



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

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



ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE REPORT

環境、社會及管治報告

2020/2021

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1. ABOUT THIS REPORT 關於本報告

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

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.emperorint.com/>) and Hong Kong Exchanges and Clearing Limited (“HKEX”) news website (<https://www.hkexnews.hk>).

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

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.emperorint.com/>)及香港交易及結算有限公司(「港交所」)的披露易網站(<https://www.hkexnews.hk>)查閱。

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

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

本集團致力與主要持份者群組包括客戶、租戶、僱員、投資者、股東、供應商、承建商及社區進行持續互動。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。



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

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

Material Topics 重要議題



Environment

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

Workplace

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

Operating Practices

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

Community

- Employee volunteering
- Community fundraising

環境

- 綠色建築
- 能源管理
- 廢物管理
- 減少用紙
- 節約用水

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

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

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.

本集團秉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. ENVIRONMENTAL PROTECTION 環境保護

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

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

2.1 Green Construction 綠色建築

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

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

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

近年來，本集團若干主要物業已獲得綠色建築認證：

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



2.2 Energy Management 能源管理

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

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

Energy Saving Initiatives Summary 節能舉措概覽



Head Office

- Minimise use of chiller units during night-time
- Use LED lamps
- Switch off lights and air-conditioning in respective zones after office hours
- Switch off passenger lifts after office hours

Leasing property

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

Hotel

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

總辦公室

- 在夜間減少使用製冷機組
- 使用LED燈
- 辦公時間後關閉各區的燈光及空調
- 辦公時間後關閉乘客升降機

租賃物業

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

酒店

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



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

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

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

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

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

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

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

本集團不時在其經營範圍監察能源消耗情況，以發掘提升能源效率的機會。

2.3 Waste Management 廢物管理

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

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



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

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

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

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

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

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

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

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





2.4 Paper Reduction 減少用紙

**THINK
BEFORE YOU
PRINT**

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

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

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

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

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



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



2.5 Water Conservation 節約用水

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



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

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

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

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

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





2.6 Environmental Performance Summary 環境保護績效概要

The quantitative data has been collected from selected properties of the Group's property investment and hospitality operations during the Year in order to more comprehensively reflect the Group's sustainability performance. The relevant data is as follows:

於本年度，本集團從其物業投資及酒店業務的所選物業收集量化數據，以更全面地展示本集團於各地區的可持續發展表現。相關數據如下：

Indicators 指標	Financial Year 財政年度	Property Investment ¹ 物業投資 ¹	Hospitality ² 酒店業務 ²
2.6.1 GHG Emissions 溫室氣體排放			
Scope 1 GHG emissions (kgCO ₂ e) 範疇1溫室氣體排放 (每公斤二氧化碳當量排放)	2020/2021 2019/2020	— -	53,706 61,969
Scope 2 GHG emissions (kgCO ₂ e) 範疇2溫室氣體排放 (每公斤二氧化碳當量排放)	2020/2021 2019/2020	5,758,712 5,875,673	16,415,443 20,024,029
Scope 3 GHG emissions (kgCO ₂ e) 範疇3溫室氣體排放 (每公斤二氧化碳當量排放)	2020/2021 2019/2020	13,495 16,283	12,110 37,900
Total (Scope 1, 2 & 3) GHG emissions (kgCO ₂ e) 合共 (範疇1,2及3) 之溫室氣體排放 (每公斤二氧化碳當量排放)	2020/2021 2019/2020	5,772,207 5,891,956	16,481,259 20,123,898
GHG emissions intensity (kg/m ²) 溫室氣體排放強度 (公斤/平方米)	2020/2021 2019/2020	58.0 59.2	225.3 275.1
2.6.2 Energy Consumption 能源消耗			
Direct energy consumption (GJ) 直接能源消耗 (千兆焦耳)	2020/2021 2019/2020	— -	34 44
Indirect energy consumption (GJ) 間接能源消耗 (千兆焦耳)	2020/2021 2019/2020	23,443 23,921	73,549 89,062
Total energy consumption (GJ) 總能源消耗 (千兆焦耳)	2020/2021 2019/2020	23,443 23,921	73,583 89,106
Energy consumption intensity (GJ/m ²) 能源消耗強度 (千兆焦耳/平方米)	2020/2021 2019/2020	0.2 0.2	1.0 1.2



