

SOCIAL

ENVIRONMENTAL

GOVERNANCE

# 2019 ESG REPORT

環境、社會及  
管治報告

華誼騰訊娛樂有限公司

Huayi Tencent Entertainment Company Limited

(於開曼群島註冊成立之有限公司)

(Incorporated in the Cayman Islands with limited liability)

(Stock Code股份代號: 00419)

H.BROTHERS | ENTERTAINMENT

華誼騰訊娛樂

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## ABOUT THIS REPORT

### 關於本報告

#### INTRODUCTION

Huayi Tencent Entertainment Company Limited (the “Company”) and its subsidiaries (together, the “Group”, “we” or “Huayi Tencent”) is pleased to present this 2019 Environmental, Social and Governance Report (this “Report”). This Report aims to provide a comprehensive and objective disclosure to our stakeholders what the Group accomplished in compliance with, as well as its internal policies and performance in relation to environmental, social and governance (“ESG”).

#### REPORTING SCOPE

The disclosure of this report covers the period from 1 January to 31 December 2019 (the “Reporting Period”), certain parts of which can be traced back to previous years. It covers the Group’s ESG-related efforts and performance for its entertainment & media business and provision of offline healthcare & wellness business. For details of the Group’s results, please refer to its Annual Report 2019.



#### REPORTING STANDARDS

This Report has been prepared in accordance with the *Environmental, Social and Governance Reporting Guide* (the “Guide”) as set out in Appendix 27 to the Main Board Listing Rules (the “Listing Rules”) of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). To ensure its truthfulness and accuracy, this Report is prepared in accordance with the four principles: materiality, quantitative, balance and consistency, with a view to fully reflect the current ESG management status and achievements of the Group and to provide valuable information to readers.

According to requirements of the *Guide*, the Group has conducted a materiality assessment regarding ESG issues in 2019, which was aimed at engaging internal and external stakeholders, through which it also determined key disclosures to be covered by this Report in response to their concerns over the issues.

#### 報告簡介

華誼騰訊娛樂有限公司(「本公司」)及其附屬公司(合稱「本集團」、「我們」或「華誼騰訊娛樂」)欣然發佈2019年度環境、社會及管治報告(簡稱「本報告」)。本報告旨在向權益人全面客觀地披露本集團在環境、社會及管治(「ESG」)方面的合規情況、內部政策、管理措施及績效表現。

#### 報告範圍

本報告披露的時間範圍為2019年1月1日至12月31日(「報告期間」)，部分內容可追溯至以往年份。報告涵蓋了本集團娛樂及線下媒體業務和健康及養生服務在ESG領域的努力和表現。有關本集團業績詳情，請參閱本集團2019年年報。



#### 報告標準

本報告遵守香港聯合交易所有限公司(簡稱「聯交所」)主板上市規則附錄二十七《環境、社會及管治報告指引》(簡稱「《指引》」)的規定編製。本報告依照重要性、量化、平衡及一致性四大原則，確保報告真實、準確，力求充分體現本集團在ESG方面的管理現狀及工作成果，並為讀者提供有價值的信息。

依照《指引》要求，本集團邀請內外部權益人參與2019年度ESG議題重要性評估，就權益人關心的議題內容，選定本報告覆蓋的重點披露事項。



A man with dark hair, wearing a dark flight suit, is smiling and looking towards the camera. He is in a cockpit, with various control panels and illuminated buttons visible in the background. The lighting is dim, with the primary light source coming from the cockpit's instruments and screens.

# Space Sweepers

—— 勝利號 ——



HUAYI TENCENT ENTERTAINMENT COMPANY LIMITED | 華誼騰訊娛樂有限公司



# Space Sweepers

—— 勝利號 ——

## FOREWORD FROM THE MANAGEMENT 管理層前言

I am pleased to present our 2019 Environmental, Social and Governance Report.

As a company engaged in new media business combining culture and entertainment, the Group aims at building an integrated platform that features both content production and online-to-offline entertainment channels through the investment in and production of quality films, animations and TV dramas, as well as M&A and resource integration involving international entertainment companies. Leveraging on the extensive resources for our content and new media businesses provided by our controlling shareholders, namely Huayi Brothers International Limited ("Huayi Brothers") and Tencent Holdings Limited ("Tencent Holdings"), the Group's entertainment and culture businesses are comprehensively expanded through diversified developments; At the same time, we focus on overseas acquisitions and content investments and production, reserving high quality overseas intellectual property rights, capturing investment and cooperation opportunities in the international arena, thus striving to bring premium quality films & TV productions from mainland China, the United States and South Korea to our audiences. Having acknowledged the tremendous impact of cultural contents and mass communication on the public, we consciously abide by the laws and regulations in the jurisdictions where the overall processes along the films & TV development, production, distribution and marketing are located, and have specifically set up a Greenlight Committee to examine the legality, compliance and value-orientation positiveness of various media investment projects, enabling us to undertake the social responsibilities over the positive output of cultural values under the premise of compliance.

The Group remains as ever committed to our "people-centric" talent strategy, to attaching importance to the recruitment and training of talents, and to building core competitiveness in the form of our exceptional employees. The Group complies with the relevant laws and regulations on human resources management in jurisdictions where it operates, and adheres to the lawful and legitimate employment practices and has formulated corresponding systems. To help our staff live up to their potentials and advance their long-term careers, we have offered them regular training programmes and developed clear career paths for different positions. In order to safeguard the occupational safety and ensure the physical and mental health of our staff, not only do we organise enriching employee events regularly and provide them with a safe and comfortable work environment, we also organise safety drills on a regular basis so as to develop employees' safety awareness and their adaptability in the face of dangers. We provide reasonable remuneration and holiday benefits, and safeguard the legal benefits of our employees for achieving common growth with them.

本人欣然提呈2019年度環境、社會及管治報告。

作為一家結合文化及娛樂的新媒體業務公司，本集團透過投資及製作具質素的電影、動畫、電視劇等內容，及對國際化的娛樂公司進行併購和資源整合，以搭建一個集內容製作及線上線下娛樂渠道的綜合平台。借助控股股東華誼兄弟國際有限公司（「華誼兄弟」）及騰訊控股有限公司（「騰訊控股」）在內容及新媒體業務的豐富資源，本集團以多元化拓展模式全面佈局娛樂文化業務；同時，專注海外收併購和內容投資與製作，儲備優質海外知識產權，把握國際舞台上的投資及合作機會，致力於為觀眾帶來高質量的中國、美國及韓國影視巨作。我們深知文化內容和大眾傳播對公眾的巨大影響，自覺遵守影視作品從開發、製作、發行及營銷全流程所涉及的所在地法律法規，並特別設立綠燈委員會審核各項媒體投資項目的合法性、合規性及價值導向的積極性，確保我們得以在依法依規的前提下積極承擔文化價值正向輸出的社會責任。

本集團堅持「以人為本」的人才戰略，重視人才的招納與培養，致力以優秀的員工團隊打造核心競爭力。本集團遵守業務所在地的人力資源管理相關法律法規，堅持做到合法合規僱傭並制定了相應制度。我們定期提供員工培訓，設立清晰的晉升通道，助力員工發揮個人潛能，實現職業長久發展。為保障員工的職業安全與身心健康，我們不只定期開展多彩的員工活動，營造安全舒適的辦公場所，並且定期組織開展安全演習，培養員工安全意識及面對危險的應對能力。我們提供合理的薪酬與假期福利，保障員工的合法權益，從而實現與員工的共同成長。

## FOREWORD FROM THE MANAGEMENT

### 管理層前言

The Group put emphasis on establishing a good interactive relationship with its customers. The “Bayhood No. 9 Club”, our healthcare and wellness center, provides each member a one-on-one exclusive service with 24-hour call-answering service, so as to respond promptly to customer inquiries; To maintain our premium service quality with perfectionistic attitudes, we listen to different opinions in a sincere manner. At the same time, we endeavor to ensure product and service quality from the foundation by implementing stringent standards on supplier access and periodic evaluation. Through on-site inspections, we conduct consolidated assessments on suppliers’ production and supply capabilities, safety and environmental management qualifications etc., which ensure that their operating conditions, management capabilities, service and product quality could meet the requirements of the Group. We terminate cooperation with suppliers delivering low service standards and add other outstanding suppliers, thereby ensuring a sustainable supply chain.

The Group protects the legitimate rights of our shareholders, customers and other stakeholders. We strictly comply with the laws and regulations regarding anti-corruption, bribery, malpractice, money laundering in jurisdictions where it operates, strengthen our corporate governance, malpractice prevention to ban on corruption. In addition, having acknowledged its corporate social responsibilities, the Group has put effort into caring the vulnerable groups. Leveraging on its strengths and resources, the Group drives the development of local communities through various means, such as charity donations and providing job opportunities, in our endeavour to give back to the society.

Being one of the top green health clubs in China, “Bayhood No. 9 Club” follows eco-friendly principles and proactively promotes the environmental awareness, thus encouraging all the staff members of “Bayhood No. 9 Club” to jointly honour their commitments to environmental protection. We strictly abide by the relevant laws and regulations on environmental protection in the jurisdictions where we operate, and formulate the corresponding environmental management system advocating the initiative for “energy conservation and emissions reduction”; using low-power electrical appliances; using pesticide and fertilizer that comply with specific eco-standards for minimizing damage on the environment; and properly disposing of exhaust gas, sewage and office waste etc. All of these measures are motivating ourselves to do our bit for the protection of our shared natural environment.

本集團注重與客戶建立良好的互動關係，旗下健康養生中心「北湖9號俱樂部」為每一位會員配備一對一的專屬會服，二十四小時在線聆聽並及時回應客戶訴求；我們歡迎不同的聲音，以精益求精的態度保障高標準服務品質。同時，我們力求從源頭確保產品及服務質量，執行嚴格的供應商准入和定期評估標準，通過現場調查對供貨商的生產與供貨能力、安全環境管理資質等方面進行綜合評估，確保供應商的經營條件、管理能力、服務與貨品質量符合本集團要求，並及時與服務水平低的供應商終止合作、增補優秀供應商，以確保供應鏈的平穩運營。

本集團維護股東、客戶等權益人的合法權益，嚴格遵守運營所在地有關反貪污、賄賂、舞弊、洗錢等法律法規，加強企業管治及舞弊風險防範，不容許貪污腐敗事件。此外，本集團深明所承擔的企業社會責任，持續關注社會弱勢群體並充分利用自身資源優勢，以慈善捐助、提供就業崗位等方式幫助當地社區發展，盡己所能回饋社會。

作為中國頂級綠色健康會所之一，「北湖9號俱樂部」踐行綠色環保理念，積極宣揚環保意識，倡導「北湖9號俱樂部」全體員工共同履行對自然環境的承諾。我們嚴格遵守運營所在地環保相關法律法規並制定相應環境管理制度倡導「節能減排」，採用小功率的用電器；採用符合環保標準的農藥化肥產品，降低對環境的損害；妥善處理廢氣、廢水、辦公垃圾等一從一點一滴維護我們共同生存的自然環境。



## FOREWORD FROM THE MANAGEMENT 管理層前言

Having recognised that the Company's sustainable development and the stakeholders' support and interaction are inextricably linked, the Group proactively maintain close communication with our stakeholders under cooperative relationships based on mutual trust and benefit, with a view to achieving synergistic growth between social and economic benefits. This Report, serving as one of the channels for communicating with our stakeholders, shall provide a comprehensive presentation of the Group's establishment and performance of the ESG system in 2019.

*Chairman*

**WANG Zhongjun**

**Huayi Tencent Entertainment Company Limited**

Hong Kong, 29 May 2020

本集團深知公司的可持續發展與權益人的支持與交流密不可分，我們與各權益人積極保持密切溝通、維護互利互信的合作關係，務求實現社會效益與經濟效益的協同增長。作為與權益人溝通的平台之一，本報告將全面展示本集團2019年在環境、社會及管治方面的制度建設與績效成績。

*主席*

**王忠軍**

**華誼騰訊娛樂有限公司**

香港，二零二零年五月二十九日



# Extinct

## BUSINESS PROFILES

### 業務簡介

The Group is principally engaged in two business segments, namely the entertainment & media business and provision of offline healthcare & wellness service.

本集團主營娛樂及媒體業務和健康及提供線下養生服務兩個分部業務。

### ENTERTAINMENT & MEDIA BUSINESS

By making the best use of resources for our content and new media businesses provided by our controlling shareholders, namely Huayi Brothers and Tencent Holdings, the Group invests in, develop and operates online-to-offline culture and new media businesses in the international arena. In 2019, we entered into a cooperation framework agreement with Huayi Brothers, pursuant to which, we agreed to jointly invest in certain films, TV and entertainment projects, with a view to demonstrating the synergistic effects of the Group's business and that of the controlling shareholders.

During the Reporting Period, we have already participated in financing projects in North America, Europe and South Korea with various subjects, including "Space Sweepers" (Korea's first science-fiction space feature film project, starring Song Jung-ki and Kim Tae-ri), "Cherry" (the first movie directed by the Russo Brothers since "The Avengers" series, starring Tom Holland who featured in the "Spiderman" series) and "Moonfall" (a Hollywood science-fiction and disaster epic directed by Roland Emmerich), and "Extinct" (an original family-favourites animated comedy directed by David Silverman and voice cast features Zazie Beetz), etc. We expect that five movies will be screened in 2020 and 2021.

In 2018, we had acquired 50% of the right of distribution in mainland China for four films produced in Europe and America, of which, a film titled "Radioactive" (a biopic of Marie Curie, the winner of the Nobel Prizes in Physics and Chemistry) was selected as the Closing Night Gala at the 44th annual Toronto International Film Festival during the Reporting Period. We will respond to the latest situation in relation to the outbreak of COVID-19 and determine the appropriate timing of theatrical release for "Radioactive" in mainland China.

### 娛樂及媒體業務

透過本集團控股股東華誼兄弟及騰訊控股自身在內容及新媒體業務的資源，本集團積極善用各項資源，在國際範圍內投資、發展及經營線下及線上文化及新媒體業務。2019年，我們與華誼兄弟訂立合作框架協議，合作投資開展影視娛樂項目，充份展現本集團與控股股東業務上的協同效應。

於報告期間，我們已分別在北美、歐洲和韓國參與不同項目的聯合製作及聯合融資，當中包括韓國首部太空科幻題材、由宋仲基和金泰梨聯袂主演的電影《Space Sweepers》（中文片名暫譯為《勝利號》），羅素兄弟(Russo Brothers)繼《復仇者聯盟》系列後親自執導、聯袂《蜘蛛俠》湯姆·賀蘭(Tom Holland)主演的電影《Cherry》（中文片名暫譯為《櫻桃》），由羅倫·艾默烈治(Roland Emmerich)執導的荷里活科幻災難大片《Moon Fall》（中文片名暫譯為《月球隕落》），以及由大衛·西弗曼(David Silverman)執導、聯袂莎姬·貝茲(Zazie Beetz)聲演的原創合家歡動畫喜劇《Extinct》等。我們預計將有五部電影於2020年及2021年陸續上映。

我們於2018年獲得了四部歐美製作的電影在中國內地的50%發行權利，其中講述諾貝爾物理學獎得主居里夫人生平的電影《Radioactive》（中文片名暫譯為《以光之名》）在報告期間獲選為第44屆多倫多國際電影節展映閉幕影片。我們將視2019冠狀病毒病疫情的最新發展，擇定適合的檔期將《Radioactive》帶給中國內地的觀眾。



## BUSINESS PROFILES

### 業務簡介

In 2017, we jointly established the Huayi-Warner Contents Fund (the “Fund”) with Warner Bros. Korea Inc. for the investment in and distribution of premium Korean film projects. During the Reporting Period, the Fund has financed three Korean films, namely “*Jesters: The Game Changers*”, “*The Battle of Jangsari*” and “*Bring Me Home*”, hence further enriching the Group’s film projects in the country.

