



東瀛遊控股有限公司

EGL Holdings Company Limited

(於開曼群島註冊成立的有限公司)

(Incorporated in the Cayman Islands with limited liability)

股份代號 Stock Code : 6882

Environmental, Social and Governance Report  
環境、社會及管治報告 2019



ENJOY  
GOOD  
LIFE



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# I. 關於本報告

# I. ABOUT THE REPORT

聯合國世界旅遊組織（「UNWTO」）將旅遊業的可持續發展定義為「充分考慮其當前和未來的經濟、社會和環境影響的旅遊業，旨在滿足遊客、行業、環境和主辦地的需求」。作為香港旅遊業的知名品牌之一，東瀛遊控股有限公司（「本公司」）連同其附屬公司（「本集團」）一直致力為推動旅遊業，設計和提供多元化的旅遊產品和服務，為尊貴的客戶帶來與別不同的愉悅旅行體驗和難忘的歡樂時光。因此，本集團在日常營運中考慮重大環境、社會和管治（統稱為「ESG」）事項以及其財務收入，並從本質上將其長期成功與企業ESG管理和可持續發展的有效性聯繫在一起。具體而言，為了響應可持續旅遊業發展準則，本集團將合理利用支撐旅遊業發展的自然資源，尊重旅行目的地的社會文化以及其僱員和客戶的福祉，以及確保其商業模式切實可行，並為所有持份者創造社會經濟價值。

根據香港聯合交易所有限公司（「聯交所」）證券上市規則附錄27 – 《環境、社會及管治報告指引》的規定，本集團就截至2019年12月31日止年度（「2019年財政年度」）欣然呈列其第四份環境、社會及管治報告（「ESG報告」），以闡述本集團於2019年財政年度的ESG管理及企業可持續發展的方式及表現。

The move towards sustainability in the tourism industry is defined by the United National World Tourism Organisation (“UNWTO”) as “Tourism that takes full account of its current and future economic, social and environmental impacts, addressing the needs of visitors, the industry, the environment and host communities”. As one of Hong Kong’s prominent brands in the travel industry, EGL Holdings Company Limited (the “Company”), together with its subsidiaries (the “Group”) have been committed to the advancement, design and provision of diversified travel products and services to its customers and bringing its valued clients unique and pleasurable travel experience with unforgettable moments of joy. As such, the Group takes into consideration the material environmental, social and governance (collectively referred to as “ESG”) matters together with its financial income in its daily operations and inherently links its long-term success to the effectiveness of its corporate ESG management and sustainable development. In response to sustainable tourism development guidelines, specifically, the Group keeps making optimal use of natural resources that constitute the essence of tourism development, respecting the socio-cultural authenticity of travel destinations and the well-being of both its employees and clients and ensuring a viably lucrative business model that can create socio-economic value to all stakeholders.

In compliance with the requirements under Appendix 27 – Environmental, Social and Governance Reporting Guide to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”), the Group is pleased to present its fourth ESG report (the “ESG Report”) for the year ended 31 December 2019 (“FY2019”), demonstrating the Group’s approach and performance in terms of its ESG management and corporate sustainable development in FY2019.



## I. 關於本報告 I. ABOUT THE REPORT

### 邊界設定

本ESG報告涵蓋本集團業務範圍內的環境及社會表現，包括(i)本集團位於香港、澳門、中華人民共和國（「中國」）、台灣及日本辦事處的旅遊相關業務，及(ii)本集團於日本的酒店營運業務。有關企業管治章節，請參閱本集團2019年年報第60至76頁。本ESG的報告期為2019年財政年度。

### BOUNDARY SETTING

This ESG Report covers the environmental and social performance within the operational boundaries of the Group that includes the (i) Group's travel-related businesses in the offices situated in Hong Kong, Macau, the People's Republic of China (the "PRC"), Taiwan, and Japan, and (ii) the Group's hotel operation business in Japan. For corporate governance section, please refer to the Group's annual report 2019 on pages 60 to 76 therein. The reporting period of this ESG Report is for FY2019.



## II. 可持續發展管理

## II. SUSTAINABILITY MANAGEMENT

在系統的ESG管理方法下，本公司董事會（「董事會」）負責領導和監督本集團內ESG政策的執行，並承擔ESG報告的最終責任。本集團管理層則負責傳遞明確的信息，指引企業可持續發展目標和指標的建立，監督和指導相關政策的實施，並定期通過電子郵件和會議向董事會報告目標的進展和政策執行的有效性。董事會根據反饋，結合市場變化，對業務風險和機遇進行識別與評估，並據此做出知情決定。

Under a systematic ESG management approach, the board of directors of the Company (the “Board”) takes the lead on and has the oversight of the execution of ESG policies within the Group and assumes the ultimate responsibility of the ESG report. With a clear message instructing the building of corporate sustainability goals and metrics, the management of the Group oversees and supervises the implementation of relevant policies, and reports the progress of targets and the effectiveness of the execution to the Board through emails and meetings on a regular basis. The Board identifies and evaluates the business risks and opportunities together with the market changes based on the feedback and makes informed decisions accordingly.



### III. 持份者參與

### III. STAKEHOLDER ENGAGEMENT

本集團與其持份者保持著良好的關係，並努力從持份者的關注中，加深對風險和機遇將如何影響本集團業務發展的認識。因此，本集團高度重視其持份者的反饋，並致力通過以下各種渠道回應其提出的問題。

The Group maintains a sound relationship with its stakeholders and has been working hard on identifying how the risks and opportunities would affect its business development from the concerns of its stakeholders. As such, the Group highly values the feedback from its stakeholders and is committed to addressing the problems that they have raised via various channels, which are listed in the table below.

持份者類型 Types of Stakeholders	主要期望及關注事項 Major Expectations and Concerns	溝通渠道 Ways for Engagement
政府和監管機構 Government and regulatory authorities	<ul style="list-style-type: none"> <li>遵守法例及規例 Compliance with laws and regulations</li> <li>反貪污政策 Anti-corruption practice</li> <li>支持當地經濟發展 Contribution to the local economy</li> </ul>	<ul style="list-style-type: none"> <li>監督遵守法規的情況 Regulatory supervision</li> <li>常規報告及納稅 Routine reports and tax payments</li> </ul>
股東 Shareholders	<ul style="list-style-type: none"> <li>投資回報 Return on investments</li> <li>企業管治 Corporate governance</li> <li>商業道德 Business ethics</li> </ul>	<ul style="list-style-type: none"> <li>定期報告 Regular reports</li> <li>公告 Announcements</li> <li>股東大會 General meetings</li> </ul>
僱員 Employees	<ul style="list-style-type: none"> <li>僱員的薪酬和福利 Employees' remuneration and benefits</li> <li>內部培訓和發展機遇 Internal training and development opportunities</li> <li>提高客戶的環保意識 Promote the awareness of environmental protection among clients</li> </ul>	<ul style="list-style-type: none"> <li>績效審查 Performance appraisals</li> <li>定期會議與培訓 Regular meetings and training</li> <li>郵件、通知和通告 Emails, notices and circulars</li> </ul>



### III. 持份者參與

### III. STAKEHOLDER ENGAGEMENT

持份者類型	主要期望及關注事項	溝通渠道
Types of Stakeholders	Major Expectations and Concerns	Ways for Engagement
客戶 Customers	<ul style="list-style-type: none"> <li>產品及服務質素 Product and service quality</li> <li>保障客戶的隱私和權利 Protection of customers' privacy and rights</li> </ul>	<ul style="list-style-type: none"> <li>客戶滿意度調查 Customers' satisfaction surveys</li> <li>面談會議 Face-to-face interviews</li> <li>服務熱線 Service hotline</li> </ul>
供應商 Suppliers	<ul style="list-style-type: none"> <li>公平公開的採購 Fair and open procurement</li> <li>與上游及下游合作夥伴的雙贏合作 Win-win upstream and downstream cooperation</li> </ul>	<ul style="list-style-type: none"> <li>公開招標 Open tenders</li> <li>合同與協議 Contracts and agreements</li> <li>電話討論 Telephone discussion</li> </ul>
公眾 General public	<ul style="list-style-type: none"> <li>社區參與 Involvement in communities</li> <li>行為準則 Code of conduct</li> <li>環境保護意識 Environmental protection awareness</li> </ul>	<ul style="list-style-type: none"> <li>媒體會議及回應查詢 Media conferences and responses to enquiries</li> <li>公益活動 Public welfare activities</li> <li>公司網站 Corporate website</li> </ul>

### 重要性評估

於2019年財政年度，本集團進行年度審查，以確定其持份者與本集團ESG問題相關的重大權益。具體而言，本集團根據相關標準識別和挑選持份者，通過在線調查問卷邀請彼等表達對本集團可持續發展和ESG管理的關注。通過評估，所有的ESG主題均按照對本集團發展和持份者關注的影響力進行排名。在此次重要性分析中，本集團認為「客戶信息和私隱保護」以及「突發事件風險應對能力」對集團而言至關重要。

