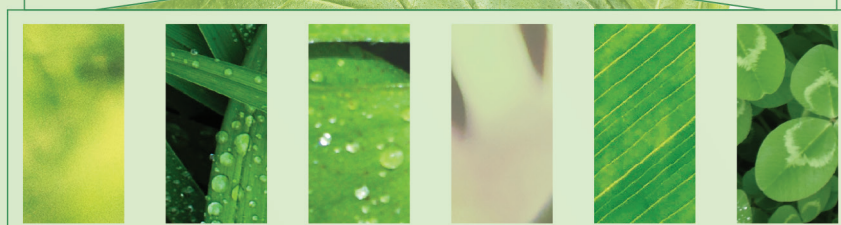
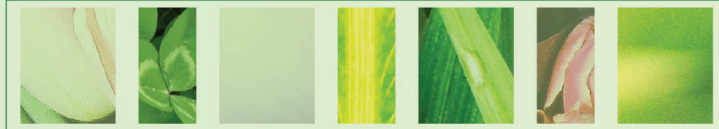




英皇娛樂酒店有限公司
Emperor Entertainment Hotel Limited

Incorporated in Bermuda with limited Liability (Stock Code: 296)
於百慕達註冊成立之有限公司（股份代號：296）



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

2020 / 2021

CONTENTS 目錄

1. ABOUT THIS REPORT 關於本報告	2
2. ENVIRONMENTAL PROTECTION 環境保護	4
3. WORKPLACE QUALITY 工作環境質素	7
4. OPERATING PRACTICE 經營常規	12
5. COMMUNITY INVOLVEMENT 參與社區活動	17
6. APPENDIX: HKEX ESG REPORTING GUIDE CONTENT INDEX 附錄：香港交易所（環境、社會及管治報告指引）內容索引	19

1. ABOUT THIS REPORT 關於本報告

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

This report describes the ESG values and initiatives of the Group for the financial year ended 31 March 2021 (the “Year”). The contents of this report provide its stakeholders with an overview of the Group’s efforts regarding ESG impacts arising from its daily operations. This report complies with the provision of the ESG Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. It is recommended that this report is read in conjunction with the Company’s Annual Report 2020/2021, in particular the Corporate Governance Report and Directors’ Report sections therein.

This report is available on the website of the Company (<https://www.emp296.com>) and Hong Kong Exchanges and Clearing Limited (“HKEX”) news website (<https://www.hkexnews.hk>).

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

本報告闡述本集團於截至2021年3月31日止財政年度(「本年度」)的環境、社會及管治價值及措施。本報告的內容為其持份者概述本集團在日常營運對環境、社會及管治方面的影響所作出的努力。本報告符合香港聯合交易所有限公司證券上市規則附錄27所載《環境、社會及管治報告指引》的條文。建議閣下將本報告與本公司2020/2021年報一併閱讀,尤其是其中的企業管治報告及董事會報告部份。

本報告可於本公司的網站(<https://www.emp296.com>)及香港交易及結算所有限公司(「港交所」)的披露易網站(<https://www.hkexnews.hk>)查閱。

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

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

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

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

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

Material Topics 重要議題

Environment

- Energy conservation
- Waste management
- Waste recycling

Workplace

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

Operating Practices

- Services quality
- Customer privacy protection
- Anti-corruption
- Compliance with laws and regulations

Community

- Employee volunteering
- Community fundraising

環境

- 能源節約
- 廢物管理
- 廢物循環利用

工作場所

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

經營常規

- 服務質素
- 客戶私隱保護
- 反貪污
- 遵守法例及法規

社區

- 員工志願服務
- 社區籌款

1.2 ESG Committee 環境、社會及管治委員會

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

本集團奉行良好的企業管治準則，致力將環境、社會及管治舉措融入業務策略及管理模式之中。環境、社會及管治委員會已獲成立，負責就環境、社會及管治相關事宜制定政策及常規，主要涵蓋社區福利、環境及員工福祉範疇。該委員會鼓勵並支持員工參與各類環境、社會及管治活動，以確保本公司妥善履行其環境、社會及管治承諾。該委員會全面負責本公司環境、社會及管治政策的實施、檢討及監察。

2.1 Environmental Policies 環境政策

During the Year, the Group continued making its best endeavours to protect the environment in its business activities and workplace. The Group also educates its employees on their awareness of promoting a green environment. The Group seeks to identify and manage environmental impacts attributable to its operations, in order to minimise these impacts if possible. Various measures have been adopted to reduce energy and other resource use, minimise waste and increase recycling, and promote environmental protection in its supply chain and marketplace. These measures are discussed in section 2.2 "Use of Resources" of this report.

