
2018年6月

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

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。

#### Cool Friday

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.

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。

#### 冰涼星期五

August 2018  
2018年8月



#### Adventure at Ocean Park



#### 海洋公園探索之旅

September 2018  
2018年9月

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.

員工及其家人獲邀到海洋公園遊覽一天，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



## 佳餚美饌賀中秋

September 2018  
2018年9月

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.

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



## 超級猛片，齊齊欣賞

October 2018  
2018年10月

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

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。

## DIY Cake Workshop



## DIY蛋糕工作坊

March 2019  
2019年3月

30 staff enjoyed a relaxing break during a half-day cake baking workshop. They rolled up their sleeves and created a delicious selection of fresh cream cakes.

30名員工參加為期半天的蛋糕烘焙工作坊活動，享受悠閒時光。他們捲起袖子，製作了一系列美味的鮮奶油蛋糕。



## 4.1 Supply chain management 供應鏈管理

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

The Group aims to deliver the highest possible quality for its customers, while expecting the same quality from selected suppliers. Thus, the Group has a strict process for selecting suppliers by tenders. During the tendering procedure, tenderers are requested to submit their environmental plan, quality control plan and safety plan as key factors for consideration. In the outsourcing process, company history, industry reputation and past job references are taken into consideration before choosing reliable suppliers. The supplier selection process is reviewed by the Internal Audit Department, to ensure fair and objective procedures for all suppliers.

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

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

本集團致力為客戶提供最高品質，同時希望從所選用的供應商獲得相同的品質。因此，本集團在透過投標選擇供應商方面遵從嚴格流程。在招標過程中，投標者需要提交彼等的環保計劃、品質控制計劃及安全計劃作為主要考慮因素。在外包過程中，於選擇可靠的供應商之前，會考慮公司歷史、於業界之聲譽及過往工作的參考。供應商之篩選過程乃經內部稽核部門審視，確保對所有供應商執行公正及客觀的程序。

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

## 4.2 Products and Services 產品及客戶

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

Understanding customer needs is critical to the Group's success. The Group closely interacts with its diverse customer base, which spans tenants, residents, hospitality guests, diners, shoppers and home buyers.

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

了解客戶需求是本集團成功的關鍵。本集團與其廣泛的客戶基礎(包括租戶、住戶、賓客、食客、購物者及購房者)緊密聯繫。



## 4.2.1 Professional property management

With proven expertise in property management, the Group provides tenant-focused facility management and generates refreshing visitors' experience across its office and retail portfolio.

The Grade-A multi-functional tower ECGBJ presents a new office style and adheres to international office standards. Oriented towards lifestyle and environmental protection, the tower also offers collaborative opportunities for all enterprises, thereby creating a new business landscape for the Beijing Central Business District. During the Year, ECGBJ was awarded the honour of "6-Star Super A-level Building" by Beijing Central Business District Administration Committee, recognising its standing in China's real estate market. Additionally, the building manager of ECGBJ exhibited exceptional performance and was ranked among the "2018 Beijing CBD Gold-Level Building Managers".



To better engage with its tenants, the Group makes occasional courtesy calls and visits in order to understand their service needs.

## 4.2.1 專業之物業管理

憑藉在物業管理方面的成熟專業知識，本集團提供以租戶為中心的設施管理，並在其辦公室和零售組合中創造令人耳目一新的感覺。

甲級多功能大樓北京英皇集團中心展現嶄新的辦公室風格並遵從辦公室國際標準。作為一座講究生活及環保的建築，大廈為各企業創造更多合作空間，全面為北京核心商務區締造新的商務景象。於本年度，北京英皇集團中心獲北京商務中心區管理委員會頒發「六星超甲級樓宇」之殊榮體現了北京英皇集團中心在中國房地產市場的認受性。此外，北京英皇集團中心的樓宇管理員亦表現出色，並獲得「2018年北京CBD樓宇金牌管理員」的認證表彰。



為了加強與租戶之溝通，本集團會不時誠意電訪及拜訪，以了解其服務需求。



#### 4.2.2 Impeccable standards of residential properties

The Group is dedicated to providing homebuyers with a superior experience before, during and after product delivery.