Indicators 指標	Financial Year 財政年度	Property Investment ¹ 物業投資 ¹	Hospitality ² 酒店業務 ²
2.6.3 Waste Management 廢物處理			
General refuse disposed to landfills (kg) 棄置於堆填區的一般廢物 (公斤)	2020/2021 2019/2020	188,287 1,408,239	19,434 51,092
General refuse intensity (kg/m ²) 一般廢物密度 (公斤/平方米)	2020/2021 2019/2020	1.9 14.1	0.3 0.7
Total recycled waste (kg) 總回收廢物 (公斤)	2020/2021 2019/2020	9,198 976	31,079 76,914
Recycled waste intensity (kg/m ²) 回收廢物密度 (公斤/平方米)	2020/2021 2019/2020	0.1 0.01	0.4 1.1
2.6.4 Water Consumption 耗水量			
Water consumption (m ³) 耗水量 (立方米)	2020/2021 2019/2020	27,527 32,492	197,917 293,972
Water consumption intensity (m ³ /m ²) 耗水量密度 (立方米/平方米)	2020/2021 2019/2020	0.3 0.3	2.7 4.0

1 Comprises the following properties:

包括以下物業：

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

2 Comprises the following properties:

包括以下物業：

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





The Covid-19 pandemic adversely impacted the Group's business operations during the Year, which was the major reason for a decrease in overall energy consumption.

由於新冠病毒疫情，本集團的業務營運於本年度受影響，為導致整體能源耗水平下降的主要原因。

In May 2021, the Head Office, along with many other units of the **Emperor Group Centre**, were awarded an “Indoor Air Quality Certification – Good Class” by the Environmental Protection Department, under its voluntary Indoor Air Quality Certification Scheme for Offices and Public Places.

於2021年5月，環境保護署根據其自願性辦公室及公眾場所室內空氣質素檢定計劃向總辦公室連同**英皇集團中心**內其他眾多單位頒發「室內空氣質素檢定證書－良好級」。



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

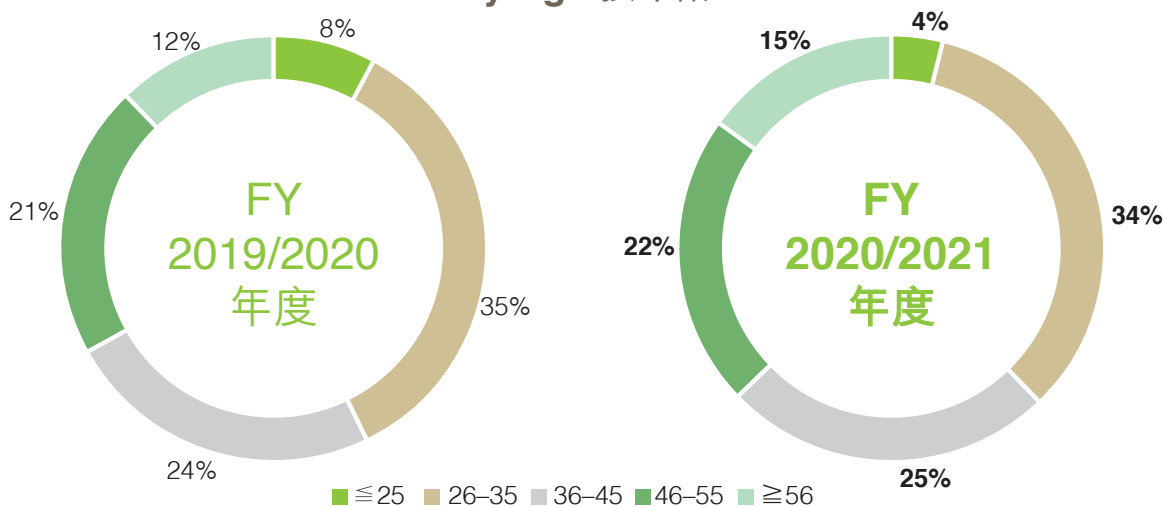
The Group believes that a motivated and balanced workforce is crucial for building a sustainable business model and delivering long-term returns.