HB Entertainment Co., Ltd. (“HB Entertainment”), the Group’s 31%-owned associated company, had a strong financial performance during the Reporting Period. “*Beautiful Love, Wonderful Life*”, a production of HB Entertainment debut in September 2019, topped the Korea’s national viewership ranking for seven consecutive weeks. Its final episode was the national highest rated telecast, with a 31.5% rating, and is deserving of being honored as one of the most popular Korean television dramas in 2019. On the other hand, “*Sky Castle*”, which was debuted in November 2018, has become the most-talked-about and the highest rated telecast for several consecutive weeks. The telecast of its last episode, which was aired in February 2019, reached an all-time high with a 23.8% rating and exceeded the previous high of 18.68% rating set by “*Guardian: The Lonely and Great God*” in 2017, thus scaling a new height among Korean television dramas. Two other television dramas produced by HB Entertainment, namely “*Partners for Justice 2*” and “*Big Issue*”, have also achieved commendable performance during the Reporting Period. In particular, the telecast of “*Partners for Justice 2*” achieved outstanding results with a 10.1% rating.

## OFFLINE HEALTHCARE & WELLNESS BUSINESS

The Group’s offline healthcare and wellness services focused on the operations of “Bayhood No. 9 Club”, a healthcare and wellness centre. It is one of the top green health clubs in mainland China with well-equipped facilities such as a standard 18-hole golf course, lakeside golf course private VIP rooms, spa facilities as well as Asia’s first PGA-branded golf academy. Featuring themes of dining, leisure and healthcare, the centre serves as an integrated business club with serious of services such as golfing, food and beverage, spa treatments, etc. Currently, the Group continues to operate “Bayhood No. 9 Club” on a lease basis, providing service for middle to high-end clients who are conscious of their well-being.

2017年，我們與華納兄弟韓國等共同成立華誼華納文化創意基金（「該基金」），以參與投資華納兄弟所投資及分銷的韓國優質電影項目。該基金於報告期間共投資了三部韓國電影，分別為《*Jesters: The Game Changers*》（又名「戲子們：傳聞操縱團」）《*The Battle of Jangsari*》（又名「倖存者」）及《*Bring Me Home*》（又名「復仇母親」），進一步豐富了我們於韓國的電影項目。

本集團佔股31%的聯營公司HB Entertainment Co., Ltd.（「HB娛樂」）於報告期間有強勁的財務表現。HB娛樂於2019年9月首播的《*愛情是Beautiful，人生是Wonderful*》創下連續七周高居韓國全國收視排行榜冠軍的成績，於2020年3月播出的大結局收視率更是高達31.5%，實至名歸成為2019年韓國最受歡迎的電視劇之一。另外，於2018年11月首播的《*天空城堡*》連續多周蟬聯話題及收視冠軍，在2019年2月播出的最後一集更創下23.8%的收視率新高，超越了2017年《*孤軍又燦爛的神－鬼怪*》的18.68%舊記錄，創造了韓國電視劇的佳績。於報告期間，HB娛樂製作並播出的另外兩部電視劇《*檢法男女2*》及《*Big Issue*》亦獲得理想成績，尤其是《*檢法男女2*》錄得最高10.1%的收視率佳績。

## 線下健康及養生服務

本集團的線下健康及養生服務業務主要經營場所為健康養生中心「北湖9號俱樂部」。「北湖9號俱樂部」為中國頂級綠色健康會所之一，其配套設施完備，包括一個18洞標準高爾夫球場、高爾夫球場湖畔包廂、水療設施以及亞洲首家以職業高爾夫協會冠名之高爾夫學院等，是一個以餐飲、休閒、健康養生為主題，集高爾夫、餐飲、水療設施等休閒及健康養生服務於一體的綜合商務俱樂部。目前，本集團以租用形式繼續經營「北湖9號俱樂部」，為注重健康養生的中高端客戶提供服務。

1년 전,  
과거에서  
뵙겠습니다



# 365: Repeat the Year

365 : 逆轉命運的1年

## ENVIRONMENTAL, SOCIAL & GOVERNANCE STRUCTURE

### 環境、社會及管治架構

In order to meet its sustainable development needs, the Group has established its ESG structure comprising the Board, the “ESG Working Group” and its business and functional departments, with a view of strengthening its strategic research and strategic planning on sustainable development, and enhancing its capability to confront and manage environmental and social risks.

本集團已構建由董事會、「環境、社會及管治工作小組」、業務及職能部門組成的環境、社會及管治架構，以適應本集團可持續發展需要，加強可持續發展的戰略研究和戰略規劃工作，提高環境及社會風險的應對和管理能力。



**The ESG structure**  
環境、社會及管治架構

The Board of the Group, as the highest decision-maker, retains the ultimate responsibility for the Group's policies, initiatives and effectiveness on ESG. To ensure that the performance and information disclosures are consistent with the expectations and requirements of investors and regulatory authorities, the Board is responsible for setting the Group's direction for sustainable development, monitoring its assessment on ESG impacts, acknowledging the potential impacts on its business model brought about by such ESG issues and the associated risks thereof, reviewing the materiality assessment and reporting procedures with a view for ensuring the effective and continuous implementation of policies.

本集團董事會作為最高決策層，對我們環境、社會及管治的政策、舉措及成效負有最終責任。董事會負責制定我們的可持續發展方向，監督我們就有關環境和社會影響的評估，了解環境、社會及管治事宜對我們業務模式的潛在影響和相關風險，檢視重要性評估和匯報過程以確保政策得到有效及持續地執行，使我們的表現和信息披露始終與投資者和監管機構的期望和要求保持一致。



## ENVIRONMENTAL, SOCIAL & GOVERNANCE STRUCTURE

### 環境、社會及管治架構

Our “ESG Working Group” is a designated body set up by the Board. the deputy chief executive officer and senior management of the Group were nominated as a leader and members of the ESG Working Group respectively. It is mainly responsible for carrying out the overall coordination in accordance with the sustainable development guidelines and objectives set by the Board, overseeing the formulation and implementation of sustainable development strategies, creating harmonious relationships and building effective communication with internal and external stakeholders, as well as reviewing this Report and making the disclosure hereof. The “ESG Working Group” is responsible to the Board for providing necessary advice, with a view of ensuring that the Group’s ESG-related risks and opportunities are adequately identified, assessed and managed in a continuous manner.

The Group’s business and functional departments are responsible for formulating relevant strategies in their respective areas and for the effectiveness of implementation in accordance with our sustainable development strategies and objectives.

Following the Group’s sustainable growth & development and gradual strengthening of core business, we will continue to improve the aforesaid structure and supporting framework in respect of risk management and internal controls in the future. Through the facilitation of the top-to-bottom sustainable development culture, we ensure that environmental and social issues are integrated into our business decision-making process, thus contributing long-term benefits to our stakeholders.

本集團「環境、社會及管治工作小組」是董事會決議設立的專門監督機構，由本集團行政副總裁擔任組長、高級管理人員擔任組員，主要負責依照董事會制定的可持續發展方針及目標開展有關統籌工作，監督可持續發展策略的制定及落實，協調我們與內外部權益人的良好關係及有效溝通，並審閱本報告及有關信息的披露。「環境、社會及管治工作小組」對董事會負責，以確保我們環境、社會及管治有關風險及機遇得到充分和持續的識別、評估及管理。

本集團各業務及職能部門負責根據我們的可持續發展方針及目標，分別制定各自領域內的有關策略，並對其執行有效性負責。

隨著本集團的可持續發展、核心業務的逐漸強化，未來我們將繼續完善上述架構及配套的風險管理及內部控制系統，促進由上而下的可持續發展文化，以確保將環境及社會的考量納入我們的業務決策流程，為各類權益人帶來長遠利益。

戀情是BEAUTIFUL，人生是WONDERFUL



Beautiful Love,  
Wonderful Life



## STAKEHOLDER ENGAGEMENT

### 權益人參與

The Group attaches great importance to the close communication with the stakeholders and believes that the Company's strategy in corporate sustainability and the stakeholders' trust and support are inextricably linked. Through diversified communication channels, the Group has duly listened to and proactively addressed to the demands and expectations of our stakeholders including shareholders, investors, customers, employees. While optimising our internal management, we worked with our stakeholders together, so as to achieve our objectives of sustainable development.

本集團高度重視與權益人之間的密切交流，深知企業的可持續發展戰略與權益人的信任和支持密不可分。通過多元的溝通渠道，本集團認真聆聽並積極回應股東、投資者、客戶、員工等權益人的訴求與期望，不斷優化內部管理，與權益人攜手實現可持續發展。

#### Communication mechanism for stakeholders

#### 權益人溝通機制

Stakeholders 權益人	Multi-channel engagement 多元溝通渠道	Concerned issues of stakeholders 權益人關注議題
Customers 客戶	Organising members' recreational matches 舉辦會員聯誼賽	Establishment of communication and engagement platforms 搭建交流溝通平台
	Membership services 會員服務	Information security and privacy protection 信息安全與隱私保護
	Customer satisfaction surveys 客戶滿意度調查	Enhancement of service quality 提升服務品質
Shareholders and investors 股東與投資者	General meetings 股東大會	Regulating corporate governance 規範企業管治
	Interim reports, annual reports, circulars and announcements 中報、年報、通函與公告	Sustainable operational capability 持續經營能力
	The Group's official website 本集團官方網站	Corporate transparency and reputation 企業透明度與聲譽
Employees 員工	Employee trainings 員工培訓	Occupational training and promotion 職業培訓與晉升
	Employee events 員工活動	Ensuring occupational health 保障職業健康
	Performance reviews 績效考核	Offering competitive remuneration packages 提供有競爭力的薪酬



## STAKEHOLDER ENGAGEMENT 權益人參與

### *Communication mechanism for stakeholders* 權益人溝通機制

Stakeholders 權益人	Multi-channel engagement 多元溝通渠道	Concerned issues of stakeholders 權益人關注議題
Governmental/ regulatory authorities 政府／監管機構	Routine reporting and information disclosure 日常匯報與信息披露	Compliance with policies and regulations 遵守政策法規
	Payment of taxes to the governments 向政府繳納稅款	Tax compliance 稅務合規
	Acceptance of supervision and inspection 接受監督與檢查	Operational compliance 合規營運
Suppliers and cooperating entities 供應商與合作商	Visits 交流互訪	Provision of fair environment for cooperation 提供公平合作環境
	Regular assessment 定期評估	Enhancement of mutual trust and benefit 增進互信互利
	Exploration of cooperation opportunities 探索合作機會	Delivery of joint development 實現共同發展
Community 社區	Reduction in resource consumption 降低資源使用	Conservation of ecological systems 保護生態環境
	Provision of employment opportunities 提供就業機會	Promotion of community development 促進社區發展
	Support for vulnerable groups 扶助弱勢群體	Charity participation 投身公益事業

## STAKEHOLDER ENGAGEMENT

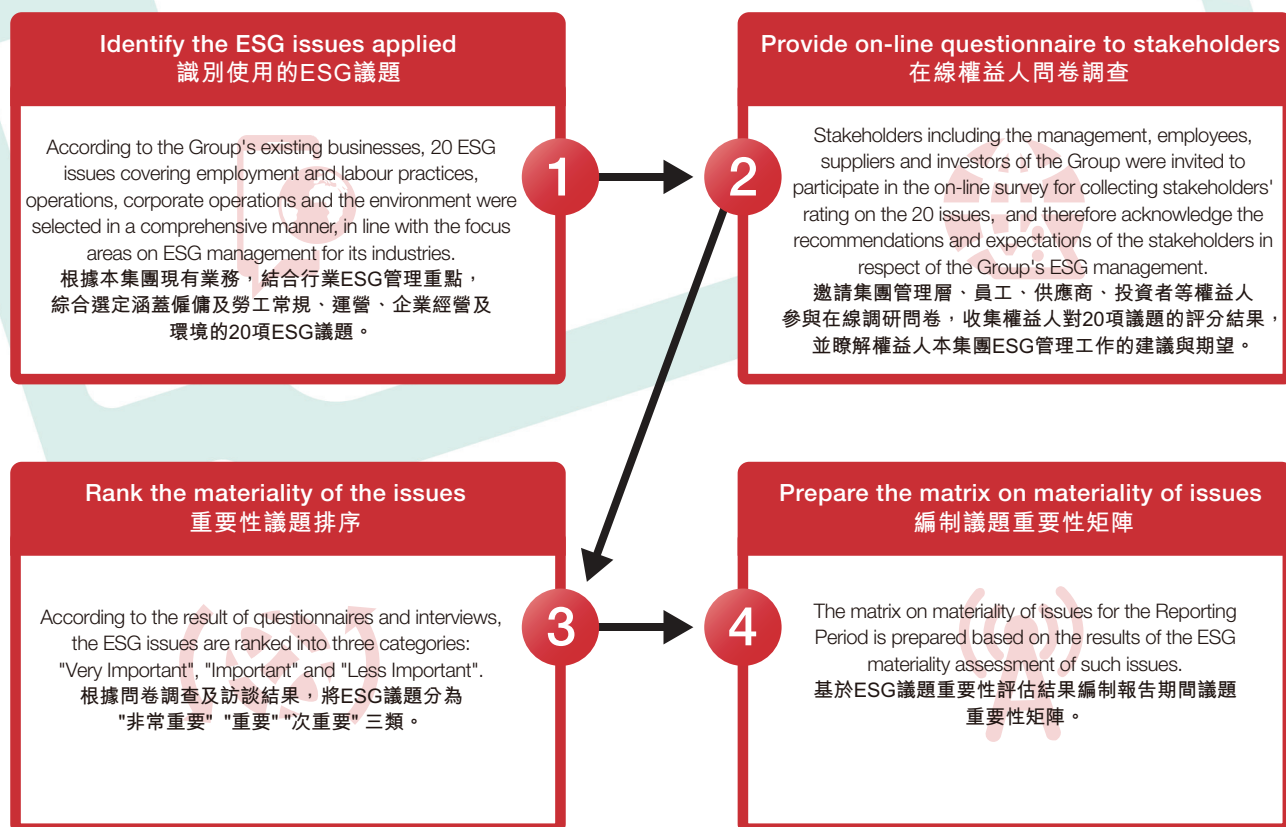
### 權益人參與

The Group has engaged an independent third-party organisation to conduct the materiality assessment regarding ESG issues in 2019, with the participation of various stakeholders for the purpose of identifying their most concerned issues on ESG, thereby enhancing the disclosure of relevant information in this Report and being conducive to the Group's determination on its business development plans and ESG management objectives for the coming year.