2.2 Use of Resources 資源使用

2.2.1 Energy Saving 能源節約

Global warming and climate change are among the major environmental concerns in every part of the world. Air conditioning and lighting are the main contributors to the Group's carbon footprint. In an effort to reduce energy consumption and carbon emissions, the Group actively promotes efficient use of energy and adopts green technologies. To identify energy efficiency opportunities, the Group measures and records the energy consumption intensity from time to time.

The Group has implemented the following environmental initiatives in Grand Emperor Hotel, and achieved positive results, with obvious improvements in energy efficiency:

Energy Saving Initiatives Summary

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

The Group continues improving its air-conditioning systems in order to increase overall operating efficiency. In this regard, an advanced heat recovery ventilator has been installed in the air-conditioning system of Grand Emperor Hotel which effectively reduced liquefied petroleum gas consumption at Grand Emperor Hotel.

於本年度，本集團繼續致力在業務活動及工作場所實踐環境保護。本集團亦教育其僱員提升對綠色環境的意識。本集團努力辨識及管理其業務對環境造成之影響，務求將該等影響盡可能減至最低。本集團已採取多項措施以降低能源及其他資源消耗、減廢及增加循環再用，並在其供應鏈及市場中推行環保。該等措施載於本報告第2.2「資源使用」章節。

全球暖化及氣候變化已成為全球各地關注的主要環境議題。本集團的碳足跡主要來自空調及照明。為降低能源消耗及碳排放，本集團積極推行節能並採納綠色科技。為發掘提升能源效益的方法，本集團不時量度及記錄耗能情況。

本集團已於英皇娛樂酒店實施下列環保舉措並取得良好成果，能源效益顯著提升：

節能舉措概覽

- 縮短外牆招牌亮燈時間以減少電力消耗
- 將空調餘熱回收系統所產生之廢棄熱能，循環利用至鍋爐
- 採用冷卻塔系統以提升製冷設備的能源效益
- 在夜間減少使用製冷機組
- 使用升降機省電裝置
- 於繁忙時間後關掉部分乘客升降機
- 使用LED燈

本集團持續改善其空調系統，以提升整體營運效率。就此而言，英皇娛樂酒店的空調系統已安裝先進的熱能回收通風裝置，有效降低英皇娛樂酒店的液化石油氣消耗。



Grand Emperor Hotel received the Macao Green Hotel Award – Certificate of Merit, 2019-2021, organised by the Macau Environmental Protection Bureau and the Macau Government Tourist Office. The recognition demonstrates the Group's commitment and continuous efforts in environmental protection by adopting green initiatives in the hotel.

英皇娛樂酒店獲澳門環境保護局及澳門政府旅遊局授予2019–2021年度澳門環保酒店獎優良獎，嘉許本集團透過在酒店採納環保措施，堅守及投入對環境保護的承諾。

2.2.2 Recycling and Waste Management 循環利用及廢物管理

The Group has incorporated various environmental initiatives for maximising recycling as well as minimising waste generation.