Each of the Group's developments is thoughtfully designed and built with attention to detail to create family-friendly homes. To ensure the quality and building requirements are met, the Quality Control Team periodically makes site visits and monitors the progress of developments. Professional consultants, such as architects and engineers, are also hired to inspect sites on request, and provide specific professional advice.

To help prospective purchasers make informed decisions, the Group provides timely and accurate information about its residential properties. The Group also ensures sales and marketing of residential properties strictly comply with "Residential Properties (First-hand Sales) Ordinance" (Cap. 621, Laws of Hong Kong).

During the handover, a dedicated customer service team follows thorough procedures to ensure that the units delivered to the homebuyers are in satisfactory condition. Additionally, the Group offers a 1-year warranty, to underpin homebuyers' confidence in the Group's properties.

#### 4.2.3 Excellent Customer Services

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

#### 4.2.2 無與倫比的住宅物業質素

本集團致力於在產品交付之前、期間及之後為置業人士提供卓越的體驗。

本集團的每一項發展項目都經過精心設計和建造，注重細節，營造家庭友好的家園。為確保達致質素及建築要求，質量控制團隊定期進行實地考察並監督開發進度。本集團亦聘用專業顧問，如建築師和工程師，根據要求檢查現場，並提供具體的專業建議。

為幫助準買家作出明智的決定，本集團及時提供有關其住宅物業的準確信息。本集團亦確保住宅物業的銷售及營銷嚴格遵守《一手住宅物業銷售條例》(香港法例第621章)。

在交樓過程中，專門的客戶服務團隊遵循全面的程序，以確保交付予置業人士的單位狀況良好。此外，本集團提供1年保修，以鞏固置業人士對本集團物業的信心。

#### 4.2.3 優質客戶服務

在酒店業務方面，本集團經驗豐富及訓練有素之客戶服務團隊持續提供優質的客戶服務。為監察客戶滿意度，設有問卷調查以收集客戶反饋。客戶體驗之評價將獲審閱並送呈本集團管理層。所有投訴根據其內部指引作出獨立調查及處理。本集團認真處理並及時解決有關事件。



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

- *TripAdvisor* Hall of Fame, 2018
- *TripAdvisor* Certificate of Excellence Award, 2012–2018
- *Booking.com* Guest Review Awards, 2016–2018
- *Dianping* Customer Review Awards, 2018
- *Ctrip* Best Hotel Awards — Gold Award, 2017
- *Ctrip* Best Service Award, 2016
- *SKYSCAPE Magazine* Most Influential Entertainment Hotel Brand Award, 2018
- *Agoda* Guest Review Awards, 2016
- Macau Environmental Protection Bureau Macao Green Hotel Award — Certificate of Merit, 2019–2021
- 貓途鷹2018年名人堂
- 貓途鷹2012–2018年卓越獎
- *Booking.com* 2016–2018年住客評分卓越獎
- 大眾點評2018年度好評商戶
- 攜程2017年度最受歡迎酒店金獎
- 攜程2016年度最佳服務典範獎
- 鳳凰天空雜誌2018年最具影響力娛樂酒店品牌大獎
- *Agoda*2016年度住客評分卓越獎
- 澳門環境保護局2019–2021年度澳門環保酒店獎 — 優良獎









### 4.3 Data protection 資料保護

The Group places the utmost importance on protecting the privacy of its customers, partners and staff in the collection, processing, safekeeping, use and retention of their personal data. The Group adheres to the applicable data protection regulations and ensures appropriate technical measures are in place to protect personal data against unauthorised use or access. The Group also ensures that customers' personal data is securely stored, and processed only for the purpose for which it has been collected. Relevant staff are provided with adequate training in compliance with applicable laws on data privacy protection, to strengthen their awareness and to protect personal data against loss, unauthorised access, use, modification or disclosure.

