

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

Incorporated in Bermuda with limited Liability (Stock Code: 163)
於百慕達註冊成立之有限公司（股份代號：163）



**ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE REPORT**

環境、社會及管治報告

2019/2020

CONTENTS

目錄

1. ABOUT THIS REPORT 關於本報告	2
2. ENVIRONMENTAL PROTECTION 環境保護	4
3. WORKPLACE QUALITY 工作場所質素	12
4. OPERATING PRACTICE 經營常規	24
5. COMMUNITY INVOLVEMENT 參與社區活動	30
6. APPENDIX: HKEX ESG REPORTING GUIDE CONTENT INDEX 附錄：港交所環境、社會及管治報告指引內容索引	36



1. ABOUT THIS REPORT

關於本報告

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

英皇集團（國際）有限公司（「本公司」）及其附屬公司（統稱為「本集團」）深明有效的環境、社會及管治舉措在經營層面的重要性。本集團環境、社會及管治工作之方向由本公司董事會（「董事會」）監管，以確保環境、社會及管治策略反映本公司的核心價值。

This report describes the ESG values and initiatives of the Group for the financial year ended 31 March 2020 (the “Year”). The contents of this report provide its stakeholders with an overview of the Group’s efforts regarding ESG impacts arising from its daily operations. This report complies with the provision of the ESG Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. It is recommended that this report is read in conjunction with the Company’s Annual Report 2019/20, in particular the Corporate Governance Report and Directors’ Report sections therein.

本報告闡述本集團於截至2020年3月31日止財政年度（「本年度」）的環境、社會及管治價值及措施。本報告的內容為其持份者概述本集團在日常營運對環境、社會及管治方面的影響所作出的努力。本報告符合香港聯合交易所有限公司證券上市規則附錄27所載《環境、社會及管治報告指引》的條文。建議閣下將本報告與本公司2019/20年報一併閱讀，尤其是其中的企業管治報告及董事會報告部份。

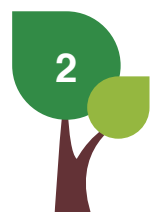
This report is available on the website of the Company (<https://www.emperorint.com/>) and Hong Kong Exchanges and Clearing Limited (“HKEX”) news website (<https://www.hkexnews.hk>).

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

1.1 Stakeholders Engagement and Materiality Assessment 持份者之參與及重要性評估

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

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





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

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

Material Topics 重要議題

Environment

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

環境

- 綠色建築
- 能源管理
- 廢物管理
- 減少用紙
- 節約用水

Workplace

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

工作場所

- 僱傭及勞工慣例
- 多元共融和平等機會
- 培訓和發展
- 職業健康與安全
- 工作與生活平衡

Operating Practices

- Supply chain management
- Products and services quality
- Customer privacy protection
- Anti-corruption
- Compliance with laws and regulations

經營常規

- 供應鏈管理
- 產品及服務質素
- 客戶私隱保護
- 反貪污
- 遵守法例及法規

Community

- Employee volunteering
- Community fundraising

社區

- 員工志願服務
- 社區籌款

1.2 CSR Committee 企業社會責任委員會

The Group is committed to the principles of good corporate governance, and strives to integrate corporate social responsibility ("CSR") into its business strategy and management approach. A CSR Committee has been set up to formulate policies and practices on CSR-related matters, focusing on the areas of community welfare, the environment and employees' well-being. It encourages and supports employee engagement in various CSR initiatives, to ensure the Company's CSR commitment is properly fulfilled. It has overall responsibility for implementing, reviewing and monitoring the Company's CSR policy.

本集團奉行良好的企業管治準則，致力將企業社會責任融入業務策略及管理模式之中。企業社會責任委員會已獲成立，負責就企業社會責任相關事宜制定政策及常規，主要涵蓋社區福利、環境及員工福祉範疇。該委員會鼓勵並支持員工參與各類企業社會責任活動，以確保本公司妥善履行其企業社會責任承諾。該委員會全面負責本公司企業社會責任政策的實施、檢討及監察。

2. ENVIRONMENTAL PROTECTION

環境保護

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

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

2.1 Green Construction 綠色建築

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

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

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

近年來，本集團若干主要物業已獲得綠色建築認證：

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



2.2 Energy Management 能源管理

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

全球暖化及氣候變化已成為全球各地關注的主要環境議題。為降低能源消耗及碳排放，本集團在其位於香港灣仔軒尼詩道288號英皇集團中心26樓的總辦公室（「總辦公室」）、投資物業以及酒店與服務式公寓積極推行節能並採納綠色科技。

Energy Saving Initiatives Summary 節能措施概覽

Head Office

- Minimise use of chiller units during night-time
- Use LED lamps
- Switch off passenger lifts after office hours

Leasing property

- Adopt energy-saving appliances with energy labels
- Install high efficiency LED lighting
- Shut off lighting in certain areas during non-peak hours
- Reduce electricity consumption through energy-efficient air-conditioning systems

Hotel

- Reuse waste heat generated from the heat recovery air-conditioning system, for the boiler
- Adopt cooling tower systems to maximise chiller energy efficiency
- Minimise use of chiller units during night-time
- Use energy-saving devices for lifts
- Switch off some passenger lifts after peak hours
- Use LED lamps

總辦公室

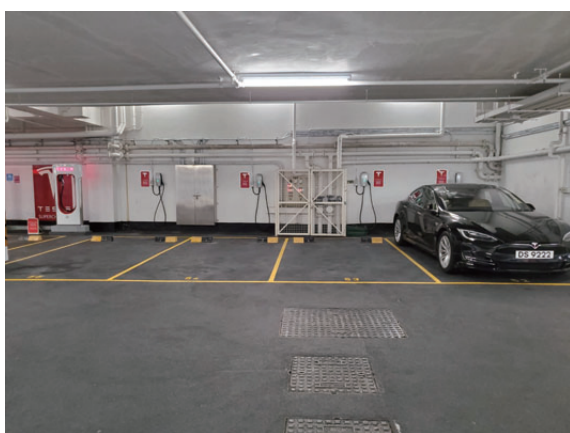
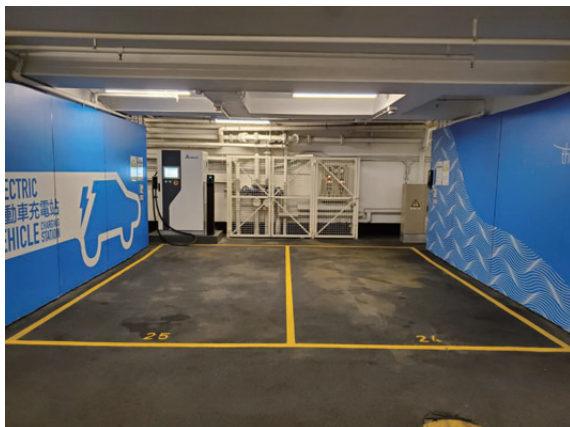
- 在夜間減少使用製冷機組
- 使用LED燈
- 辦公室時間過後關閉乘客升降機

租賃物業

- 使用附有能效標籤的節能電器
- 安裝高效能LED照明設備
- 在非繁忙時間關閉部份區域的照明設備
- 通過使用具能源效益的空調系統以減少電力消耗

酒店

- 將空調餘熱回收系統所產生之廢棄熱能，循環再用至鍋爐
- 採用冷卻塔系統以提升製冷設備的能源效益
- 在夜間減少使用製冷機組
- 使用升降機省電裝置
- 繁忙時間後關掉部分乘客升降機
- 使用LED燈



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

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

本集團持續於旗下物業利用經升級的照明及空調系統，以提升整體能源效益。**英皇娛樂酒店**就其空調系統使用先進的熱能回收通風裝置後，有效地減少液化石油氣消耗。

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

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

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

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

本集團不時在其經營範圍監察能源消耗情況，以發掘提升能源效率的機會。

2.3 Waste Management 廢物管理

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

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





The Group engages employees in their waste behaviours and encourages recycling practices in the workplace. In the office building, the building's property management company has appointed recycling contractor to collect and recycle used papers, plastic bottles, aluminium, glasses, fluorescent tubes and computer equipment. Recycled bags are also put in the office to collect waste papers for recycling.

