



**Shirble Department Store Holdings (China) Limited**  
**歲寶百貨控股（中國）有限公司**

(incorporated in the Cayman Islands with limited liability)

Stock code : 312

**ENVIRONMENTAL,  
SOCIAL AND  
GOVERNANCE REPORT**  
**環境、社會及管治報告**  
**2020**





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## ABOUT SHIRBLE

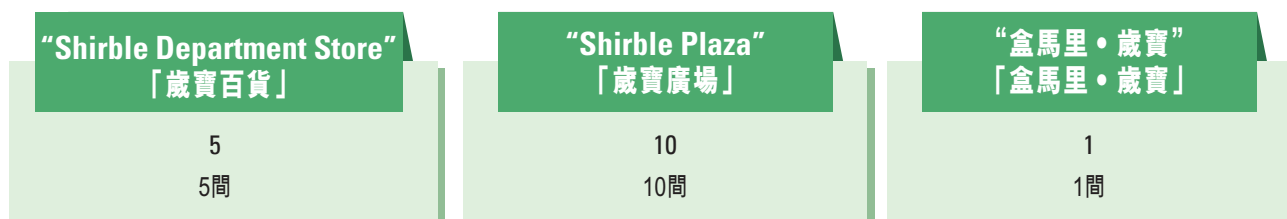
### 關於歲寶百貨

Shirble Department Store Holdings (China) Limited ("Shirble", together with its subsidiaries, the "Group") is a Shenzhen-based department store chain targeting the mid-market segment, which runs its department stores under the "歲寶百貨" and "Shirble Plaza" brands. As of 31 December 2020, the Group owned and/or operated 16 department stores, which cover regions including Shenzhen, Shanwei, Meizhou City and Changsha, with a total gross floor area of over 300,000 sq.m.

歲寶百貨控股（中國）有限公司（「歲寶百貨」，連同其附屬公司統稱「本集團」）是一家以深圳為基地的百貨連鎖企業，專攻中檔市場階層，並於「歲寶百貨」及「歲寶廣場」品牌旗下營運其百貨店。截至2020年12月31日，本集團擁有及／或經營16家百貨店，覆蓋地區包括深圳、汕尾、梅州市及長沙，總建築面積超過30萬平方米。

### DEPARTMENT STORE NETWORK

#### 百貨店網絡



ABOUT SHIRBLE  
關於歲寶百貨



📍 本集團土地／物業／顧問項目  
Land/Property/Consultancy projects of the Group

○ 本集團百貨店  
Department stores of the Group

🛒 百貨店盒馬鮮生  
Department stores with Freshippo

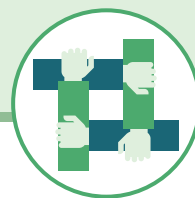
盒馬鮮生「盒馬里·歲寶」



ABOUT SHIRBLE  
關於歲寶百貨

## VISION AND MISSION

## 願景與使命

VISION  
願景Creating a retail service plat-  
form with modern lifestyle創造時尚品質生活的  
零售服務平台MISSION  
使命Satisfying the demand for di-  
versified scenario consump-  
tion and experience滿足多元化場景消費及  
體驗需求CORPORATE CULTURE  
企業文化主題Maintaining integrity and  
pursuing excellence誠信融合  
共創卓越

Since the second half of 2018, the Group has undergone several strategic changes, including the cooperation with Shenzhen Hema Network Technology Co. Ltd. ("Hema Shenzhen") to upgrade most of its department store spaces for the traditional supermarket business in Shenzhen region to "Freshippo". The Group has also been cooperating with Shanghai Hema Network Technology Co. Ltd. ("Hema Shanghai"), to create a new department store brand, "盒馬里•歲寶", to realize a new kind of shopping experience that integrate online and physical shopping. These changes allow the Group to remain competitive and to capture potential business opportunities. In addition to its retail business, the Group has also developed its property development business to create synergy with other business activities. The Group will continue to grow, through organic development and acquisitions, its property business, which will be complementary with the existing department store business to maximize profitability.

自2018年下半年起，本集團進行若干戰略性變動，包括與深圳盒馬網絡科技有限公司（「深圳盒馬」）合作，將深圳地區旗下大部分用作傳統超市業務的百貨店空間升級為「盒馬鮮生」。本集團亦與上海盒馬網絡科技有限公司（「上海盒馬」）合作，創建全新的百貨店品牌「盒馬里•歲寶」，結合線上及實體購物，以實現新型購物體驗。該等轉變令本集團得以保持競爭力並抓緊潛在商機。除其零售業務外，本集團亦已發展其房地產發展業務，為其他業務活動創造協同效益。本集團將繼續通過自身發展及收購以發展其房地產業務，而該業務將與現有百貨店業務互補，實現盈利最大化。



ABOUT SHIRBLE  
關於歲寶百貨

Summary of Business Development  
業務發展概要

**Department store business** The Group has been cooperating with Hema Shenzhen to upgrade most of the department store spaces for the traditional supermarket business in Shenzhen to “Freshippo” since 2018. The Group has also been cooperating with Hema Shanghai to create a new store brand “盒馬里•歲寶” which incorporates the online-to-offline “new retail” concept. As of 31 December 2020, most of the stores have been upgraded.

**百貨店業務** 自2018年起，本集團與深圳盒馬合作，將深圳旗下大部分用作傳統超市業務的百貨店空間升級為「盒馬鮮生」，並與上海盒馬合作，結合線上及線下「新零售」概念，打造新商店品牌「盒馬里•歲寶」。截至2020年12月31日，大部份門店已完成升級。

**Property business** Shenzhen Shirble Enterprise Management Co., Ltd. (“Shirble Management”), a wholly-owned subsidiary of the Company, entered into two property development consulting service agreements (the “Integrated Consulting Service Agreements”) with Shenzhen Shengrunfeng Investment & Development Co., Ltd. and Shenzhen Hexinglong Industrial Co., Ltd. in 2019 to provide full-cycle consulting service in respect of two development projects located in Futian District and Bao’an District in Shenzhen, respectively. Due to the delay of project development and pre-sale schedule caused by the epidemic, the two Integrated Consulting Service Agreements have been terminated on 30 December 2020 upon negotiation.

Shirble Management acquired a parcel of land in Jinwan District, Zhuhai through an equity acquisition entered into in November 2019. The land has been developed into a two-building complex which is scheduled to be available for sales/lease in 2021.

**房地產業務** 本公司之全資子公司深圳市歲寶企業管理有限公司(「歲寶企管」)於2019年與深圳市晟潤豐投資發展有限公司及深圳市和興隆事業有限公司簽署兩份房地產發展顧問服務協議(「綜合顧問服務協議」)，為分別位於深圳福田區及寶安區的兩個發展項目提供全週期的顧問服務。由於疫情延誤項目的發展與預售時間，經磋商後兩份綜合顧問服務協議於2020年12月30日終止。

歲寶企管透過於2019年11月訂立的股權收購而收購的珠海市金灣區地塊，已發展成由兩棟樓宇組成的綜合大樓，將於2021年銷售／租用。

**Other business** The supermarket business in Shanwei and Meizhou was outsourced to Tianhe Group in the previous year. As of 31 December 2020, three “Tianhe Supermarkets” have commenced operation.

**其他業務** 汕尾及梅州的超市業務亦於年前外包予天和集團。截至2020年12月31日，已有3家「天和超市」開業。





## ABOUT THIS REPORT

### 關於本報告

This report is the fifth Environmental, Social and Governance (“ESG”) Report issued by Shirble (the “Report”), which mainly focuses on the sustainable performance of the Group from 1 January 2020 to 31 December 2020 (the “Year”). Shirble issues the ESG Report on a regular basis to facilitate various stakeholders’ understanding of the Group’s policies, measures and effectiveness on relevant issues of environmental, social and governance. The Report is prepared in Chinese and English and has been uploaded to the website of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and The Group (<http://shirblehk.com/>).

### REPORTING SCOPE

The contents disclosed in the Report focus on the operation of the two major department stores, being Jingtian Store and Jufu Store, under our department store business, as well as the property business. Comparing to the report last year, the Report includes additional office data from the department store business and property business. The Report has not covered the remaining 14 department stores or concept stores of the Group, and its F&B business. As several strategic changes of the Group remained in progress during the Year, we planned to gradually extend the reporting scope under the principle of materiality after the scale of new business development is confirmed.

### REPORTING STANDARD

The Report is in compliance with the “comply or explain” provisions in Appendix 27 — “Environmental, Social and Governance Reporting Guide” (the “Guide”) of the Listing Rules issued by the Stock Exchange. The Report has been prepared on the basis of four reporting principles set out in the Guide — Materiality, Quantitativeness, Balance and Consistency. Moreover, the Report has selected certain topics in the “Proposed Disclosures” of the Guide for reporting to enhance completeness of the Report. A complete index is appended in the last chapter of the Report for easier reference to the Guide.

本報告為歲寶百貨發表的第五份《環境、社會及管治報告》（「本報告」），重點匯報本集團於2020年1月1日至2020年12月31日（「本年度」）的可持續發展表現。歲寶百貨定期發佈《環境、社會及管治報告》，以幫助各類持份者了解本集團於環境、社會及管治等相關議題上的政策、措施及成效。本報告以中、英文編寫，並已上載至香港聯合交易所有限公司（「聯交所」）及本集團網站（<http://shirblehk.com/>）。

### 報告範圍

本報告所披露的內聚焦百貨店業務的兩所主要百貨店—景田店及聚福店的營運及房地產業務。與上一年度報告相比，本報告新增涵蓋百貨店業務及房地產業務的辦公室數據。本報告目前尚未覆蓋本集團其餘14家百貨店或概念店，以及其餐飲業務。由於年內本集團多項戰略性變動仍在進行中，計劃在新業務發展規模確定後，按重要性原則逐步擴大報告範圍。

### 報告準則

本報告遵守聯交所頒佈的上市規則附錄二十七《環境、社會及管治報告指引》（「《指引》」）中有關「不遵守就解釋」的規定，並以其載列的四項匯報原則—重要性、量化、平衡及一致性，作為本報告編寫的基礎。此外，本報告已選擇部分《指引》中「建議披露」的內容匯報，以使報告內容更加完整。本報告最後一章附有完整索引，以便讀者按《指引》閱讀本報告。





ABOUT THIS REPORT  
關於本報告

Reporting principles 匯報原則	Definition 釋義	Response 回應
Materiality  重要性	The issuer should report on ESG issues with material impact on the investors and other stakeholders.  發行人應就對投資者及其他持份者產生重要影響的環境、社會及管治議題作出匯報。	The Group has conducted a questionnaire and the members of the Board have identified the important ESG issues based on, among others, the Group's business nature and stakeholders' expectation.  本集團已進行問卷調查，由董事會成員基於本集團業務性質及持份者期望等因素識別重要的環境、社會及管治議題。
Quantitative  量化	Key Performance Indicators in respect of historical data need to be measurable. The issuer should set targets to reduce a particular impact so that the effectiveness of ESG policies and management systems can be evaluated and validated.  歷史數據的關鍵績效指標須可予計量。發行人應訂下減少個別影響的目標，使其環境、社會及管治政策及管理系統的效益可被評估及驗證。	The Group guides each unit in recording environmental and social key performance data, and engages a professional consultancy firm to assess carbon emissions and other environmental key performance based on local guidance and international standards.  本集團指導各單位記錄環境及社會關鍵績效數據，並委託專業顧問公司根據當地指引及國際標準評估碳排放量及其他環境關鍵績效。
Balance  平衡	The issuer should provide an unbiased picture of its performance. The report should avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.  發行人應當不偏不倚地呈報其表現，避免可能會不恰當地影響報告讀者決策或判斷的選擇、遺漏或呈報格式。	The Group covers the entire scope of its ESG performance in the Report to avoid giving biased information.  本集團在報告中全面匯報環境、社會及管治表現，避免發放偏頗的信息。
Consistency  一致性	The issuer should use consistent methodologies to allow for meaningful comparisons of ESG data over time.  發行人應使用一致的披露統計方法，令環境、社會及管治數據日後可作有意義的比較。	The Group adopted the same methodologies as the previous year in the Report's preparation, and will ensure that consistent methodologies are used to make statistics on future ESG data, for comparisons with those from the current and past years.  本集團編備本報告的方式與往年無異，並確保採用一致的方法統計未來的環境、社會及管治數據，以跟本年度及過往數據作比較。



## ABOUT THIS REPORT 關於本報告

### CONFIRMATION AND APPROVAL

The Group has established procedures for internal control and formal review to make sure all information in the Report is accurate and reliable. The Report has been reviewed and approved by the Board on 25 March 2021.

### FEEDBACKS

The Group places high emphasis on the feedbacks of its stakeholders. Your advice and suggestions enable the Group to formulate more detailed and comprehensive sustainable development strategies in the future. If you are in doubt or have any recommendations in regards to the content or the presentation of the Report, you are most welcome to contact our investor relations at [ir@shirble.net](mailto:ir@shirble.net).

### 確認及批准

本集團已成立內部監控及正式審查程序，竭力確保本報告所有呈現的資料均準確可靠。本報告已於2021年3月25日獲董事會審閱及批准。

### 意見反饋

本集團重視持份者的意見。閣下的意見與建議，有助本集團未來建立更仔細和健全的可持續發展策略。如閣下對本報告的內容或匯報形式有任何疑問或建議，歡迎透過[ir@shirble.net](mailto:ir@shirble.net)與投資者關係部門聯絡。



## MESSAGE FROM THE CHAIRMAN

### 主席寄語



Since 2019, the novel coronavirus (“COVID-19”) has been spreading across the globe and caused varying degree of impact on every sector and industry, of which the department stores industry has taken the brunt. Shirble has diversified its risks through expansion of the property business and development of the online retail business to maintain its market competitiveness.

Corporate sustainability is increasingly important in the post-epidemic era. To establish good corporate governance, the directors of the Group are responsible for monitoring ESG efforts, approving the formulation of relevant policies and measures, and reviewing relevant objectives and progress. To further promote sustainability initiatives, the Group plans to gradually perfect its internal sustainability governance system to better integrate the concept of sustainability into its daily operation.

Faced with the emergence of the electronic retail market and changes in consumer habits in recent years, the Group has reformed its traditional retail department business and regularly reviewed and made adjustments to its “new retail” online-to-offline department store business model. The unexpected epidemic has brought opportunities to the Group to consolidate the leading position of its department store business and improve customer’s consumption experience. During the epidemic, the Group made timely adjustments to its corresponding strategies to alter the operation procedures and safeguard the health of our employees and customers.

In addition to the epidemic, the threat of climate change should not be overlooked. In 2020, various governments urged for low-carbon transformation and announced carbon neutral targets. For instance, China announced that it would strive to achieve carbon neutrality by 2060. The Group will assess relevant threats of climate change and continue to improve the environmental management of its operation. The Group is committed to contribute its shares in the fight against climate change.

自2019年起，新型冠狀病毒(「COVID-19」)肆虐全球，使各行各業受到不同程度的影響，當中尤以百貨等行業最為嚴重。歲寶百貨憑藉拓展房地產業務及發展線上零售業務，分散風險，保持其於市場上的競爭力。

在後疫情時代下，企業的可持續發展顯得更為重要。為建立良好企業管治，本集團董事會負責監管環境、社會及管治的工作，並審批相關政策、措施的制訂及審視相關目標及進度。為進一步推動可持續發展工作，本集團計劃逐步完善內部可持續發展治理體系，以更好地將可持續發展融入日常營運。

面對近年零售市場電子化及消費者習慣的改變，本集團革新傳統零售百貨業務，持續回顧及調整其「新零售」線上線下百貨商業模式。突如其來的疫情對本集團正是機會，以鞏固其百貨業務的領導地位及提升客戶消費體驗。在疫情下，本集團及時調整應對策略，改變作業流程，保障員工和顧客的健康。

除應對疫情外，氣候變化的危機也不容忽視。2020年，各國政府也推動低碳轉型，公佈碳中和目標，例如中國已宣布努力爭取在2060年前實現碳中和。本集團會審視氣候變化相關的危機，並持續改善營運的環境管理。本集團努力在自己的崗位上為應對氣候變化做出貢獻。



MESSAGE FROM THE CHAIRMAN  
主席寄語

While the epidemic has dampened physical interaction between individuals, the Group utilises the network advantage of its operation outlets to stay in touch with the society. We provide the community with continuous and stable consumable supply and offer rent-free period to individual tenants in our joint effort against the epidemic.

