



Deson Development International Holdings Limited

迪臣發展國際集團有限公司

(Incorporated in Bermuda with limited liability)

(於百慕達註冊成立之有限公司)

(Stock Code 股份代號：262)

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT
2021 環境、社會及管治報告

Contents

ABOUT THE REPORT	2
SCOPE OF THE REPORT	2
REPORTING FRAMEWORK	2
REPORTING PRINCIPLES	3
<i>MATERIALITY</i>	3
<i>QUANTITATIVE</i>	3
<i>CONSISTENCY</i>	3
ESG GOVERNANCE	3
INFORMATION AND FEEDBACK	3
ESG RESPONSIBILITY MANAGEMENT	4
STAKEHOLDER ENGAGEMENT	4
MATERIALITY ASSESSMENT	6
PROTECTING OUR ENVIRONMENT	7
ENVIRONMENTAL PRINCIPLE	7
EMISSION TREATMENT	7
<i>WASTE MANAGEMENT</i>	7
<i>AIR EMISSION CONTROL</i>	8
<i>WASTEWATER TREATMENT</i>	9
RESOURCES CONSERVATION	9
RESPONDING TO CLIMATE CHANGE	11
CARING ABOUT OUR EMPLOYEES	11
EMPLOYMENT AND WELFARE	11
HEALTH AND SAFETY	13
TRAINING AND DEVELOPMENT	14
OPERATING PRACTICES	15
SUPPLY CHAIN MANAGEMENT	15
QUALITY ASSURANCE	16
INFORMATION AND INTELLECTUAL PROPERTY RIGHTS	17
PROTECTION	
ANTI-CORRUPTION	19
CONTRIBUTING TO OUR COMMUNITY	19
APPENDIX 1: KEY PERFORMANCE INDICATORS	22
APPENDIX 2: CONTENT INDEX OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE	24

目錄

有關本報告	2
報告範圍	2
報告框架	2
報告原則	3
<i>重要性</i>	3
<i>量化</i>	3
<i>一致性</i>	3
ESG管治	3
資訊及反饋	3
ESG責任管理	4
持份者參與	4
重要性評估	6
環境保護	7
環境原則	7
排放物處理	7
<i>廢棄物管理</i>	7
<i>空氣排放管控</i>	8
<i>污水處理</i>	9
節約資源	9
應對氣候變化	11
關愛僱員	11
僱傭及福利	11
健康與安全	13
培訓與發展	14
營運慣例	15
供應鏈管理	15
品質保證	16
保障資料及	17
知識產權	
反貪污	19
貢獻社區	19
附錄一：關鍵績效指標	22
附錄二：環境、社會及管治報告 指引內容索引	24

Environmental, Social and Governance Report

環境、社會及管治報告

ABOUT THE REPORT

Deson Development International Holdings Limited (the “Company”) and its subsidiaries (collectively referred to as the “Group” or “We”) are pleased to present the Environmental, Social and Governance (“ESG”) Report (the “ESG Report”), which comprehensively illustrates the ESG strategy and commitment of the Group in fulfilling corporate social responsibility and achieving sustainable development. For further details about the Group’s corporate governance frameworks and practices, please refer to the corporate governance report which has been included as part of the Group’s Annual Report for the year ended 31 March 2021.

Scope of the Report

The ESG Report focuses primarily on the environmental and social performance of the Group’s core businesses in Hong Kong and the People’s Republic of China (the “PRC”), including (i) property development and investment; (ii) trading of medical equipment and home security and automation products, including the provision of related installation and maintenance services; and (iii) operation of a hotel. The ESG report has expanded its reporting scope to include the new hotel operation business. The ESG Report covers the period from 1 April 2020 to 31 March 2021 (the “Year”), unless otherwise specified. The Group is continuously looking and developing strategies to enhance its performance in the environmental realm and disclose relevant information in addressing the sustainability concerns of its stakeholders.

Reporting Framework

The ESG Report is prepared in accordance with the Environmental, Social and Governance Reporting Guide (“ESG Guide”) contained in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“Stock Exchange” or “HKEX”).

有關本報告

迪臣發展國際集團有限公司(「本公司」)及其附屬公司(統稱「本集團」或「我們」)欣然提呈環境、社會及管治(「ESG」)報告(「ESG報告」)。ESG報告全面闡述本集團在履行企業社會責任及實現可持續發展方面的ESG策略及承諾。有關本集團企業管治框架及實踐的更多詳細資料，請參閱本集團截至二零二一年三月三十一日止年度的年報內的企業管治報告。

報告範圍

ESG報告主要集中於本集團核心業務在香港及中華人民共和國(「中國」)的環境及社會表現，包括(i)物業發展及投資；(ii)買賣醫療設備及家居保安及自動化產品，包括提供相關安裝及維修服務；及(iii)營運一間酒店。ESG報告擴大其報告範圍，將新酒店營運業務納入其中。除另有說明外，ESG報告涵蓋自二零二零年四月一日至二零二一年三月三十一日止(「本年度」)期間。本集團不斷尋求及制定策略以提高其在環境方面的表現，並披露相關資料以釋除其持份者對可持續性的憂慮。

報告框架

ESG報告乃根據香港聯合交易所有限公司(「聯交所」)證券上市規則附錄二十七所載《環境、社會及管治報告指引》(「ESG指引」)所編製。

Reporting Principles

The ESG Report adheres to the ESG Reporting Principles set out in the ESG Guide, including materiality, quantitative and consistency. Details are illustrated as follows:

Materiality

The content of the Report is determined through stakeholder engagement and materiality assessment process, which includes identifying ESG-related issues, collecting and reviewing the management and stakeholders' opinions, assessing the relevance and materiality of the issues, and preparing and validating the information reported. The Report has covered the key issues that are concerned by different stakeholders.

Quantitative

The disclosure of Environmental, Social and Governance Key Performance Indicators ("KPIs") in the ESG report are supported by quantitative data and measurable standards. All applicable statistics, calculation tools, methodologies, reference materials and sources of conversion factor used are disclosed when presenting the emission data.

Consistency

In order to enhance and maintain meaningful comparability of ESG performances between years, the Group has strived and will continue to adopt consistent reporting and calculation methodologies as far as reasonably practicable. For any changes in methodologies or relevant KPIs used, the Group has presented and explained in detail in the corresponding sections.

ESG Governance

The Group considers good ESG governance as an integral part of the sustainable growth of enterprises. The board of directors of the Company (the "Board") thereby bears the primary responsibilities for formulating the Group's short-term and long-term ESG strategies, and continually oversees and reviews the implementation of the ESG policies, so as to strengthen the Group's ESG system and minimise related risks. The Board has delegated an authority to carry out sustainable development measures and to ensure compliance with the relevant laws and regulations.

Information and Feedback

Your opinions on the Group's ESG Report and sustainability performance are highly valued. Should you have any queries, comments or suggestions, please contact us at deson@deson.com.

報告原則

ESG報告依照ESG指引中所載的ESG報告原則，包括重要性、量化及一致性。有關詳情闡述如下：

重要性

本報告內容乃通過持份者參與及重要性評估所制定，其中包括識別ESG相關議題、收集並審閱管理層及持份者意見、評估議題的相關性及重要性，以及準備及核實所匯報的資料。本報告已涵蓋不同持份者所關注的重要議題。

量化

ESG報告中披露的環境、社會及管治關鍵績效指標（「**關鍵績效指標**」）獲量化數據及可衡量的準則支持。所使用的一切適用統計數據、計算工具、方法、參考資料，以及轉換係數來源均在提交排放數據時予以披露。

一致性

為提高並保持ESG表現的年度可比性，本集團致力並將持續在合理可行的情況下採用一致的匯報及計算方法。就所使用的方法或相關關鍵績效指標的任何變更，本集團會在相應章節中詳述並解釋。

ESG管治

本集團認為良好的ESG管治對企業的可持續發展不可或缺。因此，本公司董事會（「**董事會**」）承擔制訂本集團短期與長期ESG策略的主要職責，並持續監察及檢討ESG政策的實施情況，以加強本集團的ESG體系並降低相關風險。董事會已授權推行可持續發展措施並確保遵守相關法律及法規。

資訊及反饋

本集團十分重視閣下對本集團ESG報告及可持續發展表現的意見。若閣下有任何疑問、意見或建議，請透過deson@deson.com聯絡本公司。

ESG RESPONSIBILITY MANAGEMENT Stakeholder Engagement

The Group understands the importance of maintaining close contact and effective communication with our stakeholders. Therefore, we have engaged our stakeholders through diversified channels during the Year. The participation of both internal and external stakeholders not only facilitated the evaluation of our current management approach on the environmental and social performance, it also consolidated our sustainability strategies for future development. The Group has established a range of communication channels and platforms for gaining a better understanding on the stakeholders' expectations on the Group's ESG performance and thus providing timely responses.