本集團推行多項環保措施，以減少廢棄物產生的同時實現循環利用。

Waste Reduction and Recycling Initiatives Summary

Back Office

- Create a paperless working environment by implementing paperless processing through e-systems – such as for employee time sheets, payrolls, leave applications and memo approvals
- Encourage duplex printing and copying
- Recommend shareholders to access the Group's corporate communications document via electronic means

Hotel operation

- Reuse shower gel bottles after special hygiene treatment
- Use of different garbage bins for sorting the wastes
- Separate paper, aluminium cans, glass, metal, plastic bottles and surplus food from the waste, to maximise recycling

減少廢物及循環利用舉措概覽

後勤部門

- 透過電子系統實行無紙化流程，例如僱員工時表、糧單、申請假期及審批備忘錄等以營造無紙化的工作環境
- 鼓勵雙面列印及複印
- 建議股東利用電子方式獲取本集團的公司通訊文件

酒店業務

- 循環再用經特別衛生處理的沐浴露瓶
- 使用不同的垃圾桶進行分類
- 將紙張、鋁罐、玻璃、金屬、塑膠瓶及剩餘食物從垃圾中分開，促進循環利用

2.2.3 Water Conservation 節約用水

Various measures are implemented to enhance efficient use of water and advocate for responsible consumption habits. Water limiters and automatic sensors are installed into water tap. The Group also educates its kitchen staff on the water efficient practices.

本集團已採取多項措施提升用水效益並提倡負責任的用水習慣，並於水龍頭安裝限流器及自動傳感器。本集團亦教育廚房員工實行節約用水。

2.3 Environmental Performance Summary 環境保護績效概要

A significant portion of the Group's revenue is derived from Grand Emperor Hotel located at 288 Avenida Commercial De Macau, Macau. To demonstrate a commitment to greater transparency of reporting, quantitative data has been collected from Grand Emperor Hotel to illustrate the Group's sustainability performance. Grand Emperor Hotel occupies a gross floor area of approximately 60,770 square metres.

本集團大部分收入來自位於澳門商業大馬路288號的英皇娛樂酒店。為貫徹提高報告透明度的承諾，本集團已向英皇娛樂酒店收集量化數據，以闡述本集團之可持續發展表現。英皇娛樂酒店所佔建築面積約為60,770平方米。

Environmental performance data of Grand Emperor Hotel during the Year are as below:

於本年度英皇娛樂酒店的环境表現數據如下：

Indicator 指標		FY 2019/2020 年度	FY2020/2021 年度
GHG Emissions¹ 溫室氣體排放物¹			
Scope 1 GHG emissions (kgCO ₂ e)	範疇1溫室氣體排放 (每公斤二氧化碳當量)	61,969	53,706
Scope 2 GHG emissions (kgCO ₂ e)	範疇2溫室氣體排放 (每公斤二氧化碳當量)	16,814,511	13,488,493
Scope 3 GHG emissions (kgCO ₂ e)	範疇3溫室氣體排放 (每公斤二氧化碳當量)	37,766	11,966
Total (Scope 1, 2 & 3) GHG emissions (kgCO ₂ e)	合共(範疇1, 2及3)之溫室氣體 排放(每公斤二氧化碳當量)	16,914,247	13,554,165
GHG emissions intensity (kg/m ²)	溫室氣體排放強度(公斤/平方米)	278.3	223.0
Energy Consumption² 能源消耗²			
Direct energy consumption (GJ)	直接能源消耗(千兆焦耳)	44	34
Indirect energy consumption (GJ)	間接能源消耗(千兆焦耳)	74,809	60,551
Total energy consumption (GJ)	能源消耗總量(千兆焦耳)	74,853	60,585
Total energy consumption intensity (GJ/m ²)	能源消耗強度(千兆焦耳/平方米)	1.2	1.0
Waste Management 廢物管理			
General refuse disposed to landfills (kg)	棄置於堆填區的一般廢物(公斤)	51,068	19,397
General refuse disposed to landfills intensity (kg/m ²)	棄置於堆填區的一般廢物密度 (公斤/平方米)	0.8	0.3
Total recycled waste (kg)	回收廢物總量(公斤)	76,759	31,031
Recycled waste intensity (kg/m ²)	回收廢物密度(公斤/平方米)	1.3	0.5
Water Consumption 耗水量			
Water consumption (m ³)	耗水量(立方米)	264,841	171,678
Water consumption intensity (m ³ /m ²)	耗水量密度(立方米/平方米)	4.4	2.8

1 The Group does not directly create emissions with pollutants such as Sulphur Oxide (SO_x) and Nitrogen Oxide (NO_x)

1 本集團並無直接排放污染物，如硫氧化物(SO_x)以及氮氧化物(NO_x)

2 Based on the amount of electricity consumed

2 基於用電量

Due to the Covid-19, the occupancy level of the Selected Hotel has decreased during the Year, and the overall energy consumption level decreased accordingly.