本集團讓員工參與廢物處理，並鼓勵他們在工作場所進行回收。在辦公大樓，大廈之物業管理公司已委聘回收承包商收集及回收使用過的紙張、塑膠瓶、鋁、玻璃、光管以及電腦設備。辦公室並放置了回收袋以收集廢紙作循環利用。

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

本集團亦於主要大樓提供垃圾分類設施，包括於香港的**健威坊**、**中國華融大廈**及**英皇集團中心**，以及於中國內地的**北京英皇集團中心**，與租戶聯手加強回收工作。

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

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

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

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





2.4 Paper Reduction 減少用紙

THINK
BEFORE YOU
PRINT

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

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

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

本集團與其列印方案供應商合作，在辦公室採用「Follow You」列印方案，透過智能列印有助本集團達致更佳的成本效益。由於作出列印指示的指定員工於列印時需要出示員工證方能進行打印，因此可減少無人認領列印的情況，從而有助本集團達到環保的目的。



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

本公司極力推薦股東利用港交所及本公司網站獲取公司通訊（包括財務報告）而非收取印刷文件。通過向股東引入電子版公司通訊，印刷量大幅減少。此無紙化的做法既可保護環境，亦可節約文儀用品、印刷及行政費用等。

2.5 Water Conservation 節約用水

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

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



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

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

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

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



2.6 Environmental Performance Summary 環境保護績效概要

The scope of quantitative data collection has been expanded during the Year. Apart from **EGCBJ**, **GEH** and the Head Office, which were included in the previous year, **The Emperor Hotel** and **The Unit Serviced Apartments** have been newly added, in order to more comprehensively reflect the Group's sustainability performance. The selected properties were categorised into property investment and hospitality, occupying a gross floor area of 99,536 square metres and 73,162 square metres respectively. The relevant data is as follows:

本集團於本年度擴大量化數據的收集範圍。除上年度已涵蓋的**北京英皇集團中心**、**英皇娛樂酒店**及總辦公室外，並增加位於香港的**英皇駿景酒店**及**The Unit服務式公寓**，以更全面地展示本集團於各地區的可持續發展表現。所選物業分類為物業投資及酒店服務，所佔建築面積分別為99,536平方米及73,162平方米，相關數據如下：

Indicators 指標		FY2019/20年度 Operation 業務	
		Property Investment ¹ 物業投資 ¹	Hospitality ² 酒店服務 ²
2.6.1 GHG Emissions 溫室氣體排放			
Scope 1 GHG emissions (kgCO ₂ e)	範疇1溫室氣體排放 (每公斤二氧化碳當量)	–	61,969
Scope 2 GHG emissions (kgCO ₂ e)	範疇2溫室氣體排放 (每公斤二氧化碳當量)	5,875,673	20,024,029
Scope 3 GHG emissions (kgCO ₂ e)	範疇3溫室氣體排放 (每公斤二氧化碳當量)	16,283	37,900
Total (Scope 1, 2 & 3) GHG emissions (kgCO ₂ e)	合共 (範疇1,2及3) 之溫室氣體排放 (每公斤二氧化碳當量)	5,891,956	20,123,898
GHG emissions intensity (kg/m ²)	溫室氣體排放強度 (公斤／平方米)	59.2	275.1
2.6.2 Energy Consumption 能源消耗			
Direct energy consumption (GJ)	直接能源消耗 (千兆焦耳)	–	44
Indirect energy consumption (GJ)	間接能源消耗 (千兆焦耳)	23,921	89,062
Total energy consumption (GJ)	能源消耗總量 (千兆焦耳)	23,921	89,106
Energy consumption intensity (GJ/m ²)	能源消耗強度 (千兆焦耳／平方米)	0.2	1.2



Indicators 指標		FY2019/20年度 Operation 業務	
		Property Investment ¹ 物業投資 ¹	Hospitality ² 酒店服務 ²
2.6.3 Waste Management 廢物處理			
General refuse disposed to landfills (kg)	棄置於堆填區的一般廢物 (公斤)	1,408,239	51,092
General refuse intensity (kg/m ²)	一般廢物密度 (公斤／平方米)	14.1	0.7
Total recycled waste (kg)	回收廢物總量 (公斤)	976	76,914
Recycled waste intensity (kg/m ²)	回收廢物密度 (公斤／平方米)	0.01	1.1
2.6.4 Water Consumption 耗水量			
Water consumption (m ³)	耗水量 (立方米)	32,492	293,972
Water consumption intensity (m ³ /m ²)	耗水量密度 (立方米／平方米)	0.3	4.0

¹ Comprises the following properties:

包括以下物業：

- 26/F, Emperor Group Centre (288 Hennessy Road, Wan Chai, Hong Kong)
英皇集團中心26樓 (香港灣仔軒尼詩道288號)
- Emperor Group Centre Beijing (No. 12D Jianwai Avenue, Chaoyang District, Beijing, China)
北京英皇集團中心 (中國北京市朝陽區建外大街丁12號)

² Comprises the following properties:

包括以下物業：

- Grand Emperor Hotel (288 Avenida Comercial De Macau, Macau)
英皇娛樂酒店 (澳門澳門商業大馬路288號)
- The Emperor Hotel (373 Queen's Road East, Wan Chai, Hong Kong)
英皇駿景酒店 (香港灣仔皇后大道東373號)
- The Unit Serviced Apartments (17 Yik Yum Street, Happy Valley, Hong Kong)
The Unit服務式公寓 (香港跑馬地奕蔭街17號)

3. WORKPLACE QUALITY

工作場所質素

With its endeavours to reduce energy and other resource use in its business activities and workplace, the Group has achieved an overall improvement in its environmental performance.

藉著努力減少業務活動和工作場所中的能源和其他資源使用，本集團的環境保護績效得到全面改善。

In May 2019, the Head Office, along with many other units of the **Emperor Group Centre**, were awarded an “Indoor Air Quality Certification – Good Class” by the Environmental Protection Department, under its voluntary Indoor Air Quality Certification Scheme for Offices and Public Places.

於2019年5月，環境保護署根據其自願性辦公室及公眾場所室內空氣質素檢定計劃向總辦公室連同**英皇集團中心**內其他眾多單位頒發「室內空氣質素檢定證書－良好級」。



In addition, **EGCBJ**, located on Chang'an Avenue, in downtown Beijing, was honoured to receive the “2019 China Golden Landmark Award for Office Buildings” in the ZJLM Conference by dint of its international operating system, luxurious 6-star Super Grade-A equipment, and world-class commercial quality, setting another industry benchmark.