ESG責任管理 持份者參與

本集團深明與持份者保持密切聯繫及有效溝通的重要性。因此，我們於本年度通過各種的渠道與持份者接觸。內部及外部持份者的參與不僅促進我們目前在環境及社會表現方面的管理方法的評估，亦鞏固我們未來發展的可持續發展策略。本集團已成立一系列的溝通渠道及平台，以更好地瞭解持份者對本集團ESG表現的期望，從而提供適時的回應。

Stakeholders 持份者	Expectations and Requirements 期望與要求	Means of Communication and Response 溝通及回應方式
Government and Regulators 政府及監管機構	<ul style="list-style-type: none"> Compliance with national policies, laws and regulations 遵守國家政策、法律及法規 Tax payment in full and on time 按時足額納稅 Safe construction projects 安全建造項目 	<ul style="list-style-type: none"> Regular submission of reports 定期提交報告 Regular meetings with regulators 定期與監管機構會面 Examination and inspection 審查與檢驗
Shareholders 股東	<ul style="list-style-type: none"> Returns 收益回報 Operational compliance 合規營運 Growth in corporate value 企業價值提升 Information transparency and effective communication 資訊透明及有效溝通 	<ul style="list-style-type: none"> General meetings 股東大會 Announcements, annual report and circulars 公告、年報和通函 Email, telephone communication and company website 電郵、電話溝通及公司網站
Business Partners 業務夥伴	<ul style="list-style-type: none"> Operation with integrity 誠信經營 Fair competition 公平競爭 Performance of contracts 依法履約 Mutual benefits 互惠互利 	<ul style="list-style-type: none"> Business communication 業務溝通 Engagement and cooperation 參與和合作

Stakeholders 持份者	Expectations and Requirements 期望與要求	Means of Communication and Response 溝通及回應方式
Customers 客戶	<ul style="list-style-type: none"> Quality products and services 優質產品與服務 Health and safety 健康與安全 Performance of contracts 依法履約 Operation with integrity 誠信經營 	<ul style="list-style-type: none"> Customer service centre and hotlines 客戶服務中心和熱線 Customer communication meetings 客戶溝通會議 Social media platforms 社交平台
Environment 環境	<ul style="list-style-type: none"> Energy conservation and emission reduction 節能減排 	<ul style="list-style-type: none"> Encouraging and sponsoring employees to participate in environmental-related charity events 鼓勵並贊助員工參與環境相關的公益活動
Employees 僱員	<ul style="list-style-type: none"> Protection of rights and interests 維護權益 Occupational health and safety 職業健康與安全 Remunerations and benefits 薪酬福利 Career development 職業發展 Care for employees 關懷員工 	<ul style="list-style-type: none"> Employee mailbox 員工信箱 Training and workshops 培訓與工作坊 Employee activities 員工活動
Communities and the Public 社區與公眾	<ul style="list-style-type: none"> Improvement in community environment 改善社區環境 Participation in charity 參與公益事業 Information transparency 資訊公開透明 	<ul style="list-style-type: none"> Company website 公司網站 Announcements, annual report and circulars 公告、年報和通函 Participation in and provision of sponsorship for charity events 參與及贊助公益活動

Materiality Assessment

Further to the communication channels established to collect stakeholders' opinions and expectations, the Group has extended its understanding of a range of ESG-related issues via diversified of opinion collection from different stakeholders. The Group is able to gain a more comprehensive understanding on a range of ESG-related issues. The Group has also gathered the management's view on ESG-related issues through questionnaires. The information gathered, after being analysed along with materiality maps provided by well-known external institutions¹ and professional opinions from third-party professionals helped the Group identify and prioritize ESG issues which are concerned by stakeholders and are highly related to the Group's business.

重要性評估

除建立溝通渠道收集持份者的意見及期望外，本集團亦通過向不同的持份者收集各種意見，擴大其對一系列ESG相關議題的瞭解，能更全面瞭解一系列有關 ESG的議題。本集團亦通過問卷調查收集管理層對ESG相關議題的看法。所收集的資料經分析後連同知名外部機構提供的重要性圖譜¹以及第三方專家提供的專業意見，協助本集團識別持份者所關注且與本集團業務密切相關的ESG議題並釐定其優先次序。

Aspects 範疇

Material Issues 重要議題

Environment 環境

- Greenhouse Gases Emissions
溫室氣體排放
- Water & Wastewater Management
食水與污水管理
- Energy Management
能源管理
- Opportunities in Green Building
綠色建築機遇
- Physical Impacts of Climate Change
氣候變化的實際影響

Labour Practices 勞工常規

- Labour Management
勞工管理
- Occupational Health and Safety
職業健康與安全

Operation Practice 營運慣例

- Product Quality & Safety
產品質素與安全
- Data Security
數據安全
- Customer Welfare
客戶福祉
- Anti-corruption
反貪污

¹ The materiality maps referenced in the materiality assessment include the ESG Industry Materiality Map and the SASB Materiality Map produced respectively by MSCI and the Sustainability Accounting Standards Board (SASB).

¹ 重要性評估所參考的重要性圖譜分別包括由摩根士丹利資本國際公司(MSCI)提供的ESG行業重要性圖譜及由永續會計準則委員會(SASB)提供的SASB重要性圖譜。

PROTECTING OUR ENVIRONMENT

Environmental Principle

The Group attaches great importance to environmental impact reduction and is committed to embedding corporate social responsibility into its business operations. To ensure environmental compliance and proper implementation of environmental protection measures in our projects, the Group has strictly required its contractors to comply with the laws and regulations in relation to environmental protection, including but not limited to Law of the PRC on Prevention and Control of Atmospheric Pollution, Law of the PRC on Prevention and Control of Water Pollution and Law of the PRC on Prevention and Control of Environmental Pollution by Solid Waste. Further to the environmental compliance with relevant laws and regulations, the operation of the Group's hotel business has also obtained admissible approvals from government authorities, such as Food Operation License, Hygiene License and Special Trade Permit.

The Group highly recognises the importance of environmental protection, and contractors are thereby required to comply with all the rules and regulations set out by the Group and relevant authorities. The environmental and site hygiene issues regarding the management system as well as the on-site performance are also reviewed on an on-going basis to further control the environmental impacts arising from our operations. During the Year, the Group's hotel operation business in Kaifeng, PRC, has achieved "Level One Certification" of the IHG Green Engage™ system by the IHG Corporate Responsibility Team. The Group will continue its effort in reducing its environmental impacts and operating in a sustainable way.

During the Year, the Group was not aware of any non-compliance with environment-related laws and regulations.

Emission Treatment Waste Management

Non-hazardous waste from office operations of the Group is mainly general refuse, while the hazardous waste mainly includes waste toner cartridges, waste light tubes and waste light bulbs. In general, recyclable materials are sorted and transferred to recycling companies regularly. Staff members are encouraged to reuse office supplies including stationeries, envelopes and folders, to greatly minimise wasting of materials and waste disposed of. To further enhance employees' awareness of waste reduction, the Group has posted environmentally friendly and resources saving reminders in the offices to encourage the use of reusable dishware and cutlery instead of disposable ones.

環境保護

環境原則

本集團十分重視減少對環境影響並致力把企業社會責任納入其業務的營運中。為確保符合環保要求及環境保護措施在我們的項目中妥善執行，本集團要求其承建商嚴格遵守與環境保護有關的法例及法規，包括但不限於《中華人民共和國大氣污染防治法》、《中華人民共和國水污染防治法》及《中華人民共和國固體廢物污染環境防治法》。除遵守與環境相關法律及法規外，本集團經營酒店業務亦已獲得政府部門的認可批准，如食品經營許可證、衛生許可證及特種行業許可證。

本集團十分明白環境保護的重要性，故承建商須遵守本集團及相關機構所制訂的所有規則及法規。本集團亦持續審視與管理體系相關的環境及地盤衛生問題和地盤工作表現，以進一步控制我們的營運所造成的環境影響。於本年度，位於中國開封市的本集團酒店營運業務已獲得洲際酒店集團企業責任小組頒發的洲際綠色參與系統「一級認證」。本集團將繼續努力減少對環境的影響並以可持續的方式營運。

本年度，本集團並未知悉任何違反環境相關之法律及法規的行為。

排放物處理 廢棄物管理

本集團辦公室運作所產生的無害廢棄物主要包括一般廢棄物，而有害廢棄物主要為廢碳粉匣、廢光管及廢燈泡。一般而言，我們將可回收材料進行分類，並定期轉至回收公司。我們亦鼓勵員工重用辦公用品，包括文具，信封和文件夾，以最大程度減少物料的浪費及廢棄物的處置。為進一步提高員工對減少廢物的意識，本集團在辦公室內張貼環保及節約資源的提示，鼓勵使用可重用的餐具代替即棄餐具。

As for site operation, contractors are required to handle different type of waste according to the requirements imposed by the laws and regulations in relation to waste handling. For example, both construction waste and daily operation waste should be sorted before storing in semi-sealed garbage stations and cleared out regularly. To reduce construction waste at source, contractors are encouraged to reuse materials to the greatest extent.