由於新冠病毒疫情，本年度選定酒店的入住率有所下降，整體能源耗水平也相應下降。

3. WORKPLACE QUALITY 工作場所質素

3.1 Workforce Distribution and Diversity 員工分佈及職場多元化

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

As at 31 March 2021, the permanent employees of the Group totalled 770 (2020: 949), working in the hotel and gaming operations in Macau.

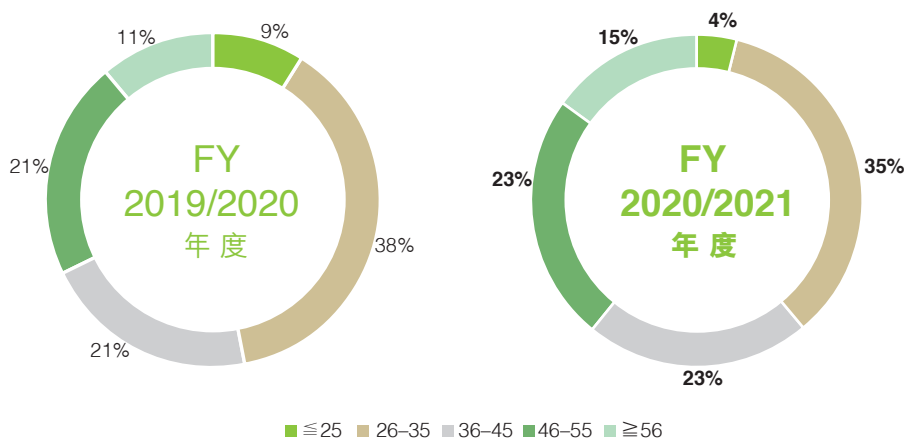
The demographics of the Group's workforce as at 31 March 2021 are summarised below:

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

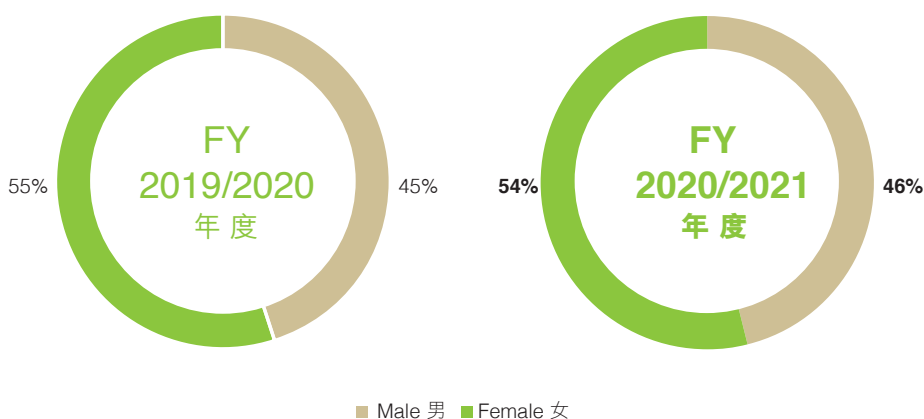
於2021年3月31日，本集團於澳門的酒店及博彩業務合共僱有770（2020年：949）名全職僱員。

本集團員工於2021年3月31日的分佈資料概列如下：

By Age 按年齡



By Gender 按性別



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

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

The management believes that employees are important assets of the Group, and remains committed to attracting and retaining talent with diverse backgrounds for achieving sustainable growth and maintaining a stable turnover rate. As at 31 March 2021, 62% (2020: 53%) of the staff had worked for the Group for five years or more. Staff turnover rate among managerial positions is relatively low, reflecting a high level of employee satisfaction and engagement with the Group.

