



# 東瀛遊控股有限公司

EGL Holdings Company Limited

(於開曼群島註冊成立的有限公司)

(Incorporated in the Cayman Islands with limited liability)

股份代號 Stock Code : 6882



## 2020 環境、社會及管治報告

2020 Environmental, Social and Governance Report





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# I. 關於本報告

## I. ABOUT THE REPORT

旅遊行業為數百萬人提供生計，讓數十億人能夠體驗自身所處和不同的文化，領略自然世界的風采。然而，2020年初新型冠狀病毒疫情（「疫情」）的突然爆發，令全球旅遊業陷入停滯，給全球經濟、生活、公共服務帶來了前所未有的挑戰與機遇。

作為香港旅遊業的知名品牌之一，東瀛遊控股有限公司（「本公司」）連同其附屬公司（「本集團」）已經服務30餘年。本集團長期致力於開發、設計和提供多元化的旅遊產品和服務，為客人帶來與眾不同的愉悅旅行體驗和難忘的歡樂時光。本集團在日常營運中考慮重大環境、社會和管治（統稱為「ESG」）事項以及其財務收入，並從本質上將其長期成功與企業ESG管理和可持續發展的有效性聯繫在一起。具體而言，為了響應可持續旅遊業發展準則，本集團將合理利用支撐旅遊業發展的自然資源，尊重旅行目的地的社會文化和其僱員與客戶的福祉，以及確保其商業模式切實可行，並為所有持份者創造社會經濟價值。

根據香港聯合交易所有限公司（「聯交所」）證券上市規則附錄27 –《環境、社會及管治報告指引》的規定，本集團就截至2020年12月31日止年度（「2020年財政年度」）欣然提呈其第五份環境、社會及管治報告（「ESG報告」），以闡述本集團於2020年財政年度的ESG管理及企業可持續發展的方式及表現。

### 邊界設定

本ESG報告根據營運控制方法，主要涵蓋本集團業務範圍內的環境及社會表現，包括(i)本集團位於香港、澳門、中華人民共和國（「中國」）及日本辦事處的旅遊相關業務，及(ii)本集團於日本的酒店營運業務。除非另有說明，本ESG報告的披露期為2020年財政年度，即從2020年1月1日至2020年12月31日止。有關企業管治章節，請參閱本集團2020年年報第55至72頁。

Tourism provides livelihoods for millions of people and allows billions more to appreciate their own and different cultures, as well as the natural world. Yet the sudden outbreak of COVID-19 pandemic (the “Pandemic”) in early 2020 has made global tourism come to a standstill with unprecedented challenges on economies, livelihoods, public services and opportunities on all continents.

As one of Hong Kong’s prominent brands in the travel industry, EGL Holdings Company Limited (the “Company”), together with its subsidiaries (the “Group”) have been serving for more than 30 years. The Group has long been committed to the advancement, design and provision of diversified travel products and services to its customers and bringing its customers unique and pleasurable travel experience with unforgettable moments of joy. The Group takes into consideration the material environmental, social and governance (collectively referred to as “ESG”) matters together with its financial income in its daily operations and inherently links its long-term success to the effectiveness of its corporate ESG management and sustainable development. In response to sustainable tourism development guidelines, specifically, the Group keeps making optimal use of natural resources that constitute the essence of tourism development, respecting the socio-cultural authenticity of travel destinations and the well-being of both its employees and clients and ensuring a viably lucrative business model that can create socioeconomic value to all stakeholders.

In compliance with the requirements under Appendix 27 – Environmental, Social and Governance Reporting Guide to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”), the Group is pleased to present its fifth ESG report (the “ESG Report”) for the year ended 31 December 2020 (“FY2020”), demonstrating the Group’s approach and performance in terms of its ESG management and corporate sustainable development in FY2020.

### BOUNDARY SETTING

In accordance with the operational control approach, this ESG Report primarily covers the environmental and social performance within the operational boundaries of the Group that includes the (i) Group’s travel-related businesses in the offices situated in Hong Kong, Macau, the People’s Republic of China (the “PRC”), and Japan, and (ii) the Group’s hotel operation business in Japan. The reporting period of this ESG Report is for the financial year 2020, from 1 January 2020 to 31 December 2020, unless specifically stated otherwise. For the corporate governance section, please refer to the Group’s Annual Report 2020 (Pages 55 to 72).



## I. 關於本報告 I. ABOUT THE REPORT

### 報告原則

#### 重要性：

作為重點關注於本集團最重要的環境和社會影響的通用戰略業務工具，本集團採用重要性原則，確保就對本集團業務及其持份者而言的關鍵事宜進行認真收集、重要性排序並於本ESG報告中透過資訊披露呈現。

#### 量化：

本ESG報告的環境範疇反映定量報告原則的應用，其中以標準和可量化的形式對廢氣和溫室氣體（「GHG」）的排放量以及資源消耗進行計算和整理。

#### 平衡：

對本集團ESG表現進行不偏不倚地描述對於客觀評估傳遞給讀者的信息而言至關重要。為闡明這一原則的適用性，本ESG報告涵蓋了本集團在追求負責任的旅遊實踐方面所取得的成就，以及介紹了在全球經濟發展背景下，本集團就所面臨的風險所採取的有力政策與應對方法。

#### 一致性：

本集團認為數據的透明性和一致性對於所有持份者能夠就最大限度地發揮旅遊業的發展潛力以及促進負責任的實踐而做出知情決策十分重要。為此，本集團基於一致的標準方法，對其ESG表現、社會和環境影響以及管理方法（尤其是溫室氣體排放量的計算）進行披露，並採用與之前ESG報告相一致的報告框架，旨在通過建立一個清晰的路線圖，向所有持份者表現其在可持續性方面的提升。

### REPORTING PRINCIPLES

#### Materiality:

As a common strategic business tool for focusing on the most significant environmental and social impacts of the Group, the Group adopted the principle of Materiality, ensuring that the disclosed information in the ESG Report was carefully gathered, prioritised and presented based on what matters most to the Group's business and its stakeholders.

#### Quantitative:

The application of the reporting principle of Quantitative was reflected under the environmental subject of the ESG Report, where the air and greenhouse gas ("GHG") emissions, and the resource consumption were calculated and organised in a standardised and quantifiable format.

#### Balance:

An unbiased picture of the Group's ESG performance is essential to the objective evaluation of the information delivered to the audience. To shed light on the application of this principle, the ESG Report covers both the achievements made by the Group in pursuing responsible tourism practices and the exposures to the risks faced by the Group in the context of global economic development where its robust policies and countermeasures were introduced.

#### Consistency:

The Group understands that data transparency and consistency are critical to all stakeholders making informed decisions on maximising the tourism development potential as well as to promoting responsible practices. To this end, the Group based the presentation of its ESG performance, social and environmental impacts and management approaches, especially the calculation of GHG emissions on a consistently standard methodology, and adopted a coherent reporting framework that was in alignment with its previous ESG reports, aiming to build a clear roadmap visualising its growth in sustainability to all stakeholders.

## II. 可持續發展管理

## II. SUSTAINABILITY MANAGEMENT

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

本集團ESG管理策略的核心是通過政策實施、持續監控和不斷改進，以創新、包容和以結果為導向的方式實現可持續發展目標。為了識別、評估、優先處理並監督整個組織內的ESG實施，本集團定期針對相關ESG主題開展重要性評估，並建立了一系列指標追蹤其表現。

有關本集團在環境和社會方面管理方法的詳情，可參照本ESG報告的不同章節。

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

Central to the Group’s ESG management strategy is delivering on the sustainable development goals by being innovative, inclusive and results-oriented through policy implementation, ongoing monitoring and continuous improvement. To identify, assess, prioritise and monitor the ESG implementation throughout the organisation, the Group performs materiality assessment with respect to relevant ESG topics regularly, and has built a series of metrics tracking the performance.

Details of the Group’s management approach in both the environmental and social aspects can be found throughout different sections of the ESG Report.



### III. 董事會聲明

### III. BOARD STATEMENT

尊敬的持份者，

我謹代表董事會，向閣下提呈本ESG報告，介紹本集團於截至2020年12月31日止年度中企業可持續發展的方法、表現與承諾。

2020年是特殊的一年，新型冠狀病毒疫情及其對企業的潛在影響給我們所有人帶來了很多前所未有的挑戰。在這艱難的時期，疫情毫無疑問亦讓每個人意識到可持續性在日常生活和經濟活動中的作用，尤其深刻認識到保護人類健康的重要性。由於全球絕大多數地方均實行旅行管制，旅遊業成為受打擊最為嚴重的經濟體之一，令國際出行下降了50%以上，造成數百萬人面臨失業風險。

本集團對可持續性的關注是我們業務戰略的根本，而這亦是我們自成立以來，面對各種起伏卻始終保持堅定態度和韌性的基礎。我們可持續發展願景的核心是創造獨特而愉快的體驗，包括品嚐當地美味、探索當地風景以及與當地居民開展互動。秉承讓旅遊業從疫情危機中崛起的目標，我們不遺餘力地幫助旅遊業以可持續的方式復甦，並打造其韌性。

儘管防疫措施減緩了我們前進和發展的步伐，但本集團仍致力於通過堅定的信念和穩健的經營能力，利用創新方法創造價值，包括在我們的商業運作中，於辦公室內推廣綠色辦公和節能科技。

Dear valued stakeholders,

On behalf of the Board, I hereby present to you the ESG Report, detailing the Group's approach, performance and commitment regarding the corporate sustainability for the year ended 31 December 2020.