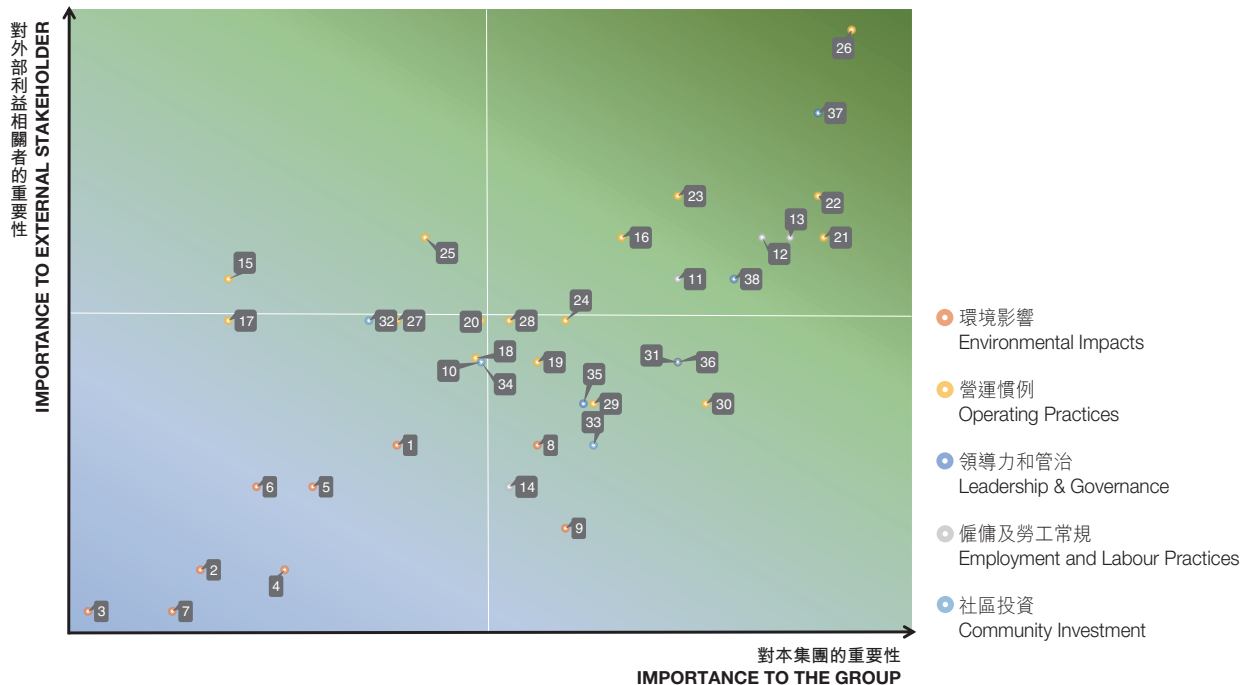
### MATERIALITY ASSESSMENT

In FY2019, the Group undertook an annual review to gather its stakeholders' material interests in relation to the ESG issues of the Group. Specifically, the Group engaged the stakeholders who were identified and selected based on a couple of criteria in an online survey, in which all participants voiced their concerns about the Group's sustainable development and ESG management. Through the assessment, all ESG-themed topics were ranked in terms of the influence on both the Group's development and stakeholders' concerns. In the materiality analysis, the Group believed that "Protection of consumer information and privacy" and "Critical incident risk responsiveness" are issues of high importance to the Group.

### III. 持份者參與

### III. STAKEHOLDER ENGAGEMENT

利益相關者的參與重要性分析矩陣  
Stakeholder Engagement Materiality Matrix



- |  |   |   |
|--|---|---|
| 1 大氣污染物和溫室氣體的排放<br>Air and greenhouse gas emissions                                | 14 防止僱用童工和強制勞工<br>Preventing child and forced labour                          | 27 與產品／服務相關的標籤問題<br>Labelling relating to products/services   |
| 2 污水處理<br>Sewage treatment   | 15 選擇當地供應商<br>Selection of local suppliers                                    | 28 產品設計創新&產品生命週期管理<br>Product design & Lifecycle management   |
| 3 土地的使用、污染和恢復<br>Land use, pollution and restoration                               | 16 與供應商的良好溝通及關係<br>Smooth communication and sound relationship with suppliers | 29 公司涉及到有關賄賂、勒索、欺詐和洗黑錢的案件數量<br>Number of legal cases filed against the company about bribery, extortion, fraud and money laundering                   |
| 4 固體廢棄物處理<br>Solid waste treatment   | 17 供應商的環境風險（如環境污染）<br>Environmental risks (e.g. pollution) of the suppliers   | 30 反貪污政策及舉報流程<br>Anti-corruption policies and whistle-blowing procedure   |
| 5 能源使用<br>Energy use   | 18 供應商的社會風險（如壟斷）<br>Social risks (e.g. monopoly) of the suppliers             | 31 董事和員工的反貪培訓<br>Anti-corruption training provided to directors and staff   |
| 6 水資源使用<br>Water use   | 19 採購措施<br>Procurement practices  | 32 社區參與<br>Community engagement   |
| 7 其他原材料／包裝材料的使用<br>Use of other raw/packaging materials                            | 20 採購產品和服務的環境友好性<br>Environmentally preferable products and services          | 33 公益慈善活動的參與及支持<br>Participation in charitable activities and support public welfare  |
| 8 保護環境和天然資源的措施<br>Mitigation measures to protect environment and natural resources | 21 產品／服務健康和 safety<br>Health and safety relating to products/services         | 34 促進當地就業<br>Cultivation of local employment  |
| 9 氣候變化風險<br>Climate-related risks  | 22 顧客滿意度<br>Customers satisfaction  | 35 商業模式對環境、社會、政治和經濟風險和機遇的適應性和恢復力<br>Business model adaptation and resilience to environmental, social, political and economic risks and opportunities |
| 10 員工多元化<br>Diversity of employees   | 23 營銷和推廣<br>Marketing and promotion   | 36 法律及監管環境的管理（法律合規管理）<br>Management of the legal & regulatory environment (regulation-compliance management)  |
| 11 僱員薪酬和福利<br>Employee remuneration and benefits                                   | 24 遵守和保護知識產權<br>Observing and protecting intellectual property rights         | 37 突發事件風險應對能力<br>Critical incident risk responsiveness  |
| 12 職業健康與安全<br>Occupational health and safety                                       | 25 產品質量保證和召回率<br>Product quality assurance and recall percentage              | 38 系統化風險管理<br>Systemic risk management  |
| 13 僱員發展及培訓<br>Employee development and training                                    | 26 顧客信息和私隱保護<br>Protection of consumer information and privacy                |   |





### III. 持份者參與

### III. STAKEHOLDER ENGAGEMENT

#### 持份者的反饋

本集團追求卓越，積極歡迎其持份者提供反饋意見，尤其是在本集團重要性評估中列為最重要的環境、社會及管治問題。本集團亦歡迎讀者透過以下方式與本集團分享其有關環境、社會及管治事宜的看法：

郵寄地址： 香港九龍觀塘鴻圖道83號  
東瀛遊廣場15樓

電子郵件： egl\_enquiry@egltours.com

#### STAKEHOLDERS FEEDBACK

As the Group strives for excellence, the Group welcomes its stakeholders' feedback, especially on topics listed as the highest importance in the materiality assessment. Readers are also welcomed to share their views on the ESG matters with the Group via:

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

Email: egl\_enquiry@egltours.com



## IV. 環境可持續性

## IV. ENVIRONMENTAL SUSTAINABILITY

為尋求環境和經營所在社區的可持續性，本集團努力發掘更多創新領域，以建立綠色辦公室管理機制，並在其業務營運中加快實施節能措施。於2019年財政年度，本集團已遵守於其營運之所在國家／地區制定的相關地方環境法例及規例，如《廢物處置條例》（香港法例第354章）和《廢物管理與公共清潔法》（日本）。下面章節主要披露有關本集團2019年財政年度的排放物、資源使用、環境及天然資源的政策、慣例及量化數據。

To seek sustainability of the environment and the community where it operates, the Group endeavours to discover more creative areas for the establishment of a green office managing mechanism and steps up its implementation of energy-saving measures in its business operations. In FY2019, the Group complied with the relevant environmental laws and regulations as set out in the country where the Group operates, such as the Waste Disposal Ordinance (Chapter 354 of the Laws of Hong Kong) and the Waste Management and Public Cleansing Law (Japan). This section primarily discloses the Group's policies, practices, and quantitative data on emissions, use of resources, the environment and natural resources in FY2019.

## IV. 環境可持續性

## IV. ENVIRONMENTAL SUSTAINABILITY

### A.1. 排放物

於2019年財政年度，本集團已遵守對本集團有重要影響的適用法例及規例，包括遵守有關廢氣及溫室氣體排放、向水及土地排污、有害和無害廢棄物的排放以及噪音。為最大程度地減少對環境造成的負面影響，本集團致力於通過低碳技術升級設備，並採取有效的減排措施。

鑑於本集團的業務性質，廢氣排放物主要來自旅遊巴士運行過程中的燃料燃燒。於2019年財政年度，硫氧化物（「SO<sub>x</sub>」）、氮氧化物（「NO<sub>x</sub>」）和顆粒物（「PM」）的排放分別達到2.3千克、1,869.6千克和185.2千克。隨著全球旅遊業的迅速發展，旅遊業與交通運輸相關的二氧化碳排放已引起廣泛關注。交通運輸過程中對化石燃料的消耗，加上辦公室和其他工作場所的電力使用，是本集團於回顧年度的溫室氣體（「GHGs」）排放的主要來源。具體而言，本集團於2019年財政年度共產生1,171.9噸二氧化碳當量（「CO<sub>2</sub>e」）（碳強度為0.68噸二氧化碳當量／百萬元港幣），其中範圍一的排放量約佔41.7%，而範圍二的排放量則佔54.5%。其他間接排放（範圍三）約為45.2噸。於回顧年度內，本集團的固體廢物及廢水均為無害廢棄物，且本集團並未向環境排放任何有害固體廢物或污水。本集團於2019年財政年度內的總排放量於下表一概述。

### A.1. EMISSIONS

In FY2019, the Group was in compliance with applicable laws and regulations concerning air and greenhouse gas emissions, discharges into water and land, generation of hazardous and non-hazardous wastes, and noise that have a significant impact on the Group. With a strong ambition to minimise its negative impact on the environment, the Group keeps upgrading its equipment with low-carbon technologies and commits to putting forward effective measures for emission control.