3.2 Labour Standard 勞工標準

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

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

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

管理層相信，員工乃本集團之重要資產，致力吸引並挽留不同背景的人才，以達致可持續增長及維持穩定的流失率。於2021年3月31日，62% (2020: 53%)員工於本集團任職達5年或以上。管理職位的員工流失率相對較低，反映出員工對本集團的滿意度及歸屬感處於高水平。

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

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

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

3.3 Occupational Health and Safety 職業健康及安全

The Group prides itself on providing a safe, effective and congenial work environment for its staff. Health and safety training is provided to employees on induction. Workshops and seminars on different topics are regularly held, to present the latest information and raise awareness of occupational health and safety issues for employees.

The Group proactively identifies potential occupational hazards, to reduce staff exposure to accidents. For example, all restaurants staff are required to wear anti-skid shoes and anti-cutting gloves, to prevent injuries. Every case of injury, if any, is required to be reported to the Human Resources Department and be individually assessed under the internal guideline procedures. The rate of accidents and injuries during the Year was low. No fatalities or critical incidents were reported.

本集團致力為員工提供安全、高效及舒適之工作環境，並引以為豪。於入職時，員工需接受健康及安全培訓。本集團定期舉辦不同主題的學習工作坊及研討會，以呈列最新資訊，及加強僱員對職業健康及安全方面的意識。

本集團積極地識別潛在的職業性風險，以減低員工發生意外的機會。例如，所有餐廳員工須穿防滑鞋及防切割手套，以防受傷。每宗工傷事故（如有）需彙報至人力資源部，以根據內部指引程序進行獨立評估。本年度之意外及工傷率低。概無接獲死亡或重大事故的報告。

Fire Drill

During the Year, the Group organised a fire drill for its staff at the food court of Grand Emperor Hotel. Staff from the food and beverage, engineering, security, front office departments participated. Fire blanket, fire extinguishers and exhaust pipe, etc were used during the drill to ensure relevant staff know how to use the equipment correctly in case of fire.

走火演習

於本年度，本集團在英皇娛樂酒店的美食坊為員工組織了一次走火演習。餐飲部、工程部、保安部及前廳部的員工均參加了演習。演習中使用了滅火毯、滅火器和排氣喉等，以確保相關員工在發生火災時懂得如何正確使用這些設備。





Precautions Against the Covid-19

To safeguard the health of its staff, the Group distributed “Epidemic Prevention Bag” to its staff to express its love and care for its staff. Besides, the Group actively promotes the prevention of the disease, including by posting health advice posters at eye-catching locations on the staff notice boards, and in the staff canteen, staff changing rooms and staff dormitories, and measuring the body temperatures of everyone entering or leaving the office, in order to reduce the chance of infected persons entering the office building. The Group also further strengthened the disinfection and cleaning of the workplace, including meeting room facilities, washrooms, elevator buttons, table tops, and door handles, to maintain good environmental hygiene.



新冠病毒疫情預防措施

為保障員工的健康，本集團向員工派發「抗疫心意包」，以向員工表示愛心和關懷。此外，本集團積極推動防疫工作，包括在員工壁報板、員工飯堂、員工更衣室及員工宿舍等當眼處貼上健康指引海報，以及對出入辦公室的的所有人士探測體溫，以減低染疫人士進入辦公大樓的機會。本集團亦進一步加強工作場所之消毒及清潔工作，包括會議室設施、洗手間、升降機按鈕、桌面、門柄等，以保持良好的環境衛生。

In regard to the Group’s hotel operations, the Group has adopted measures including the following: (1) providing disinfectant hand sanitisers for guests at hotel main entrance; (2) installation of body temperature scanner at hotel main entrance for checking body temperature of guests; (3) regular disinfection work in public areas; (4) regular disinfection work on shuttle buses; (5) ensuring staff wear surgical masks and protective gloves at work; (6) providing mask holders for guests when having meals in restaurants; and (7) centralised collection and handling of used surgical masks of staff.

