



東瀛遊控股有限公司
 EGL Holdings Company Limited
 (於開曼群島註冊成立的有限公司)
 (Incorporated in the Cayman Islands with limited liability)
 股份代號 Stock Code : 6882

Environmental, Social and Governance Report
 環境、社會及管治報告 2021

ENJOY GOOD LIFE



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關於本報告

ABOUT THE REPORT

旅遊行業為數百萬人提供生計，讓數十億人能夠體驗自身所處和不同的文化，領略自然世界的風採。然而，2019冠狀病毒病（「COVID-19」）疫情（「疫情」）的突然爆發，令全球旅遊業陷入停滯，給全球經濟、生活、公共服務帶來了前所未有的挑戰與機遇。

作為香港旅遊業的知名品牌之一，東瀛遊控股有限公司（「本公司」，連同其附屬公司統稱為「本集團」或「我們」）已經服務三十餘年。本集團長期致力於開發、設計和提供多元化的旅遊產品和服務，為客人帶來與眾不同的愉悅旅行體驗和難忘的歡樂時光。本集團在日常營運中考慮重大環境、社會和管治（統稱為「ESG」）事項以及其財務收入，並從本質上將其長期成功與企業ESG管理和可持續發展的有效性聯繫在一起。具體而言，為了響應可持續旅遊業發展準則，本集團將合理利用支撐旅遊業發展的自然資源，尊重旅行目的地的社會文化和其僱員與客戶的福祉，以及確保其商業模式切實可行，並為所有持份者創造社會經濟價值。

報告期

本集團欣然提呈環境、社會及管治報告（「本報告」），以闡述我們於2021年1月1日至2021年12月31日（「報告期」）期間的ESG管理及企業可持續發展的方式及表現。

報告邊界

本報告根據營運控制方法，主要涵蓋本集團業務範圍內的環境及社會表現，包括(i)本集團位於香港、澳門、中華人民共和國（「中國」）及日本辦事處的旅遊相關業務，(ii)本集團於日本的酒店營運業務，及(iii)本集團於香港的網上購物平台營運業務，本集團報告期內的所有業務範疇，已涵蓋於本報告範圍內。

本報告邊界中的香港網上購物平台業務為本年度新增的範圍。若特定內容涵蓋的範疇及範圍不同，已在本報告的相關部分特別註明。有關企業管治章節，請參閱本集團2021年年報第56至72頁。

Tourism provides livelihoods for millions of people and allows billions more to appreciate their own and different cultures, as well as the natural world. Yet the sudden outbreak of coronavirus disease 2019 (“COVID-19”) pandemic (the “Pandemic”) has made global tourism come to a standstill with unprecedented challenges on economies, livelihoods, public services and opportunities on all continents.

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

REPORTING PERIOD

The Group is pleased to present the ESG report (the “Report”), demonstrating the Group’s approach and performance in terms of its ESG management and corporate sustainable development from 1 January 2021 to 31 December 2021 (the “Reporting Period”).

REPORTING BOUNDARY

In accordance with the operational control approach, this Report primarily covers the environmental and social performance within the operational boundaries of the Group that includes the (i) Group’s travel-related businesses in the offices situated in Hong Kong, Macau, the People’s Republic of China (the “PRC”), and Japan, (ii) the Group’s hotel operation business in Japan, and (iii) the Group’s online shopping platform operation business in Hong Kong, all the Group’s business operations in the Reporting Period were covered in the reporting scope.

The online shopping platform business in Hong Kong is additionally included in the reporting boundary of this year. If the aspects and scope covered in specific content are different, they have been specifically noted in the relevant section of the Report. For the corporate governance section, please refer to the Group’s Annual Report 2021 (Pages 56 to 72).

關於本報告 ABOUT THE REPORT

報告準則

本報告依循香港聯合交易所有限公司（「香港聯交所」）發布的《香港聯合交易所有限公司證券上市規則》附錄二十七《環境、社會及管治報告指引》編製，遵守環境、社會及管治指引所載的所有「不遵守就解釋」規定，並以其載列的四項匯報原則—重要性、量化、平衡及一致性，作為本報告的撰寫基礎。

審閱及批准

本公司董事（「董事」）會（「董事會」）確認其有責任確保本報告的完整性，且就其所深知，本報告闡述了所有相關重要議題，並公平呈列本公司的環境、社會及管治表現。本報告經董事會於2022年3月25日審議通過。

信息及反饋

本集團追求卓越，積極歡迎其持份者提供反饋意見。本集團歡迎讀者透過以下方式與本集團分享其有關ESG事宜的看法：

郵寄地址： 香港九龍觀塘鴻圖道83號東瀛
遊廣場15樓
電子郵件： egl_enquiry@egltours.com

REPORTING PRINCIPLES

The Report is prepared in accordance with the ESG Reporting Guide as set out in Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (the “Stock Exchange”), complied with all “comply or explain” provisions in the ESG Reporting Guide and based on the four reporting principles — materiality, quantitative, balance and consistency.

REVIEW AND APPROVAL

The board (the “Board”) of directors (the “Directors”) of the Company acknowledges its responsibility for ensuring the integrity of the Report and to the best of their knowledge, this Report addresses all relevant material issues and fairly presents the ESG performance of the Company. The Report was reviewed and approved by the Board on 25 March 2022.

INFORMATION AND FEEDBACK

As the Group strives for excellence, the Group welcomes its stakeholders’ feedback. Readers are welcomed to share their views on the ESG matters with the Group via:

Mail: 15/F, EGL Tower, 83 Hung To Road, Kwun Tong, Kowloon,
Hong Kong
Email: egl_enquiry@egltours.com

環境、社會及管治架構

ENVIRONMENT, SOCIAL AND GOVERNANCE STRUCTURE

本集團致力將環境、社會與管治因素融入營運之中，為持份者締造可持續價值，實現作為企業公民的責任。本集團成立了ESG工作小組（「工作小組」）。工作小組由本集團不同部門的核心成員組成，負責與外聘顧問溝通並收集環境、社會及管治方面的資料。工作小組定期向管理層匯報業務單位有關ESG方面的舉措實施情況及其績效表現。

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

本集團ESG管理策略的核心是通過政策實施、持續監控和不斷改進，以創新、包容和以結果為導向的方式實現可持續發展目標。為了識別、評估、優先處理並監督整個組織內的ESG政策實施，本集團定期針對相關ESG主題開展重要性評估，並建立了一系列指標追蹤其表現。管理層就這幾方面的風險和內部監控系統的成效作檢討，並向董事會作出確認。

有關本集團在環境和社會方面管理方法的詳情，可參照本報告的不同章節。

The Group is committed to integrating ESG factors into its operations, creating sustainable value for stakeholders and fulfilling its responsibilities as a corporate citizen. The Group has established an ESG Working Group (the “Working Group”). The Working Group is composed of core members from different departments of the Group. It is responsible for communicating with external consultants and collecting ESG data. The Working Group regularly reports to the management on the implementation of ESG measures and performance of the business units.

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

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

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

董事會聲明

BOARD STATEMENT

尊敬的持份者：

我謹代表董事會，向閣下提呈本報告，介紹本集團於截至2021年12月31日止年度中企業可持續發展的方法、表現與承諾。COVID-19疫情及其對企業的潛在影響給我們所有人帶來了很多前所未有的挑戰。在這艱難的時期，疫情毫無疑問亦讓每個人意識到可持續性在日常生活和經濟活動中的作用，尤其深刻認識到保護人類健康和福祉的重要性。由於全球絕大多數地方均實行旅行管制，旅遊業成為受打擊最為嚴重的經濟體之一，令國際出行大幅下降，造成數百萬人面臨失業風險。本集團對可持續性的關注是我們業務戰略的根本，而這亦是我們自成立以來，面對各種起伏卻始終保持堅定態度和韌性的基礎。我們可持續發展願景的核心是創造獨特而愉快的體驗，包括品嚐當地美味、探索當地風景以及與當地居民開展互動。秉承讓旅遊業從疫情危機中崛起的目標，我們不遺餘力地幫助旅遊業以可持續的方式復甦，並打造其韌性。儘管防疫措施減緩了我們前進和發展的步伐，但本集團仍致力於通過堅定的信念和穩健的經營能力，利用創新方法創造價值，包括在我們的商業運作中，於辦公室內推廣綠色辦公和節能科技。

黑暗中總有一線光明。展望未來，社會在2022年會更加充滿活力地實現經濟復甦，而這對本集團而言是一個調整和建立更具彈性業務模式並創造可持續未來的良機。秉承初衷，我們在業務恢復營運後將繼續通過推出更多新的服務和旅行團，為客戶提供別具一格的旅行體驗。

本集團把業務的可持續發展放在長期發展目標的首位，將氣候相關議題和ESG元素納入業務策略的長期規劃當中，董事會作為本集團最為重要的領導角色全面地負責督導、直接管理及監督本集團的ESG議題和進度。

Dear valued stakeholders,

On behalf of the Board, I hereby present to you the Report, detailing the Group's approach, performance and commitment regarding the corporate sustainability for the year ended 31 December 2021. The COVID-19 pandemic and its associated implications for businesses presented numerous unprecedented challenges for us all. Amid this tough time, it has undoubtedly raised everyone's awareness of the role that sustainability plays in everyday life and economic activities, in particular the importance of promoting the health and wellbeing of all mankind. With the vast majority of destinations worldwide observing travel restrictions, the tourism industry has become one of the hardest-hit economic sectors, facing a significant decline in international movements and put millions of related jobs at risk. At the Group, our focus on sustainability is fundamental to our business strategy, which upholds our tenacity and resilience to experience any ups and downs since our establishment. Integral to our sustainability vision is to bring uniquely pleasant and consistently joyous experiences, including the taste of local delicacy, the exploration of local landscapes, and engagement with local dwellers. Bearing in mind the objective to support tourism to emerge stronger from the COVID-19 crisis, we spare no effort in helping the industry to bounce back in a sustainable manner and build the resilience of the tourism sector. Although the epidemic prevention and control measures decelerated our steps for advancing and thriving, the Group has still been committed to leveraging its strong belief and operating robustness to harness innovative measures to create value, including the promotion of green office and energy-saving technologies in our business operations.

