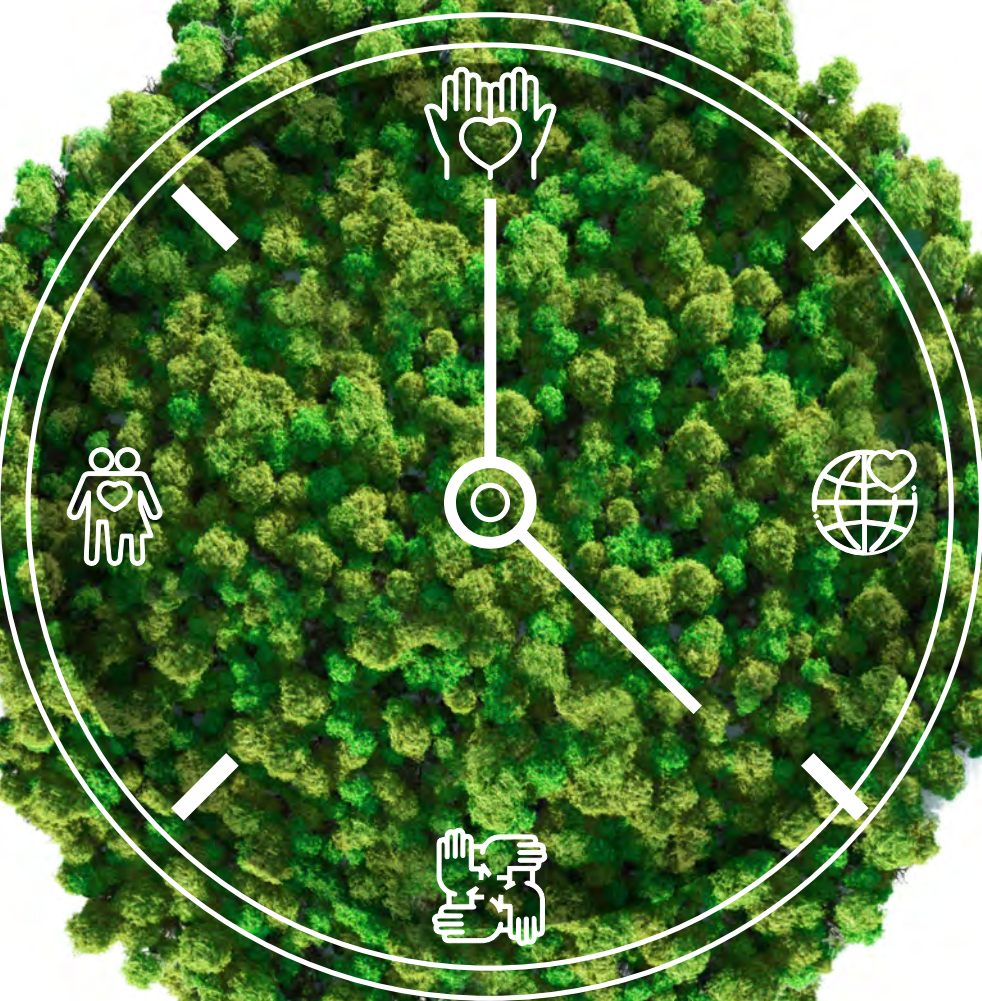




英皇鐘錶珠寶有限公司  
EMPEROR WATCH & JEWELLERY LIMITED

於香港註冊成立之有限公司 (股份代號: 887)

Incorporated in Hong Kong with limited liability (Stock Code: 887)



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

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# 1. ABOUT THIS REPORT

# 關於本報告

Emperor Watch & Jewellery Limited (the “Company”) and its subsidiaries (collectively referred to as the “Group”) are principally engaged in the sale of European-made internationally renowned watches and self-designed fine jewellery products under its own brand, “Emperor Jewellery”. It acknowledges the significance of effective environmental, social and governance (“ESG”) initiatives at operational level. By adopting environmental and social initiatives into its business operations, the Group can enhance its cost efficiency and risk management, and make informed decisions by engaging with the stakeholders of the Group. By so doing, the Group can operate in a responsible and sustainable manner.

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

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

英皇鐘錶珠寶有限公司(「本公司」)及其附屬公司(統稱為「本集團」)主要從事銷售享譽國際之歐洲製腕錶及旗下「英皇珠寶」品牌之自家設計的高級珠寶首飾。其深明有效的環境、社會及管治舉措在經營層面的重要性。通過於業務營運實施環境和社會舉措，本集團將可提升其成本效益及風險管理，並透過與本集團利益持份者溝通以作出明智決策。藉此，本集團將可以負責任及可持續的方式營運。

本報告闡述本集團於截至2021年12月31日止財政年度(「本年度」)的環境、社會及管治價值及措施。本報告的內容為其持份者概述本集團在日常營運對環境、社會及管治方面的影響所作出的努力。本報告符合香港聯合交易所有限公司證券上市規則附錄27所載《環境、社會及管治報告指引》的條文。建議閣下將本報告與本公司2021年報一併閱讀，尤其是其中的企業管治報告及董事會報告部分。

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



## Board Statement

The board of directors of the Company (the “Board”) has the overall responsibility for ensuring effectiveness of the Company’s ESG strategy and reporting with an aim that the Group can operate its businesses in a responsible and sustainable manner.

Our ESG processes and procedures focus on non-financial indicators that outline the Company’s approach towards sustainability and has taken into account ESG-related issues covering different aspects including operations, legal and compliance, internal control, human resources, as well as marketing and communications. To reinforce the Board’s ESG management approach and strategy as well as further enhance ESG governance, the Board has adopted a ESG Policy whereby the ESG Work Team (comprising executive directors as well as representatives from operations and supporting departments) and the Executive Committee of the Company (“Executive Committee”) are delegated with the power and authority to handle all ESG-related matters. Their respective roles and functions are as follows:

### ESG Work Team

- work through the key performance indicators and the right tools and resources to handle the ESG issues; and
- formulate and execute action plans and ensure execution by respective teams so as to achieve the ESG-related goals set by the Board and Executive Committee.

The ESG Work Team will report at least once a year to the Executive Committee on the progress of the above action plans.

## 董事會聲明

本公司董事會（「董事會」）全面負責及確保本公司環境、社會及管治策略和報告的有效性，以及本集團以負責任及可持續的方式營運其業務。

我們的環境、社會及管治流程和程序專注於非財務指標，概述了本公司就可持續發展的方法，並已考慮與環境、社會及管治相關議題，涵蓋多個方面，包括營運、法律合規、內部監控、人力資源以及營銷和通訊。為了加強董事會的環境、社會及管治管理方法及策略，並進一步提升對環境、社會及管治的管治，董事會採納了環境、社會及管治政策，並授予環境、社會及管治工作小組（由執行董事以及營運及支援部門的代表組成）及本公司執行委員會（「執行委員會」）權力及權限處理所有與環境、社會及管治相關的事宜。其各自的角色和職能如下：

### 環境、社會及管治工作小組

- 通過關鍵績效指標及正確的工具和資源來處理環境、社會和治理事宜；及
- 制定及實施執行計劃，並確保各團隊的執行以達致董事會及執行委員會制定的環境、社會和管治相關目標。

環境、社會及管治工作小組將至少每年向執行委員會報告一次上述執行計劃的進展情況。



## Executive Committee

- recommend to the Board on setting ESG-related goals in relation to the Group's businesses as well as management approach and strategy;
- oversee formulation and implementation of action plans by the ESG Work Team;
- monitor and evaluate effectiveness of action plans in achieving ESG-related goals relating to the Group's businesses including the key performance indicators; and
- review effectiveness of ESG risk management and internal control systems and make recommendation to the Board.