關於本集團之酒店營運，本集團已採取以下措施：(1)在酒店正門入口為客人提供消毒搓手液；(2)在酒店正門入口安裝人體溫度掃描儀以檢查客人的體溫；(3)定期在公共場所進行消毒工作；(4)定期於穿梭巴士進行消毒工作；(5)確保工作人員在工作時佩戴外科口罩和防護手套；(6)為在餐廳用膳之客人提供口罩存放夾；以及(7)集中收集並處理員工使用過的外科口罩。

3.4 Work-life Balance 工作與生活的平衡

The Group believes that maintaining work-life balance is essential for sustainability and a sound body and mind for every employee.

本集團相信，維持工作與生活的平衡對每位員工的可持續發展及身心健康至為重要。

Mid-Autumn Festival Delicacies 佳餚美饌賀中秋

September 2020
2020年9月

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

員工獲贈並一同分享由英皇娛樂酒店所提供的月餅，以表達心意及慶祝中秋節。



3.5 Development and Training 發展及培訓

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

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

The Group conducted various training sessions covering occupational safety, customer servicing skills, communication and conflict management skills, personal and food hygiene, big data application, etc.

本集團舉辦各種培訓環節，內容涵蓋職業安全、客戶服務技巧、溝通及衝突管理技能、個人及食物衛生及大數據應用等。

As at 31 March 2021, 83 (2020: 95) frontline staff had obtained Macao Occupational Skills Recognition System (MORS) certifications in accordance with their professions.

於2021年3月31日，83（2020年：95）名前線員工已按其專業範疇取得澳門職業技能認可基準(MORS)認證。

The number of training hours of the staff of the Group during the Year as below. During the Year, the number of training hours decreased due to the delay of training amid the Covid-19.

本集團員工於本年度的培訓時數如下。培訓時數於本年度減少是由於新冠病毒疫情導致培訓延遲舉行。

Training Hours 培訓時數

Item 項目		FY2019/2020 年度	FY2020/2021 年度
Total training hours	總培訓時數	16,500	3,500
Average training hours per employee	每名員工平均培訓時數	17	5

4. OPERATING PRACTICE 經營常規

4.1 Supply Chain Management 供應鏈管理

The Group values mutually beneficial and longstanding relationship with its suppliers. The Group works closely with a number of suppliers in providing a range of hospitality goods, including guestroom consumables, tableware, furniture and food and beverage. The selection of suppliers is based on criteria such as quality, price, delivery timeliness, supplier's capability and experience, with preference given to suppliers who demonstrate their environmental commitment.

本集團重視與供應商建立互惠互利及長久的合作關係。本集團與多名提供各種酒店用品（包括客房消耗品、餐具、傢俬及食物飲品）的供應商保持緊密合作。供應商乃根據質素、價格、送貨時效、供應商的實力及經驗等準則進行甄選，並會優先考慮能履行環保責任的供應商。

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

The Group's experienced and well-trained customer servicing team delivers consistently high-quality customer services. For monitoring customer satisfaction, questionnaires were sent to collect customer feedback. Guests' comments on their experience are evaluated and presented to the Group's management. During the Year, Grand Emperor Hotel received 25 complaints, all of which were immediately dealt with by the staff on duty. The incidents are attended to diligently and resolved in a timely manner.

本集團一直由經驗豐富及訓練有素之客戶服務團隊提供優質的客戶服務。為監察客戶滿意度，本集團發出調查問卷以收集客戶反饋。客戶的體驗意見將予以檢討並提交予本集團管理層。於本年度，英皇娛樂酒店收到25宗投訴，並由當值員工即時處理。本集團認真處理並及時解決有關事件。

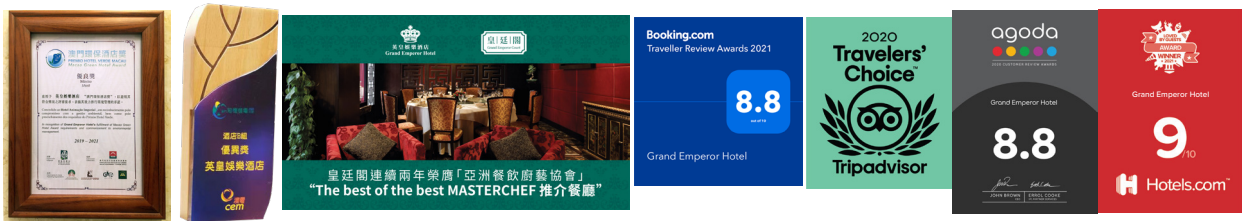
Daily briefings are held involving housekeeping, front office and security team, etc. To ensure service quality, spot checks on the service level are conducted periodically.