Through over 20 years of hard work, Shirble, together with the stakeholders, has overcome various challenges. The Group adheres to the operating principles of “customer first, excellence, amicability and integrity”. Looking forward, the Group will continue to create sustainable value for internal and external parties and develop a business model that achieves economic, environmental and social balance, thereby advancing Shirble to the new era of sustainable development.

**Shirble Department Store Holdings (China) Limited**  
**Yang Ti Wei**  
*Co-Chairman*

疫情雖然阻礙了人與人之間的連結，本集團利用自身營運點的網絡優勢，與社會保持密切關係，持續為社區提供穩定消費品供應，向個別租戶提供免租期，與大家攜手對抗疫情。

歲寶百貨在地耕耘二十多年，與持份者一起渡過各種挑戰。本集團秉承「顧客至上、追求卓越、相親相愛、誠實可靠」的經營理念。展望未來，本集團將會繼續由內而外創造可持續價值，建立平衡經濟、環境、社會的商業模式，開創歲寶百貨可持續發展新時代。

**歲寶百貨控股（中國）有限公司**  
**聯席主席**  
**楊題維**



## IMPROVE SUSTAINABILITY GOVERNANCE

### 完善可持續發展管治



The Board adopts a high level of corporate governance and strives to explore a sustainable operating model that balances environmental, social and economic benefits. As the business transformation enters the stage of stable development, Shirble will seize this good opportunity to re-examine the impact of existing and newly expanded businesses towards the environment and society, and also identify opportunities for sustainable development of the new operating model. The Board is ultimately responsible for the Group's sustainability strategy, management, performance and reporting.

董事會以高水平的企業管治，努力尋求平衡環境、社會和經濟效益的可持續營運模式。隨著業務改革進入穩定發展的階段，歲寶百貨將把握此良好機遇，重新審視現有以及新拓展業務對環境及社會帶來的影響，並識別新營運模式於可持續發展上的機遇。董事會承擔本集團的可持續發展策略、管理、表現與匯報的最終責任。

Departments 部門	Duties 職責
The Board  董事會	<ul style="list-style-type: none"> <li>• Approve the annual risk assessment and recommendations of the internal audit department</li> <li>• Set up appropriate goals and management practices</li> <li>• 通過每年的風險評估與內審部門的建議</li> <li>• 建立適當的目標與管理方法</li> </ul>
Internal audit department and internal investigation department  內審部以及內部調查部	<ul style="list-style-type: none"> <li>• Appointed by the Board to monitor the overall operation of the Company</li> <li>• 由董事會委任，監督公司整體及營運</li> </ul>
Chief Executive office  行政總裁辦公室	<ul style="list-style-type: none"> <li>• Assign sustainability matters by nature to business departments (operations, human resources, internal investigations and internal audit) for their handling</li> <li>• Approve the working plan for the coming year</li> <li>• 將可持續發展事宜按性質劃分給業務部門(營運部、人力資源部、內部調查部及內審)處理</li> <li>• 審批來年工作計劃</li> </ul>



IMPROVE SUSTAINABILITY GOVERNANCE  
完善可持續發展管治

Departments 部門	Duties 職責
Relevant departments  有關部門	<ul style="list-style-type: none"> <li>Report to the Chief Executive from time to time and provide semi-annual reviews and recommendations to the audit committee</li> <li>不定期向行政總裁彙報，並每半年向審計委員會進行半年度回顧與建議</li> </ul>
All departments  各部門	<ul style="list-style-type: none"> <li>Prepare the working plan for the coming year in line with the corresponding targets</li> <li>Devise the relevant budget based on the approved plan pending approval together with other budgets of the Company</li> <li>Rationalize certain approval process and adjust the personnel structure</li> <li>按工作目標編輯來年工作計劃</li> <li>按已審批計劃制定相關預算，連同公司其他預算一起統一審批</li> <li>梳理了部分審批流程與調整人事架構</li> </ul>

Looking forward, the Group will strengthen its sustainability governance by establishing a sustainability committee, led by the Board members, to coordinate all aspects of its sustainability matters, and assist the Group in formulating, implementing and reviewing relevant policies and measures, which shall report directly to the Board.

## RISK MANAGEMENT

Effective risk management ensures a corporate maintains a good balance between risk and growth opportunities, which is critical to the Group's long-term growth and sustainability. The Group's effective risk management enables it to recognize its current exposure tolerance and adopt management measures as and when appropriate. The Board is responsible for the overall review of the Group's internal control and risk management system. The audit committee assists the Board to monitor the risk exposure of the Group and the design and effectiveness of the relevant internal control and risk management system. The internal audit department of the Group is independent of other departments and is responsible for supervising and examining the effectiveness of internal control and regularly reporting the identified and evaluated risks to the audit committee, as well as formulating corresponding measures based on the findings of risk assessment. In order to acknowledge the risk exposure of the Group, the internal audit department has set up a risk database that covers five types of major risks, in which specific risks are grouped into high, medium and low levels, with reference to the Group's current internal control and operation level, to facilitate ongoing follow-up.

展望未來，本集團將加強可持續發展管治，建立可持續發展委員會，由董事會成員代表帶領統籌其各範疇的可持續發展事宜，協助集團制訂、實施及檢視相關政策及措施，並直接向董事會匯報。

## 風險管理

有效的風險管理能確保企業在風險與發展機會之間取得平衡，對本集團的長遠增長及持續發展至關重要。本集團透過有效的風險管理，並使其瞭解目前可承受的風險狀況，適時採取管理措施。本集團的內部監控及風險管理系統由董事會全盤負責檢討。審核委員會則協助董事會監察集團所承受的風險水平，以及有關之內部監控及風險管理系統的設計及運作成效。本集團的內審部獨立於其他部門，負責監督檢查對內部監控的有效性，並向審核委員會定期報告已識別及評估的風險，以及根據風險評估結果所制定的相應對措施。為瞭解本集團面對的風險狀況，內審部建立了風險資料庫，涵蓋五類大風險，並結合本集團現行的內控及操作水平，把具體風險分為高、中、低級，以便持續跟進。



IMPROVE SUSTAINABILITY GOVERNANCE  
完善可持續發展管治

Type of Risk 風險類別	Description 描述
Strategic  戰略	Wrong strategic decisions, commercial decisions or inappropriate implementation causing long term impact on the Group's development.  錯誤的戰略決策、商業決定或不正確的執行，引致對集團發展的長期影響。
Market  市場	Market competition and changes of consumers' decision could pose risks to the marketing environment of corporations.  因市場競爭及消費者決策轉變，對企業營銷環境造成的風險。
Operation  營運	Inadequate or ineffective internal operation and management measures, incoordination with partners could incur risks to the operation of corporations.  不充分或失效的內部運營和管理措施，與合作夥伴的不協調，均可能對企業營運造成的風險。
Financial  財務	Risks related to finance and operation including budget management, financial audit, capital and cash flow management, investment and financing and taxation.  與財務運營相關的風險，包括預算管理，財務核算、資金及現金流管理，投融資、稅務等風險。
Legal  法律	Risks that may expose the Group to compliance issues or litigation.  可能導致集團面臨合規問題或訴訟的風險。

As the Group's business model has changed from direct and concessionaire sales to sub-letting or leasing arrangements, the Group has developed close relationship with its tenants, and thus proper tenant management becomes increasingly important. Sustainable performance of tenants is closely related to the Group's operation and reputation. The Group has a tenant risk management system in place to provide risk alerts to tenants with long term rent arrears, and may take measures in accordance with internal requirements and on a case-by-case basis. For better management of potential sustainability risks from tenants, the Group has imposed stringent requirements on new tenants and communicated with them on the Group's environmental and social related standards and requirements to encourage them to adopt sustainable measures that are in line with the Group's regulations.

隨著本集團業務模式從直接銷售及專營銷售改變為分租或租賃安排，本集團與租戶關係密切，妥善的租戶管理更顯重要。租戶可持續發展表現對本集團的經營和聲譽息息相關。本集團設有租戶風險管理系統，對長期欠租的租戶作出風險提示，並按內部規定及視乎個別個案處理。為妥善管理租戶的潛在可持續發展風險，本集團對新租戶有嚴謹要求，並與租戶溝通本集團的環境和社會相關標準和要求，鼓勵租戶採取符合本集團規範的可持續發展措施。





## IMPROVE SUSTAINABILITY GOVERNANCE 完善可持續發展管治

### Continuous Improvement: Sustainable Development Philosophy and Strategy

An effective ESG structure is crucial to the Group's long-term growth. In order to establish management over sustainability, the Group sets up different task forces from time to time in alignment with the corporate affairs and integrates potential environmental and social risks into the corresponding risk systems, which allows the Group to identify risks and formulate contingency solutions in a timely manner. For example, with the outbreak of the pandemic this Year, the Group's senior management set up a task force responsible for public and company-wide hygiene at the material time.

### COMPLIANCE MANAGEMENT

Compliance with regulations is an underlying requirement for the Group's ongoing operations. Our compliance department is responsible for managing the compliance of laws and regulations that have a significant impact on the operation of the Group. Our legal department conducts periodic review on the relevant laws and regulations and maintains regular communication with relevant departments to ensure the legality and compliance of the Group's daily operation. The followings are the laws and regulations identified by our compliance department that have a significant impact, including legal proceedings or payment of penalties, on the Group. Any violation of the relevant laws and regulations could damage the Group's reputation and may have a material adverse effect on its business, results of operation or financial condition.

### 持續進步：可持續發展理念和策略

環境、社會及管治架構行之有效對本集團長遠發展重要。為建立可持續發展的管理，本集團有按公司事務不時設立不同的小組，把潛在環境及社會議題風險相對應納入該有的風險系統，以便及時識別風險和制定相對應方案措施。例如今年疫情，本集團的高管亦適時設立小組確保公眾及公司上下的衛生。

### 合規管理

遵守法規是本集團繼續營運的基本要求。本集團的合規部負責管理對本集團營運有重大影響的法律及規例的合規事宜。本集團法務部定時審視相關法律及規例，並定期與各相關部門溝通，以確保本集團日常運作合法、合規。以下為合規部已識別對本集團造成重大影響（包括訴訟或罰款）的法律及規例。如有違反相關法律及規例，均可能損害本集團聲譽，並對其業務、經營業績或財政狀況造成重大不利影響。





IMPROVE SUSTAINABILITY GOVERNANCE  
完善可持續發展管治

Aspect 層面	Laws and regulations that have a significant impact on the Group 對本集團造成重大影響的法律及規例	Management approach and compliance status 管理方法及合規情況
Emissions	<p>"Waste Disposal Ordinance" (Cap. 354 Laws of Hong Kong)</p> <p>"Environmental Protection Law of the People's Republic of China"</p> <p>"Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste"</p> <p>"Regulations of the Shenzhen Special Economic Zone on Environmental Protection"</p>	<p>The Group has prepared an environmental emergency response plan, improved its environmental protection system and strengthened supervision and inspection to identify and rectify non-compliant issues in a timely manner. For example, during the renovation process and operation of shopping malls, priority is given to the use of clean energy, the adoption of energy-efficient and less polluting processes, equipment and technologies for the comprehensive utilization of waste and harmless treatment, as a measure to minimize environmental pollution by reducing pollutants, preventing and controlling waste gas, wastewater, waste residues, dust and noise.</p> <p>During the Year, the Group did not violate relevant laws and regulations that have a significant impact on the Group.</p>
排放物	<p>香港法例第354章《廢物處置條例》</p> <p>《中國人民共和國環境保護法》</p> <p>《中華人民共和國固體廢物污染防治法》</p> <p>《深圳經濟特區環境保護條例》</p>	<p>本集團制定突發環境事件應急預案，完善環保制度，加強監督檢查，及時發現並糾正違規問題。例如，在商場裝修過程和經營中，優先使用清潔能源，採用高能源效益、低污染的工藝、設備和廢棄物綜合利用技術和無害化處理技術，減少污染物的產生，防治廢氣、廢水、廢渣、粉塵、噪聲等，減少對環境的污染。</p> <p>本集團於本年度並沒有違反相關對本集團造成重大影響的法律及規例。</p>



IMPROVE SUSTAINABILITY GOVERNANCE  
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Aspect 層面	Laws and regulations that have a significant impact on the Group 對本集團造成重大影響的法律及規例	Management approach and compliance status 管理方法及合規情況
Employment	<p>“Employment Ordinance” (Cap. 57 Laws of Hong Kong)</p> <p>“Employees’ Compensation Ordinance” (Cap. 282 Laws of Hong Kong)</p> <p>“Social Insurance Law of the People’s Republic of China”</p> <p>“Labour Contract Law of the People’s Republic of China”</p>	<p>The Group has established a labour contract system in accordance with the laws and regulations to ensure the sound development of human resources, and conducted regular inspections on the legal compliance of the Group’s employment, so as to safeguard the legal rights and interests of labourers.</p> <p>During the Year, the Group did not violate relevant laws and regulations that have a significant impact on the Group.</p>
僱傭	<p>香港法例第57章《僱傭條例》</p> <p>香港法例第282章《僱員補償條例》</p> <p>《中華人民共和國社會保險法》</p> <p>《中華人民共和國勞動合同法》</p>	<p>本集團按法規建立勞動合同制度，保障人力資源的良性發展，定期檢查本集團用工的合法合規性，保障勞動者的合法權益。</p> <p>本集團於本年度並沒有違反相關對本集團造成重大影響的法律及規例。</p>



IMPROVE SUSTAINABILITY GOVERNANCE  
完善可持續發展管治

Aspect 層面	Laws and regulations that have a significant impact on the Group 對本集團造成重大影響的法律及規例	Management approach and compliance status 管理方法及合規情況
Health and Safety	<p>"Occupational Safety and Health Ordinance" (Cap. 509 Laws of Hong Kong)</p> <p>"Social Insurance Law of the People's Republic of China"</p> <p>"Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases"</p> <p>"Law of the People's Republic of China on Prevention and Treatment of Infectious Diseases"</p> <p>"Frontier Health and Quarantine Law of the People's Republic of China"</p>	<p>The Group has established a sound fire-fighting system under the policy of "focus on prevention and combine prevention and elimination measures" and enhanced training for fire-fighting technicians to improve their capabilities in fire prevention, fire fighting and emergency rescue.</p> <p>In response to COVID-19, the Group has implemented various prevention and control measures as an administrator of public venues and enhanced epidemic prevention and emergency response plan in accordance with the national and legal requirements after taking into consideration the practical circumstances.</p> <p>During the Year, the Group did not violate relevant laws and regulations that have a significant impact on the Group.</p>
健康與安全	<p>香港法例第509章《職業安全及健康條例》</p> <p>《中華人民共和國社會保險法》</p> <p>《中華人民共和國職業病防治法》</p> <p>《中華人民共和國傳染病防治法》</p> <p>《中華人民共和國衛生檢疫法》</p>	<p>本集團以「預防為主、防消結合」的方針，建立健全消防工作制度，加強消防技術人員的培訓，提高防火、滅火和應急救援能力。</p> <p>針對COVID-19，本集團作為公共場所的管理者，按照國家和法律要求結合實際情況，落實各類防控工作，完善防控和應急處置預案。</p> <p>本集團於本年度並沒有違反相關對本集團造成重大影響的法律及規例。</p>