Given the Group's business nature, the air emissions mainly came from fuel combustion for the operations of travel buses. In FY2019, the air emissions of sulphur oxides ("SO<sub>x</sub>"), nitrogen oxides ("NO<sub>x</sub>") and particulate matter ("PM") amounted to 2.3 kg, 1,869.6 kg and 185.2 kg, respectively. As the global tourism industry is rapidly expanding, the transport-related CO<sub>2</sub> emissions of the tourism sector have drawn widespread attention. The consumption of fossil fuels for transportation, coupled with the electricity consumption in the offices and other working places was the major source of the greenhouse gases ("GHGs") of the Group during the year under review. Specifically, the Group generated a total of 1,171.9 tonnes of carbon dioxide equivalent ("CO<sub>2</sub>e") (carbon intensity: 0.68 tonnes CO<sub>2</sub>e/HKD Million) in FY2019, with emissions from Scope 1 accounting for 41.7% approximately and 54.5% coming from Scope 2. Other indirect emissions (Scope 3) stood at around 45.2 tonnes. During the year under review, the solid wastes and wastewater from the Group were all non-hazardous and the Group did not generate any hazardous solid wastes or sewage to the environment. The Group's total emissions in FY2019 are summarised in Table 1 below.



IV. 環境可持續性  
IV. ENVIRONMENTAL SUSTAINABILITY

表一 2019年財政年度本集團按類別劃  
分的總排放量\*\*\*\*\*

Table 1 The Group's Total Emissions by Category in  
FY2019\*\*\*\*\*

排放種類 Emission Category	關鍵績效指標 Key Performance Indicator (KPI)	單位 Unit	2019年 財政年度 數量 Amount in FY2019	2019年 財政年度 強度* (單位/百萬港元) Intensity* in FY2019	2018年 財政年度 強度** (單位/百萬港元) Intensity** in FY2018
廢氣排放*** Air Emissions***	硫氧化物 SOx	千克 Kg	2.3	$1.3 \times 10^{-3}$	$1.2 \times 10^{-3}$
	氮氧化物 NOx	千克 Kg	1,869.6	1.08	0.93
	顆粒物 PM	千克 Kg	185.2	0.11	0.09
溫室氣體排放 GHG Emissions	範圍一(直接排放) Scope 1 (Direct Emissions)	噸二氧化碳當量 Tonnes CO <sub>2</sub> e	488.4	—	—
	範圍二(能源間接排放) Scope 2 (Energy Indirect Emissions)	噸二氧化碳當量 Tonnes CO <sub>2</sub> e	638.3	—	—
	範圍三****(其他間接排放) Scope 3**** (Other Indirect Emissions)	噸二氧化碳當量 Tonnes CO <sub>2</sub> e	45.2	—	—
	總計(範圍一、二及三) Total (Scope 1, 2 & 3)	噸二氧化碳當量 Tonnes CO <sub>2</sub> e	1,171.9	0.68	0.55
無害廢物 Non-hazardous Wastes	固體廢物 Solid Wastes	噸 Tonnes	71	0.04	0.04
	廢水 Wastewater	噸 Tonnes	53,668	31.05	14.15

## IV. 環境可持續性

### IV. ENVIRONMENTAL SUSTAINABILITY

- \* 2019年財政年度的排放強度是按本集團所產生廢氣、溫室氣體及其他排放數量分別除以本集團於2019年財政年度的收益（約為1,728.3百萬港元）計算；
- \*\* 2018年財政年度的強度從本集團2018年ESG報告中獲取；
- \*\*\* 廢氣排放物包括旅遊巴士和用作商業營運的車輛所排放尾氣中的空氣污染物；
- \*\*\*\* 本集團範圍三（其他間接排放）僅包括於堆填區棄置之廢紙以及政府部門處理淡水及污水所耗之電力；以及
- \*\*\*\*\* 上述溫室氣體排放報告採用的方法基於由聯交所頒布的「如何準備環境、社會及管治報告？—附錄二：環境關鍵績效指標匯報指引」以及2006年IPCC國家溫室氣體清單指南。
- \* Intensity in FY2019 was calculated by dividing the amount of air, GHG and other emissions by the Group's revenue of approximately HKD1,728.3 million in FY2019 respectively;
- \*\* Intensity in FY2018 was obtained from the Group's ESG Report 2018;
- \*\*\* Air emissions included the air pollutants in the exhaust gas from travel buses and vehicles for business operations;
- \*\*\*\* The Group's Scope 3 (Other Indirect Emissions) included only paper waste disposed of at landfills and electricity used for processing freshwater and sewage by government departments; and
- \*\*\*\*\* The methodology adopted for reporting on GHG emissions set out above was based on "How to Prepare an ESG Report? – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange and the 2006 IPCC (Intergovernmental Panel on Climate Change) Guidelines for National Greenhouse Gas Inventories.

#### 廢氣及溫室氣體排放

鑒於本集團的業務性質，本集團的廢氣排放主要來自各種形式的旅遊巴士及車輛的日常營運。本集團努力加強車輛管理，並為其旅遊巴士選擇優質燃油，以追求環保經營模式。同時，本集團在採購過程中將車輛的環境表現納入考量，優先考慮節能巴士和混合動力汽車，以盡可能減少對環境的影響。對自然資源（尤其是汽油和柴油）的消耗，以及酒店和辦公室營運所使用的電力被視為本集團溫室氣體排放的主要因素。為了降低溫室氣體排放並減緩氣候變化，本集團一直倡導低碳業務營運，致力提出更有效的措施，通過培訓和制定嚴格的政策控制資源消耗，以規範員工的行為，以及優化並實現可持續發展的營運模式。

#### Air & GHG Emissions

Given the business nature of the Group, the air emissions of the Group were mainly from the daily operations of various forms of travel buses and vehicles. In the pursuit of an eco-friendly business model, the Group has made an effort in its vehicle management and opts for high quality fuel for its travel buses. Meanwhile, the Group has taken into consideration the environmental performance of vehicles during procurement, giving priority to energy-efficient buses and hybrid cars to minimise its environmental impacts. The consumption of natural resources, in particular the gasoline and diesel, and electricity for operations in hotel and offices was the major contributor to the Group's GHG emissions. To lower its GHG emissions and decelerate climate change, the Group has been advocating the low-carbon business operations and committed to bringing forward more effective measures to regulate the practice of its employees through training and optimise its operational model towards sustainability by formulating strict policies in the control of resource consumption.



## IV. 環境可持續性 IV. ENVIRONMENTAL SUSTAINABILITY

於2019年財政年度，本集團於業務營運期間的廢氣排放量與2018年財政年度相比維持同一水平，而這主要歸因於其對汽油及柴油燃料消耗的有效管理。由於毗鄰「大阪逸の彩酒店」的溫泉浴大樓已於2019年4月盛大開幕並投入營運，導致本集團在日本的酒店管理和業務的用電量增加，因此本集團於本回顧年度的溫室氣體排放量略有上升。近年來，隨著本集團內部節約用電政策的廣泛推行，本集團於香港、澳門和台灣地區範圍內的溫室氣體排放量在2019年財政年度均出現了一定程度的下降。

### 固體廢物

於2019年財政年度，本集團的固體廢物為生活及商業廢物。為了向「綠色辦公室管理」不斷邁進，本集團努力減少固體廢物的產生，並通過垃圾分類系統重複利用廢物。本集團辦公室所產生的都市固體廢物，通過分類後通常由大廈的物業管理人員處理。例如，本集團管理的酒店已在廢物管理中採取了多種有效措施，包括購買可回收物品（如利用可回收物料代替塑料吸管）、進行內部分揀、以及與認證的組織合作處理可回收物料。酒店不僅要求對金屬罐或PET瓶進行分類，且需要將碎紙和紙袋與一般固體廢物區分開。除實施垃圾分類外，本集團亦十分重視對員工的教育，以及對「3R」原則（即減少、重用和回收）的學習與應用。「3R」原則指通過避免使用一次性產品、重用包括舊信封和文件夾等辦公用品來減少固體廢物、以及選擇有環保認證的紙進行打印。

In FY2019, the air emissions of the Group during business operations remained at the same level as compared with that in FY2018, which was mainly attributed to the effective management of the consumption of gasoline and diesel fuels. The GHG emissions during the year under review increased slightly due to the grand opening and operations of the hot spring bath building adjacent to Osaka Hinode Hotel (大阪逸の彩酒店) in April 2019, which led to the rise of electricity consumption in hotel management and operations in Japan. With the dissemination of electricity conservation within the Group in recent years, the GHG emissions from Scope 2 in Hong Kong, Macau and Taiwan all declined to some extent in FY2019.

### Solid Wastes

In FY2019, the solid wastes from the Group were domestic and commercial wastes. Moving towards “Green Office Management”, the Group has spared no efforts in diminishing the generation of solid waste and making use of the waste materials through the classification system. The sorted municipal solid wastes from offices of the Group are handled by the property management of the buildings normally. The hotel under the management of the Group, for instance, has implemented multiple effective measures in its waste management, including purchasing recyclable items (e.g. replacing plastic straws with recyclable materials), conducting in-house sorting and partnering with certified organisations for the processing of recycled materials. The hotel has also regulated that not only should metal cans or PET bottles be sorted, but shredded paper and paper bags need to be separated from general solid wastes as well. In addition to the implementation of garbage classification, the Group has attached great importance to the education of its employees in the learning and execution of “3R” principles (i.e. reduce, reuse and recycling), which is to reduce the solid waste by avoiding any one-off product, reuse office stationery including used envelopes and document folders, and choose paper with environmental certificates for printing.