本集團在收集、處理、保管、使用及保留所有客戶、合作夥伴及員工的個人資料過程中，對保障彼等的私隱給予最高度的重視。本集團嚴格依循適用的資料保護法例並確保設立適當之技術措施，保障個人資料免被未經授權挪用或存取。本集團亦確保客戶個人資料獲安全妥善地儲存，並只會按收集時指定的用途處理。本集團根據適用法律就資料私隱保護向相關員工提供充足培訓，以加強彼等的意識及保障個人資料，防止遺失、未經授權獲取、使用、修改或披露。

### 4.4 Protection of Intellectual Property 保障知識產權

The Group strives to protect its Intellectual Property (“IP”) rights and prohibits infringement of IP rights belonging to third parties. The Group builds up and protects its IP rights by prolonged use and registration of domain names and various trademarks including without limitation to “Emperor”, “英皇” and “”. The Group has registered trademarks in various classes in Hong Kong, Macau, mainland China, United Kingdom and other relevant jurisdictions. In addition, the Group's trademarks and domain names are constantly monitored and renewed upon their expiration. Legal actions would be brought by the Group's Legal Department against any alleged infringer.

本集團致力保護其知識產權（「知識產權」），並禁止侵犯屬於第三方的知識產權。本集團透過持續使用及登記域名與各類商標（包括但不限於「Emperor」、「英皇」、及「」）建立及保障其知識產權。本集團已在香港、澳門、中國內地、英國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。本集團法律部將對任何涉嫌侵權的人士提起法律訴訟。



## 4.5 Anti-corruption/Anti-money Laundering 反貪污／打擊洗錢

It is essential for the Group's employees to acquire a better understanding of bribery, extortion, fraud, corruption and related acts. In addressing and mitigating corruption risks, a set of guidelines in giving and receiving gifts, or offer in the form of meals, accommodation and entertainment, as well as interacting with government officials, is provided to outline acceptable and unacceptable conduct in employees' daily business activities. It targets to ensure every employee adheres to applicable legal requirements and makes ethical business decisions. Special care must additionally be taken to ensure that all business dealings with government officials are conducted in a context that is free from any form of corrupt practices.

The Group has adopted an Anti-money Laundering and Counter-Terrorist Financing Policy and Procedure ("AML Policy") for years. The AML Policy establishes the general framework for combating crime against money laundering and financing of terrorism and provides guideline to prevent the Group's employees and clients, customers, suppliers, vendors and contractors from being misused for money laundering, terrorist financing or other financial crime. The AML Policy has set out some indicators of potentially suspicious transactions or activities for employees' reference.

Employees are given briefings organised by the Group or seminars on anti-corruption organised by the Independent Commission Against Corruption of Hong Kong and Commission Against Corruption (Macau). The Group has also adopted a whistleblowing system and procedures for all levels and operations under the Group, so staff can raise concerns — in confidence — about possible improprieties such as misconduct and malpractice in any matter related to the Group. These policies and procedures together with the code of conduct can be found in the employee handbook on the Company's intranet.

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

During the Year, no legal case regarding corrupt practices was brought against the Group or its employees. Also, no whistleblowing concerning a criminal offence or misconduct was reported.

本集團之員工必須對賄賂、勒索、詐騙、貪污及相關行為加深了解。為了針對及減低貪污之風險，本集團已就贈送及收受禮物、提供用餐、住宿及娛樂，以及與政府官員交涉制訂一套指引，列明員工日常業務活動中可接受及不可接受的行為。這務求確保每位員工須遵從適用的法律規定及作出合乎道德之商業決定。為確保所有與政府官員之商業交易在不採取任何形式的貪污下進行，本集團須給予額外的重視。

本集團歷年來一直採納打擊洗錢及恐怖分子資金籌集政策及程序（「打擊洗錢政策」）。打擊洗錢政策確立打擊洗錢及恐怖主義融資犯罪之總體框架，並提供指引以防止本集團之員工及客戶、顧客、供應商、賣家及承包商被濫用於洗黑錢、恐怖分子資金籌集或其他金融犯罪。反洗錢政策已列出若干潛在可疑交易或活動的跡象，供員工參考。