Air Emission Control

The air pollutant emission of the Group takes the form of vehicle exhausts. As a way to reduce emission from the vehicle fleet, the Group has purchased vehicles with small engine displacements, and has regularly checked and maintained the vehicles. For site operation, dust is the major air pollutant stemming from the construction activities. Thus, we require contractors to comply with the relevant laws and regulations, so as to alleviate the impacts on air quality at construction sites. For example, buildings under construction are covered with mesh safety nets in order to prevent the emission of fugitive dust.

To reduce the emission of greenhouse gases as well as the carbon footprint, the Group has taken steps to manage the energy consumption patterns in its business operations. Apart from the direct emissions from the fuels used in vehicles and stationary combustion equipment, the Group's sources of greenhouse gas emissions include the energy indirect emissions from purchased electricity, and other indirect emissions from the disposal of paper, water and sewage treatment and business air travel. In order to reduce the Group's greenhouse gas emissions, the Group has encouraged employees to use public transit and ride-sharing, and to avoid unnecessary business air travel by replacing with video conference meetings. For unavoidable business trips, the Group has prioritised direct flights to reduce extra emissions of greenhouse gases due to flight transits.

For the Group's hotel operation business, environmentally-friendly behaviour among our employees and guests are encouraged by promoting the message of energy saving. For instance, energy-saving tips and reminders ranging from turning off electronics when not in use to adjusting the air-conditioners to the ideal temperature for thermal comfort have been posted in the hotel lobbies and the guestrooms to reduce emission. We have also made use of natural gas-powered equipment to reduce the emission of air-pollutants and carbon dioxide.

就地盤作業而言，承建商須根據有關廢棄物處置的法例及法規所實施的規定處理不同種類的廢棄物。例如，我們會將建築垃圾和一般垃圾進行分類，方儲存到半密封垃圾站，並定期清理。為從源頭減少建築廢棄物，我們鼓勵承建商盡可能重用材料。

空氣排放管控

本集團空氣污染排放主要為汽車尾氣。為降低車隊的排放，本集團已購入低排氣量的汽車並定期檢查及維護車輛。就地盤作業而言，主要空氣污染物為建造活動產生的塵埃。因此，我們要求承建商遵守相關法例及法規以減輕施工現場對空氣質素造成的影響。例如，使用密目式安全網對在建建築物進行封閉，防止施工過程揚塵。

為減少溫室氣體排放及碳足跡，本集團已採取措施管理其業務營運中的能源消耗模式。除來自車輛及固定燃燒設備所使用的燃料產生的直接排放外，本集團的溫室氣體排放源亦包括外購電力所產生的能源間接排放，以及棄置紙張、食水和污水處理以及商務差旅所產生的其他間接排放。為了減少本集團的溫室氣體排放，本集團已鼓勵員工乘搭公共交通工具和共享交通工具，並以視頻會議取代和減少不必要的商務差旅。對於無可避免的商務差旅，本集團已優先選擇直航，以盡量減少轉機所產生的額外溫室氣體排放。

至於本集團的酒店營運業務，本集團通過宣傳節能信息來鼓勵僱員及客戶實踐環保。例如，在酒店大堂及客房張貼節能小貼士及提示，關閉不使用的電子設備，將空調調校至舒適的理想溫度，以減少排放。我們亦利用以天然氣驅動的裝置，以減少排放空氣污染物及二氧化碳。

Wastewater Treatment

The water consumption of the Group is mainly attributed to general office use, site operation and hotel operation. The domestic sewage from our offices is directly discharged to the municipal drainage system. In terms of site operation, contractors should bear the responsibility for conducting proper wastewater treatment to mitigate adverse water quality impacts in accordance with the requirements stipulated in the relevant laws and regulations. For instance, wastewater from site operation is collected in a wastewater collection well of the construction site and is left to settle before discharging to the city sewage, so as to avoid discharge of sand and large particles to the drain when significant water pollution problem is anticipated. The Group has also conducted regular water pipe in sections and performed maintenance work to ensure water is not wasted through leakages. For the hotel operations business, the Group recognises that it produces wastewater throughout its operations, such as sewage from cooking and food waste. Therefore, in order to reduce the Group's environmental impact on water sources, the Group has installed on-site preliminary treatment facilities for processing kitchen sewage before discharging to the municipal drainage system.

Looking ahead, the Group will continue to put efforts in controlling emissions so as to reduce the environmental impact caused by its operation.

Resources Conservation

The major resources consumption during the Group's operation is paper, energy and water. To reduce the amount of paper used, the Group has encouraged its employees to minimise the number of photocopies by using electronic means as replacement and adopting double-sided printing whenever possible. Furthermore, the Group has utilized the 'pull printing' system to reduce the quantity of printouts that are collected by users. Through making use of the energy-efficient multifunction devices, documents are only released for printing when the staff has authenticated themselves at the device, so the amount of paper waste could be better managed. Besides, waste paper collection boxes are also placed in the office to collect non-reusable waste paper for recycling. For the Group's hotel operation business, we have encouraged hotel guests to participate in the bed linen reuse program and the linen would be changed only upon requests to save the consumption of resources, especially water used for cleaning and washing hotel equipment.

污水處理

本集團的用水需求主要源自一般辦公室用途、地盤作業及酒店經營。辦公室產生的生活污水會直接排入市政排水系統。就地盤作業而言，承建商應根據相關法律及法規所規定的要求，承擔妥善處理廢水的責任以減少對水質的有害影響。例如，施工污水必須先經施工現場內之集水井沉澱後，方可排到城市排水設施，以避免排放沙礫及大顆粒至排水管，從而出現嚴重的水污染問題。本集團亦定期分段進行水管及維修工作，以確保不會因滲漏而浪費水資源。就酒店經營業務而言，本集團確認其在整個經營過程中產生廢水，例如煮食及食物殘餘產生的污水。因此，為減少本集團對水源的環境影響，本集團已安裝現場初步處理設施以處理廚房污水，然後方排放至市政排水系統。

展望未來，本集團將繼續致力控制排放，以減輕因其運作而對環境造成的影響。

節約資源

本集團營運所消耗的主要資源為紙張、能源及水。為減少紙張用量，本集團鼓勵僱員以電子方式減少複印數量及儘量採用雙面打印以代替複印。除此以外，本集團已使用「截取打印」系統以減少使用者的打印數量。通過使用高效節能的多功能設備，員工僅在裝置上進行身份驗證後才能打印文件，從而可更好地管理廢紙數量。此外，辦公室亦設有廢紙收集箱以收集及回收不可重用的廢紙。至於本集團的酒店營運業務，我們鼓勵酒店客戶參與床單重用計劃，且床單僅會在客戶的要求下才會更換，以節省資源消耗，特別是清潔及洗滌酒店設備的用水。

In terms of energy saving, the Group has selected energy-efficient printer models and encouraged employees to switch off the lighting and air conditioning when not in use to avoid energy wastage and reduce carbon emissions. Lighting systems in the offices are set up in a way where different areas have dedicated light switches, while regular maintenance and cleaning are conducted to ensure a high efficiency of lighting. Our employees are also reminded of the importance of water conservation and are encouraged to adopt water-saving measures, such as turning off faucets tightly after use and reducing the water pressure of taps to the lowest practical level, in order to avoid water wastage. The Group will continue to enhance energy and water usage efficiencies, and hence to consume resources in a reasonable manner.

In our hotel operation, the Group has strived to achieve better energy efficiency with a more advanced lighting management system. To be specific, multi-zone lighting controls with automatic induction devices have been installed to cater the needs of guest according to the real-time demand in a day for reducing unnecessary lighting. Our hotel is utilising LED lights as the major lighting in guest rooms, lobbies and corridors for the purpose of enhancing the operation efficiency and saving energy. During the Year, our hotel has taken progressive steps to enhance its environmental performance and hence secured relevant certification endorsements.

Due to the nature of our property development and investment business, no packaging materials are used during our operations. For the trading of medical equipment and home security and automation products business, the products are generally packaged by suppliers using recyclable carton boxes. Therefore, no additional use of packaging material is induced.