Every cloud has a silver lining. Looking forward, 2022 will make the society more vitalised to embrace the economic recovery, which to the Group is golden opportunity to adjust and build a more resilient business model and create a sustainable future. We will continue to uphold our original aspirations, offering our customers great travel experiences with more newly launched services and package tours after our business operations resume.

The Group puts the sustainable development of its business as the top priority of its long-term development goals, and incorporate climate-related issues and ESG elements into its long-term business strategic planning. As the most important leading role of the Group, the Board has the sole responsibility to oversee, manage and monitor the Group's ESG issues and progress directly.

董事會聲明 BOARD STATEMENT

本集團訂立清晰明確的短期及長期可持續發展願景目標，跟著各地政府要求去朝著減排的願景不斷邁進，並設立相關目標和相應的策略，將可持續發展因素納入本集團的策略規劃、業務模式及其他決策過程。董事會定期監察及檢討管理方法的有效性，包括檢討本集團環境、社會及管治表現而調整相應的行動計劃。有效率的环境、社會及管治政策實施有賴於不同部門的合作，為我們已因應聯交所建議成立跨部門的ESG工作小組，負責協調不同部門以促進彼此的合作，務求達到一致並合乎持份者期望的工作表現，為可持續發展目標共同努力。

本集團竭力確保設立合適有效的風險管理及內部控制系統，監督ESG和氣候相關風險及機遇的識別和評估，以及應對世代不同的挑戰及影響。展望將來，董事會將持續檢討及監察本集團的ESG表現，繼續為各持份者提供可靠、一致、可作比較的重要ESG資料，共同為更美好的環境努力。最後，我藉此向支持我們的持份者、客戶和業務合作夥伴表示感激，同時對我們的管理團隊和全體員工在這一困難時期對本集團的奉獻表示由衷的感謝。

袁文英
主席兼執行董事

香港，2022年3月25日

The Group has set clear short-term and long-term sustainable development vision and goals to achieve ongoing emission reduction according to governmental requirements of different countries and regions progressively, establish relevant emission reduction targets and corresponding strategies, and incorporate sustainable development factors into the Group's strategic planning, business model and other decision-making processes. The Board regularly monitors and reviews the effectiveness of management approach, including reviewing the Group's ESG performance and adjusting corresponding action plans. Effective implementation of ESG policies relies on the collaboration of different departments. Following the recommendations given by the Stock Exchange, the Group has established an inter-departmental ESG Working Group to coordinate different departments and enhance their mutual co-operation, for ensuring consistent work performance which could be aligned with the stakeholders' expectations.

The Group strives to ensure the establishment of appropriate and effective risk management and internal control systems for supervision of the identification and assessment of ESG and climate-related risks and opportunities, and to responded to the challenges and impacts of different times. Looking ahead, the Board will continue to review and monitor the ESG performance of the Group and provide reliable, consistent and comparable material ESG information to its stakeholders for making collaborative contributions to create a better environment. Last but not least, I would like to thank our stakeholders, customers and business partners for their support. I would also like to express the sincere gratitude to the management team and all of our staff for their dedication and contribution towards the Group in this difficult time.

Yuen Man Ying
Chairman and Executive Director

Hong Kong, 25 March 2022

持份者參與

STAKEHOLDER ENGAGEMENT

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

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

| 持份者 Stakeholders | 主要期望及關注 Expectations and concerns | 溝通渠道 Communication Channels |
|--|---|--|
| 政府和監管機構 Government and regulatory authorities | <ul style="list-style-type: none"> 遵守法例及規例 Compliance with laws and regulations 反貪污政策 Anti-corruption policies 支持當地經濟發展 Contribution to the local economy | <ul style="list-style-type: none"> 監督遵守當地法規的情況 Supervision on the compliance with local laws and regulations 常規報告及納稅 Routine reports and tax payments |
| 股東 Shareholders | <ul style="list-style-type: none"> 投資回報 Return on investments 企業管治 Corporate governance 商業道德 Business ethics | <ul style="list-style-type: none"> 定期報告 Regular reports 公告 Announcements 股東大會 General meetings 集團官方網站 Official website of the Group |
| 僱員 Employees | <ul style="list-style-type: none"> 僱員的薪酬和福利 Employees' remuneration and benefits 內部培訓和發展機遇 Internal training and development opportunities 工作場所的健康和安全 Health and safety in the workplace | <ul style="list-style-type: none"> 績效評估 Performance appraisals 定期會議與培訓 Regular meetings and trainings 郵件、通知、熱線及與管理層的團隊建立活動 Emails, notice boards, hotline, and team building activities with the management |
| 客戶 Customers | <ul style="list-style-type: none"> 產品及服務質素 Product and service quality assurance 保障客戶的隱私和權利 Protection of customers' privacy and Rights 持續向客戶推出可靠的產品／服務 Continuous promotion of reliable products/ services to customers | <ul style="list-style-type: none"> 客戶滿意度調查 Customers' satisfaction surveys 面談會議和現場調研 Face-to-face meetings and onsite visits 服務熱線與郵件 Customer service hotline and emails |
| 供應商 Suppliers | <ul style="list-style-type: none"> 公平公開的採購 Fair and open procurement 與合作夥伴的雙贏合作 Win-win cooperation | <ul style="list-style-type: none"> 公開招標 Open tender 合同與協議 Contracts and agreements 供應商的滿意度調查 Suppliers' satisfaction assessment 電話討論 Telephone discussions |
| 公眾 General public | <ul style="list-style-type: none"> 社區參與 Involvement in communities 行為準則 Code of conduct 環境保護意識 Environmental protection awareness | <ul style="list-style-type: none"> 媒體會議及回應查詢 Media conferences and responses to enquiries 公益活動 Public welfare activities 公司網站 Corporate website |

重要性評估

MATERIALITY ASSESSMENT

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

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

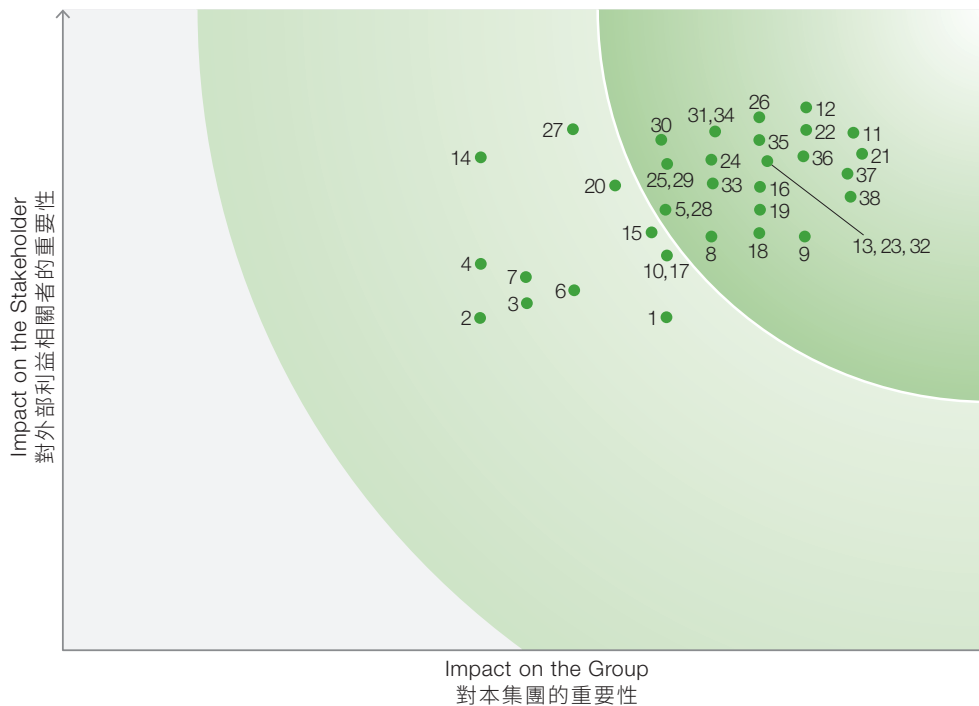
在此次重要性分析中，本集團認為「僱傭薪酬條件和福利條件」、「職業健康與安全」、「客戶滿意度(福利)」、「產品／服務健康和 safety」以及「顧客信息和私隱保護」對集團和其持份者而言至關重要的事宜。該結果基於以事實為依據的重要性矩陣，對集團提高可持續發展決策有所幫助，並用於規劃本報告內容。

From the materiality analysis, the Group found that "Employee remuneration and benefits", "Occupational health and safety", "Customer satisfaction (Welfare)", "Health and safety relating to products/services" and "Protection of consumer information and privacy" are issues of high importance to the Group and its stakeholders. The results from the evidence-based materiality matrix are conducive to enhancing sustainability decision-making and have been used to inform the content of this Report.