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

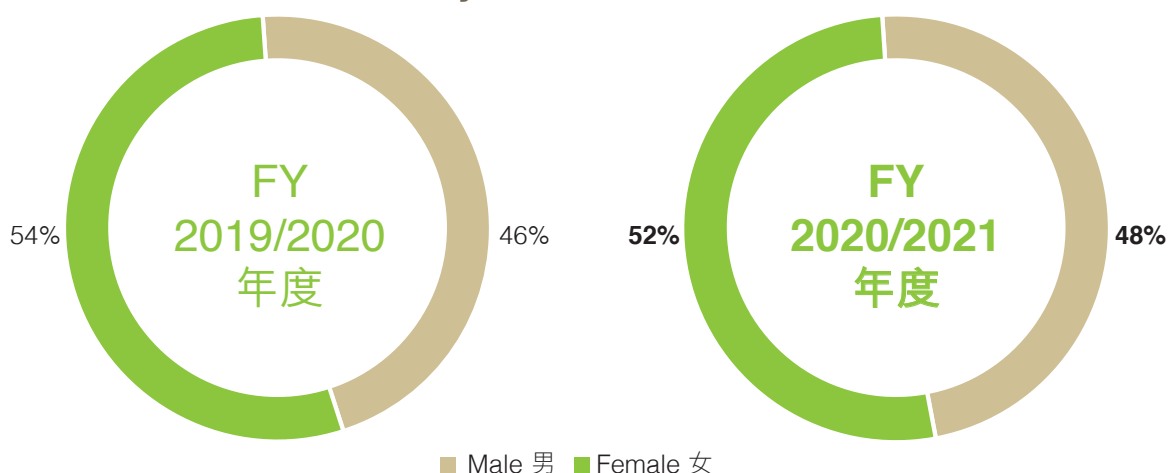
As at 31 March 2021, the permanent employees of the Group totalled 1,209 (2020: 1,415). The demographics of the Group's workforce as at 31 March 2021 are summarised below:

於2021年3月31日，本集團合共僱有1,209 (2020: 1,415)名全職僱員。於2021年3月31日，本集團之員工分佈資料概述如下：

By Age 按年齡

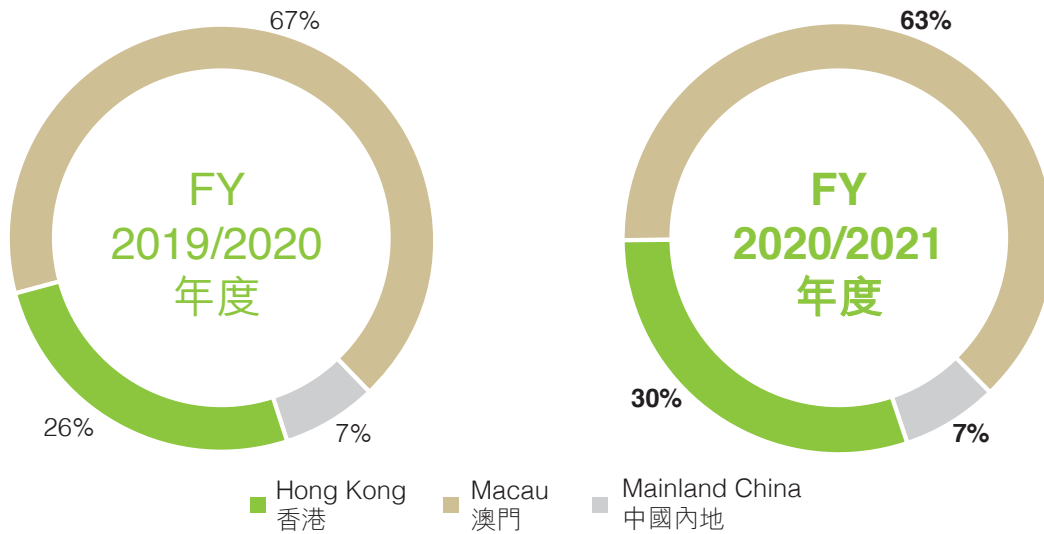


By Gender 按性別





By Region 按地區



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

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, 53% (2020: 48%) 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.