2020 was a year like no other, with the COVID-19 pandemic and its associated implications for businesses that presented numerous unprecedented challenges for us all. Amid this tough time, it has undoubtedly raised everyone's awareness of the role that sustainability plays in everyday life and economic activities, in particular the importance of promoting the health and wellbeing of all mankind. With the vast majority of destinations worldwide observing travel restrictions, the tourism industry has become one of the hardest-hit economic sectors, facing more than a 50% decline in international movements and put millions of related jobs at risk.

At the Group, our focus on sustainability is fundamental to our business strategy, which upholds our tenacity and resilience to experience any ups and downs since our establishment. Integral to our sustainability vision is to bring uniquely pleasant and consistently joyous experiences, including the taste of local delicacy, the exploration of local landscapes, and engagement with local dwellers. Bearing in mind the objective to support tourism to emerge stronger from the COVID-19 crisis, we spare no effort in helping the industry to bounce back in a sustainable manner and build the resilience of the tourism sector.

Although the epidemic prevention and control measures decelerated our steps for advancing and thriving, the Group has still been committed to leveraging its strong belief and operating robustness to harness innovative measures to create value, including the promotion of green office and energy-saving technologies in our business operations.

### III. 董事會聲明

### III. BOARD STATEMENT

黑暗中總有一線光明。展望未來，社會在2021年會更加充滿活力地實現經濟復甦，而這對本集團而言是一個調整和建立更具彈性業務模式並創造可持續未來的良機。秉承初衷，我們在業務恢復營運後將繼續通過推出更多新的服務和旅行團，為客戶提供別具一格的旅行體驗。

最後，我藉此向支持我們的持份者、客戶和業務合作夥伴表示感激，同時對我們的管理團隊和全體員工在這一困難時期對本集團的奉獻表示由衷的感謝。

**袁文英**  
主席兼執行董事

Every cloud has a silver lining. Looking forward, 2021 will make the society more vitalised to embrace the economic recovery, which to the Group is golden opportunity to adjust and build a more resilient business model and create a sustainable future. We will continue to uphold our original aspirations, offering our customers great travel experiences with more newly launched services and package tours after our business operations resume.

Last but not least, I would like to thank our stakeholders, customers and business partners for their support. I would also like to express the sincere gratitude to the management team and all of our staff for their dedication and contribution towards the Group in this difficult time.

**Yuen Man Ying**  
Chairman and Executive Director

## IV. 持份者參與

## IV. STAKEHOLDER ENGAGEMENT

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

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

持份者 Stakeholders	主要期望及關注 Expectations and concerns	溝通渠道 Communication Channels
政府和監管機構 Government and regulatory authorities	<ul style="list-style-type: none"> <li>- 遵守法例及規例 Compliance with laws and regulations</li> <li>- 反貪污政策 Anti-corruption policies</li> <li>- 支持當地經濟發展 Contribution to the local economy</li> </ul>	<ul style="list-style-type: none"> <li>- 監督遵守當地法規的情況 Supervision on the compliance with local laws and regulations</li> <li>- 常規報告及納稅 Routine reports and tax payments</li> </ul>
股東 Shareholders	<ul style="list-style-type: none"> <li>- 投資回報 Return on investments</li> <li>- 企業管治 Corporate governance</li> <li>- 商業道德 Business ethics</li> </ul>	<ul style="list-style-type: none"> <li>- 定期報告 Regular reports</li> <li>- 公告 Announcements</li> <li>- 股東大會 General meetings</li> <li>- 集團官方網站 Official website of the Group</li> </ul>
僱員 Employees	<ul style="list-style-type: none"> <li>- 僱員的薪酬和福利 Employees' remuneration and benefits</li> <li>- 內部培訓和發展機遇 Internal training and development opportunities</li> <li>- 工作場所的健康和安全 Health and safety in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>- 績效評估 Performance appraisals</li> <li>- 定期會議與培訓 Regular meetings and training</li> <li>- 郵件、通知、熱線及與管理層的團隊建立活動 Emails, notice boards, hotline, team building activities with the management</li> </ul>



## IV. 持份者參與

### IV. STAKEHOLDER ENGAGEMENT

持份者 Stakeholders	主要期望及關注 Expectations and concerns	溝通渠道 Communication Channels
客戶 Customers	<ul style="list-style-type: none"> <li>- 產品及服務質素 Product and service quality assurance</li> <li>- 保障客戶的隱私和權利 Protection of customers' privacy and Rights</li> <li>- 持續向客戶推出可靠的產品／服務 Continuous promotion of reliable products/services to customers</li> </ul>	<ul style="list-style-type: none"> <li>- 客戶滿意度調查 Customers' satisfaction surveys</li> <li>- 面談會議和現場調研 Face-to-face meetings and onsite visits</li> <li>- 服務熱線與郵件 Customer service hotline and emails</li> </ul>
供應商 Suppliers	<ul style="list-style-type: none"> <li>- 公平公開的採購 Fair and open procurement</li> <li>- 與合作夥伴的雙贏合作 Win-win cooperation</li> </ul>	<ul style="list-style-type: none"> <li>- 公開招標 Open tender</li> <li>- 合同與協議 Contracts and agreements</li> <li>- 供應商的滿意度調查 Suppliers' satisfaction assessment</li> <li>- 電話討論 Telephone discussions</li> </ul>
公眾 General public	<ul style="list-style-type: none"> <li>- 社區參與 Involvement in communities</li> <li>- 行為準則 Code of conduct</li> <li>- 環境保護意識 Environmental protection awareness</li> </ul>	<ul style="list-style-type: none"> <li>- 媒體會議及回應查詢 Media conferences and responses to enquiries</li> <li>- 公益活動 Public welfare activities</li> <li>- 公司網站 Corporate website</li> </ul>

### 重要性評估

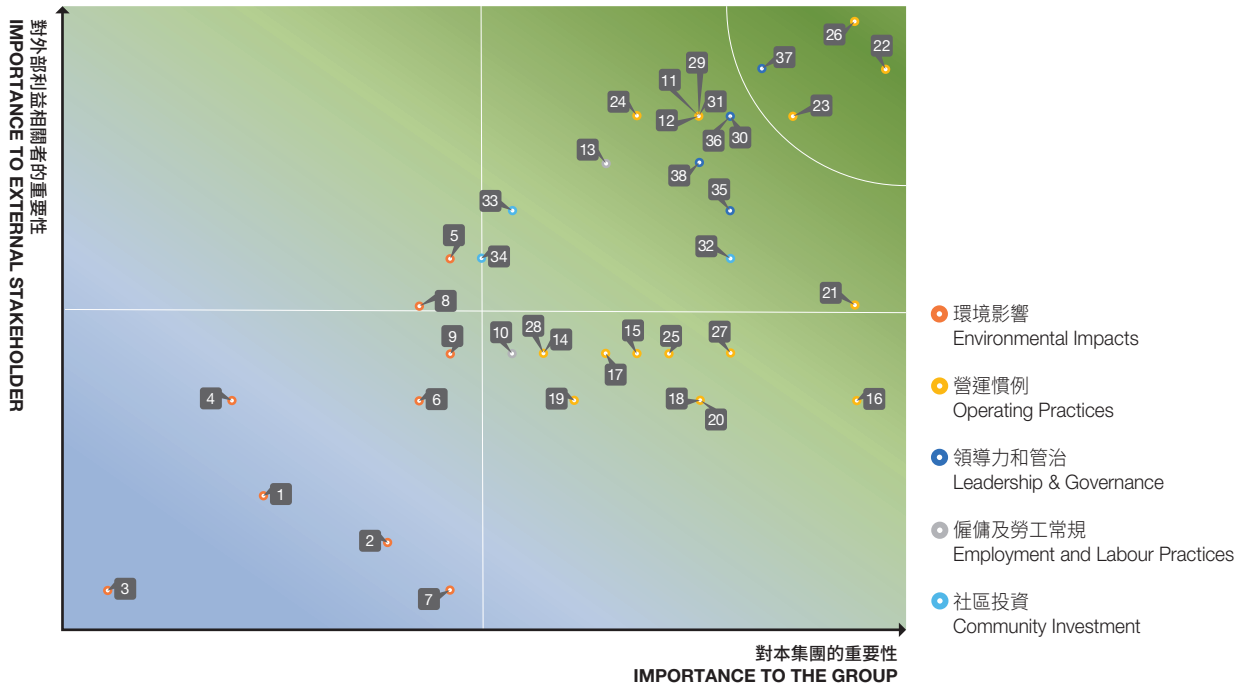
於2020年財政年度，本集團進行年度審查，以收集其持份者與本集團ESG問題相關的重大權益。具體而言，本集團根據一系列標準識別和挑選持份者，通過在線調查問卷邀請其表達對本集團可持續發展和ESG管理的關注。通過評估，所有的ESG議題均按照對本集團發展和持份者關注的影響力進行排序。

### MATERIALITY ASSESSMENT

In FY2020, the Group undertook an annual review to gather its stakeholders' material interests in relation to the ESG issues of the Group. Specifically, the Group engaged the stakeholders who were identified and selected based on a couple of criteria in an online survey, in which all participants voiced their concerns about the Group's sustainable development and ESG management. Through the assessment, all ESG-themed topics were ranked in terms of the influence on both the Group's development and stakeholders' concerns.