綜合了本集團內部的評估及問卷調查結果後，本集團得出重要性矩陣(見下圖)。

After consolidating the Group's internal assessment and survey results, the Group came up with a materiality matrix (as table shown below).

利益相關者的參與重要性分析矩陣
Materiality Matrix



重要性評估 MATERIALITY ASSESSMENT

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

環境層面

ENVIRONMENTAL ASPECTS

為尋求環境和經營所在社區的可持續性，本集團努力發掘更多創新領域，以建立綠色辦公室管理機制，並在其業務營運中加快實施節能措施。本集團的部份旅遊相關業務及酒店業務於報告期間暫停，但本集團已遵守於其營運之所在國家／地區制定的相關地方環境法例及規例，包括但不限於香港法例第311章《空氣污染管制條例》、香港法例第354章《廢物處置條例》、香港法例第358章《水污染管制條例》、香港法例第400章《噪音管制條例》和《廢物管理與公共清潔法》（日本）等法律法規的要求，對廢氣、污水及固體廢物進行處理，確保達標排放。

此外，本集團提倡節能減碳，致力達致永續經營，為此我們已訂定明確減排目標，短期目標為每年減少百分之三的溫室氣體排放。該目標及其他減排節能目標（有關空氣污染物、廢棄物及污水的排放、能源使用、資源消耗如用水及用紙）將於以後每年作出檢討，本集團的長期目標與香港政府的可持續發展目標一致，我們努力於2050年前達致碳中和目標。另外我們亦會於資源回收方面投入更多資源，促進循環經濟的發展。

下面章節主要披露有關本集團於報告期內的排放物、資源使用、環境及天然資源的政策、慣例及量化數據。

排放物

報告期內，本集團已遵守對本集團有重要影響的適用法例及規例，於所有重大方面並無嚴重違反與氣體排放、溫室氣體排放、污水排放及土地排污以及產生有害及無害廢棄物有關的法規及規例。截至2021年12月31日止年度，本集團確認報告期內並無收到任何有關溫室氣體排放、氣體排放或空氣污染、水污染、廢棄物或噪音滋擾的罰款、投訴或警告。

本集團不斷通過低碳技術升級設備，旨在最大程度地減少對環境造成的負面影響，並致力於推出有效的減排措施。鑑於本集團的業務性質，廢氣排放物主要來自旅遊巴士運行過程中的燃料燃燒。

To seek sustainability of the environment and the community where it operates, the Group endeavours to discover more creative areas for the establishment of a green office managing mechanism and steps up its implementation of energy-saving measures in its business operations. During the Reporting Period, parts of the travel related business and the hotel business of the Group have been suspended, the Group still abided by the relevant environmental laws and regulations as set out in the country where the Group operates, including but not limited to Air Pollution Control Ordinance (Chapter 311 of the Laws of Hong Kong), Waste Disposal Ordinance (Chapter 354 of the Laws of Hong Kong), Water Pollution Control Ordinance (Chapter 358 of the Laws of Hong Kong), Noise Control Ordinance (Chapter 400 of the Laws of Hong Kong), the Waste Management and Public Cleansing Law (Japan) and other laws and regulations, air emissions, wastewater and solid waste are treated in accordance with the relevant discharge standards.

In addition, the Group advocates energy saving and carbon reduction, and is committed to achieving sustainable operations. To this end, we have set clear emission reduction targets, in short term we are aiming to reduce 3% of greenhouse gas (“GHG”) emissions annually. The carbon reduction target, and other emission reduction and energy conservation targets (regarding emissions of air pollutants, waste and wastewater, energy consumption and resources consumptions such as water and paper), will be reviewed annually. The Group’s long-term goal aligns with the sustainability goals of the Hong Kong Government, we are committed to achieving carbon neutrality before 2050. Moreover, we are investing more resources in recycling to help the development of circular economy.

The below sections primarily disclose the Group’s policies, practices, and quantitative data on emissions, use of resources, the environment and natural resources in the Reporting Period.

EMISSIONS

During the Reporting Period, the Group was in compliance with applicable laws and regulations, and was not aware of significant non-compliance issues concerning air emissions, GHG emissions, sewage discharge, land pollution, and generation of hazardous and non-hazardous waste. As at 31 December 2021, the Group confirmed that it did not receive any fines, complaints or warnings concerning GHG emissions, gas emissions or air pollution, water pollution, waste disposal or noise nuisance in the Reporting Period.

The Group keeps upgrading its equipment with low-carbon technologies, with a strong ambition to minimise its negative impact on the environment and commits to putting forward effective measures for emission control. Given the Group’s business nature, the air emissions mainly come from fuel combustion of the operations of travel buses.

環境層面 ENVIRONMENTAL ASPECTS

空氣排放物種類及排放數據

鑑於本集團的業務性質，廢氣排放物主要來自旅遊巴士運行過程中的燃料燃燒。報告期內，硫氧化物（「SO_x」）、氮氧化物（「NO_x」）和顆粒物（「PM」）的排放分別達到約190.69千克、0.54千克和12.12千克。由於本集團的旅遊業務停滯，空氣污染物的排放量持續維持低水平，相比截至2020年12月31日止年度（「2020年財政年度」）數據差距不大。

報告期內，本集團排放物種類及排放數據¹如下表所示：

| 空氣排放物 ² Air Emissions ² | 單位 Unit | 2021 | 2020 |
|---|-----------------|--------|-------|
| 氮氧化物 (NO _x) Nitrogen oxide (NO _x) | 千克 kilograms | 190.69 | 164.1 |
| 硫氧化物 (SO _x) Sulphur dioxide (SO _x) | 千克 kilograms | 0.54 | 0.7 |
| 顆粒物 (PM) Particulate matter (PM) | 千克 kilograms | 12.12 | 15.7 |

¹ 數據基於四捨五入原則披露，總計未必為所示數字的準確總和。

² 數據涵蓋本集團於香港、澳門、中國及日本的旅遊巴士和用作商業營運的車輛所產生的排放，相應的空氣排放物評估數字的計算方法根據香港聯合交易所發佈之《如何編備社會、環境及管治報告》及其附件《附錄二：環境關鍵績效指標匯報指引》估算得出。

溫室氣體排放數據

本集團認真貫徹跟隨低碳發展目標，推動企業綠色轉型，致力實現企業碳中和。本集團的直接溫室氣體排放（範疇一）主要產生自交通運輸過程中化石燃料的消耗，而間接溫室氣體排放（範疇二）則主要來自辦公室、酒店和其他工作場所的電力使用。本集團於報告期共產生約1,079噸二氧化碳當量（碳強度為24.20噸二氧化碳當量／百萬元港幣），其中範圍一的排放量約佔42%，而範圍二的排放量則佔約58%。

Types of Air Emissions and Emissions Data

Given the Group's business nature, the air emissions mainly come from fuel combustion of the operations of travel buses. During the Reporting Period, the air emissions of sulphur oxides ("SO_x"), nitrogen oxides ("NO_x") and particulate matter ("PM") amounted to 190.69 kg, 0.54 kg and 12.12 kg respectively. As the Group's travel business has been suspended, the total air pollutant emissions remained at a low level, which has no significant increase in comparison to the year ended 31 December 2020 ("FY2020") data.

During the Reporting Period, the types of emissions and emissions data¹ of the Group are listed as below:

¹ Totals may not be the exact sum of numbers shown here due to rounding.

² The data covers emission from travel buses and vehicles for business operations in Hong Kong, Macau, the PRC and Japan. The calculation method of the corresponding air emission assessment figures is based on "How to Prepare an ESG Reports" and its annex "Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange.

Greenhouse Gas Emissions Data

The Group earnestly implements low-carbon development goals, promote corporate's green transformation and is committed to achieving carbon neutrality. The Group's direct GHG emissions (Scope 1) were mainly from fossil fuel consumption in transportation. Indirect greenhouse gas emissions (Scope 2) were mainly from electricity consumption in our offices, hotels and other working premises of the Group. During the Reporting Period, the Group generated a total of 1,079 tonnes CO₂-equivalent (carbon intensity: 24.20 tonnes CO₂-equivalent per HKD million), in which the emissions from Scope 1 and Scope 2 accounted for around 42% and 58% respectively.

