



東瀛遊控股有限公司

EGL Holdings Company Limited

(於開曼群島註冊成立的有限公司)

(Incorporated in the Cayman Islands with limited liability)

股份代號 Stock Code : 6882

Environmental, Social and Governance Report 2018

環境、社會及管治報告2018



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I. 關於本報告

I. ABOUT THIS REPORT

作為香港旅遊業最知名品牌之一，東瀛遊控股有限公司（「本公司」，連同其附屬公司統稱為「本集團」）致力為客人提供及開拓多元化的旅遊產品服務，帶來與別不同的愉快旅遊體驗，送給客人多一分開心。同時，本集團嚴格履行環境及社會責任，積極擴大各方面的努力，向低碳發展轉型，致力於遏制全球變暖。因此，本集團在日常營運中考慮重大環境、社會及管治事宜及財務收入，並將其長期成功與其企業環境、社會及管治管理及可持續發展的有效性聯繫起來。本公司董事會（「董事會」）在實施本集團環境、社會及管治管理政策及監督日常實踐方面發揮關鍵作用，並全面負責實施本集團環境、社會及管治策略、實踐及報告的有效性。

根據香港聯合交易所有限公司（「聯交所」）證券上市規則附錄27—環境、社會及管治報告指引的規定，本集團就截至2018年12月31日止年度（「2018年財政年度」）欣然呈列其第三份環境、社會及管治報告，以闡述本集團於2018年財政年度在環境、社會及管治管理及企業可持續發展方面的方法及表現。

As one of Hong Kong's prominent brands in the travel industry, EGL Holdings Company Limited (the "Company"), together with its subsidiaries (the "Group") is dedicated to providing and exploring diversified travel products and services for our customers, in order to bring them unique and pleasurable travel experience with more moments of joy. Meanwhile, the Group stringently adheres to its environmental and social responsibilities, actively scales up its efforts in various aspects to transition towards low-carbon development and is committed to thwarting global warming. As such, the Group takes into consideration the material environmental, social and governance (collectively referred to as "ESG") matters alongside financial income in its daily operations and inherently links its long-term success to the effectiveness of its corporate ESG management and sustainable development. The board of directors of the Company (the "Board") plays a pivotal role in the implementation of the Group's ESG management policies and the supervision of its daily practices, and has overall responsibility for the effectiveness of the implementation of the Group's ESG strategy, practices and reporting.

In compliance with the requirements under Appendix 27 – Environmental, Social and Governance Reporting Guide to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "Stock Exchange"), the Group is pleased to present its third ESG report (the "ESG Report") for the year ended 31 December 2018 ("FY2018") demonstrating the Group's approach and performance in terms of its ESG management and corporate sustainable development in FY2018.

II. 本報告的報告期及範圍

II. REPORTING PERIOD AND SCOPE OF THE REPORT

本環境、社會及管治報告涵蓋本集團業務範圍內的環境及社會表現，包括(i)本集團位於香港、澳門、中華人民共和國、台灣及日本辦事處的旅遊相關業務，及(ii)本集團於日本的酒店營運業務。有關企業管治章節，請參閱本集團2018年年報第57至72頁。本環境、社會及管治報告的報告期為2018年財政年度。

This ESG Report covers the environmental and social performance within the operational boundaries of the Group that includes the (i) Group's travel-related businesses in the offices situated in Hong Kong, Macau, the People's Republic of China, Taiwan, and Japan, and (ii) the Group's hotel operation business in Japan. For corporate governance section, please refer to the Group's 2018 annual report on pages 57 to 72 therein. The reporting period of this ESG report is for FY2018.

III. 持份者參與

III. STAKEHOLDER ENGAGEMENT

促進與持份者的良好關係一直被視為為所有人創造價值的前提條件。因此，本集團依靠其良好的企業公民意識、聲譽影響力及很強的協調能力，有效地與持份者進行溝通及互動。通過以下所示近年來各種開放溝通渠道，本集團加深了對其持份者的關注點及期望的理解，並取得了成功。而這也促進了本集團在競爭激烈的市場中更加準確地定位，能夠實現快速、適當的策略調整。

Fostering a sound relationship with all stakeholders has been regarded by the Group as the premise of value creation for all. As such, the Group relies on its good corporate citizenship, reputational influence and strong capability in coordination to communicate and engage with its stakeholders effectively. Through a broad range of open communication channels in recent years as shown below, the Group has successfully garnered a deeper understanding of its stakeholders' concerns and expectations, which has facilitated the Group to better position itself in the competitive market and to make rapid and appropriate strategic adjustments.

與持份者的溝通

COMMUNICATION WITH STAKEHOLDERS

持份者 Stakeholders	期望及關注事項 Expectations and Concerns	溝通渠道 Communication Channels
Government and regulatory authorities 政府和監管機構	<ul style="list-style-type: none"> - Compliance with laws and regulations 遵守法例及規例 - Anti-corruption policies 反貪污政策 - Supporting local economic development 支持當地經濟發展 - Product/service responsibility 產品／服務責任 	<ul style="list-style-type: none"> - Supervision on compliance with local laws and regulations 監督遵守當地法例及規例的情況 - Routine reports 常規報告
Shareholders 股東	<ul style="list-style-type: none"> - Return on investments 投資回報 - Corporate governance 企業管治 - Business compliance 業務合規 	<ul style="list-style-type: none"> - Regular financial reports 定期財務報告 - Announcements and Circulars 公告及通函 - General meetings 股東大會 - Official website of the Company 公司官方網站

III. 持份者參與 III. STAKEHOLDER ENGAGEMENT

持份者 Stakeholders	期望及關注事項 Expectations and Concerns	溝通渠道 Communication Channels
Employees 僱員	<ul style="list-style-type: none"> - Employees' remuneration and benefits 僱員的薪酬和福利 - Career development 職業發展 - Health and safety in the workplace 工作環境的健康及安全 - Energy conservation and environmental protection 節能環保 - Investment in community development 社區發展投資 	<ul style="list-style-type: none"> - Performance reviews 績效審查 - Regular meetings and trainings 定期會議與培訓 - Emails, notice boards and hotline 電子郵件、通告板及熱線
Customers 客戶	<ul style="list-style-type: none"> - High quality products and services 高質素產品及服務 - Protection of the rights of customers 保障客戶的權利 - Customer satisfaction 客戶滿意度 	<ul style="list-style-type: none"> - Customer satisfaction surveys 客戶滿意度調查 - Face-to-face meetings and on-site visits 面談會議和實地考察 - Customer service hotline and emails 客戶服務熱線及電子郵件
Suppliers 供應商	<ul style="list-style-type: none"> - Fair and open procurement 公平公開的採購 - Win-win upstream and downstream cooperation 與上游及下游合作夥伴的雙贏合作 	<ul style="list-style-type: none"> - Open tenders 公開招標 - Procurement reviews 採購審查 - Face-to-face meetings and on-site visits 面談會議和實地考察

III. 持份者參與

III. STAKEHOLDER ENGAGEMENT

持份者 Stakeholders	期望及關注事項 Expectations and Concerns	溝通渠道 Communication Channels
General public 公眾	<ul style="list-style-type: none">- Involvement in communities 投入社區- Business compliance 業務合規- Environmental protection awareness 環境保護意識	<ul style="list-style-type: none">- Media conferences and responses to enquiries 媒體會議及回應查詢- Public welfare activities 公益活動- Official website of the Company 公司官方網站

重要性評估

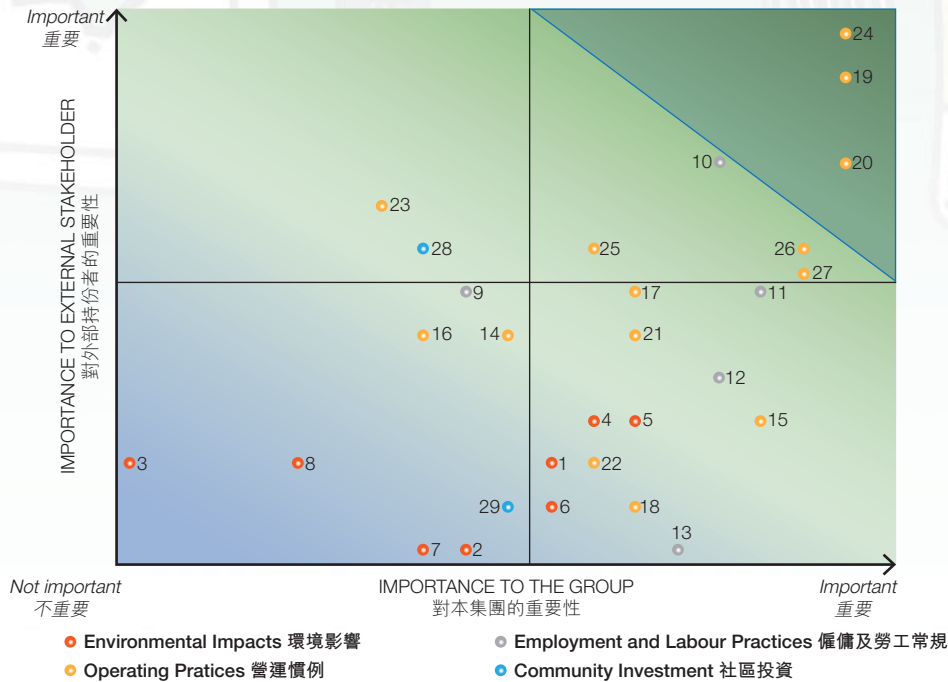
由於環境、社會及管治相關的風險和機會對於本集團擁有不同背景、主要業務及商業模型的持份者來說是截然不同的，本集團進行年度審查，以確定其持份者在本集團環境、社會及管治相關事宜上的主要關注點與重大權益。於2018年財政年度，本集團邀請其持份者參與重要性評估調查。具體而言，本集團根據持份者對本集團的影響及依賴程度對內部與外部持份者進行挑選並邀請彼等參與網上調查，對一系列的環境、社會及管治問題（覆蓋環境、社會及管治指引項下各種環境及社會範疇）表達意見。此次網上調查包括多項與本集團的業務發展及策略密切相關並且十分重要的問題。通過將本次調查結果繪製成如下所示的重要性矩陣，此次客觀、透明且對決策有幫助的重要性評估讓本集團對環境、社會及管治問題予以重視。該評估過程凸顯出本集團對於持份者的參與十分重視。調查其結果亦作為一個有力手段，促進本集團不斷制定有針對性的環境、社會及管治管理行動計劃。

MATERIALITY ASSESSMENT

As ESG risks and opportunities vary among the stakeholders of the Group with different backgrounds, principal activities and business models, the Group undertook an annual review to identify its stakeholders' main concerns and material interests in relation to the ESG issues of the Group. In FY2018, the Group engaged its stakeholders to conduct a materiality assessment survey. Specifically, the Group selected certain internal and external stakeholders based on their influence and dependence on the Group and invited them to participate in an online survey to express their views on a list of ESG issues covering various topics under environmental and social subject areas in the ESG Guide. The online survey contained many well-designed questions, which were believed to be material and relevant to the Group's business development and strategies. Such an objective, transparent and decision-useful materiality assessment allowed the Group to prioritise its ESG issues after mapping the results of the survey to a materiality matrix as depicted below. The assessment process demonstrated the Group's emphasis on stakeholders' engagement. The results of the survey served as a powerful tool which assisted the Group to develop its action plans for more focused ESG management.