M. 持份者參與  
IV. STAKEHOLDER ENGAGEMENT

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



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

## IV. 持份者參與 IV. STAKEHOLDER ENGAGEMENT

在此次重要性分析中，本集團認為「顧客滿意度（福利）」、「營銷和推廣」、「客戶信息和私隱保護」以及「應急風險應對能力」對集團和其持份者而言至關重要的事宜。該結果基於以事實為依據的重要性矩陣，對集團提高可持續發展決策有所幫助，並用於規劃本報告內容。

### 持份者的反饋

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

郵寄地址： 香港九龍觀塘鴻圖道83號  
東瀛遊廣場15樓  
電子郵件： egl\_enquiry@egltours.com

From the materiality analysis, the Group found that “Customers satisfaction (Welfare)”, “Marketing and promotion”, “Protection of consumer information and privacy” and “Critical incident risk responsiveness” are issues of high importance to the Group and its stakeholders. The results from the evidence-based materiality matrix are conducive to enhancing sustainability decision-making and have been used to inform the content of this report.

### STAKEHOLDERS FEEDBACK

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

Postal address: 15/F, EGL Tower, 83 Hung To Road, Kwun Tong, Kowloon, Hong Kong  
Email: egl\_enquiry@egltours.com

## V. 環境可持續性

## V. ENVIRONMENTAL SUSTAINABILITY

為尋求環境和經營所在社區的可持續性，本集團努力發掘更多創新領域，以建立綠色辦公室管理機制，並在其業務營運中加快實施節能措施。於2020年財政年度，於疫情籠罩的陰霾下，本集團的旅遊相關業務及酒店業務自2020年3月中旬已暫停，但本集團已遵守於其營運之所在國家／地區制定的相關地方環境法例及規例，如《廢物處置條例》(香港法例第354章)和《廢物管理與公共清潔法》(日本)。下面章節主要披露有關本集團於2020年財政年度的排放物、資源使用、環境及天然資源的政策、慣例及量化數據。

### A.1 排放物

於2020年財政年度，本集團已遵守對本集團有重要影響的適用法例及規例，包括遵守有關廢氣及溫室氣體排放、向水及土地排污、有害和無害廢棄物的排放以及噪音。旨在最大程度地減少對環境造成的負面影響，本集團不斷通過低碳技術升級設備，致力於推出有效的減排措施。

鑑於本集團的業務性質，廢氣排放物主要來自旅遊巴士運行過程中的燃料燃燒。於2020年財政年度，硫氧化物(「SO<sub>x</sub>」)、氮氧化物(「NO<sub>x</sub>」)和顆粒物(「PM」)的排放分別達到0.7千克、164.1千克和15.7千克。交通運輸過程中對化石燃料的消耗，加上辦公室、酒店和其他工作場所的電力使用，是本集團於回顧年度的溫室氣體(「GHGs」)排放的主要來源。具體而言，本集團於2020年財政年度共產生648.7噸二氧化碳當量(「CO<sub>2</sub>e」)(碳強度為2.60噸二氧化碳當量／百萬元港幣)，其中範圍一的排放量約佔31.5%，而範圍二的排放量則佔63.6%。其他間接排放(範圍三)約為31.7噸。於2020年財政年度，本集團產生的無害固體廢物及廢水分別為36.83噸及24,796.8噸。同時，本集團並未錄得任何有害固體廢物或污水。本集團於2020年財政年度內的總排放量於下表一概述。

To seek sustainability of the environment and the community where it operates, the Group endeavours to discover more creative areas for the establishment of a green office managing mechanism and steps up its implementation of energy-saving measures in its business operations. In FY2020, under the adverse impact of the Pandemic, while the travel related business and the hotel business of the Group have halted since mid-March 2020, the Group still abided by the relevant environmental laws and regulations as set out in the country where the Group operates, such as the Waste Disposal Ordinance (Chapter 354 of the Laws of Hong Kong) and the Waste Management and Public Cleansing Law (Japan). This section primarily discloses the Group's policies, practices, and quantitative data on emissions, use of resources, the environment and natural resources in FY2020.

### A.1 EMISSIONS

In FY2020, the Group was in compliance with applicable laws and regulations concerning air and GHG emissions, discharges into water and land, generation of hazardous and non-hazardous wastes, and noise that have a significant impact on the Group. With a strong ambition to minimise its negative impact on the environment, the Group keeps upgrading its equipment with low-carbon technologies and commits to putting forward effective measures for emission control.

Given the Group's business nature, the air emissions mainly came from fuel combustion for the operations of travel buses. In FY2020, the air emissions of sulphur oxides ("SO<sub>x</sub>"), nitrogen oxides ("NO<sub>x</sub>") and particulate matter ("PM") amounted to 0.7 kg, 164.1 kg and 15.7 kg, respectively. The consumption of fossil fuels for transportation, coupled with the electricity consumption in the offices, hotels and other working places was the major source of the greenhouse gases ("GHGs") of the Group during the year under review. Specifically, the Group generated a total of 648.7 tonnes of carbon dioxide equivalent ("CO<sub>2</sub>e") (carbon intensity: 2.60 tonnes CO<sub>2</sub>e/HKD Million) in FY2020, with emissions from Scope 1 accounting for 31.5% approximately and 63.6% coming from Scope 2. Other indirect emissions (Scope 3) stood at around 31.7 tonnes. In addition, the Group generated a total of 36.83 tonnes of non-hazardous solid waste and 24,796.8 tonnes of non-hazardous wastewater from its offices and hotel operations in FY2020. Meanwhile, no hazardous solid waste nor hazardous wastewater were recorded in the year under review. The Group's total emissions in FY2020 are summarised in Table 1 below.

V. 環境可持續性  
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表一 2020年財政年度本集團按類別劃分的總排放量<sup>5</sup>

Table 1 The Group's Total Emissions by Category in FY2020<sup>5</sup>

排放種類 Emission Category	關鍵績效指標 Key Performance Indicator (KPI)	單位 Unit	2020年 財政年度		2019年 財政年度	
			數量 Amount in FY2020	強度 <sup>1</sup> (單位/百萬港元) Intensity <sup>1</sup> (Unit per HKD Million) in FY2020	數量 Amount in FY2019	強度 <sup>2</sup> (單位/百萬港元) Intensity <sup>2</sup> (Unit per HKD Million) in FY2019
廢氣排放 <sup>3</sup> Air Emissions <sup>3</sup>	硫氧化物 SOx	千克 Kg	0.7	2.8 × 10 <sup>-3</sup>	2.3	1.3 × 10 <sup>-3</sup>
	氮氧化物 NOx	千克 Kg	164.1	0.66	1,869.6	1.08
	顆粒物 PM	千克 Kg	15.7	0.06	185.2	0.11
溫室氣體排放 GHG Emissions	範圍一(直接排放) Scope 1 (Direct Emissions)	噸二氧化碳當量 Tonnes CO <sub>2</sub> e	204.2	-	488.4	-
	範圍二(能源間接排放) Scope 2 (Energy Indirect Emissions)	噸二氧化碳當量 Tonnes CO <sub>2</sub> e	412.8	-	638.3	-
	範圍三 <sup>4</sup> (其他間接排放) Scope 3 <sup>4</sup> (Other Indirect Emissions)	噸二氧化碳當量 Tonnes CO <sub>2</sub> e	31.7	-	45.2	-
	總計(範圍一、二及三) Total (Scope 1, 2 & 3)	噸二氧化碳當量 Tonnes CO <sub>2</sub> e	648.7	2.60	1,171.9	0.68
無害廢物 Non-hazardous Wastes	固體廢物 Solid Wastes	噸 Tonnes	36.83	0.15	71	0.04
	廢水 Wastewater	噸 Tonnes	24,796.8	99.27	53,668	31.05

## V. 環境可持續性

### V. ENVIRONMENTAL SUSTAINABILITY

1. 2020年財政年度的排放強度是按本集團所產生廢氣、溫室氣體及其他排放數量分別除以本集團於2020年財政年度的收益(約為249.8百萬港元)計算;
  2. 2019年財政年度的數量及強度從本集團2019年ESG報告中獲取;
  3. 廢氣排放物包括旅遊巴士和用作商業營運的車輛所排放尾氣中的空氣污染物;
  4. 本集團範圍三(其他間接排放)僅包括於堆填區棄置之廢紙以及政府部門處理淡水及污水所耗之電力;及
  5. 上述溫室氣體排放報告採用的方法基於由聯交所頒布的「如何準備環境、社會及管治報告? – 附錄二: 環境關鍵績效指標匯報指引」以及2006年IPCC國家溫室氣體清單指南。
1. Intensity in FY2020 was calculated by dividing the amount of air, GHG and other emissions by the Group's revenue of approximately HKD249.8 million in FY2020 respectively;
  2. Amount and intensity in FY2019 were obtained from the Group's ESG Report 2019;
  3. Air emissions included the air pollutants in the exhaust gas from travel buses and vehicles for business operations;
  4. The Group's Scope 3 (Other Indirect Emissions) included only paper waste disposed of at landfills and electricity used for processing freshwater and sewage by government departments; and
  5. The methodology adopted for reporting on GHG emissions set out above was based on "How to Prepare an ESG Report? – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange and the 2006 IPCC (Intergovernmental Panel on Climate Change) Guidelines for National Greenhouse Gas Inventories.