環境層面 ENVIRONMENTAL ASPECTS

本集團於報告期內的溫室氣體總排放量和排放密度³如下表所示：

During the Reporting Period, the total GHG emission and emission intensity³ are listed as below:

| 溫室氣體排放 ⁴ GHG Emissions ⁴ | 單位 Unit | 2021 | 2020 ⁵ |
|---|---|----------|-------------------|
| 範圍一 ⁶ Scope 1 ⁶ | 公噸二氧化碳當量 tonnes CO ₂ -equivalent | 447.91 | 204.2 |
| 範圍二 ⁷ Scope 2 ⁷ | 公噸二氧化碳當量 tonnes CO ₂ -equivalent | 631.06 | 412.8 |
| 總溫室氣體排放 Total GHG Emission | 公噸二氧化碳當量 tonnes CO ₂ -equivalent | 1,078.97 | 617.0 |
| 溫室氣體排放密度 GHG Emission Intensity | 公噸二氧化碳當量/ 百萬港元收入 ⁸ tonnes CO ₂ -equivalent/ million HKD revenue ⁸ | 24.20 | 2.47 |

³ 數據基於四捨五入原則披露，總計未必為所示數字的準確總和。

³ Totals may not be the exact sum of numbers shown here due to rounding.

⁴ 數據涵蓋本集團於香港、澳門、中國及日本業務場所的直接和間接溫室氣體排放，相應的排放數字的計算方法及用於計算的排放因子根據香港聯合交易所發佈之《如何編備社會、環境及管治報告》及其附件《附錄二：環境關鍵績效指標匯報指引》、《減排項目中國區域電網基準線排放因子》和日本電網環境報告等估算得出。

⁴ The figures covered the direct and indirect GHG emission from the Group's business operations in Hong Kong, Macau, the PRC and Japan. The calculation method of the corresponding air emission assessment figures and the emission factors used in the calculation are based on "How to Prepare an ESG Reports" and its annex "Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, "General guideline of the greenhouse gas emissions accounting and reporting for industrial enterprises" "Emission Factors of China's Regional Power Grid Baseline for Emission Reduction Projects" ("減排項目中國區域電網基準線排放因子") and the environmental reports of the Japanese power grid.

⁵ 有關數據經重列。

⁵ The figures were restated.

⁶ 範圍一：由本集團擁有或控制的業務營運直接產生的排放，包括固定源及移動源燃料中產生的排放，以及釋出的逃逸性氣體。

⁶ Scope 1: The direct emission from the business operations owned or controlled by the Group, including stationary combustion sources and mobile combustion sources, as well as fugitive emission.

⁷ 範圍二：由本集團內部消耗外購電力所引致的「間接能源」排放。

⁷ Scope 2: The "indirect energy" emissions from the internal consumption of purchased electricity by the Group.

⁸ 報告期內，本集團的總收入約為44.578百萬港元。

⁸ The total revenue of the Group in the Reporting Period was around HK\$44.578 million.

報告期內的溫室氣體排放模式與2020年財政年度相似，源於電力使用的範圍二排放佔主要位置。與2020年財政年度相比，溫室氣體總排放量上升約75%，其中範圍一上升超過一倍，而範圍二的排放量則上升約53%，這主要是由於本集團位於沖繩的酒店於報告期間正式投入服務，使用的天然氣量大幅上升，而同時本集團的電力總消耗量亦有增長，導致總溫室氣體排放量大幅上升。

During the Reporting Period, the GHG emission pattern was similar to that of FY2020, with Scope 2 emissions that stemmed from the use of electricity dominating. The total GHG emissions increased by around 75% when compared to FY2020, in which Scope 1 emissions doubled and Scope 2 emissions increased by around 53%. The increase was primarily due to the official opening of hotel in Okinawa for a full year operation during the Reporting Period, for which the consumption of natural gas has increased significantly. At the same time, the Group's electricity consumption has also increased, resulting in a significant increase in total GHG emissions.

環境層面 ENVIRONMENTAL ASPECTS

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

為了改善其營運模式，從而朝著可持續的業務發展，本集團已制定更多的內部政策。本集團的減排節能措施將在本報告的「資源使用」章節中作進一步說明。

廢棄物數據及管理

本集團的固體廢物主要由辦公室及酒店產生的生活及商業廢物。為了向「綠色辦公室管理」不斷邁進，本集團努力減少固體廢物的產生，並通過遵循垃圾分類政策對即將丟棄的材料充分利用。報告期內用於一般辦公室印表機的墨水匣用量約為0.063公噸，是本集團唯一被歸類為有害的廢棄物，全部為供應商回收再用，沒有產生任何對環境的損害。

本集團辦公室所產生的都市固體廢物，通過分類後通常由大廈的物業管理人員處理。除實施垃圾分類外，本集團亦十分重視對員工的教育，以及對「3R」原則（即減少、重用和回收）的學習與應用。為從源頭盡量減少浪費，本集團積極避免使用任何一次性產品，同時主張對辦公文具的重複使用。本集團管理的酒店已在廢物管理中採取多種有效政策和措施。同時，內部分揀是本集團的慣例，以確保將所有可回收廢物（包括金屬罐、PET瓶、碎紙和紙袋）與其他廢物分開。本集團亦與經認證的組織開展合作，對回收材料進行處理。報告期內，固體廢物產生量的大幅下降主要是由於疫情所導致香港旅遊業務暫停及日本酒店業務的入住率降低所致。

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

To improve its operational model thereby moving towards a sustainable business, more internal policies have been set up. The Group’s measures for emissions reduction and energy conservation are further discussed in the section “Use of Resources” of this Report.

Waste Data and Management

The solid wastes generated by the Group were mainly domestic and commercial wastes from offices and hotel operations. Embracing the idea of “Green Office Management”, the Group has spared no effort in diminishing the generation of solid waste, while making full use of all materials before discarding by strictly following the waste classification policy. During the Reporting Period, the amount of ink cartridges used for general office printers was around 0.063 tonnes, which was the only type of hazardous waste identified by the Group. All of them were collected and recycled by suppliers and did not cause any negative impact to the environment.

The sorted municipal solid wastes from the offices are handled by the property management of the buildings. In addition to the implementation of the waste classification system, the Group has also attached great importance to the education of its employees in the learning and execution of the “3R” principles (i.e. reduce, reuse and recycle). To minimize the waste at source, the Group actively avoids the use of any one-off products, while advocates the reuse of office stationeries. The hotels under the management of the Group have implemented multiple effective policies and measures on waste management. Meanwhile, in-house sorting is a common practice of the Group to ensure that all recyclable wastes including metal cans, PET bottles, shredded paper and paper bags are separated from other waste. The Group also collaborates with certified organizations for the processing of recycled materials. During the Reporting Period, the significant decrease of solid waste generation was the result of the travel business in Hong Kong being suspended and the drop of occupancy rate of hotel business in Japan under the effect of the Pandemic.

環境層面 ENVIRONMENTAL ASPECTS

本集團於報告期內的廢棄物數據⁹如下表所示：

During the Reporting Period, the Group's waste data⁹ are listed as below:

| 廢棄物類別 Type of Waste | 單位 Unit | 2021 | 2020 |
|---|---|-------|------|
| 無害廢棄物總量 ¹⁰ Total Non-hazardous wastes ¹⁰ | 公噸二氧化碳當量 tonnes CO ₂ -equivalent | 20.00 | 36.8 |
| 無害廢棄物密度 Non-hazardous wastes intensity | 公噸二氧化碳當量/ 百萬港元收入 ¹¹ tonnes CO ₂ -equivalent/ million HKD revenue ¹¹ | 0.45 | 0.15 |

⁹ 數據基於四捨五入原則披露，總計未必為所示數字的準確總和。

⁹ Totals may not be the exact sum of numbers shown here due to rounding.

¹⁰ 數據涵蓋香港、澳門、中國及日本業務場所的生活垃圾及辦公室垃圾的數據。

¹⁰ The figure covered domestic waste and office waste generated in business operations of Hong Kong, Macau, the PRC and Japan.

¹¹ 報告期內，本集團的總收入約為44.578百萬港元。

¹¹ The total revenue of the Group in the Reporting Period was around HK\$44.578 million.

污水排放數據及管理

報告期內，本集團產生的污水排放量約為28,613噸。本集團的污水主要來自辦公室員工及酒店客戶所產生的商業及生活污水。本集團通過明確的指示，鼓勵所有附屬公司節約用水，在日常營運中強調關於用水控制及對合理減少並再利用水資源的教育，本集團產生的污水直接排入市政排水網絡。由於污水量在很大程度上取決於所消耗的淡水量，本集團因此採取了相關措施，以減少辦公室和酒店的耗水量。具體措施將在下一節「水資源消耗及密度」中作進一步說明。與2020年財政年度相比，本集團產生的污水量輕微上升，污水量持續處於低水平的原因是由於各個業務板塊的業務營運放緩或暫停。儘管如此，本集團已制定了全面的水資源管理計劃作為其環境政策的一部分，並將繼續提出更多創新和先進的辦法，減少污水排放。

Wastewater Discharge Data and Management

During the Reporting Period, the Group has discharged around 28,613 tonnes wastewater. The wastewater discharged from the Group was mainly commercial and domestic wastewater from employees at offices and guests in the hotels. With a clear message from the Group that encourages all subsidiaries to save water, water consumption control measures and the education of reducing and reusing water resources in an appropriate way have been emphasised in the Group's daily operations. The wastewater generated from the Group was directly discharged into the municipal drainage network. Since the amount of wastewater highly depends on the amount of freshwater used, the Group has taken specific measures, further described in the next sub-section headed "Water resources Consumption and Intensity", to reduce its water consumption in the offices and hotels. The amount of wastewater generated by the Group slightly increased when compared to that in FY2020. It was maintained at a low level because our business operations across various business segments were slowed down or paused. Notwithstanding that, the Group has developed comprehensive water management plans as part of its environmental policies and will continue to put forward more innovative and advanced approaches to reducing wastewater discharge.