The Executive Committee will report at least once a year to the Board on the implementation and the progress made towards achieving ESG objectives.

Based on the recommendation from the Executive Committee, the Board will review the progress made towards achieving the ESG-related goals as well as effectiveness of the management approach and strategy.

## 執行委員會

- 就本集團業務的環境、社會及管治相關目標的設定，以及管理方式和策略向董事會提出建議；
- 監督由環境、社會及管治工作小組制定及實施的執行計劃；
- 監測和評估執行計劃在達致與本集團業務在環境、社會和管治相關目標方面的有效性，包括關鍵績效指標；及
- 檢視環境、社會及管治風險管理和內部監控系統的有效性，並向董事會提出建議。

執行委員會將至少每年向董事會報告一次就達致環境、社會及管治目標的執行及進展情況。

根據執行委員會的建議，董事會將檢視在達致環境、社會及管治相關目標方面取得的進展，以及管理方法及策略的有效性。

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

The Group is committed to making proactive efforts to continuously interact with key stakeholder groups. The Group maintains active engagement with its stakeholders, and collects their feedback through various communication channels to understand and address their concerns in order to improve the Group's operation and practices correspondingly.


本集團致力與主要持份者群組進行持續互動。本集團與其持份者保持緊密聯繫，並透過各種溝通渠道收集其反饋意見，了解與回應其關注點，從而改善本集團的營運和實踐。



## Major Communication Channels

## 主要溝通渠道

**Customers**  
顧客



- **Onsite communications**  
現場溝通
- **Social media**  
社交媒體
- **Emails**  
電郵
- **Customer service hotlines**  
顧客服務熱線

**Employees**  
員工



- **Performance appraisal interviews**  
績效評估訪談
- **Employee engagement surveys**  
員工參與度調查問卷
- **Staff activities**  
員工活動
- **Daily communications**  
日常交流

**Shareholders and Investors**  
股東及投資者



- **General meetings**  
股東大會
- **Corporate websites**  
企業網站
- **Meetings and conference calls**  
會議及電話會議
- **Corporate communication documents**  
公司通訊文件

**Business Partners and Suppliers**  
商業夥伴及供應商



- **Daily communications**  
日常交流
- **Assessments**  
評估
- **Meetings**  
會議

**Community**  
社區



- **Community services**  
社區服務
- **Corporate websites**  
企業網站
- **Social media**  
社交媒體

**Government and Regulatory Bodies**  
政府及監管機構



- **Regular dialogues**  
定期對話
- **Meetings**  
會議
- **Forums and conferences**  
論壇和會議

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

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

## Material Topics

## 重要議題

Environment 環境	Workplace 工作場所	Operating Practices 經營常規	Community 社區
<ul style="list-style-type: none"><li>• Energy conservation 能源節約</li><li>• Waste management 廢物管理</li><li>• Waste recycling 廢物循環利用</li></ul>	<ul style="list-style-type: none"><li>• Employment and labour practices 僱傭及勞工慣例</li><li>• Diversity and equal opportunities 多元共融和平等機會</li><li>• Training and development 培訓和發展</li><li>• Occupational health and safety 職業健康與安全</li><li>• Work-life balance 工作與生活平衡</li></ul>	<ul style="list-style-type: none"><li>• Services quality 服務質素</li><li>• Customer privacy protection 客戶私隱保護</li><li>• Anti-corruption/ Anti-money laundering 反貪污／反洗錢</li><li>• Compliance with laws and regulations 遵守法例及法規</li></ul>	<ul style="list-style-type: none"><li>• Employee volunteering 員工志願服務</li><li>• Community fundraising 社區籌款</li></ul>



## 2. ENVIRONMENTAL PROTECTION 環境保護

### 2.1 Environmental Policies 環境政策

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

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

### 2.2 Use of Resources 資源使用

#### 2.2.1 Energy Saving

Global warming and climate change are among the major environmental concerns in every part of the world. The Group aims to maximise energy conservation in its stores and offices by promoting efficient use of resources and adopting green technologies. To enhance overall energy efficiency, the Group continually upgrades its lighting and air-conditioning systems. For instance, the stores on Russell Street in Causeway Bay, Hong Kong, have adopted eco-lighting and LED lighting system to optimise cost efficiency. They have also adopted dimmer system to turn down the lighting of certain areas of the stores to save energy. In addition, LED advertising panels, light boxes and television screens are switched off during non-business hours, to minimise light pollution and reduce energy consumption. In the head office, the Group has placed copies of light zone plan by light switches, and staff are required to turn off the lights in respective working zones after work. Air-conditioning is also required to be switched off when rooms are not in use.

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

#### 2.2.1 能源節約

全球暖化及氣候變化已成為全球各地關注的主要環境議題。本集團藉著促進善用資源及採納綠色科技，旨在使旗下店舖及辦公室積極實踐節約能源。為提高整體能源效益，本集團不斷為其照明及空調系統進行升級。例如，於香港銅鑼灣羅素街的店舖採用了節能照明及LED照明系統，以優化成本效益。該等店舖亦採用了調光系統，藉著調低店內部分地方的照明而節省能源。此外，LED廣告牌、燈箱及電視螢幕在非營業時間內關掉，以減少光污染及降低能源消耗。在總辦事處，本集團在電燈開關掣旁放置了照明裝置區域圖，員工下班後需關掉各自工作區域的電燈。同時，在不使用房間時需關閉空調。

本集團不時在其經營範圍監察能源消耗情況，以發掘提升能源效率的機會。





In terms of packaging, the packaging boxes of watches are made from quality materials including wood, cardboard and plastics, which are provided by watch suppliers. For its in-house branded “*Emperor Jewellery*”, the Group offers customised, elegant gift boxes to customers. To cater for the luxury watches and fine jewellery, these gift boxes are generally long-lived, so there is a low level of solid waste from their disposal. As an alternative to gift boxes, the Group also provides customers with pouches, which are more eco-friendly and easily reusable.

### 2.2.2 Waste Reduction and Management

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

包裝方面，由鐘錶供應商提供之鐘錶包裝盒由優質的木材、紙板及塑膠等製成。就自家品牌「*英皇珠寶*」，本集團向顧客提供度身訂造、優雅的禮物盒。為迎合名貴腕錶及高級珠寶之性質，一般而言這些禮物盒得以長期保全，故此所棄置的固體廢物量較低。本集團並為顧客提供錦袋以代替禮物盒，相對更環保及方便重複使用。

### 2.2.2 減少及管理廢物

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



### 2.2.3 Paper Reduction

Office paper is the main non-hazardous wastes produced in the Group's operations. The Group continues to encourage a paperless working environment which not only reduces environmental damage but also fits commercial goals, as it can save physical space, facilitate information sharing via IT networks, and reduce complicated documentation procedures. In recent years, the Group has implemented paperless internal human resources processing such as employee time sheets, payrolls, leave applications, surveys, assessment papers, inspection forms and many more. The Group encourages its staff to recycle waste paper whenever possible, and use laptops or tablets instead of paper for meetings.