酒店每天都會舉行簡報會，涉及房務、前台和保安團隊等。為確保服務質素，定期對服務水平進行抽查。

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

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

- Booking.com Traveller Review Awards 2021
- Hotels.com Loved By Guests Award 2020 & 2021
- Macau Environmental Protection Bureau Macao Green Hotel Award – Certificate of Merit, 2019 – 2021
- CEM Macau Energy Saving Activity 2020 – Excellent Award of Hotel Group B
- Tripadvisor 2020 – 2021 Traveler’s Choice
- Agoda Customer Review Award, 2020
- Asia Art of Cuisine Society The Best of the Best Masterchef 2020 Recommendation Restaurant: Grand Emperor Court
- Asia Culinary Exchange Gold of Distinction Award, 2019
- Tripadvisor Hall of Fame, 2019
- Tripadvisor Certificate of Excellence Award, 2012 – 2019
- Dianping Customer Review Awards, 2018 – 2019
- Booking.com Guest Review Awards, 2016 – 2018
- SKYSCAPE Magazine Most Influential Entertainment Hotel Brand Award, 2018
- Booking.com 2021年旅客評分獎
- Hotels.com 2020及2021年旅客最喜愛住宿獎
- 澳門環境保護局2019 – 2021年度澳門環保酒店獎優良獎
- 2020年澳電《知慳惜電活動》酒店B組優異獎
- 貓途鷹2020 – 2021旅行者之選大獎
- Agoda 2020最佳客戶評分
- 亞洲餐飲廚藝協會2020 The Best of the Best Masterchef 推介餐廳：皇廷閣
- 亞洲名廚精英薈2019年至尊金獎
- 貓途鷹2019年名人堂
- 貓途鷹2012 – 2019年卓越獎
- 大眾點評2018 – 2019年度好評商戶
- Booking.com 2016 – 2018年住客評分卓越獎
- 鳳凰天空雜誌2018年最具影響力娛樂酒店品牌大獎




4.3 Protection of Data 資料保護

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

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

4.4 Protection of Intellectual Property 保護知識產權

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

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

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

其中，英皇商標於中國內地被相關公眾所熟知，並得到國家知識產權局跨類別的保護，印證本集團於中國廣泛的認受性和品牌價值。

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

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

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

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

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

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

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

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

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

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

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

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

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

- Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong)
- Companies Ordinance (Cap. 622, Laws of Hong Kong)
- Prevention of Bribery Ordinance (Cap. 201, Laws of Hong Kong)
- Legal Framework for the Operations of Casino Games of Fortune (Law No. 16/2001, Laws of Macau)
- Macau Labour Relations Law (Law No. 7/2008, Laws of Macau)
- 《打擊洗錢及恐怖分子資金籌集條例》(香港法例第615章)
- 《公司條例》(香港法例第622章)
- 《防止賄賂條例》(香港法例第201章)
- 《娛樂場幸運博彩經營法律制度》(澳門法律第16/2001號)
- 《澳門勞動關係法》(澳門法律第7/2008號)

Details on the work of the Corporate Governance Committee can be found on page 43 of the Corporate Governance Report in the Company's Annual Report 2020/2021.

企業管治委員會之工作詳情載於本公司2020/2021年報企業管治報告第43頁。

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

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

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

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

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

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

5. COMMUNITY INVOLVEMENT 參與社區活動

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

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

The Group has been awarded the 10 Years Plus Caring Company Logo by the Hong Kong Council of Social Service, recognising its ongoing commitment to fulfilling its corporate social responsibilities.