環境層面 ENVIRONMENTAL ASPECTS

本集團於報告期內的污水排放數據¹²見下表：

During the Reporting Period, the Group's wastewater discharge data¹² are listed as below:

| 污水排放 ¹³ Wastewater Discharge ¹³ | 單位 Unit | 2021 | 2020 |
|--|---|-----------|----------|
| 污水排放量 Wastewater Discharge | 立方米 m ³ | 28,613.00 | 24,796.8 |
| 污水排放量密度 Wastewater Discharge Intensity | 立方米／百萬港元收入 ¹⁴ m ³ /million HKD revenue ¹⁴ | 641.86 | 99.27 |

¹² 數據基於四捨五入原則披露，總計未必為所示數字的準確總和。

¹² Totals may not be the exact sum of numbers shown here due to rounding.

¹³ 數據主要涵蓋本集團日本酒店業務的污水量。

¹³ The figure mainly covered wastewater discharged from the Group's hotel business in Japan.

¹⁴ 報告期內，本集團的總收入約為44.578百萬港元。

¹⁴ The total revenue of the Group in the Reporting Period was around HK\$44.578 million.

資源使用

報告期內，本集團消耗的主要資源為電力、水、汽油、柴油、煤氣、天然氣及辦公室紙張。作為一家對環境負責的企業，本集團致力於改善資源使用效率和效益，以減少浪費及避免過度使用寶貴的資源。

USE OF RESOURCES

During the Reporting Period, the main resources consumed by the Group were electricity, water, gasoline, diesel, coal gas, natural gas and office paper. As an environmentally friendly enterprise, the Group is committed to improving the efficiency of the use of resources, in order to reduce wastage and avoid overuse of valuable resources.

環境層面 ENVIRONMENTAL ASPECTS

能源消耗及密度

報告期內，本集團按種類劃分的能源總消耗¹⁵數據如下表所示：

Energy Consumption and Intensity

During the Reporting Period, the data of Group's total energy consumption¹⁵ by category are listed as below:

| | | 單位 Unit | 2021 | 2020 ¹⁶ |
|---|--|---|-----------|--------------------|
| 能源消耗 ¹⁷ Energy Consumption ¹⁷ | 直接能源消耗 Direct energy consumption | 兆瓦時 MWh | 2,202.28 | 710 |
| | 汽油 Gasoline | 公升 litres | 2,046.30 | 5,036 |
| | 柴油 Diesel | 公升 litres | 26,906.14 | 42,762 |
| | 煤氣 Coal gas | 度 units | 77,330.00 | 69,260 |
| | 天然氣 Natural gas | 立方米 m ³ | 79,840.00 | 7,511 |
| | 間接能源消耗 Indirect energy consumption | 兆瓦時 MWh | 1,789.69 | 793 |
| | 外購電力 Electricity | 兆瓦時 MWh | 1,789.69 | 793 |
| | 總能源消耗 Total Energy Consumption | 兆瓦時 MWh | 3,992.97 | 1,503 |
| | 能源消耗密度 Energy Consumption Intensity | 兆瓦時／百萬港元收入 ¹⁸ MWh/million HKD revenue ¹⁸ | 87.55 | 6.02 |

¹⁵ 數據基於四捨五入原則披露，總計未必為所示數字的準確總和。

¹⁵ Totals may not be the exact sum of numbers shown here due to rounding.

¹⁶ 有關數據經重列。

¹⁶ The figures were restated.

¹⁷ 數據涵蓋本集團於香港、澳門、中國和日本的業務場所的直接和間接能源消耗，相應的能源消耗數字的計算方法及用於計算的轉換因子根據香港聯合交易所發佈之《如何編備社會、環境及管治報告》及其附件《附錄二：環境關鍵績效指標匯報指引》及國際能源署發出的《能源數據手冊(Energy Statistics Manual)》估算得出。

¹⁷ The figures covered the direct and indirect energy consumption in the Group's business operations in Hong Kong, Macau, the PRC and Japan. The calculation method of the corresponding energy consumption figures and the emission factors used in the calculation are based on "How to Prepare an ESG Reports" and its annex "Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, and Energy Statistic Manual issued by the International Energy Agency.

¹⁸ 報告期內，本集團的總收入約為44.578百萬港元。

¹⁸ The total revenue of the Group in the Reporting Period was around HK\$44.578 million.

環境層面 ENVIRONMENTAL ASPECTS

資源政策

電力

在本集團節電政策的指導下，本集團一直致力於不斷降低辦公室和酒店的用電量，並將減少對能源和自然資源的依賴作為其業務發展的重要戰略目標之一。尤其是，本集團要求員工下班後不要將辦公設備處於待機模式，以及應選擇帶有一級能源標籤的電器（例如冰箱、空調等）。具體而言，本集團的酒店設計時採用了可持續的節電元素，包括：

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

由於報告範圍擴大，新增並涵蓋香港的網上購物平台業務，本集團於報告期內的總電力消耗較2020年財政年度相比上升1.2倍。

其他能源資源

報告期內，本集團的其他能源消耗主要為汽油、柴油、天然氣和煤氣。為降低對化石燃料的消耗，本集團嚴格遵守內部政策，有效管理旅遊巴士和商務車輛的使用。例如，本集團通過培訓要求所有駕駛員在觀光地點等候時必須關閉旅遊巴士的引擎。另外，本集團一直維護和升級其過時的設備，以確保所有設備均能有效運行。與2020年財政年度相比，報告期內的汽油和柴油使用量分別下降了59%和37%，而這主要是由於疫情期間業務營運的暫停。

由於疫情導致日本溫泉業務持續放緩，煤氣使用量雖有所上升，但仍處於低水平。同時，本集團位於沖繩的酒店業務已引入天然氣作為清潔能源使用，報告期內酒店正式投入全年度服務，天然氣用量對比去年大幅上升。

Resources Policies

Electricity

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

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

The total electricity consumption of the Group during the Reporting Period was increased by 1.2 times compared to that of FY2020 due to the expansion of reporting scope, which additionally covered the online shopping platform business in Hong Kong.

Other Energy Resources

During the Reporting Period, the other major energy resources consumed by the Group were gasoline, diesel, natural gas and coal gas. Dedicated to lowering the consumption of fossil fuels, the Group strictly follows its internal policies in the efficient management of travel buses and vehicle use for business affairs. For instance, the Group has required that all drivers turn off the bus engines while waiting at sightseeing spots through training. Also, the Group has kept maintaining and upgrading its outmoded equipment and ensure that all equipment can consistently operate in an efficient manner. A 59% and 37% decline in the use of gasoline and diesel during the Reporting Period were recorded as compared with the figures in FY2020, which was primarily due to the cessation of business operations during the Pandemic.

Due to the continuous slowdown of hot spring business development in Japan caused by the Pandemic, although the usage of coal gas slightly increased, it remained at a low level. Meanwhile, the Group introduced the use of natural gas as a cleaner energy source in the new hotel in Okinawa. As the hotel was officially open for a full year operation in the Reporting Period, the consumption of nature gas has increased significantly as compared to last year.

環境層面 ENVIRONMENTAL ASPECTS

水資源消耗及密度

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

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

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

報告期內，本集團的用水總消耗概況如下表所示：

| 水資源 ¹⁹ Water Resources ¹⁹ | 單位 Unit | 2021 | 2020 |
|--|--|-----------|--------|
| 用水量 Water Consumption | 立方米 m ³ | 24,357.00 | 24,797 |
| 用水量密度 Water Consumption Intensity | 立方米／百萬港元收入 ²⁰ m ³ per million HKD revenue ²⁰ | 546.39 | 99.27 |

¹⁹ 數據主要涵蓋本集團日本酒店業務的用水量。

²⁰ 報告期內，本集團的總收入約為44.578百萬港元。

用紙量

紙張主要用於本集團辦公室行政所用，以及在旅遊業務中用於市場營銷目的。為向「無紙化辦公」過渡，本集團加大減少辦公用紙的力度，並制定了有效政策，包括採購帶有環保認證的複印紙、採用雙面列印、回收單面紙以做重用以及應用計算機技術進行數據傳輸。為減少信息交流中所消耗的紙張，本集團要求其旅行社通過電子郵件和在線預訂系統發送預訂信息。報告期內，本集團共回收了908千克紙張。

Water Resources Consumption and Intensity

During the Reporting Period, the Group did not face any issue in sourcing water that is fit for purpose. The Group has carried out sustainable water stewardship with a strict policy on the consumption and reuse of water, and encouraged all employees to conserve water resources. Specifically, the Group recommends the following practices to employees during its operations:

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

The total water consumption during the Reporting Period remains at a low level as compared to that of FY2020. This was principally due to the inactivity of the hotel business in Japan caused by the local restriction orders amid the Pandemic. Nevertheless, the Group continues to put its focus on monitoring, benchmarking and improving the water efficiency of its hotel business in Japan, while adopting more innovative approaches to manage its domestic water use and launching wastewater recycling programmes.