此外，位於北京長安街繁華地段的**北京英皇集團中心**憑藉國際化的運營體系、六星超甲級的奢華裝備、達國際標準的商務品質，在中經聯盟年中盛典榮獲「2019年中國寫字樓金地標」獎項，再樹行業標杆。





3.1 Workforce and Diversity 員工及職場多元化

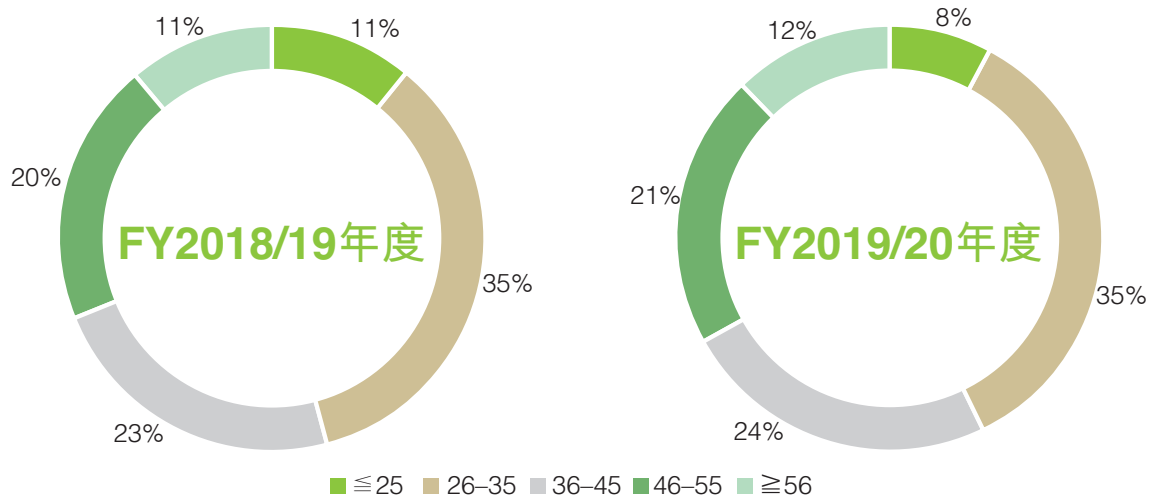
The Group believes that a motivated and balanced workforce is crucial for building a sustainable business model and delivering long-term returns.

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

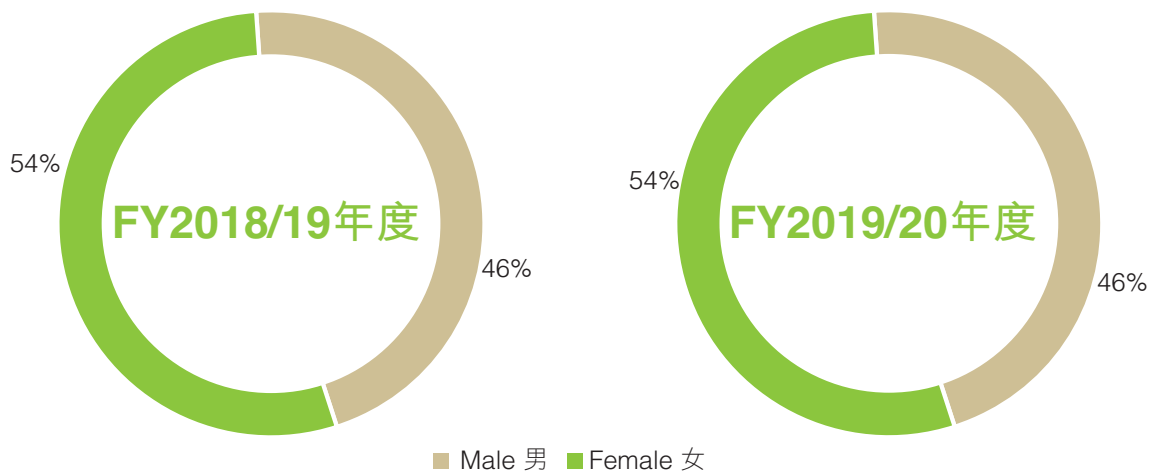
As at 31 March 2020, the permanent employees of the Group totalled 1,415 (2019: 1,715). The demographics of the Group's workforce as at 31 March 2020 are summarised below:

於2020年3月31日，本集團合共僱有1,415 (2019: 1,715)名全職僱員。於2020年3月31日，本集團員工的分佈資料概述如下：

By Age 按年齡

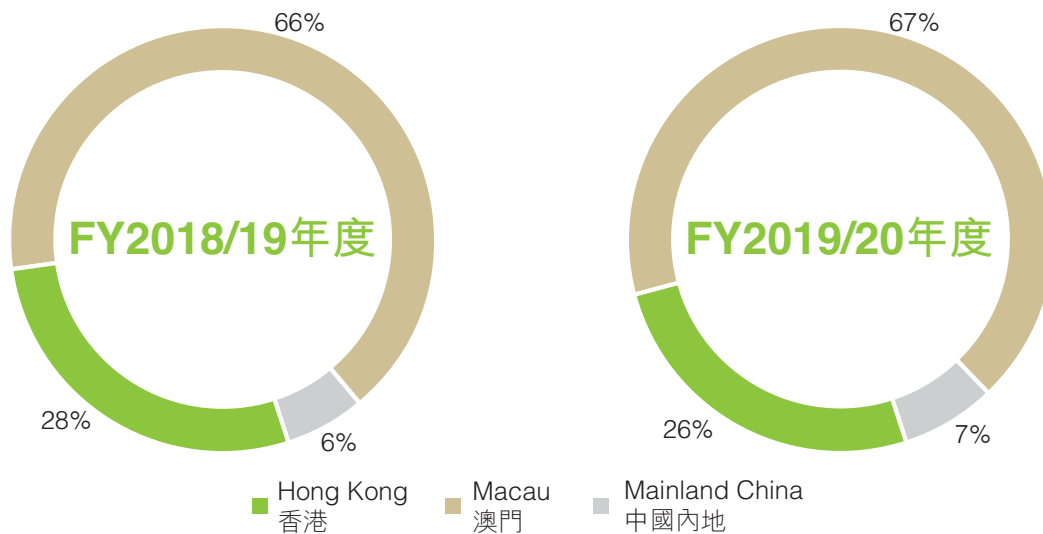


By Gender 按性別





By Region 按地區



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

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

The management believes that employees are important assets of the Group, and remains committed to attracting and retaining talent with diverse backgrounds for achieving sustainable growth. As at 31 March 2020, 48% (2019: 42%) of the staff had worked for the Group for five years or more. Staff turnover rate among managerial positions is relatively low, reflecting a high level of employee satisfaction and engagement with the Group.

管理層相信，員工乃本集團之重要資產，致力吸引並挽留不同背景的人才，以達致可持續增長。於2020年3月31日，48% (2019: 42%)員工於本集團任職達5年或以上。管理職位的員工流失率相對較低，反映出員工對本集團的滿意度及歸屬感處於高水平。

3.2 Labour Standard 勞工標準

The Group strictly complies with the Employment Ordinance (Cap. 57, Laws of Hong Kong) and Macau Labour Relations (Law No. 7/2008, Laws of Macau) and other statutory requirements regarding employment and labour practices. The Group is dedicated to providing equal opportunities in all aspects of employment and ensure the workplace is free from discrimination. The Group ensures employees receive fair and competitive remuneration packages in accordance with their experience, qualifications, performance and market rates, and are being reviewed on a regular basis. To attract and retain talent, comprehensive benefits are provided by the Group, such as employer's voluntary MPF contributions, medical coverage, life insurance and paid leave. In addition, each employee in Hong Kong and Macau is entitled to one day of birthday leave, providing employee with an additional day off in lieu of a birthday gift.