## IV. 環境可持續性

### IV. ENVIRONMENTAL SUSTAINABILITY

由於本集團在實施可持續廢物管理方法上的不懈努力，於2019年財政年度，本集團產生的固體廢物強度與2018年財政年度相比保持不變。

#### 廢水

本集團於2019年財政年度的廢水主要來自辦公室員工及酒店客戶所產生的商業及生活廢水。本集團通過鼓勵所有附屬公司節約用水，在日常運營中強調關於用水控制及以合理減少並再利用水資源的教育。於2019年財政年度，本集團產生的廢水直接排入市政排水網絡。由於廢水量在很大程度上取決於所使消耗的淡水量，本集團因此採取了相關措施，以減少辦公室和酒店的耗水量。具體措施將在下一節「水」中作進一步說明。

自2019年4月起，大阪溫泉浴大樓的營運導致本集團於2019年財政年度產生的廢水量大幅增加，造成本集團酒店經營業務的耗水量和廢水排放量提高近一倍。儘管如此，由於倡導「3R」原則（水資源管理過程中對水資源減少使用、重複利用和再循環），本集團其他業務部門的廢水量有所下降。

In FY2019, the intensity of solid wastes generated by the Group remained the same as that in FY2018 due to the unremitting efforts of the Group in the implementation of sustainable waste management approach.

#### Wastewater

The wastewater from the Group during FY2019 was mainly commercial and domestic wastewater from employees at offices and clients in the hotel. With a clear message from the Group that encourages all subsidiaries to save water, water consumption control and the education of reducing and reusing water in an appropriate way have been emphasised in the Group's daily operations. In FY2019, the wastewater generated from the Group was directly discharged into the municipal drainage network. Since the amount of wastewater highly depends on the amount of freshwater used, the Group has taken specific measures, further described in the next sub-section headed "Water", to reduce its water consumption in the offices and hotel.

In FY2019, the drastic surge of the amount of wastewater of the Group was caused by the operation of the hot spring bath building in Osaka since April 2019, which doubled the water consumption and wastewater discharge in the development and management of hotel business of the Group. Notwithstanding that, the wastewater amount of other business divisions of the Group dropped in varying degrees owing to the advocacy of "3R" Principles – reduce, reuse and recycling in water management.



## IV. 環境可持續性 IV. ENVIRONMENTAL SUSTAINABILITY

### A.2. 資源使用

於2019年財政年度，本集團消耗的主要資源為電力、水、汽油、柴油、煤氣及紙張。本集團於回顧年度內並未消耗大量包裝材料。表二列出了本集團於2019年財政年度不同資源的使用量。

表二 本集團2019年財政年度資源總使用量

資源使用 Use of Resources	關鍵績效指標 Key Performance Indicator (KPI)	單位 Unit	2019年 財政年度總量	2019年財政年度強度* (單位／百萬港元) Intensity*	2018年財政年度強度** (單位／百萬港元) Intensity**
			Amount in FY2019	in FY2019 (Unit per HKD Million)	in FY2018 (Unit per HKD Million)
能源 Energy	電力 Electricity	千個千瓦時 kWh'000	969	0.56	0.54
	汽油 Gasoline	公升 L	7,271	4.21	4.36
	柴油 Diesel	公升 L	139,277	80.60	69.38
	煤氣 Town gas	立方米 m³	108,963	63.05	34.92
	水 Water	立方米 m³	54,217	31.37	14.46
	紙張*** Paper***	千克 Kg	5,568	3.22	4.11

\* 2019年財政年度的排放強度是按本集團於2019年財政年度所消耗的資源量除以本集團2019年財政年度的收益（約為1,728.3百萬港元）計算；

\*\* 2018年財政年度的強度從本集團2018年ESG報告中獲取；及

\*\*\* 紙張總量 = 在報告期開始時紙張的存貨量（貯存量）+ 在報告期通過採購令紙張存貨增加的數量 - 回收紙張循環再造的數量 - 報告期完結時紙張的存貨量（貯存量）。

### A.2. USE OF RESOURCES

In FY2019, the main resources consumed by the Group were electricity, water, gasoline, diesel, town gas and paper. The Group did not consume a significant amount of packaging materials during the year under review. Table 2 illustrates the amount of different resources consumed by the Group in FY2019.

Table 2 Group's Total Use of Resources by Category in FY2019

\* Intensity for FY2019 was calculated by dividing the amount of resources the Group has consumed in FY2019 by the Group's revenue of approximately HKD1,728.3 million for FY2019;

\*\* Intensity in FY2018 was obtained from the Group's ESG Report 2018; and

\*\*\* The amount of paper = Paper inventory at beginning of reporting period (in storage) + Paper added to inventory through procurement during reporting period - Paper collected for recycling purposes - Paper inventory at end of reporting period (in storage).

## IV. 環境可持續性

## IV. ENVIRONMENTAL SUSTAINABILITY

### 電力

在本集團節電政策的指導下，本集團一直致力於不斷降低辦公室和酒店的用電量，並將減少對能源和自然資源的依賴作為其業務發展的重要戰略目標之一。本集團特別推行了以下措施以規範用電：

- 下班後切勿將辦公室設備置於待機模式；
- 選擇帶有「1級」能源標籤的電器（例如冰箱、空調等）；
- 進行年度能源回顧和審查，以對能源消耗進行監控；及
- 在營運總部的會議室中安裝獨立的空調開關。

具體而言，本集團對其酒店的設計和翻新過程中採用可持續的節電元素，包括：

- 定期對鍋爐進行維修保養，確保對建築物內的供暖系統的良好控制；
- 避免同時使用供暖和製冷系統，並考慮採用智能建築管理系統；及
- 在大堂和客房內使用低能耗照明燈具（自2017年起，所有照明設施已被LED燈取代）。

### Electricity

Under the guidance of the Group's electricity conservation policy, the Group has been committed to persistently lowering its electricity consumption in the offices and hotel and setting the alleviation of pressure on energy and natural resources as one of its important strategic targets in business development. In particular, the Group has taken the following steps in regulating the use of electricity:

- Do not leave the office equipment on standby mode after work;
- Choose electrical appliances with "Grade 1" energy label (such as refrigerator, air conditioner, etc.);
- Carry out annual energy review and audit to monitor energy consumption; and
- Install independent switches for the air-conditioners in conference rooms of the operating headquarter.

In particular, the hotel of the Group has been designed and retrofitted with sustainable elements in electricity conservation, including:

- Service the boilers regularly and ensure good control of the heating system in the building;
- Avoid operating the heating and cooling systems simultaneously and consider the adoption of smart building management system; and
- Use low-energy lighting fixture in the lobby and guest rooms (all lighting facilities have already been replaced with LED lights since 2017).



## IV. 環境可持續性 IV. ENVIRONMENTAL SUSTAINABILITY

儘管本集團酒店經營業務的大阪溫泉浴大樓已於回顧年度內開始投入營運，但於2019年財政年度，本集團的總耗電量仍與2018年財政年度保持同一水平。

### 其他能源資源

於2019年財政年度，本集團的其他能源消耗主要為汽油、柴油與煤氣。由於能源使用對於旅遊業務而言是必不可少的，因此本集團在日常經營中不可避免地消耗了各種形式的能源。本集團致力於遵守內部政策，有效地管理旅遊巴士和商務用車，以降低旅遊成本以及化石燃料的消耗。例如，本集團通過培訓要求所有駕駛員在觀光地點等候時必須關閉旅遊巴士的引擎。另外，本集團一直維護和升級其過時的設施，以確保所有設備均能有效運行。

與2018年財政年度相比，本集團在2019年財政年度實施了有效的公司車輛管理政策，並成功減少了本集團的汽油消耗。煤氣使用量的急劇增加主要是由於日本溫泉業務的發展。於回顧年度，旅遊巴士的柴油消耗量略微上升。本集團將繼續優化對旅遊車輛的管理，並把握機遇學習新技術，以加快向低碳旅遊發展的步伐。

In FY2019, the total electricity consumption of the Group remained at the same level as that in FY2018, despite its hot spring bath building in Osaka of the development and management of hotel business of the Group commencing operations during the year under review.

### Other energy resources

In FY2019, the major energy resources consumed by the Group were gasoline, diesel and town gas. As energy resource is essential for the travel business, the Group has inevitably consumed various forms of energy resources in its daily operations and dedicated to following its internal policies in the efficient management of travel buses and vehicle use for business affairs, in order to lower the consumption of fossil fuels. For example, the Group has required that all drivers turn off the bus engines while waiting at sightseeing spots via training. Also, the Group has kept maintaining and upgrading its outmoded facilities, making sure that all equipment can operate efficiently.

In FY2019, the effective implementation of policies for corporate vehicle management successfully cut down on the Group's gasoline consumption as compared with the figure in FY2018. The sharp increase in the usage of town gas was primarily due to the hot spring business development in Japan. During the year under review, the diesel consumption for the operation of travel buses mildly ascended. The Group will continue to optimise the management of travel vehicles and grasp the opportunities to take up new technology advances with the objective of accelerating progress towards low carbon tourism development.