The Group's water consumption during the Reporting Period is listed as below:

Paper Consumption

Paper is mainly used for administrative purpose in the offices of the Group and marketing purpose in the tourism business. Aiming for the transition towards “Paperless Office”, the Group has stepped up its efforts in lowering the paper consumption in the offices and formulated effective policies including the procurement of copy paper with environmental certificates, double-printing, collection of single-sided paper for reuse and application of computer technology for data transmission. To reduce the paper consumption for information exchange, the Group requires its travel agencies to send booking information via emails and through the online booking system. During the Reporting Period, the Group recycled a total of 908 kg of paper.

環境層面 ENVIRONMENTAL ASPECTS

報告期內的用紙來自香港、澳門、中國及日本業務的辦公室，報告期內本集團的用紙量如下：

During the Reporting Period, paper consumption came from the offices of Hong Kong, Macau, the PRC and Japan business. The Group's paper consumption in the Reporting Period are listed as below:

| | 單位 Unit | 2021 | 2020 |
|--------------------------|-----------------|----------|-------|
| 用紙量 Paper Consumption | 千克 kilograms | 2,260.20 | 3,374 |

包裝材料

本集團的包裝材料消耗集中於香港的網上購物平台業務營運上，為各種產品的不同需要，我們採用多種不同的包裝方式及材料，主要為紙類（包括紙袋、紙條及紙箱等）、塑料類（包括膠盒、托盤、網袋及冰袋等）以及含金屬保溫袋。如可能，我們會使用市場上更環保及可回收的包裝材料，以符合本集團可持續發展的理念。由於本集團的ESG報告首次將香港的網上購物平台業務納入報告範圍內，因此只有本年度完整數據可供披露。

Packaging Material

The Group's consumption of packaging materials is concentrated in the operation of the online shopping platform in Hong Kong. For the different needs of various products, we use a variety of different packaging methods and materials, mainly paper (including paper bags, paper strips and cartons, etc.), plastics (including plastic boxes, trays, mesh bags and ice packs, etc.) and metal-containing thermal insulation bags. Where possible, we will use more environmentally friendly and recyclable packaging materials in the market, in line with the Group's philosophy of sustainable development. As the Group's ESG report includes the online shopping platform business in Hong Kong for the first time, only complete data for the current year are available for disclosure.

報告期內，本集團按包裝材料種類劃分的材料總消耗概況如下：

During the Reporting Period, the Group's packaging material consumptions by type are listed as below:

| 包裝材料 Packaging Materials | 單位 Unit | 2021 |
|--|-----------------|-------|
| 紙類 Paper | | |
| 紙袋 Bags | 個 units | 8,950 |
| 紙條 Strips | 千克 kilograms | 27 |
| 紙箱 Carton boxes | 個 units | 1,000 |
| 塑膠類 Plastic | | |
| 膠盒 Boxes | 個 units | 5,440 |
| 托盤 Trays | 個 units | 900 |
| 背心膠袋 Vest bags | 個 units | 4,500 |
| 生果網袋 Mesh bags for Fruits | 個 units | 2,690 |
| 冰袋 Ice packs | 個 units | 2,000 |
| 含金屬保溫袋 Metal-containing thermal insulation bags | 個 units | 2,700 |

環境層面

ENVIRONMENTAL ASPECTS

環境及自然資源

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

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

面對水資源短缺等全球環境挑戰，本集團一直致力於通過制定指標和實施嚴格監控來降低其資源消耗。本集團的總溫室氣體排放量排放的短期目標為每年減少3%。

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

氣候變化

氣候變化是當今社會所面臨的最大全球挑戰之一，為了我們的氣候和社區，我們現在必須採取行動。近年來，極端天氣如強風和高降雨量以及潮汐和洪水成為焦點。物流和供應鏈特別容易受到影響。極大降雨、潮位上升和洪水可能對建築物、倉庫以及任何儲存的貨物等資產造成嚴重損壞，造成損失。雖然此類事件超出了大家的控制範圍，但本集團認為各持份者都應該一起合作緩解氣候變化所引起的影響。

THE ENVIRONMENT AND NATURAL RESOURCES

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

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

Facing the global environmental challenges such as the scarcity of water resources, the Group has been committed to lowering its consumption of resources by building metrics and implementing strict monitoring. The Group has set an annual reduction of 3% of GHG emission as its short-term target.

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

CLIMATE CHANGE

Climate change is one of the biggest global challenges faced by the society, and we must act now for our climate and our communities. In recent years, extreme weather, such as strong winds and heavy rainfall, as well as tides and floods, have become the focus. Logistics and supply chains are particularly vulnerable. Heavy rainfall, rising tides, and floods can cause serious damage to assets such as buildings, warehouses, and goods in storage, which result in material financial losses. Although such incidents are beyond everyone’s control, the Group believes that all stakeholders should work together to address climate change.

環境層面 ENVIRONMENTAL ASPECTS

作為集團層面措施的一部份，我們對氣候預測規劃作出初步研究，以修訂集團的緊急情況下的應變計劃中有關極端天氣的部份，從而識別出有關實體風險和需要改善的範疇，例如提升現行的設施管理模式，以便更有效就極端風力及水災事件作好準備。於未來數年，我們環境、社會及管治工作小組將計劃就業務營運進一步探索進行因氣候影響的研究。

香港政府為回應《巴黎協定》，發表了《香港氣候行動藍圖》，制定各項計劃和行動，訂下推展「零碳排放·綠色宜居·持續發展」的願景，當中更銳意增訂更進取的中期目標，在2035年前把香港的碳排放總量由2005年水平減半，將致力爭取於2050年前實現碳中和，而中國內地則爭取於2060年前實現碳中和。在全球處於過渡至低碳經濟情況下，本集團亦識別了對經營地特有的監管、技術、市場及聲譽等相關的潛在風險。我們會把這些已識別之風險將融入業務策略中，將評估及其結果整合至企業風險管理框架當中，持續並定時更新和識別、評估及管理各種風險。

本集團本質上計劃響應各地政府倡議，並計劃跟隨各地政府減排要求。我們已採納每年減少3%溫室氣體排放的短期目標，並將於每年再作檢討；長期目標將與香港政府可持續發展目標一致，於2050年達至碳中和目標。我們致力於不斷提高使用能源效率，利用專業知識和進步，推動現場效率改進，維持高效管理支持，並保障本集團的聲譽。

在COVID-19全球大流行期間，我們的團隊繼續致力維持日常業務運作。多年來，我們一直利用不同機遇拓展業務，加快轉型和使本集團變得更智能更環保，員工和產品使用者更安全（例如在疫情下使用更多網上會議電子平台以減低交通運輸所產生的碳排放），使我們的設施更具可持續性，兌現我們對資源管理和環境保護的承諾。

As part of the group-level measures, we conducted preliminary study on climate forecast planning to revise the extreme weather section of the group's emergency contingency plan to identify relevant physical risks and areas for improvement, such as upgrading the current facility management model to more effectively prepared for extreme wind and flood events. In the coming years, our ESG Working Group will plan to further explore and conduct climate-related studies on business operations.

In response to the Paris Agreement, the Hong Kong Government issued the "Hong Kong's Climate Action Plan", and formulated various plans and actions, setting out the vision of "Zero-carbon Emissions, Liveable City, Sustainable Development". The government has determined to set medium-term goal as halving Hong Kong's total carbon emissions from 2005 levels before 2035, committed to achieving carbon neutrality by 2050, and the PRC will strive to achieve carbon neutrality by 2060. In the context of the global transition to a low-carbon economy, the Group has also identified potential risks associated with regulatory, technological, market and reputational aspects specific to the location in which we operate. We will integrate these identified risks into our business strategy, integrate assessment and its results into the business risk management framework, and continuously and regularly update and identify, assess and manage various risks.

The Group essentially plans to respond to local government initiatives and follow local governments' emission reduction requirements. We aim to reduce emissions by around 3% annually, which aligns with the sustainability goal of achieve carbon neutrality by 2050 established by the Hong Kong Government. We are committed to continuously improving our energy efficiency, applying professional knowledge to improve on-site efficiency and maintain efficient management support, in order to safeguard the Group's reputation.

During the COVID-19 pandemic, our teams is committed to maintaining our daily business operations. Over the years, we have been grasping different opportunities to expand our business, accelerate the transformation and make the Group smarter, more environmentally friendly, and safer for employees and users (such as utilizing digital platforms for online conference to reduce carbon footprint in transportation during the Pandemic). These measures have made our facilities becoming more sustainable and have shown our commitment to resource management and environmental protection.