Partnering with its printing solutions provider, the Group has adopted "Follow You" print solution in the Hong Kong office, helping the Group becoming more cost efficient through smarter printing. The print solution enables the Group to achieve environmental objectives by reducing unclaimed printing, as printing is released only upon presentation of a staff card from that particular staff who gives the printing instruction. Moreover, duplex printing and copying has become the norm within the Group, greatly reducing paper consumption and saving costs. Usage data of office printing machines is regularly collected and assessed for monitoring the efficiency of the paperless environment.

**THINK  
BEFORE YOU  
PRINT**



### 2.2.3 減少用紙

於本集團的營運中，辦工用紙為其主要的無害廢棄物。本集團繼續鼓勵無紙化的工作環境，不僅可減少對環境的破壞，亦具有多重商業裨益，包括節省空間、促進資訊科技網絡信息共享及減省繁複的文書程序等。近年來，本集團已實行內部人力資源無紙化流程，例如僱員工時表、糧單、假期申請、意見調查、評估報告及檢查表格等。本集團鼓勵員工盡量把廢紙循環再用，並於會議期間以平板或手提電腦取替紙張。

本集團與列印方案供應商合作，在香港辦公室處採用「Follow You」列印方案，透過智能列印促使本集團達致更佳的成本效益。由於作出列印指示的指定員工於打印時需要出示員工證方能進行打印，因此可減少無人認領列印的情況，從而使本集團達到環保目的。另外，雙面列印及複印已成為本集團內部慣例，大大減少紙張消耗及節省成本。本集團定期收集及評估辦公室打印機使用數據，以監控無紙化環境之成效。

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

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

## 2.3 Climate Change Impact 氣候變化影響

The world's climate has changed significantly in the past decades – global temperatures have increased and extreme weather events are becoming more frequent and severe, which may cause disruptions to business operations globally, and in turn adversely impact the macro economy.

世界氣候在過去數十年發生了重大變化—全球氣溫上升,極端天氣事件越趨頻繁及嚴重,這可能擾亂全球業務營運,從而對宏觀經濟構成不利影響。

The Group mainly engages in the sale of European-made internationally renowned watches and self-designed fine jewellery products. The increase in global temperature may lead to an increase in energy consumption by the Group's offices and stores. The Group will continue to monitor the potential risks of climate change and its impacts on the Group's operations and customers, and devise and implement preventive and emergency measures accordingly. Besides, the Group will continue its efforts to control energy consumption and carbon emissions.

本集團主要從事銷售享譽國際之歐洲製腕錶及自家設計的高級珠寶首飾。全球氣溫上升可能會使本集團辦公室及店舖的能源消耗有所提升。本集團將繼續監察氣候變化的潛在風險及對本集團的營運和客戶的影響,並制定及推行相應的預防和緊急應對措施。此外,本集團亦會繼續致力於控制能源消耗及碳排放。

## 2.4 Environmental Performance Summary 環境保護績效概要

During the Year, over 40% of the Group's revenue was derived from the Hong Kong market. Two flagship stores in Hong Kong, which are located on the prime shopping streets in Tsim Sha Tsui<sup>(1)</sup> and Causeway Bay<sup>(2)</sup> and occupy a total of 589 square metres, were selected (the "Selected Stores") to collect quantitative data and illustrate the Group's sustainability performance. The Selected Stores are the Group's signature stores, and accounted for more than a quarter of the Group's segmental profit in Hong Kong during the Year.

於本年度,本集團收入逾40%來自香港市場。香港兩間旗艦店(分別位於尖沙咀<sup>(1)</sup>及銅鑼灣<sup>(2)</sup>的主要購物街道,合共佔地589平方米)獲選定(「選定店舖」)為收集量化數據的地點,以呈列本集團之可持續表現。選定店舖為本集團的重點店舖,佔本集團於本年度的香港分部溢利超過四分之一。

(1) G/F, Nos. 4-8 Canton Road, Tsim Sha Tsui, Hong Kong 香港尖沙咀廣東道4-8號地下

(2) Shop B, G/F, Nos. 50-52 Russell Street & G/F, Nos. 54-56 Russell Street, Causeway Bay, Hong Kong 香港銅鑼灣羅素街50-52號地下B店及羅素街54-56號地下

Indicators 指標		FY2020年度	FY2021 年度
<b>GHG Emissions 溫室氣體排放</b>			
Scope 1 GHG emissions (kgCO <sub>2</sub> e) 範疇1溫室氣體排放 (每公斤二氧化碳當量排放)		N/A 不適用	N/A 不適用
Scope 2 GHG emissions (kgCO <sub>2</sub> e) 範疇2溫室氣體排放 (每公斤二氧化碳當量排放)		629,790	<b>392,920</b>
Scope 3 GHG emissions (kgCO <sub>2</sub> e) 範疇3溫室氣體排放 (每公斤二氧化碳當量排放)		696	<b>1,049</b>
Total (Scope 1, 2 & 3) GHG emissions (kgCO <sub>2</sub> e) 溫室氣體排放總量(範疇1, 2及3) (每公斤二氧化碳當量排放)		630,486	<b>393,969<sup>(1)</sup></b>
GHG emissions intensity (kg/m <sup>2</sup> ) 溫室氣體排放強度 (公斤/平方米)		1,070	<b>669</b>
<b>Energy Consumption 能源消耗</b>			
Direct energy consumption (GJ) 直接能源消耗(千兆焦耳)		N/A 不適用	N/A 不適用
Indirect energy consumption (GJ) 間接能源消耗(千兆焦耳)		3,197	<b>2,394</b>
Total energy consumption (GJ) 能源消耗總量(千兆焦耳)		3,197	<b>2,394<sup>(1)</sup></b>
Energy consumption intensity (GJ/m <sup>2</sup> ) 能源消耗強度 (千兆焦耳/平方米)		5.4	<b>4.1</b>
<b>Water Consumption 耗水量</b>			
Water consumption (m <sup>3</sup> ) 耗水量(立方米)		652	<b>585</b>
Water consumption intensity (m <sup>3</sup> /m <sup>2</sup> ) 耗水量密度(立方米/平方米)		1.1	<b>1.0</b>
<b>Waste Management 廢物處理<sup>(2)</sup></b>			
General refuse disposed to landfills (kg) 棄置於堆填區的一般廢物(公斤)		3,074	<b>3,731</b>
General refuse intensity (kg/m <sup>2</sup> ) 一般廢物密度(公斤/平方米)		3.5	<b>4.3</b>
Total recycled waste (kg) 回收廢物總量(公斤)		687	<b>783</b>
Recycled waste intensity (kg/m <sup>2</sup> ) 回收廢物密度(公斤/平方米)		0.8	<b>0.9</b>

The Group has set a target to reduce energy consumption by 5% in the above-mentioned stores by FY2026 or before, with FY2021 as the baseline.