員工會參與由本集團舉辦之簡介會或香港廉政公署及澳門廉政公署舉辦之反貪污研討會。本集團亦採納一套舉報制度及程序，讓本集團所有層面及業務之員工可機密地就任何可能影響本集團之不當事宜（如不當及不法行為）提出檢舉。該等政策及程序連同行為守則可於本公司內聯網上的員工手冊內查閱。

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

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



## 4.6 Compliance with Laws and Regulations 遵守法律及法規

The Corporate Governance Committee is delegated by the Board to review and monitor the policies and practices on compliance with legal and regulatory requirements, including but not limited to the “Residential Properties (First-hand Sales) Ordinance” (Cap. 621, Laws of Hong Kong), “Conveyancing and Property Ordinance” (Cap. 219, Laws of Hong Kong), “Companies Ordinance” (Cap. 622, Laws of Hong Kong), “Employment Ordinance” (Cap. 57, Laws of Hong Kong), “Anti-Money Laundering” and “Counter-Terrorist Financing Ordinance” (Cap. 615, Laws of Hong Kong), “Prevention of Bribery Ordinance” (Cap. 201, Laws of Hong Kong), “Competition Ordinance” (Cap. 619, Laws of Hong Kong), “Legal Framework for the Operations of Casino Games of Fortune” (Law No. 16/2001, Laws of Macau) and “Macau Labour Relations Law” (Law No. 7/2008, Laws of Macau), which have significant impacts on the Group.

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

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

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

The Group’s Legal team has been recognised by Asian Legal Business as one of Hong Kong’s Top In-House Teams in 2019. As a prestigious achievement among legal practitioners, the recognition testifies to the excellence of the Group’s Legal and Compliance team in providing legal support and advice across a range of corporate practices. It also underscores the significant contributions of the team of high calibre, experienced legal talents.

董事會委派企業管治委員會檢討及監察本集團在遵守對本集團有重大影響之法例及監管規定方面之政策及常規的情況，包括但不限於《一手住宅物業銷售條例》(香港法例第621章)、《物業轉易及財產條例》(香港法例第219章)、《公司條例》(香港法例第622章)、《僱傭條例》(香港法例第57章)、《打擊洗錢及恐怖分子資金籌集條例》(香港法例第615章)、《防止賄賂條例》(香港法例第201章)、《競爭條例》(香港法例第619章)、《娛樂場幸運博彩經營法律制度》(澳門法律第16/2001號)以及《澳門勞動關係法》(澳門法律第7/2008號)。

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

法律部工作在於提供內部法律服務，有效支援多個經營單位於其職責及日常營運方面遵守所有適用法律、規則及法規。

相關員工及相關經營單位不時獲悉相關適用之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。

本集團的法律團隊獲亞洲法律雜誌評為2019年香港最佳公司法務團隊之一。該表彰作為法律從業者的殊榮，印證本集團法律合規團隊在提供關於廣泛的企業實踐的法律支持及建議方面的卓越表現。其亦彰顯才能突出、經驗豐富的法律人才團隊所作的重大貢獻。



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。

The Group has been awarded the 15 Year 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15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。



## 5.1 Event Space Sponsorship 贊助活動場地

To strengthen its community connections, the Group has provided venue to the non-profit organisations to support the fundraising events that benefit the local community and people in needs.

為加強本集團與社區的聯繫，本集團為非牟利組織提供場所去支持籌款活動，使當地社區及有需要的人士受惠。

Venue 場地	Date 日期	Event 活動
the pulse 淺水灣	April 2018 2018年4月	1. Yappy Easter, Lifelong Animal Protection Charity 躍動復活節，終生庇護動物慈善組織
		2. Charity Sale, Red Cross 紅十字會慈善義賣活動
Fitfort 健威坊	November 2018 2018年11月	3. Qile Cake Charity Sale, Haven of Hope Christian Service 基督教靈實協會耆樂餅義賣活動
		4. Charity Sale, Hong Kong Seeing Eye Dog Services 香港導盲犬服務中心義賣活動





## 5.2 Employee Volunteering 員工志願服務

The Group continues building partnerships with non-governmental organisations and charitable organisations, to reach and support needy communities. Highlights of volunteering initiatives during the Year are as follows:

本集團繼續與非政府組織和慈善組織建立夥伴關係，以接觸和支持有需要的社區。本年度志願服務舉措摘要如下：

### Full Moon Fun Tram Ride

### 賞月同樂電車遊

September 2018  
2018年9月



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.