#### 廢氣及溫室氣體排放

鑒於本集團的業務性質，本集團的廢氣排放主要來自各種形式的旅遊巴士及車輛的日常營運。於2020年財政年度，由於本集團的旅遊和酒店業務停滯，每種污染物的總廢氣排放量相比2019年財政年度下降70-90% (SO<sub>x</sub>: 70%; NO<sub>x</sub>: 91%; PM: 91%)。於2020年財政年度，溫室氣體排放模式與2019年財政年度維持同一水平，源於電力使用的範圍二排放(64%)佔主要位置。與2019年財政年度相比，溫室氣體總排放量下降了約45%，其中範圍一、範圍二和範圍三的排放量分別減少了58%、35%和30%。大幅下降的主要原因是由於疫情所引發的旅遊業務暫停，導致旅遊巴士、旅遊車和其他車輛的化石燃料消耗量大幅減少。

隨著疫苗的推出，疫情有所緩解。本集團致力於在後疫情時代追求「綠色復甦」，並努力建立一種環境友好的商業模式。為進一步控制排放，本集團堅持優化車輛管理，並為其旅遊巴士選擇優質燃油。同時，本集團在採購過程中考慮車輛的環保性能，優先選擇節能巴士和混合動力汽車，以最大程度地減少碳足跡。

#### Air & GHG Emissions

Given the business nature of the Group, air emissions were mainly from the daily operations of various forms of travel buses and vehicles. In FY2020, the total air emissions of each pollutant plummeted by 70-90% (SO<sub>x</sub>: 70%; NO<sub>x</sub>: 91%; PM: 91%) as compared to that of FY2019 due to the stagnant travel and hotel business operations of the Group. In FY2020, the GHG emission pattern was similar to that of FY2019, with Scope 2 emissions that stemmed from the use of electricity dominating (64%). The total GHG emissions declined by around 45% when compared to FY2019, with Scope 1, Scope 2 and Scope 3 emissions dwindling by 58%, 35% and 30% respectively. This drastic drop was primarily due to the suspension of the tourism business due to the Pandemic, leading to a significant decrease in the consumption of fossil fuels for travel buses, coaches and other vehicles.

As the Pandemic moderately eased given the rollout of vaccines, the Group was dedicated to pursuing a "green recovery" and striving for an eco-friendly business model in the post-pandemic era. To further control its emissions, the Group perseveres in optimising its vehicle management and opts for high quality fuel for its travel buses. Meanwhile, the Group has taken into consideration the environmental performance of vehicles during procurement, giving priority to energy-efficient buses and hybrid cars to minimise its carbon footprint.



## V. 環境可持續性

### V. ENVIRONMENTAL SUSTAINABILITY

為了改善其營運模式，從而朝著可持續的業務發展，本集團已制定更多的內部政策，同時開展定期培訓以提高員工的意識。本集團通過減少電力消耗，降低溫室氣體排放的詳細措施將在本報告的「A.2資源使用」中作進一步說明。

#### 固體廢物

於2020年財政年度，本集團的固體廢物主要由辦公室及酒店產生的生活及商業廢物。為了向「綠色辦公室管理」不斷邁進，本集團努力減少固體廢物的產生，並通過遵循垃圾分類政策對即將丟棄的材料充分利用。本集團辦公室所產生的都市固體廢物，通過分類後通常由大廈的物業管理人員處理。除實施垃圾分類外，本集團亦十分重視對員工的教育，以及對「3R」原則（即減少、重用和回收）的學習與應用。為從源頭盡量減少浪費，本集團積極避免使用任何一次性產品，同時主張對辦公文具的重複使用。

本集團管理的酒店已在廢物管理中採取多種有效政策和措施。同時，內部分揀是本集團的慣例，以確保將所有可回收廢物（包括金屬罐、PET瓶、碎紙和紙袋）與其他廢物分開。本集團亦與經認證的組織開展合作，對回收材料進行處理。

於2020年財政年度，固體廢物產生量的大幅下降主要是由於疫情所導致香港旅遊業務暫停及日本酒店業務的入住率降低所致。

To improve its operational model thereby moving towards sustainable business, more internal policies have been set up, while the regular training has been organised to raise its employees' awareness. Detailed measures taken by the Group to reduce its GHG emissions through reducing electricity consumption will be described further in "A.2 Use of Resources" of this report.

#### Solid Wastes

In FY2020, the solid wastes generated by the Group were mainly domestic and commercial wastes from offices and hotel operations. Embracing the idea of "Green Office Management", the Group has spared no efforts in diminishing the generation of solid waste, while making full use of all materials before discarding by strictly following the waste classification policy. The sorted municipal solid wastes from offices are handled by the property management of the buildings. In addition to the implementation of the waste classification system, the Group has also attached great importance to the education of its employees in the learning and execution of the "3R" principles (i.e. reduce, reuse and recycling). To minimise the waste at source, the Group actively avoids the use of any one-off products, while advocating the reuse of office stationeries.

The hotel under the management of the Group has implemented multiple effective policies and measures in its waste management. Meanwhile, in-house sorting is a common practice of the Group to ensure that all recyclable wastes including metal cans, PET bottles, shredded paper and paper bags can be separated from others. The Group also collaborates with certified organisations for the processing of recycled materials.

In FY2020, the substantial drop in the generation of solid waste was primarily resulted from the suspension of tourism business in Hong Kong and the decrease in occupancy rate of the hotel business in Japan due to the Pandemic.



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### 廢水

本集團於2020年財政年度的廢水主要來自辦公室員工及酒店客戶所產生的商業及生活廢水。本集團通過明確的指示，鼓勵所有附屬公司節約用水，在日常營運中強調關於用水控制及對合理減少並再利用水資源的教育。於2020年財政年度，本集團產生的廢水直接排入市政排水網絡。由於廢水量在很大程度上取決於所消耗的淡水量，本集團因此採取了相關措施，以減少辦公室和酒店的耗水量。具體措施將在下一節「水」中作進一步說明。

儘管沖繩新酒店的興建工程如期竣工，並於2020年財政年度第四季度投入營運，但與2019年財政年度相比，本集團產生的廢水量下降了約54%。廢水量大幅降低的原因是由於各個業務板塊的業務營運暫停。儘管如此，本集團已制定了全面的水資源管理計劃作為其環境政策的一部分，並將繼續提出更多創新和先進的辦法，減少廢水排放。

### Wastewater

The wastewater discharged from the Group during FY2020 was mainly commercial and domestic wastewater from employees at offices and guests in the hotel. With a clear message from the Group that encourages all subsidiaries to save water, water consumption control measures and the education of reducing and reusing water resources in an appropriate way have been emphasised in the Group's daily operations. In FY2020, the wastewater generated from the Group was directly discharged into the municipal drainage network. Since the amount of wastewater highly depends on the amount of freshwater used, the Group has taken specific measures, further described in the next sub-section headed "**Water**", to reduce its water consumption in the offices and hotel.

Despite the new hotel in Okinawa being completed as scheduled and putting into operation in the fourth quarter of FY2020, the amount of wastewater generated by the Group fell by around 54% when compared to that in FY2019. This drastic downswing was caused by the pause in business operations across various business segments. Notwithstanding that, the Group has developed comprehensive water management plans as part of its environmental policies and will continue to put forward more innovative and advanced approaches to reducing wastewater discharge.

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

### A.2 資源使用

於2020年財政年度，本集團消耗的主要資源為電力、水、汽油、柴油、煤氣、天然氣及紙張。本集團於回顧年度內並未消耗大量包裝材料。表二列出了本集團於2020年財政年度不同資源的使用量。

表二 於2020年財政年度本集團之資源使用總量

資源使用 Use of Resources	關鍵績效指標 Key Performance Indicator (KPI)	單位 Unit	2020年 財政年度		2019年 財政年度		
			數量 Amount in FY2020	強度 <sup>1</sup> Intensity <sup>1</sup> (單位/百萬港元) (Unit per HKD Million)	數量 Amount in FY2019	強度 <sup>2</sup> Intensity <sup>2</sup> (單位/百萬港元) (Unit per HKD Million)	
能源 Energy	電力 Electricity	千個千瓦時 kWh'000	793	3.17	969	0.56	
	汽油 Gasoline	公升 L	5,036	20.16	7,271	4.21	
	柴油 Diesel	公升 L	42,762	171.18	139,277	80.60	
	天然氣 Natural gas	立方米 m <sup>3</sup>	7,511	30.07	-	-	
	煤氣 Town gas	立方米 m <sup>3</sup>	24,919	99.76	108,963	63.05	
	總量 <sup>3</sup> TOTAL <sup>3</sup>	吉焦 GJ	5,410	21.66	7,585	4.39	
	水 Water	水 Water	立方米 m <sup>3</sup>	24,797	99.27	54,217	31.37
	紙張 <sup>4</sup> Paper <sup>4</sup>	紙張 Paper	千克 Kg	3,374	13.51	5,568	3.22

### A.2 USE OF RESOURCES

In FY2020, the main resources consumed by the Group were electricity, water, gasoline, diesel, town gas, natural gas and paper. The Group did not consume a significant amount of packaging materials during the year under review. Table 2 illustrates the amount of different resources consumed by the Group in FY2020.