## IV. 環境可持續性

## IV. ENVIRONMENTAL SUSTAINABILITY

### 水

於2019年財政年度，本集團在求取適用水源上並無任何問題。本集團在水資源的消耗和重用過程中實行嚴格的可持續水管理政策，並鼓勵全體員工節約用水。具體而言，本集團在營運過程中鼓勵員工採用以下做法：

- 在當眼位置張貼「節約用水」的海報，以鼓勵節約用水；
- 及時檢修滴水龍頭，避免供水系統的滲漏；
- 在辦公室和酒店用水設備中採用節水措施；及
- 透過商業夥伴提供培訓計劃予酒店員工，主題為如何通過降低資源消耗來節省成本。

於2019年財政年度，本集團溫泉業務正式啟動，透過提供純淨及含豐富礦物質的深層溫泉水，讓客人可以享受更優質的體驗，而這也導致本集團的總耗水量大幅上升。展望未來，本集團將專注於對其日本溫泉業務的水資源利用效率的監控、基準化分析和改進，並將採用更具創新性的方法以管理用水和廢水回收計劃。

### Water

In FY2019, the Group did not face any issue in sourcing water. The Group has carried out sustainable water stewardship with a strict policy on the consumption and reuse of water, and encouraged all employees to conserve water resources. In particular, the Group has recommended the following practices to employees during its operations:

- Place posters “Saving Water Resource” in prominent places to encourage water conservation;
- Fix dripping taps immediately and avoid any leakage of the water supply system;
- Adopt water-saving measures in water facilities in the offices and hotel; and
- Provide training programmes to hotel staff through the business partners about how to achieve cost-savings by lowering resource consumption.

In FY2019, the total water consumption went up dramatically as the hot spring business was officially started, which aimed to provide its customers with the superior experience with deep hot spring water of pure quality and rich minerals. In the future, the Group will put its focus on the monitoring, benchmarking and improvement of the water efficiency of its hot spring business in Japan, and adopt more innovative approaches to managing the water use and wastewater recycling programmes.



## IV. 環境可持續性 IV. ENVIRONMENTAL SUSTAINABILITY

### 紙張

為過渡到「無紙化辦公」，本集團努力在辦公室中節省紙的消耗，並為此制定有效的政策，包括採購有環保認證的打印紙、雙面打印、收集單面紙以重用以及將計算機技術應用於數據傳輸。本集團更要求其旅行代理商通過電子郵件和在線預訂系統發送預訂信息。

本集團在日常業務運作中堅持鼓勵員工節約紙張，並鼓勵所有員工減少、重複利用及回收紙資源。於2019年財政年度，由於堅持利用數碼技術代替紙張，以及在紙張回收方面付出的努力，本集團的紙張使用量大幅降低約23.8%。於2019年財政年度，本集團共回收了8,730千克紙張。

### Paper

Aiming to transition towards “Paperless Office”, the Group has stepped up its efforts in diminishing the paper consumption in the offices and formulated effective policies including the procurement of copy paper with environmental certificates, double-printing, collection of single-sided paper for reuse and application of computer technology for data transmission. It is worth noting that the Group has required its travel agencies to send booking information via email and through the online booking system.

The Group has relentlessly promoted paper conservation among employees in daily business operations and encouraged all staff to reduce, reuse and recycle paper resources. In FY2019, the amount of paper usage of the Group fell substantially by approximately 23.8%, which was primarily attributed to the perseverance in utilising digital technologies instead of paper and the enormous efforts in paper recycling. In FY2019, the Group recycled a total of 8,730 kg of paper.



### A.3. 環境及天然資源

本集團深知旅遊業務的相關活動會產生眾多環境影響。作為旅遊行業的領先企業，本集團有責任不斷優化其業務模式，以加快實現其減碳承諾。本集團在營運和發展過程中秉承「生態旅遊」的理念，倡導環保的出行方式。通過細分本集團業務的影響，包括旅行團和酒店營運業務，本集團將交通運輸和購買電力所產生的溫室氣體納入考量，並將它們視為其對環境和自然資源的主要影響。本集團一直致力於減少資源消耗，而本集團的酒店業務尤其設立了長遠目標，希望在未來幾年內將每種資源的消耗減少約5%。為了減輕對環境的影響，本集團特別關注以下兩個領域：

#### 1. 硬件升級

本集團已進一步加強對旅遊車輛的管理，包括及時維修和保養、提前規劃路線及在車輛採購過程中將環境指標納入考量範圍。同時，酒店的鍋爐和高能耗設施由專業人員進行監控和定期維護。

### A.3. THE ENVIRONMENT AND NATURAL RESOURCES

The Group is deeply aware that activities in tourism industry involve countless adverse environmental impacts and as a leading enterprise in the industry, it has the responsibility to work hard on the optimisation of business models in order to support its commitment to accelerate decarbonisation. The Group embraces the creation of “Ecotourism” in its operations and development, which highlights the travel that protects the environment. By breaking down the impacts of the Group’s businesses including the provision of package tours and hotel operations, the Group takes into account the GHG emissions belched from vehicles for transportation and the purchase of electricity as its primary impacts on the environment and natural resources. The Group has been committed to lowering its consumption of resources, and the hotel business of the Group, in particular, has set ambitious goals that reduce the consumption of each resource by around 5% in coming years. To lessen its environmental impacts, the Group has particularly focused its efforts on the following two areas:

#### 1. Hardware upgrade

The Group has further strengthened its management of travel vehicles, including the timely repair and maintenance, route planning in advance and vehicle purchases by considering environmental indicators. In the meantime, the boilers and energy-intensive facilities in the hotel have been monitored and maintained regularly by the professionals.



## IV. 環境可持續性 IV. ENVIRONMENTAL SUSTAINABILITY

### 2. 軟件升級

本集團堅信，提供以可持續發展為主題的培訓課程是提高員工對環境價值意識的有效途徑。因此，本集團在培訓管理方面一直堅持內部政策，推薦所有員工，包括酒店營運者、辦公室管理員、汽車司機和其他員工採取節能措施。這不僅有助於環境保護，而且對長遠的經濟發展亦是有益的。

展望未來，本集團將致力於探索降低其環境影響的可行技術，採取行動以確保業務發展和生態保護的包容性，並制定一套完整且切實可行的政策及合理的可持續性目標，以將其多元化和精心設計的旅行相關營運活動向氣候行動方向不斷改善。

### 2. Software upgrade

The Group believes that the provision of sustainability-themed training courses is an effective way to raise the awareness of environmental values among employees. As such, the Group has been sticking to its internal policies in training management, recommending all employees including hotel operators, office administrators, bus drivers and other staff to take energy efficiency measures that are not only conducive to protecting the environment, but also proven economically beneficial in the long-term.

Looking forward, the Group will dedicate itself to exploring the feasible technologies that alleviate its environmental impacts, reinforcing its actions to ensure the inclusive business development and ecological preservation, and developing a complete set of practicable policies and appropriate sustainability targets to transform its diversified and well-designed travel-related activities and operations for climate action.

## V. 社會可持續性

## V. SOCIAL SUSTAINABILITY

### 僱傭及勞工常規

#### B.1. 僱傭

本集團珍惜員工的才能，並根據內部僱傭政策努力為員工提供適合其職業發展的平台和工作環境。於2019年財政年度，本集團繼續參與由香港勞工處舉辦的「好僱主約章」，在本集團內推廣良好的人力資源管理文化，並採用最新、以員工為本及有效的人力資源管理措施，旨在創造和諧的工作環境。

#### 法例及合規

於2019年財政年度，本集團已遵守中國、香港、澳門、日本及本集團其他營運區域的最新法例及規例，包括但不限於《僱傭條例》（香港法例第57章）、《強制性公積金計劃條例》（香港法例第485章）和《勞動關係法》（澳門）。

#### 招聘及晉升

本集團實施了一系列有效的招聘政策。自2009年起，本集團推出了「旅遊專才培訓計劃」，以招募合適的大學畢業生，並與非政府組織開展合作，從2016年開始實施「青年向上流動嚮導計劃」，招募合適的香港中學文憑考試畢業生。於2019年財政年度，本集團舉辦了多次招聘會及校園招聘，例如尖沙咀招聘日。

### EMPLOYMENT AND LABOUR PRACTICES

#### B.1. Employment

The Group treasures employees' talent and strives to provide its employees with a suitable platform and working environment for their professional development in accordance with internal employment policies. In FY2019, the Group continued to participate in the "Good Employer Charter" held by the Labour Department of Hong Kong to promote a decent human resources management culture within the Group and to adopt up-to-date, employee-oriented and effective human resource management measures, aiming to build a harmonious relationship in the workplace.

#### Law Compliance

In FY2019, the Group abided by the latest laws and regulations in the PRC, Hong Kong, Macau, Japan and other operating regions where the Group operated, including but not limited the Employment Ordinance (Chapter 57 of the Laws of Hong Kong), the Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong) and Labour Relations Law (Macau).

#### Recruitment and promotion

The Group implements a set of effective policies for recruitment. The Group has launched the "Talent Development Scheme" (旅遊專才培訓計劃) since 2009 to recruit suitable graduates from universities and collaborated with Non-Governmental Organisations (NGOs) in the implementation of "Youth Upward Mobility Mentorship Program" (YUM) (青年向上流動嚮導計劃) that started from 2016, aiming to recruit suitable Hong Kong Diploma of Secondary Education Examination graduates. In FY2019, the Group organised several job fairs and campus recruitment events, such as Tsim Sha Tsui Recruitment Day.