Materiality assessment for the current year mainly comprised the following 4 steps:

本集團委託獨立第三方機構主持開展了各類權益人群體參與的2019年度ESG重要性評估，以識別權益人最為關心的ESG議題，從而在本報告中加強有關信息的披露，並協助本集團確定下一年度的業務發展規劃及ESG管理目標。

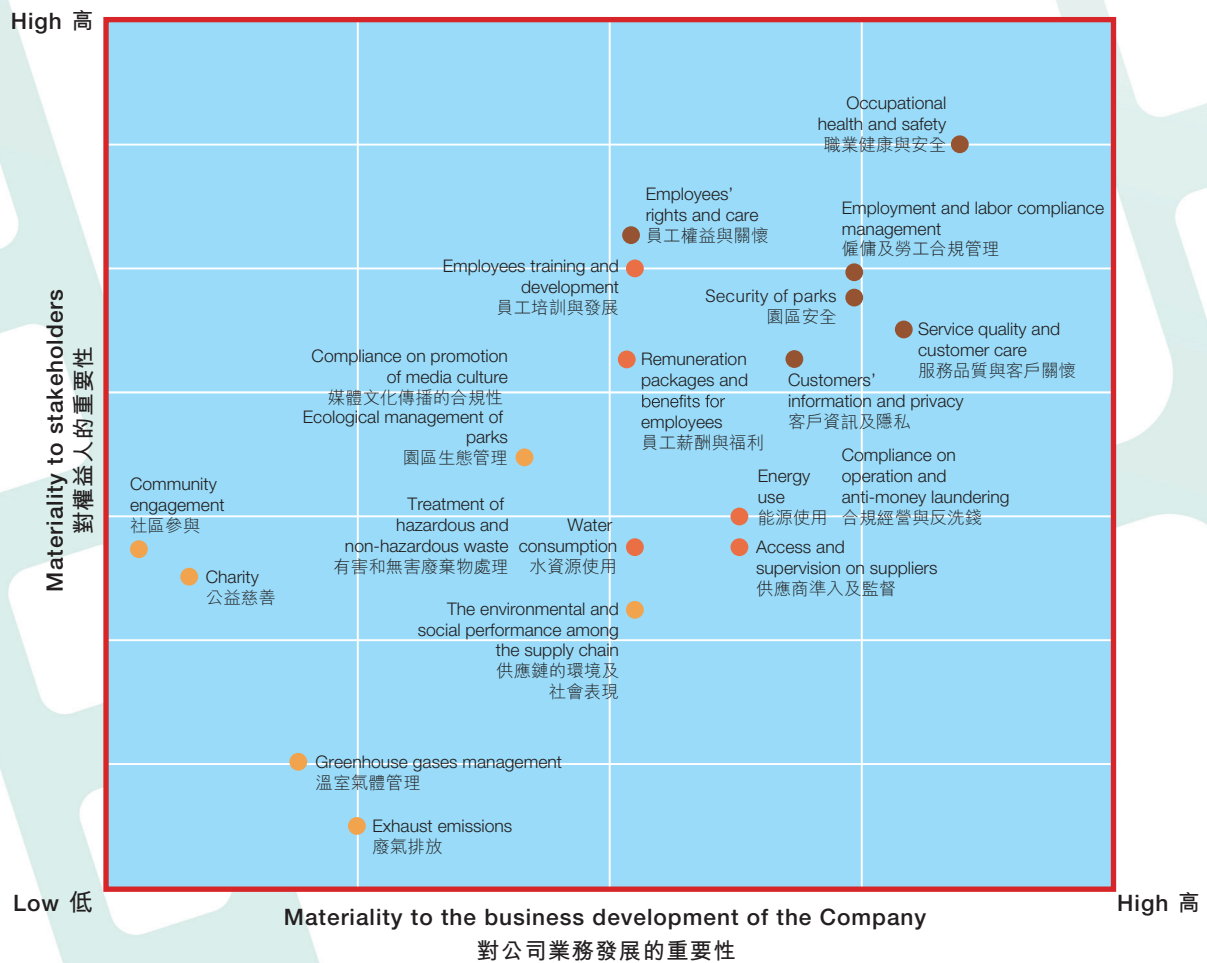
本年度的重要性評估主要涵蓋以下四個步驟：



## STAKEHOLDER ENGAGEMENT 權益人參與

Materiality matrix of ESG issues for 2019 are as follows:

2019年度ESG重要性議題矩陣及排序如下：



- Very important 非常重要
- Important 重要
- Less important 次重要



## STAKEHOLDER ENGAGEMENT

### 權益人參與

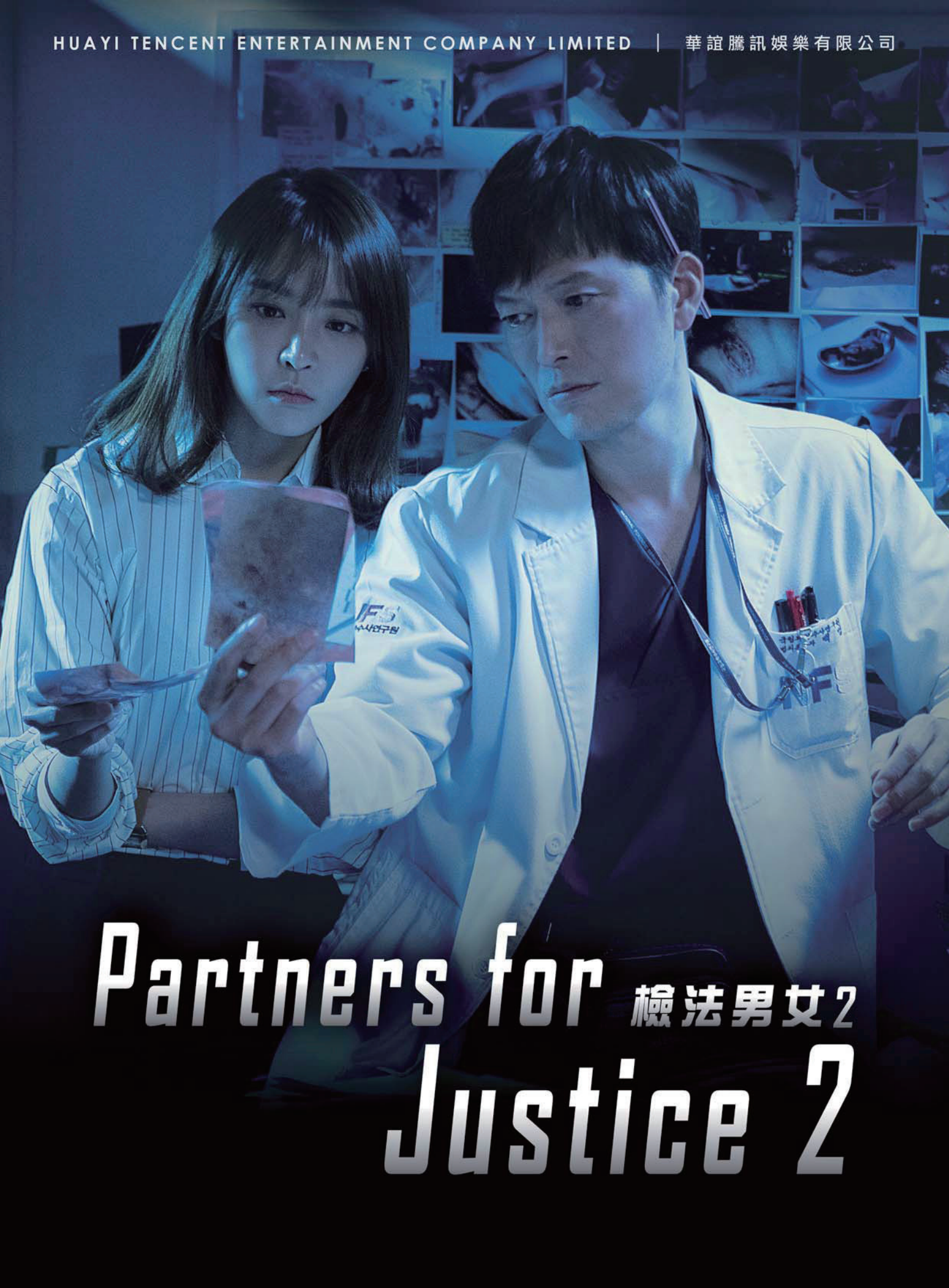
Area 範疇	ESG issue ESG議題	Priority 綜合排序
Employment & labour practices 僱傭及勞工常規	Occupational health and safety 職業健康與安全	1
	Employment and labor compliance management 僱傭及勞工合規管理	2
	Employees' rights and care 員工權益與關懷	6
	Employees training and development 員工培訓與發展	7
	Remuneration packages and benefits for employees 員工薪酬與福利	8
Operations 運營	Service quality and customer care 服務質量與客戶關懷	3
	Security of parks 園區安全	4
	Customers' information and privacy 客戶信息及隱私	5
	Compliance on operation and anti-money laundering 合規經營與反洗錢	10
	Access of and supervision on suppliers 供應商準入及監督	11
	Compliance on promotion of media culture 媒體文化傳播的合規性	15
	The environmental and social performance among the supply chain 供應鏈的環境及社會表現	16
Community investment 社區投資	Charity 公益慈善	17
	Community participation 社區參與	18
Environment 環境	Energy use 能源使用	9
	Water consumption 水資源使用	12
	Treatment of hazardous and non-hazardous waste 有害和無害廢棄物處理	13
	Ecological management of parks 園區生態管理	14
	Greenhouse gases management 溫室氣體管理	19
	Exhaust emissions 廢氣排放	20
<div>Very important 非常重要</div> <div>Important 重要</div> <div>Less important 次重要</div>		

## STAKEHOLDER ENGAGEMENT 權益人參與

By conducting the materiality assessments, the Group acknowledges that “occupational health and safety” is the highest overall rating among the employment and labour practices. Regarding this, we have put emphasis on employees’ occupational safety, as well as their physical and spiritual health. Regular trainings and safety drills are hosted rigorously for developing employees’ safety awareness and their adaptability in the face of dangers. From an operational perspective, “customer service quality and customer care” is the issue with the highest overall rating. Regarding quality services as our primary objective, we strive to provide high quality services and proactively stay in touch with our customers. As for the environmental protection aspect, “energy use” is the highest rated issue. In this regard, not only do we dedicate our efforts towards environmental management, we also advocate the concepts of energy conservation and emissions reduction, thus giving back to our community by retaining our green eco-parks.

透過重要性評估，本集團知悉在僱傭與勞工常規方面，「職業健康與安全」為綜合評分最高的議題，我們十分重視員工的職業安全與身心健康，定期開展培訓和安全演練，嚴格培養員工的安全意識及面對危險應對的能力；在運營方面，「客戶服務質量與客戶關懷」為綜合評分最高的議題，我們以優質服務作為首要目標，保證服務的質量並積極與客戶保持親密的聯繫；在環境方面，「能源使用」為評分最高議題，我們積極投入於環境管理，倡導節能減排的理念，以綠色環保的生態園區回報社會。

HUAYI TENCENT ENTERTAINMENT COMPANY LIMITED | 華誼騰訊娛樂有限公司



# Partners for Justice 2

檢法男女2



## SOCIAL 社會

### TALENT CULTURE

We are convinced that our “people-centric” talent management strategy has given a continuous boost to our corporate sustainability. The Group places considerable value on employees’ occupational health and safety, as well as the employment and labor compliance management. We are committed to providing our employees a healthy, harmonious, fair and positive working atmosphere, together with the pathways for career development, thus enhancing the sense of belonging among our employees and achieving common growth with them.

In compliance with the *Labour Law of the People’s Republic of China* and other relevant laws and regulations in the jurisdictions where it operates, the Group has developed a comprehensive human resources management system, and has formulated policies and systems covering recruitment, attendance, compensation and staff safety, etc., aiming to standardise the talent management processes including induction & confirmation, change in position, promotions, remuneration and benefits, staff trainings and labour rights, and to safeguard their legitimate rights. During the Reporting Period, there were no violations of the laws or regulations relating to employment, health and safety, and labour standards by the Group.

#### Human Resources Management

##### Talent introduction

Talent is the primary factor of corporate management. In order to ensure sufficient human resources fulfilling the needs of our business development, we formulate plans for the recruitment of human resources on a regular basis each year, according to the estimated human resources demand and the internal and external human resources supply for the coming year. Besides, recruitment is carried out in a timely and effective manner under our policies on attracting talents.

### 人才文化

本集團堅信「以人為本」的人才管理理念是企業可持續發展的源動力，重視員工的職業健康與安全、僱傭及勞工合規管理，致力為員工營造健康和諧、公平向上的工作氛圍和職業發展途徑，提升員工的歸屬感，從而實現與員工的共同成長。

本集團遵循《中華人民共和國勞動法》等運營所在地法律法規，建立了完善的人力資源管理體系，並制定了涵蓋招聘、考勤、薪酬、職工安全等領域的政策及制度，規範了入職轉正、崗位調動、職業晉升、薪酬福利、員工培訓和勞工權益等人才管理流程，保障員工的合法權益。報告期間，本集團未發生違反有關僱傭、健康與安全及勞工準則的法律或規例的事項。

#### 人力資源管理

##### 人才引進

人才是企業經營的第一要素。為保證充足的人力資源儲備以滿足業務發展的需求，我們每年定期依據預估的未來一年人力需求和內外部人力資源供給情況制定人力資源招聘計劃，並根據人才引進政策及時有效地開展招聘工作。

## SOCIAL 社會

Upholding its principle of “optimising the use of talents and human resources”, the Group has formulated and implemented its *Recruitment Management Policy*, which provides necessary guidelines for regulating the recruitment procedures. According to the recruitment system, there are two sources of recruitment: in-house competitive process and external recruitment. Various recruitment channels including internal referral, in-house talent pool, campus recruitment, social recruitment. Applying the assessment procedures included candidate screening, interview, re-interview and background checks, we hire people according to the considerations such as candidates’ academic level, work experience and overall qualities, and thereafter set a probation period to evaluate the hired staff. Strictly controlling over all recruitment stages and introducing objective and impartial standards are both the key to ensuring that our employees’ qualities meet the position’s requirements and thus maximising their value.

In addition, in order to foster the development of students’ vocational skills and to build a solid relationship with schools and enterprises in respect of talent nurturing, the Group’s “Bayhood No. 9 Club” entered into an internship agreement with local schools, pursuant to which, certain internship positions are opened to students annually, thus laying a foundation for the talent reserve in the society.

As at 31 December 2019, the Group employed a total of 423 employees. The key performance indicators for employment are as follows:

本集團秉持「人盡其才、人盡其用」的原則，制定並實施《招聘管理制度》，為規範員工招聘錄用程序作出了必要的指引。根據制度要求，我們以內部競聘和外部招聘兩種方式招納人才，開設內部推薦、內部人才庫、校園招聘、社會招聘等人才引進渠道，通過資料篩選、面試、覆試、背景調查等考核流程，根據應聘者的學歷水平、工作經歷、綜合素質等因素確定錄用人員，並設立了試用期對錄用員工進行評估。嚴格把關招聘各環節、引進標準客觀公正，是我們確保員工質素符合崗位需求、實現員工價值最大化的關鍵所在。

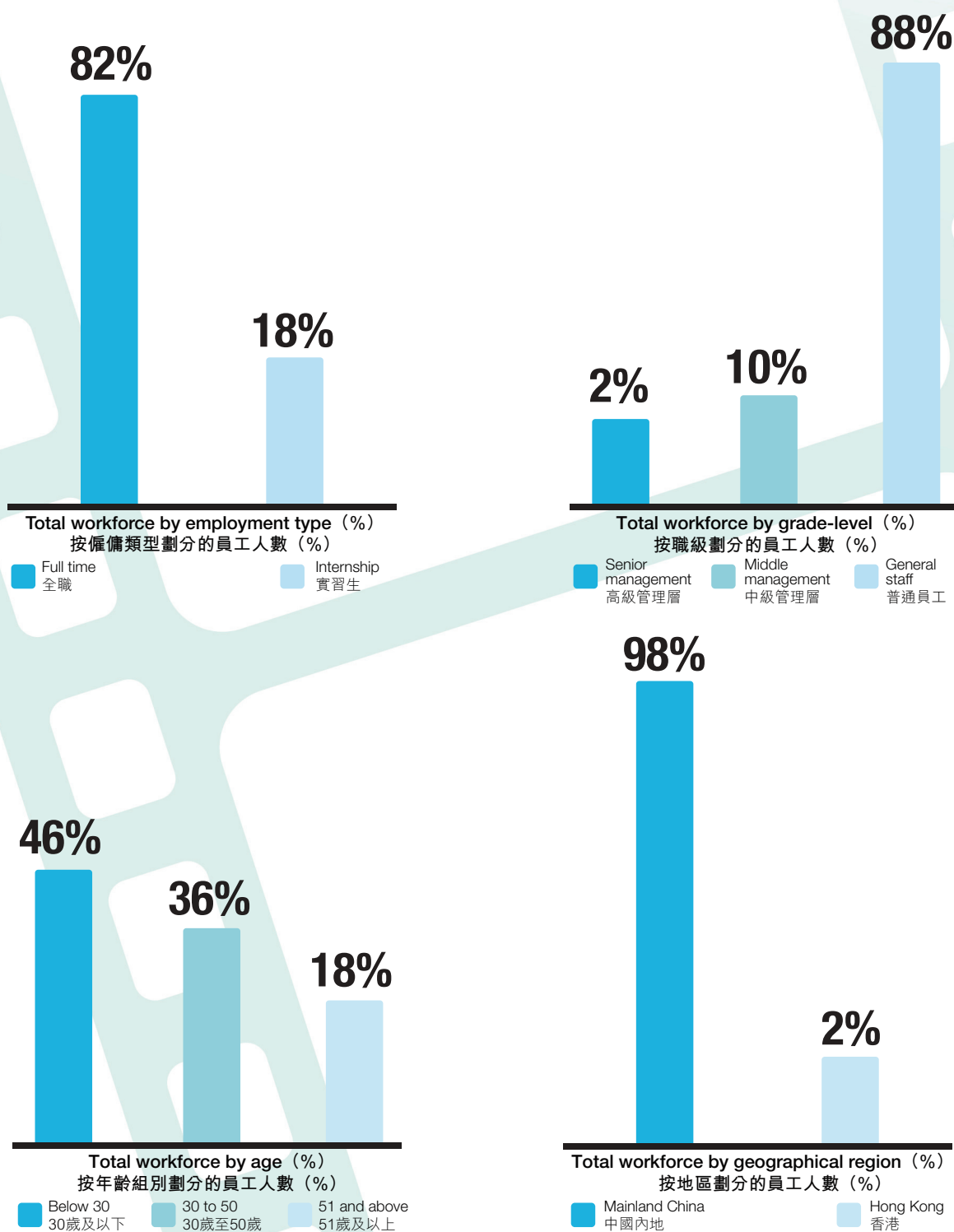
除此之外，為助力在校生職業技能的培養、構建良好的校企人才合作關係，本集團旗下「北湖9號俱樂部」與當地學校簽訂實習協議，每年為在校學生開放一定數量的實習崗位，為社會人才資本的儲備打下基礎。

截至2019年12月31日，本集團員工總數為423人。有關僱傭關鍵績效指標的具體表現如下：



**Total workforce by gender (%)**  
**按性別劃分的員工人數 (%)**

## SOCIAL 社會





## SOCIAL

### 社會

#### System on performance evaluation and remuneration

The Group has formulated and implemented the *Remuneration Management Policy*, aiming to effectively safeguard the healthy growth and development of our employees, to optimise internal management and to ensure that they are provided with market-competitive remuneration packages. Adhering to the principle of fairness and impartiality, we set the salary level based on the contribution of each position towards the achievement of the Group's strategic goals. Employees' remuneration and bonuses are therefore linked with their personal ability, job tenure, education background and performance reviews. While guaranteeing that all our employees are fairly paid, we formulate reasonable and effective mechanisms for value distribution and internal incentives, specifically through integrating the performance of enterprises, teams and individuals into their associated remuneration. At the beginning of each year, taking into account factors including, among others, remuneration levels in the industry and its own operational efficiency, we adjust the human resources management system and the remuneration package when appropriate, so as to continuously optimise our ability to attract and retain outstanding talents, with a view to achieving sustainable growth and development.