Table 2 Group's Total Use of Resources by Category in FY2020

1. 2020年財政年度的排放強度是按本集團於2020年財政年度所消耗的資源量除以本集團2020年財政年度的收益(約為249.8百萬港元)計算;

2. 2019年財政年度的數量及強度從本集團2019年ESG報告中獲取;

3. 能源數據轉換基於聯交所推薦之能源統計手冊中的轉換因子計算;及

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

1. Intensity for FY2020 was calculated by dividing the amount of resources consumed by the Group in FY2020 by the Group's revenue of approximately HKD249.8 million for FY2020;

2. Amount and intensity in FY2019 were obtained from the Group's ESG Report 2019;

3. Energy data conversion was based on conversion factors sourced from the Energy Statistics Manual recommended by the Stock Exchange; and

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

## V. 環境可持續性

### V. ENVIRONMENTAL SUSTAINABILITY

#### 電力

在集團節電政策的指導下，本集團一直致力於不斷降低辦公室和酒店的用電量，並將減少對能源和自然資源的依賴作為其業務發展的重要戰略目標之一。尤其是，本集團要求員工下班後不要將辦公設備處於待機模式，以及應選擇帶有「1級」能源標籤的電器（例如冰箱、空調等）。具體而言，本集團的酒店在設計和翻新時採用了可持續的節電元素，包括：

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

儘管於回顧年度內，本集團位於沖繩的新酒店全面建設完畢並投入使用，但本集團於2020年財政年度的總電力消耗較2019年財政年度相比下降18%，而這得益於本集團在電力控制提升以及其員工的共同努力。

#### 其他能源資源

於2020年財政年度，本集團的其他能源消耗主要為汽油、柴油、天然氣和煤氣。為降低對化石燃料的消耗，本集團嚴格遵守內部政策，有效管理旅遊巴士和商務旅行車輛的使用。例如，本集團通過培訓要求所有駕駛員在觀光地點等候時必須關閉旅遊巴士的引擎。另外，本集團一直維護和升級其過時的設備，以確保所有設備均能有效運行。與2019年財政年度相比，2020年財政年度的汽油和柴油使用量分別下降了31%和69%，而這主要是由於疫情期間業務營運的暫停。

#### Electricity

Under the guidance of the Group's electricity conservation policy, the Group has been committed to persistently lowering its electricity consumption in the offices and hotels and setting the alleviation of pressure on energy and natural resources as one of its important strategic targets in business development. In particular, the Group has required employees not to leave the office equipment on standby mode after work and choose electrical appliances with "Grade 1" energy label (such as refrigerator, air conditioner, etc.). In particular, the hotels of the Group have been designed and retrofitted with sustainable elements in electricity conservation, including:

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

In FY2020, the total electricity consumption of the Group dwindled by 18% as compared to the figure in FY2019, despite the complete construction and commencement of the new hotel in Okinawa during the year under review, which partly marked the improvement of the Group in its electricity control and the concerted efforts of its employees.

#### Other energy resources

In FY2020, the major energy resources consumed by the Group were gasoline, diesel, natural gas and town gas. Dedicated to lowering the consumption of fossil fuels, the Group strictly follows its internal policies in the efficient management of travel buses and vehicle use for business affairs. For instance, the Group has required that all drivers turn off the bus engines while waiting at sightseeing spots through training. Also, the Group has kept maintaining and upgrading its outmoded facilities, making sure that all equipment can consistently operate in an efficient manner. A 31% and 69% decline in the use of gasoline and diesel in FY2020 were recorded as compared with the figures in FY2019, which was primarily due to the cessation of business operations during the Pandemic.

## V. 環境可持續性

### V. ENVIRONMENTAL SUSTAINABILITY

由於疫情導致日本溫泉業務的發展放緩，使煤氣的使用量大幅下降了77%。同時，本集團位於沖繩的新酒店中引入天然氣作為清潔能源使用。

#### 水

於2020年財政年度，本集團在求取適用水源上並無任何問題。本集團在水資源的消耗和重用過程中實行嚴格的可持續水管理政策，並鼓勵全體員工節約用水。具體而言，本集團在營運過程中推薦員工採用以下做法：

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

與2019年財政年度相比，2020年財政年度的用水總量大幅下降了54%。這主要是由於疫情期間當地的限制令導致日本酒店業務並不活躍所致。儘管如此，本集團將繼續專注於對其日本酒店業務的用水效率進行監控、基準化分析和改善，同時採用更多創新方法來管理其生活用水並開展廢水回收計劃。

#### 紙張

紙張主要用於本集團辦公室行政所用，以及在旅遊業務中用於市場營銷目的。為向「無紙化辦公」過渡，本集團加大減少辦公用紙的力度，並制定了有效政策，包括採購帶有環保認證的複印紙、採用雙面列印、回收單面紙以做重用以及應用計算機技術進行數據傳輸。為減少信息交流中所消耗的紙張，本集團要求其旅行社通過電子郵件和在線預訂系統發送預訂信息。2020年財政年度，本集團共回收了1,702千克紙張。

The sharp decrease by 77% in the usage of town gas was partly due to the slow down of hot spring business development in Japan caused by the Pandemic. Meanwhile, the Group introduced the use of natural gas as a cleaner energy source in the new hotel in Okinawa.

#### Water

In FY2020, the Group did not face any issue in sourcing water. The Group has carried out sustainable water stewardship with a strict policy on the consumption and reuse of water, and encouraged all employees to conserve water resources. In particular, the Group recommends the following practices to employees during its operations:

- Place posters “Saving Water Resource” in prominent places to encourage water conservation;
- Adopt water-saving measures in water facilities in the offices and hotels; and
- Provide training programmes to hotel staff through the business partners about how to achieve cost-savings by lowering resource consumption.

In FY2020, the total water consumption dropped dramatically by 54% as compared to that of FY2019. This was principally due to the inactivity of the hotel business in Japan caused by the local restriction orders amid the Pandemic. Nevertheless, the Group continues to put its focus on monitoring, benchmarking and improving the water efficiency of its hotel business in Japan, while adopting more innovative approaches to manage its domestic water use and launching wastewater recycling programmes.

#### Paper

Paper is mainly used in the Group’s offices for administrative purpose and in the tourism business for marketing purpose. Aiming for the transition towards “Paperless Office”, the Group has stepped up its efforts in lowering the paper consumption in the offices and formulated effective policies including the procurement of copy paper with environmental certificates, double-printing, collection of single-sided paper for reuse and application of computer technology for data transmission. To reduce the paper consumption for information exchange, the Group requires its travel agencies to send booking information via emails and through the online booking system. In FY2020, the Group recycled a total of 1,702 kg of paper.



V. 環境可持續性  
V. ENVIRONMENTAL SUSTAINABILITY

### A.3 環境及天然資源

作為行業中的領先企業，本集團致力於降低碳足跡、提高資源效率並保護自然資源，從而最大程度地減少對環境的負面影響。本集團亦倡導「生態旅遊」的理念，而這既符合本集團業務的利益，同時亦與旅遊業的未來相契合。

儘管旅行團及自由行產品銷售以及酒店營運的暫停，使本集團對環境的影響十分小，但本集團一直不斷地識別、評估和解決其面臨的環境風險。通過將包括提供旅行團和酒店業務在內集團業務的影響進行細化，本集團認為其車輛運作和購電所產生的溫室氣體排放仍然是其首要的環境問題。

面對水資源短缺等全球環境挑戰，本集團一直致力於通過制定指標和實施嚴格監控來降低其資源消耗。特別值得一提的是本集團的酒店業務已制定遠大目標，計劃在未來幾年內將每種資源的消耗減少約5%。

在業務完全恢復後，本集團將致力於探索減輕其環境影響的可行技術，加強其行動以確保全方位的業務發展和生態保護，並制定一套完整的可行政策和合理的可持續性目標，為氣候行動打造多樣化和精心設計的旅遊相關活動和營運。

### A.3 THE ENVIRONMENT AND NATURAL RESOURCES

As a leading enterprise in the industry, the Group places emphasis on lowering its carbon footprint, improving resource efficiency and preserving natural resources, thereby minimising negative environmental impacts. The Group also embraces the idea of “Ecotourism”, which is both in the interest of the Group’s business as well as the future of the travel and tourism industry.

While the suspension of sales of package tours and fee independent travellers products and hotel operations rendered the Group’s environmental impacts minimal, the Group has invariably been identifying, evaluating and addressing its exposures to environmental risks on a continuously basis. By breaking down the impacts of the Group’s businesses including the provision of package tours and hotel operations, the Group believes that GHG emissions from vehicles operations and the purchase of electricity remain to be its top priority environmental concerns.

Facing the global environmental challenges such as the scarcity of water resources, the Group has been committed to lowering its consumption of resources by building metrics and implementing strict monitoring. In particular, the hotel business of the Group has already set ambitious goals that reduce the consumption of each resource by around 5% in coming years.