本集團嚴格遵守《僱傭條例》（香港法例第57章）及《澳門勞動關係法》（澳門法律第7/2008號），以及其他有關僱傭及勞工慣例的法定規定。本集團致力於在就業的各方面提供平等機會，並確保工作場所不存在歧視。本集團確保僱員基於其經驗、資歷、表現及市場工資水平獲得公平及具競爭力的薪酬待遇，並定期檢討有關待遇。為吸引和挽留人才，本集團提供全面的福利，例如僱主的自願性強積金供款、醫療保險、人壽保險及有薪假期。此外，每名香港及澳門員工均可享有一日生日假期，為他們提供了額外的休息日以代替生日禮物。



To ensure the staff clearly understand their rights and obligations, the employee handbook and other policies and guidelines are in place covering the areas of compensation and dismissal, recruitment, working hours, rest periods, equal opportunity, anti-discrimination and other fringe benefits, etc. The Group has been reviewing its related policies from time to time to ensure the Group complies with the latest statutory requirements. Also, a set of grievance procedures is also in place, to provide staff with a channel to confidentially escalate complaints and concerns to the Human Resources Department.

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

為確保員工清楚了解自己的權利和義務，員工手冊及其他政策及指引，涵蓋薪酬及解僱、招聘、工作時間、休息時間、平等機會、反歧視以及其他額外福利等範疇。本集團不時檢討其相關政策，以確保本集團符合最新法定要求。另外，已制定申訴程序，為員工提供渠道，使員工可以保密方式向人力資源部提出投訴和關注事項。

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



The Group values workplace wellness practices that support employees' health and well-being. The Group encourages breastfeeding and provides a designated private space in the office building to support breastfeeding female employees to express breastmilk according to their schedule during working hours. These "Breastfeeding Friendly Workplace" measures demonstrate the Group's commitment to the well-being of its employees and their families.

本集團注重健康的工作場所，使員工體魄強健。本集團鼓勵母乳餵哺，並於辦公大樓提供特定具私穩的空間，以支援女性員工在工作時間內按照其時間表擠母乳。該等「母乳餵哺友善工作間」措施兌現本集團維護僱員及其家庭成員福祉的承諾。

3.3 Occupational Health and Safety 職業健康及安全

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

本集團致力為員工提供安全、高效及舒適之工作環境，並引以為豪。於入職時，員工需接受健康及安全培訓。本集團定期舉辦不同主題的學習工作坊及研討會，以呈列最新資訊，及加強辦公室、酒店及項目地盤工作之僱員對職業健康及安全（「職安健」）方面的意識。此外，總辦公室及**英皇娛樂酒店**每年分別會舉辦走火演習及滅火筒使用培訓。

3.3.1 Contractor OHS Management 承建商職安健之管理

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

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

3.3.2 OHS in Workplace 工作場所之職安健

The Group proactively identifies potential occupational hazards, to reduce staff exposure to accidents. Employees assigned to work on construction sites are required to observe additional safety guidelines. In hotel operations, all restaurants staff are required to wear anti-skid shoes and anti-cutting gloves, to prevent injuries.

本集團積極地識別潛在的職業性風險，以減低員工發生意外的機會。獲指派於建築地盤工作的僱員須遵守額外的安全指引。酒店營運方面，所有餐廳員工須穿防滑鞋及防切傷手套，以防受傷。

The Group enhances emergency preparedness and ensures there are well-stocked first-aid kits in offices, warehouse and retail outlets to protect the health and safety of employees, in the event that they are injured at work. An automated external defibrillator ("AED") has been placed in the office building to rescue potential victims of sudden cardiac arrest. During the Year, an AED awareness training course was held for the staff, to reinforce their techniques in the resuscitation processes.

本集團提升應急準備能力及確保辦公室、倉庫及零售店內配備充足的急救箱，以於員工發生工傷時能保障員工的健康及安全。自動體外心臟去顫器（「AED」）已放置在辦公大樓，以供潛在心臟病患者在病發時進行救助。於本年度，本集團已為員工舉辦AED意識培訓課程，以加強其急救技巧。





The Group has arranged staff from the Head Office to attend the Standard First Aid Certificate Course organised by the Hong Kong Red Cross. They have successfully passed the examination and received the Standard First Aid Certificate, and are to provide First Aid treatment to colleagues in the workplace whenever needed.

本集團安排了總辦公室之員工參加由香港紅十字會舉辦的急救證書課程。該等員工成功通過考試及獲得急救證書，並可於需要時在工作場所為其他員工提供急救治療。

Besides, the Group has arranged staff to participate in certain seminars including the hotelier occupational safety seminar, chemical safety seminar and conflict management seminar.

此外，本集團安排了員工參加一些講座，包括酒店從業員職業安全講座、化學品安全使用講座及衝突處理講座。



Chemical Safety Seminar
化學品安全使用講座



Hotelier Occupational Safety Seminar
酒店從業員職業安全講座

Every case of injury (if any) is required to be reported to the Human Resources Department and be individually assessed under the internal guideline procedures. The rate of accidents and injuries during the Year was extremely low. No fatalities or critical incidents were reported.

一旦發生工傷事故（如有），必須通報人力資源部，並根據內部指引程序進行獨立評估。於本年度，意外及工傷率極低。概無接獲死亡或重大事故的報告。

OHS Data 職安健數據

Item 項目		FY2018/19 年度	FY2019/20 年度
Work-related fatalities	因工死亡事故	0	0
Work-related injuries	工傷	44	26
Lost days due to work injury	因工傷損失的工作日數	964	143
Injury rate	工傷率	2.6%	1.8%

The improvement in relevant data was mainly due to the increase in OHS training organised by the Group, enhancing the OHS awareness of the staff effectively.

有關數據有所改善主要是由於本集團舉辦更多職安健培訓，有效提升員工的職安健意識。



Precautions Against the Pandemic 大流行預防措施



The outbreak of coronavirus disease (COVID-19; the “Pandemic”) in early 2020 has been declared a Public Health Emergency of International Concern. In light of the situation, the Group has specially established a committee and formulated contingency plans with the involvement of the senior management team. Human resources issues have been discussed, and precautionary measures have been put in place, to safeguard the health and well-being of the Group’s staff and customers.

To safeguard the health of its staff, the Group has been actively sourcing surgical masks and disinfectant products via multiple means, hoping to ease their pressure in searching for these items. After close communication and coordination with numerous vendors, the Group has successfully made a bulk purchase of personal protection items, and distributed an “Epidemic Prevention Bag” to each staff member, including surgical masks, disinfectant hand sanitisers, disinfectant wet wipes, disinfectant spray and vitamin products, to express its love and care for its staff.

In addition, the Group actively communicates with the office building’s property management company, to promote the prevention of disease, including by posting health advice posters at eye-catching locations on each floor of the office building and shopping arcade, and installing infrared temperature sensors in the lobby to check the body temperatures of everyone entering and leaving the building, to reduce the chance of infected persons entering the office building. The Group also further strengthened the disinfection and cleaning of the workplace, including meeting room facilities, washrooms, elevator buttons, table tops, and door handles, to maintain good environmental hygiene.