英皇慈善基金與香港路德會社會服務處合辦的「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。

### Shunping, Hebei Volunteering Tour 河北省順平義工之旅

December 2018  
2018年12月



In December, staff of the Group took part in tour to Shunping in Hebei, for a visit to Albert Yeung Sau Shing (Shunping, China) Elderly Service Centre. They sent New Year greetings and gifts to the senior citizens, and helped with housecleaning in the centre.

於12月，本集團員工遠赴河北省順平市探訪「楊受成(中國·順平)關愛老年中心」。他們向長者們送上賀年新春的祝福及禮物，並協助進行院舍大掃除。

### Chinese New Year Movie Party

### 共賞電影賀新春

January 2019  
2019年1月



In celebration of Lunar New Year, Emperor Foundation and the Lutheran Hong Kong invited 30 elderly to attend an exclusive “Chinese New Year Movie Party” held at the Emperor Cinema in Central. Accompanied by the volunteers, the movie brought the elderly with sensory enjoyment. At the end of the viewing session, New Year gift bags were distributed to the elderly.

為慶祝農曆新年，英皇慈善基金聯同香港路德會邀請了近30位長者親臨中環英皇戲院參與「共賞電影賀新春」活動，團年共慶。是次活動由義工們率領，為長者們帶來感觀享受。觀賞環節結束後，在場每位長者更獲派發新春福袋。



## 5.3 Fundraising and Donation for Communities 為社區籌款及捐款

The Group mobilises its staff to participate in fundraising and donation campaigns to help underprivileged people in the community.

本集團動員員工參與籌款和捐贈活動，以幫助社區當中的弱勢群體。

### Blood Donation Day

### 捐血日

May 2018  
2018年5月



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

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。

### Used Book Recycling Campaign

### 舊書交換及 義賣大行動

July 2018  
2018年7月



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.

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。員工每向英皇慈善基金捐贈圖書一本或5港元，則可以交換圖書一本。

### Maggie's Cancer Caring Centre Mid-Autumn Festival Celebration

### 銘琪癌症關顧中心 中秋慶祝活動

September 2018  
2018年9月



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.

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，為一眾抗癌戰士及家屬留下珍貴回憶。



## Festival Gifts Transfer Campaign 節日食品回收轉贈



During the Lunar New Year and Mid-Autumn Festival, New Year gifts and mooncakes were collected from staff, and were then donated to underprivileged families through a charitable organisation.

於農曆新年及中秋節期間，本集團向同事們收集賀年禮盒及月餅，透過慈善機構轉贈至基層家庭。



## Dress Casual Day

## 公益金便服日

October 2018  
2018年10月



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.

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。

## UNICEF Charity Run 2018

## 聯合國兒童基金會 慈善跑2018

November 2018  
2018年11月



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.

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病毒工作，為兒童杜絕感染愛滋病。

## Standard Chartered Hong Kong Marathon 2019

## 渣打香港馬拉松2019

February 2019  
2019年2月



This is the largest annual sports event in Hong Kong, and several staff participated, bringing positive energy and a healthy lifestyle to the community. To show support, Emperor Foundation made donation for each participating colleague to Orbis and the Hong Kong Paralympic Committee & Sports Association, to help people with impaired vision and the physically disabled.