#### Career promotion

The Group adopts "Competitive Recruitment Scheme" as its main modality when choosing the core management, so as to fully inspire the potential abilities of our current employees, as well as to provide good promotion prospects for our in-house staff. We have developed an all-rounded procedure for the competitive recruitment and, specifically, set up the leadership group, assessment group and working group for competitive recruitment, aiming to ensure its openness, fairness and impartiality. Our employees may be granted promotion opportunities by filling out the *Application Form for Employees' Promotions under Competitive Recruitment Scheme* in accordance with the requirements shown on the relevant notices, and afterwards passing the assessments, such as written examinations, interviews, practical examinations, scale assessments, public opinions poll and probation periods; In addition, for those employees who meet the Group's requirements in terms of their length of service and performance ranking, promotion opportunities may be offered directly through the department's recommendations.

#### 績效考核與薪酬體系

為有效保障員工健康成長與發展，優化組織內部管理，確保為員工提供具有市場競爭力的薪酬，本集團制定並實施《薪酬管理制度》。秉承公平公正的原則，我們以各崗位對實現集團戰略目標的貢獻價值為定薪基礎，並將員工薪酬和獎金與個人能力、個人司齡、個人學歷、績效考核掛鉤，在保障勞有所得的同時，將企業、團隊、個人的績效與薪酬有機結合，形成合理有效的價值分配機制和內在激勵機制。每年初，我們考量行業薪酬水平和企業經營效益等因素，在適當時機調整人力資源管理體系和薪酬發放機制，不斷提高組織吸引和留任優秀人才的能力，以期實現可持續成長與發展。

#### 職業晉升

本集團以「競聘上崗」作為核心管理層選拔的主要方式，以充分激活已有人力資本的潛在能力，為內部員工提供良好的職業晉升機會。我們制定了完善的競聘工作流程，並設立競聘工作領導小組、評審小組和工作小組，以確保競聘工作在公開、公平、公正的環境下開展。員工可根據競聘需求公告的要求填寫《員工競聘上崗申請表》，經過書面考核、面試答辯、實操考核、量表考核、民主測評、見習期等環節的考評後獲得晉升機會；此外，符合集團工作年限和績效排名要求的員工，還可獲得被部門推薦直接晉升的機會。

## SOCIAL 社會

### Equality, diversity and harmony

The Group adheres to the principles of equality, diversity and anti-discrimination and ensures that no employee is subject to discrimination based on ethnicity, gender, nationality, belief and nationality. We advocate mutual respect and understanding among our employees, aiming to create a harmonious working environment; In the meantime, we maintain an open communication channel for our employees, especially when it comes to reporting unfair work treatment they encountered to the management or human resources department. The Group always protects the legitimate rights of its employees and ensures effective feedback on their opinions.

### Occupational Health and Safety

The Group is concerned about the occupational health and safety of its employees, thus advocating the concept of “healthy work, healthy life” and considering the preservation of a healthy and safe working environment to be our obligation. In this regard, “Bayhood No. 9 Club” has complied with the *Law of the People’s Republic of China on the Prevention and Control of Occupational Diseases*, the *Fire Protection Law of the People’s Republic of China* and other relevant laws and regulations in jurisdictions where it operates. In light of our real-life context, we have also formulated and implemented safety management rules such as the *General Requirements for Occupational Safety and Health Management* and the *Safety Handbook for Caddies*. Simultaneously, in order to seriously protect employees’ occupational health and safety, we continued to improve our safety management framework through the means of standard management, daily training and drills, safety knowledge promotions and occupational protection.

### Standardised safety management system

The Group is committed to providing multiple security guarantees to its employees. We maintain labor insurance, work-related injury insurance and commercial insurance (including but not limited to accident insurance, employer’s liability insurance) for all frontline employees annually with a view of protecting the legitimate rights of our employees; Special personnel are assigned to routinely check on the areas such as offices, dormitories and canteen, so as to avoid potential safety and health hazards; We regularly carry out medical examinations for our employees and conduct seminars on health and safety knowledge, aiming to enhance their health and safety self-awareness and to enable early detections of diseases; Strict personal hygiene of employees is observed under the norms of using serving spoons and chopsticks in staff canteens and requiring the employee to wear surgical masks when he/she is suffering from respiratory infections; Medicine kits are set up in the office areas, which are accessible to employees during the event of an emergency.

### 平等與多元共融

本集團貫徹平等、多元化及反歧視的理念，保障員工不因種族、性別、民族、信仰、國籍等不同而遭受歧視。我們倡導員工間應互相尊重、互相體諒，建立和諧共融的工作環境；同時，我們保持員工溝通渠道的暢通，若員工遇到不公平的待遇，隨時可向管理層或人力資源部反饋。本集團始終維護員工的合法權益，並確保員工意見得到有效反饋。

### 職業健康與安全

本集團關注員工職業健康與安全，倡導「健康工作，健康生活」的工作理念，並將維繫健康安全的工作環境視為我們的義務。為此，「北湖9號俱樂部」遵守《中華人民共和國職業病防治法》及《中華人民共和國消防法》等運營所在地法律法規，結合自身實際制定並實施《職業安全健康管理的常規要求》及《球童安全手冊》等安全管理制度。同時，我們持續完善安全管理架構，通過規範管理、日常培訓及演練、安全知識宣傳、職業防護等途徑，切實保障員工的職業健康與安全。

### 規範安全管理制度

本集團致力為員工提供多重安全保障。我們每年為全體一線員工購買勞工保險、工傷保險及商業保險（包含但不限於意外險、僱主責任險）等，保障員工合法權益；委派專人對辦公室、宿舍、食堂等區域進行定期檢查，排除安全及健康隱患；定期組織員工體檢，並開展健康安全知識講座，以提高員工的健康安全自我意識、及時發現健康隱患；重視員工個人衛生，員工食堂使用公匙公筷，並要求員工在呼吸道感染的情況下佩戴外科口罩；在辦公區域設置常備藥品箱，供所有員工遇突發情況使用。

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In addition, we have specified the occupational requirements and work specifications in relation to safety and health for the exceptional employees in the *General Requirements for Occupational Safety and Health Management*, which emphasises that work permits must be required for handling all special tasks. For example, those driving internal vehicles (such as battery cars and lawn mowers) must hold relevant driving licenses; safety belts and other protective devices must be installed when working at height; protective masks or glasses must be worn when using electric welding or facing any danger of fluid splashing; pre-job trainings must be required for the safety practices in using machineries including boilers and gas supply devices; and work safely with an open flame and burn prevention are also stressed.

#### “Mini Marathon” competition

##### 「小小馬拉松」比賽

In May 2019, the “Bayhood No. 9 Club” held the first “Mini Marathon” competition, awarding medals to the top ten individuals and the top five in team competitions, as well as granting them generous material rewards. Through the corporate recreational and sports activities, we are committed to promoting physical fitness for our employees, thus improving their health and encouraging them to build healthy and progressive lifestyles, which pursue their passion for sports despite busy works.

2019年5月，「北湖9號俱樂部」舉辦首屆「小小馬拉松」比賽，為個人賽十強和團體賽五強頒發獎章，並給予豐厚的物資獎勵。我們致力通過企業員工文體活動的開展，提倡全員健身，增強身體素質，鼓勵員工建立健康向上的生活方式，讓員工在忙碌工作之餘感受運動的激情。



On the spot of the “Mini Marathon” competition  
「小小馬拉松」比賽現場



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### Safety education and drills

In view of the vast area of golf course turfs of the Group's health and wellness center involved, we have seriously put emphasis on the safety education for our employees in relation to the potential fire hazards thereof. We have implemented the night-shift patrol system at "Bayhood No. 9 Club". Specifically, representatives of each department work rotating night-shifts during working days, for conducting patrols every two hours so as to prevent hazards (such as fire hazards) during midnights and to ensure the round-the-clock monitoring for the safety of the sites. In addition, "Bayhood No. 9 Club" also established a part-time volunteer firefighting team, which is responsible for the daily fire safety management, including regular inspections on fire equipment and facilities, as well as the elimination of potential fire hazards.

In 2019, "Bayhood No. 9 Club" organised a series of trainings on fire safety precautions, invited professional firefighting teams to carry out safety seminars and fire drills. Under the guidance of the professionals, our employees participated in fire drills which enabling all of them to be familiar with various necessary firefighting and survival skills in cases of fire accidents, including appropriate means of escape, emergency fire-safety skills and the correct use of firefighting equipment.

### 安全教育與演習

由於本集團旗下健康養生中心高爾夫球場的綠植面積廣闊，存在較高的火災安全隱患，我們極度重視對員工的安全教育工作。在「北湖9號俱樂部」，我們實行夜班巡邏制度，各部門代表在工作日晚間輪崗值班，每兩小時巡邏一次，以防範深夜裡發生火災等災難事件，確保場地安全處於全天候監控之下。此外，「北湖9號俱樂部」亦成立兼職義務消防隊，負責日常消防安全管理，定期對消防器械設施進行檢查，消除消防隱患。

2019年，「北湖9號俱樂部」開展了一系列的消防安全注意事項培訓工作，邀請專業消防團隊開展安全講座及消防演習，員工在專業人員的指導下，參與消防實操演練，確保每位員工都熟練掌握火災逃生注意事項、火災應急處理技巧、滅火器材使用等必要的消防技巧和應急措施。



Seminar on fire safety and self-rescue  
火災安全自救知識講座



"Bayhood No. 9 Club" fire drills  
「北湖9號俱樂部」消防演習

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On the other hand, “Bayhood No. 9 Club” provides targeted safety training courses for different departments subject to their functions, specifically as follows: for the canteen and back office, the trainings involve food safety and safety practices on equipment; for the amenities department, the trainings involve the basic ironing skills and the relevant precautions; and for the engineering department, the trainings involve safety practices on and operation of boilers, safe-driving of vehicles, working-at-heights safety, and safety practices on electric tools. Besides, considering that golfing is an outdoor activity in a vast field, which may cause safety risks (such as getting sunburned or struck by golf balls) to customer servicing staff (e.g. caddies), we provide in-depth safety training of the golf department, with subjects comprising of common knowledge of daily safety, case study of safety risks and training on safety consciousness, with a view to developing employees’ adaptability in the face of safety risks comprehensively. The senior management of each department is responsible for overseeing the execution of employees’ standard safety actions and maintaining their awareness of protection, with a view to reducing employees’ exposure to health and safety hazards.

The key performance indicators for of the Group’s occupational health and safety for the year ended 31 December 2019 are as follows:

此外，「北湖9號俱樂部」還為不同部門提供與其職能相匹配的針對性安全知識培訓課程。對於食堂和後期部，培訓課題涉及食品安全及設備安全操作；對於生活保障部，培訓課題涉及熨燙的基本概念和注意事項；對於工程部，培訓課題涉及鍋爐安全操作與運行、車輛安全行駛及高空作業安全、電動工具使用安全注意事項等。同時，由於高爾夫活動具有戶外開展、場地廣闊的特性，球童等客戶服務人員可能發生被曬傷或被球擊中等安全事故，因此高球部的安全培訓力度更為深入，培訓課題圍繞日常安全常識、安全事故分享、安全意識培養等方向，全方位培養員工對安全事故的臨場應對能力。各部門高級管理人員須負責督促員工執行規範的安全動作並保持防護意識，從而降低員工健康與安全受到危害的風險。

截至2019年12月31日，本集團員工健康與安全關鍵績效指標表現如下：



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### Employees' rights and care

To protect the labour rights, all of the Group's employment relationships are based on formal employment contracts, which strictly prohibit any form of child labour and illegal labour. In order to ensure all personnel formally employed to have reached the statutory minimum age for admission to employment in the jurisdiction where we operate, we take the initiative to verify candidates' identity documents when recruiting, and conduct relevant background check. In case of any omission of age or false certificate, we will either reject the candidates or terminate such employment immediately.

Simultaneously, as the Group respects and defends employees' leave entitlements, it provides marriage leave, bereavement leave, sick leave and annual leave in accordance with the laws and regulations in the jurisdiction where it operates, and has stipulated in the employment contract to avoid compulsory overtime. The Group currently operates a five-day working week with eight hours per day, and for those employees who are willing to work overtime due to emergencies, reasonable rewards are given to its employees in the form of compensation leave or overtime pay.

In addition, to safeguard the fair employment practices for female employees, the Group has proactively implemented certain caring measures for them, which include prohibition on reducing their wages or unilaterally canceling the contracts due to pregnancy, childbirth or breastfeeding, securing that no hazardous task is assigned to a female employee during her pregnancy, entitling them paid leave for pregnancy check-ups, maternity leave and other maternity benefits in accordance with the provisions of the jurisdiction where it operates.

Apart from the statutory benefits, the Group's employee handbook has also explicitly listed various welfare policies offered to the employees of "Bayhood No. 9 Club", including free staff meals, free staff dormitories, staff shuttle services, free uniforms and various recreational and sports activities. The Group has also acknowledged that people-oriented welfare policies, which evidenced by a diversified range of employee activities, could help foster communication among employees. We are committed to creating a desired supporting atmosphere among company teams, and to developing a stronger sense of belonging towards the Group for all of our employees.