2020年年初爆發的冠狀病毒病（COVID-19；「大流行」）被列為國際公共衛生緊急事件。有見及此，本集團在高級管理團隊的參與下，專門成立了一個委員會並制定了應變計劃，已就人力資源問題作出討論，並確保設有妥善的預防措施以維護其員工和客戶的健康和福祉。



為保障員工的健康，本集團積極通過多種方式採購外科口罩及消毒產品，以期減輕員工搜尋有關物資的壓力。在與眾多供應商密切溝通和協調後，本集團成功購買了大量個人防護物資，並向每位員工派發「抗疫心意包」，其中包括外科口罩、消毒搓手液、消毒濕紙巾、消毒噴霧及維他命產品，以向員工表示愛心和關懷。

此外，本集團積極與辦公大樓之物業管理公司溝通，推動防疫工作，包括在辦公大樓各樓層及商場當眼處貼上健康指引海報、於辦公大樓大堂設置紅外線體溫探測儀器，以對出入大廈的所有人士探測體溫，減低染疫人士進入辦公大樓的機會等。本集團亦進一步加強工作場所之消毒及清潔工作，包括會議室設施、洗手間、升降機按鈕、桌面、門柄等，以保持良好的環境衛生。



3.4 Work-life Balance 工作與生活的平衡

The Group believes that maintaining work-life balance is essential for sustainability and a sound body and mind for every employee. To support employees in maintaining work-life balance and creating spirit amongst employees, the Group continued to organise a number of activities for its employees during the Year.

本集團相信，維持工作與生活的平衡對每位員工的可持續發展及身心健康至為重要。為支持員工維持工作與生活的平衡及培養員工的團隊精神，本集團於本年度持續為員工舉辦多個活動。

Yoga Fun 瑜珈體驗班

April to May 2019
2019年4月至5月



A professional yoga instructor taught employees yoga and stretching, enabling them to relax while increasing their strength and flexibility.

由專業瑜珈導師教授員工瑜珈和伸展動作，讓他們放鬆身心，同時增加體力和靈活度。

DIY Florescent Floral Workshop 保鮮花扭扭燈DIY工作坊

June 2019
2019年6月

Coached by a professional instructor, this workshop involved sketching, measuring, wire twisting and flower selection, enabling employees to capitalise on their innovation and create their own unique floral decorations.

由專業導師指導，該工作坊涉及素描、量度、扭線和選花，讓員工利用其創造力製造其獨特的花卉裝飾品。





Badminton Fun Day 「羽」眾同樂日



July 2019
2019年7月

In order to encourage employees to adopt a healthier lifestyle by taking more exercise, badminton fun day was held, and the employees had a joyful evening.

為了鼓勵員工多做運動以實踐更健康的生活方式，舉辦了「羽」眾同樂日，讓員工度過了一個快樂的晚上。

Cool Friday 冰涼星期五

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

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

August 2019
2019年8月



Bank of Communications x Emperor Group Basketball Match

交銀英皇
籃球企業盃

September 2019
2019年9月



A corporate basketball match co-hosted by Bank of Communications and Emperor Group was successfully held. Some employees from the Group were recruited to compete against the basketball team of Bank of Communications. The friendly match was divided into a 5 vs 5 staff match and a 3 vs 3 leadership match led by Dr. Yeung Sau Shing, Albert, Chairman of Emperor Group and Mr. Wang Feng, Chief Executive of Bank of Communications (Hong Kong Branch). The event reinforced the relationship between the two corporations and marked a time filled with treasured moments.

由交通銀行與英皇集團合辦的企業籃球比賽成功舉行。本集團部分員工獲招攬，與交通銀行的籃球隊對賽。該友誼賽分為5對5的員工挑戰賽，以及由英皇集團主席楊受成博士和交通銀行香港分行行政總裁王鋒先生領軍的3對3領導賽。該活動加強了兩間企業的關係，並印證著寶貴時刻。

Tray Race Organised by Macau Government Tourism Office

澳門旅遊局
托盤比賽

September 2019
2019年9月

To celebrate World Tourism Day, Macau Government Tourism Office organises the Tray Race at the Ruins of St. Paul's on 27 September each year. During the Year, the race attracted participation by over 200 industry players, and the Group sent staff to take part. Dressed in distinctive costumes and each holding a tray with a bottle of beer, participants set off in front of the Ruins of St. Paul's and crossed the streets of Historic Centre of Macau, aiming to deliver the bottle of beer intact to the finishing point at Senado Square as fast as possible. The race was exciting, and attracted a large number of citizens and tourists to watch along the route.

澳門旅遊局每年9月27日都會在大三巴牌坊舉行托盤比賽以響應世界旅遊日。本年度該比賽吸引逾200名餐飲從業員參與，本集團亦派出員工參與其中。參賽者穿上特色服飾，每位手持承載一瓶啤酒的托盤在大三巴牌坊前出發，穿越「澳門歷史城區」街道，目標以最快速度將該瓶啤酒完好地送到位於議事亭之終點。比賽緊張刺激，賽道沿途吸引大批市民及旅客觀看。





Mid-Autumn Festival Delicacies 佳餚美饌賀中秋

September 2019
2019年9月



Mooncakes provided by **The Emperor Hotel**, were given and shared among employees as a token of appreciation and to celebrate the Mid-Autumn Festival.

員工獲贈並一同分享由**英皇駿景酒店**所提供的月餅，以表達心意及慶祝中秋節。

All these activities helped strengthen relationships between employees, boosted their morale and promoted a harmonious working environment.

該等活動均有助鞏固員工之間的關係、加強員工士氣，並締造和諧的工作環境。

3.5 Development and Training 發展及培訓

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

本集團明白技能熟練及經專業培訓的員工之重要性，因此提供全面的培訓以提升員工的知識、技能及工作能力。本集團鼓勵並資助各級員工進修或參與培訓，以實現其個人成長及專業發展。本集團設外間進修資助政策，讓每個員工能發展及維持工作技能，發揮最佳表現。

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

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



MORS Gold Pin Competition
澳門職業技能認可基準金襟針大賽

In hotel operations, various training courses are regularly conducted to promote occupational safety, personal and food hygiene, fire and emergency response, first aid and customer serving skills. The Group also provides professional training programs to hotel operations' frontline staff under the Macao Occupational Skills Recognition System ("MORS") certification scheme, to enhance their occupational proficiency. As at 31 March 2020, 89 frontline staff had obtained MORS certifications in accordance with their professions: assistant cook, Chinese cook – Cantonese cuisine, Chinese cook – Cantonese dim sum, bartender, bell attendant, front desk agent, guest relations officer, room attendant, security officer, and waiter/waitress of western restaurant and Chinese restaurant.

在酒店營運方面，定期舉辦各項培訓課程，以加強員工之職業安全、個人及食物衛生、火警及緊急事故應對、急救及客戶服務技巧。本集團亦為酒店業務前線員工提供澳門職業技能認可基準（「MORS」）認證計劃認可的專業培訓課程，以提升員工之職業技能水平。於2020年3月31日，89位前線員工已按所屬專業範疇取得MORS認證，包括助理廚師、中式烹調師（粵菜）、中式烹調師（粵式點心）、調酒師、行李員、前堂服務員、客務關係主任、房務員、保安員、西餐及中菜侍應生。

Training Hours 培訓時數

Item 項目		FY2018/19 年度	FY2019/20 年度
Total training hours	總培訓時數	25,754	17,569
Average training hours per employee	每名員工平均培訓時數	15	12

During the Year, the number of training hours decreased due to the special arrangement of training during the Pandemic, as well as the decrease in the number of new employee.