多名同事參加這項香港年度大型體育盛事，向社會發放正面能量並推動健康生活模式。為支持本集團同事身體力行，英皇慈善基金為每位參賽同事分別向奧比斯及香港殘疾人奧委會暨傷殘人士體育協會作出捐款，以幫助失明人士及傷健人士。



## Platinum Sponsorship for "Hike for Hospice 2019"

## 「登山善行2019」 白金贊助

March 2019  
2019年3月



The annual fundraising 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 made by Emperor Foundation, Chairperson Ms. Semon Luk, Executive Director Mr. Donald Cheung, and EEG's artistes Deep Ng and Tsang Lok-tung attended the kick-off ceremony and cheered for all the hikers.

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。為了支持英皇慈善基金作為是次活動的白金贊助，主席陸小曼女士、執行董事張炳強先生，連同英皇娛樂藝人吳浩康先生及曾樂彤小姐出席起步禮，為一眾富善心的行山健兒打氣。

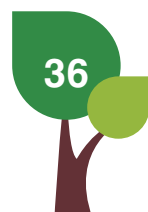




# APPENDIX: HKEX ESG REPORTING GUIDE CONTENT INDEX

## 附錄： 港交所環境、社會及 管治報告指引內容索引

Subject areas 主要範疇	Description 描述	Section 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
KPI A1.1 指標 A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	2.6.1
KPI A1.2 指標 A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	2.6.1
KPI A1.3 指標 A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	Not applicable 不適用  In view of its business nature, the Group does not directly generate material amount of hazardous waste. 基於其業務性質，本集團並無直接產生大量有害廢棄物。
KPI A1.4 指標 A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	2.6.3
KPI A1.5 指標 A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	2.1, 2.2
KPI A1.6 指標 A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	2.3







Subject areas 主要範疇	Description 描述	Section 章節
<b>Aspect A2: Use of Resources</b> 層面A2：資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	2
KPI A2.1 指標A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總消耗量及密度。	2.6.2
KPI A2.2 指標A2.2	Water consumption in total and intensity. 總耗水量及密度。	2.6.4
KPI A2.3 指標A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	2.2
KPI A2.4 指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	2.5
KPI A2.5 指標A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及(如適用)每生產單位佔量。	Not applicable 不適用
<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
KPI A3.1 指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	2.3, 2.4, 2.5



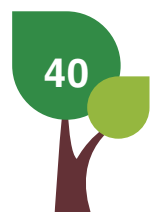
Subject areas 主要範疇	Description 描述	Section 章節
<b>B. Social</b> <b>B. 社會</b>		
<b>Employment and Labour Practices</b> <b>僱傭及勞工常規</b>		
<b>Aspect B1: Employment</b> <b>層面B1：僱傭</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.3, 3.4
KPI B1.1 指標B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	3.1
KPI B1.2 指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	3 Briefly discussed 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。	3.5
KPI B2.1 指標B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	3.5.2
KPI B2.2 指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	3.5.2
KPI B2.3 指標B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	3.5



Subject areas 主要範疇	Description 描述	Section 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。	3.2
KPI B3.1 指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	3.2 Briefly discussed 已概括說明
KPI B3.2 指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	3.2.1
<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。	3.3, 3.4
KPI B4.1 指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	3.4
KPI B4.2 指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	3.4
<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 指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	4.1 Briefly discussed 已概括說明
KPI B5.2 指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	4.1



Subject areas 主要範疇	Description 描述	Section 章節
<b>Aspect B6: Product Responsibility</b> <b>層面 B6：產品責任</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 health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.2
KPI B6.1 指標 B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Not applicable 不適用
KPI B6.2 指標 B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	4.2 Briefly discussed 已概括說明
KPI B6.3 指標 B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	4.4
KPI B6.4 指標 B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	4.2.2
KPI B6.5 指標 B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	4.3







Subject areas 主要範疇	Description 描述	Section 章節
<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 指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	4.5
KPI B7.2 指標B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	4.5
<b>Community</b> <b>社區</b>		
<b>Aspect B8: Community Investment</b> <b>層面B8：社區投資</b>		
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。	
KPI B8.1 指標B8.1	Focus areas of contribution. 專注貢獻範疇。	
KPI B8.2 指標B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	