本集團以2021年度為基準訂立目標，於2026年度或之前在上述店舖減少能源消耗5%。

- (1) The significant decrease is mainly due to the use of a LCD TV on the facade with better performance and lower energy consumption.
- (2) Data collected from its Hong Kong office at 25/F, Emperor Group Centre, 288 Hennessy Road, Wan Chai, Hong Kong

- (1) 該大幅下跌是由於在外牆使用了性能較佳且耗電量較低的液晶電視。
- (2) 數據來自位於香港灣仔軒尼詩道288號英皇集團中心25樓之香港辦公室

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

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

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

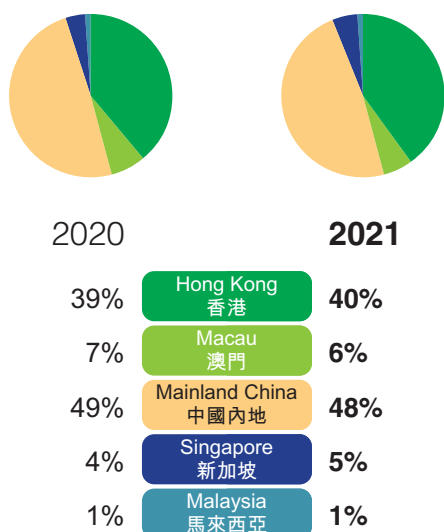
As at 31 December 2021, the permanent employees of the Group totalled 854 (2020: 865), working at the headquarters in Hong Kong, and in retail outlets and regional offices in Hong Kong, mainland China, Macau, Singapore and Malaysia.

於2021年12月31日，本集團合共僱有854（2020年：865）名全職僱員，於香港的總部以及香港、中國內地、澳門、新加坡及馬來西亞的零售店舖及區域辦事處任職。

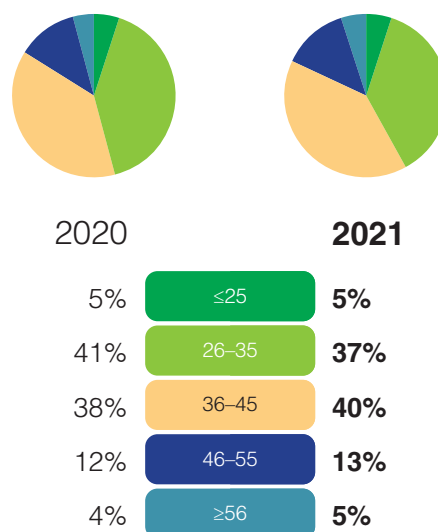
The demographics of the Group's workforce as at 31 December 2021 are summarised below:

於2021年12月31日，本集團之員工分佈資料概述如下：

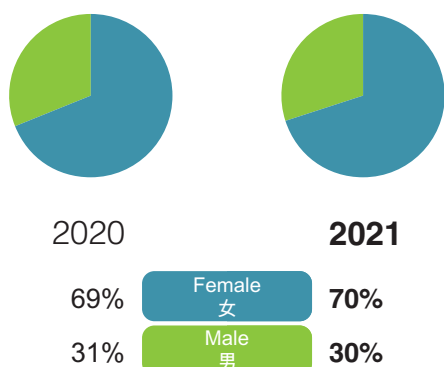
### By Region 按地區



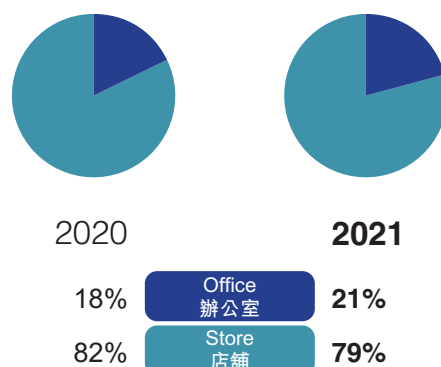
### By Age 按年齡



### By Gender 按性別



### By Work Location 按工作地點



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

The management believes that employees are important assets of the Group, and remains committed to attracting and retaining talent with diverse backgrounds for achieving sustainable growth and maintaining a stable turnover rate. The turnover rates of the Group's workforce as at 31 December 2021 are as below:

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

管理層相信，員工乃本集團之重要資產，致力吸引並挽留不同背景的人才，以達致可持續增長及維持穩定的流失率。於2021年12月31日，本集團之員工流失率如下：

By Region 按地區	
Hong Kong 香港	25%
Macau 澳門	21%
Mainland China 中國內地	29%
Singapore 新加坡	7%
Malaysia 馬來西亞	13%

By Age 按年齡	
≤25	44%
26—35	29%
36—45	25%
46—55	15%
≥56	13%

By Gender 按性別	
Female 女	27%
Male 男	25%

By Work Location 按工作地點	
Office 辦公室	23%
Store 店舖	27%

## 3.2 Labour Standard 勞工標準

The Group strictly complies with the Employment Ordinance (Cap. 57, Laws of Hong Kong) and other statutory requirements regarding employment and labour practices. The Group is dedicated to providing equal opportunities in all aspects of employment and ensure the workplace is free from discrimination. The Group ensures employees receive fair and competitive remuneration packages in accordance with their experience, qualifications, performance and market rates, and are being reviewed on a regular basis. To attract and retain talent, comprehensive benefits are provided by the Group, such as employer's voluntary MPF contributions, medical coverage, life insurance and extra paid annual leave. Each Hong Kong employee is also entitled to one day of birthday leave, providing them with an additional day off in lieu of a birthday gift.

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

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

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

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

本集團嚴格遵守在相關地區有關防止強迫勞動或童工的法律及法規。在招聘過程中，本集團實施適當程序以確保受僱員工符合適用法律的最低年齡規定。本集團亦禁止任何形式的強迫勞動。其僱員的年齡和身份均得到核實，並與所有僱員簽訂了僱傭合同。

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

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



### 3.3 Occupational Health and Safety ("OHS") 職業健康及安全(「職安健」)

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

本集團致力為員工提供安全、高效及舒適之工作環境，並引以為豪。於入職時，員工需接受健康及安全培訓。本集團定期舉辦不同主題的學習工作坊及研討會，以呈列最新資訊，及加強僱員對職業健康及安全方面的意識。本集團還定期對相關措施進行檢討，以確保其可行性和有效性。

The Group enhances emergency preparedness and ensures there are well-stocked first-aid kits in offices, warehouse and retail outlets to protect the health and safety of employees, in the event that they are injured at work. An automated external defibrillator has been placed in the office building to rescue potential victims of sudden cardiac arrest. Besides, the Group has arranged staff who had received the Standard First Aid Certificate from the Hong Kong Red Cross to provide First Aid treatment to colleagues in the Hong Kong office whenever needed.

本集團提升應急準備能力及確保辦公室、倉庫及零售店內配備充足的急救箱，以於員工發生工傷時能保障員工的健康及安全。自動體外心臟去顫器已放置在辦公大樓，以供潛在心臟病患者在病發時進行救助。此外，本集團安排了已獲香港紅十字會急救證書之員工於需要時在香港辦公室為其他員工提供急救治療。





OHS measures are regularly reviewed by the Group to ensure their effectiveness. A dedicated team has also been established to deal with OHS matters, and to react promptly if there are issues, to ensure a healthy and safe work environment.