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。

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，53%（2020：48%）員工於本集團任職達5年或以上。管理職位的員工流失率相對較低，反映出員工對本集團的滿意度及歸屬感處於高水平。

3.2 Labour Standard 勞工標準

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

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、人壽保險及額外有薪年假。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。



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 or the Investigation Committee.

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.

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或調查委員會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。



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

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

3.3 Occupational Health and Safety 職業健康及安全

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

本集團致力為員工提供安全、高效及舒適之工作環境，並引以為豪。於入職時，員工需接受健康及安全培訓。本集團定期舉辦不同主題的學習工作坊及研討會，以呈列最新資訊，及加強辦公室、酒店及項目地盤工作之僱員對職業健康及安全（「職安健」）方面的意識。



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

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

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

3.3.2 OHS in Workplace 工作場所之職安健

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

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

The Group enhances emergency preparedness and ensures there are well-stocked first-aid kits in offices, warehouse and retail outlets to protect the health and safety of employees, in the event that they are injured at work. An automated external defibrillator ("AED") has been placed in the office building to rescue potential victims of sudden cardiac arrest. During the Year, an AED awareness training course was held for the staff, to reinforce their techniques in the resuscitation processes. Besides, the Group has arranged staff who had received the Standard First Aid Certificate from the Hong Kong Red Cross to provide First Aid treatment to colleagues in the Head Office whenever needed.

本集團提升應急準備能力及確保辦公室、倉庫及零售店內配備充足的急救箱，以於員工發生工傷時能保障員工的健康及安全。自動體外心臟去顫器（「AED」）已放置在辦公大樓，以供潛在心臟病患者在病發時進行救助。於本年度，本集團已為員工舉辦AED意識培訓課程，以加強其急救技巧。此外，本集團安排了已獲香港紅十字會急救證書之員工於需要時在總辦公室為其他員工提供急救治療。





Fire Drill

During the Year, **GEH** organised a fire drill for its staff at the food court of **GEH**. 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，**英皇娛樂酒店**為其員工在**英皇娛樂酒店**的美食坊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。

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

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



OHS Data 職安健數據

Item	項目	FY2019/2020年度	FY2020/2021年度
Work-related fatalities	因工死亡事故	0	0
Work-related injuries	工傷	26	18
Lost days due to work injury	因工傷損失的工作日數	143	266
Injury rate	工傷率	1.8%	1.5%





Precautions Against Covid-19 Pandemic

The Group prioritises its staff and customers at all times. In response to Covid-19, the Group has specially established a committee and formulated contingency plans with the involvement of the senior management team. In addition, human resources issues have been discussed, and precautionary measures have been put in place.

The Group actively monitored the preventive measures taken by the office building's property management company, including posting health advice posters at eye-catching locations in the office building, and installing infrared temperature sensors in the lobby to check the body temperatures of everyone entering and leaving the building, to reduce the chance of infected persons entering the office building. Besides, the Group purchased more air purifiers to help combat Covid-19, and placed them in various locations in the Head Office to keep the workplace clean and safe. The Group also further strengthened the disinfection and cleaning of the workplace, including meeting room facilities, table tops, and door handles, to maintain good environmental hygiene.

In view of the severity of Covid-19 in Hong Kong for a period of time, the Group took further measures and arranged its staff to work from home according to the operational needs to ensure the safety of its staff. In addition, the Group has specially provided lunch boxes to the staff in the Head Office during the severe pandemic period as a temporary arrangement in order to safeguard the health of its staff.

In December 2020, a confirmed Covid-19 case was identified in the office building. The Group promptly arranged a deep cleaning and thorough disinfection in the Head Office, to ensure a safe work environment for its staff.

In order to further contain the pandemic, the government has extended the Covid-19 vaccination program to multiple age groups. The Group encourages employees to receive the vaccinations, and understanding that the employees may need more rest after the vaccinations, the management has specially granted two leave days for and distributed a goodie bag to each employee after receiving the vaccination to show its care for its employee.