III. 持份者參與
III. STAKEHOLDER ENGAGEMENT

STAKEHOLDER ENGAGEMENT MATERIALITY MATRIX
持份者的參與重要性分析矩陣



1 Air and greenhouse gas emissions 廢氣及溫室氣體的排放	11 Occupational health and safety 職業健康與安全	21 Marketing and promotion 營銷及推廣
2 Sewage treatment 污水處理	12 Employee development and training 僱員發展及培訓	22 Observance and protection of intellectual property rights 遵守及保障知識產權
3 Land use, pollution and restoration 土地使用、污染和恢復	13 Prevention of child and forced labour 防止童工和強制勞工	23 Quality control and management of products 產品品質保證和管理
4 Solid waste treatment 固體廢物處理	14 Suppliers' geographical regions in which materials are sourced 供應商按地區分類情況	24 Protection of consumer information and privacy 保護消費者資料及私隱
5 Energy use 能源使用	15 Selection of suppliers and assessment of their products/services 甄選供應商及評估彼等的產品/服務	25 Labelling relating to products/services 與產品/服務相關的標籤
6 Water use 用水	16 Environmental protection assessment of the suppliers 對供應商的環保評估	26 Prevention of bribery, extortion, fraud and money laundering 防止賄賂、敲詐、欺詐及洗錢活動
7 Use of raw/packaging materials 原材料/包裝材料的使用	17 Social risks assessment of the suppliers 對供應商的社會風險評估	27 Anti-corruption policies and whistle-blowing procedures 反貪污政策及舉報程序
8 Mitigation measures to protect natural resources 保護天然資源的措施	18 Procurement practices 採購慣例	28 Understanding local communities' needs 瞭解當地社區需求
9 Composition of employees 僱員組成	19 Health and safety relating to products/services 產品/服務健康和 safety	29 Public welfare and charity 公共福利及慈善
10 Employee remuneration and benefits 僱員薪酬及福利	20 Customer satisfaction 客戶滿意度	

III. 持份者參與

III. STAKEHOLDER ENGAGEMENT

通過該重要性分析矩陣，本集團確定了「保護消費者資料及私隱」、「產品／服務健康和 safety」以及「客戶滿意度」為最重要的環境、社會及管治問題。

Through the materiality analysis, the Group identified “Protection of consumer information and privacy”, “Health and safety relating to products/services” and “Customer satisfaction” as its most important ESG issues.

持份者的反饋

本集團追求卓越，積極歡迎其持份者就改善其企業環境、社會及管治方法和表現提供反饋與意見，尤其是在本集團重要性評估中列為最重要的環境、社會及管治問題。本集團亦歡迎讀者透過以下方式與本集團分享其有關環境、社會及管治事宜的看法：

STAKEHOLDERS FEEDBACK

As the Group strives for excellence, the Group welcomes its stakeholders' feedback and advice on the improvement of its corporate ESG approach and performance, especially the ESG issues identified as the most important in the materiality assessment of the Group. Readers are also welcomed to share their views on the ESG matters with the Group via:

郵寄地址： 香港九龍觀塘鴻圖道83號
東瀛遊廣場15樓

Postal address: 15/F, EGL Tower, 83 Hung To Road, Kwun Tong,
Kowloon, Hong Kong

電子郵件： egl_enquiry@egltours.com

Email: egl_enquiry@egltours.com

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

本集團致力倡導「綠色辦公室」理念並大力實施本集團可減少能源消耗的節能措施。此外，本集團不僅在其辦公室，亦於提供旅行代理商服務過程中致力於提高能源效率。本集團相信，有效利用能源可節省成本，同時減少天然資源的耗用。本集團已遵守於其營運之所在國家所制定的所有相關地方環境法例及規例，如《廢物處置條例》（香港法例第354章）。

The Group endeavours to support the “Green Office” concept and steps up its implementation of energy-saving measures that could reduce energy consumption by the Group. Moreover, the Group is committed to improving the energy efficiency not only at its offices, but also during the provision of travel agency services. The Group believes that the effective use of energy resources brings cost savings and reduces the consumption of natural resources at the same time. The Group has complied with all the relevant local environmental laws and regulations as set out in the country where the Group operates, such as the Waste Disposal Ordinance (Chapter 354 of the Laws of Hong Kong).

下面章節主要披露有關本集團2018年財政年度的排放物、資源使用、環境及天然資源的政策、慣例及量化數據。

The following section primarily discloses the Group’s policies, practices, and quantitative data on its emissions, use of resources, the environment and natural resources in FY2018.

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

A.1. 排放物

於2018年財政年度，本集團於日常營運中已遵守相關國家和地方有關排放物的環境法例。尤其是，本集團未違反任何對本集團有重大影響的關於廢氣及溫室氣體（「溫室氣體」）排放、向水及土地的排污、有害和無害廢物的產生、以及噪音的法例及規例。本集團重點推廣「綠色辦公室」，已採取各種措施減輕其對環境的影響，並在營運期間加大節能力度。

於回顧年度內，本集團產生的空氣污染物包括硫氧化物、氮氧化物和顆粒物，主要來自交通運輸工具的使用。具體而言，於2018年財政年度，本集團硫氧化物、氮氧化物和顆粒物的氣體排放分別為2.1千克、1,652.6千克以及163.3千克。溫室氣體被認為是導致氣候變化的主要因素，並受聯合國氣候變化框架公約的嚴格管控。本集團的溫室氣體排放主要來自於其業務營運與交通運輸中化石燃料的燃燒與電力消耗。於2018年財政年度，本集團溫室氣體總排放量為980.7噸二氧化碳當量，密度為0.55噸二氧化碳當量／百萬港元。此外，於2018年財政年度，本集團共產生65.4噸無害的固體廢物，以及25,138.7噸無害廢水。於回顧年度內，本集團未向環境排放任何有害廢物（固體廢物和廢水）。本集團於2018年財政年度的總排放量於下表一概述。

A.1. EMISSIONS

In FY2018, the Group complied with the relevant national and local environmental laws in terms of emissions during its daily operations. In particular, the Group was not in violation of any laws and regulations in relation to air and greenhouse gas (“GHG”) emissions, discharges into water and land, generation of hazardous and non-hazardous wastes, and noise that have a significant impact on the Group. Laying emphasis on the promotion of “Green Office”, the Group has implemented various measures to mitigate its impacts on the environment and stepped up its efforts in energy conservation during its operations.

During the year under review, air pollutants emitted by the Group, such as sulphur oxides (“SO_x”), nitrogen oxides (“NO_x”) and particulate matter (“PM”), were mainly generated from vehicles used for transportation. Specifically, the Group’s air emissions of SO_x, NO_x and PM amounted to 2.1 kg, 1,652.6 kg and 163.3 kg, respectively in FY2018. GHGs are a major contributor to climate change and have been rigorously governed by the United Nations’ Framework Convention on Climate Change. The GHG emissions from the Group were primarily due to the burning of fossil fuels and the electricity used in its business operations and transportation. In FY2018, the Group’s total GHG emissions amounted to 980.7 tonnes of CO₂e, with an intensity of 0.55 tonnes of CO₂e/HKD million. In addition, a total of 65.4 tonnes of non-hazardous solid wastes, and 25,138.7 tonnes of non-hazardous wastewater were generated by the Group during FY2018. During the year under review, the Group did not discharge any hazardous wastes (solid wastes or wastewater) to the environment. The Group’s total emissions in FY2018 are summarised in Table 1 below.

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

表一 2018年財政年度本集團按類別劃分的總排放量***

Table 1 The Group's Total Emissions by Category in FY2018***

Emissions Category 排放種類	Key Performance Indicator (KPI) 關鍵績效指標	Unit 單位	Amount in	Intensity*
			FY2018 2018年 財政年度 數量	(Unit/HKD million) in FY2018 2018年 財政年度密度* (單位/百萬港元)
Air Emissions 廢氣排放	SOx 硫氧化物	Kg 千克	2.1	1.2×10^{-3}
	NOx 氮氧化物	Kg 千克	1,652.6	0.93
	PM 顆粒物	Kg 千克	163.3	0.09
GHG Emissions 溫室氣體排放	Scope 1 (Direct Emissions) 範圍一 (直接排放)	Tonnes of CO ₂ e 噸二氧化碳當量	404.2	–
	Scope 2 (Energy Indirect Emissions) 範圍二 (能源間接排放)	Tonnes of CO ₂ e 噸二氧化碳當量	532.8	–
	Scope 3** (Other Indirect Emissions) 範圍三** (其他間接排放)	Tonnes of CO ₂ e 噸二氧化碳當量	43.7	–
	Total (Scope 1, 2 & 3) 總計 (範圍一、二及三)	Tonnes of CO ₂ e 噸二氧化碳當量	980.7	0.55
Non-hazardous Wastes 無害廢物	Solid Wastes 固體廢物	Tonnes 噸	65.4	0.04
	Wastewater 廢水	Tonnes 噸	25,138.7	14.15

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

- * 2018年財政年度的排放密度是按本集團所產生廢氣、溫室氣體及其他排放數量分別除以本集團於2018年財政年度的收益（約為1,776.6百萬港元）計算；
 - ** 本集團範圍三（其他間接排放）僅包括於堆填區棄置之廢紙以及政府部門處理淡水及污水所耗之電力；
 - *** 上述溫室氣體排放報告採用的方法基於由聯交所頒布的「如何準備環境、社會及管治報告？附錄二：環境關鍵績效指標匯報指引」。
- * Intensity for FY2018 was calculated by dividing the amount of air, GHG and other emissions respectively by the Group's revenue of approximately HKD1,776.6 million in FY2018;
 - ** The Group's Scope 3 (Other Indirect Emissions) included only paper waste disposed of at landfills, and electricity used for processing fresh water and sewage by government departments;
 - *** The methodology adopted for reporting on GHG emissions set out above was based on "How to Prepare an ESG Report? – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange.