本集團定期審查職安健措施，以確保其有效性。同時成立了一個專門小組處理職安健事宜，以便在問題出現時迅速作出反應，確保一個健康和安全的工作環境。

Every case of injury, if any, is required to be reported to the Human Resources Department and be individually assessed under the internal guideline procedures. During the Year, the number of lost days due to work injuries was 228 (2020: 284).

一旦發生工傷事故（如有），必須通報人力資源部，並根據內部指引程序進行獨立評估。於本年度，因工傷損失工作日數為228（2020年：284）天。

### Number and rate of work-related fatalities 因工亡故的人數及比率

Item 項目		FY2019年度	FY2020年度	FY2021年度
Number of work-related fatalities	因工亡故的人數	0	0	0
Rate of work-related fatalities	因工亡故的比率	0	0	0

During the Year, the Hong Kong office, along with many other units of the Emperor Group Centre, were awarded an “Indoor Air Quality Certification – Good Class” by the Environmental Protection Department, under its voluntary Indoor Air Quality Certification Scheme for Offices and Public Places.

In this regard, multiple air purifiers were placed in multiple locations in the Hong Kong office.



於本年度，環境保護署根據其自願性辦公室及公眾場所室內空氣質素檢定計劃向香港辦公室連同英皇集團中心內其他眾多單位頒發「室內空氣質素檢定證書－良好級」。

就此而言，本集團放置了多部空氣淨化器並放置在香港辦事處的多個位置。

## Precautions Against Covid-19

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

The Group actively monitored the preventive measures taken by the office building's property management company, including posting health advice posters at eye-catching locations in the office building, and installing infrared temperature sensors in the lobby to check the body temperatures of everyone entering and leaving the building. Besides, all persons entering the office building, including the staff working in the building, are required to use the LeaveHomeSafe App to record the visit. The Group also further strengthened the disinfection and cleaning of the workplace, including meeting room facilities, table tops, and door handles, to maintain good environmental hygiene.

The Group has also placed air purifiers in various locations in the Hong Kong office to keep the workplace clean and safe. Besides, the Group disinfects the Hong Kong office with disinfectant coating sprayers on a regular basis.

In order to further contain the pandemic, the government has extended the Covid-19 vaccination programme to multiple age groups. The Group encourages employees to receive the vaccination, and understanding that the employees may need more rest after the vaccination, the management has specially offered one day of paid vaccination leave for each employee after receiving each dose of vaccination, to show its care for its employee.

## 新冠病毒疫情預防措施

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

本集團積極監察辦公大樓之物業管理公司的防疫工作，包括在辦公大樓當眼處貼上健康指引海報、於辦公大樓大堂設置紅外線體溫探測儀器，以對出入大廈的所有人士探測體溫。此外，所有進入辦公大樓之人士，包括在該大樓上班之員工，均須使用安心出行應用程式以記錄其出行。本集團亦進一步加強工作場所之消毒及清潔工作，包括會議室設施、桌面、門柄等，以保持良好的環境衛生。

本集團並於香港辦公室的多個位置放置空氣淨化器，以確保工作場所清潔及安全。此外，本集團使用消毒塗層噴霧機定期為香港辦公室進行消毒。

為了盡一步控制疫情，政府把新冠病毒疫苗接種計劃範圍擴大至多個年齡層。本集團鼓勵員工接種疫苗，並理解員工在接種疫苗後可能需要更多的休息，因此管理層特別安排每位員工每接種一劑疫苗後便提供一天有薪疫苗假，以表示對員工的關懷。

At the end of the Year, Omicron variant of Covid-19 cases were discovered in Hong Kong, and drove the numbers of cases to new highs subsequent to the Year. The Group has specially procured rapid antigen test kits for its staff to carry out testing whenever required. The Group has also separated the work locations for its office staff to reduce the number of employees working in the same location.

於本年度末，香港發現了Omicron新冠變種病毒，病例數目並於本年度後達到新高。本集團特為員工購買了快速抗原測試包，以讓員工在需要時進行檢測。本集團還將辦公室員工的工作地點分開，以減少在同一地點工作的員工數目。



### 3.4 Development and Training 發展及培訓

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

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

Each new frontline staff member is required to take a written test that mainly covers product knowledge and customer services, as well as attend a performance evaluation before passing his/her probation. This enables the Training Team to decide whether the employee is suitably qualified, as well as understand the thoughts of the new frontline staff, and to follow up if necessary.

每名新入職前線員工均須參加筆試，內容主要涵蓋產品知識及客戶服務，並需於通過試用期前出席表現評估。此舉有助培訓組決定員工是否具備合適資格，並有助了解新入職前線員工的想法及在必要時作出跟進。



To enhance the bonding of staff, prior to a new store's opening, the Training Team arranges full day training sessions for the existing and new employees of the store so they become familiar and communicate with each other, thereby enabling smooth cooperation as the store becomes operational.

With the aim of enhancing the customer service standard of frontline staff, a variety of training programmes were held each month, in turn improving the shopping experience of the Group's prestige customers. The programmes included customer service and selling skill training workshops, complaints handling training workshops, brand ambassador workshops, grooming ambassador workshops and visual merchandising ambassador workshops, etc. Learning and development initiatives were reviewed on a quarterly basis to meet the business needs according to the challenging market environment.

為加強員工凝聚力，於新店開張前，培訓組為現有員工及該店之新員工安排全日培訓課程，讓他們相互認識及溝通，從而於店舖開張後能合作順利。

為了提高前線員工的顧客服務水平，每月都會舉辦不同的培訓項目，從而改善其尊貴客戶的購物體驗。其中包括顧客服務和銷售技巧培訓工作坊、顧客投訴處理培訓工作坊、品牌大使工作坊、大使儀容工作坊及視覺營銷大使工作坊等。本集團於每季度就學習和發展措施進行檢討，以滿足在這具挑戰性的市場環境下的業務需求。





Money laundering is one of the areas of high concern in the retail sector, hence Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong) are introduced to new staff during the orientation by the Human Resources Department, and subsequent trainings and updated information are provided to its staff regularly. Also, relevant information is shared through the e-learning platform and in stores. Sales staff are regularly assessed by the Group, to ensure they have sufficient understanding of anti-money laundering.

The Group adopts a zero-tolerance approach to all forms of corruption and bribery. This is clearly stipulated in all employees' contracts which prohibits staff from accepting advantages, gifts or entertainment from all business partners. These policies are explained during induction training, and are freely accessible on the Group's intranet. To maintain vigilance against corruption risks, the Group also offers internal refresher training such as talks or seminars on business ethics on a regular basis, delivered by the Independent Commission Against Corruption.

At the end of each year, the Group conducts job performance evaluations for each staff member, enabling supervisors to discuss with them their performance during the past year and the work plan for the next year.