為降低能源消耗、避免浪費能源及減少碳排放，本集團已選用高能源效益的打印機型號，並鼓勵僱員關掉不使用的照明及空調。我們為不同區域的辦公室照明系統設置專屬照明開關，同時進行定期維護和清潔以確保高照明效率。我們亦提醒僱員節約用水的重要性並鼓勵其採用節約用水措施，例如用後關緊水喉並將水龍頭的水壓降低到最低實用水平，以免浪費用水。本集團將繼續提升能源及水的使用效益，從而達致合理的資源消耗。

在酒店營運中，本集團致力通過更先進的照明管理系統實現更佳能源效率。具體而言，我們已在多區照明控制器安裝自動感應裝置，以按一天的實時需要滿足客戶的需求，減少不必要的照明。我們酒店正在使用的LED燈作為客房、大堂和走廊的主要照明，以提高營運效率和節約能源。於本年度，我們的酒店已循序漸進地提升其環保表現，並因此獲得相關認證。

由於本集團物業發展及投資業務的性質，本集團的營運並不涉及包裝材料使用。至於本集團買賣醫療設備及家居保安及自動化產品業務，產品主要沿用供應商所提供的可回收紙箱，故此不涉及額外包裝物料使用。

Responding to Climate Change

The Group recognises that climate change is one of the biggest worldwide challenges in 21st Century. Therefore, we strive to improve the Group's business resilience against the potential climate-related risks and develop better strategies to mitigate the negative impacts on our operations. Considering the risk of occurrence of higher frequency and intensity of extreme weather events, the Group has established natural disaster emergency plans which act in accordance with the Emergency Response Law of the PRC, Flood Control Law of the PRC, Law of the PRC on Protecting Against and Mitigating Earthquake Disasters and other national laws and regulations. In order to attain a better climate-related risk management, the Group has formulated various management measures and required the management personnel to set a good example for employees, with an aim to safeguard the safety of employees and reduce both financial and physical loss.

On the other hand, climate change might create new business opportunities for the Group due to the potential changes in customer preference for environmentally-friendly goods and services. Such transformation might lead to changes in the demand for goods and services as well as the revenue mix and sources. The Group will spare no effort to maintain its market competitiveness while supporting the global climate mitigation measures.

CARING ABOUT OUR EMPLOYEES Employment and Welfare

The Group believes that employees are the most valuable and indispensable assets in its pursuit of success. To protect the rights and interests of the employees, we strictly abide by the laws and regulations, such as the Employment Ordinance (Cap. 57 of the Laws of Hong Kong), the Employees' Compensation Ordinance (Cap. 282 of the Laws of Hong Kong), the Labour Law of the PRC, and the Labour Contract Law of the PRC.

應對氣候變化

本集團深明氣候變化是21世紀全球最大的挑戰之一。因此，我們致力提高本集團在應對潛在氣候相關風險的業務彈性，並制定更好的策略以減輕在營運時帶來的負面影響。考慮到極端天氣發生的頻繁程度及強度更高的風險，本集團根據《中華人民共和國突發事件應對法》、《中華人民共和國防洪法》、《中華人民共和國防震減災法》及其他全國性法律及法規制定天災應變計劃。為更好地管理氣候相關的風險，本集團已制定多項管理措施，並要求管理層成員為僱員樹立良好的榜樣，以保障僱員安全及減少財產及物質損失。

另一方面，由於客戶傾向環保商品及服務的潛在變化，氣候變化可能為本集團創造新商機。有關轉變可能會導致商品及服務的需求以及收入組合及來源發生變化。本集團在支持緩解全球氣候變化措施的同時亦將不遺餘力地保持其市場競爭力。

關愛僱員 僱傭及福利

本集團堅信僱員是其最寶貴及不可或缺的資產，亦是本集團成功的要素。為保障僱員的權益，我們嚴格遵守香港法例第57章《僱傭條例》、香港法例第282章《僱員補償條例》、《中華人民共和國勞動法》及《中華人民共和國勞動合同法》等法例及法規。

We have established a sound recruitment system to ensure our recruitment work is conducted in accordance with the work requirements set out by each department. Regardless of nationality, gender, age, race, religious belief or disability, candidates with relevant professional qualifications and working experiences would receive equal consideration for employment. To prevent child labour, we strictly comply with the Employment of Children Regulations (Cap. 57B of the Laws of Hong Kong) and the Provisions on the Prohibition of Using Child Labour of the PRC, by closely examining the identification documents of candidates. In order to prevent forced labour, duties and responsibilities of the position are clearly stated on the employment contract to protect the rights of employees. To ensure that our employees have sufficient time to rest, relevant policies on standard working hours and rest periods are in line with the relevant employment laws and regulations, which have been clearly stated in the employment contract.

Upon joining the Group, we offer employees a competitive remuneration package, which is determined, reviewed and adjusted with reference to the performance of employees and the Group as well as the market condition and practices. Employees with outstanding performance in their appraisal will be given promotion opportunities, which enables long-term development of employees together with the Group.

Great importance is attached to the well-being and work-life balance of our employees. The Group has provided various benefits to employees, such as employee's compensation insurance, medical insurance and personal accident insurance to its Hong Kong employees. We also make monthly contributions to Mandatory Provident Fund Schemes under the Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong) and Occupational Retirement Schemes under the Occupational Retirement Schemes Ordinance (Cap. 426 of the Laws of Hong Kong) for employees working in Hong Kong, and the Five Social Insurances and One Housing Fund for employees working in the PRC. Besides, employees are entitled to annual leaves, wedding leaves, compassionate leaves, maternity leaves, paternity leaves as well as statutory holidays. Throughout the Year, we organised leisure activities for our employees, such as Christmas and anniversary celebration activities, so as to promote the physical and mental well-being of our employees, and to foster a sense of belonging to the Group.

我們已建立完善的招聘制度，確保按各部門制定的工作要求進行招聘工作。不論國籍、性別、年齡、種族、宗教信仰或殘疾等情況，具有相關專業資格及工作經驗的求職者均享有同等的就業機會。為防止僱用童工，我們嚴格遵守香港法例第57B章《僱用兒童規例》及中國《禁止使用童工規定》，並對求職者的身份證明文件進行仔細核實。為避免強制勞工，職位的職責及責任已於僱傭合約清晰列明以保障僱員權益。為確保僱員有足夠的休息時間，標準工作時數及休息時間的相關政策均遵循相關僱傭法律及法規並於僱傭合約清楚列明。

加入本集團後，我們為僱員提供有競爭力的薪酬待遇。薪酬乃基於僱員表現、本集團業績、市場狀況及慣例而釐定、檢討及調整。在評估中表現優異的僱員將可獲晉升機會，使其可於本集團中享有長遠發展機會。

我們關注僱員的福祉和工作與生活的平衡。本集團向僱員提供各種福利，如向香港僱員提供僱員補償保險、醫療保險及人身意外保險。我們亦根據香港法例第485章《強制性公積金計劃條例》下之強積金計劃和香港法例第426章《職業退休計劃條例》下之職業退休計劃為香港僱員每月供款，同時向於中國工作的僱員提供「五險一金」。此外，僱員可享有年假、婚假、恩恤假、產假、待產假及法定假日。本年度，我們為僱員舉辦了休閒活動，如聖誕節及週年慶祝活動，以促進僱員的身心健康，並培養其對本集團的歸屬感。

When an employee resigns, an exit interview will be arranged to better understand the reason of an employee's resignation and payment of outstanding wages will be made pursuant to the requirements of the relevant laws and regulations.

Health and Safety

The Group highly prioritises the occupational health and safety of our employees; therefore the Group adheres to the people-oriented approach and actively pushes forward safety measures in the workplace. To raise our employees' awareness towards health and safety, occupational health and safety posters issued by the Occupational Safety & Health Council of Hong Kong, regarding tips for stress management at work, proper use of computer, and guidelines on stretching exercise, are put up at prominent areas in the offices. The Group has also purchased equipment such as metal step ladders for employees to reduce their risk of injury.

As a responsible property developer, on-site health and safety are of paramount importance to the Group. During the tendering process, contractors are required to hold valid safety production licenses. The Group also pays considerable attention to the health and safety of its site workers, the contractors are thereby required to strictly comply with the laws and regulations associated with health and safety, such as the Law of the PRC on the Prevention and Control of Occupational Diseases and the Work Safety Law of the PRC.

To ensure a healthy and safe workplace, contractors are required to establish clear safety policies for handling and reporting of emergency, accident and occupational diseases. They are also required to provide suitable personal protective equipment for site workers and hold regular meetings with various parties to monitor the implementation and enforcement of the health and safety policies. The Group has also engaged an external supervision company to oversee the construction progress and on site safety. Any non-compliance discovered by the supervision company during inspection will be communicated with contractors and mitigation measures will be taken by the relevant parties upon request.