廢氣及溫室氣體排放

鑑於本集團的業務性質，日常營運的廢氣排放主要來自各種形式車輛的運輸過程。儘管企業並不會產生大量空氣污染物，本集團仍然在車輛管理方面投放了大量精力，以追求環保經營。具體而言，本集團為其旅遊車選擇高質量燃料及於採購時選擇更環保的車輛，從而向大氣排放較少的污染物。溫室氣體排放控制亦是本集團可持續發展計劃的一部分。天然資源及電力的消耗被視為本集團溫室氣體排放的主要因素。因此，本集團一直致力優化旅遊車管理、透過培訓加強教育僱員降低個人碳足跡，並重新考慮其辦公室的設計及可持續性管理，以節省能源資源，進一步說明請參閱本報告A.2.資源使用。

Air & GHG Emissions

Given the business nature of the Group, principal air emissions from the daily operations were from the transportation process by various forms of vehicles. Despite being an enterprise that does not generate significant amounts of air pollutants, the Group still has put enormous efforts in the vehicle management, in order to pursue an eco-friendly way the business operates. Specifically, the Group opts for high quality fuel for its travel buses and more environmentally friendly vehicles that emit less pollutants to the atmosphere during operations in its procurement. GHG emission control is also part of the Group's scheme to move towards sustainable development. The consumption of natural resources and electricity has been considered as the precursor of the Group's GHG emissions. As such, the Group has been optimising its management of travel buses, strengthening the education of lowering individual carbon footprint among its employees through trainings, and rethinking its design and sustainability management of its offices to save energy resources, which will be described further in A.2. Use of Resources of this report.

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IV. ENVIRONMENTAL SUSTAINABILITY

為更全面說明企業溫室氣體排放情況，本集團於2018年財政年度的報告範圍進一步擴大，並將更多其他間接排放來源納入其溫室氣體排放總量。儘管已計入更多排放源，但由於本集團在控制紙張消耗方面作出了不懈努力，範圍三的溫室氣體排放量與截至2017年12月31日止年度相比減少了近一半。

固體廢物

於2018年財政年度，本集團的固體廢物為生活及商業廢物。本集團堅持「少買少浪費」，認為減少浪費的最有效方法是在源頭防止廢物產生。因此，本集團不同業務分部的附屬公司通過各種渠道大力宣傳減少日常廢物的重要性，包括內部政策及張貼教育貼紙。為有效管理辦公室及酒店的商業固體廢物，本集團已採取多項措施，例如使用集中垃圾箱收集辦公室及酒店的廢物。此外，本集團注重廢物分類。辦公室的分類城市固體廢物通常由樓宇的物業管理處理，然後由政府部門處理。本集團致力於可持續廢物管理，並已採取有效行動以減少、再用及回收物料，具體如下：

- 通過分類過程盡可能回收固體廢物，如碳粉盒及廢紙；

With the goal to depict a more comprehensive landscape of corporate GHG emissions, the Group in FY2018 has furthered its reporting scope and covered more sources of other indirect emissions into its overall GHG emissions. Due to the unwavering efforts made by the Group in controlling the paper consumption, the GHG emissions from Scope 3 dropped by almost half as compared to the year ended 31 December 2017 though more emission sources have been incorporated for calculation.

Solid Wastes

In FY2018, the solid wastes from the Group were domestic and commercial wastes. Insisting on 'buying less so waste less', the Group believes that the most effective way to cut down on waste is to prevent it being generated in the first place. Therefore, the subsidiaries of different business segments of the Group have put great efforts in advocating the importance of reducing daily wastes through a variety of channels, including internal policies and posting stickers for education. To efficiently manage its commercial solid wastes from offices and hotel, the Group has adopted various measures, such as using centralised rubbish bins for the collection of waste in the offices and hotel. Besides, the Group has focused on the waste classification. The sorted municipal solid wastes from offices are normally handled by the property management of the buildings, and then being disposed of by government departments. Given the commitment of the Group to sustainable waste management, effective actions to reduce, reuse and recycle materials have been adopted by the Group, as highlighted below in particular:

- Recycle as much solid wastes as possible through classification process, such as toner cartridges and used paper;

IV. 環境可持續性

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- 教育所有僱員減少塑料餐具等即棄用品的使用；
 - 在辦公室購買微波爐，鼓勵僱員自帶午飯，而不選擇訂購外賣食品，從而可大大減少食品包裝的浪費；及
 - 鼓勵重用辦公文具，如舊文件袋、信封及文件夾。
- Educate all employees on reducing the use of disposable items such as plastic tableware;
 - Purchase microwave ovens in the offices to encourage employees to bring their own lunch boxes instead of ordering take-away food, which could largely reduce the waste of food packages; and
 - Encourage the reuse of office stationeries, such as old document bag, envelope and folder.

廢水

於2018年財政年度，本集團產生的廢水直接排入市政排水網絡。由於廢水量很大程度上取決於所用淡水量，本集團已採取下文「水」分節進一步說明的具體措施，以減少辦公室及酒店的耗水量。

Wastewater

In FY2018, the wastewater generated from the Group was directly discharged into the municipal drainage network. Since the amount of wastewater highly depends on the amount of fresh water used, the Group has taken specific measures, further described in the next sub-section headed “Water”, to reduce its water consumption in the offices and hotel.

A.2. 資源使用

於2018年財政年度，本集團消耗的主要資源為電力、水、汽油、柴油、煤氣及紙張。鑑於其業務性質，本集團於回顧年度內並未消耗任何包裝材料。表二列出了本集團於2018年財政年度不同資源的使用量。

A.2. USE OF RESOURCES

In FY2018, the primary resources consumed by the Group were electricity, water, gasoline, diesel, town gas, and paper. Given the business nature, the Group did not consume any packaging material during the year under review. Table 2 illustrates the amount of different resources used by the Group in FY2018.

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表二 2018年財政年度資源總使用量

Table 2 Total Resource Consumption in FY2018

Use of Resources	Key Performance Indicator (KPI)	Unit	Amount in	Intensity*
			FY2018	(Unit/HKD million) in FY2018
			2018年 財政年度 總量	2018年 財政年度 密度*
資源使用	關鍵績效指標	單位	總量	(單位/百萬港元)
Energy 能源	Electricity 電力	kWh'000 千個千瓦時	958	0.54
	Gasoline 汽油	litres 公升	7,753	4.36
	Diesel 柴油	litres 公升	123,254	69.38
	Town gas 煤氣	m ³ 立方米	62,039	34.92
Water 水	Water 水	m ³ 立方米	25,690	14.46
Paper 紙張	Paper 紙張	kg 千克	7,303	4.11

* 2018年財政年度的排放密度是按本集團於2018年財政年度所消耗的資源量除以本集團2018年財政年度的收益(約為1,776.6百萬港元)計算。

* Intensity for FY2018 was calculated by dividing the amount of resources the Group has consumed in FY2018 by the Group's revenue of approximately HKD1,776.6 million for FY2018.

IV. 環境可持續性

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電力

電力由本集團向當地公用事業公司購買，並用於辦公室及酒店的日常營運。為進一步減少電力消耗以降低溫室氣體排放，本集團已將「節約電力」的口號納入其業務策略及日常營運，並特別是推行了以下措施：

- 關閉所有閒置的燈和空調（例如大部分電器設備在午膳時間關閉）；
- 定期清潔維護辦公室及酒店的電器設備（包括空調和碎紙機），以實現其效能；
- 根據實時天氣調節辦公室空調的設定溫度；
- 提高連接至空調設備的辦公室溫度感應器的準確性，以節省電力；
- 在營運總部的兩個會議室安裝獨立的空調開關，以避免不必要的電力浪費；

Electricity

The Group purchases the electricity from the local public utilities companies and consumed electricity in its daily operations in its offices and hotel. To further mitigate the consumption of electricity so as to diminish its GHG emissions, the Group has embedded the slogan of “Saving Electricity” into its business strategy and daily operations, and in particular implemented the following practices:

- Switch off all idle lights and air-conditioners (e.g. most electrical equipment is turned off during lunch time);
- Maintain the electrical equipment in the offices and hotel (including air-conditioners and paper shredders) regularly to achieve high efficiency;
- Adjust the set temperature of air-conditioners in the offices based on the weather at the time;
- Improve the accuracy of temperature sensors in the offices that are connected to the air-conditioning equipment to save electricity;
- Install independent switches for the air-conditioners in two conference rooms of the operating headquarter, in order to avoid unnecessary waste of electricity;

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- 辦公室及酒店照明採用更高效的LED燈泡代替消耗大量電力的燈泡；
 - 鼓勵所有僱員在可能的情況下保持窗簾的敞開，利用自然陽光照亮辦公室；及
 - 努力打造一個包含許多節能元素的環保酒店，例如在當眼位置張貼貼紙向客戶灌輸「節約電力」理念。
- Use more efficient LED bulbs for office lighting instead of energy-intensive lamps in the offices and hotel;
 - Encourage all employees to keep the curtains open and utilise natural sunlight in the offices when possible; and
 - Endeavour to forge an environmentally friendly hotel that features numbers of elements regarding energy conservation, such as instilling the concept of “saving electricity” to clients through stickers posted at prominent areas.