IMPROVE SUSTAINABILITY GOVERNANCE  
完善可持續發展管治

Aspect 層面	Laws and regulations that have a significant impact on the Group 對本集團造成重大影響的法律及規例	Management approach and compliance status 管理方法及合規情況
Labour Standards  勞工準則	<p>"Employment Ordinance" (Cap. 57 Laws of Hong Kong)</p> <p>"Labour Contract Law of the People's Republic of China"</p> <p>"Law of the People's Republic of China on the Protection of Minors"</p> <p>香港法例第57章《僱傭條例》</p> <p>《中華人民共和國勞動合同法》</p> <p>《中華人民共和國未成年人保護法》</p>	<p>The Group improved its labour contract management system by standardizing the execution, performance, change and termination of labour contracts to effectively safeguard the legal rights and interests of labourers.</p> <p>During the Year, the Group did not violate relevant laws and regulations that have a significant impact on the Group.</p> <p>本集團完善勞動合同管理制度，規範勞動合同的簽訂、履行、變更和解除，切實維護勞動者的合法權益。</p> <p>本集團於本年度並沒有違反相關對本集團造成重大影響的法律及規例。</p>
Product Responsibility  產品責任	<p>"Advertisement Registration and Management Regulations"</p> <p>《廣告發佈登記管理規定》</p>	<p>The Group implemented targeted regulation and management of online and offline advertising campaigns.</p> <p>During the Year, the Group did not violate relevant laws and regulations that have a significant impact on the Group.</p> <p>本集團針對線上及線下廣告宣傳活動均有規範管理。</p> <p>本集團於本年度並沒有違反相關對本集團造成重大影響的法律及規例。</p>
Anti-corruption  反貪污	<p>"Prevention of Bribery Ordinance" (Cap. 201 Laws of Hong Kong)</p> <p>"Criminal Law of the People's Republic of China"</p> <p>香港法例第201章《防止賄賂條例》</p> <p>《中華人民共和國刑法》</p>	<p>During the Year, the Group had not been subject to any case regarding corrupt practices against us or our employees, nor did it violate relevant laws and regulations that have a significant impact on the Group.</p> <p>本集團於本年度內並沒有收到對企業或僱員提出的貪污訴訟案件，亦沒有違反對集團有重大影響的相關法律及規例。</p>



## UNDERSTAND STAKEHOLDERS' NEEDS

## 聆聽持份者所需

## UNDERSTAND STAKEHOLDERS' NEEDS

The Group values the needs of stakeholders and believes that stakeholders play an indispensable role in the Group's sustainable development. The Group maintains communication with different kinds of stakeholders, including staff, and external stakeholders—customers, tenants, business partners, investors, regulators and various community groups. The following are the communication methods and channels between the Group and its stakeholders:

## 聆聽持份者所需

本集團重視持份者需要，並相信持份者於本集團可持續發展道路上扮演著不可或缺的角色。本集團與不同類型的持份者保持溝通，包括員工及外部持份者—客戶、商戶、業務夥伴、投資者、監管機構及各社區團體等。以下為本集團與持份者的溝通方式與渠道：

Stakeholders 持份者	Regular communication channels 恒常溝通渠道	Annual event 年度活動
Staff  員工	The Group maintains communication with staff from each department and store through internal communication channels such as internal mail, business meetings and online platforms.  本集團透過內部郵件、業務例會及網絡平台等內部溝通渠道，與各部門及門店員工保持溝通。	The Company established an online platform "Feedback Wall" that allows staff to submit their queries and suggestions to the Company, and the relevant departments of the headquarter will make corresponding response and follow up actions.  公司設有網絡平台「回音壁」讓各員工提出自己對公司的問題及建議，從而讓總部的相關部門進行有關的回覆及跟進。
Supplier  供應商	Suppliers are regularly organized to keep abreast of the latest development of national laws and regulations and make use of the Group's website and WeChat official account to further promote and raise the environmental and social awareness of the suppliers.  定期組織供應商學習國家法律法規，並利用集團網站、微信公眾號等，加強對供應商環境及社會意識的宣傳引導。	The Group maintains regular communication with suppliers.  與供應商保持定期溝通。
Tenant  商戶	The Group maintains communication with tenants and regularly distributes relevant information on safety and environmental protection to tenants.  與商戶保持溝通，定期向商戶發放有關安全及環境保護訊息。	Arranging regular check with tenants to ensure fire safety of shopping malls (including during the period of refurbishment).  為商戶安排定期檢查，確保商場（包括裝修期間）的消防安全。



## UNDERSTAND STAKEHOLDERS' NEEDS

### 聆聽持份者所需

Stakeholders 持份者	Regular communication channels 恒常溝通渠道	Annual event 年度活動
Customer  客戶	Feedback collection channels and handling mechanism are established to ensure that opinions and complaints from customers could be properly handled.  設有意見收集渠道和處理機制，確保客戶的意見和投訴得以妥善處理。	“盒馬里•歲寶” launched a mobile application to provide customers with store information and online shopping interactive experience, and collect feedback.  「盒馬里•歲寶」推出手機應用程式向客戶提供門店資訊及網上購物互動體驗，以及收集意見反饋。
Investor  投資者	The Group provides investors with our relevant information and maintains communication through general meetings, announcements, financial reports and circulars published on the Hong Kong Stock Exchange.  通過股東會議、於香港交易所發佈公告、財務報告及通函等渠道，為投資者提供集團相關資訊，保持溝通。	The Group held a general meeting on 28 June 2021, and published its annual report online, as well as held various investor's meetings from time to time.  於2021年6月28日舉行股東會議，並於網上發佈集團年報，以及不時舉行不同投資者會議。
Community  社區	Staff are encouraged to participate in community voluntary activities to make contribution to the development of community, and maintain communication with community groups to understand local needs.  鼓勵員工參與社區義工活動，為社區發展貢獻力量。同時與各社區團體保持溝通，以了解當區需要。	Due to the impact of the epidemic, no voluntary activity was organized during the Year. The Group will endeavor to serve the community through different methods.  因疫情影響，本年度未能舉辦義工活動。本集團將努力透過不同方式關懷社區。



## UNDERSTAND STAKEHOLDERS' NEEDS 聆聽持份者所需

### MATERIALITY ASSESSMENT

During the Year, the Group continued to engage independent sustainability consultants to assist in the preparation of ESG report. During which the consultants assisted the Group management to consider the ESG issues under the Guide of the Stock Exchange and identified material issues according to the materiality to the stakeholders and the Groups' impact on the society and environment. Due to the change in business model, the management believes that anti-corruption, labour standard, and health and safety are the material issues of the Group during the Year.

### 實質性分析

本集團本年度繼續委託獨立可持續發展顧問，協助籌備環境、社會及管治報告。期間，顧問協助本集團管理層考慮聯交所《指引》中的環境、社會及管治議題，並根據其對持份者的重要性和集團對社會和環境的影響程度，識別實質性議題。因應業務模式的轉變，管理層認為反貪污、勞工準則，以及健康與安全為本集團本年度的實質性議題。



### Continuous Improvement: Assessment on Stakeholder Communication

Stakeholders' opinions and needs are crucial drivers of a corporate's development, which allow it to identify current and potential risks and opportunities. To determine the impact of relevant ESG issues on the Group and stakeholders more comprehensively, the Group constantly assesses stakeholders' engagement with an aim to improve communication means and channels, thereby enhancing its understanding on the needs of respective parties.

### 持續進步：檢視與持份者的溝通

持份者的想法及需求是企業推動業務發展的重要元素，使企業識別當前及潛在的風險與機遇。為了更全面釐定有關環境、社會及管治事宜對本集團及持份者的影響。本集團會持續檢視持份者參與的過程，嘗試改善溝通方式與渠道，以增強了解各方面的需要。







## COMPLIANCE WITH OPERATIONAL STANDARDS

### 遵守營運標準

#### UPHOLDING INTEGRITY IN GOVERNANCE

The Group maintains the highest standards of corporate integrity and business ethics in the fight against corruption. The Group takes a zero-tolerance approach to bribery, extortion, fraud and money laundering. The Group's Staff Manual (《員工手冊》) specifies the definition of gift(s) and the way it should be handled and reported, and employees are prohibited from accepting or soliciting bribes. Employees are required to sign a pledge of compliance with these requirements at the time of induction. For suppliers, there is an "Anti-Commercial Bribery Agreement" (《反商業賄賂約定》) that governs the conduct of the Group with suppliers to prevent corruption in the procurement process.

The Group has been striving to establish a culture of integrity, improve its governance and regulate its business practices. The "Anti-Fraud Management Measures" (《反舞弊管理制度》) was formulated to explain clearly the concepts and forms of corruption, the attribution of responsibility and prevention and control measures, etc. so that employees can have a better understanding of the measures implemented by the Group.

The Group has appointed the loss prevention department as a permanent division for anti-fraud work, which is responsible for organizing and implementing relevant management policies and measures, including assisting each department to conduct fraud risk assessments and anti-fraud promotion activities, as well as processing fraud reports and organizing investigations. The internal audit department will instruct the work against corruption.

The Group facilitates the implementation of anti-fraud measures through the "Incentives Policy for Reporting Issues Regarding Employees' Integrity Internally" (《員工誠信問題內部舉報獎勵政策》), and with which an effective whistle-blowing process and incentives measures were put in place. Staff can report fraud and other dishonest behaviors to the loss prevention department through various channels including hotline, report mailbox and mail. Once a report is received, the loss prevention department will conduct investigation and verification on it and provide handling advices, while the confidentiality of the whistleblower will be maintained. The loss prevention department is required to report to the Group at least once a year on anti-fraud work for the management to review the assessment of fraud risk regarding the Group, its work plan and report. Anti-corruption training materials are provided to each of the Directors and employees of the Group to raise overall integrity awareness.

#### 秉持廉潔管治

本集團在反貪污方面一直秉持企業誠信及商業道德的最高標準。本集團對賄賂、勒索、欺詐及洗黑錢行為採取零容忍的態度。本集團的《員工手冊》明確闡述禮物饋贈的定義、處理及呈報方式，員工不得收受或索取賄賂。於入職時，員工需簽署承諾遵守此等規定。對於供應商，本集團的《反商業賄賂約定》規範了其與供應商的行為操守，預防在採購程序中出現貪污舞弊行為。

本集團一直努力樹立廉潔風氣的決心、加強管治及規範經營行為。本集團制定的《反舞弊管理制度》明確闡述舞弊的概念及形式、責任歸屬、預防和控制辦法等，供員工進一步了解本集團所落實的措施。

本集團委任防損部為反舞弊工作的常設機構，負責組織及執行相關管理政策及措施，包括協助各部門進行舞弊風險評估，開展反舞弊宣傳活動，受理舞弊舉報及組織調查等；並由內審部分擔反舞弊行為的指導工作。

本集團透過《員工誠信問題內部舉報獎勵政策》輔助落實反舞弊工作，建立有效的舉報流程和獎勵措施。員工可通過各種渠道向防損部舉報舞弊等不誠信行為，包括舉報熱線、舉報信箱及郵件等。防損部接收舉報後，負責對舉報案件進行調查核實，提出處理意見，並對報案人的信息進行保密。防損部必須每年至少一次向本集團報告其反舞弊工作情況，並由管理層審核本集團舞弊風險評估及其工作計劃和報告。為增強整體廉潔意識，本集團向董事和每位員工提供反貪污培訓材料。





## COMPLIANCE WITH OPERATIONAL STANDARDS 遵守營運標準

### Continuous Improvement: Maintaining the Group's High Integrity Awareness

Looking ahead, the Group will maintain a high standard of ethical operations and strengthen internal system controls. The Group will also continue to provide anti-corruption training to Directors and employees to enhance their sense of integrity and knowledge of relevant legislation.

### PURSUIT OF PRODUCT AND SERVICE EXCELLENCE

It is the Group's commitment to put the satisfaction and safety of our tenants and customers first. Aiming to build long-term relationships with our tenants, customers and other business partners, the Group focuses on four main areas: maintaining mall security, offering safe products, optimizing consumer experience and protecting data privacy. With the recent advancement of digital technology and the emergence of the fifth generation of mobile data technology ("5G"), smart city and smart living have become the pursuit of the public, and the Group has begun to develop related businesses to optimize our digital services and experience.

### MAINTAINING SAFETY IN OUR DEPARTMENT STORES

#### Epidemic Prevention First

The Group strives to protect the health of its staff and customers to combat the COVID-19. The Group adopts a series of stringent preventive and control measures in all of our department stores to curb the spread of infectious diseases.

### 持續進步：維持集團高度廉潔意識

展望未來，本集團會維持高道德的營運標準，強化內部系統控制。本集團也會持續向董事及員工提供的反貪污培訓提升他們的誠信意識及對相關法例的了解。

### 追求卓越產品服務

本集團致力以租戶及顧客的體驗與安全為優先考量。本集團主要從維持商場安全、提供安心產品、優化消費體驗及保障資料私隱四大方向著手，旨於與租戶、顧客及其他業務合作夥伴建立長伴關係。隨著數位科技發展及近年第五代行動數據技術（「5G」）的興起，智慧城市、智慧生活已成為大眾追求的方向，本集團已著手拓展相關業務，優化數位服務及體驗。

### 維持百貨店安全

#### 防疫第一

為應對COVID-19，本集團致力保障員工及顧客的健康。本集團已在各百貨店採取一連串嚴格的預防及控制措施以遏止傳染病的傳播。



COMPLIANCE WITH OPERATIONAL STANDARDS  
遵守營運標準Maintaining a Hygienic Shopping Space  
保持衛生的購物環境

Protecting the health and well-being of our customers is the Group's top priority. The Group is committed to implementing high standards of safety and hygiene measures on all fronts to prevent the risk of potential viral infections.

The Group regularly cleans and disinfects contact surfaces, communal items and the floors in our department stores. To remind customers to stay alert and maintain good personal hygiene at all times, the Group displays epidemic prevention information in all public areas as required by the government.

To ensure a safe and healthy shopping environment, the Group provides hand sanitizers at entrances and exits for ready use by those in need. Customers are required to have their body temperature checked and wear a mask before entering the stores.

保障顧客的健康與福祉是本集團的首要任務，本集團致力全方位實施高標準的安全和衛生措施，防止潛在病毒感染風險。

本集團定時在百貨店對接觸的表面、公用物品和地板進行清潔消毒。為提醒顧客時刻保持警覺並維持良好的個人衛生，本集團按政府要求在各公眾場所張貼防疫資訊。

為確保安全健康的購物環境，本集團在出入口提供手部消毒劑以供有需要人士隨時使用。顧客在進入分店前必須檢查體溫，並配戴口罩。

## Fire Safety and Crisis Management of Shopping Malls

The Group's department stores are equipped with security and fire safety systems to ensure the safety of our staff, tenants and customers. For more information on our fire safety measures, please refer to the section headed "Safety and Health". In addition, in order to enhance the staff's ability to respond quickly to emergencies and maintain smooth and safe operation of our stores, the Group has established a crisis reporting mechanism and issued a "Crisis Incident Quick Reference Manual" (《危機事件速查手冊》) to our staff, enabling them to fully understand the crisis handling procedures. The Manual covers various types of emergencies including but not limited to fire, typhoon and rainstorm, emergency power outage, violent outburst, intimidation and blackmail, missing children, casualties, hostage taking, theft, and food poisoning.