Further to the ordinary health and safety measures adopted, the Group has also introduced a series of epidemic control policies to reduce the risk of virus transmission and protect the health of our employees during the outbreak of the Corona-virus Disease 2019 ("COVID-19") pandemic. Various pandemic prevention measures and guidelines have been implemented in different offices and work locations to ensure optimal hygiene.

倘若有僱員呈辭，我們將安排離職面談，了解僱員辭職的原因並按照有關法例及法規的要求支付未結算薪資。

健康與安全

本集團高度重視員工的職業健康與安全，堅守以人為本的方針，並積極推行職場安全措施。為提高員工健康和意識，我們在辦公室的當眼位置張貼由香港職業安全健康局印發有關管理工作壓力的小貼士、正確使用電腦及伸展鍛煉指引的職業健康安全海報。本集團亦已為僱員購買金屬梯架等設備以降低其受傷的風險。

作為負責任的物業發展商，地盤工作人員的健康與安全對本集團而言至為重要。招標過程中，承建商須持有效的安全生產牌照。本集團亦相當關注地盤工人的健康與安全，故承建商須嚴格遵守健康及安全相關的法例及法規，如《中華人民共和國職業病防治法》及《中華人民共和國安全生產法》。

為確保健康與安全的工作環境，承建商須訂立明確的安全政策，以處理及報告緊急情況、事故及職業病。彼等亦須為地盤工人提供合適的個人保護設備，並與各方定期舉行會議，監督健康與安全政策的實施及執行情況。本集團亦聘用外部監理公司以監察施工進度及現場安全。監理公司於審查期間若發現任何違規情況均會與承建商溝通，而有關人士將應要求採取緩解措施。

除所採取的一般健康及安全措施外，在2019冠狀病毒病（「冠狀病毒」）疫情爆發期間，本集團亦推行一系列疫情控制政策，以減低病毒傳播的風險，保護僱員的健康。在不同的辦公室及工作地點實施各種預防疫情的措施及指引，以確保最佳的衛生狀況。

For the workplace in Hong Kong, the Group has issued guidelines and memorandums on the specific requirements for disease control, such as requiring employees to wear face masks and apply hand sanitizers. Besides, medical grade disinfections were arranged in office premises. Furthermore, the Group has launched flexible work arrangements, such as distant working and rotation of working teams, and has reduced in-person business meetings through the utilization of video conferencing to safeguard the health of our employees.

For the PRC offices, a disease control and prevention committee has been set up to oversee and monitor the effectiveness of the disease prevention measures implemented in the offices. The Group is also committed to putting in place enhanced health and hygiene measures that align with the necessary protocols required by government authorities. Taking the hotel operation business as an illustration, a set of standard operating procedures for all individuals who entered the hotel lobby was introduced, requiring both guests and employees to pass temperature checks and wear a face mask. The Group has also made notable efforts behind the scenes, such as offering personal hygiene and health trainings to all the front line staff to ensure stringent hygiene standards were met in any hotel spaces. As a caring and responsible employer, the Group will continue to keep close monitoring of the pandemic situation as well as responding to the needs of our employees.

Training and Development

Driven by our Group's belief in the profound importance of continuing education to enhance service quality, the Group has encouraged employees to pursue further education and attend external seminars for continuous improvement in their technical capabilities and personal development.

本集團在香港的辦公室發佈了控制疾病措施的指引和備忘錄，例如要求員工佩戴口罩和使用手部消毒劑。此外，我們亦安排於辦公室內進行醫療級消毒。除此以外，本集團亦推行靈活的工作安排，例如遠距離工作及工作團隊輪班，並通過使用視頻會議減少親身參加商業會議，保障僱員的健康。

就中國的辦公室而言，我們已成立疾病控制和預防委員會，以監督及監測各辦公室內執行疾病預防措施的有效性。本集團亦承諾加強健康及衛生措施，使其符合政府當局規定的必要措施。以酒店營運業務為例，我們對所有進入酒店大堂的人員實行一套標準操作程序，要求客戶及僱員均要通過體溫檢查並戴上口罩。本集團在幕後亦作出顯著的努力，例如為所有的前線員工提供個人衛生及健康培訓，以確保在任何酒店場所均能達到嚴格的衛生標準。作為一個有愛心及負責任的僱主，本集團將繼續密切關注疫情以及回應僱員的需求。

培訓與發展

本集團堅信持續進修對提升服務質素極為重要，因此本集團鼓勵僱員繼續進修及參加外部研討會，以不斷提高其技術能力及個人發展。

With health and safety being among the Group's top priority on site, contractors are required to provide safety and awareness trainings to site workers for enhancing their safety knowledge and ascertaining a high standard of safety awareness at all times. To ensure that new workers fully understand the health and safety practices and comply with the relevant laws and regulations, the Group has provided various safety trainings which cover the guidelines on the use of personal protective equipment, fire drills, proper manual handling procedures and safe machineries operation before the commencement of work. During the Year, the hotel has arranged and conducted several in-house training sessions with different topics, such as "ways to fulfill environmental responsibility", "handling and protecting the private information of customers" and "ladder safety". The Group has strived to enhance employees' awareness and alertness to react in times of accidents. During the Year, the Group was not aware of any violations of safety laws and regulations and no employee injury case incurred and reported.

Furthermore, for the purpose of maintaining the Group's business compliance, improving the Group's efficiency in operation as well as keeping its employees updated with the current business operation requirements in the market, the Group has encouraged employees to participate in external training sessions, such as seminars on updates on financial reporting and corporate regulations.

OPERATING PRACTICES Supply Chain Management

The Group is dedicated to maintain high-quality services through careful assessments, selections and evaluations of its suppliers and contractors. There is a range of selection criteria for existing and potential contractors, such as the quantity of certifications obtained, qualifications, and licences relating to safety production. Moreover, before establishing official business relationships with our suppliers for the trading of medical equipment and home security and automation products, the Group has carefully examined the certifications and product test reports from the potential suppliers. Suppliers or contractors who have obtained relevant ISO quality management certifications or other quality-related certificates would be prioritized. To be specific, all Class-II medical products supplies which are applied in the Medical Device Administrative Control System have been required to obtain ISO 13485:2016. We endeavour to lower the risks arisen from supply chain and minimise the negative impact towards the quality of our products and services.

健康與安全在本集團的建築地盤是首要位置，因此承建商須向地盤工人提供安全意識培訓，以加強工人的安全知識，並時刻保持高水平的安全意識。為確保新入職工人充分了解健康安全慣例及遵守相關法律及法規，本集團在工人履行職責前提供多項安全培訓，其內容包含個人保護設備的使用、消防演習、正確的人手操作程序及安全機器操作的指引。於本年度，酒店多次安排並舉辦不同主題的內部培訓課程，例如「如何履行環境責任」、「處理及保護客戶的私人資料」及「梯架安全」。本集團致力提高僱員的意識及警覺性，以便在發生事故時作出即時反應。於本年度，本集團並未知悉任何違反安全法律及法規的行為，亦無發生及報告僱員受傷的個案。

此外，為保持本集團業務的合規性、提高本集團的營運效率，以及讓僱員了解市場目前的商業運作要求，本集團已鼓勵員工參加外部培訓課程，例如關於財務報告和企業條例更新的研討會。

營運慣例 供應鏈管理

本集團致力通過對其供應商及承建商進行謹慎評估、篩選及評價以保持高質量的服務。我們對現有及潛在承建商有一系列的篩選準則，例如所取得的證書數量、資格及相關安全生產牌照。此外，與買賣醫療設備及家居保安及自動化產品的供應商開展正式業務關係前，本集團會謹慎審查潛在供應商的證書及產品測試報告。已獲相關ISO質量管理證書或其他與質量有關證書的供應商或承建商將獲優先考慮。具體而言，所有適用於醫療儀器行政管理制度的二級醫療產品供應商均須獲得ISO13485：2016認證。我們致力將供應鏈風險減低，並對我們產品及服務質素的影響降至最低。

Furthermore, the Group carries out regular performance reviews on the price, product and service quality, work progress and employee cooperation of its suppliers and contractors. Other vital factors such as environmental, health and safety performance have also been taken into consideration. The results of their performance on meeting these criteria will directly affect qualification of the supplier or contractor. The Group has given preference to local suppliers which are geographically closer and more accessible to site to reduce carbon footprint. For the purchases of perishable products in our hotel operations, the Group has incorporated local sourcing into the procurement strategies. There are various measures taken to ensure the food and ingredient supplies are certified sustainable, cost effective and beneficial to the health of our guests. For example, all the food suppliers need to provide the list of ingredients with supporting documents for their delivery of ready-made food products to ensure the product quality as well as their compliance with government regulations. Employees have to strictly follow the receiving guidelines and reject any food ingredients which do not meet relevant quality standards to ensure the food safety.