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



## V. 環境可持續性

### V. ENVIRONMENTAL SUSTAINABILITY

#### 氣候變化

旅遊活動中與交通相關的溫室氣體排放量大約佔所有人為排放量的5%。若疫情後的複蘇與實現氣候目標的軌跡不統一，則可能導致排放量急劇反彈。鑑於旅遊業具有很強的氣候和環境影響，本集團致力於將全球旅遊業的暫停視作為一個能夠「綠化」其業務模式並實現碳中和韌性的機遇。

作為支持碳補償計劃的企業，本集團於2020年財政年度計劃邀請其員工參加由世界綠色組織主辦的「樹林夥伴計劃2020」植樹活動，該活動旨在進行碳截存，同時以原生樹種取代老化的外來樹木，增加本地生物多樣性。受疫情影響，植樹計劃延至2021年舉行。

#### Climate change

Transport-related GHG emissions from travel activities are estimated at 5% of all anthropogenic emissions and could rebound sharply should the recovery from the Pandemic be opposed to the trajectory towards climate goals. Reckoning that the tourism sector has a high climatic and environmental footprint, the Group is devoted to taking the halt of the global tourism as an opportunity for “greening” its business models towards carbon neutrality and resilience.

As an enterprise supporting carbon offset schemes, the Group planned to invite its employees to participate in the tree planting initiatives of “Tree Partner Programme 2020” organised by World Green Organisation in FY2020, which aimed to sequester carbon emissions while replacing ageing foreign origin trees with native tree seedlings to conserve on the biological diversity of local ecosystem. Given the Pandemic, the tree planting programme was postponed to 2021.

# VI. 社會可持續性

## VI. SOCIAL SUSTAINABILITY

### 僱傭及勞工常規

#### B.1 僱傭

本集團珍惜員工的才能，並根據內部僱傭政策努力為員工提供適合其職業發展的平台和工作環境。於2020年財政年度，本集團繼續參與由香港勞工處舉辦的「好僱主約章」，在本集團內推廣良好的人力資源管理文化，並採用最新、以員工為本及有效的人力資源管理措施，旨在創造和諧的工作關係與環境。

截至2020年財政年度末，本集團共有464名員工，其中455名全職員工和9名兼職員工，性別比例為男性49%：女性51%。

#### 法例及合規

於2020年財政年度，本集團已遵守中國、香港、澳門、日本及本集團其他營運區域的最新法例及規例，包括但不限於《僱傭條例》（香港法例第57章）、《強制性公積金計劃條例》（香港法例第485章）和《勞動關係法》（澳門）。

#### 招聘及晉升

本集團實施了一系列有效的招聘政策。自2009年起，本集團推出了「旅遊專才培訓計劃」，以招募合適的大學畢業生，並與非政府組織開展合作，從2016年開始實施「青年向上流動嚮導計劃」，旨在招募合適的香港中學文憑考試畢業生。於2020年財政年度，由於疫情防控的限制措施，本集團未組織線下招聘會或校園招聘活動。

### EMPLOYMENT AND LABOUR PRACTICES

#### B.1 Employment

The Group treasures its employees' talent and strives to provide its employees with a suitable platform and working environment for their professional development in accordance with internal employment policies. In FY2020, the Group continued to participate in the "Good Employer Charter" held by the Labour Department of Hong Kong to promote a decent human resource management culture within the Group and to adopt up-to-date, employee-oriented and effective human resource management measures, aiming to build a harmonious relationship in the workplace.

As of the end of FY2020, the Group had a total of 464 employees with 455 full-time workers and 9 part-time workers in a gender ratio of 49% male: 51% female.

#### Law Compliance

In FY2020, the Group abided by the latest laws and regulations in the PRC, Hong Kong, Macau, Japan and other operating regions where the Group operated, including but not limited to the Employment Ordinance (Chapter 57 of the Laws of Hong Kong), the Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong) and Labour Relations Law (Macau).

#### Recruitment and promotion

The Group implements a set of effective policies for recruitment. The Group has launched the "Talent Development Scheme" (旅遊專才培訓計劃) since 2009 to recruit suitable graduates from universities and collaborated with Non-Governmental Organisations (NGOs) in the implementation of "Youth Upward Mobility Mentorship Program" (YUM) (青年向上流動嚮導計劃) that started from 2016, aiming to recruit suitable Hong Kong Diploma of Secondary Education Examination graduates. In FY2020, due to the restriction measures of Pandemic prevention and control, no physical job fairs or campus recruitment events were organised by the Group.

## VI. 社會可持續性

## VI. SOCIAL SUSTAINABILITY

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

### 薪酬及紀律處分

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

### 工作時數及假期

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

### 平等機會及反歧視

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

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

### Compensation and disciplinary actions

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

### Working hours and rest periods

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

### Equal opportunity and anti-discrimination

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

## VI. 社會可持續性 VI. SOCIAL SUSTAINABILITY

### 其他待遇及福利

本集團關心員工的福祉，並遵守本集團營運區域的相關法例及規例。本集團為其僱員提供工傷保險，致力於通過組織各種有意義且有趣的活動為全體僱員帶來歸屬感。

2020年財政年度，由於限聚令的行動限制，許多活動被迫取消。儘管如此，本集團仍然關注全體員工的福祉，並努力與員工共度這一艱難時刻。於回顧年度內，為增強員工免疫力，本集團於2020年2月及3月為146名員工安排了免費的流感疫苗接種。

截至2020年底，疫情尚未完全消除。為支持業內同仁度過這個「冰河世紀」，同時減輕員工因長期停業而造成的心理壓力，本集團於2020年11月21日在本地舉辦了「環港遊」，共有44名員工帶著家人和朋友參加了此次休閒活動。

於2020年財政年度，本集團已遵守對本集團有重大影響的薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及福利及其他待遇方面的相關法律及規例。

### B.2 健康與安全

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

### Other benefits and welfare

The Group cares about the wellbeing of its employees and complies with relevant national laws and regulations where the Group operates. The Group provides employment injury insurance for its employees and commits to bringing a sense of belonging to all employees through a wide variety of meaningful and entertaining activities.

In FY2020, due to the physical constraints of the Gathering Restriction Order, many activities were cancelled. Nevertheless, the Group still concerned about the wellbeing of all staff members and strived to tide over this difficult time together with its employees. During the year under review, in order to enhance the immunity of its workers, the Group arranged free influenza vaccines for 146 of its employees in February and March 2020.

As of the end of 2020, the Pandemic has yet been fully dissipated. To support colleagues in the industry to survive this “Ice Age” while relieving the psychological stress of employees caused by the long-period suspension of business, the Group held a local “Flycation” (環港遊) on 21 November 2020, in which a total of 44 employees brought their families and friends to participated for relaxation.

In FY2020, the Group was in compliance with relevant laws and regulations in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, welfare and other benefits that have a significant impact on the Group.

### B.2 Health and Safety

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

## VI. 社會可持續性 VI. SOCIAL SUSTAINABILITY

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

為保障所有酒店員工的健康，本集團提供年度健康檢查，並在必要時為有壓力的員工安排專業的心理諮詢。2020年財政年度，本集團的酒店業務於營運中遵循一般安全工作指南。同時，本集團酒店與諸如SARAYA之類的專業組織合作，不時進行各種衛生和安全檢查。總務部負責管理、監督和監控所有職業健康和安全措施的有效實施。

於2020年財政年度，本集團並無發生任何工作相關的死亡事故，錄得一名員工受工傷，造成29天工作日損失。由於本集團在維護工作場所健康和安全管理方面的不懈努力，自2018財年以來，本集團的工傷數量呈下降態勢。

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

To take care of the health and wellbeing of all hotel staff, annual health check is provided by the Group, while professional psychological counselling is arranged when necessary for employees under stress. In FY2020, the Group's hotel business followed the general Safety Working Guideline in operation. Meanwhile, professional organisations such as SARAYA were in partnership with the Group's hotels to take various sanitation and safety inspections from time to time. The General Affairs Department is responsible for managing, supervising and monitoring the effective implementation of all occupational health and safety measures.

In FY2020, no work-related fatalities occurred in the Group, while one worker was injured causing 29 workdays loss. Due to its unremitting efforts in safeguarding the workplace health and safety, the number of work-related injuries came to a downtrend since FY2018.

工傷數目 Number of work-related injuries		
2018年財政年度 FY2018	2019年財政年度 FY2019	2020年財政年度 FY2020
13	4	1



## VI. 社會可持續性 VI. SOCIAL SUSTAINABILITY

於回顧年度內，本集團獲得「精神健康職場約章」，並已遵守有關提供安全的工作環境及保護僱員免受職業危害而可能對本集團產生重大影響的相關法律及法規。有關本集團各業務部門實施的有關疫情預防的更多健康和安全措施，請參閱「**應對疫情**」章節。

### B.3 發展及培訓

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

於2020年財政年度，由於地方政府採取了嚴格的疫情防控措施以及營業暫停，本集團僅為其僱員安排了數量有限的內部培訓課程。本集團重視一般僱員的職業規劃及專業發展。於2020年財政年度，89%的培訓時數為一般僱員培訓。

疫情後，本集團將為其寶貴的人才提供更多職業發展與學習深造的機會。

The Group was awarded “Mental Health Workplace Charter” and was in compliance with the relevant laws and regulations in relation to providing a safe working environment and protecting the employees from occupational hazards that may have a significant impact on the Group during the year under review. For more health and safety measures regarding the Pandemic prevention implemented by various business segments of the Group, please refer to the section “**Responding to the Pandemic**”.