## V. 社會可持續性

## V. SOCIAL SUSTAINABILITY

本集團就應聘者的教育背景、個人能力、工作經驗和職業志向提供公平且具有競爭性的薪酬和福利。本集團亦參考與員工晉升有關的市場標準，為在職位上有著卓越表現和潛力的合適僱員提供晉升及發展機會。

### *薪酬及紀律處分*

依照「僱員手冊」，本集團通常每年檢討其薪酬待遇，並對其員工進行評估。本集團根據員工的表現、企業績效和市場因素對薪酬待遇進行全面評估和調整。本集團嚴格禁止任何形式不公平或不正當的解僱，並制定嚴格的政策以規定解僱程序。

### *工作時數及假期*

本集團根據當地就業法制定的內部政策，是確定員工的合理工作時數和假期的有力工具。根據相關法律法規及內部政策，本集團除了向員工提供基本的年假及法定假日外，亦提供其他休假福利，包括額外婚假、額外產假、額外侍產假及額外喪假。

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

### *Compensation and disciplinary actions*

Following the "Employee Handbook", the Group normally reviews its compensation packages and performs appraisals on its employees annually, in which a comprehensive evaluation and adjustment of salary packages is conducted according to performance of employees, corporate performance and market factors. The Group strictly prohibits any kind of unfair or illegitimate dismissal and brings in draconian policies regulating the procedures of dismissal of employees.

### *Working hours and rest periods*

The Group's internal policies based on local employment laws serve as powerful tools to determine appropriate working hours and rest periods for its employees. In accordance with relevant laws and regulations and internal policies, the Group provides basic annual leave and statutory holidays to employees and other leave benefits including extra marriage leave, extra maternity leave, extra paternity leave and extra compassionate leave.

#### 平等機會及反歧視

本集團一直致力於通過在其所有人力資源和就業決定中促進反歧視和平等機會，從而營造一個公平競爭、相互尊重且多元化的工作環境。在本集團中，所有培訓和晉升機會、解僱和退休政策，並非以僱員的年齡、性別、婚姻狀況、懷孕、家庭狀況、殘疾、種族、膚色、血統、民族或族裔、國籍、宗教信仰或任何其他非工作相關因素為依據。本集團遵守相關法例及規例，並確保在本集團內嚴禁任何工作場所的歧視、騷擾或誹謗行為。員工可以向本集團人才資源發展部報告任何涉及歧視的事件。事件經核實後，本集團將對負責人展開調查並採取任何必要的紀律處分。

#### 其他待遇及福利

本集團關心員工的福祉，並遵守本集團營運區域的相關法例及規例。本集團為其僱員提供工傷保險，致力於通過組織各種有意義且有趣的活動為全體僱員帶來歸屬感。踏入33週年，本集團於2019年財政年度舉辦了33週年誌慶晚宴，以鼓勵員工相互溝通並向員工為本集團所付出的努力和貢獻進行嘉獎。於回顧年度內，本集團亦舉辦了各式各樣的員工活動，例如DIY燈泡花工作坊、DIY皮革工作坊、DIY星空碟工作坊及月餅DIY。此外，本集團於回顧年度內安排了包括派發雪糕、VR體驗、足球比賽、聖誕聚餐和供應商購物優惠的遊戲與活動。

#### Equal opportunity and anti-discrimination

The Group has been committed to creating a fair, respectful and diverse working environment by promoting anti-discrimination and equal opportunity in all its human resources and employment decisions. In the Group, training and promotion opportunities, dismissals and retirement policies are based on factors irrespective of the employees' age, sex, marital status, pregnancy, family status, disability, race, colour, descent, national or ethnic origins, nationality, religion or any other non-job related elements. The Group abides by relevant laws and regulations and ensures that any workplace discrimination, harassment or vilification is strictly prohibited within the Group. Employees can report any incidents involving discrimination to the Human Resource Development Department of the Group. The Group will make investigations and take any necessary disciplinary actions on the responsible individuals once the case is substantiated.

#### Other benefits and welfare

The Group cares about the wellbeing of its employees and complies with relevant national laws and regulations where the Group operates. The Group provides employment injury insurance for its employees and commits to bringing a sense of belonging to all employees through a wide variety of meaningful and entertaining activities. Stepping into the 33rd anniversary year, the Group hosted the 33rd anniversary gala dinner in FY2019 to encourage the communication of employees and award employees' effort and contribution to the Group. During the year under review, the Group also held a wide range of staff activities, such as the DIY Lighting Bulb Flower Workshop, DIY Leather Workshop, DIY Starry Plate Workshop and DIY Moon Cake. Further, games and activities including offering ice-creams, VR experiencing tour, soccer game, Christmas party and shopping discount for suppliers were arranged by the Group during the year under review.



## V. 社會可持續性

## V. SOCIAL SUSTAINABILITY

於2019年財政年度，本集團已遵守對本集團有重大影響的薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及福利及其他待遇方面的相關法律及規例。

### B.2. 健康與安全

本集團嚴格遵守其營運地區的法例及規例，包括《職業安全及健康條例》（香港法例第509章），制定並實施內部政策，以確保其員工在工作場所的健康和安全得到保障。

在健康、衛生和安全方面，本集團致力於了解並運用最佳實踐，為員工提供健康和安全的培訓，旨在採取一切必要措施，確保員工的安全得到保護。為了在日常營運中實現零事故，本集團確保內部政策的有效執行，將營運過程中的潛在職業危害降至最低。除了安排應急演習、安全檢查、內部空調系統的維護以及提供例如急救箱等充足的醫療用品等基本措施外，本集團亦強調對旅遊期間常見事故，如冰上滑倒及在旅遊巴士上講解時摔倒的應急管理，並特別推行相關措施，例如根據職業安全健康局的《旅遊業領隊及導遊的職業安全及健康》課程，為領隊及導遊安排職業健康及安全培訓。

In FY2019, the Group was in compliance with relevant laws and regulations in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, welfare and other benefits that have a significant impact on the Group.

### B.2. Health and Safety

In strict compliance with laws and regulations in the regions where the Group operates, including the Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong), the Group has formulated and implemented its internal policies, ensuring that its employees' health and safety in the workplace can be protected.

In matters concerning health, hygiene and safety, the Group has been committed to being cognisant of and applying the best practices to provide health and safety training for its employees, aiming to make all necessary efforts to ensure that people's safety is not compromised. Striving for zero accidents in its daily operations, the Group ensures the effectiveness of the implementation of internal policies to minimise the potential occupational hazards during operations. In addition to the basic measures including emergency response drills, safety inspections, maintenance of internal air conditioning system and sufficient medical supplies such as first-aid kits, the Group has put its focus on the emergency management of common incidents during tours such as slipping over on the ice and falling over on the travel bus while giving talks, and particularly taken the measures such as arranging occupational health and safety training programmes for tour escort and tour guide according to the course of Occupational Safety and Health for Tour Escort and Tour Guide (旅遊業領隊及導遊的職業安全及健康) from Occupational Safety and Health Council.



## V. 社會可持續性

## V. SOCIAL SUSTAINABILITY

於2019年財政年度，本集團並無發生任何工傷事故或與工作有關的嚴重死亡事故。於回顧年度內，本集團已遵守有關就提供安全的工作環境及保護僱員免受職業危害而可能對本集團產生重大影響的相關法律及法規。

In FY2019, no workplace accident or serious work-related fatalities occurred in the Group. The Group was in compliance with the relevant laws and regulations in relation to providing a safe working environment and protecting the employees from occupational hazards that may have a significant impact on the Group during the year under review.

### B.3. 發展及培訓

本集團的培訓中心位於香港東瀛遊廣場，學習與發展部於培訓中心為員工安排各種內部培訓課程，例如2019零售高峰會和導遊增值班。本集團亦大力鼓勵其僱員參加外部培訓課程和專業資格考試。本集團定期邀請外間組織和專家為其員工提供相關培訓。本集團會對期望成為日本導遊的員工進行評估，並酌情為其提供到日本出國學習的機會。

於2019年財政年度，本集團共有348名員工參加由本集團內部組織或由外間機構舉辦的培訓課程。

### B.3. Development and Training

The training centre at EGL Tower in Hong Kong is the place where the Learning and Development Section of the Group organises various in-house training programmes for its employees, such as 2019 Retail Summit and Value-Add Class for Tour Guide. The Group has also highly encouraged its employees to attend external training courses and to take professional qualification examinations. The Group regularly invites external organisations and experts to provide relevant training to its employees. Employees who have passion for being a Tour Guide in Japan are evaluated first and offered the opportunities to study abroad in Japan by the Group with discretion.

In FY2019, there were a total of 348 employees of the Group taking training courses that were either organised by the Group internally or held by external parties.



## V. 社會可持續性

## V. SOCIAL SUSTAINABILITY

### B.4. 勞工準則

於2019年財政年度，本集團已遵守《僱傭條例》（香港法例第57章）及香港、中國、澳門、日本及其他營運地區的其他相關勞工法例及規例，以禁止僱用任何童工或強制勞工。為打擊童工、未成年工人和強制勞工有關的非法就業，本集團人才資源發展部要求所有求職者提供有效的身份證明文件，以確保應徵者在確認任何工作之前可以合法受僱。人才資源發展部亦有責任監督和確保企業政策和實踐遵守禁止童工及強制勞工相關的法例及規例，消除非法招聘的風險。一旦本集團發現任何違反有關勞工法例、規例或標準的事件，本集團將予以認真處理，並立即採取堅決措施，例如解除相關人士的僱傭合同。

於2019年財政年度，本集團已遵守對本集團有重大影響的有關防止童工或強制勞工方面的相關法例及規例。

### B.4. Labour Standards

In FY2019, the Group abided by the Employment Ordinance (Chapter 57 of the Laws of Hong Kong) and other relevant laws and regulations in Hong Kong, the PRC, Macau, Japan and other operating regions to prohibit any child and forced labour employment. To combat illegal employment on child labour, underage workers and forced labour, the Group's Human Resources Development Department requires all job applicants to provide valid identity documents to ensure that they are lawfully employable prior to the confirmation of any employment. The Human Resources Development Department is responsible for monitoring and ensuring the compliance of corporate policies and practice with the latest laws that prohibit child labour and forced labour, eliminating the risk of illegal recruitment. Any case in violation of relevant labour laws, regulations or standards that the Group has identified and uncovered will be dealt with diligently and firm actions will be taken immediately, such as the termination of the employment contract.