Quality Assurance

For property development business in the PRC, the Group fully understands the importance of quality control. We require contractors to establish a series of measures for quality control and to comply with the relevant laws and regulations relating to quality management, such as the Construction Law of the PRC. During the project implementation stage, contractors are required to perform regular inspections to keep track of the project progress and to ensure they have complied with our guidelines. Regular meetings are also held to address material quality issues in a prompt manner and to ensure that sufficient resources were allocated for timely completion of the project.

In respect of the trading of medical equipment and home security and automation products business, the Group always strives to provide superior products, particularly the medical equipment, to our customers. Testing reports, safety test reports and certificates of conformity were obtained from the suppliers as proof in quality. Our certain medical equipment are listed on the Medical Device Administrative Control System under the Department of Health of Hong Kong, in which detailed information of the equipment can be accessed by the public via the internet. Besides, upon installation, we will check the functionality of the equipment and provide a warranty period of 12 months.

此外，本集團定期與供應商和承建商進行績效評估，就價格、產品和服務質量、工作進度和員工合作的表現進行評估。我們亦會考慮其他重要因素，例如環境、健康和 safety 表現。他們滿足有關準則的表現結果將直接影響供應商或承建商的資格。本集團優先考慮在地理上較接近地盤的供應商，以減少碳足跡。對於酒店業務中採購易腐產品，本集團已將本地採購納入採購策略。我們採取各種措施確保食品及原材料可持續供應，具成本效益並對客戶健康有所裨益。例如，所有食品供應商在交付已製成的食品時均需提供材料清單及證明文件，以確保產品質量以及符合政府法規。僱員必須嚴格遵守收貨準則，拒絕任何不符合有關質量標準的食品材料，以確保食品安全。

品質保證

就中國物業發展業務而言，本集團深知質量控制的重要性。我們要求承建商建立一系列質量控制措施並遵守與質量管理有關的相關法例及法規，如《中華人民共和國建築法》。於項目施工階段，我們要求承建商進行定期視察，以監督項目進展並確保遵守我們的指引。我們亦定期舉行會議，以盡快處理重大質量問題及確保分配足夠資源以準時完成項目。

在買賣醫療設備及家居保安及自動化產品業務方面，本集團一直致力為客戶提供優質產品，尤其是醫療設備。我們會從供應商取得測試報告、安全測試報告和合格證書，以證明其品質。我們若干醫療設備已載列於香港衛生署下的醫療儀器行政管理制度內，公眾可透過互聯網查閱該設備的詳細資料。此外，安裝儀器後，我們將檢查設備的功能並提供 12 個月的保修期。

To enhance customer loyalty and increase their satisfaction, we maintain close communication with our customers to keep them informed of the project status and collect their feedback about our products and services. All the complaints received will be promptly and thoroughly investigated. Follow-up and remedy actions will be taken accordingly after receiving customers' comments, which also act as a reference for our future improvement. The Group's hotel operation business, for instance, has set up an online customer feedback platform for collecting their opinions on our services. Through careful review of the satisfaction survey, the hotel management group could better understand the needs of our guests and thus improve the overall quality of hotel services and facilities. All concerns and comments are carefully handled and responded by our management team.

As for advertising and labeling, we strictly abide by the relevant laws and regulations, so as to protect our customers from any misleading or incomplete information in the course of sales. The Group maintains visible product labels on its products, which include essential product information such as model, reference and serial numbers, and manufacture origin, so as to ensure that information regarding the product sold is accurate.

Information and Intellectual Property Rights Protection

Integrity has always been the intrinsic business value of the Group. We are committed to safeguard and protect personal information of our employees and customers by strictly comply with the relevant laws and regulations, such as the Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong). The personal data of our customers is collected and used in a responsible and non-discriminatory manner, where the use of information is restricted to the purposes stated in the legal documents. Any confidential information of our customers is stored properly securely and is not allowed to be used improperly or without permission of the senior management.

為提高客戶忠誠度及滿意度，我們一直與客戶保持密切溝通，讓他們了解項目狀況並收集客戶對我們產品及服務的意見。所有接獲的投訴將即時展開全面調查。接獲客戶意見後，我們將採取跟進及補救行動，有關意見亦作為我們未來改進的參考。正如，本集團的酒店營運業務成立一個線上客戶反饋平台，以收集他們對我們服務的意見。酒店管理小組通過謹慎審視滿意度調查可以更好地瞭解客戶的需求，從而提高酒店服務及設施的整體質量。所有關注的問題及意見均由我們的管理團隊謹慎處理及作出回應。

就廣告及標籤而言，我們嚴格遵守相關法例及法規，以保障客戶於銷售過程中免受任何誤導或不完整信息影響。本集團在產品上保留可見的產品標籤，包括產品的基本信息如型號、參考編號和序列號以及製造來源，以確保有關所售產品的資訊準確無誤。

保障資料及知識產權

誠信一直是本集團的核心商業價值。為致力保障員工及客戶的個人資料，我們嚴格遵守相關法律及法規，如香港法例第486章《個人資料(私隱)條例》。我們以負責任及非歧視的方式收集及使用客戶個人資料，且確保資料的使用僅限於法律文件所載用途。我們將客戶的所有機密資料妥善存放，且不得正當使用及在未得到高級管理層批准的情況下使用。

Information protection is of high importance to the Group, and any leakage of business information may cause detrimental effects to the Group's business. Therefore, even during the Corona-virus epidemic outbreak during the Year, the Group has taken extra steps to ensure that the Group's business information is safe and secure. As for employees who are allowed to work from home in Hong Kong offices, only employees with the approval of respective head of department can access the company's server and password is needed for each access.

Provided that the Group's hotel operation business involves frequent collection and retention of customers' personal information, a series of privacy policies have been formulated to protect our customers' privacy. As a responsible hotel operator, we have specific guidelines instructing employees the appropriate procedures for handling document which may include, sensitive guest information such as emergency reports, audit packs and computer back-up tapes. Also, the permission of getting access to different levels of personal data is granted only to the authorized staff members according to their positions and job duties. We recognise the importance of protecting our guests' privacy and therefore documents containing sensitive information are shredded in-house or handled by a reputable third-party document management company to safeguard the privacy and security of personal information.

Furthermore, the Group strives to safeguard intellectual property rights. The Group strictly abides by the relevant laws and regulations in Hong Kong and PRC. We have introduced guidance for employees to apply for software installable for avoiding infringement of others' intellectual property rights. Also, various measures have been taken to ensure that all software installed in the Group's computers have attained relevant license agreement and are legitimate.

During the Year, the Group did not receive any complaints regarding breaches of customer privacy or loss of personal data.

資料保護對本集團至關重要，任何商業信息的洩露都可能對本集團的業務造成不利影響。因此在本年度冠狀病毒疫情爆發期間，本集團採取了額外措施來確保本集團業務資料的安全。至於香港辦公室獲准在家工作之員工，員工需得到部門主管許可下方可登錄公司伺服器，而每次登錄都均需密碼。

鑒於本集團的酒店經營業務涉及頻繁收集及保留客戶的個人資料，因此我們制定一系列隱私政策保障客戶的隱私。作為一個負責任的酒店營運商，我們有具體的指導方針，指導僱員以恰當程序處理含有客戶敏感資料的文件，例如應變報告、審核指南及電腦備份磁帶。此外，只有獲授權的僱員方能根據其職位及工作職責取得不同職級的個人資料。我們明白保障客戶隱私的重要性，因此在內部碎掉含有敏感資料的文件，或由信譽良好的第三方文件管理公司處理，以保障個人資料的隱私及安全。

此外，本集團致力維護知識產權。本集團嚴格遵守香港及中國的相關法律及法規。我們就僱員申請可安裝的軟件發出指引，以免侵犯他人的知識產權。同時，我們亦採取各種措施，確保本集團電腦中安裝的所有軟件均取得相關的許可協議，並且屬合法。

於本年度，本集團並無接獲任何有關侵犯客戶隱私或遺失個人資料的投訴。

Anti-corruption

Unethical behaviour could be a potential source of risk that not only can tarnish the image of an enterprise, but also weaken its stability. Therefore, the Group has been in strict compliance with the major commercial laws and regulations relating to anti-corruption, including the Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong), the Anti-Unfair Competition Law of the PRC and the Criminal Law of the PRC, anti-extortion and anti-money laundering. All employees are forbidden to solicit or accept any advantage, including money, gifts, loans, commissions, offices, contracts, services or favours, in connection with their duties, without the Group's permission. We have strived to prevent, deter and eradicate unethical conducts by encouraging our employees to report any suspicious business practice or impropriety encountered via the corruption reporting systems and channels.