為了進一步控制疫情，政府把新冠病毒疫苗接種計劃範圍擴大至多個年齡層。本集團鼓勵員工接種疫苗，並理解員工在接種疫苗後可能需要更多的休息，管理層特別為每位接種了疫苗的員工提供兩天假期以及派發心意包一份，以表示對員工的關懷。

新冠病毒疫情預防措施

本集團一直將其員工及顧客放在首位。面對新冠病毒疫情，本集團在高級管理團隊的參與下，專門成立了一個委員會並制定了應變計劃。此外，已就人力資源問題作出討論，並確保設有妥善的預防措施。

本集團積極監察辦公大樓之物業管理公司的防疫工作，包括在辦公大樓大堂設置紅外線體溫探測儀器，以對出入大廈的所有人士探測體溫，減低染疫人士進入辦公大樓的機會。本集團購買更多空氣淨化器以對抗新冠病毒疫情，並放置於總辦公室的多個位置，以確保工作場所清潔及安全。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、桌面、門柄等，以保持良好的環境衛生。

由於新冠病毒疫情於香港曾一度較為嚴重，為了確保員工的安全，本集團採取了進一步的措施，根據業務需要安排員工在家工作。此外，作為臨時安排，本集團於新冠病毒疫情嚴峻時特別向總辦公室的員工提供午飯，以保障其員工的健康。

於2020年12月，於本辦公大樓發現一個新冠病毒確診個案。本集團迅速在總辦公室安排了深層清潔和徹底消毒，以確保其員工享有安全的工作環境。



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

員工獲贈並一同分享由英皇駿景酒店所提供的月餅，以表達心意及慶祝中秋節。



3.5 Development and Training 發展及培訓

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

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

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

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

In hotel operations, various training courses are conducted to promote occupational safety, personal and food hygiene, fire and emergency response, first aid and customer serving skills. The Group also provides professional training programs to hotel operations' frontline staff under the Macao Occupational Skills Recognition System ("MORS") certification scheme, to enhance their occupational proficiency.

在酒店營運方面，舉辦各項培訓課程，以加強員工之職業安全、個人及食物衛生、火警及緊急事故應對、急救及客戶服務技巧。本集團亦為酒店業務前線員工提供澳門職業技能認可基準（「MORS」）認證計劃認可的專業培訓課程，以提升員工之職業技能水平。

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	17,569	3,739
Average training hours per employee	每名員工平均培訓時數	12	3

During the Year, the number of training hours decreased due to the special arrangement of training during Covid-19, as well as the decrease in the number of new employee.

於本年度，培訓時數減少是由於新冠病毒疫情期間培訓的特別安排，以及新員工數目有所減少。

4. OPERATING PRACTICE 經營常規

4.1 Supply Chain Management 供應鏈管理

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

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

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

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

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

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

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

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

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

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

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



4.2.1 Professional Property Management 專業之物業管理



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

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

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

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

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

為了加強與租戶之溝通，本集團會不時誠意電訪及拜訪，以了解其服務需求。

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



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

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

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

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

本集團致力於在產品交付之前、期間及之後為置業人士提供卓越的體驗。

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

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

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

4.2.3 Excellent Customer Services 優質客戶服務

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

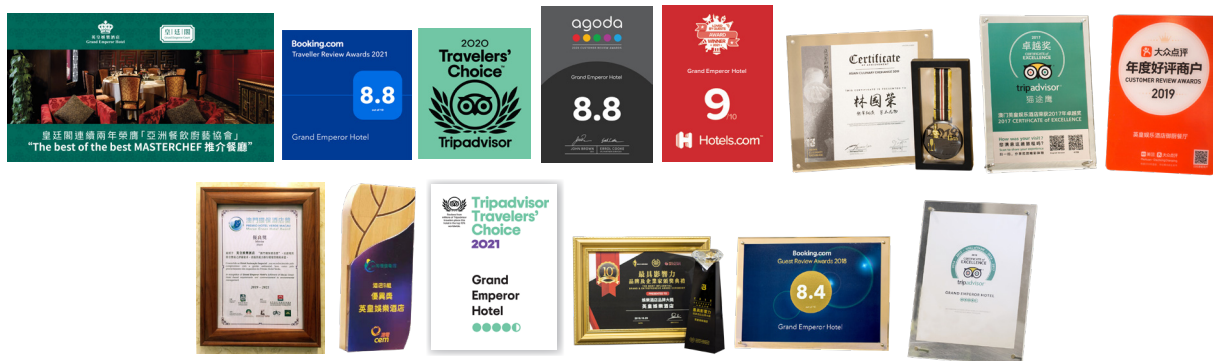
GEH has achieved several notable accolades for delivering outstanding hospitality performance. Major hospitality awards it has received in recent years are as follows:

- 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

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

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

- 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
- 亞洲名廚精英賽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 **Emperor**, 英皇 and . The Group has registered trademarks in various classes in Hong Kong, Macau and mainland China, United Kingdom and other relevant jurisdictions. In addition, the Group's trademarks and domain names are constantly monitored, and renewed prior to their expiration.

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

In particular, the trademark 英皇 has been recognised as well-known to the relevant public in mainland China and has 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 anticorruption 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.

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

During the Year, no legal case regarding corrupt practices was brought against the Group or its employees. Also, no 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。

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

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



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

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

- Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong)
- Companies Ordinance (Cap. 622, Laws of Hong Kong)
- Competition Ordinance (Cap. 619, Laws of Hong Kong)
- Conveyancing and Property Ordinance (Cap. 219, Laws of Hong Kong)
- Employment Ordinance (Cap. 57, Laws of Hong Kong)
- Prevention of Bribery Ordinance (Cap. 201, Laws of Hong Kong)
- Residential Properties (First-hand Sales) Ordinance (Cap. 621, Laws of Hong Kong)
- Legal Framework for the Operations of Casino Games of Fortune (Law No. 16/2001, Laws of Macau)
- Macau Labour Relations Law (Law No. 7/2008, Laws of Macau)
- 《打擊洗錢及恐怖分子資金籌集條例》(香港法例第615章)
- 《公司條例》(香港法例第622章)
- 《競爭條例》(香港法例第619章)
- 《物業轉易及財產條例》(香港法例第219章)
- 《僱傭條例》(香港法例第57章)
- 《防止賄賂條例》(香港法例第201章)
- 《一手住宅物業銷售條例》(香港法例第621章)
- 《娛樂場幸運博彩經營法律制度》(澳門法律第16/2001號)
- 《澳門勞動關係法》(澳門法律第7/2008號)

Details on the work of the Corporate Governance Committee can be found on page 48–49 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年度全年報告企業管治報告第48–49頁。

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

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

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

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

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

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

5. COMMUNITY INVOLVEMENT 參與社區活動

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

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。

Emperor Group was presented with the “The Most Outstanding Caring Award (Enterprise Group)” at the Industry Cares Recognition Scheme 2020 organised by Federation of Hong Kong Industries in recognition of its achievement in creating positive and shared social values.

英皇集團於香港工業總會舉辦之「工業獻愛心」表揚計劃2020頒獎典禮獲頒企業組別「卓越關懷大獎」，以表揚其建立正面社會價值觀及締造共享價值作出的成績。



英皇集團榮獲香港工業總會「工業獻愛心」表揚計劃2020
企業組
「卓越關懷大獎」



The Group has been awarded the 15 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15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:

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

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

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。

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：

September 2020
2020年9月



September 2020
2020年9月





Dress Casual Day 公益金便服日

October 2020
2020年10月

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

本年主題為「We We Wear Wear」，每位參與的香港同事捐出70港元或以上予香港公益金，便可於便服日穿上便服。員工一同參與活動以示支持。



ALL AS ONE Co-living Scheme 「共·融舍」房屋共享計劃

November 2020
2020年11月



The Group and New Home Association ("NHA"), a charity organisation, joined hands and launched the "ALL AS ONE Co-living Scheme", in which the Group licensed a total of 22 apartment units of its property situated at Ko Shing Building, 78-80 Queen Road West, Sheung Wan at a nominal rent of HK\$1 for a term of one year to NHA, who performs as an operator. NHA then provided temporary housing to under-privileged people, with priorities for ethnic minorities and single-parent families, who have urgent needs for housing or have queued for Public Rental Housing for at least three years, as a transitional residence that ensures co-living and cohesion, and improves their quality of life. The scheme also helps to accelerate their integration with and contribution to society, through sharing and mutual support.