In FY2019, the Group was in compliance with the relevant laws and regulations, in relation to the prevention of child and forced labour that have a significant impact on the Group.

## 營運慣例

### B.5. 供應鏈管理

本集團擁有有力的供應基礎，多年來通過有效的溝通和參與，與供應商保持了良好的合作關係。作為一家對社會和環境負責的企業，本集團一直致力於優化其採購實踐以控制社會風險，並在其供應鏈管理中將環保概念納入考量範圍。

#### 社會風險管理

旅行團的地接營運商、航空公司及酒店及獨立自由旅客（「自由行」）的國際酒店預訂平台、鐵路公司、汽車供應商及主題公園為本集團旅遊相關業務的主要供應商。在選擇供應商和業務合作夥伴時，本集團會對候選人的業務背景進行在線調查和評估，包括其市場聲譽和公司穩定性、服務／產品質量、交付、營業記錄、相關證書、許可證和保險保障的有效性以及合規性。在簽署合作協議之前，本集團通常會對酒店進行現場調研，以進行更全面的評估。本集團亦已制定備選計劃，與至少兩家合資格供應商建立合作夥伴關係，以確保供貨，如客房設施和備選旅行目的地，可以及時交付。本集團高度重視客戶的反饋意見，並將其作為評估供應商產品／服務質量的有效方式。例如，在旅行中，本集團會通過「領隊監控完團報告書」，評估當地供應商提供服務的質量，包括行程的合理性、餐點的多樣性、旅遊巴士是否安全和準時、酒店的舒適度以及客戶關於整體旅行體驗的建議等。

## OPERATING PRACTICES

### B.5. Supply Chain Management

The Group has a robust supply base and has maintained a sound partnership with its suppliers through efficient communication and effective engagement in years. As a socially and environmentally responsible enterprise, the Group has been committed to optimising its procurement practice to control the social risks and taking into consideration the concept of environmental protection in its supply chain management.

#### Social risk management

Land operators, airlines and hotels for tours, international hotel aggregators, rail companies, car vendors and theme parks for free independent travellers ("FIT") are the main suppliers of the travel-related businesses of the Group. In the selection of suppliers and business partners, the Group carries out an online investigation and evaluation of the candidates' business background, including the market reputation and company stability, service/product quality, delivery, business records, the validity of relevant certificates, licences, insurance coverage and regulatory compliance. The Group normally pays an onsite visit to the hotel for more comprehensive evaluation before entering into the agreement for collaboration. The Group also has backup plans to ensure the timely delivery of supplies, such as room amenities and alternative travel destinations, by incorporating at least two qualified supplies in partnership. Customers' feedback is highly valued by the Group and taken as an efficient way to evaluate the quality of products/services from suppliers. In the tour, for example, an evaluation report (領隊監控完團報告書) is used as an assessment of the quality of services that local suppliers provide, including itinerary appropriateness, meal diversity, safety and timeliness of travel buses, level of comfort of hotels and the customers' suggestions with regard to their overall travelling experience.



## V. 社會可持續性 V. SOCIAL SUSTAINABILITY

本集團已製定並執行嚴格的政策以規範供應方法和程序，標準化採購流程和整個供應鏈管理體系，並提高工作效率。

### 環境風險管理

本集團致力於提高其供應鏈管理中的環境表現，並通過制定政策推動其供應商採取更好的環境實踐。本集團倡導「綠色採購」，不僅在招標中將本地供應商放在優先位置，且視以環保節能的方式提供環境友好產品的供應商作為其合作的首選。例如，本集團酒店的客房設施普遍採用可回收物料。本集團辦公室中的辦公用品、照明設備、複印機和冰箱的選擇均充分考慮其在能源效益或取得相關環境認證方面的表現。本集團亦在採購中優先考慮易於回收且包裝設計較為簡單的貨品、補充裝產品和耐用產品，以減少對環境的影響。

The Group has set up and implemented strict policies regulating the supply method and procedures, in order to standardise the procurement process and the entire supply chain management system as well as enhancing working efficiencies.

### Environmental risk management

The Group endeavours to achieve improved environmental performance in its supply chain management and has developed its policy that pushes its suppliers towards better environmental practices. Promoting “Green Procurement”, the Group not only prioritises local suppliers in the tender, but takes suppliers that have demonstrated strong environmental commitment with the provision of eco-friendly products in an energy-efficient delivery manner as the top choice in collaboration. For instance, usually, the room amenities at hotel of the Group are marked as recyclable. Office supplies, lighting fixtures, copiers and refrigerators in the Group’s offices are all selected with due considerations of their performance in energy efficiency or relevant environmental certification. The Group also gives priority to supplies with simple packaging design, supplement over original products and durable products that can be easily recycled in the procurement, aiming to lower its environmental impacts.

#### B.6. 產品責任

就本集團產品及服務的健康與安全、廣告、標籤和私隱事項，本集團已遵守香港、中國、澳門、日本和其他營運地區的適用條例、規例和標準，包括但不限於：

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

鑒於本集團的業務性質並遵循重要性原則，由於標籤事宜並不適用於本集團，故在本ESG報告中並未對此進行討論。

#### B.6. Product Responsibility

With regard to the Group's health and safety, advertising, labelling and privacy matters of its products and services, the Group was in compliance with the applicable rules, regulations and standards in Hong Kong, the PRC, Macau, Japan and other operating regions, including but not limited to the:

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

Applying the principle of materiality and given the Group's business nature, the labelling matters are not applicable and thus not discussed in the ESG report.



## V. 社會可持續性 V. SOCIAL SUSTAINABILITY

### 產品／服務質量

為向客戶提供安全享受的旅行路線，通過獨特的旅行體驗讓客戶放鬆心情、感受更多快樂，本集團相信，在當下競爭激烈的旅遊業中，不斷提高服務質量是實現旅行和住宿服務可持續化管理的關鍵之一。本集團致力於通過為客戶提供安全、滿意和充實的旅行服務以提高其體驗式服務質量。例如，本集團日本的酒店業務始終遵循其發展理念，並從客戶對住宿服務的喜好變化及發展創新服務中不斷學習，例如擴大酒店物業，為客戶提供溫泉、私人浴室、健身房和按摩椅等。

### 健康與安全

本集團一直致力於提升領隊的資格和能力，提高客戶滿意度，同時確保旅客的健康和安全得到保障。在旅行過程中，領隊會向所有客戶分發安全小錦囊，指導彼等在參加危險活動之前採取基本的安全防範措施。領隊亦將事先評估遊客是否適合參加特定活動。為確保與旅行相關服務的可靠性和安全性，本集團已與當地旅遊營運商簽訂合同並監控及評估其提供的服務質量。當地旅遊營運商須遵守相關的安全標準和本集團的政策。通過對所有領隊進行全面的培訓，本集團已建立應急計劃並制定指導方針，以對災難／意外事故做出適當應對。

### Product/Service quality

Aiming to offer its customers safe and enjoyable travel itinerary for relaxation and more delight with unique travel experience, the Group believes that continuously improving service quality in this highly competitive tourism industry is one of the keys to the sustainable management of its travel and accommodation services. The Group is committed to enhancing the experiential service quality by providing a safe, satisfying and fulfilling travel service for its clients. The hotel business in Japan, for instance, has followed its development philosophy and learned from the changing preference of customers in accommodation services and developing innovative services such as expanding its hotel property that provides hot springs, private bathrooms, gyms and massage chairs for clients.

### Health and safety

The Group has put its emphasis on improving the competency and capability of its tour escorts, increasing the satisfaction level of customers while ensuring that its travellers' health and safety can be protected. During the travel, tour escorts distribute safety tips packs (安全小錦囊) to all clients, instructing them to take basic security precautionary measures before setting out for dangerous sports. Tour escorts also perform an assessment on the travellers' suitability for certain activities in advance. To ensure that the travel-related services are reliable and safe, the Group has signed contracts and established strict monitoring system with local tour operators who are obliged to abide by relevant safety standards and the Group's policies. With comprehensive training on all tour escorts, the Group has compiled contingency plans and formulated guidelines indicating the suitable response in cases of mishap/accident.



## V. 社會可持續性

## V. SOCIAL SUSTAINABILITY

### 廣告及營銷

本集團遵守並全面執行《廣告管制規例》和《商品說明條例》等政策，規定其廣告須符合營運地區的法例及規例。本集團已制定內部政策以確保公眾在購買旅遊產品之前獲得清晰準確的資料並保障消費者免受虛假商品說明、具誤導性的資料及商品與服務的錯誤陳述的影響。倘若本集團在其廣告中發現任何不明確和／或誤導性信息，本集團將立即採取糾正措施。

### 客戶私隱

本集團恪守其「隱私政策和準則」的內部政策，確保所有客戶資料得到妥善保存。本集團嚴禁在未經客戶授權的情況下將機密信息洩露予任何第三方。本集團從客戶收集的資料僅用於收集資料的目的。客戶有權審查和修改其個人資料，包括選擇退出任何直接營銷活動。所有收集到的個人數據均作保密處理，並已進行加密，且僅經過管理層批准的特定人員有權查閱。於2019年財政年度，本集團並無收到有關違反客戶私隱及客戶資料遺失的實質投訴。

### Advertisement and marketing

The Group follows and fully implements its policies including the Advertisement Control Regulations and Trade Descriptions Ordinance, regulating that the advertising practice be in compliance with the laws in the operating regions. The Group has established internal policies to ensure that the public receives clear, accurate information before purchasing travel products, and to protect consumers from false trade descriptions, misleading information, and misstatements on goods and services. The corrective action will be taken immediately should any unclarity and/or misleading information be spotted in the Group's advertisement.