Further to the above internal measures taken to combat all offences involving corruption and illegal behaviour, the Group also places great emphasis on the ethical conducts of its contractors. For example, during the tendering process in the PRC, the Group complies with the Law of the PRC on Tenders and Bids and requires tenders to provide the record of bribery and crime issued by The Supreme People's Procuratorate of the PRC.

There were no cases of corruption, extortion, fraud and money laundering occurred within the Group during the Year.

CONTRIBUTING TO OUR COMMUNITY

As a member of the community, the Group believes that engaging the community and taking care of the employees' well-being are crucial elements to its business success. Therefore, apart from the pursuit of business growth, the Group also spares no effort in making charitable commitments and creating meaningful impact in the community. To be specific, employees are encouraged to actively participate in various charitable activities to support the local communities. Meanwhile, the Group will continue to step up its community contribution and strive to make a positive impact on miscellaneous areas of the local community by dedicating more effort to participating, donating and sponsoring charitable events. The Group is seeking to share its fruitful growth with the community and bolstering mutual benefits to its business and the whole community.

反貪污

不道德行為不僅為可損害企業形像的潛在風險來源，亦會損害其穩定性。因此，本集團已嚴格遵守主要與反貪腐相關的商業法律及法規，包括香港法例第201章《防止賄賂條例》、《中華人民共和國反不正當競爭法》及《中華人民共和國刑法》，以及與反勒索及反洗黑錢相關的法律及法規。我們禁止僱員在本集團未經批准之情況下索取或收受與其職責相關的任何利益，包括金錢、禮物、貸款、佣金、職務、合約、服務或優待。我們一直致力預防、阻止及消除不道德行為，鼓勵員工通過貪污舉報體系及渠道舉報任何可疑的商業行為或不正當行為。

除採取上述內部措施以打擊所有涉及貪污及非法行為的罪行外，本集團亦十分重視承建商的道德行為。例如，於中國的招標過程中，本集團遵守《中華人民共和國招標投標法》，並要求投標人提供由中國最高人民檢察院發出的賄賂及犯罪記錄。

本年度，本集團概無發生任何貪污、勒索、欺詐及洗黑錢的案件。

貢獻社區

作為社區的一員，本集團相信，參與社區活動及照顧員工福祉是其業務成功的關鍵因素。因此，除追求業務發展外，本集團一直不遺餘力參加不同慈善活動，並為社區帶來正面的影響。具體而言，我們鼓勵僱員積極參加各種慈善活動，支持本地社區。同時，本集團將繼續擴大對社區的貢獻，更加致力參加、捐贈及贊助慈善活動，致力為本地社區的不同領域帶來正面影響。本集團正在嘗試與社區分享本集團的豐碩成果，並促進其業務及整個社區的共同利益。

Environmental, Social and Governance Report

環境、社會及管治報告

During the Year, the Group has participated, donated and sponsored in a series of charitable activities in Hong Kong as follows:

本年度，本集團已在香港以捐贈和贊助方式參與下列一系列的慈善活動：

Charitable Activities

慈善活動

Outcome and Impact

成果及影響

Green Sense Charity Hike 2021 — Yuen Tsuen Ancient Trail 環保觸覺綠步郊野2021 — 線上元荃古道慈善行	<ul style="list-style-type: none"> To encourage physical activeness of employees and raise fund for Green Sense and promote environmental awareness. 鼓勵僱員參加體育活動，並為環保觸覺籌集資金及促進環保意識。
Donation to The Evangelical Lutheran Church of Hong Kong (“ELCHK”), Ling Oi Centre 向基督教香港信義會（「基督教香港信義會」）靈愛中心捐款	<ul style="list-style-type: none"> To support the community services provided by the ELCHK Ling Oi centre by subsidizing the purchases on disinfectant sprays so as to help them sterilizing and maintaining a hygienic environment. 為支持基督教香港信義會靈愛中心提供社區服務，透過資助他們購買消毒噴霧劑，以幫助他們消毒及保持環境衛生。
RUN INTO 2021 — Virtual Run RUN INTO 2021 — 虛擬跑	<ul style="list-style-type: none"> To raise fund and support the Early Psychosis Foundation of its high-quality early psychosis intervention services, professional trainings, and public awareness programs. 為思覺基金籌集資金，支持其高質素的思覺失調服務、專業培訓，及公共意識計劃。
Promenade Flash 10K Charity Run 海濱快閃10公里慈善賽	<ul style="list-style-type: none"> To raise fund for the operation of K-Farm. The farm would potentially be the first urban farm in Hong Kong incorporating hydroponics, aquaponics and organic farming system. 為堅農圃的營運籌集資金。該農場將有可能成為香港第一個結合水耕法、魚菜共生法及有機耕種系統的城市農場。
Kanahei’s Small animals x HUNGER RUN Chill Hea 2020 Kanahei’s Small animals x HUNGER RUN Chill Hea 為食跑2020	<ul style="list-style-type: none"> To support the ImpactHK and FOODSPORT by raising fund for the “Food Assistance Program” and “FOODSPORT Community Sport Program”. 通過為「食物援助」及「膳動衡社區體育發展」籌集資金，支持ImpactHK及膳動衡。

Charitable Activities
慈善活動

Outcome and Impact
成果及影響

World Heart Day 2020 Run for Heart (Run Online)
世界心臟日2020心動連線

- To raise fund for the Hong Kong College of Cardiology and promote the importance of maintaining heart health and reducing the risk of cardiovascular disease.
為香港心臟專科學院籌集資金，並宣傳維持心臟健康及減少心血管疾病風險的重要性。

Donation to J Life Foundation
向啓愛共融社區中心捐款

- To subsidize the improvement of hygienic conditions of underprivileged families and the J Life Foundation's Centre.
資助改善貧困家庭及啓愛共融社區中心的衛生狀況。

APPENDIX 1: KEY PERFORMANCE INDICATORS

During the Year, the details of environmental key performance indicators (“KPIs”) are as follows:

附錄一：關鍵績效指標

本年度，有關環境的關鍵績效指標（「關鍵績效指標」）的詳情如下：

Environmental KPIs	環境關鍵績效指標	2021 二零二一年	2020 二零二零年
Emission from Vehicles¹	汽車排放¹		
Nitrogen Oxides (kg)	氮氧化物(千克)	1.95	2.91
Sulphur Oxides (kg)	硫氧化物(千克)	0.06	0.10
Particulate Matter (kg)	顆粒物(千克)	0.14	0.21
Greenhouse Gases²	溫室氣體²		
Total Greenhouse Gas Emissions (tonnes CO ₂ e)	溫室氣體排放總量(公噸二氧化碳當量)	673	323
Direct Emissions (Scope 1) (tonnes CO ₂ e) ³	直接排放(範圍1)(公噸二氧化碳當量) ³	183 ⁴	18
Energy Indirect Emissions (Scope 2) (tonnes CO ₂ e) ⁵	能源間接排放(範圍2)(公噸二氧化碳當量) ⁵	478 ⁴	275
Other Indirect Emissions (Scope 3) (tonnes CO ₂ e) ⁶	其他間接排放(範圍3)(公噸二氧化碳當量) ⁶	12	30
Greenhouse Gas Emissions Intensity (tonnes CO ₂ e/employee)	溫室氣體排放密度(公噸二氧化碳當量/僱員)	3.66	1.79
Waste⁷	廢棄物⁷		
Total Non-hazardous Waste (kg) ⁸	無害廢棄物總量(千克) ⁸	5,319	4,248
Non-hazardous Waste Intensity (kg/employee)	無害廢棄物密度(千克/僱員)	87.19	92.34
Total Hazardous Waste (kg)	有害廢棄物總量(千克)	37	26
Hazardous Waste Intensity (kg/employee)	有害廢棄物密度(千克/僱員)	0.61	0.57
Use of Resources	資源利用		
Total Energy Consumption (MWh)	總能耗(兆瓦時)	1,830	594
Energy Consumption Intensity (MWh/employee)	能耗密度(兆瓦時/僱員)	9.94	3.30
Energy Consumption from Purchased Electricity (MWh)	外購電力能耗(兆瓦時)	927 ⁴	526
Energy Consumption from Fossil Fuel (MWh) ⁹	化石燃料能耗(兆瓦時) ⁹	903 ⁴	68
Total Water Consumption (m ³)	總耗水量(立方米)	14,313 ⁴	5,471
Water Consumption Intensity (m ³ /employee)	耗水量密度(立方米/僱員)	77.79	30.39