### 員工權益與關懷

為保障員工的勞工權益，本集團所有僱傭關係均以正規勞動合同為憑，並嚴令禁止使用童工及非法勞工。為確保所有正式職員滿足運營所在地的法定最低用工年齡，我們在招聘環節主動查驗應聘者身份證件，並開展人員背景調查，如果發現隱瞞年齡、偽造證件等情況，則不予錄用，或立刻終止與其的僱傭關係。

同時，本集團尊重並維護員工的休假權利，按照運營所在地法律法規為員工提供婚假、喪假、病假、年休假等假期，並在勞動合同中約定避免強制加班。本集團現行一周五天、每天八小時的工作時間制度，對因緊急情況而發生的員工自願加班情況，我們以調休或發放加班工資的形式給予員工合理報酬。

此外，本集團積極落實女性員工關愛措施，保障女性員工的就業公平，禁止因女性員工懷孕、生育、哺乳而降低其工資或單方解除合同，亦保證所有女性員工無需在孕期從事任何影響健康的工作，並且按照運營所在地規定為女性員工提供帶薪產檢假、產假等假期並發放生育補助津貼。

除法定福利外，本集團員工手冊明確列舉了我們給予「北湖9號俱樂部」員工的多項福利政策，包括免費工作餐、免費員工宿舍、通勤班車接送、免費工作制服和各項文體活動等。本集團深知人性化的福利政策和多樣化的員工活動有助於促進員工的溝通交流，承諾為所有員工營造團隊間友愛互助的良好氛圍，以提升員工對企業的歸屬感。



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### Employees' holiday activities

#### 員工休整活動

In 2019, "Bayhood No. 9 Club" organised a two-day group tour in Huairou District for its employees. Our employees shared a happy moments together in Huairou District, where they enjoyed various entertainment programmes, such as rafting, hiking the Great Wall and viewing the panoramic scene of Yanqi Lake. Such a diversified range of activities not just enabled employees to unwind after work, but also reduced stress and enhanced interpersonal communication, thereby raising team morale in a harmonious yet inclusive atmosphere at work.

2019年，「北湖9號俱樂部」為員工組織了懷柔區兩日游的集體旅遊年度休整方案。員工在懷柔區一起度過了快樂的時光，進行了漂流、爬長城、觀看雁棲湖全景等娛樂項目。豐富的活動使員工在工作之餘放鬆身心，緩解工作壓力，加強彼此溝通，增進和諧共融的工作氛圍，提升團隊的凝聚力。



Two-day tour in Huairou District  
懷柔區兩日游

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### “Glory in 2019, Swiftly Rising in 2020” gala night

#### 「榮耀2019騰飛2020」歌舞晚會

“Bayhood No. 9 Club” held a gala night with the theme “Glory in 2019, Swiftly Rising in 2020” on 4 December 2019. All departments brainstormed and pooled their ideas, and therefore organised a series of excellent performances. Our employees gathered together and spent a wonderful and unforgettable evening. The gala provided a stage for our employees to show their enthusiasm and vitality, and also realised our considerate and caring for them. As always, not only do we have consistently delivered corporate positive energy, we also facilitated mutual understanding and communication among our employees, as well as enhanced our staff’s centripetal force and creativity. In the meantime, with the aim of enriching the post-working life of our employees, we created a working environment with relaxing spare time and work-life balance.

2019年12月4日，「北湖9號俱樂部」舉辦以「榮耀2019、騰飛2020」為主題的歌舞晚會。各部門集思廣益，積極組織籌劃了一系列精彩的演出，員工相聚一堂，度過了一個美妙又難忘的夜晚。晚會為員工提供了展示熱情與活力的舞台，也體現了我們對員工們的體貼與關懷。我們一如既往地堅持傳遞企業正能量，增進員工之間的互相了解與溝通，提升員工向心力及創造力；同時，我們以豐富員工業餘文化生活為目的，為員工營造一個在工作之餘可以放輕鬆、生活與工作相平衡的工作環境。



### “Glory in 2019, Swiftly Rising in 2020” gala night

#### 「榮耀2019騰飛2020」歌舞晚會

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### Employees Training and Development

The Group regards the enhancement of employees knowledge and skills as the primary foundation for sustainable development. Drawing on the modern corporate training philosophy, we aim to inspire our employees' thoughts and potentials. By establishing a refined training system and combining with the formulation and implementation of the *Rules on Employee Training Mobility Management*, we can provide adequate training opportunities and favorable occupational development environment for our employees.

To achieve corporate development and talent training, the Group has developed a number of training management projects. Annual training plans for different requirements among departments and levels have been set, thus providing systematic and diversified training for employees through various means such as real-combat simulation, case study, and interactive teaching as follow:

- "First Lessons in the Workplace" provides the career and learning goals for new employees in the coming year, guiding them on how to communicate and get along with their colleagues; in addition, "Bayhood No. 9 Club" also establish the "one to one" mentorship scheme for each new employee, providing them with senior employees' guidance on mastering their work skills, and helping them in adapting quickly to the working environment and improving their working ability, as well as integrating smoothly into the team.
- Targeted skills training also assists employees to familiarise themselves with their positions in a multi-dimensional approach, and to learn about theoretical knowledges, such as relevant knowledges and skills, service standards, etiquettes, safety awareness. For instance, the training programmes at the golf club of "Bayhood No. 9 Club" (which includes practices on field service skills, lines indicating skills on the putting green and the putting theories, driving golf carts and customer analysis) not only enhance employees' professional skills, but also improve the customer service experience.

### 員工培訓與發展

本集團將員工知識與技能的提升視作可持續發展的首要基礎。我們吸收現代企業培訓理念，致力於啟發員工思維和潛力，通過建立完善的培訓體系，結合《員工外派培訓管理規定》的制定及實施，為員工提供充分的培訓機會和有益的職業發展環境。

為實現企業的發展和人才的培養，本集團制定了多項培訓管理項目，針對不同部門和層級的崗位要求，設定了年度培訓計劃，通過實戰模擬、案例研討、互動教學等方式，為員工提供系統化、多元化的培訓：

- 「職場第一課」為新入職員工制定未來一年的工作和學習目標，並幫助他們學會如何與同事溝通和相處；此外，「北湖9號俱樂部」還為每位新員工配備「一帶一」職業導師，以老員工帶新員工的方式引導新員工掌握工作技能、快速適應工作環境並提升工作能力，順利融入團隊。
- 針對性技能培訓幫助員工多方位熟悉自己的崗位，了解崗位相關知識技能、服務標準、禮儀形象、安全意識等理論知識，例如「北湖9號俱樂部」高球部的場地服務技巧實操、果嶺擺線技巧與推桿原理、球車駕駛、客人類型分析等培訓，在提升員工職業技能的同時，亦改善客戶的服務體驗。



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- For the management, we focused on developing their organisational, leadership and communication abilities. Specifically, we offer customized management training programmes which help them to raise awareness among the internal and external governance rules and regulations of the industry, as well as analyse industry dynamics and amendments to listing rules, so as to enable them to provide timely respond to the changes in macro-environment and regulatory requirements, systematically understand the political and economic situation, and therefore study the impact of various internal and external factors, with a view of improving the management's planning and decision-making capabilities for strategic objectives and guidelines.
- 針對管理人員，我們著重培養其組織、領導、溝通等方面的工作能力，量身定制管理人員培訓方案，為其梳理企業內外部管治規則及行業政策法規，分析行業動態及上市規則的變化等，以確保管理人員能夠及時應對宏觀環境及監管要求的變化、系統地把握政治和經濟形勢並深刻理解和洞察企業內外部各種因素的影響，提高管理人員對戰略目標及方針的規劃與決策能力。



**Training for the Club Operation Department**  
會館運營部培訓



**Training for Security and Guarding Department**  
保安部培訓

In order to validate and continuously improve training effectiveness, not only does the Group prompt each department to complete its monthly training plan through a performance review, it evaluates the improvement of training courses on an ongoing basis. Meanwhile, we collect employees' feedback on the training courses through questionnaires, so as to better improve the training guidance. Throughout their daily operations, each department will also help our employees better cope with the work challenges by organising meetings and sharing sessions, during which we aim to help our employees better address challenges that they encounter at work, promote mutual communication and learning among them, so as to create a working and learning atmosphere that nurtures harmonious coexistence and mutual support.

為驗證並持續改善培訓效果，本集團除了以考核部門績效的方式督促各部門完成每月培訓計劃，評估各部門在培訓課程改善方面的工作成果。同時，我們通過問卷調查收集員工對培訓課程的反饋意見，以提供更好的培訓指導。在日常工作中，各部門亦通過會議和員工經驗分享會等方式，解決員工在工作中遇到的困惑，幫助員工更好地應對工作難題，促進員工溝通及互相學習，形成和諧互助的工作學習氛圍。

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### Essay-writing competition

#### 徵文大賽活動

From June to August 2019, grasping the opportunities brought about by the celebration of 70th anniversary of the founding of the People's Republic of China, "Bayhood No. 9 Club" launched the essay-writing competition. Our employees actively participated in the contest by writing articles in their own words for expressing what they had seen or heard. In the entries, some of the essays were written to praise for the workers, and to reflect the hard-working and struggling spirits of our employees, while some of the essays were written to reflect the great changes and brilliant achievements of "Bayhood No. 9 Club" in recent years. We have selected the first, second, third prizes and certain excellent awards among the outstanding essays, and thus granting them the certificates and prizes.

2019年6至8月，「北湖9號俱樂部」以慶祝中華人民共和國成立七十週年為契機，開展徵文大賽活動。員工撰寫原創文章積極參與，抒發個人所見所聞。參賽作品中，有禮讚勞動者、反映「北湖9號俱樂部」員工勤奮工作、努力拼搏的精神面貌的，也有反映「北湖9號俱樂部」近年來發生的巨大變化和取得的輝煌成績的。我們從優秀作品中評選出一、二、三等獎及優秀獎若干名，並為其頒發獎狀及獎品。



A display board for the Essay-writing competition

徵文展示欄





# SKY Castle

— 天空城堡 —



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Key performance of the Group's staff training during the Reporting Period are as follows:

報告期間，本集團員工培訓關鍵績效表現如下：

### By grade-level

#### 按職級劃分

Percentage of  
employees trained  
受訓員工比例



Senior management  
高級管理層



Middle management  
中級管理層



General staff  
普通員工

Average training  
hours completed  
平均受訓時數

16.15

26.46

40.80

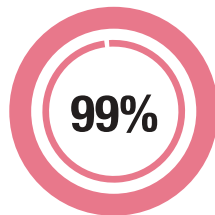
### By gender

#### 按性別劃分

Percentage of  
employees trained  
受訓員工比例



Male  
男性



Female  
女性

Average training  
hours completed  
平均受訓時數

37.81

40.43

## SOCIAL 社會

### OPERATIONAL MANAGEMENT

The Group, being well placed to contribute to spreading values during the course of its operations, is always mindful of the social responsibilities when acting as a corporate citizen. In terms of entertainment and media business, we shall voluntarily abide by the laws and regulations of the jurisdiction where the overall processes along the films & TV development, production, distribution and marketing are located. The “Greenlight Committee” is also set up for examining the legality, compliance and value-orientation positiveness among various media investment projects. In terms of health and wellness services, “Bayhood No. 9 Club” promotes a new lifestyle of “elegant, natural and healthy” via providing its members with high quality and high-end consumer experience. In addition, we abide by the *Advertising Law of the People’s Republic of China* and other relevant laws and regulations of the jurisdiction where we operate, and therefore strictly control the presentation of information in relation to advertising, publicity, and streaming media. We are responsible for the legality, authenticity and accuracy of the contents to be published, thus prohibiting the publication of deceptive or misleading contents to the public, and avoiding adverse effects on consumers, investors and other stakeholders.

### 營運管理

本集團關注在營運過程中的價值傳遞，時刻銘記身為企業公民肩負的社會責任。在娛樂及媒體業務方面，我們自覺遵守影視作品從開發、製作、發行及營銷全流程所涉及的所在地法律法規，並特別設立「綠燈委員會」審核各項媒體投資項目的合法性、合規性及價值導向的積極性；在健康及養生服務方面，「北湖9號俱樂部」通過為會員提供優質和高端的消費體驗，倡導「雅致、自然、健康」的新生活方式。此外，我們遵守《中華人民共和國廣告法》等運營所在地法律法規，嚴格把控廣告、宣傳、流媒體等的信息口徑，對發佈內容的合法性、真實性、準確性負責，禁止對外發佈欺騙或誤導性的內容，避免對消費者、投資者等權益人造成不良影響。

## SOCIAL 社會

### Product and service responsibilities

#### Entertainment & media business

The Group strictly complies with the *Regulations on Administration of Films*, the *Notice on Further Regulating the Administration of Patch Advertising and Pre-Release Advertising for Films*, the *Notice on Further Strengthening and Improving on Administration associated with the Introduction and Broadcasting of Overseas Films and TV Series* and other relevant laws and regulations in the jurisdictions where it operates. In order to strengthen content investment management and reduce investment risks of investors, the Group has set up a “Greenlight Committee” to regulate the risk response measures for content investment by implementing the “Greenlight Policy on Content Investment” (“Greenlight Policy”). The Greenlight Policy requires relevant departments to submit materials (such as investment budget, expected time of release, expected schedule for production and delivery, director and main cast, total investment amount) to the Greenlight Committee, which shall, in combination with objective factors such as audience preferences and industry policies, assess the profitability of films and the legality and compliance of themes, and decide whether to proceed with the investment based on the results from the comprehensive evaluation. Since the establishment of the “Greenlight Committee”, all film and TV projects, which are invested and produced by the Group, have been reviewed with its aim of providing high quality and positive energy for the public.

#### Offline healthcare & wellness business

- Enhancement of service quality

The Group strictly complies with the *LB/T 043-2015 Golf Management Service Specifications*, operates golf courses with licenses and in a legal manner, and is capable to provide various services in respect of golf activities. We have also established a refined management system, standards of work, service processes and positions’ responsibilities.

The members and guests experience in its service forms the core competitiveness of “Bayhood No. 9 Club”. We have formulated a closed-loop service quality assurance system by establishing its systems and conducting training, designing services and regular quality inspection.

### 產品及服務責任

#### 娛樂及媒體業務

本集團嚴格遵循《電影管理條例》、《關於進一步規範電影貼片廣告和映前廣告管理的通知》、《關於進一步加強和改進境外影視劇引進和播出管理的通知》等運營所在法律法規。為加強內容投資管理、降低投資者的投資風險，本集團特設「綠燈委員會」，並通過實施《有關內容投資之綠燈政策》（「綠燈政策」）規範內容投資的風險應對措施。綠燈政策規定，在進行內容投資之前，相關部門必須將投資預算、預計放映時間、預期製作和交付期表、導演和主要演員、投資總額等材料提交綠燈委員會，綠燈委員會則需結合觀眾偏好、行業政策等客觀因素，評估影片的盈利能力及題材合法合規性，根據綜合評估結果確定是否投資。自綠燈委員會成立起，本集團參與投資和製作的所有影視項目都經其審核，力求為公眾呈現高質量、正能量的影視作品。

#### 線下健康及養生服務

- 服務品質管理

本集團嚴格遵循《LB/T 043-2015高爾夫管理服務規範》，持照、合法經營高爾夫球場，具備提供以高爾夫球活動為基礎的各項服務的能力，並建立完善的管理制度、工作標準、服務流程及崗位責任制度。

會員及賓客的服務體驗是「北湖9號俱樂部」的核心競爭力。我們通過建立制度、開展培訓、設計服務、定期質檢，形成閉環的服務品質保障體系。



## SOCIAL 社會

### Provision of a variety of services

#### 提供多樣服務

Create a full range of recreational and wellness experiences for the customers of "Bayhood No.9 Club" customers, such as setting up PGA-branded golf academy, launching SPA treatments and opening theme restaurants, etc. 全方位打造「北湖9號俱樂部」客戶的休閒養生體驗，如成立職業高爾夫協會冠名之高爾夫學院、推出水療服務、開設主題餐廳等

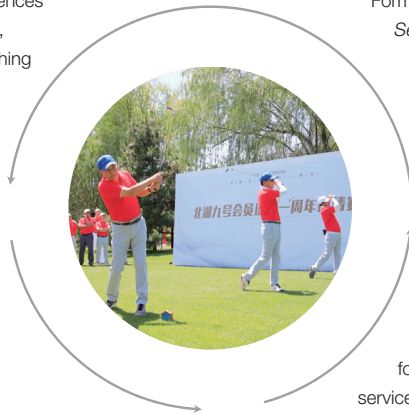
### Conducting on-the-job trainings

#### 開展崗位培訓

Customer service members, such as club concierge and caddies, are trained periodically for enhancing their etiquette and service awareness, thus enriching their professional knowledge about golfing, with a view of providing professional and thoughtful services to the customers

對會服、球童等客戶服務人員定期開展培訓，提升其禮儀與服務意識，加強對高爾夫運動的專業知識儲備，為客戶提供專業、周到的服務

In order to avoid injuries, "Bayhood No. 9 Club" has formulated and implemented the *Security Protection for Golf Operations Department*, which specifies the security details for various areas (such as the transportation of golf ball bags, caddie service, driving of golf carts) among the regions. Cooperating with reserve duty training on employees' professional golfing knowledge, it provides professional and safe services for the members and guests. At the same time, we conduct regular daily safety knowledge training for our employees, which provides a wide range of warning information for possible dangers in various fields, thus enhancing employees' safety awareness, minimising accidental injuries, and enabling immediate response when hazards occur. Taking into careful consideration, teenagers under the age of 18 are discouraged from on-site golfing by "Bayhood No. 9 Club". When members or guests request for such service, they shall make special applications and sign security agreements, which promise to bear all of the risks themselves. Such measure shall enable the members and guests to fully understand the potential risks, while fulfilling its service providers' responsibility of reminding them.