### B.3 Development and Training

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

In FY2020, due to the strict epidemic prevention and control measures of local governments and the suspension of business, only a limited number of internal training courses were organised for its employees. The Group pays attention to the career development and professional growth of its general employees. In FY2020, 89% of the total training hours were provided to general employees.

After the Pandemic, the Group commits to providing its valuable talents with more career development and further education opportunities.



## VI. 社會可持續性

## VI. SOCIAL SUSTAINABILITY

### B.4 勞工準則

於2020年財政年度，本集團已遵守《僱傭條例》(香港法例第57章)及香港、中國、澳門、日本及其他營運地區的其他相關勞工法例及規例，以禁止僱用任何童工或強制勞工。為打擊童工、未成年工人和強制勞工有關的非法就業，本集團人才資源發展部要求所有求職者提供有效的身份證明文件，以確保應徵者在確認任何工作之前可以合法受僱。人才資源發展部亦有責任監督和確保企業政策和實踐遵守禁止童工及強制勞工相關的法例及規例，消除非法招聘的風險。一旦本集團發現任何違反有關勞工法例、規例或標準的事件，本集團將予以認真處理，並立即採取堅決措施，例如解除相關人士的僱傭合同並對負責人進行處罰。

於2020年財政年度，本集團已遵守對本集團有重大影響的有關防止童工或強制勞工方面的相關法例及規例。

### 營運慣例

#### B.5 供應鏈管理

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

### B.4 Labour Standards

In FY2020, the Group abided by the Employment Ordinance (Chapter 57 of the Laws of Hong Kong) and other relevant laws and regulations in Hong Kong, the PRC, Macau, Japan and other operating regions to prohibit any child and forced labour employment. To combat illegal employment on child labour, underage workers and forced labour, the Group's Human Resource Development Department requires all job applicants to provide valid identity documents to ensure that they are lawfully employable prior to the confirmation of any employment. The Human Resource Development Department is responsible for monitoring and ensuring the compliance of corporate policies and practice with the latest laws that prohibit child labour and forced labour, eliminating the risk of illegal recruitment. In the case of any violation of relevant labour laws, regulations or standards identified by the Group, diligent and firm measures will be taken immediately, including the termination of the employment contract and the disciplinary actions on the responsible staff.

In FY2020, the Group was in compliance with the relevant laws and regulations, in relation to the prevention of child and forced labour that have a significant impact on the Group.

## OPERATING PRACTICES

### B.5 Supply Chain Management

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

## VI. 社會可持續性

## VI. SOCIAL SUSTAINABILITY

### 社會風險管理

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

為進一步降低潛在風險，本集團在與本地供應商建立任何業務合作夥伴關係之前，須與其簽署合作同意書，以確保所提供的服務，包括餐飲、交通、住宿等均獲得法律許可。具體而言，旅遊巴士的安全性和質量對本集團至關重要，本集團須檢查車齡以及駕駛員的能力和態度。本集團亦要求當地機構購買有效責任保險。

### Social risk management

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

To further minimise the hidden risks, before entering into any business partnerships with local suppliers, a service agreement must be signed to ensure that all services provided such as meals, transportation, accommodation etc. are all legally licensed. In particular, the safety and quality of travel buses are of paramount importance to the Group, which checks the age of the vehicles and the capability and attitude of drivers. The Group also requires the local agencies to purchase effective liability insurance.

## VI. 社會可持續性 VI. SOCIAL SUSTAINABILITY

### 環境風險管理

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

於2020年財政年度，本集團與包括香港、中國、台灣、日本等全球約800家供應商合作。本集團與其供應商保持有效且持續的溝通及參與。在所有供應商中，超過50%位於中國，而來自其他經營場所的供應商有96%為本地企業。

### B.6 產品責任

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

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

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

### Environmental risk management

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

In FY2020, the Group worked with around 800 suppliers all over the world including Hong Kong, PRC, Taiwan, Japan etc. The Group maintained efficient and ongoing communication and engagement with its suppliers. Among all suppliers, more than 50% were located in the PRC while 96% of suppliers from other operating places were local enterprises.

### B.6 Product Responsibility

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

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

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

## VI. 社會可持續性

## VI. SOCIAL SUSTAINABILITY

### 產品／服務質量

本集團致力於通過為客戶提供安全、滿意和充實的旅行服務，提高其體驗式服務的質量。例如，本集團日本的酒店業務始終遵循其發展理念，並從客戶對住宿服務的喜好變化及發展創新服務中不斷學習，例如擴大酒店物業，為客戶提供溫泉、私人浴室、健身房和按摩椅等。

### 健康與安全

本集團重視提升領隊的資格和能力，提高客戶滿意度，同時確保旅客的健康和安全得到保障。在旅行過程中，領隊會向所有客戶分發「安全小錦囊」，指導其在參加危險活動之前採取基本的安全防範措施。領隊亦將事先評估遊客是否適合參加特定活動。為確保與旅行相關服務的可靠性和安全性，本集團已與當地旅遊營運商簽訂合同並建立嚴格的監控系統，要求當地旅遊營運商須遵守相關的安全標準和本集團的政策。通過對所有領隊進行全面的培訓，本集團已建立應急計劃並制定指導方針，以對災難／意外事故做出合理應對。

### 廣告及營銷

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

### Product/Service quality

The Group is committed to enhancing the experiential service quality by providing a safe, satisfying and fulfilling travel service for its clients. The hotel business in Japan, for instance, has followed its development philosophy and learnt from the changing preference of customers in accommodation services and developing innovative services such as expanding its hotel property that provides hot springs, private bathrooms, gyms and massage chairs for clients.

### Health and safety

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

### Advertisement and marketing

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

## VI. 社會可持續性

## VI. SOCIAL SUSTAINABILITY

### 客戶私隱

本集團嚴禁在未經客戶授權的情況下將機密信息洩露予任何第三方。本集團從客戶收集的資料僅用於收集資料的目的。客戶有權審查和修改其個人資料，包括選擇退出任何直接營銷活動。所有收集到的個人資料均作保密處理，並已進行加密，且僅經過管理層批准的特定人員有權查閱。於2020年財政年度，本集團並無收到有關違反客戶私隱及客戶資料遺失的實質投訴。

於2020年財政年度，本集團遵守對本集團重要的有關其產品及服務的健康與安全、廣告、知識產權、標籤和私隱事項的相關法例及規例。

### B.7 反貪污

為維持公平、合乎道德及高效的工作環境，本集團於2020年財政年度恪守當地有關反貪污及防止賄賂的法律及規例，包括但不限於《打擊洗錢及恐怖分子資金籌集條例》（香港法例第615章），《防止賄賂條例》（香港法例第201章）及香港旅遊業議會會員一般作業守則。

本集團已制定並嚴格執行「僱員手冊」中規定的反腐敗政策，以管理本集團內的任何欺詐行為。本集團禁止一切形式的賄賂和腐敗，並要求所有僱員遵守職業道德守則。本集團期望所有僱員誠信地履行其職責，不會參與賄賂或任何違法活動。本集團定期邀請「香港廉政公署」為其新僱員工進行反貪污培訓。於2020年財政年度，本集團概無就本集團或其任何僱員提出有關貪污腐敗行為的法律案件。

### Customer's privacy

The Group prohibits the leak of confidential information to any third party without the authorisation of its customers. The information collected from customers by the Group would only be used for the purpose for which it has been collected and customers can review and revise their personal data, including opting out of any direct marketing activities at any time. All collected personal data is treated confidentially and encrypted, which only specific staff with the approval of the management can access. In FY2020, there was no substantiated complaint received by the Group concerning the breach of customer privacy and the loss of customer data.

In FY2020, the Group was in compliance with the relevant laws and regulations regarding health and safety, advertising, intellectual property, labelling and privacy matters of its products and services that are material to the Group.

### B.7 Anti-corruption

To maintain a fair, ethical and efficient working environment, the Group abided by the local laws and regulations relating to anti-corruption and bribery in FY2020, including but not limited to the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Chapter 615 of the Laws of Hong Kong), the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong) and General Code of Conduct for TIC Members in Hong Kong.

The Group has formulated and strictly implemented its anti-corruption policies as stipulated in its "Employee Handbook" to manage any fraudulent practices within the organisation. The Group prohibits all forms of bribery and corruption and requires all employees to conform to the codes of professional ethics and all employees are expected to discharge their duties with integrity and abstain from engaging in bribery activities or any illegal activities. The Group invites the Hong Kong Independent Commission Against Corruption ("ICAC") for the anti-corruption training of its newly hired employees regularly. In FY2020, no legal cases regarding corrupt practices were brought against the Group or its employees.