於本年度，培訓時數減少是由於大流行期間培訓的特別安排，以及新員工數目有所減少。

4.1 Supply Chain Management 供應鏈管理

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

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

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

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

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

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

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

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

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

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

了解客戶需求是本集團成功的關鍵。本集團與其廣泛的客戶基礎（包括租戶、住戶、賓客、食客、購物人士及置業人士）緊密聯繫。



4.2.1 Professional Property Management 專業之物業管理



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

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

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

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

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

為了加強與租戶之溝通，本集團會不時誠意電訪及拜訪，以了解其服務需求。

4.2.2 Impeccable Standards of Residential Properties 無與倫比的住宅物業質素



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

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

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

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

本集團致力於在產品交付之前、期間及之後為置業人士提供卓越的體驗。

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

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

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

4.2.3 Excellent Customer Services 優質客戶服務

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

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

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

英皇娛樂酒店在提供卓越酒店服務方面獲多項美譽，近年來取得主要的酒店業獎項如下：

- Macau Environmental Protection Bureau Macao Green Hotel Award – Certificate of Merit, 2019–2021
- Hotels.com Loved By Guests Award 2020
- Asia Culinary Exchange Gold of Distinction Award, 2019
- Tripadvisor Hall of Fame, 2019
- Tripadvisor Certificate of Excellence Award, 2012–2019
- Dianping Customer Review Awards, 2018–2019
- Booking.com Guest Review Awards, 2016–2018
- SKYSCAPE Magazine Most Influential Entertainment Hotel Brand Award, 2018
- Ctrip Best Hotel Awards – Gold Award, 2017
- 澳門環境保護局2019–2021年度澳門環保酒店獎—優良獎
- Hotels.com 2020年旅客最喜愛住宿
- 亞洲名廚精英薈2019年至尊金獎
- 貓途鷹2019年名人堂
- 貓途鷹2012–2019年卓越獎
- 大眾點評2018–2019年度好評商戶
- Booking.com 2016–2018年住客評分卓越獎
- 鳳凰天空雜誌2018年最具影響力娛樂酒店品牌大獎
- 攜程2017年度最受歡迎酒店金獎






4.3 Protection of Data 資料保護

The Group places the utmost importance on protecting the privacy of its customers, partners and staff in the collection, handling, safekeeping, use and retention of their personal data. The Group adheres to the applicable data protection regulations and ensures appropriate technical measures are in place to protect personal data against unauthorised use or access. The Group also ensures that customers' personal data is securely stored, and processed only for the purpose for which it has been collected. Relevant staff are provided with adequate training in compliance with applicable laws on data privacy protection, to strengthen their awareness and to protect personal data against loss, unauthorised access, use, modification or disclosure. In addition, access to the customer database is limited to authorised staff, whilst authentication is required before accessing the data. To reduce the risk of identity theft, the Group takes appropriate measures to dispose of documents that contain customer information.

本集團在收集、處理、保管、使用及保存客戶、合作夥伴及員工的個人資料過程中，對保障彼等的私隱給予最高度的重視。本集團嚴格依循適用的資料保護法例並確保設立適當之技術措施，保障個人資料免被未經授權挪用或存取。本集團亦確保客戶個人資料獲安全妥善地儲存，並只會按收集時指定的用途處理。本集團根據資料私隱保護適用法律向相關員工提供充足培訓，以加強彼等的意識及保障個人資料，防止遺失、未經授權獲取、使用、修改或披露。此外，客戶資料庫只容許經授權員工存取，在存取資料前亦須進行驗證。為減低身份盜竊的風險，本集團於處置含有客戶資料的文件方面採取適當措施。

4.4 Protection of Intellectual Property 保護知識產權

The Group protects its intellectual property rights by prolonged use and registration of domain names and various trademarks including without limitation to “**Emperor**”, “**英皇**” and “”. The Group has registered trademarks in various classes in Hong Kong, Macau and mainland China, United Kingdom and other relevant jurisdictions. In addition, the Group's trademarks and domain names are constantly monitored, and renewed prior to their expiration.

本集團透過持續使用及登記域名與各類商標（包括但不限於「**Emperor**」、「**英皇**」、及「」）保障其知識產權。本集團已在香港、澳門、中國內地、英國及其他相關司法權區註冊多個類別的商標。此外，本集團商標及域名會獲持續監控及於屆滿時續期。

In November 2019, the trademark “**英皇**” has been recognised as well-known to the relevant public in mainland China and obtained cross-class protection from the National Intellectual Property Administration, affirming the Group's wide acknowledgement in China and its brand value.

於2019年11月，「**英皇**」商標於中國內地被相關公眾所熟知，並得到國家知識產權局跨類別的保護，印證其於中國廣泛的認受性和品牌價值。



4.5 Anti-corruption/Anti-money Laundering 反貪污／反洗錢

In order to enhance ethical corporate culture and practices, the Group has established policies and procedures for anti-corruption, anti-money laundering and counter-terrorist financing.

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

The Group has long adopted an Anti-money Laundering and Counter-Terrorist Financing Policy and Procedure ("AML Policy"). The AML Policy establishes the general framework for combating potential money laundering and financing of terrorism, and provides guidelines for preventing the Group's employees and clients, customers, suppliers, vendors and contractors from being misused for money laundering, terrorist financing or other financial crimes. The AML Policy indicates the kind of potentially suspicious transactions or activities that employees should look out for.

The Group has set out the key provisions relating to anti-corruption legislation. The Group has also adopted a whistle-blowing policy and procedures for all levels and operations under the Group, so staff can raise concerns – in confidence – about possible improprieties such as misconduct and malpractice in any matter related to the Group. These policies and procedures together with the code of conduct can be found in the employee handbook.

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

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

為提升企業道德文化及常規，本集團已建立反貪污、打擊洗錢及恐怖分子資金籌集之政策及程序。

本集團之員工必須對賄賂、勒索、貪污及相關行為加深了解。為了針對及減低貪污之風險，本集團已就贈送及收受禮物、提供用餐、住宿及娛樂，以及與政府官員交涉制訂一套指引，列明員工日常業務活動中可接受及不可接受的行為。這旨在確保每位員工遵從適用的法律規定及作出合乎道德之商業決定。此外，還必須特別注意確保所有與政府官員進行的所有業務往來在不涉及任何形式的舞弊行為的情況下進行。

本集團多年來一直採納打擊洗錢及恐怖分子資金籌集政策及程序（「打擊洗錢政策」）。打擊洗錢政策確立了打擊潛在洗錢及恐怖主義資金籌集罪行的一般框架，並提供指引防止本集團的員工及客戶、顧客、供應商、賣方及承建商被濫用於洗錢、資助恐怖主義或其他金融罪行。打擊洗錢政策已列出部分潛在可疑交易或活動的指標，供員工參考。

本集團已制定防止貪污法例之主要條文。本集團亦採納一套檢舉政策及程序，讓本集團所有層面及業務之員工可在保密的情況下就任何可能影響本集團之不當事宜（如不當及不法行為）進行舉報。該等政策及程序連同行為守則可於員工手冊內查閱。

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

於本年度，本集團或其員工並無面對任何有關貪污行為之法律起訴案件。同時，亦無涉及刑事罪行或不當行為之個案被舉報。



4.6 Compliance with Relevant Laws and Regulations 遵守相關法律及法規

The Corporate Governance Committee is delegated by the Board to review and monitor the policies and practices on compliance with legal and regulatory requirements, including but not limited to the following ordinances which have significant impact on the Group:

- Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong)
- Companies Ordinance (Cap. 622, Laws of Hong Kong)
- Competition Ordinance (Cap. 619, Laws of Hong Kong)
- Conveyancing and Property Ordinance (Cap. 219, Laws of Hong Kong)
- Employment Ordinance (Cap. 57, Laws of Hong Kong)
- Prevention of Bribery Ordinance (Cap. 201, Laws of Hong Kong)
- Residential Properties (First-hand Sales) Ordinance (Cap. 621, Laws of Hong Kong)
- Legal Framework for the Operations of Casino Games of Fortune (Law No. 16/2001, Laws of Macau)
- Macau Labour Relations Law (Law No. 7/2008, Laws of Macau)

董事會委派企業管治委員會檢視及監察有關法例及法規要求之政策及慣例，包括但不限於以下對本集團有重大影響的法例：

- 《打擊洗錢及恐怖分子資金籌集條例》香港法例第615章)
- 《公司條例》香港法例第622章)
- 《競爭條例》香港法例第619章)
- 《物業轉易及財產條例》香港法例第219章)
- 《僱傭條例》香港法例第57章)
- 《防止賄賂條例》香港法例第201章)
- 《一手住宅物業銷售條例》香港法例第621章)
- 《娛樂場幸運博彩經營法律制度》澳門法律第16/2001號)
- 《澳門勞動關係法》澳門法律第7/2008號)

Details on the work of the Corporate Governance Committee can be found on pages 42-43 of the Corporate Governance Report in the Company's Annual Report 2019/20.