### Formulation of rules and policies

#### 制定規章制度

Formulate the *Main Measures for Guaranteeing the Member Service Quality* and other relevant rules, so as to regulate the implementation of procedures and quality control standards for the services of members 制定《保障會員服務品質主要措施》等制度，以規範會員服務的實施流程和品控標準

### Establishment of quality inspection team

#### 成立質檢團隊

The management team of "Bayhood No. 9 Club" has formed a quality inspection team to inspect and evaluate service performance of their staff on a weekly basis to identify where inadequate service levels may have existed, and urge employees to perform, as appropriate, followup work to verify whether the corrective actions were fully and properly implemented in order to enhance the overall capabilities of service. 「北湖9號俱樂部」管理層組成質檢團隊，每週對各崗位服務情況開展檢查，及時排查服務不足之處，並督促員工及時改善工作方法或態度，提升服務細節

為避免發生意外，「北湖9號俱樂部」制定並實施《高球運作部安全防範》，明確了接運球包、球童服務、球車駕駛等各環節各區域的安全防範細節，並配合對員工高爾夫運動專業知識的儲備訓練，為會員及賓客提供專業和安全的服務。同時，我們定期開展員工日常安全知識培訓，從危險可能發生的潛在領域對員工實施全方位的警醒，以強化員工的安全防範意識，盡量減少意外傷害，並能夠在危險來臨時及時應變。出於審慎考慮，「北湖9號俱樂部」不提倡未滿18歲青少年下場擊球，如會員或賓客要求則需進行特殊申請並簽署安全協議書，承諾自行承擔一切風險，力求以此令會員及賓客充分理解潛在危險，履行作為服務提供方應盡的提示責任。

## SOCIAL

### 社會

In addition, the Membership Department holds regular internal meetings every morning and evening, aiming to maintain close communications among employees, and to timely find out, share and summarise all the problems and service experience, and thus guiding the employees to learn on the right working experiences, improve service defects and constantly improve service qualities.

#### Member Featured Activities

##### 會員風采活動

In 2019, “Bayhood No. 9 Club” organised a series of diversified member activities, which were unanimously endorsed and supported by its members. These include the “Bayhood No. 9 Club” Golf Open, the Monthly Regular Team Match, the Member Tournament, the Zhuoli Trophy, Standard Chartered Bank Golf Day and 2019 Citi China Korea Day, etc.

「北湖9號俱樂部」在2019年度舉辦了一系列豐富多彩的會員活動，得到了會員們的一致認可與支持。其中包括「北湖9號俱樂部」開場杯、球隊月例賽、會員聯誼賽、卓立杯、渣打銀行高爾夫日活動和2019花旗中國韓國客戶日等活動。



Group photo at the member competition of Golf Open

開場杯會員賽合影



## SOCIAL 社會

The day of 27 May 2019 marks the first anniversary of the founding of "Bayhood No. 9 Club" Golf Teams. Since the establishment of the teams, the viscosity of members has been increasing. In order to enhance the service for the teams, the club has arranged dedicated staff to carry out matching activities and daily management. In addition to provide regular monthly in-house training, the "Bayhood No. 9 Club" Golf Teams also held friendly member matches with Reignwood Pine Valley Golf Club and Topwin Golf and Country Club Team. The members of the "Bayhood No. 9 Club" Golf Teams were willing to conduct technical exchanges with other peers teams. Having weathered numerous competitions, the mutual friendship has been deepened with their increased familiarity and emulative spirit.

2019年5月27日是「北湖9號俱樂部」高爾夫球隊成立一週年紀念日。球隊自成立以來，會員黏性不斷增加，為了能夠更好的服務球隊，俱樂部特意安排專人負責對接活動及日常管理工作。除了每月的定期內部訓練，「北湖9號俱樂部」球隊分別與華彬生態園高爾夫俱樂部和通盈·雁棲湖高爾夫俱樂部兩支球隊舉行了會員聯誼賽。「北湖9號俱樂部」球隊會員們很樂意和其他同業球隊做球技交流，經過多番較量，熟悉度及相互較量的不服氣都給相互間的友誼加深了重量。



Group photo on the day of the first anniversary of the teams' forming  
球隊成立一週年合影



## SOCIAL 社會

On 23 September 2019, “Bayhood No. 9 Club” held the Zhuoli Trophy. The event successfully brought 89 members and 20 special guests together, during which the champions, 2nd and 3rd runners-up were selected from individual gross and net score sections respectively. Members were delighted and expressed their expectations for other swapping of skills in the future. We sincerely hope that our members would take a break from their busy lives, and instead achieve happiness during the joyful golf matches.

2019年9月23日，「北湖9號俱樂部」舉辦首屆卓立杯。此次活動成功邀約89名會員及20名特邀嘉賓的參與，評選出了個人總桿和淨桿的冠亞季軍。會員樂在其中，並表示期待未來更多的溝通交流。我們真誠希望會員們能夠在忙碌的生活中停下腳步，在快樂打球的高爾夫之旅中收穫幸福。



Group photo at the friendly competition between  
“Bayhood No. 9 Club” Golf Teams and  
Reignwood Pine Valley Golf Club

「北湖9號俱樂部」與華彬生態園高爾夫俱樂部友誼賽合影



Group photo at Zhuoli Trophy  
卓立杯邀請賽合影

- Channels of customers engagement

We put emphasis on listening to our customers for understanding what our members and guests really need. “Bayhood No. 9 Club” has formulated and implemented the *Reservation Procedures for Members*, *Reception Procedures for Members*, for maintaining communication with members and guests through various channels, such as telephone and the WeChat official account named “Bayhood No. 9 Club”. A reachable 24-hour member service specialist, who is responsible for handling one-on-one booking and ordering meals, is assigned to each member at “Bayhood No. 9 Club”.

- 客戶溝通渠道

為切實了解會員及賓客真正所需，我們注重聆聽客戶意見。「北湖9號俱樂部」制定並實施《會員預定流程》和《會員接待流程》，通過電話及「北湖9號俱樂部」微信公眾號等渠道保持與會員及賓客的溝通。每位會員在「北湖9號俱樂部」均有專屬會服專員，後者負責一對一地處理會員預訂打球、訂餐等事宜，並保持聯繫方式的24小時暢通。

## SOCIAL 社會

- Customers' complaints and responses  
In order to deal with members' complaints in a timely and effective manner, "Bayhood No. 9 Club" developed and implemented the *Procedures for Handling Customer Complaints*, and conducted customer questionnaires on a regular basis by distributing the "Guest Opinion Submission Form". When a member or guest has any suggestion or complaint about the facilities, equipment or service quality of the fields, the member service specialist shall immediately listen and respond to the complaint, so as to ensure that the customer's experience is entirely understood, as well as appease their moods. The manager on duty shall be responsible for taking the suggestions and resolving the complaints, thus making every effort to fix the problems on the spot.

In 2019, "Bayhood No. 9 Club" received a total number of 2 customer complaints, which were dealt with and resolved in a timely manner. Once the problem is fixed, the Membership Department will continue to maintain close communication with the customers, as well as to track the subsequent satisfaction of them.

- 客戶投訴及回應  
為及時有效的處理會員的投訴問題，「北湖9號俱樂部」制定並實施《客戶投訴處理流程》，並通過「賓客意見表」定期開展客戶問卷調研。若會員或賓客對場地設施設備或服務品質有任何建議或投訴，專屬會服會立即給予聆聽和回應，確保了解清楚事情原委並安撫其情緒；有關建議和投訴由當班經理出面協調，力求能夠將問題當場解決問題。

2019年度，「北湖9號俱樂部」收到共計2項客戶投訴，均已得到及時的處理和解決。在問題得到解決後，會員部也會繼續保持與客戶的密切溝通，對後續客戶的滿意度進行跟進。

### Customers' complaints and responses in 2019 2019年度客戶投訴及回應

Contents of complaints 投訴內容	Ways to handle 處理方法	Improvement measures 改善措施
competitions were frequently held in the club, affecting its members' reservation 俱樂部經常承接比賽，影響會員訂場	The manager on duty explained and illustrated that members' activities would also be a sort of members' rights and interests, and on the other hand, the clubs would control the frequency of competitions and the number of participants according to its operational demands 當班經理向會員解釋並說明會員活動也是會員權益的一種，俱樂部會根據運營需求管控比賽頻率和承接人數	Adjust the fees for activities in 2019 and develop controlling measures on activities 調整2019年活動價格，並制定活動管控方案
Unstable quality of food served and no seasonal dishes 餐廳菜品水準不穩定，未供應應季新菜	The manager on duty was genuine and sincere in apologizing to the guest. If the food wasn't to a guest's liking, re-cook it or prepare something else 當班經理真心真誠地向客人道歉。如果食物不符合客人的喜好，重新烹調或準備別的菜餚	The incumbent chef was asked to study and create new dishes during the shutting down of golf courses. It was also planned that new chefs shall be hired in the next year 要求現任廚師於封場期間外出學習及研究新菜品，並計劃明年開場招聘新廚師

## SOCIAL 社會

- **Protection on customers' information and privacy**  
In order to effectively protect customers' information and privacy, the Group has developed and implemented the *Customer Privacy Protection Policy*, which sets forth detailed requirements for customer information collection, preservation and messaging, clarifies the access to and use of customer files, and limits the scope of information collection and use, so as to minimize the possibility of customer information disclosure. Simultaneously, we have entered into privacy agreements with all employees who may have access to the personal information of our customers, emphasising the importance of information security to our employees, and eliminating any employee's improper use of customer information such as disclosure, sale and sharing.

### Supply chain management

The Group has formulated and implemented the *Supplier Management System*, which adheres to the principles of openness and transparency in all aspects of development, access and evaluation of suppliers and provides a fair competition platform for them.

#### Selection of suppliers

When selecting suppliers, we require suppliers to provide licenses and qualification documents as the basic conditions for access, on this basis, we will therefore first select well-known brands; In addition, we will perform a comprehensive assessment of suppliers' products that covers a number of areas, such as pricing, source, model and after-sales services through on-site inspection when necessary, so as to further ensure that the supplier's products and services meet our quality standards. For those suppliers whose products are, to a certain extent, associated with impacts on the environment, we require that their manufacturing processes and finished products shall comply with the environmental protection laws and regulations in jurisdictions where they operate, while preference shall be given to those suppliers with advanced environmental performance.

#### Assessment for suppliers

The Group has established a database of supplier to continuously track the performance of the co-operating suppliers' products and services, as well as to update relevant information in a timely manner. We graded our major suppliers in different stages. For those with more than 90 points are selected as the excellent suppliers, which shall have the priority in terms of payment and orders, and shall be qualified to sign the long-term strategic contracts; At the same time, disqualified suppliers shall be removed from the supplier list, with a view of controlling the quality of our product and service at source.

- **客戶資料及隱私保護**  
為切實保障客戶資料及隱私，本集團制定並實施《客戶隱私保護制度》，對客戶信息的搜集、保存、傳訊等行為作出了詳細要求，明確了客戶檔案的接觸與使用權限，並限制了信息收集和使用範圍，以盡力降低客戶信息洩露的可能性。同時，我們與所有可能接觸客戶個人信息的員工簽訂隱私保護協議，向員工強調信息安全保護的重要性，杜絕員工作出透露、出售、共享等不正當使用客戶信息的行為。

### 供應鏈管理

本集團制定並實施《供應商管理制度》，從供應商的開發、準入到評估各環節都恪守公開透明原則，為供應商提供公平的競爭平台。

#### 供應商選聘

在選聘供應商時，我們要求供應商提供證照及資質文件，作為準入的基本條件，在此基礎之上，擇馳名品牌為先；此外，必要情況下，我們還會以現場考察的方式對供應商產品的價格、貨源、型號、售後服務等方面進行綜合評估，進一步確保供應商的產品及服務符合我們的品質標準。針對其產品在一定程度上對環境產生影響的供應商，我們更要求其製造工藝及產成品符合運營所在地的環保法律法規要求，並優先選用在環保方面有先進表現的供應商。

#### 供應商考核

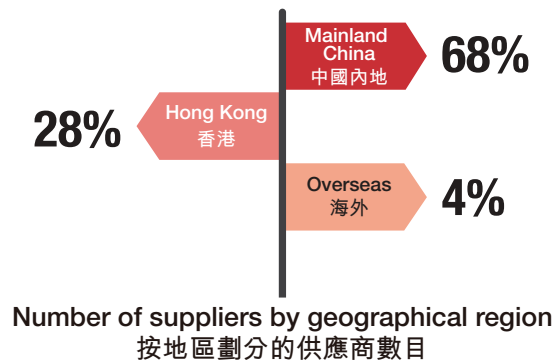
本集團已建立供應商資料庫，持續跟蹤合作供應商的產品及服務表現，及時更新有關資料。我們對主要供應商開展階段性評分，取得90分以上評分的供應商為優秀供應商，將在付款和訂單方面享有優先權，並可簽訂長期戰略合同；同時，表現不合格的供應商會從供應商名單中刪除，以從採購源頭把控我們的產品及服務質量。



## SOCIAL 社會

As at 31 December 2019, the Group maintained good cooperative relationships with 54 suppliers with the following geographical distribution:

截至2019年12月31日，本集團與54家供應商保持良好合作關係，具體地理分佈如下：



### Compliance on Operation and Anti-Money Laundering

In order to maintain a business environment with impartiality and integrity and ensure the normal order of the Group's business activities, we strictly complied with the *Anti-Money Laundering Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China* and other laws and regulations in the jurisdiction its operates, with a view of resolutely cracking down on corruption, bribery, malpractice, money laundering and other misconducts. The Group continued to improve the anti-corruption mechanism, formulate and implement various systems such as the *Management Rules Against Malpractice*, the *Policy on Inside Information and Information Disclosure* and the *Code of Ethics*. We strictly regulated the professional ethics of all employees from the policy level, strengthened the internal and external risk resistance capabilities, prevented corrupt practices among employees, so as to do our best to safeguard the legitimate rights of our stakeholders, including our shareholders, customers and business partners.

To strengthen the awareness of integrity among its employees, the Group has proactively carried out publicity and education on integrity, with a view of upholding a corporate culture that centres on honesty and integrity, thus creating an anti-corruption corporate environment. We require all employees and suppliers to sign a commitment and a cooperation agreement on integrity respectively, so as to alert and prevent commercial bribery and other violations; We also remind our employees to pay attention to the code of ethical conduct and to properly address conflicts of interest at work through a number of channels (such as the Employee Handbook, relevant rules and policies, emails or intranet); In addition, we appoint independent third-party organisation to conduct internal audits annually for verifying high-risk areas, and thus identifying and improving internal control deficiencies in a timely manner, as well as closing the loophole.