## VI. 社會可持續性 VI. SOCIAL SUSTAINABILITY

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

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

### 社區

#### B.8 社區投資

作為企業公民，本集團通過促進員工的廣泛參與、優化資源分配並傾聽當地社區團體的聲音，在整個社會關懷中推動可持續發展。本集團成立了「EGL社會關愛組」，以舉辦和組織慈善活動，通過我們在旅遊業的知識和資源整合能力，促進當地社區的和諧發展。自成立以來，本集團積極履行社會責任，尤其致力於推動社區教育、社會福祉和環境保護。於2020年財政年度，本集團榮獲的獎項包括「商界展關懷15+」、「友商有良」及「社會資本動力標誌」獎等。

於回顧年度內，本集團通過有限的活動，堅持為當地社會的福祉作出貢獻。

#### 社區教育

本集團結合可持續發展目標4-優質教育，已在香港浸會大學成立東瀛遊旅行社第一代大學生獎學金及東瀛遊旅行社學生海外交流獎學金，以支持成績卓越的學生。於2020年財政年度，本集團向滿足要求的學生頒發了15,000港元的獎學金。

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

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

### COMMUNITY

#### B.8 Community Investment

As a corporate citizen, the Group has led the way in promoting sustainable development across social care by facilitating the extensive engagement by employees, optimising the allocation of resources and listening to the voice of local community groups. The "EGL Caring Society Team" (EGL社會關愛組) has been formed by the Group to host and organise charitable events that rely on our knowledge in the tourism industry and capability of resource integration to promote the harmonious development of local communities. The Group has earnestly fulfilled its social responsibilities since its inception, in particular focusing its efforts on the promotion of community education, social wellbeing and environmental protection. In FY2020, the Group has received many awards including "15 Years Plus Caring Company", "Partner Employer Award" and "Social Capital Builder Logo Award".

During the year under review, the Group insisted on making contributions to the wellbeing of local society through a limited extent of initiatives.

#### Community education

In alignment with Sustainable Development Goal 4 – Quality Education, the Group has built EGL Tours First-Generation University Student Fund and EGL Tours Student Exchange Scholarship in the Hong Kong Baptist University for supporting students with excellent performance. In FY2020, a scholarship of HK\$15,000 was awarded to a qualified student.



## VI. 社會可持續性 VI. SOCIAL SUSTAINABILITY

### 社會福祉

於2020年財政年度，面對肆虐的疫情，本集團通過各種活動和倡議積極解決社會中弱勢群體的需求，包括向市民分發免費的防疫物資並擔任健康大使，以提高社區對疫情防控的認識。

### 環境保護

於2020年財政年度，本集團20名同事註冊並計劃參加「樹林夥伴計劃2020」植樹活動。該計劃最初由世界綠色組織於2020年6月13日舉行，但由於政府限聚令而延期至2021年。儘管如此，本集團仍捐贈32,000港元以支持自然保護，而這亦是該倡議的最初目的。

展望未來，本集團將與社區的合作視為實現可持續發展更廣泛規劃中不可或缺的一部分，並堅定不移地利用自身力量孵化出更多偉大的構想，以幫助有需要的人士並讓社會變得更好。

### *Social wellbeing*

In FY2020, in view of the raging Pandemic, the Group actively addressed the need of the vulnerable in the society, through various campaigns including distributing free epidemic prevention materials to citizens and acting as the Health Ambassador to enhance the awareness in the community about epidemic prevention and control.

### *Environmental protection*

In FY2020, 20 colleagues of the Group registered and planned to participate in the "Tree Partner Programme 2020" that was originally scheduled to be held on 13 June 2020 by the World Green Organisation, which unfortunately was postponed to 2021 due to the Gathering Restriction Order of the government. Nonetheless, the Group still donated HK\$32,000 to support the conserving the nature, which was the original objective of the initiative.

Looking forward, the Group sees the collaboration with and in the community as an indispensable part of its broader plan to achieve sustainable development, and will unswervingly leverage its strength to incubate more great ideas to help the people in need and make the society better.

## VII. 應對疫情

## VII. RESPONDING TO THE PANDEMIC

面對2020年的突發公共衛生事件，本集團將保護員工、服務客戶以及向當地社區成員提供支持列為優先事項。為響應全球遏制疫情傳播的行動與呼籲，本集團於2020年初制定了緊急應變政策，以確保其在全球不同地區員工的安全以及維持業務穩定。本集團的工作人員根據國家和地方政府發布的指令，採取了及時且有效的措施。

### 保護人們

本集團針對出勤與在家工作的安排進行了最優調整，以維持基本的業務營運，同時最大程度地降低了病毒傳播的風險。本集團在大廈和辦公室入口處安裝了熱成像系統，為員工提供包括口罩在內的防護物資，對工作場所進行定期消毒，並限制辦公室中的員工人數。

於2020年財政年度，本集團應香港質量保證局邀請，參與推動名為「企業同心」健康社區大使人員註冊計劃，透過計劃可以加強同事的健康意識。此外，本集團委聘專業顧問為其員工及家人提供防疫和解壓的諮詢服務，以協助處理其生活上的壓力及情緒困擾。

### 服務客戶

2020年初，本集團已密切關注所有旅遊目的地疫情的嚴重性，取消高風險地區的旅行團。本集團行程中亦準備了酒精搓手液和口罩，以保護客人健康。2020年3月，亞洲和歐洲不同國家的地方政府逐漸實施了封鎖措施，並開始關閉邊界。為確保所有客戶都能安全返回家園，本集團立即調整了旅行行程安排，竭力爭取最快的返港航班，以防止任何緊急情況的發生。

Facing the public health emergency of 2020, the Group prioritised the protection of its employees, service to its customers and the support to local community members. In response to the global actions and call to curb the spread of the Pandemic, the Group established the emergency response policy in early 2020 to ensure the safety of its employees in different regions of the planet, and to maintain business continuity. The Group's teams took timely and effective actions in accordance with the directives issued by national and local governments.

### PROTECTING ITS PEOPLE

The Group has optimally adjusted the arrangements of physical attendance and work from home to maintain basic business operations while minimising the risk of virus transmission. The Group has installed the thermography system at the entrance of buildings and offices, offered its employees with protection materials including face masks, organised regular disinfection of workplaces and limited the number of workers in offices at the same time.

In FY2020, the Group was invited by the Hong Kong Quality Assurance Agency and played a part in the promotion of "Community Health Ambassador" Personnel Registration Scheme, in which its employees' health awareness was enhanced. Further, the Group engaged a professional counsellor to provide consulting services on epidemic prevention and stress relief for its employees and their families, assisting employees in dealing with stress in life and distress in emotions.

### SERVING ITS CUSTOMERS

At the beginning of 2020, the Group has already been paying close attention to the severity of the Pandemic in all tourism destinations, where its tour groups were cancelled in highly risky areas. Alcoholic hand sanitizers and masks were also prepared for guests to for protection during the tour. In March 2020, local governments of different Asian and European countries gradually implemented lockdown measures and began to close international borders. To ensure all its customers can return home safely, immediate adjustment of travelling schedules was made by the Group, which rushed to fight for immediate return flights to Hong Kong to prevent any emergency.

## VII. 應對疫情

### VII. RESPONDING TO THE PANDEMIC

在酒店業務方面，本集團總部與日本的酒店保持密切聯繫，確保有效實施所有防疫措施，以保護住客在入住期間的健康和安全。具體而言，在大堂、用餐區和每個樓層入口處均放置了消毒器，並為客人準備了瓶裝酒精消毒劑。本集團定期對所有公共區域(包括電梯、大堂、用餐區和樓梯扶手)進行消毒，並將公共區域的所有座位間隔擴大。本集團確保酒店有良好的通風，避免病毒的傳播。

#### 支持當地社區

面對社會上口罩供應短缺的問題，本集團管理層立即啟動危急應變小組，以尋求外部資源。聯絡日韓合作夥伴，本集團成功搜羅了口罩迅速運抵香港。為滿足香港市民的緊急需求，本集團於2020年2月份，向市民免費分發30,000多個口罩。於2020年2月，本集團在疫情當下亦向5個慈善組織捐贈了10,500個口罩。本集團在分發現場播放教育視頻，旨在向市民教授如何正確佩戴和脫下口罩的知識。

In terms of its hotel business, the headquarter of the Group has stayed closed communication with hotels in Japan, securing the effective implementation of all epidemic prevention and control measures to protect its occupants' health and safety during their stay. In particular, sanitiser dispensers were placed at the entrances of lobbies, dining areas and every floor, while bottled alcoholic disinfectants were prepared for guests as well. All public areas including the elevators, lobby, dining areas and stair handrails were sanitised regularly, while all seats in the public areas were re-arranged in distance. The Group ensured good ventilation in the hotel to avoid virus transmission.

#### SUPPORTING THE LOCAL COMMUNITY

Facing the shortage in supply of face masks in the society, the Group's management initiated the emergency response task unit immediately to look for external resources. With the help of its business partners in Japan and South Korea, the Group successfully acquired face masks which were delivered to Hong Kong quickly. To address the urgent needs of Hong Kong residents, the Group freely distributed more than 30,000 face masks to Hong Kong residents in February 2020. The Group also donated 10,500 masks to 5 charitable organisations in February 2020 under the prevailing Pandemic. The Group played educational videos on distribution sites, aiming to teach citizens about how to put on and take off face masks properly.



## 東瀛遊控股有限公司

EGL Holdings Company Limited

(於開曼群島註冊成立的有限公司)

(Incorporated in the Cayman Islands with limited liability)

股份代號 Stock Code : 6882

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