洗錢是零售業高度關注的範疇之一，因此在新員工入職培訓時，人力資源部會向他們介紹《打擊洗錢及恐怖分子資金籌集條例》（香港法例第615章），並於隨後定期向員工提供培訓和最新資訊。同時，通過電子學習平台和於店內分享相關資訊。本集團定期對銷售人員進行審視，以確保他們對打擊洗錢有充分的了解。

本集團對一切形式的貪污和賄賂採取零容忍的態度。這在所有僱傭合同中均有明確規定，禁止員工接受所有商業夥伴的好處、禮物或娛樂。這些政策已在入職培訓時作出解釋，並可在本集團內聯網上自由查閱。為了保持對貪污風險的警惕性，本集團還定期提供內部進修培訓，如由廉政公署舉辦的商業道德講座或研討會。

於每年年底，本集團均會為每位員工進行職效評估，讓主管與同事探討過去一年的工作表現及來年的工作計劃。

The number of training hours of the staff of the Group during the Year are set out below:

本集團員工本年度的培訓時數如下：

<b>Training Hours 培訓時數</b>		<b>FY2020年度</b>	<b>FY2021年度</b>
<b>Item 項目</b>			
Total training hours	總培訓時數	12,412	<b>7,378</b>
Average training hours per employee	每名員工平均培訓時數	14	<b>9</b>

The decrease in the number of hours is mainly due to the delay of training and strict control of the number of participants as a result of COVID-19. In view of this, certain trainings were instead conducted online.

培訓時間減少主要是由於新冠病毒疫情使培訓延遲舉行以及嚴格控制出席人數所致。有見及此，部分培訓則安排在線上進行。

### 3.5 Work-life Balance 工作與生活的平衡

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

本集團相信，維持工作與生活的平衡對每位員工的可持續發展及身心健康至為重要。

During the Year, most staff activities were suspended due to Covid-19. The Group has utilised its online training platform to share information on work-life balance, aiming to boost staff morale and foster a harmonious working environment.

於本年度，由於新冠病毒疫情的影響而暫停了大部分員工活動。本集團善用其網上培訓平台，分享工作與生活平衡的訊息，目的為提高員工士氣及促進和諧的工作環境。



#### Mid-Autumn Festival Delicacies, September 2021

As a token of appreciation and to celebrate the Mid-Autumn Festival, mooncakes provided by The Emperor Hotel were given to and shared among employees in Hong Kong.

#### 佳餚美饌賀中秋，2021年9月

為表達本集團的心意及慶祝中秋節，香港員工獲贈並一同分享由英皇駿景酒店所提供的月餅。

#### Head, Shoulder and Neck Massage Service, November 2021

In view of the long working hours of the colleagues in the office, the Group has specially invited masseurs from “Smart Living” of the Employees Retraining Board to provide head, shoulder and neck massage services for its colleagues to help improve blood circulation, relieve chronic pain and promote health, and alleviating work pressures for its staff.

#### 頭肩頸按摩服務，2021年11月

考慮到同事平日在辦公室內長時間工作，本集團特意邀請了僱員再培訓局「樂活一站」的按摩員，為同事提供頭肩頸按摩服務，有助血液循環、改善痛症及促進身體健康，並為員工舒緩工作壓力。

### 4.1 Supply Chain Management 供應鏈管理

The Group has established solid relationships with numerous European leading watch brands. Backed by worldwide industry leading experts, all these brands are committed to quality and craftsmanship, and their watches are required to comply with stringent manufacturing standards and rigorous testing procedures.

For its in-house design jewellery products, the Group only engages reputable subcontractors offering good craftsmanship and service standards. The Group maintains high requirements for selection of subcontractors, and assessment criteria include quality, price and delivery timeliness of the goods and services, as well as capability and experience. Besides, the Group pays regular visit to the sub-contractors to monitor the working progress and ensure the quality of the finished products. The Group not only concerns the craftsmanship and quality of finished products, but also understands and assesses the ESG practices such as occupational health and safety, labour standards, etc, with preference given to potential suppliers that demonstrate their commitment to the environment. The Group's jewellery sub-contractors in mainland China have been awarded relevant environmental approval and certification by regulatory body, an indication that they have addressed the measures of environmental protection ahead. The Group will also be alert to whether there is unfavourable news regarding its engaged suppliers on the environmental aspect. In the event of such news, the Group will internally discuss the need to change the supplier.

To ensure the suppliers are responsible companies, the Group frequently visits their workplaces, to promote proper labour standards. The Group will also terminate contracts with suppliers who use child or forced labour. The Group will report to relevant departments in case if any cases found.

本集團與眾多歐洲領先鐘錶品牌建立了穩固的合作關係。有賴全球領先的行業專家，所有該等品牌均注重品質及工藝，且其鐘錶須遵守嚴格的生產標準及精密的測試過程。

在自家設計珠寶產品方面，本集團只會委託具信譽及擁有良好技藝和服務標準的外包商。本集團對外包商的甄選具嚴謹要求，評核準則包括產品及服務之質素、價格和送貨及時性，以及實力及經驗等。此外，本集團定期拜訪外包商，以監察工作進度及確保製成品質素。除了著重製成品之技藝及質素，本集團還會了解及評估環境、社會及管治的實踐如職業健康及安全、勞工標準等，潛在供應商若能履行環保者，會獲優先考慮。本集團在中國內地之珠寶外包商均已獲監管部門授予有關環保批覆及認證，足證其對環境保護措施早已作出關注。本集團亦會留意其使用的供應商在環境保護方面有否出現不利新聞。如有發現，本集團會進行內部討論，以決定是否需要更換供應商。

為確保供應商為負責任的公司，本集團經常拜訪其供應商的工作場所，以促進適當的勞動標準。本集團並會終止使用童工或強迫勞動的供應商的合同。如發現任何個案，本集團將向相關部門舉報。

## 4.2 Product Responsibility and Customer Services

### 產品責任及客戶服務

“*Emperor Jewellery*” is crafted using quality diamonds, gemstones and precious metals. The raw materials used in the jewellery items are procured from reliable and certified vendors. The Group sources polished diamonds that have been certified by independent and accredited diamond laboratories with guaranteed grading, clarity and colours. Jadeite and gemstones are certified by reputed gem testing institutions. The trademark is permanently engraved on every jewellery item designed by the Group. To ensure the delivery of high quality jewellery items, the finished products are examined and tested according to a list of well-defined parameters including stone setting, scratch resistance and finishing touch before being dispatched to the retail outlets.

The frontline team comprises experienced and well-trained sales executives. In “*Emperor Jewellery*” stores in Hong Kong, around 10% (2020: 15%) of the sales executives are Gemological Institute of America qualified gemmologists, who can provide invaluable advice to customers. To gather valuable customer feedback, the Group collects customer satisfaction questionnaires in its retail outlets from time to time.

A comprehensive operation manual was developed to provide clear guidelines with regard to in-store activities covering customer service standards, sales accountability, cash handling, store security, product display and inventory control, etc. The daily tasks to be performed are clearly defined to ensure all process and procedures are communicated to all relevant employees. Staff are required to consistently incorporate these procedures into their day-to-day operational routines, resulting in standardisation of job requirements and better operating efficiency.