環境層面 ENVIRONMENTAL ASPECTS

氣候變化行動

應對氣候變化的行動已納入本集團的業務策略，並體現於本公司的管治及管理流程中。以下索引表概述本集團參考氣候相關財務揭露工作小組(TCFD)建議的各項核心元素：

Action on climate change

Action on responding to climate change is embedded in the Group business strategy and is reflected in the governance and management processes of the Company. The index table below outlines the core elements of the Group's response to the Task Force on Climate-related Financial Disclosures (TCFD) recommendations in this Report:

| 核心要素 Core element | 本集團回應 The Group response |
|------------------------------|---|
| 管治 Governance | <ul style="list-style-type: none"> 成立ESG工作小組和定期進行會議 Setting up ESG Working Group and regular meeting 將ESG主題(包括氣候相關事宜)納入企業決策 Integrating ESG topics (including climate-related issues) in corporate decision making |
| 策略 Strategy | <ul style="list-style-type: none"> 分析了解各氣候風險 Understanding climate risks through scenario analysis 識別低碳轉型的風險和機遇 Identifying risk and opportunities in low-carbon transition |
| 風險管理 Risk Management | <ul style="list-style-type: none"> 風險管理委員會討論ESG風險 Risk Management Committee to discuss about ESG risks 為向低碳經濟轉型做準備 Preparing for the transition to a low-carbon economic 準備和制定應對實體氣候風險的措施 Preparing and setup measures to physical climate risks |
| 指標和目標 Metrics and Targets | <ul style="list-style-type: none"> 投資轉型推動因素 Investing in transition enablers 在低碳轉型中創造價值 Creating value in the low-carbon transition |

環境層面 ENVIRONMENTAL ASPECTS

本集團已識別出一系列與我們的資產及服務有關的氣候相關風險和機遇，以了解這些風險和機遇在哪些情境中可能有較大影響，這些過渡和實體風險將在以下部分中討論。

The Group has identified a series of climate-related risks and opportunities relevant to our assets and services which are significant to us. These transition and physical risks are discussed in the sections below.

| | 風險 Risks | 機遇 Opportunities |
|--|---|--|
| 短期 (0–1年) Short term (0 – 1 year) | <ul style="list-style-type: none"> 極端天氣事件引起的實質風險 Physical risks from extreme weather events 獲取落實氣候策略所需的技能及能力 Securing the skills and capability required to implement climate strategy | <ul style="list-style-type: none"> 新技術可提升營運和能源效率 Technologies to enhance the performance of operation and energy efficiency |
| 中期 (5年) Medium term (5 years) | <ul style="list-style-type: none"> 過渡風險：為營運落實低碳政策 Transition risks – Implementation of low-carbon policies for the operation 過渡風險：隨著越來越多地考慮與氣候相關的風險和機遇，某些商品、產品和服務的供需可能會發生變化 Transition risks – Supply and demand for certain commodities, products and services may change as climate related risks and opportunities are increasingly taken into account | <ul style="list-style-type: none"> 業務所在市場邁向低碳經濟源，以滿足各地政府的減碳目標 Transitioning to low carbon economy market to meet government decarbonization targets 促進轉型因素所產生的機遇 Opportunities arising from transition enablers |
| 中長期 (5年以上) Medium to long term (5+ years) | <ul style="list-style-type: none"> 過渡風險：潛在的新法規和政策 Transition risks – Potential new regulations and policies 過渡風險：新興技術的開發和使用可能會增加營運成本，並降低集團的競爭力 Transition risks – Development and use of emerging technologies may increase the operational costs, and reduce the Group's competitiveness 過渡風險：由於客戶或社區對集團對低碳經濟轉型的貢獻或減損的看法發生變化，本集團聲譽可能會受到影響 Transition risks – the Group reputation may be impacted due to changing customer or community perceptions of said the Group's contribution to or detraction from the transition to a lower-carbon economy | <ul style="list-style-type: none"> 走向低碳經濟市場過渡，以實現政府脫碳目標 Transitioning to low carbon economy market to meet government decarbonization targets 促進轉型因素所產生的機遇 Opportunities arising from transition enablers 成為行業的先驅並建立相關聲譽 To work as a pioneer in the industry and build up the relevant reputations |

環境層面 ENVIRONMENTAL ASPECTS

實體氣候風險可能會損害本集團資產或直接影響到我們的服務和客戶。本集團已制定一系列措施以加強其業務誠信，包括極端天氣或緊急情況的應變計劃。

由於政策變化、技術發展、數碼化、影響供應的相關風險以及公眾對其看法的聲譽等的過度風險都有可能令本集團營運成本和法律風險增加。本集團已識別相關風險，並會持續監察市場及政策的變更。

本集團為供應鏈已採取一系列措施，協助本公司應對極端氣候事件。考慮到資產類型、地點及相關性，採取因地制宜的針對性措施。下表概述了這些措施：

Physical climate risks can potentially damage the Group's assets or directly interrupt its service delivery and customers. The Group already has set up a range of measures in place to enhance the reliance of its operations, including contingency plan for extreme weather or emergency.

Transition risks can potentially increase the Group's operational cost and legal risks due to change of policy, technology development, digitalisation, relevant risks affected to supply and demand, and reputation due to public perception. The Group has already identified the relevant risks and will keep monitoring the market and policy updates.

A series of measures have been adopted to put in place along the Group value chain to help the Company prepare for extreme climate events. These measures are deployed for the different geographies, taking into account the asset type, location and relevance. These are summarised in the table below:

| 供應鏈的相關部分 Relevant part of the value chain | 相關措施 Relevant measures |
|--|--|
| 供應鏈 Supply chain | 分散供應商的來源國家和地區 Diversify material supply from multiple suppliers of different sources and countries. |
| 營運 Operation | <ul style="list-style-type: none">制定業務各範疇的緊急管理程序及應對計劃，並進行定期檢討 Develop emergency management procedures and response plans for all areas of the business, and conduct regular reviews制定極端天氣應對程序及協調機制，如極端天氣下的工作安排等，並進行定期檢討 Develop response procedure and coordination mechanisms for extreme weather, such as work arrangements under extreme weather, and conduct regular reviews提升客戶服務的通訊能力，尤其是事故後與客戶通訊的能力 Enhance the communication capacity of customer services, in particular post-incident customer communication |

投資能源轉型推動因素

為了將企業轉形至低碳經濟，對廣泛的轉型推動因素進行投資是有需要的。本集團積極考慮未來投入更多資源購入電動汽車，以取代舊有的化石燃料汽車。

Investing transition enablers

Investment in a broad range of transition enablers is required to transform the business to low-carbon economy. The Group will invest more resource to purchase Electric vehicle (EV) to replace the old fossil fuels vehicles in future.

我們走向2050年的道路

本集團已準備好應對氣候變化對我們的業務和該社區構成的威脅，我們決心實現我們的目標，為客戶提供安全、可靠和價格合理的服務。我們充分意識到我們的環境責任從未如此重大，並已作好準備，奮力面對這項挑戰。我們更會力求進步，至少每五年檢討一次減碳目標，並盡可能逐步加強相關目標，讓低碳世界成為我們的新未來。

Our Path to 2050

The Group is prepared to address the threats climate change poses both to its business and to the communities that we serve. We are determined to deliver on our purpose to provide safe, reliable, and affordable services for customers, and we are fully aware that our environmental responsibility has never been greater. The Group is ready to face this challenge and we will continually raise our ambitions, wherever possible, strengthening our targets at least every five years. Every one of us need to play our part and together we can speed up the pace of low carbon transition and make a low-carbon world our new future.

社會層面

SOCIAL ASPECTS

僱傭及勞工常規

僱傭

本集團珍惜員工的才能，並根據內部僱傭政策努力為員工提供適合其職業發展的平台和工作環境。報告期內，本集團繼續參與由香港勞工處舉辦的「好僱主約章」，在本集團內推廣良好的人力資源管理文化，並採用最新、以員工為本及有效的人力資源管理措施，旨在創造和諧的工作關係與環境。截至2021年12月31日止，本集團有254名僱員，本集團按種類劃分的僱員人數資料及流失數字概況如下：

EMPLOYMENT AND LABOUR PRACTICES

Employment

The Group treasures its employees' talent and strives to provide its employees with a suitable platform and working environment for their professional development in accordance with internal employment policies. During the Reporting Period, the Group continued to participate in the "Good Employer Charter" held by the Labour Department of Hong Kong to promote a decent human resource management culture within the Group and to adopt up-to-date, employee-oriented and effective human resource management measures, aiming to build a harmonious relationship in the workplace. As at 31 December 2021, the Group had a total of 254 employees, the data of Group's number of employees and turnover by category are listed as below:

| | | 僱員人數 Employee number | 流失人數 (流失比率 ¹) Turnover number (Turnover Rate ¹) |
|--------------|-------------------------------|-------------------------|--|
| 總數 | Total number | 254 | 253 (99%) |
| 按性別 | By Gender | | |
| 男 | Male | 103 | 156 (151%) |
| 女 | Female | 151 | 97 (64%) |
| 按年齡組別 | By Age Group | | |
| 30歲以下 | Below 30 | 24 | 52 (217%) |
| 30-50歲 | 30-50 | 169 | 162 (96%) |
| 50歲以上 | Over 50 | 61 | 39 (64%) |
| 按職級 | By Level | | |
| 高級管理層 | Top management | 23 | – |
| 中級管理層 | Middle management | 43 | – |
| 一般員工 | General staff | 177 | – |
| 其他 | Other | 11 | – |
| 按僱傭類型 | BY EMPLOYMENT TYPE | | |
| 全職 | Permanent | 241 | – |
| 兼職 | Part-time | 13 | – |
| 按地理區域 | BY GEOGRAPHICAL REGION | | |
| 中國內地 | PRC | 5 | 0 (0%) |
| 香港 | Hong Kong | 226 | 218 (96%) |
| 澳門 | Macau | 16 | 29 (181%) |
| 日本 | Japan | 7 | 6 (86%) |

¹ 流失比率=全年該類別的離職人數除以年終該類別僱員總數。受疫情影響，報告期內離職人數較多，因此離職人數有可能比年終僱員數目更多，而出現流失比率大於百分之百的情況。

¹ turnover rate = number of employees in the specified category leaving employment/number of employees in the specified category at the end of the Reporting Period. Under the effect of the Pandemic, the number of employees leaving the Group during the Reporting Period was relatively high, therefore, the turnover rate could be over 100% due the possibility of the number of employees leaving the Group being higher than employees staying at the end of the Reporting Period.