本集團獲香港社會服務聯會頒發10年或以上「商界展關懷」標誌殊榮，表揚其履行企業社會責任的持久承諾。

5.1 Charitable Sponsorship and Donations 慈善贊助及捐贈

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

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

Donation of LED Desk Lamps to Hoops for Hope Basketball Asia 捐贈LED座枱燈予希望種子籃球亞洲

September 2020
2020年9月



Emperor Foundation donated a number of multi-purpose LED desk lamps to Hoops for Hope Basketball Asia, which were distributed to trainees from its Tin Shui Wai and Sham Shui Po branches, as well as children in need at the Children’s Home. Volunteers went to various communities to deliver the LED desk lamps to trainees in person, to help them prepare for the new school year in September, and ensure they have sufficient light for online classes while protecting their eyes.

英皇慈善基金捐贈多台多功能LED座枱燈予希望種子籃球亞洲，並派發給其位於天水圍及深水埗分部的學員，以及兒童之家的有需要學童。義工親身前往多個社區向學員送上LED座枱燈，為9月新學年做好準備，確保他們在網上學習時具備充足光源，並同時使他們的眼睛得到保護。

Mooncake Donation Campaign 愛心月餅募捐大行動

September 2020
2020年9月

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

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



Donation of Covid-19 Prevention Bags to Residents of ALL AS ONE Co-living Scheme

捐贈愛心防疫包予「共·融舍」房屋共享計劃住戶

November 2020
2020年11月



Emperor Foundation donated Covid-19 Prevention Bags to families that are moving in under the ALL AS ONE Co-living Scheme, to express its love and care for the residents.

英皇慈善基金捐贈愛心防疫包予「共·融舍」房屋共享計劃中陸續遷入的家庭，以向住戶表示愛心和關懷。

6. APPENDIX: HKEX ESG REPORTING GUIDE CONTENT INDEX

附錄：港交所環境、社會及管治報告指引內容索引

Subject areas 主要範疇	Description 描述	Section 章節
A. Environmental 環境		
Aspect A1: Emissions 層面A1: 排放物		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	2.1
KPI A1.1 指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	2.3
KPI A1.2 指標A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	2.3
KPI A1.3 指標A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	Not applicable <i>In view of its business nature, the Group does not directly generate any hazardous waste.</i> 不適用 基於其業務性質，本集團不會直接產生大量有害廢棄物。
KPI A1.4 指標A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	2.3
KPI A1.5 指標A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	2.2.1
KPI A1.6 指標A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	2.2.2

Subject areas 主要範疇	Description 描述	Section 章節
Aspect A2: Use of Resources 層面A2: 資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	2.1, 2.2
KPI A2.1 指標A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及/或間接能源總消耗量及密度。	2.3
KPI A2.2 指標A2.2	Water consumption in total and intensity. 總耗水量及密度。	2.3
KPI A2.3 指標A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	2.2.1
KPI A2.4 指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題, 以及提升用水效益計劃及所得成果。	2.2.3
KPI A2.5 指標A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及(如適用)每生產單位佔量。	Not applicable 不適用
Aspect A3: The Environment and Natural Resources 層面A3: 環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	2.2
KPI A3.1 指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	2.2

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

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

Subject areas 主要範疇	Description 描述	Section 章節
Operating Practices 營運慣例		
Aspect B5: Supply Chain Management 層面B5: 供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	4.1
KPI B5.1 指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	4.1 Briefly discussed 已概括說明
KPI B5.2 指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	4.1 Briefly discussed 已概括說明
Aspect B6: Product Responsibility 層面B6: 產品責任		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.2
KPI B6.1 指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Not applicable 不適用
KPI B6.2 指標B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	4.2 Briefly discussed 已概括說明
KPI B6.3 指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	4.4
KPI B6.4 指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	4.2

Subject areas 主要範疇	Description 描述	Section 章節
KPI B6.5 指標B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	4.3
Aspect B7: Anti-Corruption 層面B7: 反貪污		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.5
KPI B7.1 指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	4.5
KPI B7.2 指標B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	4.5
Community 社區		
Aspect B8: Community Investment 層面B8: 社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解發行人營運所在社區需要和確保其業務活動會考慮社區利益的政策。	5
KPI B8.1 指標B8.1	Focus areas of contribution. 專注貢獻範疇。	5
KPI B8.2 指標B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	5