The Group has earned trusted relationships with its broad customer base through providing dedicated customer services. During the Year, the Group received 5 (2020: 2) customer complaints lodged with the Consumer Council which were diligently assessed and addressed in a timely manner. Besides, none of the sold or shipped products was recalled for safety and health reasons.

「*英皇珠寶*」之產品採用優質鑽石、寶石及貴金屬製作。珠寶貨品選用之原料乃從可靠及經認證的賣方採購。本集團所採購之經打磨鑽石獲獨立認可鑽石化驗所認證，具備等級、淨度及色澤保證。翡翠及寶石則由著名寶石鑑定機構認證。本集團設計之珠寶貨品上均刻有商標。為確保珠寶貨品均為優質，在交付至零售門市前，本集團會根據一系列定義明確的指標對製成品進行檢查及測試，包括寶石鑲嵌、防刮度及最後點綴。

前線的工作團隊擁有經驗豐富及訓練有素之銷售人員。在香港「*英皇珠寶*」門市，約10%（2020年：15%）銷售人員為美國寶石研究院認可的寶石鑑定師，能向客戶提供獨到的意見。為收集客戶之寶貴意見，本集團不時於其零售門市收集客戶滿意度調查問卷。

本集團制訂全面的營運手冊，以就店舖內工作提供明確指引，包括客戶服務標準、銷售員權責制度、現金處理、店舖保安、產品陳列及存貨控制等。營運手冊清晰列明日常處理的工作，以確保所有流程及程序能傳達至所有相關員工。員工須貫徹地將該等程序納入日常營運流程中，務求令工作要求標準化及達致更佳營運效率。

本集團透過提供貼身的客戶服務獲得廣大客戶群之信任。於本年度，本集團收到5（2020年：2）宗由客戶向消費者委員會作出之投訴，並已仔細評估及即時處理有關投訴。此外，並沒有已售或已運送之產品因安全與健康理由而須回收。



In order to provide high quality products and services, and to enhance the protection of its customers' rights, the Company has joined the following associations and schemes:

為提供優質之產品及服務，以及加強保障客戶之權利，本公司已參與下列組織及計劃：

- Quality Tourism Services Association
- The Diamond Federation of Hong Kong, China
- The Hong Kong Jewellers' & Goldsmiths' Association
- The Quality Gold Mark Scheme
- The Natural Fei Cui Quality Mark Scheme
- The Natural Diamond Quality Assurance Mark Scheme
- No Fake Pledge Scheme
- Phonographic Performance (South East Asia) Ltd
- Composers and Authors Society of Hong Kong Ltd
- Hong Kong Recording Industry Alliance Ltd
- 優質旅遊服務協會
- 香港鑽石總會
- 香港珠石玉器金銀首飾業商會
- 優質足金標誌計劃
- 天然翡翠標誌計劃
- 天然鑽石品質保證標誌計劃
- 正版正貨承諾計劃
- 香港音像版權有限公司
- 香港作曲家及作詞家協會有限公司
- 香港音像聯盟有限公司



During the Year, the Group received the following awards for its dedicated services and brand recognition:

- Elite Brand Awards 2021, Oriental Daily News
- Hong Kong Service Awards 2021, East Week
- The Outstanding Brand Awards 2021, Economic Digest
- 東方日報—超卓品牌大獎2021
- 東周刊—香港服務大獎2021
- 經濟一週—實力品牌大獎2021




### 4.3 Protection of Data 資料保護




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


憑藉出色的服務及品牌知名度，本集團於本年度內獲頒發下列獎項：


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

### 4.4 Protection of Intellectual Property 保護知識產權

The Group protects its intellectual property rights by prolonged use and registration of domain names and various trademarks including without limitation to 英皇，， and . The Group's trademarks and domain names are constantly monitored, and renewed prior to their expiration.

本集團透過持續使用及註冊域名與各類商標（包括但不限於英皇、、及 ）保障其知識產權。本集團商標及域名會獲持續監控及於屆滿時續期。

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

其中，國家知識產權局正式認定英皇和  在中國內地已為相關公眾所熟知，並獲得馳名商標的保護，印證本集團於中國廣泛的認受性和品牌價值。

Besides, the Group immediately takes action against any infringement of the Group's intellectual property.

此外，本集團針對任何侵犯本集團的知識產權採取即時行動。

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

In order to enhance ethical corporate culture and practices, the Group has established policies and procedures for anti-corruption, anti-money laundering and counter-terrorist financing. For high value transactions conducted in cash, cheques and bank transfers but not using credit or debit cards, shop managers need to go through an evaluation checklist and request customers' information to verify their identities. Such records are required to be kept properly in strict confidentiality.

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

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

為提升企業道德文化及常規，本集團已建立反貪污、打擊洗錢及恐怖分子資金籌集之政策及程序。若大額交易以現金、支票及銀行轉帳形式支付，而非使用信用卡或借記卡，店舖經理需完成評估清單及要求客戶資料以核實彼等之身份。有關記錄須高度保密地妥善保存。

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

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

The Group has set out the key provisions relating to anti-corruption legislation. The Group has also adopted a whistleblowing policy and procedures for all levels and operations under the Group, so staff can raise concerns – in confidence – about possible improprieties such as misconduct and malpractice in any matter related to the Group. The Group's whistleblowing policy encourages all internal staff to report actual or suspected improper conduct, in confidence, to their immediate supervisor, department head or the Group's Internal Audit Manager. These policies and procedures together with the code of conduct can be found in the employee handbook.

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

本集團已制定防止貪污法例之主要條文。本集團亦採納一套檢舉政策及程序，讓本集團所有層面及業務之員工可在保密的情況下就任何可能影響本集團之不當事宜（如不當及不法行為）進行舉報。本集團的檢舉政策鼓勵所有內部員工在保密的情況下向其直屬上司、部門主管或本集團的內部審計經理舉報實際或疑似的不當行為。該等政策及程序連同行為守則可於員工手冊內查閱。

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

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

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

- Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong)
- Companies Ordinance (Cap. 622, Laws of Hong Kong)
- Competition Ordinance (Cap. 619, Laws of Hong Kong)
- Employment Ordinance (Cap. 57, Laws of Hong Kong)
- Personal Data (Privacy) Ordinance (Cap. 486, Laws of Hong Kong)
- Prevention of Bribery Ordinance (Cap. 201, Laws of Hong Kong)
- Trade Descriptions Ordinance (Cap. 362, Laws of Hong Kong)
- 《打擊洗錢及恐怖分子資金籌集條例》（香港法例第615章）
- 《公司條例》（香港法例第622章）
- 《競爭條例》（香港法例第619章）
- 《僱傭條例》（香港法例第57章）
- 《個人資料（私隱）條例》（香港法例第486章）
- 《防止賄賂條例》（香港法例第201章）
- 《商品說明條例》（香港法例第362章）

Details on the work of the Corporate Governance Committee are shown in the Corporate Governance Report, which can be found on page 41 of the Company's 2021 Annual Report.

企業管治委員會之工作詳情載於本公司2021年度報告第41頁中之企業管治報告內。

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

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

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

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

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

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

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

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

### 5.1 Voluntary Services 義工服務

The Group continues its partnerships with non-governmental organisations and charitable organisations, to reach and support needy communities.