## 商場消防安全及危機處理

本集團的百貨店均設有保安及消防系統，以確保員工、租戶及顧客的安全。有關消防安全措施，請參閱「安全及健康」一章。此外，為提高員工對緊急事故的快速應變能力，維持分店暢順安全營運，本集團已建立危機事件彙報機制，並向員工發放「危機事件速查手冊」，讓其充分了解危機處理的程序，內容涵蓋各類緊急事故包括但不限於火災、颱風暴雨、緊急停電、暴力沖突、恐嚇勒索、丟失兒童、人員傷亡、人質劫持、盜竊、食物中毒。



## COMPLIANCE WITH OPERATIONAL STANDARDS 遵守營運標準

In order to be promptly aware of and handle emergency incidents that occur in our department stores, and to resolve or reduce the risk that may arise from such incidents, the Group has formulated a set of internal emergency handling guidelines to provide clear guidance to our staff in this regard. If any person (including staff, tenants or customers) is found fainted for unknown reasons or otherwise injured in our department stores, the Group will follow the standard procedures to apply initial treatment to the patient or send him/her to hospital for treatment depending on his/her condition, and report to the internal alarm call center and the mall operation manager. Meanwhile, the loss prevention personnel will ensure the safety of the scene, maintain business order and prevent the gathering of onlookers. The Group will continue to follow up on the recovery of the patient to ensure that it is handled to the satisfaction of the customer.

### OFFERING SAFE PRODUCTS

#### Enhance the Transparency of Product Information

The Group has been actively seeking opportunities to collaborate with various institutions or organizations. For example, the Group's supermarket in Shenzhen has adopted the "Food Safety Traceability" application developed by the Shenzhen Food and Drug Administration, which not only facilitates shopping, but also provides a channel for consumers to trace food safety, enabling the Group to enhance brand awareness and increase turnover while fulfilling its social responsibility.

為能及時掌握及處理顧客於百貨店發生之緊急意外事件，進而化解或降低意外事件可能產生之危機，本集團制定處理突發事件的內部指引，為員工處理各種突發事件提供明確的指導。如本集團發現有人（包括員工、租戶或顧客）在百貨店不明原因的暈倒或其他原因受傷。本集團會按標準程序處理，視乎患者情況為其進行初步處理或送往醫院就醫，並向內部報警中心和商場運營經理報告。同時，防損人員確保現場環境安全，維持營業秩序，避免顧客聚集圍觀。本集團將持續跟進該患者康復情況，確保顧客對本集團的處理方式感到滿意。

### 提供安心產品

#### 提高產品信息透明度

本集團積極尋找機會，與不同機構或團體合作，例如本集團位於深圳的超市已應用了深圳市食藥局研發的「食品安全追溯」程式，除了方便消費者購物外，亦能提供渠道予消費者追溯食品安全，有助提升本集團品牌知名度及增加營業額，同時履行社會責任。

#### "Food Safety Traceability" Application 「食品安全追溯」程式

Through the application, consumers can inspect the images, components and ingredients, food production license number (QS), place of production and other information of the product to trace the food management information. By viewing this information, consumers will be able to understand the production and distribution of products and reduce food safety risks.

通過程式，消費者可以查看產品圖片、成分與配料、食品生產許可證編號(QS)、生產地等信息，以追溯食品管理的信息。消費者可通過查看這些信息來了解產品的生產和流通情況，降低食品安全風險。



COMPLIANCE WITH OPERATIONAL STANDARDS  
遵守營運標準

## OPTIMIZING CONSUMER EXPERIENCE

## Shopping Experience Innovation

Shirble actively improves customer experience and adapts to their consumption patterns. By transforming its business model from department store and supermarket to leasing, the Group has introduced a more diversified range of commodities. Meanwhile, the Group proactively developed various new retail solutions, including “盒馬里•歲寶” and “Shirble Plaza”, bringing a brand new shopping experience for customers.

The Group spares no effort in providing attentive services to our customers. The customer service center provides various services such as medical kit for first aid and umbrella rental service. In addition, the customer service center provides menstrual products for women who need urgent care at special times.

## Service Management

The Group is committed to maintaining customer relationships and enhancing customer satisfaction. The Group stipulated standards in relation to appearance, attitude and politeness in the “Standards for Customer Service” (《客戶服務標準》), with a view to maintaining a high level of service.

The Group also values the opinion of every customer. The Group set up diversified online complaint channels, including WeChat official account, Weibo and official website, to collect customer feedbacks and complaints. The Group developed a complaint record system to manage every complaint received in a timely manner and guarantee that complaints are handled and responded to within 24 hours. Depending on the nature and severity of the complaint, relevant departments will conduct investigations, such as personnel interviews, data review and on-site examinations, and respond promptly and record the results of the investigation. The Group will also revisit customers regularly to obtain understanding of their satisfaction of such measures.

In addition to customer feedbacks, tenants' opinion is also crucial to the Group. Tenants may hand in any complaint to the store managers. Relevant comment in any unaddressed complaint will be referred to the operation center for follow-up. Moreover, tenants may report their concerns to the business center, which will submit the feedbacks collected to the operation center for follow-up. The operation center is responsible for verifying and handling tenant's complaints, and determining whether they should be reported to the internal audit department based on its nature and reasonableness. The operation center visits the stores from time to time to communicate with the tenants, and actively inspects the problems they faced and takes relevant follow-up actions.

## 優化消費體驗

## 購物體驗創新

歲寶百貨積極提升顧客體驗及迎合其消費者模式，本集團由百貨及超市模式轉型為租賃模式，納入更多元化商品。本集團同時積極發展不同的新零售解決方案，包括「盒馬里•歲寶」及「歲寶廣場」，為顧客帶來全新購物體驗。

本集團竭誠為顧客提供貼心服務，客服中心提供各種服務包括醫藥箱作急救處理、愛心雨傘租借等。此外，客服中心為在特殊時期有緊急需要的女士提供生理期日用品。

## 服務管理

本集團致力維繫顧客關係及提升顧客滿意度。本集團的《客戶服務標準》訂明員工於工作時的個人儀容、服務態度及服務禮儀等標準，以維持優質服務水平。

同時，本集團非常重視每位顧客的聲音。本集團設立多個網絡投訴渠道，包括本集團微信公眾號、微博和官網收集客戶意見及投訴。本集團建立的投訴錄入系統能及時管理接獲的投訴信息，並保證於24小時內處理及作出回應。視乎投訴性質及嚴重級別，相關部門會進行人員訪談、資料查閱、現場考場等調查工作，並迅速回應及記錄調查處理結果。本集團亦會定期對顧客進行回訪，向顧客瞭解處理措施的滿意程度。

除了顧客的意見，租戶的意見對本集團也非常重要。如租戶有任何投訴，可以向門店負責人反映。如投訴未能處理，則會相關意見轉由營運中心跟進。此外，租戶也可以向招商中心反映問題，招商中心收集回饋後，上報運營中心跟進。運營中心負責核實處理租戶投訴內容，並按照內容性質及合理性判斷是否需要上報內審部。運營中心也會不定期到門店與租戶溝通，主動了解租戶面對的問題，並採取相關跟進行動。



**COMPLIANCE WITH OPERATIONAL STANDARDS**  
**遵守營運標準**

During the Year, the department store business received in total eight complaints related to products or services, which primarily involved service terms and quality. Such complaints were timely and properly handled in accordance with the internal procedures.

**BUSINESS ETHICS**

The marketing department and legal department of the Group are responsible for regulating and managing online and offline advertising campaigns. The Group avoids carrying out advertising campaigns on platforms with legal complications or containing sensitive topics such as hate speech, pornography and violence, and conducts assessment in accordance with principles such as corporate culture, vision and mission. The Group regularly reviews the standards of approval to strive for advancement and safeguard consumer rights.

**PROTECTING INFORMATION PRIVACY**

The Group attaches great importance to the application and storage of personal information at the departments comprising the corporate to ensure proper protection and management for all personal information. To protect customer's personal information and privacy, the Group has specified in the Staff Manual that employees are prohibited from disclosing any proprietary information of customers and partners.

**SUPPLY CHAIN MANAGEMENT**

Suppliers of the Group primarily provides us with consultancy services. During the Year, the Group collaborated with a total of 82 service providers, around 92% of which were based in Mainland China, with the rest located in Hong Kong. The Group regards every supplier as a valuable partner and makes sure that they comply with legal requirements in product and service provision through a supplier management and assessment system. The Group reviews the service quality and fees and charges of suppliers annually.

To enhance the sustainability awareness of suppliers and other business partners, the Group also actively exchanges environmental protection information with them in daily operation. In addition, the Group remains close communication with its tenants through online platforms like WeChat and websites, to encourage business partners to share their experience.

**Continuous Improvement: Review on Supplier Management System**

The Group will continue to review its supplier management policy, ensuring that employees can identify suitable tenants by timely screening out those who violated environmental and social codes of conduct based on the Company's policy.

本年度，百貨店業務接到共8宗有關產品或服務的投訴，當中主要與服務條款、質量有關。相關投訴已按內部流程及時跟進，妥善處理。

**行銷道德**

本集團的市場部及法務部負責規範及管理線上及線下的廣告宣傳活動。本集團會避免選用有潛在法律問題、仇恨歧視文化及色情暴力等敏感議題的平台進行廣告宣傳活動，並根據企業文化、願景及使命等原則進行審核。本集團定期檢討審核準則，力求以與時俱進，保障消費者權益。

**保障資料私隱**

本集團重視企業內部各單位關於個人資料之使用及保存情況，確保全部的個人資料被適當的保護及管理。為保護客戶的個人資料及私隱，本集團於《員工手冊》要求員工不得洩露客戶及合作夥伴的任何專有資料。

**供應鏈管理**

本集團供應商主要為其提供顧問服務。本年度，與本集團合作的服務供應商合共82所，約92%位於中國內地，其餘在香港。本集團視每家供應商為重要的合作夥伴，透過供應商管理與評鑑制度，確保供應商在提供產品與服務的過程中符合法令規定。本集團亦每年對供應商的服務質素、收費價格等作出檢視。

為了提升供應商及其他業務夥伴對可持續發展的重視，本集團在日常與交流中亦積極向他們推廣環保訊息。此外，本集團透過微信、網站等線上平台與租戶緊密溝通，鼓勵業務夥伴分享經驗。

**持續進步：檢視供應商管理制度**

本集團將繼續檢討其供應商管理政策，使員工能通過公司政策適時篩出反環境及社會行為規則的租戶，物色適合的租戶。







## CREATING A FRIENDLY WORKPLACE

### 營造友善職場

#### COMPREHENSIVE EMPLOYMENT SYSTEM

A comprehensive employment system allows all employees to work in an equal and inclusive environment where they can fully capitalize on their talents to create value for the Group, thus achieving a win-win situation for both the Company and its employees. The Group's Staff Manual specifies the Group's policies on recruitment, promotion, dismissal, working hours, remuneration and benefits, equal opportunity, diversity and anti-discrimination, details of which are set out below.

#### 完善僱傭制度

完善僱傭制度使每位員工都能在平等、尊重的環境中安心工作，充分發揮才能，為集團創造價值，達到企業與員工雙贏。本集團的《員工手冊》列明集團對於招聘、晉升、解僱、工作時數、薪酬和福利平等機會、多元化及反歧視的政策，詳情如下。

##### Recruitment and dismissal

The Group upholds the principle of open and fair competition during the recruitment process, and considers competency and the match for position as the criteria of recruitment and promotion. The Group also ensures that the process is open and transparent. The Group specifies arrangements and provisions for dismissal and termination of contracts in the relevant policies and labor contracts.

##### 招聘及解僱

本集團在招聘中遵循公開、公平競爭的原則，以能力和是否適合崗位作為招聘和晉升的標準，並確保招聘過程透明、公開。集團在相關政策和勞動合同中規定了解僱和終止合同的安排和規定。

##### Remuneration and benefits

The Group actively recruits and attracts potential talents and offers employees with diversified remuneration and benefits to maintain a stable labor structure. Staff remuneration is determined based on a number of factors including qualifications, ranking, work experience, educational background and performance. Remuneration adjustments are made according to employees' job responsibilities, educational background and work experience, competence, potential and performance. In addition, the Group provides its employees with various benefits including gifts on festive occasions or upon their retirement in recognition of their contribution to the Group. The Group has formulated the "Shirble Annual Plan of Staff Activity" (《歲寶百貨員工年度活動方案》), specifying the budget of the activity and demonstrating its commitment to holding staff activities regularly. Staff members from different stores are encouraged to participate in activities with a view to enhancing their loyalty and dedication to the Group.

##### 薪酬及福利

本集團積極招募及吸引具備潛力的人才，提供給員工多元的薪酬福利，以維持人力結構的穩定性。員工薪酬是根據資歷、職級、工作經驗、教育背景及表現等因素制定。薪酬調整亦須依據員工崗位職責、教育背景和工作經驗、能力、潛力及表現而確定。此外，本集團提供不同類型的福利包括於節日或員工退休時向員工贈送小禮品，以表彰他們對本集團的貢獻。本集團已制定了《歲寶百貨員工年度活動方案》，此方案為員工年度活動經費訂立標準，並承諾定期組織員工活動，鼓勵各門店員工參加，增強歸屬感及投入感。



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**Promotion** The Group offers a variety of career development paths. By providing opportunities for internal recruitment, job transfer and promotion, the Group motivates its employees to develop their talents to the fullest extent and demonstrate their abilities. The Group's internal promotion policy provides guidelines on promotion requirements and details of the probation period for staff.

**晉升** 本集團提供多種職業發展途徑。集團通過內部招聘、調任和晉升機會，鼓勵員工努力發展自己的才能，展現自己的能力。集團的內部晉升政策為員工提供了晉升要求的指引和晉升試用期的細節。

**Working hours and holidays** Employees' benefits and rights have always been the key concern of the Group. The Group has specified working hours and holiday arrangement for each job position in the Staff Manual and contracts, including work arrangement for contingencies. The Group has also formulated the "Management System in Relation to Maternity and Paternity Leave of Staff" 《公司員工生育假期管理制度》，providing clear guidelines on staff's maternity and paternity leave and work arrangement.

**工作時數、假期** 本集團關注員工權益，致力本集團於《員工手冊》及合約中訂明各崗位的工作時間及假期安排，包括突發情況下的應變工作安排。本集團也制定了《公司員工生育假期管理制度》，為員工生育假期及工作安排提供清晰指引。

**Equal opportunity and anti-discrimination** The Group strives to create an equal and inclusive working environment for its employees. The Staff Manual states the Group's concern for equal opportunity, diversity and anti-discrimination and the Group agrees that everyone should be free from discrimination regardless of their race, gender, age, disability, marital status, sexual orientation or religious belief. Staff could make representations through corporate WeChat under the column of "I have something to say" (我有話想說) in the event that they encounter any discrimination or inequality. Our human resources department will then commence follow-up investigation to ensure all staff members are treated equally and with respect.

The Group has devised an objective internal job evaluation policy and performance indicator system to ensure that employees are treated equally in terms of promotion, transfer, training, career development, dismissal and layoff.