To speed up implementation of the scheme, the Group was also responsible for co-ordinating the renovation works of all units, and formed a voluntary team by its employees to clean and paint the renovated units, in order to provide a comfortable living environment for the residents.

本集團與慈善機構新家園協會合作，攜手推出「共·融舍」房屋共享計劃。本集團以象徵式港幣1元租金將旗下位於上環皇后大道西78-80號高陞大樓22個單位租予新家園協會負責營運，為期一年。新家園隨之為有迫切住屋需要或正輪候公屋最少三年的基層人士，特別是單親家庭和少數族裔等弱勢社群，提供一個「共生、共融」的過渡性居所，助其改善生活質素。本計劃並通過共享互助，協助他們加快融入及貢獻社區。

為加快計劃推行，本集團並負責統籌所有單位的翻新修葺工程，並由員工組成義工隊伍合作完成清潔及髹油，務求為住戶提供一個舒適的居住環境。



Skip Lunch 公益行善折食日

March 2021
2021年3月

By making a donation of HK\$35 or more, a colleague would receive Skip Lunch Day Coupon in return, and could redeem designated items at any Hung Fook Tong outlets in Hong Kong in a specified period. The donation were used to support The Community Chest and its member agencies, to improve the lives of street sleepers, and people living in cage homes and cubicles.

同事捐款港幣35元或以上即可獲回贈「折」食愛心券，並可於指定期間於全港鴻福堂門市換領指定產品。捐款用以支持公益金及其轄下會員機構，幫助露宿者、籠屋及板間房居民改善生活。



5.2 Event Space Sponsorship 活動場地贊助

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

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

Venue 場地	Date 日期	Event 活動
Fitfort 健威坊	May 2020 2020年5月	Public education and promotion of adoption scheme by Plan International Hong Kong 國際培幼會(香港)公眾教育及助養計劃推廣
Fitfort 健威坊	June 2020 2020年6月	Public education and membership recruitment by WWF Hong Kong 世界自然基金會香港分會公眾教育及會員招募
Fitfort 健威坊	September 2020 2020年9月	Promotion of monthly donation scheme and membership recruitment by Hong Kong Committee of UNICEF 聯合國兒童基金會香港委員會每月捐款計劃宣傳及會員招募





Venue 場地	Date 日期	Event 活動
Fitfort 健威坊	September 2020 2020年9月	Promotion of environmental awareness and membership recruitment by Greenpeace East Asia 綠色和平東亞分部環保意識宣傳及會員招募
Fitfort 健威坊	October 2020 2020年10月	Health exhibition by Hong Kong Red Cross 香港紅十字會健康專題展覽
		
Fitfort 健威坊	November to December 2020 2020年11-12月	Education on restoring sight and promotion of donation scheme by The Fred Hollows Foundation (HK) Limited 護瞳行動重見光明教育及捐款計劃推廣
Fitfort 健威坊	January 2021 2021年1月	Green peace campaign and promotion of Amazon rainforest protection by Greenpeace East Asia 綠色和平東亞分部綠色和平運動及保護亞馬遜熱帶雨林推廣
Fitfort 健威坊	February 2021 2021年2月	Promotion of children protection, education, health, and adoption scheme by Save The Children Hong Kong Limited 香港救助兒童會推動兒童保護、教育、健康及助養計劃

5.3 Environmental Conservation 環境保護

The Group is dedicated to promoting environmental awareness through green education.

本集團致力通過綠色教育宣揚環保意識。

Earth Hour 地球一小時

March 2021
2021年3月

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

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



6. APPENDIX: HKEX ESG REPORTING GUIDE CONTENT INDEX

附錄：港交所環境、社會及管治報告指引內容索引

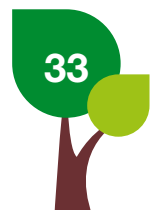
Subject areas 主要範疇	Description 描述	Section 章節
A. Environmental 環境		
Aspect A1: Emissions		
層面A1：排放物		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions,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



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



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

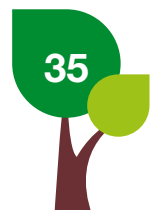




Subject areas 主要範疇	Description 描述	Section 章節
KPI B2.1 指標B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	3.3
KPI B2.2 指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	3.3
KPI B2.3 指標B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 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



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





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



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