其他能源資源

本集團的其他能源消耗主要為汽油、柴油及煤氣，本集團對此也十分重視。於2018年財政年度，本集團大幅減少了汽油及柴油的使用量，與2017年財政年度相比，整體下降了10.6%。由於能源對旅遊業至關重要，本集團一直致力優化其營運模式，並相信保證其安全、可靠及可持續的能源使用是本集團業務長期穩定的關鍵。因此，除了在其僱員中提倡節能外，本集團亦專注於管理細節。例如，本集團鼓勵僱員使用電話會議代替可能涉及非必要住宿及差旅的現場會議。此外，本集團的政策要求並明確告知司機在觀光景點等候期間關閉旅遊車的引擎。

Other energy resources

The consumption of other energy resources by the Group, primarily in the forms of gasoline, diesel and town gas, has also drawn the Group's attention. In FY2018, the Group has substantially reduced its usage of gasoline and diesel, with a 10.6% overall decline being recorded when compared with FY2017. As energy resource is essential for the travel business, the Group has always been committed to optimising its operations and believes that ensuring its access to more secure, reliable and sustainable energy sources is the key to the long-term stability of the Group's business. Thus, in addition to the promotion of energy conservation among its employees, the Group has also put its focus on the details in the management. For instance, the Group encourages employees to use telephone conferences instead of physical meetings that may involve unnecessary accommodation and travelling. Also, turning off the engines of travel buses while waiting at sightseeing spots is required by the Group's policies and explicitly conveyed to drivers.

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

水

節約用水一直受到本集團的高度重視。於2018年財政年度，本集團在求取適用水源方面並無任何問題。本集團激勵其所有僱員，竭盡全力減少廢水。為提高水資源的利用效率，本集團進一步採用以下做法：

- 一旦發現滲漏，及時修理滴水水龍頭；
- 通過電子郵件和告示提醒僱員使用後關閉水龍頭；以及
- 於辦公室及酒店的當眼位置張貼「節約用水」的海報，以鼓勵節約用水。

紙張

本集團致力於通過推廣「無紙化辦公」的理念在辦公室中節省紙張，並已取得很大進展。於2018年財政年度，本集團全面實施3R原則—少用、重用及再回收，且共回收了10,417千克紙張。本集團為節約用紙採取的具體措施如下：

- 推廣無紙化辦公與辦公自動化的概念，並盡可能通過電子方式（即通過電子郵件或電子公告板）傳播信息；
- 將雙面打印設置為大多數網絡打印機的預設模式；

Water

Water conservation has been given great attention by the Group. In FY2018, the Group did not face any problem in sourcing water that was fit for its purpose. All employees of the Group have been incentivised to try their best to reduce wastewater. To improve the utilisation efficiency of water resources, the Group has further adopted the following practices:

- Fix dripping taps immediately once leakage is found;
- Remind staff to turn off water taps after use through emails and notices; and
- Place “saving water resources” posters in prominent places in the offices and hotel to encourage water conservation.

Paper

The Group has been dedicated to saving paper in its offices by promoting the concept of ‘paperless office’ and has already achieved significant progress. In FY2018, the Group fully implemented the 3R principle – Reduce, Reuse and Recycle, and a total of 10,417 kg paper was recycled. The effective measures taken by the Group to save paper are highlighted as follows:

- Promote the concept of paperless office and office automation, and disseminate information by electronic means (i.e. emails or e-bulletin boards) as much as possible;
- Set duplex printing as the default mode for most of the network printers;

IV. 環境可持續性

IV. ENVIRONMENTAL SUSTAINABILITY

- 通過在辦公室使用海報和貼紙的形式傳播「打印前請思考」的概念，提醒僱員避免不必要的印刷；以及
- 使用舊的單面文件背面進行打印或用作稿紙。
- Spread the idea of 'think before you print' by using posters and stickers in the offices to remind the staff to avoid unnecessary printings; and
- Use the back of old single-sided documents for printing or as draft paper.

A.3.環境及天然資源

本集團通過已披露的一系列措施節省其營運期間使用的電力、水、化石燃料和紙張，已經在建立一個可靠、適應力強且可持續發展的公司方面取得了重大進展，並成為中國旅遊行業的領導者。作為一家從事旅遊相關業務的公司，本集團對環境相對較大的影響是由於營運期間（尤其是運輸過程）的電力和化石燃料消耗所造成的溫室氣體排放。毫無疑問，溫室氣體排放與如今氣候相關的危機密切相關。為了盡量降低企業溫室氣體排放以及減少僱員個人碳足跡，兩個主要領域已經並將繼續在實現本集團可持續發展的環境願景方面扮演關鍵性的角色：

1. 改造：除不斷優化其辦公設備和系統，包括空調的保養以及高電力能耗照明設備的替換外，本集團的當務之急是從傳統的交通工具轉變為採用新能源車輛。

A.3.THE ENVIRONMENT AND NATURAL RESOURCES

Through a series of measures to save electricity, water, fossil fuels and paper during its operations as disclosed, the Group has made significant progress towards the building of a reliable, resilient and sustainable corporation that pioneers in the travel industry. As a company engaged in the travel-related businesses, the Group's relatively high impact on the environment was GHG emissions due to the consumption of electricity and fossil fuels during its operations, particularly the transportation process. Undoubtedly, GHG emissions have been closely connected with climate-related crises nowadays. To minimise corporate GHG emissions as well as lower the individual carbon footprint of its employees, the following two main areas have been and will continue to be of fundamental importance to the sustainable development under the Group's environmental vision:

1. Retrofit: Not only has the Group kept optimising its office equipment and systems, including the upkeep of air-conditioning and replacement of electricity-intensive lighting fixtures, the transformation from traditional vehicles for transportation into the adoption of new energy ones has been a priority task ahead of the Group.

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2. 環保培訓：為提高辦公室僱員的節能意識及讓其認識到節能與環境影響的關係，本集團經常發出各種通知，提醒彼等採取環保措施。此外，本集團致力於透過細節倡導「綠色工作」的理念。例如，本集團辦公室的所有茶水間增添茶匙，鼓勵僱員減少使用塑料攪拌管。

2. Training on environmental protection: To raise the awareness of employees at offices in energy conservation and its connection with environmental impact, the Group often puts up various notices to remind them of its measures for environmental protection. Furthermore, the Group is committed to advocating the concept of 'Green Work' through details. For example, all the pantries of the Group's offices purchased more teaspoons, which encouraged employees to reduce the use of plastic mixing tube.

未來，本集團將繼續積極堅定地尋求將環境友好措施及解決方案應用於日常營運的可行方法，因為本集團相信在可持續發展方面取得重大進展至關重要，而且是本集團未來在波動的市場及不斷變化的宏觀環境中保持競爭力及靈活性的唯一途徑。

Moving forward, the Group will remain energetic and steadfast in seeking feasible ways to apply environmentally sound measures and solutions into its daily operations, as the Group believes that making enormous strides toward sustainable development is critical and the only way to the Group to keep competitive and resilient in the fluctuating market and ever-changing macro-environment in the future.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

僱傭及勞工常規

B.1. 僱傭

本集團相信良好的人才管理和制定適當的僱傭政策是本集團長期穩定及保持競爭力的基礎。因此，本集團重視僱員的才能，努力為僱員提供適合其職業發展的工作平台與環境。於2018年12月31日，本集團僱員總數為635名。

法例及合規

自成立以來，本集團的僱傭政策為迎合社會變化及更重要是遵守香港、澳門及其他營運區域的相關法例及規例（包括《僱傭條例》（香港法例第57章）、《強制性公積金計劃條例》（香港法例第485章）及《勞動關係法》（澳門））已經進行更新與調整。

此外，本集團已遵守中國中央政府頒布的有關僱員社會保障計劃的法例及規例。本集團的人才資源發展部根據最新的法例及規例定期檢討及更新相關公司政策。

EMPLOYMENT AND LABOUR PRACTICES

B.1. Employment

The Group believes that a sound people management and the formulation of appropriate employment policies are the foundation for the long-term stability and competitiveness of the Group. As such, the Group treasures employees' talent and strives to provide its employees with a suitable platform and working environment for their professional development. As at 31 December 2018, the Group had a total workforce of 635 employees.

Law and Compliance

The Group's employment policies have been updated and adjusted to cater to social changes since the inception, and more importantly, to abide by the relevant laws and regulations in the Hong Kong, Macau and other operating regions including the Employment Ordinance (Chapter 57 of the Laws of Hong Kong), Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong) and Labour Relations Law (Macau).

In addition, the Group has abided by the laws and regulations regarding employees' social security schemes that are enforced by the central government of the PRC. The Group's human resources development department reviews and updates relevant company policies regularly in accordance with the latest laws and regulations.

V. 社會可持續性

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招聘及晉升

本集團已採取一套透明而明確的政策來執行其年度招聘計劃。本集團自2009年起推出「旅遊專才培訓計劃」以招募合適的大學畢業生，並與社會服務機構合作，於2016年開始實施「青年向上流動嚮導計劃」招募合適的香港中學文憑考試畢業生。該兩個計劃均旨在為年輕人提供培訓及晉升機會，並提高其士氣及對本集團的忠誠度。本集團認為招賢納士及留住人才對於保持本集團在市場上的持續競爭力十分重要。於2018年財政年度期間，本集團已舉辦多次招聘會和校園招聘。

本集團依照其招聘政策，根據申請人的教育背景、個人能力、工作經驗及職業理想，提供公平及具競爭力的薪酬與福利，從而吸引高素質人才。本集團亦參考與僱員晉升有關的市場標準，為在職位上有著卓越表現和潛力的合適僱員提供晉升及發展機會。

Recruitment and promotion

The Group has adopted a set of transparent and clear policies to conduct its annual recruitment plan. The Group has launched the “Talent Development Scheme” (旅遊專才培訓計劃) since 2009 to recruit suitable graduates from universities and has collaborated with Non-Governmental Organisations (NGOs) in the implementation of “Youth Upward Mobility Mentorship Program” (YUM) (青年向上流動嚮導計劃) that started from 2016, aiming to recruit suitable Hong Kong Diploma of Secondary Education Examination graduates. The goals of the two programs were to provide training and promotion opportunities for the youths while enhancing their morale during the work and developing strong loyalty to the Group. The Group considers talent acquisition and retention as essential to keeping the Group consistently competitive in the market and has organised a number of job fairs and campus recruitment during FY2018.