**平等機會及反歧視** 本集團努力為員工營造平等、尊重的工作環境。《員工手冊》明確表示本集團對平等機會、多元化及反歧視的關注，任何人都不會因種族、性別、年齡、殘疾、婚姻狀況、性取向或宗教信仰等原因而受到歧視。如員工遭遇任何歧視或不平等待遇問題，可以通過企業微信欄目「我有話想說」進行反映，人力資源部將跟進調查，確保所有員工得到平等對待和尊重。

本集團制定了內部客觀的工作評價政策和績效指標體系，確保員工在晉升、調動、培訓、職業發展、解聘、裁員等方面得到平等對待。



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Diversity	Employees with diversified backgrounds could contribute to the Group with various skills, experience and diverse perspectives and substantially enhance our development potential. The Group has fulfilled the principle of diversity in employment by hiring ethnic minorities.
多元化	多元化的員工隊伍為集團帶來不同的技能、經驗和多元化的思想，為集團注入更大的發展潛力。本集團通過聘用少數族裔員工，落實就業多元化原則。
Labor Standards	Child labor and forced labor are prohibited within the Group. The human resources department will check the identification documents of applicants during recruitment to avoid hiring minors. In addition, employment contracts are signed and amended with employees based on the principles of equality, willingness and agreement, and there is no event of forced labor. The Group has clearly stated the working hours of employees in the “Guidelines on Employees’ Rest System” (《關於規範員工工作休息制度的指引》). Employees who need to work overtime shall apply in advance and obtain approval from their superiors. The overtime hours must not exceed the monthly limit as stipulated in the Labor Law of the People’s Republic of China (《中華人民共和國勞動法》). The Group has arranged compensatory leave for overtime workers to ensure they are offered reasonable rest time.
勞工準則	本集團禁止使用童工和強制勞工。為防止意外聘用未成年人，人力資源部在招聘時會檢查應徵者的身份證明文件。此外，集團與員工在簽訂和變更勞動合同時，遵循平等自願、協商的原則，不存在脅迫員工的情況。本集團在《關於規範員工工作休息制度的指引》中向員工明確說明工作時間。若員工需要加班工作，必須提前申請並獲得上級領導批准不得超過《中華人民共和國勞動法》所規定的每月加班時限。本集團設為加班工作者安排調休，確保他們獲合理休息時間。

The Group actively engages with its employees and communicates with them through management mechanism and different channels such as internal mail systems and meetings. The Group has set up a column “I have something to say” (我有話想說) in corporate Wechat account to collect and respond to employees’ opinions, through which our employees can put forward their opinions and recommendations to the Group on an anonymous basis. Employees have also proactively made use of the channel to present their opinions on staff activities and benefits, while the Group has responded to all the staff members by using “Feedback Wall” (回音壁).

本集團積極與員工對話，透過管理機制和不同渠道如內部郵件系統、會議等形式與員工溝通。本集團於企業微信設置的「我有話想說」欄目，蒐集與回饋員工意見。員工可以以匿名的方式向集團提出意見和建議。員工也積極利用這一渠道反映對員工活動和福利的意見。集團則利用「回音壁」，向全體員工作出回應。

## SAFEGUARDING SAFETY AND HEALTH

Safeguarding staff safety and health is a top priority of the Group. In order to effectively manage occupational safety and health, the Group has formulated a series of measures and policies, with the relevant safety guidelines set out in the Staff Manual and the Safety Manual (《安全手冊》). The Group regularly conducts safety risk assessment and provides occupational health and safety training for its staff.

## 保障安全健康

保障員工的安全和健康是本集團首要任務，為有效管理職業安全和健康，本集團已制定一系列措施及政策，於《員工手冊》和《安全手冊》載列相關安全的指引。本集團會定期進行安全風險評估，並為員工提供職業健康安全培訓。





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## SAFETY MANAGEMENT OF DEPARTMENT STORES

The Group has established the Fire Safety Committee and set up fire safety teams in stores, in which the store manager, as the primary responsible person, is fully responsible for the fire protection work of stores to safeguard our staff and guarantee the fire safety of stores. Due to the business nature of the Group's stores, our stores attract a high flow of customer and numerous cooperative merchants and provide over 10,000 kinds of commodities, thus severe impact will arise in the event of fire accidents. The Group has specified safety and fire protection provisions in the Staff Manual, formulated contingency plans, set up emergency teams and arrangement for equipment deployment, as well as organized safety and fire protection education and fire drills. Each store will be provided with different training on fire protection and safety annually, so as to ensure that each staff member is well aware of handling approach of safety accidents.

The Safety Manual compiled by the Group encompasses a series of well-rounded and detailed guidelines on the safety management of store operation, including fire safety, heavy lifting, personal protection, chemical disposal, use of electrical appliance and machinery, accident handling and response to adverse weather, so that our staff could have a clear understanding of the necessary safety measures for daily operation.

In addition, tenants of department stores carry out sporadic internal refurbishment from time to time. To safeguard the safety of customers and other personnel, the Group requires tenants to strengthen safety measures during construction, including setting up fences to enclose the construction area or requiring that construction shall be conducted during non-business hours. Employees of the Group conducts construction inspection in different intervals of a day to prevent accidents.

## EMPLOYEE WELL-BEING

The Group highly values staff's physical and mental health and continuously enhances the quality of working environment by organizing various sport and leisure activities. The Group has purchased air purifiers for Hong Kong office to improve its indoor air quality. In 2020, apart from maintaining social distancing measures, the Group held activities in Shenzhen to offer our staff relaxing atmosphere and strengthen team cohesion and sense of corporate belonging, including Outstanding Employee 2020, Teatime in Golden Autumn and A Warm Christmas etc.

## 百貨店安全管理

本集團設有安全消防委員會及於商店設立安全消防小組，由店長擔任第一責任人，全面負責門店的消防工作，以保障員工及門店防火安全。本集團門店業務性質關係，門店流量大，且合作商戶眾多，商品多達萬餘種。一旦發生火災事故，將造成極大影響。本集團於《員工手冊》列明安全與防火細則及制定應急預案，建立應急隊伍及器具配置，並組織安全及防火教育及消防演習。本集團每年為各門店組織不同消防及安全培訓，務求讓每位員工了解發生安全事故時的處理方式。

本集團所制定的《安全手冊》內容涵蓋一系列全面、詳細門店營運的安全管理指引，包括消防安全、搬運重物、個人防護、化學物處理、電器機械使用、意外處理、惡劣天氣應對等，讓員工清晰了解日常營運時所需的安全措施。

此外，百貨店內的租戶不時進行零星的內部裝修。為保證顧客及其他人員的安全，本集團要求租戶在施工期間加強安全措施，包括設置圍欄包圍施工區域或要求在非營業時間施工。本集團員工每天會不時檢查施工情況，避免發生意外。

## 員工身心健康

本集團關注員工身心健康，並舉辦不同康體活動，以及持續提升工作環境質素。本集團香港辦公室設置空氣清新機，提升辦公室工作環境空氣質素。在2020年，本集團在保持社交距離的同時，深圳方面亦舉辦活動使員工放鬆心情，加強團隊凝聚力，以及企業歸屬感。包括2020優秀員工、金秋下午茶及聖誕暖冬活動等。



CREATING A FRIENDLY WORKPLACE  
營造友善職場Prevention measures for COVID-19  
新型冠狀病毒預防措施

The Group has paid close attention to the development trend of COVID-19 and the prevention instructions from the local government since the outbreak of COVID-19. Aiming to maintain operation throughout the pandemic and provide our staff with a healthy and safe working environment, the Group has set up internal management measures and formed a leadership team for prevention and control of the pandemic (the "Team"), which is responsible for monitoring the prevention measures within the office premise.

隨著新型冠狀病毒的爆發，本集團密切關注其發展趨勢及當地政府防疫指示。為了在整個疫情期間保持運作，同時為員工提供一個健康和安全的工作環境，本集團制定內部管理措施，並成立疫情防控領導小組（「小組」）負責監管在辦公場所的預防措施。

A closed-management mode is implemented in the office premise to ensure the safety of our staff. For the purpose of lowering the risk of infection, staff may not go out during office hours without permission. During the prevention and control of epidemic, unnecessary reception of visitors should be avoided by each department to reduce the contact with external visitors. Any external visitor should be taken body temperature checks and registration. In addition, the Group carries out disinfection work in the office and business premise on a regular basis to ensure satisfactory conditions of ventilation, disinfection and hygiene. Meanwhile, we secure sufficient supplies for pandemic prevention and control such as sanitizer, face mask and body temperature measurement device.

辦公場所實施封閉式管理，確保員工安全。員工在辦公時間時未經許可不得擅自外出，以減低感染風險。防控期間，如非必要，各部門避免接待來訪，以減少與來訪人員接觸。如有來訪人員，將對其進行體溫檢查和登記。此外，本集團恆常消毒辦公及營業場所，確保其通風、消毒和衛生情況理想。同時，確保準備充足的防控物資，如消毒液、口罩、測溫設備等。

The Group raises the awareness of pandemic prevention of the staff by means of promotion and training. Staff must wear face masks and check their body temperature daily to monitor health condition. Staff must maintain social distance in workplace and avoid gathering during mealtime. Besides, all major crowd activities and observations of the Group have been cancelled.

本集團通過宣傳和培訓，加強員工的防疫知識。員工必須佩帶口罩，每天檢查體溫，監測健康狀況。員工在工作場所必須保持社交距離，避免用餐時聚集。此外，本集團取消一切大型集體活動及考察。

The Group allows flexible working arrangements and encourages holding meetings via teleconferencing software to maintain a safe working environment. The Group requires that employees from key regions of the epidemic should avoid returning to work. In case of emergency, each department must compile the information of relevant employees in advance and report to the team, and resume work only when approval is obtained. Employees must be isolated individually for 14 days before returning to work (personnel between living, working and office areas must not overlap). If an employee is found to have a fever with unknown cause or show symptoms of an upper respiratory tract infection, the respective department must promptly notify the team.

本集團允許靈活工作安排並鼓勵透過遠程會議軟件召開會議，以維護安全的工作環境。本集團規定來自疫情重點區域的員工應避免復工。如有緊急需要，各部門需事先統計相關員工信息，並上報小組，經同意後方可復工。員工復工前需單獨隔離14天（生活、工作與辦公區域人員不得交叉）。如發現有員工出現不明原因發熱或上呼吸道感染症狀，各部門必須及時通報小組。



CREATING A FRIENDLY WORKPLACE  
營造友善職場**Continuous Improvement: Intensifying Fire Drills**

To ensure the effectiveness of fire safety measures upon business transformation, the Group will maintain close contact with each tenant, such as inviting them to participate in fire drills, in order to protect the safety of tenants and customers.

**NURTURING AND DEVELOPING TALENTS**

The Group has a comprehensive talent cultivation system and provides diverse training programs for its staff based on the training system specified in the Staff Manual, including training programs for new recruits, training to enhance employees' skills for their current position, and training on specific management or focal topics such as leadership management training. The Group has an internal performance assessment policy and appraisal system to conduct annual performance appraisals on the entire workforce. The Group regularly collects feedback from staff via training satisfaction surveys and uses this as the basis for formulating annual training programs, so as to develop various training programs to meet the training needs of staff.

In line with the business transformation, the Group has designed a series of training programs including corporate culture promotion, special training, on-the-job instruction and external training, thereby encouraging staff to transform alongside the Group. During the Year, the Group's training remained focused on enhancing our staff's ability to adjust amid our business transformation. For the improvement of service quality of the renovated Shirble Plaza, the Group continued to carry out the Shirble Shenzhen micro-class: Plaza position-based learning project in 2020. The training covers a wide range of subjects, including staff communication, talent echelon construction, team management, skills and procedures to handle customer complaint, etc. The training targets staff across every store position, employees from business management, promotion, customer service, operation management personnel to store general managers both needed to participate in the training to be well prepared for the brand new Shirble Plaza.

In order to enhance department store personnel's capacities, the Group provides store manager training and store opening training. At the same time, the Group organizes sharing sessions on new human resources policies to enable human resources personnel to have a better understanding on the development and knowledge of relevant professions.

**持續進步：加強防火演習**

為確保本集團業務轉型後的防火安全措施能繼續有效地執行，集團將與各商戶保持緊密溝通，如邀請商戶參加防火演習等，以保障商戶及客戶安全。

**培育發展人才**

本集團全方面規劃人才培育系統，依據《員工手冊》訂明的培訓體系為員工提供多元化培訓課程，包括為新入職雇員提供培訓課程、提高員工當前職位技能的培訓、特定管理或重點主題的培訓，如領導管理培訓。本集團內部有工作評核政策及考核制度，為所有員工進行年度工作表現評核。本集團會定期收集員工於培訓滿意度調查的意見，並以此為年度培訓計劃的基礎，制定各項培訓項目，滿足員工培訓需要。

為配合本集團業務轉型，本集團為員工設計了一系列培訓計劃，包括企業文化宣導、專項培訓、在崗輔導及外部培訓等，鼓勵員工轉型。本年度本集團培訓重點依舊集中提升員工適應集團業務轉型的能力。為提升改裝後歲寶廣場的服務質素，本集團在2020年繼續推行深圳歲寶微課堂Plaza崗位學習項目。此項目內容覆蓋員工溝通、人才梯隊建設、團隊管理、客戶投訴處理技巧及流程等多個方面。培訓對象涵蓋門店每一崗位，由商管崗、推廣崗、客服崗，到營運管理人員，以至店總經理，都需要參與此項目培訓，為新落成的歲寶廣場作準備。

為提升百貨店人員的技能，本集團提供店舖經理培訓及外區門店開業培訓。本集團同時舉辦人力資源新政策分享交流會，讓人力資源人員更好地瞭解相關專業的發展和知識。





## COMMUNITY INVOLVEMENT

### 融入社區當中

#### ADDRESSING THE NEEDS OF SOCIETY

The business network of Shirble is rooted in various communities, and the nature of its activities is inseparable from community living. Therefore, establishing a good relationship with communities is crucial to the Group's continued operation. As a responsible enterprise, the Group is committed to making active contribution to the communities where it operates. The Group shows its devotion and support to the development of community education and environmental protection through the implementation of the "Corporate Social Responsibility Policies" (《企業社會責任政策》). Meanwhile, the Group encourages its staff to actively participate in community voluntary activities, and to share their experience and skills, with a view to giving back to the society. Focal points of the Group's contribution include education and training, youth development, and community service.

The COVID-19 pandemic has caused operational difficulties to various industries, especially the retail and food and beverage industry. To relieve tenants' operation pressure, the Group granted rent concessions to them in view of operating conditions faced by individual tenants.

#### 回應社會所需

歲寶百貨的業務網絡植根在各個社區當中，其業務性質與社區居民生活息息相關。因此，與社區建立良好關係對本集團的持續經營是舉足輕重。作為負責任的企業，本集團致力為業務所在的社區作出積極貢獻。本集團的《企業社會責任政策》表明本集團對社區教育及環境保護發展的承諾與支持。同時，本集團鼓勵員工積極參與社區義工活動，分享其經驗及技能，回饋社會。本集團專注貢獻的範疇包括教育培訓、青少年成長、及社區服務。

新冠肺炎疫情令多個行業經營困難，特別是零售及餐飲業。為紓緩租戶經營壓力，本集團因應個別租戶面對的經營狀況，提供租金寬減措施。

#### "Fight Together Against the "Pandemic", "Draw" to Spread Positivity" Drawing Competition

##### 『攜手抗「疫」一定「繪」贏』繪畫比賽活動

In the face of the pandemic, with the aim of spreading positive energy, the Group organized "Fight Together Against the "Pandemic", "Draw" to Spread Positivity" drawing activity in nine of its stores to invite children to deliver positive messages with their colorful drawings.

面對疫情，為傳遞正能量，本集團在旗下9間門店舉行『攜手抗「疫」一定「繪」贏』繪畫活動，邀請小朋友透過自己色彩斑斕的圖畫表達正面信息。

#### Continuous Improvement: Understanding the Needs of Community

The Group will continue to address the needs of local residents, to study and promote community investment plans of various scopes, and increase the engagement and impact of Shirble in communities.