企業管治委員會之工作詳情載於本公司2019/20年報企業管治報告第42至43頁。

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

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

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

本集團法律部旨在提供內部法務及合規服務，有效支援多個營運單位於其職責及日常營運方面遵守所有適用法律、規則及法規。

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

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

5. COMMUNITY INVOLVEMENT

參與社區活動

Embracing the mission “From the Community, To the Community”, the Group actively promotes diverse community campaigns spanning elderly welfare, underprivileged communities and environmental conservation initiatives. The Group’s management team also plays an important role in mobilizing staff to join all these activities, which are held in tandem with its commitment to sustainable development.

During the Year, the Group was once again awarded the “Hong Kong Outstanding Corporate Citizenship Logo – Enterprise Category” at the “The 10th HK Corporate Citizenship Program”, in recognition of its commitment to promoting corporate citizenship and upholding social responsibility.

於本年度，本集團於「第十屆香港企業公民計劃」再度蟬聯「香港傑出企業公民嘉許標誌－企業組別」殊榮，以表揚企業致力推廣企業公民理念，積極履行社會責任。

以「取諸社會，用諸社會」為使命，本集團積極推廣多種社區活動，涵蓋長者福利、弱勢社群及環保行動。該等活動與本集團可持續發展之承諾相輔相承，而本集團管理層團隊在動員參與該等活動方面亦擔任重要角色。



In addition, the Group has been awarded the 15 Year Plus Caring Company Logo by the Hong Kong Council of Social Service, recognising its ongoing commitment to fulfilling its corporate social responsibilities.

此外，本集團榮獲香港社會服務聯會頒發的15年Plus商界展關懷標誌，表揚其履行企業社會責任的持久承諾。

5.1 Voluntary Services 義工服務

The Group continues building partnerships with non-governmental organisations and charitable organisations, to reach and support needy communities. Volunteering activity during the Year include:

本集團繼續與非政府組織和慈善組織建立夥伴關係，以伸出援手支持有需要幫助的社群。於本年度，義工活動包括：

Funing, Jiangsu Volunteering Tour 江蘇省阜寧義工之旅

June 2019
2019年6月



With the commencement of operation of the Albert Yeung Sau Shing (Funing, China) Elderly Service Centre, various employees of the Group, together with Emperor Entertainment Group artistes Chen Bing and Pang Yunong, and representatives of the local government of Funing County, joined the volunteering tour and passed sincere greetings to the senior citizens.

隨著楊受成（中國阜寧）關愛老年中心開始營運，本集團多名員工與英皇娛樂集團的藝人陳冰和龐雨濃以及阜寧縣地方政府的代表一同參加義工之旅並向長者們致以真摯的祝福。

5.2 Charitable Sponsorship and Donations 慈善贊助及捐贈

The Group mobilises its staff to participate in fundraising campaigns to help underprivileged people in the community. Major charity donation and fundraising campaigns during the Year include:

本集團推動員工參與籌款活動，幫助社區弱勢群體。於本年度，主要慈善捐贈及籌款活動包括：

Blood Donation Day 捐血日

May 2019
2019年5月



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

英皇集團與香港紅十字會合辦舉行捐血日，員工一同捐血以幫助有需要的人士。

Mooncake Donation Campaign 愛心月餅募捐大行動

September 2019
2019年9月

During the Mid-Autumn Festival, excess mooncakes were collected by the Group from staff and donated to a subsidiary of Pok Oi Hospital. The mooncakes were then given to people from ethnic minorities at Tin Shui Wai, to share the joy and celebrate the Mid-Autumn Festival with them.

於中秋節期間，本集團向同事們收集過剩月餅，捐贈至博愛醫院屬下機構，然後轉贈天水圍的弱勢社群，與他們分享喜悅，共渡中秋佳節。





Dress Casual Day 公益金便服日

October 2019
2019年10月



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

本年主題為「衣善而行」，每位參與同事均捐出70港元或以上予香港公益金，便可於便服日穿上便服。員工一同參與活動以示支持。

Alex Fong's 45km Swims Around HK Charity Challenge

方力申香港環島泳 45公里慈善挑戰

December 2019
2019年12月

As the Black Diamond Sponsor, Emperor Foundation supported the Alex Fong's 45km Swims Around HK Charity Challenge, initiated by the charity organisation A Drop of Life, by making a donation. The funds raised was used for providing clean drinking water for 450,000 rural residents who are short of water.

作為活動的黑鑽贊助，英皇慈善基金透過捐款支持由慈善機構點滴是生命發起的方力申45公里香港環島泳慈善挑戰。所籌得的善款用作為45萬名缺水的偏遠山區居民提供潔淨食水。



Sticky Rice Cake Charity Sale for Foodlink Foundation

福滿「膳心連」 年糕義賣活動

January 2020
2020年1月



To proactively carry out corporate social responsibility, the Group cooperated with a local charitable organisation, Foodlink Foundation, during the “Emperor International CNY Gathering 2020”, and purchased Chinese New Year’s sticky rice cake vouchers from Golden Valley, a restaurant in **The Emperor Hotel**, for a charity sale during the event. The funds raised, without deducting the cost, were all donated to Foodlink Foundation through Emperor Foundation, in order to provide a heartfelt dinner during Chinese New Year to needy people.

本集團於「英皇國際新春好友聚會2020」與本地慈善機構膳心連基金合作，向英皇駿景酒店餐廳一駿景軒購入賀年年糕禮券，並於活動上進行慈善義賣，積極履行企業社會責任。活動籌得之款項均不扣除成本，透過英皇慈善基金全數捐贈至膳心連基金，向有需要的人士送上一頓溫暖的團年飯。

Supplies and Funds Donation for Pandemic Prevention Work

捐資捐款支持 大流行防疫工作

January 2020
2020年1月

With the outbreak of Pandemic during the Year, Emperor Group has donated medical protection supplies and funds totalling RMB10 million through the Emperor Foundation to the Hubei Charity Federation and Social Workers Across Borders, to support the emergency epidemic prevention work in Hubei Province and Hong Kong. More than 100 non-invasive ventilators were included, for symptomatic treatment to assist patients with severe illness to effectively improve their respiration. Another 10,000 sets of medical protective equipment were purchased, to provide support and assistance to medical institutions, and its medical staff standing on the front line and patients with severe illness in Hubei Province.