Pursuant to its recruitment policy, the Group offers fair and competitive remuneration and benefits in accordance with the applicants' educational backgrounds, personal attributes, job experiences and career aspirations to attract high-calibre candidates. The Group also refers to market benchmarks in relation to staff promotion and provides opportunities of promotion and development for eligible employees who have shown outstanding performance and potential in their positions.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

薪酬及紀律處分

由於留住人才對其未來業務發展至關重要，本集團不斷檢討其薪酬待遇，並對僱員的能力及表現進行考核及定期評估，以確保僱員的努力及貢獻可得到本集團適當的認可。薪酬調整和僱傭合同的終止取決於若干因素，例如相關僱員及本集團的表現，並基於合理及合法的理由以及內部政策。本集團嚴格禁止任何不公平或不合理的解僱，因此制定了嚴格的政策規定解僱程序。

工作時數及假期

在工作與休息之間尋求平衡不僅可以有效地幫助僱員得到適當的休整，同時可以提高本集團的生產力。除基本年假和法定假日外，本集團僱員亦有權享有額外假期福利，例如婚假、額外產假、額外侍產假及喪假等。

Compensation and disciplinary action

As talent retention is vital to its business development in the long run, the Group periodically reviews its compensation packages and performs the probationary and regular evaluations on the capability and performance of its employees, to ensure that all employees can be recognised by the Group appropriately with respect to their efforts and contributions. Adjustment of compensation and termination of employment are determined by a number of factors, such as performance of the relevant employee, reasonable and lawful grounds and the internal policies. Since the Group strictly prohibits any kind of unfair or illegitimate dismissal, stringent policies regulating the procedures of dismissal of employees are in place for employee management.

Working hours and rest periods

Seeking a proper balance between work and leisure can effectively help employees recharging energy, and in return, enhancing the productivity of the Group. In addition to basic annual leave and statutory holidays, employees of the Group are also entitled to extra leave benefits, such as marriage leave, extra maternity leave, extra paternity leave and compassionate leave.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

平等機會、多元化及反歧視

作為提供平等機會的僱主，對於本集團而言，在所有人力資源和僱傭決策中通過促進反歧視和平等機會，從而營造一個公平競爭、相互尊重及多元化的工作環境絕不僅僅只是一個口號。相反，本集團希望實施嚴格的政策來規範其日常的企業實踐，避免任何可能違反平等機會和反歧視原則的活動。具體而言，招聘、培訓、晉升機會、解僱政策並非以申請者或僱員的年齡、性別、婚姻狀況、懷孕、家庭狀況、殘疾、種族、膚色、血統、民族或種族、國籍、宗教信仰或任何其他非工作相關因素為依據。同時，根據當地法例及規例（如《殘疾歧視條例》（香港法例第487章）及《性別歧視條例》（香港法例第480章）），本集團的平等機會政策不容許任何工作場所歧視、騷擾或誹謗。本集團積極鼓勵僱員向人才資源發展部報告任何涉及歧視的事件。人才資源發展部負責評估、處理、記錄以及對於經證實的有關案件採取任何必要的紀律處分。

Equal opportunity, diversity and anti-discrimination

To the Group, which is an equal opportunity employer, creating a fair, respectful and diverse working environment by promoting anti-discrimination and equal opportunity in all its human resources and employment decisions should never be just a slogan. Rather, the Group hopes to implement strict policies to regulate its daily corporate practices and avoid any activities that may violate the principles of equal opportunity and anti-discrimination. Specifically, hiring, training, promotion opportunities, dismissal policies are all based on factors irrespective of the applicants' or the employees' age, sex, marital status, pregnancy, family status, disability, race, colour, descent, national or ethnic origins, nationality, religion or any other non-job related factors. Meanwhile, in accordance with the local laws and regulations such as the Disability Discrimination Ordinance (Chapter 487 of The Laws of Hong Kong) and the Sex Discrimination Ordinance (Chapter 480 of The Laws of Hong Kong), the Group's equal opportunity policy allows zero tolerance to any workplace discrimination, harassment or vilification. Employees are vigorously encouraged to report any incidents involving discrimination to the human resource development department of the Group, which takes the responsibility for assessing, dealing with, recording and taking any necessary disciplinary actions in relation to the substantiated cases.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

其他待遇及福利

本集團關注僱員的福祉，並相信他們能夠實現本集團企業價值觀。本集團按照相關法例及規例的要求為僱員提供工傷保險。於2018年財政年度，本集團組織了很多有意義且有趣的活動，包括晚宴、年度宴會、短途旅行、秋季燒烤、蛋糕烘焙課、手工製作復活節娃娃、準備母親節康乃馨、保齡球比賽、手機影片製作比賽、聖誕樹環保裝飾比賽及團隊建立比賽。本集團相信僱員之間的團結及歸屬感是企業穩定與發展的前提。本集團所舉辦的該等活動可激勵僱員向同事學習、加強與同事的聯繫、促進公司的合作精神，並鼓勵彼等對生活及工作持積極態度。

於2018年財政年度，本集團已遵守對本集團有重大影響的薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及福利及其他待遇方面的相關法例及規例。

Other benefits and welfare

The Group cares about the well-being of its employees and believes that they are able to realise the corporate values of the Group. The Group provides employment injury insurance for its employees in accordance with the requirements under the relevant laws and regulations. In FY2018, the Group organised myriads of meaningful and entertaining activities, including dinner gatherings, annual banquet, excursions, autumn barbecue, cake baking class, handcrafting Easter dolls, preparing Mother's Day carnations, bowling competition, mobile video competition, Christmas tree-based environmental decoration competition and team-building games. The Group believes that the solidarity and sense of belonging among employees are the prerequisite of corporate stability and development. These activities held by the Group could inspire employees to learn from peers, strengthen their bonds with colleagues, facilitate the spirit of collaboration in the company, and encourage them to hold a positive attitude on both life and work.

In FY2018, the Group was in compliance with the relevant laws and regulations in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, welfare and other benefits that have a significant impact on the Group.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

B.2. 健康與安全

工作中的健康與安全涉及預防傷害以及提高僱員在工作場所的福祉。為了給本集團僱員提供並維持安全、整潔及環境友好的工作條件，本集團已根據香港、澳門及其他營運地區的相關法例及規例（如《職業安全及健康條例》（香港法例第509章））制定嚴格的安全及健康政策。

為了實現日常營運零事故，本集團嚴格執行內部政策，以確保可以明顯減少甚至消除職業危害。具體而言，本集團禁止在工作場所吸煙及飲酒。本集團與當地消防單位定期舉辦應急演習。安全檢查被認為是減少工作場所潛在安全及健康風險的有效方法，本集團的負責團隊定期對辦公室及酒店進行相關檢查。在提升僱員在工作場所的健康及安全方面，室內空氣質量是本集團非常重視的一個重要方面。未經適當清潔及維護的空調裝置或系統可能會給過敏及哮喘患者造成麻煩，若長時間待在室內會危害人們的健康。因此，本集團定期清潔及維護所有辦公室及酒店的空調設備，並已製定清潔方案，以對若干類型設施進行消毒。本集團亦根據相關法例及規例的要求為其員工提供醫療及工傷保險。

B.2. Health and Safety

Health and safety at work involves both the prevention of harm and the promotion of employees' well-being at the workplace. To provide and maintain a safe, clean and environmentally friendly working condition for its employees, the Group has established strict safety and health policies and complied with relevant laws and regulations in Hong Kong, Macau and other operating regions, such as Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong).

To strive for zero accidents in its daily operations, the Group strictly implements its internal policies to make sure that the occupational hazards could be significantly reduced and even eliminated. Specifically, the Group prohibits smoking and liquor drinking at the workplace. Emergency response drills are regularly organised by the Group and local fire units. Safety inspections are believed to be an effective way to minimise the potential safety and health risks in the workplace and the responsible team in the Group conducts relevant inspections in the offices and hotel on a periodical basis. Indoor air quality is another important aspect the Group pays great attention to with regard to the promotion of employees' health and safety in the workplace. An air conditioning unit or system that is not properly cleaned and maintained can create problems for people with allergies and asthma, a result that jeopardises people's health should they stay inside for a long time. As such, the Group cleans and maintains its air conditioning equipment in all offices and hotel regularly, and has established cleaning protocol for the disinfection of certain types of facilities. The Group also provides medical and employment injury insurances to its staff according to the requirements under the relevant laws and regulations.

V. 社會可持續性 V. SOCIAL SUSTAINABILITY

本集團致力於不斷加強對職業健康與安全的管理，同時為客戶提供最佳的旅遊體驗。鑑於在旅遊相關業務中發生的常見受傷類型，例如冰上滑倒及在旅遊巴士上講解時摔倒，本集團旨在側重以下方面：

- 根據職業安全健康局的《旅遊業領隊及導遊的職業安全及健康》課程，為旅遊業領隊及導遊安排職業健康及安全培訓；
- 通過辦公室及酒店的公告、貼紙及警示海報，分配更多資源於職業健康及安全教育上，並向旅遊業領隊及導遊分發相關安全指示；及
- 定期檢討及更新本集團《職業安全措施計劃書》的內容。

於回顧年度內，本集團順利達成工作場所零事故的目標，並未發現與工作有關的嚴重傷亡個案。於2018年財政年度，本集團並無違反任何有關提供安全工作環境及保障僱員避免職業性危害而對本集團有重大影響的相關法例及規例之違規事件。

The Group is committed to continuously strengthening its management of occupational health and safety while providing the best tour experience to its clients. Given the common types of injuries incurred while working in the travel-related business, such as slipping over on the ice and falling over on the tour bus while giving talks, the Group aims to put more focus on the following areas:

- Arrange occupational health and safety trainings for tour escort and tour guide according to the course of “Occupational Safety and Health for Tour Escort and Tour Guide” (旅遊業領隊及導遊的職業安全及健康) from Occupational Safety and Health Council (職業安全健康局)；
- Allocate more resources to the education on occupational health and safety through bulletins, stickers and warning posters in the offices and hotels, and distribute relevant safety instructions to tour escort and tour guide; and
- Regularly review and update the content of “Occupational Safety Measures Plan Book” (職業安全措施計劃書) of the Group.