Environmental, Social and Governance Report

環境、社會及管治報告

Notes:

1. The calculation of air pollutants takes reference from emission factors in “**Reporting Guidance on Environmental KPIs**” issued by HKEX.
2. The Group’s greenhouse gas inventory includes carbon dioxide, methane and nitrous oxide. For the ease of reading and understanding, the Greenhouse Gases emissions data is presented in carbon dioxide equivalent (“CO₂e”).
3. The data includes greenhouse gas emissions from the combustion of fuels in stationary combustion sources and vehicles, and is calculated based on the emission factors in the “**Public Building Operators — Guidelines on Greenhouse Gas Emission Accounting and Reporting (Trial)**” issued by the National Development and Reform Commission (“NDRC”) of the PRC, the “**Reporting Guidance on Environmental KPIs**” issued by HKEX and the “**Land Transport Enterprises — Guidelines for Accounting and Reporting of Greenhouse Gas Emissions (Trial)**” issued by the NDRC of the PRC.
4. The fluctuation of the Year’s KPI data is mainly due to the newly covered hotel.
5. The data includes greenhouse gas emissions from the use of purchased electricity and is calculated based on the emission factors provided by the NDRC of the PRC and local utilities companies in Hong Kong.
6. The data includes greenhouse gas emissions from the electricity used for water and sewage treatment, business trips by employees and disposal of waste paper to landfills, and is calculated based on the International Civil Aviation Organization Carbon Emissions Calculator and emission factors in the “**Reporting Guidance on Environmental KPIs**” issued by HKEX and the emission factor provided by local utilities companies in Hong Kong.
7. The calculation of waste generation covered only the data from the operation in Hong Kong, including the amount of waste generated, as well as the number of employees used for intensity calculation.
8. Non-hazardous waste data is based on the daily estimated volume of general waste in offices and the volume-to-weight conversion factors provided by the U.S. Environmental Protection Agency.
9. Energy consumption from fossil fuels in the use of stationary combustion sources and vehicles is calculated with reference to the “**Public Building Operators — Guidelines on Greenhouse Gas Emission Accounting and Reporting (Trial)**” issued by the NDRC of the PRC and the “**Reporting Guidance on Environmental KPIs**” issued by HKEX.

附註：

1. 空氣污染物乃經參考聯交所發佈的《**環境關鍵績效指標報告指引**》的排放因子後計算得出。
2. 本集團的溫室氣體包括二氧化碳、甲烷及氧化亞氮。為方便閱讀和理解，溫室氣體排放數據以二氧化碳當量（「**二氧化碳當量**」）表示。
3. 數據包括燃燒固定源及車輛燃料所產生的溫室氣體排放，並根據中國國家發展和改革委員會（「**國家發改委**」）發佈的《**公共建築運營企業 — 溫室氣體排放核算方法與報告指南（試行）**》、聯交所發佈的《**環境關鍵績效指標匯報指引**》及中國國家發改委發佈的《**陸上交通運輸企業 — 溫室氣體排放核算方法與報告指南（試行）**》中的排放因子計算。
4. 本年度關鍵績效指標數據的變動主要源於新涵蓋的酒店。
5. 數據包括使用外購電力的溫室氣體排放，並根據中國國家發改委及香港本地公用事業公司提供的排放因子計算。
6. 數據包括用於水和污水處理的電力，員工的商務差旅以及將廢紙運往垃圾填埋場的溫室氣體排放量，並根據國際民航組織碳排放計算器及聯交所發佈的《**環境關鍵績效指標報告指引**》中的排放因子以及香港本地公用事業公司提供的排放因子計算。
7. 廢物產生量的計算僅涵蓋香港業務的數據，包括產生的廢物量以及用於密度計算的員工人數。
8. 無害廢棄物數據是根據美國國家環境保護局提供的辦公室一般廢棄物的每日估計量及體積與重量的換算係數得出。
9. 固定源及車輛使用的化石燃料的能源消耗是根據中國國家發改委發佈的《**公共建築運營企業 — 溫室氣體排放核算方法與報告指南（試行）**》及聯交所發佈的《**環境關鍵績效指標報告指引**》計算。

APPENDIX 2: CONTENT INDEX OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE

附錄二：環境、社會及管治報告指引
內容索引

Aspects 層面	Summaries 概述	Reporting Chapters 報告章節	Page No. 頁碼
A. Environment 環境			
A1: Emissions 排放物	<p>General Disclosure</p> <p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p> <p>一般披露</p> <p>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：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例</p> <p>的資料。</p>	Protecting Our Environment — Environmental Principle; Emission Treatment; Resources Conservation 環境保護 — 環境原則；排放物處理；節約資源	7–10
A2: Use of Resources 資源使用	<p>General Disclosure</p> <p>Policies on the efficient use of resources, including energy, water and other raw materials.</p> <p>一般披露</p> <p>有效使用資源(包括能源、水及其他原材料)的政策。</p>	Protecting Our Environment — Resources Conservation 環境保護 — 節約資源	9–10

Aspects 層面	Summaries 概述	Reporting Chapters 報告章節	Page No. 頁碼
A3: The Environment and Natural Resources 環境及天然資源	<p>General Disclosure</p> <p>Policies on minimising the issuer's significant impacts on the environment and natural resources.</p> <p>一般披露</p> <p>減低發行人對環境及天然資源造成重大影響的政策。</p>	Protecting Our Environment — Environmental Principle; Emission Treatment; Resources Conservation 環境保護 — 環境原則；排放物處理；節約資源	7–10
B. Social 社會			
Employment and Labour Practices 僱傭及勞工常規			
B1: Employment 僱傭	<p>General Disclosure</p> <p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.</p> <p>一般披露</p> <p>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：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例</p> <p>的資料。</p>	Caring About Our Employees — Employment and Welfare 關愛僱員 — 僱傭及福利	11–13

Environmental, Social and Governance Report

環境、社會及管治報告

Aspects 層面	Summaries 概述	Reporting Chapters 報告章節	Page No. 頁碼
B2: Health and Safety 健康與安全	<p>General Disclosure</p> <p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to providing a safe working environment and protecting employees from occupational hazards.</p> <p>一般披露</p> <p>有關提供安全工作環境及保障僱員避免職業性危害的：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例</p> <p>的資料。</p>	<p>Caring About Our Employees — Health and Safety</p> <p>關愛僱員 — 健康與安全</p>	13–14
B3: Development and Training 發展及培訓	<p>General Disclosure</p> <p>Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.</p> <p>一般披露</p> <p>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。</p>	<p>Caring About Our Employees — Training and Development</p> <p>關愛僱員 — 培訓與發展</p>	14–15

Aspects 層面	Summaries 概述	Reporting Chapters 報告章節	Page No. 頁碼
B4: Labour Standards 勞工準則	<p>General Disclosure</p> <p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to preventing child and forced labour.</p> <p>一般披露</p> <p>有關防止童工或強制勞工的：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例</p> <p>的資料。</p>	<p>Caring About Our Employees — Employment and Welfare</p> <p>關愛僱員 — 僱傭及福利</p>	11–13
Operating Practices 營運慣例			
B5: Supply Chain Management 供應鏈管理	<p>General Disclosure</p> <p>Policies on managing environmental and social risks of the supply chain.</p> <p>一般披露</p> <p>管理供應鏈的環境及社會風險政策。</p>	<p>Operating Practice — Supply Chain Management</p> <p>營運慣例 — 供應鏈管理</p>	15–16

Aspects 層面	Summaries 概述	Reporting Chapters 報告章節	Page No. 頁碼
B6: Product Responsibility 產品責任	<p>General Disclosure</p> <p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.</p> <p>一般披露</p> <p>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：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例</p> <p>的資料。</p>	<p>Operating Practice</p> <p>— Quality Assurance; Information and Intellectual Property Rights Protection</p> <p>營運慣例 — 品質保證；保障資料及知識產權</p>	16–18

Aspects 層面	Summaries 概述	Reporting Chapters 報告章節	Page No. 頁碼
B7: Anti-corruption 反貪污	<p>General Disclosure</p> <p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to bribery, extortion, fraud and money laundering.</p> <p>一般披露</p> <p>有關防止賄賂、勒索、欺詐及洗黑錢的：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例</p> <p>的資料。</p>	<p>Operating Practice</p> <p>— Anti-corruption 營運慣例 — 反貪污</p>	19
Community 社區			
B8: Community Investment 社區投資	<p>General Disclosure</p> <p>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.</p> <p>一般披露</p> <p>有關以社區參與來了解發行人營運所在社區的需要和確保其業務活動會考慮社區利益的政策。</p>	<p>Contributing to Our Community 貢獻社區</p>	19