### 合規經營與反洗錢

為了維護公正廉明的經營環境，保障本集團經營活動的正常秩序，我們嚴格遵守《中華人民共和國反洗錢法》、《中華人民共和國反不正當競爭法》等運營所在地法律法規，堅決打擊貪污、賄賂、舞弊、勒索、欺詐及洗黑錢等不當行為。本集團持續完善反貪腐機制，制定並實施《反舞弊管理制度》、《內幕消息及信息披露政策》及《道德守則》等制度，從政策層面嚴格規範全體員工的職業道德行為，加強內外部風險防範能力，防止員工在工作中的腐敗舞弊行為，維護股東、客戶、業務合作伙伴等權益人的合法權益。

為了強化員工的廉潔意識，本集團積極開展廉潔宣傳教育工作，倡導誠信正直的企業文化，營造反貪污的企業環境。我們要求全體員工及供應商分別簽署廉潔承諾書和廉潔合作協議，以警示和防範商業賄賂等違規行為；我們通過員工手冊、規章制度、郵件、局域網等媒介，時刻提醒員工注意道德行為規範，正確處理工作中的利益沖突；此外，我們每年聘請獨立第三方機構開展內部審計，針對高風險領域進行核查，以便及時發現並改善內部控制缺陷，堵住風險漏洞。

## SOCIAL 社會

The Audit Committee of the Group has dedicated email and telephone channels for receiving complaints of misconduct. If, upon investigation, it is found that the informant has indeed committed any corruption, he/she shall be ordered to accept economic and administrative punishment in accordance with the provisions of the country and the Group; For any suspected of violating the law, it shall be transferred to the judicial authorities for their handling.

In 2019, the Group did not have any litigation of corruption against its employees or the Group.

### Community investment

The Group is always mindful of the development of the communities where it operates, and therefore proactively giving back to the society by supporting vulnerable groups, helping local residents find employment and participating in charity work, while safeguards its own sustainable development.

The Group's "Bayhood No. 9 Club" provides monthly living subsidies to 4 members of residents with low social security under the Beijing Beihu Village Neighborhood Committee. During the Reporting Period, total living subsidies amounted to RMB85,400 was provided. In addition, in January 2019, "Bayhood No. 9 Club" also donated RMB2,000 to a disabled Guo's family in Beihuqu Village, Beijing, for helping them alleviate their living difficulties. Meanwhile, when the job vacancy is opened in "Bayhood No. 9 Club", priority is given for recruiting employees from the communities where it operates, which not only solves the employment problem facing by the local labour force, but also increase villagers' income, thus forming a good "village-enterprise family" relationship.

本集團審核委員會設有專門的電子郵箱及電話等渠道，用於接收不正當行為的舉報投訴。若經調查發現被舉報人確有貪腐行為，責令其按照國家及本集團規定接受經濟及行政處罰；對於涉嫌觸犯法律的，則移送司法機關處理。

2019年度，本集團未發生任何對本集團或本集團員工提出的貪污訴訟案件。

### 社區投資

本集團持續關注運營所在地社區的發展，在確保本集團可持續發展的同時，通過幫扶弱勢群體、為當地居民改善就業、參與社會慈善活動等方式，積極反饋社會。

本集團「北湖9號俱樂部」每月向4名北京市北湖村居委低保戶發放生活補貼，報告期間發放生活補貼共計人民幣85,400元。此外，2019年1月，「北湖9號俱樂部」還向北京市北湖渠村殘疾人郭某一家捐贈善款人民幣2,000元，以幫助其緩解生活困難。同時，「北湖9號俱樂部」在出現崗位空缺時，優先從業務所在社區招聘員工，不僅解決了當地勞動力就業問題，促進村民增收，也有助於形成「村企一家」的良好關係。



# Partners for Justice

檢法男女



## ENVIRONMENT 環境

### GREEN OPERATION

As the Group fully understands that its employees are the foundation on which it moves forward, it implements eco-friendly office concepts during its daily operations, with a high focus on the impact of its operations on the environment. We have strictly complied with the *Environmental Protection Law of the People's Republic of China* and other relevant laws and regulations in the jurisdiction where we operate, conscientiously implemented various environmental protection measures, and strived to reduce the negative environmental impacts from business operations by various means, such as reducing pollution emissions, enhancing energy utilization and reasonably disposing of waste. In striving to achieve economic growth, we reminded ourselves to fulfill the environmental obligations when acting as a corporate citizen.

### 綠色營運

本集團深知綠色營運是實現可持續發展的基石，在日常營運中推行環保的辦公理念，高度關注營運對環境的影響。我們嚴格遵守《中華人民共和國環境保護法》等運營所在地法律法規，認真落實各項環保措施，通過減少排放污染、提升能源使用率及合理處置廢棄物等方式，力爭降低業務運營產生的負面環境影響，在努力實現經濟增長的同時亦不忘履行企業公民的環境義務。



A corner of "Bayhood No. 9 Club"  
「北湖9號俱樂部」一角

### Carbon management

In response to the national call for "energy conservation and emissions reduction", the Group adhered to the philosophy for sustainable and low-carbon development, optimised energy consumption facilities and equipment, as well as gradually reduced energy consumption and waste gas emissions from daily operations.

### 碳排放管理

本集團積極響應國家「節能減排」的號召，堅持可持續、低碳的發展理念，優化能耗設施設備，逐步降低日常運營帶來的能耗與廢氣排放。

## ENVIRONMENT

### 環境

During the Reporting Period, the Group generated carbon emissions as follows:

報告期間，本集團產生碳排放情況如下：

Greenhouse gas emissions (scope 1) (tonne)	溫室氣體排放量(範圍一)(噸)	1,576.39
Greenhouse gas emissions (scope 2) (tonne)	溫室氣體排放量(範圍二)(噸)	2,705.54
Total greenhouse gas emissions (scope 1 & 2) (tonne)	溫室氣體總排放量(範圍一和範圍二)(噸)	4,281.93

#### Energy use

All facilities and equipment of the Group must comply with the standards of the jurisdiction where it operates, with priority given to the use of energy-efficient appliances such as lighting devices, air conditioners and refrigerators; Simultaneously, we reasonably set the office area lighting time and air-conditioning temperature, ask employees to do their bits to cut down the unnecessary usage of energy (such as turning off the unused lights, completely turn off electrical appliances which are not in use when they leave work for the day); In addition, to ensure the normal operation and extend the useful life of various electrical appliances, we regularly conduct maintenance and repairs, thus avoiding the impact on power efficiency due to aging.

In order to save energy, "Bayhood No. 9 Club" specifically sets a reasonable lawn maintenance plan, which provides that fertilizers shall be applied according to the past growing pattern of the lawn. It not only improves the efficiency of fertilizers, but also prevents the lawn from overgrowing, thus reducing the lawn pruning frequency and saving the fuel consumption of the lawn-cutting machine.

#### 能源使用

本集團所有設施設備均符合運營所在地標準，且優先採用能耗較低的燈具、空調、冰櫃等電器；同時，我們合理設定辦公區域的照明時長和空調溫度，要求員工從隨手關燈、離開工作崗位時關閉電器電源等點滴做起，以減少不必要的能耗；此外，我們定期保養及維修各類電器，以保證其正常運轉、延長其使用壽命，避免因老化而影響用電效能。

為節約能源，「北湖9號俱樂部」特別制定合理的草坪養護計劃，按照草坪以往的生長規律進行施肥作業，在提高肥料利用率的同时，確保草坪不會生長過盛，以此降低對草坪的修剪頻率，節約剪草機的燃油消耗。

Total non-renewable fuel (direct) consumption ('000 kWh)	不可再生燃料(直接)總耗量(千個千瓦時)	7,576.37
Total purchased energy (indirect) consumption ('000 kWh)	購買能源(間接)總耗量(千個千瓦時)	2,797.07
Total energy consumption ('000 kWh)	能源總耗量(千個千瓦時)	10,373.44
Energy consumption intensity ('000 kWh/HK\$'000)	能源耗量密度(千個千瓦時/千港元)	0.10

#### Exhaust emissions

"Bayhood No. 9 Club" uses natural gas boilers, so as to reduce sulfur dioxide emissions which was caused by the use of coal boilers in the past. Meanwhile, professional fume purification devices, which absorb and purify kitchen fumes, have been used at the themed restaurant of "Bayhood No. 9 Club" to meet the national standard on low-altitude emissions of kitchen fumes.

#### 廢氣排放

「北湖9號俱樂部」使用天然氣供暖鍋爐，以減低過去使用煤炭供暖鍋爐對環境造成的二氧化硫排放。同時，「北湖9號俱樂部」中心餐廳使用專業油煙淨化器，對餐飲油煙吸收淨化，以滿足國家對於廚房油煙在低空排放的標準。

SO <sub>x</sub> emissions (kilogram)	硫氧化物排放量(千克)	0.35
NO <sub>x</sub> emissions (kilogram)	氮氧化物排放量(千克)	632.76
Particulate matter emissions (kilogram)	顆粒物排放量(千克)	14.15

## ENVIRONMENT 環境

### Waste disposal

The Group strictly complies with the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*, the *List of Pesticides Banned and Restricted by the Country*, the *Measures for the Prevention and Control of Environmental Pollution by Discarded Dangerous Chemicals* and other laws and regulations in the jurisdiction it operates, thus conducting strict and compliant management of wastes in preventing environmental pollution.

#### Hazardous waste

Hazardous waste generated by the Group includes, among others, disposed batteries, used oil barrels, disposed lubricants, "Bayhood No. 9 Club" enters into an agreement on the disposal of hazardous waste with a qualified hazardous waste disposal company designated by the Beijing Municipal Environmental Protection Bureau annually, so as to lawfully dispose of the aforesaid hazardous waste. In order to guarantee environmental safety prior to disposal, hazardous waste shall be stored in the hazardous waste warehouse for special preservation before the disposal by the qualified company.

#### Non-hazardous waste

The non-hazardous waste generated by the Group mainly consist of office waste and kitchen waste, as well as greening wastes such as grass chips, tree branches and leaves, scrap metal parts and plastic. The scrap metal parts, plastics, office paper and other wastes with recycling value shall be kept by the persons in charge of the production departments, and shall be processed together occasionally through reselling to the recycling stations. Organic waste such as sawdust, tree branches and leaves and kitchen waste, shall be kept together in garbage dumps until the arrival of professional garbage-disposing companies in providing cleaning and transporting service at fixed times every day.

### 廢棄物處理

本集團嚴格遵守《中華人民共和國固體廢物污染環境防治法》、《國家禁用、限用農藥清單》及《廢棄危險化學品污染環境防治辦法》等運營所在地法律法規，對廢棄物進行嚴謹合規的管理，防止廢棄物污染環境。

#### 有害廢棄物

本集團產生的有害廢棄物包括廢棄電瓶、廢機油桶、廢棄潤滑油等。「北湖9號俱樂部」每年與北京市環保局指定的具有資質的危廢物品處理公司簽訂危廢物品處置協議，以合法處置前述有害廢棄物。在未經過專業公司處置前，有害廢棄物被集中存放在危險廢棄物品倉庫做特殊保存，以保障處置前的環境安全。

#### 無害廢棄物

本集團產生的無害廢棄物主要為辦公垃圾和食堂廚餘垃圾，以及草屑、樹枝樹葉、廢氣金屬配件、塑料等綠化垃圾。廢棄金屬配件、塑料、辦公用紙等具有回收價值的廢棄物由產生部門負責人保管，不定期轉賣廢品回收站統一處理；草屑、樹枝樹葉、廚餘垃圾等有機垃圾則一起被存放於垃圾場，每天固定時間由專業垃圾清運公司作清運處理。

Hazardous waste produced (tonne)	有害廢棄物產生量(噸)	10.68
Non-hazardous waste produced (tonne)	無害廢棄物產生量(噸)	25.81

### Water consumption

The Group treasures water use, obtains operating water through municipal pipe networks, and improves water efficiency by treating reclaimed water and artificial irrigation lakes. "Bayhood No. 9 Club" shall, in strict accordance with the *Water Law of the People's Republic of China*, the *Water Pollution Prevention and Control Law of the People's Republic of China* and other laws and regulations in the jurisdiction where it operates, reasonably utilize and discharge water resources, so as to avoid pollution to lakes, underground water, etc.

### 水資源使用

本集團珍惜用水，通過市政管網獲取經營用水，並利用處理中水、人工湖泊等方式提升用水效益。「北湖9號俱樂部」嚴格遵循《中華人民共和國水法》及《中華人民共和國水污染防治法》等運營所在地法律法規，對水資源進行合理的利用和排放處理，以避免對湖泊、地下水等造成污染。



## ENVIRONMENT

### 環境

#### Saving water

Efficient use of water resources is the key to water conservation. The Group strictly monitors the water used in office building, analyzes the reasons for abnormal consumption in a timely manner and implements measures on improvement.

Excluding the daily water consumption in its offices, the Group's major water consumption is related to the greening and maintenance for the golf course at "Bayhood No. 9 Club". We have installed an automatic irrigation system on the lawn of the golf course, which gives a more extensive cover of irrigation at regular intervals, thus effectively saving water and preventing the waste of water resources caused by basin irrigation. At the same time, we have employed professional experts in lawn maintenance, and have formulated reasonable maintenance plans for the golf course based on our principle of "adopting measures suiting geographical condition, when adopting measures at the right time". Specifically, in ensuring the efficient utilization of water resources, we have fully considered the factors (such as terrain and topography) for determining the installation location of the irrigation device, and have scientifically set the irrigating time and water volume according to various factors (such as weather conditions and plant growth cycle), so as to improve the water efficiency of irrigation.

#### Recycling and reusing water

Following the principle of "high quality for the best use, low quality for rough use" in respect of water consumption, reclaimed water is skillfully used for afforestation irrigation at "Bayhood No. 9 Club", truly realising the reuse of reclaimed water<sup>1</sup>. Inside the golf course, we have set artificial lakes for irrigation, with the function of accumulating natural rainwater. It not only serves as a scenery for sightseeing, but also a source of daily irrigation for the grassland. Waterproofing treatment for the floor of the lake has also been done, so as to prevent water leakage. We have also built rainwater harvesting pipelines in the underground of golf courses, allowing the unabsorbed water on the lawn and the rainwater during the rainy season to be recycled to the artificial irrigation lake for reuse. In addition, we make full use of moisture retention agents, osmotic agents and other pesticides for improving the quality and efficiency of recycled water.

#### 節約用水

水資源的有效使用是節約用水的關鍵。本集團嚴格監管辦公區域員工的用水情況，及時分析用量異常原因並落實改善方案。

除去日常辦公用水，「北湖9號俱樂部」對高爾夫球場養護的綠化用水為本集團主要用水項目。我們在球場草坪中安裝了自動灌溉設備，比傳統的灌溉覆蓋範圍更廣、時間更規律，能夠極大程度地節約用水量，防止漫灌對於水資源的浪費。同時，我們聘用草坪養護方面的專業人才，「因地制宜、因時制宜」地制定合理的球場養護計劃，充分考慮地形、地勢等因素後確定噴灌裝置的安裝位置，並根據天氣狀況、植物生長周期等因素科學設置澆水時間及澆水量，以提升灌溉用水效率，確保水資源能得到高效利用。

#### 水資源循環利用

「北湖9號俱樂部」遵循「優質優用、低質低用」的水資源使用原則，巧妙利用中水進行綠化澆灌，真正實現了中水回用<sup>1</sup>。我們在高爾夫球場內部設置人工湖泊，其具有天然的蓄積雨水作用，既可作為觀賞景觀，又可作為草場日常灌溉的水源；人工湖泊底還做了防滲處理，以減少水資源的流失。我們亦在高爾夫球場地下鋪設了雨水回收管道，使灌溉草坪未吸收完的水以及雨季的降雨得以被回收到人工湖泊中得到再次利用。此外，我們充分使用保濕劑、滲透劑等藥物，以提高循環水的質量和利用率。

<sup>1</sup> Reclaimed water reuse refers to, upon the centralized sewage treatment of residential waste (sewage) water (from bath, washing, laundry, kitchen and toilet), converting wastewater into water in sub-standard quality that can be reused for green irrigation, vehicle washing, road washing, domestic toilet washing in the community, so as to achieve the purpose of water conservation.

中水回用是指將居民生活廢[污]水(沐浴、盥洗、洗衣、廚房、廁所)集中處理後，達到一定的標準回用於小區的綠化澆灌、車輛沖洗、道路沖洗、家庭坐便器沖洗等，從而達到節約用水的目的。

## ENVIRONMENT 環境

### Sewage treatment

In accordance with plans of the municipal administration, domestic sewage generated at “Bayhood No. 9 Club” is collected via designated sewage pipes and subsequently discharged to the municipal sewage network, where it will be treated in a centralised manner by relevant sewage treatment plants. Seeped water from irrigation that carries pesticide and fertiliser residues will be directed to artificial lakes for irrigation via collection pipes, and be reused for greening or irrigation purposes after being bio-decomposed and absorbed.