During the year under review, the Group successfully accomplished its target of zero accidents in the workplace and found no case of serious work-related fatalities. In FY2018, there was no violation of any of the relevant laws and regulations in relation to providing a safe working environment and protecting the employees from occupational hazards that have a significant impact on the Group.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

B.3. 發展及培訓

本集團持之以恆地致力為僱員設計及提供合適的培訓課程，並根據其內部政策，在回顧年度內開展大量培訓，其培訓主題亦十分豐富。本集團在香港東瀛遊廣場設有培訓中心。本集團的學習與發展部主要負責內部培訓及為本集團制定培訓策略。學習與發展部於每年年初收集績效評核表格及部門培訓需求表格，進行培訓需求分析及為本集團各個分部提供所需培訓課程。本集團亦透過內聯網平台，以上載最新旅行相關資料。除了為新入職的僱員提供一系列完整的培訓外，例如企業文化、組織結構以及職業健康與安全，本集團在回顧年度內根據企業與個人需求為有經驗的員工提供以下眾多與其他工作相關課程。

B.3. Development and Training

The Group has always been committed to designing and providing suitable training programmes to its employees and organised a multitude of trainings that covered numerous subjects during the year under review in accordance with its internal policy. The Group has a training centre located at EGL Tower in Hong Kong. The Learning and Development Section (學習與發展部) of the Group is the unit mainly responsible for the arrangement of in-house trainings and setting up training strategy of the Group. The Learning and Development Section performs analysis on the training needs through the Performance Assessment Form (績效評核表格) and the Departmental Training Request Form (部門培訓需求表格) at the beginning of each year, and provides required training courses to different divisions of the Group. The Group also has an intranet platform to circulate the latest tour-related information within the Group. In addition to a complete training package to the new hires, such as corporate culture, organisational structure, and occupational health and safety, a number of other job-related courses were offered to the experienced staff according to both corporate and individual needs during the year under review as highlighted below.

V. 社會可持續性
V. SOCIAL SUSTAINABILITY

Training topic 培訓主題	Objectives 目標
Problem-solving techniques 問題解決技巧	Make employees to think of the problem from various angles and cope with the problem efficiently 使僱員能從不同角度思考問題，有效應對問題
Communication skills 溝通技巧	Facilitate the communication among colleagues and create a harmonious working environment 促進同事之間的溝通，創造一個和諧的工作環境
Supervision skills 監督技巧	Provide basic techniques and standard procedures in supervising employees 提供監督僱員的基本技巧及基本程序
Management and leadership 管理與領導	Enhance the individual sense of satisfaction of employees and forge a highly efficient team with discipline 提升僱員的個人滿足感，培養高效且有紀律的團隊
How to inspire subordinates 激勵下屬的方式	Make the managers master the skills in supervising and incentivising subordinates in the work 使管理人員掌握在工作中監督及激勵下屬的技能
Dealing with complaints 處理投訴	Introduce the general mood of society in this day and age, and teach techniques of how to deal with complaints effectively and calmly 介紹目前的社會風氣，教授高效冷靜處理投訴的技巧
Seminars for tour escort and tour guide in Taiwan, Korea and Japan 針對台灣、韓國及日本旅遊業 領隊及導遊的講座	Improve the tour guide's abilities in communication, handling emergency problems and undertaking every task alone 提升導遊溝通、處理應急問題及單獨執行任務的能力

為進一步提升僱員的專業技能從而實現本集團的發展目標，本集團大力鼓勵其僱員參加專業資格考試。參加專業資格考試的僱員可獲得額外休假福利且取得職業資格證書的僱員，其所花費用將得到本集團的報銷。同時，本集團亦定期邀請外間機構和專家為其僱員提供相關培訓。

To further enhance their professional skills so as to meet the Group's development goal, the employees of the Group are highly encouraged to take professional qualification examinations and attend external trainings. Employees who have taken professional qualification examinations could be granted extra leave benefits and those who obtained vocational qualification certificates will receive reimbursements from the Group. Meanwhile, the Group regularly invites external organisations and experts to provide relevant trainings to its employees.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

B.4. 勞工準則

於2018年財政年度，本集團遵守《僱傭條例》（香港法例第57章）及香港、澳門及其他營運地區的其他相關勞工法例及規例，以禁止僱用任何童工或強制勞工。為打擊童工、未成年工人和強制勞工有關的非法就業，本集團的人才資源發展部要求所有應徵者提供有效的身份證明文件，以確保應徵者在確認任何工作之前可以合法受僱。本集團的人才資源發展部亦有責任監督和確保企業政策和實踐遵守禁止童工及強制勞工相關的法例及規例。一旦本集團發現任何違反有關勞工法例、規例或標準的事件，相關僱傭合同將立即終止。

於2018年財政年度，本集團並無違反任何對本集團有重大影響的有關防止童工或強制勞工方面的相關法例及規例。

營運慣例

B.5. 供應鏈管理

有效的供應鏈管理是任何公司業務發展的命脈。因此，本集團十分重視減輕可能影響其供應鏈的環境與社會風險，旨在維持可靠及穩定財務收入的同時，履行其保護環境的承諾。作為一家對社會負責任的企業，本集團深知其在加強對供應商的管理及控制方面所背負的責任及義務，並要求其業務合作夥伴遵守本集團營運所在國家／地區的相關當地法例及規例以及本集團自身的標準及規範。

B.4. Labour Standards

In FY2018, the Group abided by the Employment Ordinance (Chapter 57 of the Laws of Hong Kong) and other related labour laws and regulations in Hong Kong, Macau and other operating regions to prohibit any child and forced labour employment. To combat against illegal employment of child labour, underage workers and forced labour, the Group's human resource development department requires all job applicants to provide valid identity documents to ensure that they are lawfully employable prior to confirmation of any employment. It is also the responsibility of the Group's human resource development department to monitor and guarantee the compliance of corporate policies and practices with the relevant laws and regulations that prohibit child labour and forced labour. Once the Group has identified any case which fails to comply with the relevant labour laws, regulations or standards, the relevant employment contract will be immediately terminated.

In FY2018, the Group was not in violation of any relevant laws and regulations in relation to the prevention of child and forced labour that have a significant impact on the Group.

OPERATING PRACTICES

B.5. Supply Chain Management

An effective supply chain management is the lifeblood of any company in its business growth. As a result, the Group has given serious attention to the mitigation of the environmental and social risks that may affect its supply chain in order to maintain a reliable and stable financial income while fulfilling its environmental commitment. As a socially responsible enterprise, the Group is aware of its duties and obligations in strengthening its management and control over its suppliers, and requires its business partners to comply with the relevant local laws and regulations as set out in the country where the Group operates as well as the Group's own standards and specifications.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

旅行團的地接營運商、航空公司及酒店及獨立自由旅客(「自由行」)的國際酒店預訂平台、鐵路公司、汽車供應商及主題公園為本集團旅遊相關業務的主要供應商。為旅行團挑選地接營運商時，本集團考慮一系列因素，如地接營運商的聲譽、服務／產品質量、營業記錄及架構、提供的旅遊服務內容、價格及是否持有相關許可證。本集團亦諮詢當地旅遊局、航空公司及酒店，並對候選供應商的營業記錄進行評估，以確保所選供應商可靠且值得信賴。為穩定供應鏈及應對任何緊急情況，本集團一般就一個旅行團及目的地至少維持備有兩個供應商作為備選計劃。就酒店經營業務而言，本集團在選擇供應商期間通常側重營業執照及交付能力。值得注意的是，為了盡量減少貨物運輸產生的碳排放及造成的其他環境影響，本集團的酒店經營業務優先考慮當地供應商。總體而言，本集團在選擇供應商時參考國家及地方規例、行業標準及內部政策。

Land operators, airlines and hotels for tours, international hotel aggregators, rail companies, car vendors and theme parks for free independent travellers (“FIT”) are the main suppliers of the travel-related business of the Group. In the selection of land operators for package tours, the Group takes into account a number of factors including the land operator’s reputation, service/product quality, business history and structure, travel elements offered, price and possession of relevant licences. The Group also consults the local tourism bureau, airline companies and hotels and conducts evaluations on the business history of candidate suppliers to ensure that the selected suppliers are reliable and can be trusted. To stabilise the supply chain and prepare for any emergency, the Group generally maintains at least two suppliers as alternative plans for one tour package and destination. In terms of the hotel operation business, the Group normally puts its focus on the business license and capability for delivery during the selection of suppliers. Notably, to minimise the carbon emissions and other environmental impacts caused by the transportation of goods, the hotel operation business of the Group gives priority to local suppliers. By and large, the Group refers to national and local regulations, industry standards and internal policies in the selection of suppliers.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

為了有效管理供應商並為客戶提供最佳體驗，本集團從遊客收集反饋信息及要求領隊編製領隊監控完團報告書，持續評估服務質量（如旅遊行程的完整程度及質量以及對膳食、航空公司、旅遊巴士及酒店的滿意程度）。領隊及客戶若提供負面反饋，客戶服務部將進行文件記錄及跟進。本集團定期與供應商進行合作調查，以將潛在風險降至最低，並解決日後可能影響本集團與其供應商之間業務關係的任何問題。鑑於與供應商的穩固關係，本集團於過去數年並未與供應商發生任何重大延誤、衝突或其他重大問題。本集團重視與供應商的相互理解，並相信彼此之間的尊重對於與業務合作夥伴維持可持續且穩定的業務關係至關重要。

環境影響亦是本集團供應鏈管理的一個重要方面。具體而言，本集團不僅關注服務質量、產品成本及供應商所提供貨物及服務的交付時間，節能及環境保護亦在本集團選擇供應商及採購材料方面發揮著至關重要的作用。例如，本集團為其辦公室及酒店選擇節能性能較好的辦公文具及設施，如節能複印機及冰箱。

To effectively manage its suppliers and provide the best experience to its customers, the Group gathers the feedback from tourists and requires tour escorts to prepare an evaluation report (領隊監控完團報告書) that assesses the quality of services, such as the completeness and quality of the itinerary, and level of satisfaction on meals, airlines, tour buses and hotels on a continuous basis. Negative feedbacks from tour escorts and customers are recorded, documented and followed up by the customer service department. Cooperation surveys with the suppliers are conducted by the Group regularly to minimise potential risks and to address any problem that may harm the business relationship between the Group and its suppliers later. Given the solid and steady relationships with its suppliers, the Group has not experienced any material delays, conflicts or other significant issues with its suppliers in the past years. The Group values the mutual understanding with its suppliers and believes respect toward each other is vital to maintaining a sustainable and robust business relationship with its business partners.