本集團持續與非政府組織和慈善組織保持夥伴關係，以伸出援手支持有需要幫助的社群。

#### Voluntary Teaching Class for Underprivileged Students

May 2021

#### 義教基層學童

2021年5月



The Group’s employees participated in the Voluntary English Teaching Class organised by V Foundation and Hong Kong Lutheran Social Service. The employees served as tutors and designed a series of English board games, learning cards and listening and speaking exercises, in order to enhance the students’ participation on reading, writing, listening and speaking in English. A series of classroom assignments were also developed to help students refresh their knowledge.

本集團員工參與V慈善基金及香港路德會社會服務處合辦的義教英語補習班。員工擔任導師並設計一系列英語桌上遊戲、學習卡及聽說訓練，以增加學童在英語讀寫、聆聽及會話的參與度。同時亦編製多套課堂習作，幫助學生重溫知識。

## 5.2 Charitable Sponsorship and Donations 慈善贊助及捐贈

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

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

### Skip Lunch Day

March 2021

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



### 公益行善折食日

2021年3月

凡捐款港幣35元或以上，每位捐款者即可獲得「折」食愛心券一張。持券者可於指定期間於全港鴻福堂門市換領指定產品。捐款用以支持公益金及其轄下會員機構，幫助露宿者、籠屋及板間房居民改善生活。



### Mooncake Donation Campaign

September 2021

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

### 愛心月餅募捐大行動

2021年9月

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



### Dress Casual Day

October 2021

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



### 公益金便服日

2021年10月

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



### Love Teeth Day

December 2021

The Group encouraged its colleagues to participate in the "Love Teeth Day", reminding them to take care of their own teeth as well as showing their care to the beneficiaries at the same time. Participating staff members each donated HK\$35 or more to The Community Chest of Hong Kong received a "Love Teeth Day Pack" which included a variety of oral care products.

### 公益愛牙日

2021年12月

本集團鼓勵同事參加「公益愛牙日」，藉由活動提醒同事愛護自己牙齒的同時，亦向受助者送上關懷。每位參與同事凡捐款港幣35元或以上予香港公益金，便可獲得包括有多種口腔護理用品之「愛牙日禮包」一份。



## 5.3 Environmental Conservation 環境保護

The Group is dedicated to promoting environmental awareness through green education. 本集團致力通過綠色教育宣揚環保意識。



### Earth Hour

March 2021

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

### 地球一小時

2021年3月

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

<i>Subject areas</i> 主要範疇	<i>Description</i> 描述	<i>Section</i> 章節
<b>A. Environmental</b> A. 環境		
<b>Aspect A1: Emissions</b> 層面A1：排放物		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	2.1
KPI A1.1 指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	2.4
KPI A1.2 指標A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接（範圍1）及能源間接（範圍2）溫室氣體排放量及（如適用）密度（如以每產量單位、每項設施計算）。	2.4
KPI A1.3 指標A1.3	Total hazardous waste produced and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量及（如適用）密度（如以每產量單位、每項設施計算）。	Not applicable <i>In view of its business nature, the Group does not directly generate any hazardous waste.</i> 不適用 基於其業務性質，本集團不會直接產生大量有害廢棄物。
KPI A1.4 指標A1.4	Total non-hazardous waste produced and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量及（如適用）密度（如以每產量單位、每項設施計算）。	2.4
KPI A1.5 指標A1.5	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	2.2, 2.4

<b>Subject areas</b> 主要範疇	<b>Description</b> 描述	<b>Section</b> 章節
KPI A1.6 指標A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	2.2, 2.4
<b>Aspect A2: Use of Resources</b> 層面A2：資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源（包括能源、水及其他原材料）的政策。	2.1, 2.2
KPI A2.1 指標A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及／或間接能源（如電、氣或油）總耗量及密度（如以每產量單位、每項設施計算）。	2.4
KPI A2.2 指標A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度（如以每產量單位、每項設施計算）。	2.4
KPI A2.3 指標A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	2.2, 2.4
KPI A2.4 指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	Not applicable <i>The Group did not encounter any problems in sourcing water for its daily operations.</i> 不適用 本集團在日常營運中，在覓水源方面並無遇到任何問題。
KPI A2.5 指標A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及（如適用）每生產單位估量。	2.2, 2.4

<i>Subject areas</i> 主要範疇	<i>Description</i> 描述	<i>Section</i> 章節
<b>Aspect A3: The Environment and Natural Resources</b> 層面A3：環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	2.1, 2.2
KPI A3.1 指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	2.2
<b>Aspect A4: Climate Change</b> 層面A4：氣候變化		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	2.3
KPI A4.1 指標A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	2.3
<b>B. Social</b> B. 社會		
<b>Employment and Labour Practices</b> 僱傭及勞工常規		
<b>Aspect B1: Employment</b> 層面B1：僱傭		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2

<b>Subject areas</b> 主要範疇	<b>Description</b> 描述	<b>Section</b> 章節
KPI B1.1 指標B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	3.1
KPI B1.2 指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	3.1
<b>Aspect B2: Health and Safety</b> 層面B2：健康與安全		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.3
KPI B2.1 指標B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年（包括匯報年度）每年因工亡故的人數及比率。	3.3
KPI B2.2 指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	3.3
KPI B2.3 指標B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	3.3
<b>Aspect B3: Development and Training</b> 層面B3：發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	3.4
KPI B3.1 指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。	3.4 <i>Briefly discussed</i> 已概括說明
KPI B3.2 指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	3.4 <i>Briefly discussed</i> 已概括說明

<b>Subject areas</b> 主要範疇	<b>Description</b> 描述	<b>Section</b> 章節
<b>Aspect B4: Labour Standards</b> 層面B4：勞工準則		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2
KPI B4.1 指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	3.2
KPI B4.2 指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	3.2 <i>Briefly discussed</i> 已概括說明
<b>Operating Practices</b> 營運慣例		
<b>Aspect B5: Supply Chain Management</b> 層面B5：供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	4.1
KPI B5.1 指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	4.1 <i>Briefly discussed</i> 已概括說明
KPI B5.2 指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	4.1 <i>Briefly discussed</i> 已概括說明
KPI B5.3 指標B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	4.1
KPI B5.4 指標B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	4.1

<b>Subject areas</b> 主要範疇	<b>Description</b> 描述	<b>Section</b> 章節
<b>Aspect B6: Product Responsibility</b> 層面B6：產品責任		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.2
KPI B6.1 指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	4.2
KPI B6.2 指標B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	4.2
KPI B6.3 指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	4.4
KPI B6.4 指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	4.2
KPI B6.5 指標B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	4.3
<b>Aspect B7: Anti-Corruption</b> 層面B7：反貪污		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.5

<b>Subject areas</b> 主要範疇	<b>Description</b> 描述	<b>Section</b> 章節
KPI B7.1 指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	4.5
KPI B7.2 指標B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	4.5
KPI B7.3 指標B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	3.4
<b>Community</b> 社區		
<b>Aspect B8: Community Investment</b> 層面B8：社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解發行人營運所在社區需要和確保其業務活動會考慮社區利益的政策。	5
KPI B8.1 指標B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。	5
KPI B8.2 指標B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源（如金錢或時間）。	5