### 污水處理

按照市政規劃，「北湖9號俱樂部」生活污水通過污水管道統一收集後排放至市政污水管道，由污水處理廠集中處理。含有殘餘農藥、化肥的綠化下滲水會通過收集管道收集至人工湖泊中，經生物降解、吸收，將再次用於綠化灌溉。

Municipal-supplied water consumption (cubic metre)	政府供水量(立方米)	11,288.35
Reclaimed water consumption (cubic metre)	中水量(立方米)	203,923.49
Total water consumption (cubic metre)	總耗水量(立方米)	215,211.84
Water consumption intensity (cubic metre/HK\$'000)	耗水密度(立方米/千港元)	2.17

### Use of materials

The Group saves on the use of materials and avoids waste through various initiatives as follows:

- Employees are encouraged to work in a paperless manner, and mail transmission materials are selected except for special requirements, so as to reduce the use of printers;
- Setting all printers to print on both sides by default;
- Removing all disposable cups from office areas, encouraging employees to bring their own cups;

In addition to the use of the above-mentioned office materials, the “Bayhood No. 9 Club” also carried out the pest control according to the co-occurrence statistics from past inquiries, so as to reduce drug abuse and waste. When applying fertilizers, the staff will check whether the fertilizer application hoppers are clean, and whether the switches of fertilizer application devices are closed completely, thus avoiding fertilizer leakage and burning of grass. At the same time, during the processes, the working staff may observe the surroundings at any time, thus avoiding damages on the nozzle and the cutter, and simultaneously avoid oil leakage accidents.

### 物資使用

本集團通過各項舉措，節約物資的使用，避免浪費：

- 鼓勵員工無紙化辦公，除特殊要求外均選用郵件傳輸資料，減少打印機的使用；
- 打印機默認設置雙面打印；
- 辦公區域不放置一次性水杯，鼓勵員工自帶水杯。

除上述辦公物資的使用外，「北湖9號俱樂部」還按照以往總結的病蟲害的發生規律，進行病蟲害的對症防治，以減少藥物的濫用和浪費。在施肥過程中，工作人員會檢查施肥斗是否乾淨，施肥開關是否關閉完全，避免漏肥燒草；同時，作業過程中，工作人員隨時觀察周邊環境，以免損壞噴頭和刀具，同時避免漏油事故發生。

## ENVIRONMENT 環境

### GREEN ECOLOGY

“Bayhood No. 9 Club”, as one of the top green health clubs in mainland China, is convinced that engaging with sustainable recycling within the circle of green ecology is not only the vehicle of excelling in our healthcare and wellness services, but also our obligation with regard to environmental protection.



Turfs in “Bayhood No. 9 Club”  
「北湖9號俱樂部」綠植

### 綠色生態

「北湖9號俱樂部」是中國頂級綠色健康會所之一，維繫綠色生態的可持續循環既是我們的健康及養生服務的載體，亦是我們對環境保護應盡的義務。

### Preservation of lands and waterbodies

As “Bayhood No. 9 Club” has strictly complied with the laws and regulations such as the *Environmental Quality Standards for Surface Water* and the *Environmental Quality Standards for Soil* in the jurisdiction of its operation, it has proactively created green ecological parks, and has used low-toxic and low-harm chemical fertilizers and pesticides in a scientific and rational way, so as to minimise pollution to waterbodies and soil. Specific measures include:

- In accordance with the regulations in mainland China, such as the *Standards for the Safe Use of Pesticides*, the *Regulations on Pesticide Administration* and the implementable measures thereof, we shall use low-toxic and low-harm pesticides (fungicides and insecticides) and fertilizers (potassium sulfate fertilizers, organic fertilizers, etc.), which meet the standards of mainland China;
- By adopting the innovative technology of “mud layer repaving”, the hole-drilled mud layer of the golf tracks is repaved to the straw preparation areas, thus saving the use of sands and grasses, accelerating the lawn forming speed and saving the cost of garbage cleaning and transportation;

### 保護土地及水體

「北湖9號俱樂部」嚴格遵守《地表水環境質量標準》、《土壤環境質量標準》等運營所在地法律法規，積極營造綠色環保的生態園區，通過科學合理地施用低毒低害的化肥農藥，減少對水體和土壤的污染。具體措施包括：

- 根據中國《農藥安全使用標準》、《農藥管理條例》及其實施辦法等規範，使用符合中國標準的低毒低害農藥（殺菌劑、殺蟲劑）及肥料（硫酸鉀型肥料、有機肥等）；
- 採用「泥芯回鋪」創新技術，將球道打孔泥芯鋪回備草區，節省了沙子和草籽的使用，加快了草坪成坪速度，並節省了垃圾清運費；



## ENVIRONMENT 環境

- Waterbodies are avoided when applying fertilisers, pesticides or solid pesticide particles;
- Fishes and aquatic plants are cultivated in the artificial lakes, thus treating residual chemicals in the water through the effects of biological chains and microbial beneficial bacteria.
- 在施肥、打藥和施用顆粒藥劑時避開水體；
- 在人工湖中養殖魚類和水生植物，利用生物鏈以及微生物有益菌來處理水中殘餘的化學物質。

### Preventing dust emissions

“Bayhood No. 9 Club” strictly complies with the *Law of the People’s Republic of China on the Prevention and Control of Atmospheric Pollution* and other relevant laws and regulations in the jurisdiction where it operates, and has taken various measures to prevent air pollution by dust emissions, including:

- planting median trees at the outer rim of golf courses to serve as wind and sand barriers, while stabilising water and soil;
- covering the sand/soil piles and exposed lands at the surroundings of yards with dust-proof nets;
- spraying water mist on roads and fields periodically for reducing dust.
- 在球場外圍種植隔離林帶，抵擋風沙、穩定水土；
- 用防塵網鋪蓋場區周邊有沙土堆放處以及裸露土地處；
- 道路、場區定期噴灑水霧進行降塵。

### 防止揚塵

「北湖9號俱樂部」嚴格遵守《中華人民共和國大氣污染防治法》等運營所在地法律法規，採取多項措施防止揚塵對空氣的污染，包括：

HUAYI TENCENT ENTERTAINMENT COMPANY LIMITED | 華誼騰訊娛樂有限公司



魔

# The Witch

女

## KEY PERFORMANCE INDICATORS IN 2019

### 2019年度關鍵績效指標

#### ENVIRONMENTAL PERFORMANCE

#### 環境績效

##### Key performance indicators of the Guide 《指引》關鍵績效指標

##### Unit 單位

##### Emission/usage 排放／使用量

A1.1	SO <sub>x</sub> emissions 硫氧化物排放量	kilogram 千克	0.35
	SO <sub>x</sub> emissions 氮氧化物排放量	kilogram 千克	632.76
	Particulate matter emissions 顆粒物排放量	kilogram 千克	14.15
A1.2	Greenhouse gas emissions (scope 1) 溫室氣體排放量(範圍一)	tonne 噸	1,576.39
	Greenhouse gas emissions (scope 2) 溫室氣體排放量(範圍二)	tonne 噸	2,705.54
	Total greenhouse gas emissions (scope 1, 2) 溫室氣體總排放量(範圍一、二)	tonne 噸	4,281.93
A1.3	Hazardous waste produced 有害廢棄物產生量	tonne 噸	10.68
A1.4	Non-hazardous waste produced 無害廢棄物產生量	tonne 噸	25.81
A2.1	Total non-renewable fuel (direct) consumption 不可再生燃料(直接)總耗量	'000 kWh 千個千瓦時	7,576.37
	Total purchased energy (indirect) consumption 購買能源(間接)總耗量	'000 kWh 千個千瓦時	2,797.07
	Total energy consumption 能源總耗量	'000 kWh 千個千瓦時	10,373.44
	Energy consumption intensity (total energy consumption/annual revenue) 能源耗量密度(能源總耗量／年度收入)	'000 kWh/HK\$'000 千個千瓦時／千港元	0.10



## KEY PERFORMANCE INDICATORS IN 2019 2019年度關鍵績效指標

Key performance indicators of the Guide 《指引》關鍵績效指標		Unit 單位	Emission/usage 排放／使用量
A2.2	Municipal-supplied water consumption 政府供水量	cubic metre 立方米	11,288.35
	Reclaimed water consumption 中水量	cubic metre 立方米	203,923.49
	Total water consumption 總耗水量	cubic metre 立方米	215,211.84
	Water consumption intensity (total water consumption/annual revenue) 耗水密度(總耗水量／年度收入)	cubic metre/HK\$'000 立方米／千港元	2.17
A2.5	Packaging material usage 包裝材料使用量	tonne 噸	1.00

Notes to environmental key performance indicators:

環境關鍵績效指標說明：

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| <p>(1) The time-span of environmental data covers Reporting Period; the scope of data collection includes the Group's offices in Hong Kong, golf course and office areas of "Bayhood No. 9 Club" in Beijing.</p> <p>(2) Exhaust gas emissions are derived from the consumption of natural gas and the motions of company vehicles. The emissions factors of natural gas are determined with reference to the <i>Factors &amp; Material Measuring Methods Applicable to Industries Not Included in the Pollutant Discharge Permit Management System</i>, while the emissions factors of company vehicles are determined with reference to the <i>Reporting Guidance on Environmental KPIs</i> from the Stock Exchange.</p> <p>(3) Greenhouse gas emissions (scope 1) is mainly come from the fuel consumption of golf carts, machinery for golf course maintenance and natural gas consumption of boilers, while greenhouse gas emissions (scope 2) is generated from the electricity consumption. The Emission factors of greenhouse gas are determined under the <i>Reporting Guidance on Environmental KPIs</i> from the Stock Exchange and the <i>2006 IPCC Guidelines for National Greenhouse Gas Inventories</i> issued by the Intergovernmental Panel on Climate Change.</p> <p>(4) Conversion factors for energy heating value are determined under the <i>Energy Statistics Manual, 2007</i> issued by the International Energy Agency and the <i>General Principles for Calculation of Total Production Energy Consumption (GB2589-2008T)</i> issued by the People's Republic of China.</p> | <p>(1) 環境數據的時間跨度為報告期間；數據收集範圍覆蓋本集團位於香港的辦公室、位於北京的「北湖9號俱樂部」高爾夫球場以及辦公區域。</p> <p>(2) 廢氣排放源於天然氣消耗及公務車輛行駛。天然氣排放系數參考中華人民共和國環境保護部《未納入排污許可管理行業適用的排污系數、物料衡算方法》，公務車輛排放系數參考聯交所《環境關鍵績效指標匯報指引》。</p> <p>(3) 溫室氣體排放(範圍一)主要來自球車使用燃油、場養護器械使用燃油和供暖鍋爐天然氣消耗，溫室氣體排放(範圍二)產生於用電量。溫室氣體排放系數參考聯交所《環境關鍵績效指標匯報指引》及政府間氣候變化專門委員會《2006年IPCC國家溫室氣體清單指南》。</p> <p>(4) 能源熱值轉換系數參考國際能源署《能源統計手冊2007》及中華人民共和國《GB2589-2008T綜合能耗計算通則》。</p> |
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## KEY PERFORMANCE INDICATORS IN 2019

### 2019年度關鍵績效指標

#### SOCIAL PERFORMANCE

#### 社會績效

##### B1 Employment

##### B1僱傭

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員工總數		Number of Employees 員工人數(人)	% 百分率
By gender 按性別	Male 男	199	47%
	Female 女	224	53%
By age 按年齡	30 and below 30歲及以下	195	46%
	31 to 50 31至50歲	154	36%
	51 and above 51歲及以上	74	18%
By grade-level 按職級	Senior management 高級管理層	8	2%
	Middle management 中級管理層	44	10%
	General staff 普通員工	371	88%
By employment type 按僱傭類型	Full time 全職	347	82%
	Internship 實習生	76	18%
By region 按地區	Mainland China 中國內地	414	98%
	Hong Kong 香港	9	2%
Total number of employees 員工總人數		423	100%

## KEY PERFORMANCE INDICATORS IN 2019

### 2019年度關鍵績效指標

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員工流失比率		Number of employees left 流失人數(人)	Employee turnover rate 流失率
By gender 按性別	Male 男	61	23%
	Female 女	70	24%
By age 按年齡	30 and below 30歲及以下	77	28%
	31-50 31至50歲	40	21%
	51 and above 51歲及以上	14	16%
By region 按地區	Mainland China 中國內地	130	24%
	Hong Kong 香港	1	10%
Total number of employees left 總流失人數		131	24%

## B2 Health and safety

## B2健康與安全

B2.1 Number and rate of work-related fatalities B2.1因工作關係死亡人數及比率	
Number of work-related fatalities 因工作關係死亡人數(人)	0
Rate of work-related fatalities 因工作關係死亡比率(%)	0
B2.2 Lost days due to work injury B2.2因工傷損失工作日數	
Lost days due to work injury (day) 因工傷損失工作時日數(天)	0
Training hours on health & safety (hour) 健康安全培訓時數(小時)	28
Number of fire drills (time) 消防演習次數(次)	5



## KEY PERFORMANCE INDICATORS IN 2019

### 2019年度關鍵績效指標

#### B3 Development and training

#### B3發展及培訓

B3.1 Percentage of employees trained by gender and employee category 按性別及僱員類別劃分的受訓僱員百分比		Number of employees 人數(人)	% 百分率
By gender 按性別	Male 男	196	98%
	Female 女	221	99%
By grade-level 按職級	Senior management 高級管理層	7	88%
	Middle management 中級管理層	43	98%
	General staff 普通員工	367	99%
B3.2 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		Number of employees 人數(人)	Average number of hours (hour/head) 平均時數 (小時／人)
By gender 按性別	Male 男	196	37.81
	Female 女	221	40.43
By grade-level 按職級	Senior management 高級管理層	7	16.15
	Middle management 中級管理層	43	26.46
	General staff 普通員工	367	40.80

## KEY PERFORMANCE INDICATORS IN 2019 2019年度關鍵績效指標

### B5 Supply chain management

### B5供應鏈管理

B5.1 Number of suppliers by geographical region 按地區劃分的供應商數目		Number of suppliers 數量(個)	% 百分率
Mainland China	中國內地	37	68.52%
Hong Kong	香港	15	27.78%
Overseas	海外	2	3.70%
Total	總計	54	100%

### B6 Product responsibility

### B6產品責任

#### B6.2 Number of products and service related complaints received 接獲關於產品及服務的投訴數目

Number of customer complaints received (case)	接獲客戶投訴數目(項)	2
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### B7 Anti-corruption

### B7反貪污

#### B7.1 Case of corruption 貪污訴訟案件

Number of concluded legal cases regarding corrupt practices brought against the Group or its employees (case)	對本集團或其員工提出並已審結的貪污訴訟案件數目(項)	0
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Notes to social key performance indicators:

社會關鍵績效指標說明：

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|--|--|
| <p>(1) Data relating to social key performance indicators covers office of the Group headquarters in Hong Kong and the Golf Club of "Bayhood No. 9 Club".</p> <p>(2) Employee turnover rate = number of employee left during the Reporting Period/(number of employees at the end of the Reporting Period + total number of employees left during the Reporting Period). Turnover rates for separate employee categories are based on the total number of employees of each category.</p> <p>(3) The formula for calculating the average training hours in 2019 is: average training hours = total training hours/[(number of employees at the beginning of the year + number of employees at the end of the year)/2].</p> | <p>(1) 社會關鍵績效指標數據包含本集團在香港的總部辦公室及「北湖9號俱樂部」高爾夫俱樂部。</p> <p>(2) 員工流失率=報告期員工流失人數/(報告期末員工人數+報告期員工流失總人數)，不同分類員工流失率以該分類員工總人數計算流失率。</p> <p>(3) 報告期平均培訓時數計算公式為：平均培訓時數=培訓總時數/[(報告期初員工人數+報告期末員工人數)/2]。</p> |
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# 2019

環境、社會及  
管治報告

# ESG REPORT

H.BROTHERS

ENTERTAINMENT

華誼騰訊娛樂

ENVIRONMENTAL

SOCIAL

GOVERNANCE