Environmental impact is also a significant aspect in the Group's supply chain management. Specifically, the Group not only focuses on the quality of service, cost of product and lead time of goods and services provided by its suppliers, energy conservation and environmental protection also play a vital role in the Group's selection of suppliers and procurement of materials. For instance, the Group chooses the office stationeries and facilities with good performance as indicated on the energy label for its operations in the offices and hotel, such as energy-efficient copiers and refrigerators.

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B.6. 產品責任

於2018年財政年度，本集團遵守香港、澳門及其他營運地區有關其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對本集團有重大影響的相關條例、規例和標準，包括但不限於：

- 《旅行代理商條例》（香港法例第218章）；
- 《商品說明條例》（香港法例第362章）；
- 《個人資料（私隱）條例》（香港法例第486章）；
- 《消費者委員會條例》（香港法例第216章）；及
- 澳門政府旅遊局、台灣觀光局及日本國家旅遊局的其他旅遊相關要求。

本集團致力履行其為客戶提供愉快、安全及可靠旅行套餐的承諾，並相信領隊的能力是保證旅行團安全及客戶滿意度的重要一環。領隊會向客戶分發安全小錦囊，以便在開始特定活動之前通過基本的安全預防技巧提高彼等的安全意識。領隊根據其年齡、能力及生理健康狀況評估彼等是否適合參與活動。

B.6. Product Responsibility

In FY2018, the Group was in compliance with the relevant rules, regulations and standards in Hong Kong, Macau and other operating regions that have a significant impact on the Group relating to health and safety, advertising, labelling and privacy matters with respect to its products and services and methods of redress, including but not limited to:

- Travel Agents Ordinance (Chapter 218 of The Laws of Hong Kong);
- Trade Description Ordinance (Chapter 362 of The Laws of Hong Kong);
- Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong);
- Consumer Council Ordinance (Chapter 216 of the Laws of Hong Kong); and
- Other travel-related requirements under Macau Government Tourism Office, Taiwan Tourism Bureau and Japan National Tourism Organisation.

The Group strives to fulfill its commitment to providing a pleasant, safe and reliable travel package to its clients and believes that the competency and capability of tour escorts is an important link of chain to ensure the tour safety and customer satisfaction. Tour escorts normally distribute safety tips packs (安全小錦囊) to clients to raise their safety awareness through basic security precautionary tips before setting out for particular activities. Tour escorts assess their suitability based on their age, abilities and physical health before joining the activities.

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此外，領隊要求所有客戶在參加旅遊活動時遵守安全指示及規則，包括陸上、水上及空中的活動。參與者應評估自身條件，以確定彼等是否適合相關活動。此外，本集團的外遊領隊必須通過外遊領隊證書課程並取得香港旅遊業議會提供的領隊證。地接營運商須嚴格遵循協定的行程並根據本集團的安全標準及行為守則接待旅行團。於旅遊期間，領隊亦須監控及評估旅遊營運商提供的服務質量，確保本集團所提供服務標準與客戶同意的條款完全一致。倘發生任何意外，領隊會與旅遊營運商或服務供應商溝通以妥善解決問題。就自由行客戶而言，本集團通過向前往所有或選定（適用於「免費電話」）國家的指定客戶提供「免費電話」及「緊急WhatsApp」以提供技術支援服務。為了提供使客戶滿意的高質量及安全的旅遊套餐，本集團在以下方面做出了更多努力：

Also, the tour escorts require all clients to follow the safety instructions and rules when participating in tour activities, including land, water and air activities. The participants should evaluate their own conditions to decide if they are suitable for the relevant activities. Besides, the Group's outbound tour escorts have to pass the Certificate Course for Outbound Tour Escorts (外遊領隊證書課程) and obtain the Outbound Tour Escorts license (領隊證) offered by the Travel Industry Council of Hong Kong (TICHK). Tour operators are strictly required to stick to the agreed itineraries and lead the tours in accordance with the safety standards and the Group's code of conduct. Tour escorts are accountable of supervising and assessing the quality of services provided by the tour operators throughout the journey, in order to make sure that the service standards provided by the Group conform to the terms agreed with its customers. If any contingency occurs, tour escorts would communicate with the tour operator or the service provider to resolve the issue properly. For FIT customers, the Group offers its technical support services by providing "Toll Free" and "Emergency WhatsApp" to customers travelling to all or selected (applicable to "Toll Free") countries. Aiming to deliver the high-quality and safe tour packages that make its customers satisfied, the Group has made more efforts in the following areas:

- 主管每天向前線僱員簡要介紹旅遊相關產品的詳情；
- 每月為僱員提供不同行程的培訓；
- briefing the details of travel-related products to frontline employees by the supervisor on a daily basis;
- providing trainings to employees on different itineraries monthly;

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- 每兩個月開展一次角色扮演活動，其中前線僱員可獲得在未來進行改進的實踐經驗；
 - 在客戶做出最終決定之前，全面闡述旅行套餐，包括膳食、旅遊巴士類型、住宿、旅遊景點，以及解釋合同中的條款；及
 - 要求未購買相關旅行保險的客戶購買由國際保險公司承保的定制保險。
- initiating a role-play activity bimonthly, in which frontline employees can get the hands-on experience of how to improve in the future;
 - expounding the travel packages to clients comprehensively, including meal, type of tour bus, accommodation, tourist attraction, and interpreting the terms in the contract before clients making the final decision; and
 - requiring clients who have not purchased relevant travel insurance to buy customised insurance underwritten by international insurers.

本集團已就其廣告事宜全面遵守廣告管制規例及營運地區的其他相關規定。本集團已製定內部政策，以確保本集團的銷售及營銷部門向客戶提供符合相關本地廣告法例及規例的旅遊相關產品的精確產品說明及資料。本集團嚴禁任何營銷材料中存在虛假陳述或誇大產品。倘本集團的廣告與本集團提供的實際產品／服務之間存在任何不明確及／或不一致的情況，本集團將諮詢法律顧問以獲取專業建議並立即採取糾正措施。

The Group has fully complied with the Advertisement Control Regulations (廣告管制規例) and other related regulations in the operating regions with respect to its advertising matters. The Group has established internal policies to ensure that the sales and marketing departments of the Group provide precise product descriptions and information about travel-related products which comply with the relevant local advertising laws and regulations to its customers. Any misrepresentation in marketing materials or exaggeration of offerings is strictly prohibited. The Group will consult legal advisers for professional advice and carry out corrective action immediately if there is any unclear and/or inconsistency between the Group's advertisement and the actual product/service the Group provides.

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本集團知悉在營運期間保護客戶私隱的重要性，並遵守本集團營運所在地區的相關法例及規例。本集團參考其內部《私隱政策及指引》，該《私隱政策及指引》乃根據個人資料私隱專員公署的要求制定，以確保妥善保存客戶資料及防止在未經客戶授權的情況下洩露予第三方。本集團從客戶收集的資料僅用於收集資料的目的，且客戶將被告知資料將用於其業務的方式。客戶始終有權審查及修改其個人資料，包括選擇退出任何直接營銷活動。收集的所有個人資料均作保密處理，且僅指定人士有權查閱。除了防止內部重要資料被盜的通常的安全措施外，本集團亦加密其客戶的個人資料並指定專人管理。該加密確保即使數據庫被外部個人／組織竊取，亦無法存取其客戶的資料。更重要的是，本集團的政策限制通過會員申請從數據庫導出會員資料的上限，且僅系統管理員才能設置及修改該上限。通過內部培訓及與僱員簽訂的保密協議，本集團始終強調牢記保密義務的重要性，並將對違反協議的個人採取法律行動。

本集團的營銷服務中心負責收集客戶的投訴。一旦收到投訴，本集團的相關部門將對整個調查過程進行跟進，以確保經證實的投訴可以得到有效處理。於2018年財政年度，本集團並無收到有關違反客戶私隱及客戶資料損失的實質投訴。

The Group is aware of the importance of protecting customers' privacy during its operations and has abided by relevant laws and regulations in the regions where the Group operates. The Group refers to its internal "Privacy Policy and Guideline" which was established based on the requirements of Privacy Commissioner for Personal Data to ensure that the customers' information is securely kept and will never be leaked to a third party without the authorisation from customers. Information collected from customers by the Group would only be used for the purpose for which it has been collected, and customers would be informed of how the data would be used in its business. Customers always have the rights to review and revise their personal data, including opting out of any direct marketing activities. All collected personal data is treated confidentially, and only designated personnel have the permission to access it. Apart from the common security measures to prevent material internal information from being stolen, the Group has encrypted its customers' personal information and assigned specific personnel for its management. Such encryption ensures that even if the database is stolen by external individuals/ organisations, its customers' information cannot be accessed. What is more, it is the Group's policy that limits the maximum amount of members' information being exported from the database by member application, which only the system administrator can set and modify. Through internal trainings and confidentiality agreements with employees, the Group keeps stressing the importance of bearing in mind the confidentiality obligations and will take legal actions against individuals who have violated the agreements.