隨著大流行於本年度爆發，英皇集團通過英皇慈善基金向湖北省慈善總會及無國界社工捐贈合共人民幣1,000萬元的醫療防護物資及捐款，以支持湖北省及香港的緊急防疫工作，其中包括過百部無創呼吸機用於支持對症治療，以輔助重病患者有效改善呼吸；另採購10,000套醫療防護裝備，為湖北省醫療單位、前線醫護人員及重病患者提供支持和幫助。



Anti-epidemic Supplies Donation Campaign

互助互愛防疫物資 愛心募捐行動

February to March 2020
2020年2月至3月



After the Pandemic began, there was a shortage of anti-epidemic resources in Hong Kong. Therefore, the Group and the Royal Institute of Chartered Surveyors joined hands and set up collection boxes at the **Emperor Group Centre** in Wan Chai, Hong Kong and other real estate projects of the Group, to collect anti-epidemic supplies such as surgical masks, disinfectant hand sanitisers and disinfectant spray, etc. from employees. These were then sent to senior citizens and disabled people in Hong Kong through Habitat for Humanity Hong Kong.

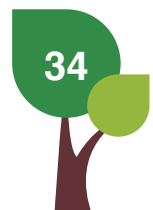
在大流行發生後，香港防疫物資短缺，因此本集團與皇家特許測量師學會攜手在香港灣仔**英皇集團中心**及本集團之其他地產項目設置收集箱向員工募集防疫用品如外科口罩、消毒搓手液、消毒噴霧等。這些物資透過香港仁人家園送贈予本港有需要長者及傷殘人士。

5.3 Event Space Sponsorship 活動場地贊助

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

為加強與社區的聯繫，本集團為非牟利組織提供場地以支持籌款活動，使本地社區及有需要的人士受惠。

Venue 場地	Date 日期	Event 活動
the pulse	May 2019 2019年5月	Summer Fun Day for Dogs jointly organised by the pulse and Hong Kong Dog Rescue the pulse及救狗之家合辦之Summer Fun Day for Dogs
Fitfort 健威坊	May and July 2019 2019年5月及7月	Promotion of Environmental Awareness by Greenpeace East Asia 綠色和平東亞環保意識推廣
Fitfort 健威坊	July 2019 2019年7月	Promotion of public education by Médecins Sans Frontières Hong Kong 無國界醫生（香港）公眾教育推廣
Fitfort 健威坊	August 2019 2019年8月	Hong Chi Association Charity Sale 匡智會慈善義賣
Fitfort 健威坊	August 2019 2019年8月	Hong Kong Red Cross Fundraising Activity 香港紅十字會慈善籌款





Venue 場地	Date 日期	Event 活動
Fitfort 健威坊	November 2019 2019年11月	Plan International Hong Kong Children Sponsorship Programme Exhibition 國際培幼會助養兒童計劃展覽
the pulse	December 2019 2019年12月	Pulse 2 Fun jointly organised by the pulse and Hong Kong Dog Rescue the pulse及救狗之家合辦之狗狗同樂籌款日
the pulse	December 2019 2019年12月	Charity Christmas Market jointly organised by the pulse and Paws United Charity the pulse及寵聯慈善協會合辦之慈善聖誕市集
Fitfort 健威坊	January 2020 2020年1月	The Fred Hollows Foundation Donor Recruitment 護瞳行動捐贈者募集
Fitfort 健威坊	January 2020 2020年1月	Hong Kong Seeing Eye Dog Services Charity Sale 香港導盲犬服務中心慈善義賣

5.4 Environmental Conservation 環境保護

The Group is dedicated to promoting environmental awareness through green education. Environmental conservation activity during the Year include:

本集團致力通過綠色教育宣揚環保意識。於本年度，環境保護活動包括：

Earth Hour 地球一小時

March 2020
2020年3月



The Group's Head Office joined the millions of people around the globe and turned off its office lights in support of WWF's Earth Hour, an annual event to raise awareness of climate change.

為響應世界自然基金會一年一度的「地球一小時」活動，本集團總辦公室與全球數百萬人一同參與關閉辦公室照明燈。活動旨在提高人們對氣候變化的意識。

6. APPENDIX: HKEX ESG REPORTING GUIDE CONTENT INDEX

附錄：港交所環境、社會 及管治報告指引內容索引

Subject areas 主要範疇	Description 描述	Section 章節
A. Environmental 環境		
Aspect A1: Emissions 層面A1: 排放物		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	2.1
KPI A1.1 指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	2.6.1
KPI A1.2 指標A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	2.6.1
KPI A1.3 指標A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	Not applicable 不適用 <i>In view of its business nature, the Group does not directly generate any hazardous waste.</i> 基於其業務性質，本集團不會直接產生大量有害廢棄物。
KPI A1.4 指標A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	2.6.3
KPI A1.5 指標A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	2.1, 2.2
KPI A1.6 指標A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	2.3



Subject areas 主要範疇	Description 描述	Section 章節
Aspect A2: Use of Resources 層面A2: 資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源（包括能源、水及其他原材料）的政策。	2.1-2.5
KPI A2.1 指標A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總消耗量及密度。	2.6.2
KPI A2.2 指標A2.2	Water consumption in total and intensity. 總耗水量及密度。	2.6.4
KPI A2.3 指標A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	2.2
KPI A2.4 指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	2.5
KPI A2.5 指標A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及（如適用）每生產單位佔量。	Not applicable 不適用
Aspect A3: The Environment and Natural Resources 層面A3: 環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	2.1-2.5
KPI A3.1 指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	2.1-2.5



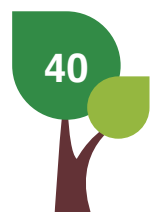
Subject areas 主要範疇	Description 描述	Section 章節
B. Social B. 社會		
Employment and Labour Practices 僱傭及勞工常規		
Aspect B1: Employment 層面B1: 僱傭		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2
KPI B1.1 指標B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	3.1
KPI B1.2 指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	3.1 Briefly discussed 已概括說明
Aspect B2: Health and Safety 層面B2: 健康與安全		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.3
KPI B2.1 指標B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	3.3



Subject areas 主要範疇	Description 描述	Section 章節
KPI B2.2 指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	3.3 Briefly discussed 已概括說明
KPI B2.3 指標B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	3.3
Aspect B3: Development and Training 層面B3：發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	3.5
KPI B3.1 指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。	3.5 Briefly discussed 已概括說明
KPI B3.2 指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	3.5 Briefly discussed 已概括說明
Aspect B4: Labour Standards 層面B4：勞工準則		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2
KPI B4.1 指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	3.2



Subject areas 主要範疇	Description 描述	Section 章節
KPI B4.2 指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	3.2
Operating Practices 營運慣例		
Aspect B5: Supply Chain Management 層面B5: 供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	4.1
KPI B5.1 指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	4.1 Briefly discussed 已概括說明
KPI B5.2 指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	4.1 Briefly discussed 已概括說明
Aspect B6: Product Responsibility 層面B6: 產品責任		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.2
KPI B6.1 指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Not applicable 不適用





Subject areas 主要範疇	Description 描述	Section 章節
KPI B6.2 指標B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	4.2 Briefly discussed 已概括說明
KPI B6.3 指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	4.4
KPI B6.4 指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	4.2.2
KPI B6.5 指標B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	4.3
Aspect B7: Anti-Corruption 層面B7: 反貪污		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.5
KPI B7.1 指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	4.5
KPI B7.2 指標B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	4.5



Subject areas 主要範疇	Description 描述	Section 章節
Community 社區		
Aspect B8: Community Investment 層面B8: 社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解發行人營運所在社區需要和確保其業務活動會考慮社區利益的政策。	5
KPI B8.1 指標B8.1	Focus areas of contribution. 專注貢獻範疇。	5
KPI B8.2 指標B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	5