#### 持續進步：致力了解社區需要

本集團將繼續聆聽社區居民需要，研究及推廣不同範疇的社區投資計劃，增加歲寶百貨於社區的投入度及影響力。



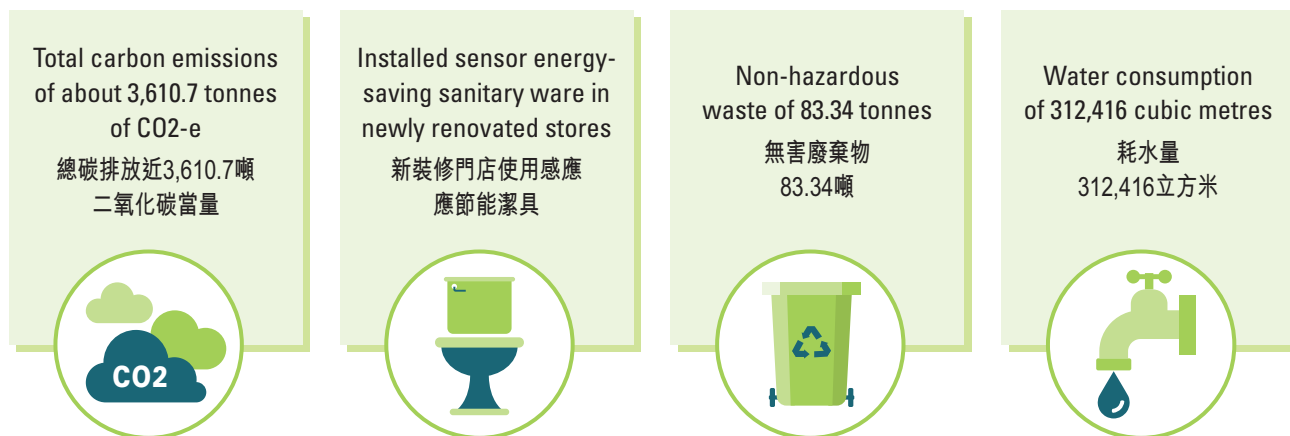
## PROMOTING GREEN OPERATION

### 推動綠色營運



#### PERFORMANCE IN 2020:

二零二零年表現：



Note 附註：

^ Including the electric consumption of the Group and its tenants.  
包括集團自身及其租戶之用電量。

The Group relies on valuable natural resources for its operation and green operation plays an important role in corporate sustainability. The Group adopts a three-pronged approach, namely reducing pollutant emissions, optimising use of resources and addressing climate change, in promoting green operation, and green elements are taken into consideration in the renovation of new stores. The Group's "Environmental Policy" (《環境政策》) specifies that while it strives to improve operating efficiency, it also works towards mitigating the environmental impact of its business operation and actively promotes corporate sustainability. The Group has established and implemented a series of measures to reduce resource consumption and enhance the efficiency of use of resources, thereby minimising potential impact on the environment, boosting green awareness of employees and contributing to sustainable development of the society.

本集團的營運依賴大自然珍貴資源，綠色營運是企業可持續發展的重要一步。本集團致力透過減少排放污染、優化資源使用及應對氣候變化三大方向推動綠色營運，而新店亦會放入一些綠色元素作裝修上的考慮。本集團《環境政策》訂明在其提高營運效率的同時，亦致力減低其業務運作對環境影響，積極推動企業的可持續發展。本集團制定及執行一系列減少資源耗用、提高資源使用效率等措施，盡力降低可能對環境造成的影響，提升員工的環保意識，為社會的可持續發展作出貢獻。





## PROMOTING GREEN OPERATION 推動綠色營運

### MANAGING ENVIRONMENTAL FOOTPRINTS

With respect to emission and resource consumption arising from the Group's business activities, the Group does not directly pose material impact on the environment and natural resources in general. Nevertheless, the Group has taken the actions described in the following sections to manage environmental footprints associated with its operation.

The Group maintains good communication with business partners, including tenants and suppliers, and encourages them to bring in green products to reduce the negative impacts of their operation on the environment. Moreover, the Group pledges to actively convey environment-friendly information to its business partners. To boost green awareness of business partners and employees and support environmental protection efforts, the Group shares knowledge on environmental protection through various channels including mail, official website and online social platforms (such as Weibo and WeChat).

#### Looking forward: reviewing the Environmental Protection Policy

The Group will review the current Environmental Protection Policy and implement more environmentally related measures to meet business development. In addition, the Group also plans to incorporate the environmental impact of newly expanded business and its response measures into the Environmental Protection Policy to enhance the comprehensiveness of the policy.

### 管理環境足跡

綜觀本集團的業務活動產生的排放及使用的資源，本集團整體沒有對環境及天然資源直接構成重大影響。縱然如此，本集團已執行以下各章節所描述的行動，以管理其營運相關的环境足跡。

本集團與業務伙伴(包括租戶及供應商)保持良好溝通，並鼓勵他們引入綠色產品，以減少營運對環境帶來的負面影響。此外，本集團承諾積極向業務伙伴推廣環保訊息。為使更多業務伙伴及員工提升環保意識，支持環保工作，本集團透過郵件、官方網站、網上社交平台(如微博及微信等)等渠道宣傳環保知識。

#### 展望未來：檢視《環保政策》

本集團將檢視現行《環保政策》，並推行更多環境相關措施，以配合業務發展。此外，本集團亦計劃將新拓展業務對環境的影響及其應對措施，納入《環保政策》，以提升該政策全面性。



PROMOTING GREEN OPERATION  
推動綠色營運

REDUCING POLLUTANT EMISSIONS

The Group proactively promotes corporate sustainable development as well as provides guidelines on measures in relation to emission of exhaust, greenhouse gas and waste. The Group implements action plans for reducing emission of exhaust, greenhouse gas and waste arising from its operation.

減少排放污染

本集團積極推動企業的可持續發展，並為其廢氣、溫室氣體及廢棄物排放的措施提供指引。本集團針對營運產生廢氣、溫室氣體及廢棄物排放，實施減排行動方案。

Aspect 方向	Action Plan 行動方案
Exhaust handling  廢氣處理	The main source of exhaust emission is vehicle. To reduce vehicle emissions, the Group has replaced its vehicles with those compliant with Euro 5 emission standards and conducts regular inspection and maintenance for vehicles. In addition, the Group installs oily fume purifying equipment in newly renovated stores.  廢氣排放主要來自車輛。為了減少車輛的排放，本集團已更換車輛為歐盟五期排放標準汽車，並定期檢查和保養車輛。此外，本集團於新裝修的門店使用排油煙淨化設備。
Greenhouse gas management  溫室氣體管理	To reduce greenhouse gas emissions, the Group uses sensor energy-saving sanitary ware and light emitting diodes (LED) energy-saving lightings. To minimize fugitive emissions of the Group, Jufu Store has switched to the use of environmental friendly refrigerants, while other stores have all adopted environmental friendly refrigerants for their central air conditioning systems. For other energy-saving measures, please refer to the section "Optimizing Use of Resources".  為減少溫室氣體排放，本集團使用感應節能型潔具、發光二極管(LED)節能燈具等。為減低本集團逸散性氣體排放，聚福店已改用環保型製冷劑，而其他其他門店中央空調使用的製冷劑均已採用環保型製冷劑。其他的節能措施請參閱章節「優化資源使用」。
Waste management  廢物管理	Wastes produced by the Group are primarily non-hazardous wastes, including food waste and other domestic waste produced by offices and department stores, which is cleaned up and handled by waste operators. Meanwhile, hazardous wastes produced in the course of renovation are collected, transported and handled by qualified contractors.  The Group encourages its staff to use fewer disposable items. Hazardous wastes and non-hazardous wastes generated from operation are separately stored and disposed of. Battery recycling bins have also been set up at the Group's headquarters to collect used batteries for disposal by qualified processors. Domestic wastes are collected and handled by professional cleaning companies.  本集團產生的廢物主要為無害廢棄物，包括辦公室和百貨店生產的廚餘及其他生活垃圾，均交廢棄物處理商清運和處理。此外，在裝修期間產生有害廢棄物均交由合資格承辦商收集和運走處理。  本集團鼓勵員工減少使用即棄物品，並將營運所產生有害及無害廢棄物分類存放及處理。本集團總部亦設有電池回收箱，收集廢舊電池並交由合資格的處理商處置。而日常生活垃圾則由專業清潔公司收集處理。



PROMOTING GREEN OPERATION  
推動綠色營運PERFORMANCE  
Exhaust Emission績效表現  
廢氣排放

Type of emissions and respective emission data 排放物種類及相關排放數據	Unit 單位	2020 二零二零年				2019 二零一九年		
		Hong Kong headquarters 香港總部	Department store business 百貨店業務	Property business 房地產業務	Total 整體	Hong Kong headquarters 香港總部	Department store business 百貨店業務	Total 整體
Nitrogen oxides 氮氧化物	kg 千克	0.100	-	0.495	0.595	0.147	-	0.147
Sulphur oxides 硫氧化物	kg 千克	0.003	-	0.006	0.009	0.004	-	0.004
Respirable suspended particulates 可吸入懸浮粒子	kg 千克	0.007	-	0.087	0.095	0.011	-	0.011

Air emission of the Group is mainly generated from the use of company vehicles. Compared to 2019, air emission of the Group's Hong Kong Headquarter decreased mainly due to reduced use of vehicles. Total emission of the Group increased due to the inclusion of operating outlets of the property business in the reporting scope for the Year.

本集團的空氣排放物主要來自公司車輛使用。與2019年相比，本集團香港總部的空氣排放物量減少，主要由於車輛使用減少。集團整體排放量上升是由於本年度將房地產業務的營運點納入匯報範圍。





PROMOTING GREEN OPERATION  
推動綠色營運

## Greenhouse Gases

The Group has engaged a professional consultancy firm for carbon assessment to measure greenhouse gas emissions arising from our operation. Greenhouse gases are measured with reference to the guidelines issued by the National Development and Reform Commission of the People's Republic of China<sup>1</sup> and international standards (e.g. ISO14064-1) and the Greenhouse Gas Protocol.

## 溫室氣體

本集團委託專業顧問公司進行碳評估，以量化其營運產生的溫室氣體排放。溫室氣體量化的過程參考中華人民共和國國家發展和改革委員會發佈的指南<sup>1</sup>、以及國際標準如ISO14064-1及溫室氣體盤查議定書而進行。

Total greenhouse gas emissions and intensity 溫室氣體總排放量及密度	Unit 單位	2020 二零二零年				2019 二零一九年		
		Hong Kong headquarters 香港總部	Department store business 百貨店業務	Property business 房地產業務	Total 整體	Hong Kong headquarters 香港總部	Department store business 百貨店業務	Total 整體
<b>Scope 1</b> 範圍1	tonnes of CO <sub>2</sub> 公噸二氧化碳	<b>0.6</b>	<b>-</b>	<b>0.2</b>	<b>0.8</b>	0.7	-	0.7
Emissions from fossil fuel combustion – stationary source 化石燃料燃燒－固定源	tonnes of CO <sub>2</sub> 公噸二氧化碳	-	-	-	-	0.7	-	0.7
Emissions from fossil fuel combustion – mobile source 化石燃料燃燒－移動源	tonnes of CO <sub>2</sub> 公噸二氧化碳	<b>0.6</b>	<b>-</b>	<b>0.2</b>	<b>0.8</b>	-	-	-
<b>Scope 2</b> 範圍2	tonnes of CO <sub>2</sub> 公噸二氧化碳	<b>7.5</b>	<b>2,605.1</b>	<b>495.7</b>	<b>3,108.3</b>	7.6	983.1	990.6
Purchased electricity consumed by the Group 自身用的外購電力	tonnes of CO <sub>2</sub> 公噸二氧化碳	<b>7.5</b>	<b>2,605.1</b>	<b>495.7</b>	<b>3,108.3</b>	7.6	983.1	990.6
<b>Scope 3</b> 範圍3	tonnes of CO <sub>2</sub> 公噸二氧化碳	<b>2.4</b>	<b>5,180.5</b>	<b>-</b>	<b>5,183.0</b>	3.5	2,615.8	2,619.3
Purchased electricity consumed by tenants 租戶所用的外購電力	tonnes of CO <sub>2</sub> 公噸二氧化碳	-	<b>5,180.3</b>	-	<b>5,183.0</b>	-	2,615.8	2,615.8
Disposal of wastepaper 廢紙棄置	tonnes of CO <sub>2</sub> 公噸二氧化碳	<b>2.4</b>	-	-	<b>2.4</b>	3.0	-	3.0
Business travel by air 飛機商務旅行	tonnes of CO <sub>2</sub> 公噸二氧化碳	-	<b>0.3</b>	-	<b>0.3</b>	0.5	-	0.5
<b>Total greenhouse gas emissions</b> 溫室氣體排放總量	tonnes of CO <sub>2</sub> 公噸二氧化碳	<b>10.6</b>	<b>7,785.6</b>	<b>495.9</b>	<b>8,292.1</b>	11.8	3,598.8	3,610.6
<b>Greenhouse gas intensity (in floor area)</b> 溫室氣體密度(以面積計算)	tonnes of CO <sub>2</sub> /sq.m. 公噸二氧化碳／平方米	<b>0.01</b>	<b>0.22</b>	<b>0.10</b>	<b>0.20</b>	0.01	0.11	0.10

<sup>1</sup> The Accounting Methodology and Reporting Guidelines for Greenhouse Gas Emissions from Public Buildings Operating Enterprises (Trial)  
公共建築運營企業溫室氣體排放核算方法和報告指南(試行)



## PROMOTING GREEN OPERATION 推動綠色營運

The greenhouse gas emissions of the Group are mainly generated from purchased electricity consumed by tenants in Scope 3, and, to a lesser extent, purchased electricity consumed by the Group in Scope 2. Overall, as the reporting scope for the Year has been expanded, the reported greenhouse gas emissions has increased significantly as compared with that of the previous year. The overall increase was mainly due to the completion of renovation in Jingtian Store and Jufu Store under the department store business and their commencement of business during the Year.

本集團的溫室氣體排放主要來自範圍3的租戶所用的外購電力，其次是範圍2各業務自身用的外購電力。整體而言，由於本年度的匯報範圍擴大，匯報溫室氣體排放量比往年大幅增加。整體升幅主要是因為百貨店業務的景田店及聚福店於在本年度完成改裝並開始營業所致。

### Waste Production

### 廢物生產

		2020 二零二零年				2019 二零一九年		
	Unit	Hong Kong headquarters	Department store business	Property business	Total	Hong Kong headquarters	Department store business	Total
	單位	香港總部	百貨店業務	房地產業務	整體	香港總部	百貨店業務	整體
<b>Total hazardous waste produced and (if applicable) intensity</b>								
所產生有害廢棄物總量及(如適用)密度								
Total hazardous waste produced	tonnes	-	-	-	-	-	0.30	0.30
所產生有害廢棄物總量	公噸							
Hazardous waste intensity	tonnes/ (in floor area)	-	-	-	-	-	0.01	0.01
有害廢棄物密度(以面積計算)	'000 sq.m. 公噸／千平方米							
<b>Total non-hazardous waste produced and (if applicable) intensity</b>								
所產生無害廢棄物總量及(如適用)密度								
Total non-hazardous waste produced	tonnes	0.15	246.67	10.99	257.81	0.15	83.20	83.35
所產生無害廢棄物總量	公噸							
Non-hazardous waste intensity	tonnes/ (in floor area)	0.18	0.01	2.20	6.29	0.18	2.47	2.41
無害廢棄物密度(以面積計算)	'000 sq.m. 公噸／千平方米							

During the Year, the Group did not produce hazardous waste. The non-hazardous waste produced by the Group mainly included domestic waste and food waste. Overall, as the reporting scope for the Year has been expanded, the non-hazardous waste has increased significantly as compared with that of the previous year. Such increase was mainly due to the completion of renovation in Jingtian Store and Jufu Store under the department store business and their resumption of business during the Year.