The marketing service centre of the Group is responsible for the collection of customers' complaints. Once any complaint is received, the relevant department of the Group will follow up the entire investigation to make sure that substantiated complaints can be dealt with effectively. In FY2018, there was no substantiated complaint received by the Group concerning the breach of customer privacy and the loss of customer data.

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鑑於業務性質，標籤事宜不適用於本集團，因此本報告未提及相關規例及公司慣例。

Given the business nature, the labelling matters are not applicable to the Group and thus relevant regulations and corporate practices are not mentioned in this report.

B.7. 反貪污

為維持公平、合乎道德及高效的工作環境，本集團恪守當地有關反貪污及防止賄賂的法例及規例（不因本集團營運所在地區而異），包括但不限於《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）及香港旅遊業議會會員一般作業守則。本集團定期為其僱員籌辦香港廉政公署（「廉署」）舉辦的研討會。新入職員工須參加入職培訓，加深對本集團內部政策的理解，防止貪污腐敗。

B.7. Anti-corruption

To maintain a fair, ethical and efficient working environment, the Group abided by the local laws and regulations relating to anti-corruption and bribery prevention, irrespective of the region in which the Group operates, including but not limited to the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Chapter 615 of the Laws of Hong Kong), the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong) and General Code of Conduct for TIC Members in Hong Kong. The Group arranges the Hong Kong Independent Commission Against Corruption (“ICAC”) seminars for its employees regularly. Newly hired employees are required to join the orientation programme in order to understand the Group’s internal policies for prohibiting corruption.

本集團已製定並嚴格執行內部政策，以杜絕本集團內部的任何違法行為，包括貪污、勒索及洗黑錢。本集團禁止一切形式的賄賂和腐敗，並要求其所有僱員遵守相關的職業道德守則。本集團期望所有僱員誠信地履行其職責、公平和專業地行事，不會參與賄賂或任何可能利用其職位違背本集團利益的活動。於回顧年度內，概無就本集團或其任何僱員提出有關貪污腐敗的法律案件。

The Group has formulated and strictly enforced its internal policies to prevent any illegal practices, including corruption, extortion and money-laundering within the Group. The Group prohibits all forms of bribery and corruption and requires all its employees to follow the relevant codes of professional ethics. All employees are expected to discharge their duties with integrity, to act fairly and professionally, and would not engage in bribery or any activities which might exploit their positions against the Group’s interests. During the year under review, no legal cases regarding corrupt practices were brought against the Group or any of its employees.

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V. SOCIAL SUSTAINABILITY

舉報者可以口頭或書面向本集團高級管理層報告任何可疑的不當行為，並提供事件的詳情及證據。高級管理層將就任何可疑或非法行為進行調查，以保障本集團的利益。本集團已建立有效的申訴機制，以避免舉報者遭遇不公平的解僱或傷害。若發現任何涉嫌犯罪行為，本集團將在集團管理層認為必要時立即向相關監管或執法機關提交報告。

於2018年財政年度，本集團並無違反任何對本集團有重大影響的防止賄賂、勒索、欺詐及洗黑錢方面的相關法例及規例。

Whistle-blowers can report verbally or in writing to the senior management of the Group for any suspected misconduct with full details of the incidents and supporting evidence. The senior management will conduct investigations against any suspicious or illegal behaviour to protect the Group's interests. The Group has established an effective grievance mechanism to protect the whistle-blowers from unfair dismissal or victimisation. Where any crime is suspected by the Group, a report will be submitted promptly to the relevant regulators or law enforcement authorities when the management of the Group considers it necessary.

In FY2018, the Group was not in violation of any relevant laws and regulations in relation to bribery, extortion, fraud and money laundering that have a significant impact on the Group.

社區

B.8. 社區投資

作為企業公民，本集團充分意識到為本集團營運所在社區作出積極貢獻的重要性。本集團不時協調及組織慈善活動，促進社區發展。本集團始終優先考慮該等社區的利益，且尤其致力於發展一個包容、向上及具環保意識的社會。通過與社區的有效積極接觸，本集團主要致力於幫助弱勢群體及殘疾人、促進減輕全球貧困、改善青年健康、倡導保護人權及關愛老年人。

COMMUNITY

B.8. Community Investment

As a corporate citizen, the Group is fully aware of the importance of making positive contributions to the communities in which the Group operates. The Group, from time to time, coordinates and organises charitable events to promote the community development. The Group always gives top priority to the interests of these communities and particularly commits to the development of an inclusive, upwardly mobile and environmentally conscious society. Through an effective and active engagement with the communities, the Group has mainly concentrated on helping underprivileged and handicapped people, promoting the alleviation of global poverty, improving the health of youths, advocating the protection of human rights and caring about the elderly.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

於2018年財政年度，本集團就阿爾茨海默病向高銀慈善基金捐贈了100,000港元，以提高公眾對阿爾茨海默病的認識，並加強對阿爾茨海默病患者及其家屬的支持及關懷。同時，本集團的僱員每兩個月慰問一次阿爾茨海默病患者，並通過與彼等溝通及傾聽彼等的需求，幫助彼等通過訓練。本集團亦參加了仁愛堂舉辦的「善心企業計劃」，並將募捐箱放在我們位於銅鑼灣及旺角的分公司，以鼓勵市民向慈善活動捐款。

為了培養年輕人之間的合作精神及釋放年輕一代探索及發現世界的潛力，本集團連續第三年與「街跑少年」合作，透過全數贊助十五名學生到台灣參加「2018澎湖灣沙灘路跑嘉年華」（贊助費100,000港元）。通過此次精彩經歷，本集團希望年輕人能夠繼續追求夢想、克服挑戰、在困難面前提高信心，及瞭解團隊精神的真正價值。

作為一家長期致力於讓所有人擺脫貧困的企業，本集團贊助EGL足球隊成員參加香港公平貿易聯盟舉辦的「公平貿易盃-香港企業足球賽2018」（贊助費38,000港元），旨在通過促進世界公平貿易經濟來減緩貧困及全球可持續發展。本集團與香港公平貿易聯盟一同呼籲香港的足球愛好者正視足球生產過程中對勞工的剝削，以改善巴基斯坦足球生產人員的生活

In FY2018, the Group made a donation of HK\$100,000 to Charles K. Kao Foundation for Alzheimer's Disease, in order to raise public awareness of Alzheimer's disease and enhance support and care to Alzheimer's patients and their families. Meanwhile, the employees of the Group visited individuals suffering from Alzheimer's disease bimonthly, to help them go through their training by communicating with them and listening attentively to their needs. The Group also took part in the "Compassionate Enterprise Scheme" (善心企業計劃) organised by Yan Oi Tong and put the donation boxes at the branches which were located in Causeway Bay and Mongkok respectively to encourage the public to contribute to charitable activities.

Aiming to cultivate the spirit of collaboration among youths and unleash the potential of young generation to explore and discover the world, the Group cooperated with "Youth.ROC" for the third consecutive year to financially sponsor fifteen students to participate in the "2018 Penghu Bay Beach Running Carnival (2018澎湖灣沙灘路跑嘉年華)" in Taiwan (sponsorship worth of HK\$100,000). Through this wonderful experience, the Group hoped that those youths can keep pursuing dreams, overcoming challenges, raising their confidence in front of the difficulties, and understanding the true value of team spirit.

As an enterprise that has long been dedicated to lifting all out of poverty, the Group sponsored EGL football team to participate in the "Fair Trade Cup - Hong Kong Corporate Football Championship 2018" organised by Fair Trade Hong Kong (sponsorship of HK\$38,000), which targeted at alleviation of poverty and global sustainable development by promoting fair trade economy around the world. Together with Fair Trade Hong Kong, the Group committed to draw more attention from football enthusiasts on the exploitation of labour during the course of football production, thereby improving living standards of Pakistani football labour.

V. 社會可持續性

V. SOCIAL SUSTAINABILITY

在全球可持續發展的討論中，保護人權是一個熱門話題。本集團不僅實現其內部政策防止僱員的基本權利被侵犯，同時堅決抵制任何侵犯人權的做法。於2018年財政年度，本集團贊助31名僱員參加「聯合國兒童基金會慈善跑2018」活動（贊助費11,470港元），支持消除母嬰傳播艾滋病毒，以及實現兒童艾滋病毒零新感染的目標。

本集團致力於培育年輕人及照顧老年人，通過各種渠道為社區服務。於2018年財政年度，本集團向保良局捐款20,000港元，保良局是一個知名慈善機構，負責善行，關愛社區的老年人。

自成立以來，本集團一直關注本集團營運所在地區的社區發展、國民經濟及民生。展望未來，為更好地履行社會責任，本集團將繼續在行業中發揮積極作用，努力推進其與社區和諧的繁榮共生。

The protection of human rights is a hot-button topic in the discussion under global sustainable development. The Group not only has implemented its internal policies in the prevention of employees' basic rights from being offended, but firmly resisted any practice regarding the infringement upon human rights. In FY2018, the Group sponsored 31 employees to attend the "UNICEF Charity Run 2018" activity (sponsorship worth of HK\$11,470), supporting the elimination of mother-to-child transmission of HIV and the target of achieving zero new HIV infections among children.

Being dedicated to nurturing the young and caring for the elderly, the Group has served the communities through various channels. In FY2018, the Group made a donation of HK\$20,000 to Po Leung Kuk, which is a prominent charitable organisation with missions to do good deeds with benevolence, for taking care of the elderly in the communities.

Since its inception, the Group has always cared about the community development, national economy and people's livelihood in the regions where the Group operates. Looking forward, to better fulfil its social responsibilities, the Group will keep playing a positive role in the industry and push forward its concrete efforts to pursue the harmonious and symbiotic prosperity with communities.



東瀛遊控股有限公司

EGL Holdings Company Limited

(於開曼群島註冊成立的有限公司)

(Incorporated in the Cayman Islands with limited liability)

股份代號 Stock Code : 6882