### Customer's privacy

The "Privacy Policy and Guideline" is the internal policy to which the Group sticks to ensure that all customers' information can be securely kept. The Group prohibits the leak of confidential information to any third party without the authorisation of its customers. The information collected from customers by the Group would only be used for the purpose for which it has been collected and customers can review and revise their personal data, including opting out of any direct marketing activities at any time. All collected personal data is treated confidentially and encrypted, which only specific staff with the approval of the management can access. In FY2019, there was no substantiated complaint received by the Group concerning the breach of customer privacy and the loss of customer data.



## V. 社會可持續性

## V. SOCIAL SUSTAINABILITY

### B.7. 反貪污

為維持公平、合乎道德及高效的工作環境，本集團於2019年財政年度恪守當地有關反貪污及防止賄賂的法律及規例，包括但不限於《打擊洗錢及恐怖分子資金籌集條例》（香港法例第615章），《防止賄賂條例》（香港法例第201章）及香港旅遊業議會會員一般作業守則。

本集團已製定並嚴格執行「僱員手冊」中規定的反腐敗政策，以杜絕本集團內的任何欺詐行為。本集團禁止一切形式的賄賂和腐敗，並要求所有僱員遵守職業道德守則。本集團期望所有僱員誠信地履行其職責，不會參與賄賂或任何違法活動。本集團每年邀請香港廉政公署為其新僱員工進行反貪污培訓。於2019年財政年度，本集團共有99名員工參加了培訓，並且沒有就本集團或其任何僱員提出有關貪污腐敗的法律案件。

舉報者可以書面向本集團人才資源發展部報告任何可疑的不當行為，並提供證據。對於任何可疑的非法行為，本集團將進行仔細調查和評估，並對違法員工進行相應的紀律處分，以保護集團的利益。本集團已建立健全的申訴機制，以確保相關事件可以得到有效匯報，並保護舉報者免遭不公平的解僱或傷害。

### B.7. Anti-corruption

To maintain a fair, ethical and efficient working environment, the Group abided by the local laws and regulations relating to anti-corruption and bribery in FY2019, including but not limited to the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Chapter 615 of the Laws of Hong Kong), the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong) and General Code of Conduct for TIC Members in Hong Kong.

The Group has formulated and strictly implemented its anti-corruption policies as stipulated in its “Employee Handbook” to manage any fraudulent practices within the organisation. The Group prohibits all forms of bribery and corruption and requires all employees to conform to the codes of professional ethics and all employees are expected to discharge their duties with integrity and abstain from engaging in bribery activities or any illegal activities. The Group invites the Hong Kong Independent Commission Against Corruption (“ICAC”) for the anti-corruption training of its newly hired employees annually. In FY2019, a total of 99 employees attended the training and no legal cases regarding corrupt practices were brought against the Group or its employees.

Whistle-blowers can report in writing to the Human Resource Development Department of the Group for any suspected misconduct with evidence. Any suspiciously illegal behaviour would be investigated and evaluated carefully, and the staff with illegal practice would be disciplined accordingly to protect the Group’s interests. The sound grievance mechanism has been established in the Group to ensure effective reporting on relevant cases and to protect the whistle-blowers from unfair dismissal or victimisation.

## V. 社會可持續性

## V. SOCIAL SUSTAINABILITY

於回顧年度內，本集團已遵守對本集團有重大影響的防止賄賂、勒索、欺詐及洗黑錢方面的相關法例及規例。

During the year under review, the Group was in compliance with the relevant laws and regulations in relation to bribery, extortion, fraud and money laundering that have a significant impact on the Group.

### 社區

#### B.8. 社區投資

作為企業公民，本集團通過鼓勵員工的廣泛參與、優化資源分配並傾聽當地社區團體的聲音，在社會關懷領域推進可持續發展。本集團成立了「EGL社會關愛組」，憑著我們在旅遊行業的知識和資源整合能力，組織和舉辦慈善活動，以促進當地社區的和諧發展。於2019年財政年度，本集團獲得了「友商有良5+」標誌，以表揚本集團於過去五年聘請社會上不同需要人士、關懷弱勢社群和推動社會共融。自成立以來，本集團一直認真履行其社會責任。社區參與和投資對於本集團而言是一項全方位的活動，而本集團主要將其社區工作集中於促進社區教育、關心社會福祉、消除性別歧視和倡導人權方面。

### COMMUNITY

#### B.8. Community Investment

As a corporate citizen, the Group has led the way in promoting sustainable development across social care by facilitating the extensive engagement by employees, optimising the allocation of resources and listening to the voice of local community groups. The “EGL Caring Society Team” (EGL社會關愛組) has been formed by the Group to host and organise charitable events that rely on our knowledge in the tourism industry and capability of resource integration to promote the harmonious development of local communities. In FY2019, the Group was honoured with the “Partner Employer Award 5+” label, which recognised the Group's efforts over the past five years in hiring people with different needs, helping the underprivileged and supporting social inclusion. The Group has earnestly fulfilled its social responsibilities since its inception. Community engagement and investment is a multifaceted activity to the Group, which has mainly focused its efforts on the promotion of community education, social wellbeing, eradication of gender discrimination and advocacy of human rights.



## V. 社會可持續性 V. SOCIAL SUSTAINABILITY

### 社區教育

於2019年財政年度，本集團分別向弘恩基督教學院捐贈10,000港元，向陳校長免費補習基地捐贈6,000港元以及向香港浸會大學（「浸會大學」）捐贈105,000港元。本集團已在浸會大學成立東瀛遊旅行社第一代大學生獎學金及東瀛遊旅行社學生海外交流獎學金，以支持成績卓越的學生。

### 社會福祉

本集團的義工於中秋節探訪獨居老人，並於2020年2月，在疫情嚴重時期向五間社福機構捐贈了10,500個口罩。2020年年初，面對此次突發公共衛生事件，本集團亦向公眾免費派發口罩，體現出本集團對社會中弱勢群體的關心及其在疫情防控方面的努力。

### 消除性別歧視

於回顧年度內，本集團贊助了港幣36,000元以支持2019公平貿易盃足球比賽，旨在促進性別平等及透過足球比賽賦予婦女權力。本集團藉此機會鼓勵員工參與足球比賽，學習了解消除社會性別模式化觀念的重要性。

### 倡導人權

聯合國兒童基金會慈善跑活動由聯合國兒童基金會香港委員會組織，專門通過活動籌款，以保障每個兒童的權利，並為受愛滋病影響的母親和兒童提供心理輔導和幫助。於2019年財政年度，本集團贊助了9名員工參加聯合國兒童基金會的慈善跑活動。

### Community education

In FY2019, the Group donated HK\$10,000 to the Gratia Christian College, HK\$6,000 to the Principal Chan Free Tutorial World and HK\$105,000 to the Hong Kong Baptist University ("HKBU"), respectively. The Group has built EGL Tours First-Generation University Student Fund and EGL Tours Student Exchange Scholarship in the HKBU for supporting students with excellent performance.

### Social wellbeing

The volunteers of the Group paid a visit to the elderly that lives alone in the Mid-Autumn Festival and donated 10,500 masks to 5 charitable organisations in February 2020 under the prevailing coronavirus pandemic. Facing this public health emergency in early 2020, the Group also distributed free masks to the public, which reflected the Group's sympathy for the vulnerable groups in the society and its endeavours in the epidemic prevention and control.

### Eradicating gender discrimination

During the year under review, the Group sponsored the Fair Trade Cup 2019 that was aimed to promote gender equality and empower women via soccer matches with a donation of HK\$36,000. The Group took advantage of the opportunity to encourage its employees to be engaged in the football game and learn the importance of eliminating gender stereotypes in society.

### Advocacy of human rights

UNICEF Charity Run is organised by the Hong Kong Committee for UNICEF (UNICEF HK) that focuses on protecting the rights of every child and providing counselling and support for mothers and children affected by HIV and AIDS through fundraising events. In FY2019, the Group sponsored 9 of its employees to participate in UNICEF Charity Run.



## V. 社會可持續性 V. SOCIAL SUSTAINABILITY

憑藉多年在社區投資方面所累積的經驗，本集團通過制定合理的計劃、實施有意義的項目以及將社區居民的福祉作為核心，成功地將其社會承諾轉化為行動。展望未來，本集團將視社區合作為其實現可持續發展的宏遠計劃中不可或缺的一部分，並將堅定不移地進行資源整合，通過更多方法和途徑幫助有需要的人，讓社會變得更加美好。

With years' experience of the community investment, the Group has successfully translated its social commitments into actions through making appropriate plans, launching meaningful programmes and putting the welfare of people in the community at heart. Looking forward, the Group sees the collaboration with and in the community as an indispensable part of its broader plan to achieve sustainable development, and will unswervingly integrate its resources to incubate great ideas to help the people in need and make the society better.



# 東瀛遊控股有限公司

EGL Holdings Company Limited

(於開曼群島註冊成立的有限公司)

(Incorporated in the Cayman Islands with limited liability)

股份代號 Stock Code : 6882

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