本年度，本集團沒有有害廢棄物產生。本集團產生的無害廢棄物主要包括生活垃圾及廚餘等。整體而言，由於本年度的匯報範圍擴大，無害廢棄物量比往年大幅增加。當中升幅主要來自是百貨店業務的景田店及聚福店於在本年度完成改裝並恢復營業所致。



PROMOTING GREEN OPERATION  
推動綠色營運

## ADDRESSING CLIMATE CHANGE

Climate change has become the worldwide focus since the Paris Agreement entered into force. Climate change is not only the culprit of more frequent extreme weather phenomena, but also a factor leading to changes in people's lifestyle and consumer behaviors as society becomes more concerned about the issue. Such changes will bring about various risks and opportunities to the Group.

The physical risks posed by extreme weather will not only affect the operation of stores and in-store tenants but also the safety of customers. Therefore, the Group has formulated responsive measures such as increasing the frequency of store patrol by property management staff to be promptly aware of the situation and needs of our retail tenants. Sewers must be cleared in a timely manner when there is flooding in the properties. Also, the Group has made preparation for extreme weather conditions such as typhoon and rainstorm, including examining and repairing walls, roofs, pipelines and doors and windows of leased areas in advance. Our property management personnel has also paid particular attention to whether the doors and windows and glasses were securely mounted to prevent them from falling due to strong winds and examined the utility facilities in time. The Group has maintained good communication with tenants and reminds them to prevent rainwater leaking into the properties so as to protect their personal and property safety.

## Looking forward: formulating a Climate Change Policy (《氣候變化政策》)

Looking forward, to identify and address the impact of climate change-related risks on our business from a more holistic perspective, the Group will formulate a Climate Change Policy to identify significant climate-related issues that affect the Group and take responsive actions to address them.

## 應對氣候變化

隨著《巴黎協定》生效後，氣候變化已成為全球焦點。氣候變化不但帶來更頻繁的極端天氣現象，隨著社會對氣候變化的越趨關注，也將導致生活方式和消費行為的改變。此等改變將為本集團帶來不同的風險和機遇。

極端天氣所造成的實體風險，不但影響門店及店內商戶營運，亦有機會影響客戶安全。為此，本集團已制定應對措施，包括物管人員加強門店巡查，及時了解租賃商戶的情況及需要。當遇到物業水浸時，需及時疏通下水道。同時，集團為颱風和暴雨等極端天氣情況提前作好準備，包括提前檢修租賃區域的牆體、屋頂、管道、門窗等。集團物管人員亦特別注意檢查門窗及玻璃的牢靠程度，防止吹掉落，並及時檢查用水用電設施設備。集團與商戶保持良好溝通，提醒商戶預防物業漏雨進水、確保人身及財產安全。

## 展望未來：制定《氣候變化政策》

展望未來，為了更全面識別及應對氣候變化相關風險對業務的影響，本集團將制定氣候變化政策，識別對本集團產生影響的重大氣候相關事宜及建立應對行動。



## PROMOTING GREEN OPERATION 推動綠色營運

### OPTIMISING USE OF RESOURCES

The Group is committed to reducing energy, paper, water and other resources consumed in business operations by changing the working habits of its employees. The Group has implemented the following action plans to reduce resources consumption in its offices.

### 優化資源使用

本集團致力透過改變員工的工作習慣，致力減少業務營運中消耗的能源、紙張、水，以及其他資源。本集團在辦公室實施以下減少資源使用的行動方案。

Aspect 方向	Action plan 行動方案
Energy conservation	<ul style="list-style-type: none"> <li>o Changing computer settings and activating the standby or sleep modes under which displays are automatically switched off or shifts to the power saving mode upon prolonged idling of computers;</li> <li>o Switching off personal computers (including displays) after business hours;</li> <li>o Replacing old air-conditioning systems with low efficiency with those with high energy efficiency;</li> <li>o Choosing refrigerators with energy labels of a high grading level;</li> <li>o Reviewing and updating the policy on environmental protection regularly;</li> <li>o Delivering messages on environmental protection to employees through internal communications.</li> </ul>
節約能源	<ul style="list-style-type: none"> <li>o 更改電腦設置，啟動電腦的待命或休眠模式，若長時間無操作電腦，顯示屏將自動關閉或進入省電模式；</li> <li>o 在辦公時間後，關掉個人電腦（包括顯示屏）；</li> <li>o 以能源效益高的空調系統取代低效率的舊系統；</li> <li>o 選用獲得高級別能源標籤之雪櫃；</li> <li>o 定期檢視和更新環境保護政策；及</li> <li>o 透過內部通訊向員工推廣環保訊息。</li> </ul>
Reducing paper use	<ul style="list-style-type: none"> <li>o Selecting double-sided printing as default setting for printers and photocopiers;</li> <li>o Using the unused side of papers for drafting, printing and receiving facsimile messages;</li> <li>o Recycling used envelopes and folders for delivering internal documents and letters;</li> <li>o Adopting electronic communication and electronic filing; and</li> <li>o Implement the practice of paperless office by making full use of electronic communication devices (e.g. the Company has been using the Office Automation (OA) system for approval to reduce the consumption of printing paper for approval).</li> </ul>
減少用紙	<ul style="list-style-type: none"> <li>o 將打印機及影印機預設為雙面打印；</li> <li>o 使用紙張未用過的一面，作草擬、列印及接收傳真用途；</li> <li>o 循環使用信封和檔案夾，發送內部文件及書信；</li> <li>o 採用電子通訊及電子存檔；及</li> <li>o 實行無紙化辦公，充分利用電子通訊設備（如公司已使用辦公自動化(OA)系統審批，減少打印紙張作審批）</li> </ul>



PROMOTING GREEN OPERATION  
推動綠色營運

The consumption of water resources was mainly from the operation of our department store business<sup>2</sup> that sourced water from municipal water supply. The Group considers that there were no difficulties in sourcing water resources (including the amount of water consumed and water quality) that are required for our business operation. The Group mainly adopts the following ways to save water:

在水資源方面，主要來自百貨店業務<sup>2</sup>的營運，百貨店用水從市政供水採水。本集團認為在尋找業務營運所需的水資源（包括用水量及水質）並沒有問題。本集團主要採取以下方式節約用水：

Bringing about behavioural change of employees 改變員工行為	<ul style="list-style-type: none"> <li>o Raising the awareness of saving water among employees and customers by posting promotional signs about saving water</li> <li>o 通過張貼宣傳節水的標示，提升員工及顧客的節水意識</li> </ul>
Re-designing procedures 重新設計程序	<ul style="list-style-type: none"> <li>o Checking whether there is leakage from faucets and pipelines regularly and arrange maintenance works when necessary</li> <li>o 定期檢查水龍頭及喉管有否洩漏，並在需要時安排維修</li> </ul>
Replacing and improving equipment 轉換及改良設備	<ul style="list-style-type: none"> <li>o Installing sensor-activated faucets at the restrooms of our stores</li> <li>o 於門店的洗手間安裝感應水龍頭</li> </ul>

## PERFORMANCE

## Performance on energy

## 績效表現

## 能源表現

Direct/indirect energy consumption in total and intensity by type 按類型劃分的直接／間接能源總耗量及密度	Unit 單位	2020 二零二零年				2019 二零一九年		
		Hong Kong headquarters 香港總部	Department store business 百貨店業務	Property business 房地產業務	Total 整體	Hong Kong headquarters 香港總部	Department store business 百貨店業務	Total 整體
<b>Direct energy consumption</b> 直接能源耗量	MWh 兆瓦時	<b>2.1</b>	<b>-</b>	<b>0.7</b>	<b>2.8</b>	2.5	-	2.5
Gasoline 汽油	MWh 兆瓦時	2.1	-	0.7	2.8	2.5	-	2.5
<b>Indirect energy consumption</b> 間接能源耗量	MWh 兆瓦時	<b>9.3</b>	<b>12,760.8</b>	<b>812.5</b>	<b>13,582.6</b>	9.5	5,898.8	5,908.2
Self-consumed electricity 自用電力	MWh 兆瓦時	9.3	4,269.9	812.5	5,091.7	9.5	1,611.3	1,620.8
Purchased electricity consumed by tenants 租戶所用的外購電力	MWh 兆瓦時	-	8,490.9	-	8,490.9	-	4,287.5	4,287.5
Total energy consumption 能源總耗量	MWh 兆瓦時	11.4	12,760.8	813.3	13,585.4	12.0	5,898.8	5,910.8
<b>Energy consumption intensity (in floor area)</b> 能源耗量密度（以面積計算）	MWh/sq.m. 兆瓦時／平方米	<b>0.01</b>	<b>0.36</b>	<b>0.16</b>	<b>0.33</b>	0.01	0.17	0.17

<sup>2</sup> Including Jingtian Store and Jufu Store  
涵蓋景田店及聚福店



## PROMOTING GREEN OPERATION 推動綠色營運

Overall, as the reporting scope for the Year has been expanded, the reported total energy consumption has increased significantly as compared with that of the previous year. Total energy consumption was mainly from self-consumed electricity and purchased electricity consumed by tenants. Such increase was mainly due to the completion of renovation in Jingtian Store and Jufu Store under the department store business and their resumption of business during the Year.

整體而言，由於本年度的匯報範圍擴大，匯報能源總耗量比往年大幅增加。能源總耗量主要來自自用電力及租戶所用的外購電力。升幅主要來自是百貨店業務的景田店及聚福店於在本年度完成改裝並恢復營業所致。

### Performance on water consumption

### 用水表現

	Unit 單位	2020 二零二零年				2019 二零一九年		
		Hong Kong	Department	Property		Hong Kong	Department	
		headquarters	store business	Business	Total	headquarters	store business	Total
		香港總部	百貨店業務	房地產業務	整體	香港總部	百貨店業務	整體
Total water consumption and intensity <sup>3</sup>								
總耗水量及密度 <sup>3</sup>								
Total water consumption	cubic m.	N/A 不適用	94,067.00	785.00	94,852.00	N/A 不適用	32,416.00	32,416.00
耗水總量	立方米							
Water consumption intensity (in floor area)	cubic m./sq. m.	N/A 不適用	2.68	0.16	2.31	N/A 不適用	0.96	0.96
耗水密度(以面積計算)	立方米／平方米							

Overall, as the reporting scope for the Year has been expanded, the reported water consumption has increased significantly as compared with that of the previous year. Such increase was mainly due to the completion of renovation in Jingtian Store and Jufu Store under the department store business and their resumption of business during the Year.

整體而言，由於本年度的匯報範圍擴大，匯報耗水量比往年大幅增加。升幅主要來自是百貨店業務的景田店及聚福店於在本年度完成改裝並恢復營業所致。

### Looking Forward: Setting Plan and Target on Environmental Performance

The Group expects that the renovated stores could effectively reduce the environmental impact of the store operations. It will plan to examine the resources consumption after all stores are renovated, and then formulate relevant measures to reduce consumption and regularly review their effectiveness.

### 展望未來：制定環境績效計劃及目標

本集團冀望改造後的門店能有效地減少門店營運對環境造成的影響，將計劃於所有門店翻新完畢後檢視資源耗用情況，進而制訂相關減少耗用措施，並定期檢視其成效。

<sup>3</sup> Since there is no separate water meter for the Hong Kong office and the water charge is included in the building management fee, the building management office is unable to provide the water consumption for individual units, thus the water consumption data does not include those from the Hong Kong office.

由於香港辦公室沒有獨立水錶，且水費已包含在大廈管理費中，唯大廈管理處未能提供個別單位的耗水量。因此，耗水數據並不包括香港辦公室的耗水量。





KEY PERFORMANCE INDICATORS SUMMARY  
關鍵績效指標總覽KEY PERFORMANCE INDICATORS SUMMARY<sup>4</sup>

This section provides key performance data on the environmental and social aspects of the Group's Hong Kong headquarters, department store business<sup>5</sup> and property business.

關鍵績效指標總覽<sup>4</sup>

此章節提供本集團香港總部、百貨店業務<sup>5</sup>及房地產業務在環境及社會範疇的主要績效數據。

## ENVIRONMENTAL PERFORMANCE 環境績效

		2020 二零二零年				2019 二零一九年		
	Unit 單位	Hong Kong headquarters 香港總部	Department store business 百貨店業務	Property business 房地產業務	Total 整體	Hong Kong headquarters 香港總部	Department store business 百貨店業務	Total 整體
<b>Type of emissions and respective emission data</b> 排放物種類及相關排放數據								
Sulfur oxides 氮氧化物	kg 千克	0.100	–	0.495	0.595	0.147	–	0.147
Sulfur oxides 硫氧化物	kg 千克	0.003	–	0.006	0.009	0.004	–	0.004
Respirable suspended particulates 可吸入懸浮粒子	kg 千克	0.007	–	0.087	0.095	0.011	–	0.011
<b>Total greenhouse gas emissions and intensity</b> 溫室氣體總排放量及密度								
<b>Scope 1:</b> 範圍1	tonnes of CO2 公噸二氧化碳	0.6	–	0.2	0.8	0.7	–	0.7
Emissions from fossil fuel combustion – stationary source 化石燃料燃燒–固定源	tonnes of CO2 公噸二氧化碳	–	–	–	–	0.7	–	0.7
Emissions from fossil fuel combustion – mobile source 化石燃料燃燒–移動源	tonnes of CO2 公噸二氧化碳	0.6	–	0.2	0.8	–	–	–
<b>Scope 2:</b> 範圍2	tonnes of CO2 公噸二氧化碳	7.5	2,605.1	495.7	3,108.3	7.6	983.1	990.6
Purchased electricity consumed by the Group 自身用的外購電力	tonnes of CO2 公噸二氧化碳	7.5	2,605.1	495.7	3,108.3	7.6	983.1	990.6
<b>Scope 3:</b> 範圍3	tonnes of CO2 公噸二氧化碳	2.4	5,180.5	–	5,183.0	3.5	2,615.8	2,619.3
Purchased electricity consumed by tenants 租戶所用的外購電力	tonnes of CO2 公噸二氧化碳	–	5,180.3	–	5,183.0	–	2,615.8	2,615.8
Disposal of wastepaper 廢紙棄置	tonnes of CO2 公噸二氧化碳	2.4	–	–	2.4	3.0	–	3.0
Business travel by air 飛機商務旅行	tonnes of CO2 公噸二氧化碳	–	0.3	–	0.3	0.5	–	0.5
<b>Total greenhouse gas emissions</b> 溫室氣體排放總量	tonnes of CO2 公噸二氧化碳	10.6	7,785.6	495.9	8,292.1	11.8	3,598.8	3,610.6
<b>Greenhouse gas intensity (in floor area)</b> 溫室氣體密度(以面積計算)	tonnes of CO2/ sq.m 公噸二氧化碳/ 平方米	0.01	0.22	0.10	0.20	0.01	0.11	0.10

<sup>4</sup> For more consistent comparison of data, some 2019 data are restated.

為了更一致比較數據，部份2019年數據重列。

<sup>5</sup> Data includes Shenzhen office (added in 2020), Jingtian store and Jufu store.

數據包括深圳辦事處(2020年新增)、景田店及聚福店。



KEY PERFORMANCE INDICATORS SUMMARY  
關鍵績效指標總覽

		2020 二零二零年				2019 二零一九年		
	Unit 單位	Hong Kong headquarters 香港總部	Department store business 百貨店業務	Property business 房地產業務	Total 整體	Hong Kong headquarters 香港總部	Department store business 百貨店業務	Total 整體
<b>Total hazardous waste produced and intensity</b>								
所產生有害廢棄物總量及密度								
Total hazardous waste produced	tonnes	—	—	—	—	—	0.30	0.30
所產生有害廢棄物總量								
Hazardous waste intensity (in floor area)	tonnes/’000 sq.m.	—	—	—	—	—	0.01	0.01
有害廢棄物密度(以面積計算)								
<b>Total non-hazardous waste produced and intensity</b>								
所產生無害廢棄物總量及密度								
Total non-hazardous waste produced	tonnes	0.15	246.67	10.99	257.81	0.15	83.20	83.35
所產生無害廢棄物總量								
Non-hazardous waste intensity (in floor area)	tonnes/’000 sq.m.	0.18	0.01	2.20	6.29	0.18	2.47	2.41
無害廢棄物密度(以面積計算)								
<b>Total direct/indirect energy consumption and intensity by type</b>								
按類型劃分的直接／間接能源總耗量及密度								
Direct energy consumption	MWh	2.1	—	0.7	2.8	2.5	—	2.5
直接能源耗量								
Gasoline	MWh	2.1	—	0.7	2.8	2.5	—	2.5
汽油								
Indirect energy consumption	MWh	9.3	12,760.8	812.5	13,582.6	9.5	5,898.8	5,908.2
間接能源耗量								
Self-consumed electricity	MWh	9.3	4,269.9	812.5	5,091.7	9.5	1,611.3	1,620.8
自用電力								
Purchased electricity consumed by tenants	MWh	—	8,490.9	—	8,490.9	—	4,287.5	4,287.5
租戶所用的外購電力								
Total Energy consumption	MWh	11.4	12,760.8	813.3	13,585.4	12.0	5,898.8	5,910.8
能源總耗量								
Energy consumption intensity (in floor area)	MWh/sq.m.	0.01	0.36	0.16	0.33	0.01	0.17	0.17
能源耗量密度(以面積計算)								



## KEY PERFORMANCE INDICATORS SUMMARY

### 關鍵績效指標總覽

		2020 二零二零年				2019 二零一九年		
	Unit 單位	Hong Kong headquarters 香港總部	Department store business 百貨店業務	Property business 房地產業務	Total 整體	Hong Kong headquarters 香港總部	Department store business 百貨店業務	Total 整體
Total water consumption and intensity <sup>6</sup>								
總耗水量及密度 <sup>6</sup>								
Total water consumption	cubic m	N/A	94,067.00	785.00	94,852.00	N/A	32,416.00	32,416.00
耗水總量	立方米	不適用				不適用		
Water consumption intensity (in floor area)	cubic m/ sq. m	N/A	2.68	0.16	2.31	N/A	0.96	0.96
耗水密度(以面積計算)	立方米／平方米	不適用				不適用		
Total amount of packaging materials used for finished products <sup>7</sup>								
製成品所用包裝材料的總量 <sup>7</sup>								
Total amount of packaging materials used	tonnes	N/A	N/A	N/A	N/A	N/A	0.12	0.12
使用的包裝材料總量	公噸	不適用	不適用	不適用	不適用	不適用		

<sup>6</sup> Since there is no separate water meter for the Hong Kong office, the water charge is included in the building management fee, and the building management office is unable to provide information on the water consumption of individual units, the water consumption data does not include that arising from the Hong Kong office.

由於香港辦公室沒有獨立水錶，且水費已包含在大廈管理費中，唯大廈管理處未能提供個別單位的耗水量。因此，耗水數據並不包括香港辦公室的耗水量。

<sup>7</sup> This information is not material to the Group as the Group's department store business has transformed from direct sales and concession sales to sub-leasing or leasing arrangements.

由於本集團百貨業務已從直接銷售及專營銷售改變為分租或租賃安排，因此該資料對本集團不重要。



KEY PERFORMANCE INDICATORS SUMMARY  
關鍵績效指標總覽

## SOCIAL PERFORMANCE 社會績效

	Unit 單位	2020 二零二零年				2019 二零一九年		
		Hong Kong headquarters 香港總部	Department store business 百貨店業務	Property business 房地產業務	Total 整體	Hong Kong headquarters 香港總部	Department store business 百貨店業務	Total 整體
<b>Total number of employees<sup>8</sup></b> 員工總數 <sup>8</sup>	person 人	5	166	70	241	12	38	50
By gender 按性別劃分								
Male 男性	person 人	2	87	46	135	9	19	28
Female 女性	person 人	3	79	24	106	3	19	22
By age group 按年齡組別劃分								
Under 30 years old 30歲以下	person 人	0	35	14	49	0	7	7
30-50 years old 30-50歲	person 人	5	116	44	165	9	27	36
Over 50 years old 超過50歲	person 人	0	15	12	27	3	4	7
By rank group 按職級組別劃分								
Senior management 高級管理層	person 人	1	28	8	37	8	2	10
Middle management 中級管理層	person 人	3	52	15	70	3	3	6
General staff 一般員工	person 人	1	86	47	134	1	33	34
By employment category 按僱傭類型劃分								
Full-time 全職	person 人	5	166	70	241	12	38	50
Part-time 兼職	person 人	0	0	0	0	0	0	0
By region 按地區劃分								
Hong Kong 香港	person 人	5	0	0	5	12	0	12
Mainland China 中國內地	person 人	0	166	70	236	0	38	38
<b>Other Workers</b> 其他勞動人員	person 人							
Cleaner 清潔工	person 人	–	23	–	23	N/A 不適用	N/A 不適用	N/A 不適用
Loss prevention officer 防損員	person 人	–	15	–	15	N/A 不適用	N/A 不適用	N/A 不適用

<sup>8</sup> Number of full-time and part-time employees as of the end of the Year.  
截至本年度末的全職及兼職員工。



## KEY PERFORMANCE INDICATORS SUMMARY 關鍵績效指標總覽

### NUMBER OF EMPLOYEES LOST AND TURNOVER RATE 流失員工人數及比率

	Unit 單位	2020 二零二零年								2019 二零一九年					
		Hong Kong headquarters 香港總部		Department store business 百貨店業務		Property business 房地產業務		Total 整體		Hong Kong headquarters 香港總部		Department store business 百貨店業務		Total 整體	
<b>Total number of employees lost and overall turnover rate<sup>9</sup></b>	person %	1	20%	60	36%	15	21%	76	32%	2	17%	32	84%	34	68%
總流失員工人數及 整體流失比率 <sup>9</sup>	人 %														
By gender															
按性別劃分															
Male	person %	1	50%	30	34%	10	22%	41	30%	1	11%	13	68%	14	50%
男性	人 %														
Female	person %	0	N/A	30	38%	5	21%	35	33%	1	33%	19	100%	20	91%
女性	人 %		不適用												
By age group															
按年齡組別劃分															
Under 30 years old	person %	0	N/A	14	40%	2	14%	16	33%	0	N/A	2	29%	2	29%
30歲以下	人 %		不適用												
30-50 years old	person %	0	N/A	35	30%	11	25%	46	28%	1	11%	22	81%	23	64%
30-50歲	人 %		不適用												
Over 50 years old	person %	1	N/A	11	73%	2	17%	14	52%	1	33%	8	200%	9	129%
超過50歲	人 %		不適用												
By region															
按地區劃分															
Hong Kong	person %	1	20%	N/A	N/A	N/A	N/A	1	20%	2	17%	0	N/A	2	17%
香港	人 %			不適用	不適用	不適用	不適用					不適用			
Mainland China	person %	0	N/A	60	36%	15	21%	75	32%	0	N/A	32	84%	32	84%
中國內地	人 %		不適用								不適用				

<sup>9</sup> Turnover rate = Number of employees lost/Number of employees as of the end of the year x 100%  
流失比率 = 流失員工人數／截至該年度末的員工人數 x 100%



KEY PERFORMANCE INDICATORS SUMMARY  
關鍵績效指標總覽

## OCCUPATIONAL HEALTH AND SAFETY 職業健康與安全

		2020 二零二零年				2019 二零一九年			2018 二零一八年		
	Unit	Hong Kong headquarters	Department store business	Property business	Total	Hong Kong headquarters	Department store business	Total	Hong Kong headquarters	Department store business	Total
	單位	香港總部	百貨店業務	房地產業務	整體	香港總部	百貨店業務	整體	香港總部	百貨店業務	整體
Number and rate of work-related fatalities <sup>10</sup>	person (%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
因工亡故的人數及比率 <sup>10</sup>	人(%)										
Number of work-related injury cases	case	0	1	0	1	0	0	0	0	0	0
工傷個案數目	宗										
Rate of work-related accidents per 1,000 employees <sup>11</sup>	%	0.0	6.0	0.0	4.1	0.0	0.0	0	0.0	0.0	0
每千名員工計工傷意外率 <sup>11</sup>	%										
Lost days due to work-related injury	day	0	78	0	78	0	0	0	0	0	0
因工傷損失工作日數	日										
Rate of lost days due to work-related injury <sup>12</sup>	%	0.00%	0.19%	0.00%	0.13%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
因工傷損失工作日數比率 <sup>12</sup>	%										

<sup>10</sup> Number and rate of work-related fatalities = Number of work-related fatalities/Number of employees as of the end of the reporting period x 100%

因工亡故的人數及比率 = 因工亡故的人數 / 報告期末員工人數 x 100%

<sup>11</sup> Rate of work-related accidents per 1,000 employees = Number of work-related injuries/Number of employees as of the end of the reporting period x 100%

每千名員工計工傷意外率 = 工傷個案數目 / 報告期末員工人數 x 100%

<sup>12</sup> Rate of lost days due to work-related injury = (Lost days due to work-related injury/Total number of working days) x 100%. During the reporting period, total scheduled working days for each full-time employee are estimated as 5 days x 50 weeks = 250 days

因工傷損失工作日數比率 = (因工傷損失工作日數 / 總工作總日數) x 100% ; 報告期內假設每位全職正式員工的原定總工作日數 = 5天 x 50周 = 250天





## KEY PERFORMANCE INDICATORS SUMMARY

### 關鍵績效指標總覽

#### TRAINING AND DEVELOPMENT 培訓及發展

	2020 二零二零年								2019 二零一九年					
	Hong Kong headquarters 香港總部		Department store business 百貨店業務		Property business 房地產業務		Total 整體		Hong Kong headquarters 香港總部		Department store business 百貨店業務		Total 整體	
<b>Number of employees trained</b>	person	%	person	%	person	%	person	%	person	%	person	%	person	%
培訓人數	人	%	人	%	人	%	人	%	人	%	人	%	人	%
Total number and percentage of employees trained <sup>13</sup>	1	20%	166	100%	68	97%	235	98%	9	75%	22	58%	31	62%
總培訓人數及百分比 <sup>13</sup>														
By gender														
按性別劃分														
Male	0	0%	87	100%	45	98%	132	98%	8	89%	11	58%	19	68%
男性														
Female	1	33%	79	100%	23	96%	103	97%	1	33%	11	58%	12	55%
女性														
By rank														
按職級組別劃分														
Senior management	1	100%	28	100%	8	100%	37	100%	8	100%	1	50%	9	90%
高級管理人員														
Middle management	0	0%	52	100%	15	100%	67	96%	1	33%	3	100%	4	67%
中級管理人員														
General staff	0	0%	86	100%	45	96%	131	98%	0	0%	18	55%	18	53%
一般員工														
<b>Training hours</b>	hour	hour/ person	hour	hour/ person	hour	hour/ person	hour	hour/ person	hour	hour/ person	hour	hour/ person	hour	hour/ person
培訓時數	小時	小時/人	小時	小時/人	小時	小時/人	小時	小時/人	小時	小時/人	小時	小時/人	小時	小時/人
Total training hours and average training hours per employee <sup>14</sup>	20.0	4.0	1,904.5	11.5	919	13.1	2,843.5	11.8	42.0	3.5	169.6	4.5	211.6	4.2
總培訓時數及每名員工平均 培訓時數 <sup>14</sup>														
By gender														
按性別劃分														
Male	0.0	0.0	1,183.6	13.6	601	13.1	1,784.6	13.2	22.0	2.4	52.0	2.7	74.0	2.6
男性														
Female	20.0	6.7	720.9	9.1	318	13.3	1,058.9	10.0	20.0	6.7	117.6	6.2	137.6	6.3
女性														
By rank														
按職級組別劃分														
Senior management	20.0	20.0	107.4	3.8	64	8.0	191.4	5.2	40.0	5.0	3.5	1.8	43.5	4.4
高級管理人員														
Middle management	0.0	0.0	429.7	8.3	180	12.0	609.7	8.7	2.0	0.7	4.9	1.6	6.9	1.2
中級管理人員														
General staff	0.0	0.0	1,367.4	15.9	675	14.4	2,042.4	15.2	-	-	161.2	4.9	161.2	4.7
一般員工														

<sup>13</sup> Percentage of employees trained = Number of employees trained of the category/Number of employees of the category as at the end of the year x 100%

培訓百分比 = 該類別員工培訓人數/截至該年度末的該類別員工人數 x 100%

<sup>14</sup> Average training hours = Training hours of employees of the category/Number of employees of the category as at the end of the year

平均培訓時數 = 該類別員工培訓時數/截至該年度末的該類別員工人數





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Subject Areas 主要範疇	Description 內容	Page Index 頁碼索引
<b>A1 Emissions A1排放物</b>		
General disclosures 一般披露	Information on: 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) the policies; and 政策；及 (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. 遵守對發行人有重大影響的相關法律及規例的資料。	15, 36-37
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	38
A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	39
A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	40
A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	40
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。	35-40
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。	37, 40
<b>A2 Use of Resources A2資源使用</b>		
General disclosures 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。	42-43
A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及/或間接能源總耗量及密度。	43
A2.2	Water consumption in total and intensity. 總耗水量及密度。	44
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。	42-44
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。	The Group did not encounter any problems in sourcing water that is fit for purpose. 本集團在求取適用水源上無任何問題
A2.5	Total packaging material used for finished products and with reference to per unit produced. 製成品所用包裝材料的總量及每生產單位估量。	47



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<b>A3 The Environment and Natural Resources</b> <b>A3環境及天然資源</b>		
General disclosures 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。	35-36
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。	35-36
<b>B1 Employment</b> <b>B1僱傭</b>		
General disclosures 一般披露	Information on: 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) the policies; and 政策；及 (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. 遵守對發行人有重大影響的相關法律及規例的資料。	16, 28-30
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。	48
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。	49
<b>B2 Health and Safety</b> <b>B2健康與安全</b>		
General disclosures 一般披露	Information on: 有關提供安全工作環境及保障僱員避免職業性危害的： (a) the policies; and 政策；及 (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. 遵守對發行人有重大影響的相關法律及規例的資料。	17, 30-33
B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	50
B2.2	Lost days due to work injury. 因工傷損失工作日數。	50
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。	30-33



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<b>B3 Development and Training</b> <b>B3發展及培訓</b>		
General disclosures 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。	33
B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	51
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。	51
<b>B4 Labour Standards</b> <b>B4勞工準則</b>		
General disclosures 一般披露	Information on: 有關防止童工或強制勞工的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 遵守對發行人有重大影響的相關法律及規例的資料。	16, 18
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。	30
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。	30
<b>B5 Management of Supply Chain</b> <b>B5供應鏈管理</b>		
General disclosures 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	27, 36
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。	27, 36



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Subject Areas 主要範疇	Description 內容	Page Index 頁碼索引
<b>B6 Product Responsibility</b> <b>B6產品責任</b>		
General disclosures 一般披露	Information on: 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) the policies; and 政策；及 (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. 遵守對發行人有重大影響的相關法律及規例的資料。	18, 26-27 Relevant product labelling issues are not applicable to the Group due to its business transformation. 由於本集團業務轉型，相關產品標籤議題不適用於本集團。
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。	26-27
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。	27
<b>B7 Anti-corruption</b> <b>B7反貪污</b>		
General disclosures 一般披露	Information on: 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 遵守對發行人有重大影響的相關法律及規例的資料。	18, 22-23
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。	18
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。	22-23
<b>B8 Community Investment</b> <b>B8社區投資</b>		
General disclosures 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。	34
B8.1	Focus areas of contribution. 專注貢獻範疇。	34