社會層面 SOCIAL ASPECTS

法例及合規

本集團已嚴格遵守於其營運之所在國家及地區制定的最新法例及規例，包括但不只限於《僱傭條例》(香港法例第57章)、《強制性公積金計劃條例》(香港法例第485章)和《勞動關係法》(澳門)、《中國勞動合同法》、《中國社會保險法》、《中國就業促進法》等法律及法規。報告期內，本集團於僱傭方面並無發現任何重大不合規或違反相關法律及規例的事項。

招聘及晉升

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

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

薪酬及紀律處分

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

工作時數及假期

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

Law and Compliance

The Group abided by the latest national and local laws and regulations in the regions where the Group operates, including but not limited to the Employment Ordinance (Chapter 57 of the Laws of Hong Kong), the Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong), Labour Relations Law (Macau) (《勞動關係法》(澳門)), Labour Contract Law of the PRC (《中國勞動合同法》), Social Insurance Law of the PRC (《中國社會保險法》), Employment Promotion Law of the PRC (《中國就業促進法》) and other laws and regulations. During the Reporting Period, the Group was not aware of any significant non-compliance case and violation of laws and regulations in this regard.

Recruitment and Promotion

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

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

Compensation and Disciplinary Actions

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

Working Hours and Rest Periods

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

社會層面 SOCIAL ASPECTS

平等機會及反歧視

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

其他待遇及福利

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

報告期內，由於限聚令的行動限制，許多活動被迫取消。儘管如此，本集團仍然關注全體員工的福祉，並努力與員工共度這一艱難時刻。

本集團於報告期內已遵守對本集團有重大影響的薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及福利及其他待遇方面的相關法律及規例。

健康與安全

本集團的業務營運嚴格遵守其營運地區的勞工相關法律及法規，包括但不只限於《職業安全及健康條例》(香港法例第509章)、《中國勞動法》、《中國職業病防治法》、《中國消防法》等法律及法規。本集團制定並實施內部政策，以確保其員工在工作場所的健康和安全得到保障。

Equal Opportunity and Anti-Discrimination

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

Other Benefits and Welfare

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

During the Reporting Period, due to the physical constraints of the Gathering Restriction Order, many activities were cancelled. Nevertheless, the Group still concerned about the wellbeing of all staff members and strived to tide over this difficult time together with its employees.

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

Health and Safety

In strict compliance with applicable laws and regulations in the regions where the Group operates, including but not limited to the Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong), Labour Law of the PRC (《中國勞動法》), Law of the PRC on Prevention and Treatment of Occupational Diseases (《中國職業病防治法》), Fire Control Law of the PRC (《中國消防法》) and other laws and regulations. The Group has formulated and implemented its internal policies, ensuring that its employees' health and safety in the workplace can be protected.

社會層面 SOCIAL ASPECTS

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

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

報告期內，本集團並無發生任何工作相關的死亡事故，錄得一名員工受工傷，造成11天工作日損失。本集團過去三個報告年度因工傷亡的數據概況如下表所示：

| | | 2021 | 2020 | 2019 |
|---------------|--|----------|----------|----------|
| 因工亡故人數 | Number of work-related fatalities | 0 | 0 | 0 |
| 因工亡故比率 | Rate of work-related fatalities | 0% | 0% | 0% |
| 因工受傷人數 | Number of work injuries | 1 | 1 | 4 |
| 因工傷損失工作日數 | Lost days due to work injury | 11 | 29 | 189 |

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

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

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

During the Reporting Period, no work-related fatalities occurred in the Group, while one worker was injured causing 11 workdays loss. The data of the Group's work-related injuries and fatalities of the past three reporting years are listed as below:

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

社會層面 SOCIAL ASPECTS

發展及培訓

本集團的培訓中心位於香港東瀛遊廣場，學習與發展部於培訓中心為員工安排各種內部培訓課程，例如急救教育講座和旅遊保險（經濟權益）進修課程，而有關防貪的培訓請參閱「反貪污」章節。本集團亦大力鼓勵其僱員參加外部培訓課程和專業資格考試。本集團定期邀請外部組織和專家為其員工提供相關培訓。本集團會對期望成為日本導遊的員工先進行評估，並酌情為其提供到日本出國學習的機會。

報告期內，由於地方政府採取了嚴格的疫情防控措施以及營業暫停，本集團僅為其僱員安排了數量有限的內部培訓課程。本集團重視一般僱員的職業規劃及專業發展。疫情後，本集團將為其寶貴的人才提供更多職業發展與學習深造的機會。

本集團於報告期內有關培訓的數據如下表所示：

Development and Training

The training centre at EGL Tower in Hong Kong is the place where the Learning and Development Section of the Group organizes various in-house training programmes for its employees, such as first-aid education talk and travel insurance (economic interest) programmes. For training regarding to anti-corruption, please refer to the section “Anti-corruption”. The Group has also highly encouraged its employees to attend external training courses and to take professional qualification examinations. The Group regularly invites external organizations and experts to provide relevant training to its employees. Employees who have passion for being a Tour Guide in Japan are evaluated first and offered the opportunities to study abroad in Japan by the Group with discretion.

During the Reporting Period, due to the strict epidemic prevention and control measures of local governments and the suspension of business, only a limited number of internal training courses were organised for its employees. The Group pays attention to the career development and professional growth of its general employees. After the Pandemic, the Group commits to providing its valuable talents with more career development and further education opportunities.

During the Reporting Period, the data related to training in the Group are listed as below:

| | | 培訓人數及 百分比 ² Number of Trained Employee and percentage ² | 平均培訓時數 (小時／員工) ³ Average Training Hours (hour/employee) ³ |
|------------|-------------------|---|---|
| 整體 | OVERALL | 160 (63%) | 1.50 |
| 按性別 | By Gender | | |
| 男 | Male | 58 (56%) | 1.32 |
| 女 | Female | 107 (71%) | 1.62 |
| 按職級 | By Level | | |
| 高級管理層 | Top management | 22 (96%) | 1.82 |
| 中級管理層 | Middle management | 35 (81%) | 1.68 |
| 一般員工 | General staff | 108 (61%) | 1.53 |
| 其他 | Other | 0 (0%) | 0 |

² 培訓人數百分比=報告期間接受培訓人數／報告期完結時員工人數。

² Percentage of trained employee = Number of employees received training during the Reporting Period/Number of employees at the end of the Reporting Period.

³ 平均培訓時數=報告期間培訓總時數／報告期完結時總員工人數。

³ Average Training Hours = Total training hours during the Reporting Period/Total number of employees at the end of the Reporting Period.

社會層面 SOCIAL ASPECTS

勞工準則

本集團已嚴格遵守於其營運之所在國家及地區制定的勞工法律及法規，包括但不只限於本報告「僱傭」章節內列明之法律法規，以及《中華人民共和國未成年人保護法》、附屬於香港法例第57章《僱傭條例》的《僱用兒童規例》等等，以禁止僱用任何童工或強制勞工。為打擊童工、未成年工人和強制勞工有關的非法就業，本集團人才資源發展部要求所有求職者提供有效的身份證明文件，以確保應徵者在確認任何工作之前可以合法受僱。人才資源發展部亦有責任監督和確保企業政策和實踐遵守禁止童工及強制勞工相關的法例及規例，消除非法招聘的風險。一旦本集團發現任何違反有關勞工法例、規例或標準的事件，本集團將予以認真處理，並立即採取堅決措施，例如解除相關人士的僱傭合同並對負責人進行處罰。

報告期內，本集團於禁止僱用童工和強制勞工方面並無發現任何重大不合規或違反相關法律及規例的事項。

營運慣例

供應鏈管理

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

Labour Standards

The Group strictly abides by the national and local labour laws and regulations in the regions where the Group operates, including but not limited to those listed in the “Employment” section of the Report, and Law of the PRC on the Protection of Minors (《中華人民共和國未成年人保護法》), Employment of Children Regulation in Hong Kong’s Employment Ordinance (Chapter 57 of the Laws of Hong Kong) and other laws and regulations, to prohibit any child and forced labour employment. To combat illegal employment on child labour, underage workers and forced labour, the Group’s Human Resource Development Department requires all job applicants to provide valid identity documents to ensure that they are lawfully employable prior to the confirmation of any employment. The Human Resource Development Department is responsible for monitoring and ensuring the compliance of corporate policies and practice with the latest laws that prohibit child labour and forced labour, eliminating the risk of illegal recruitment. In the case of any violation of relevant labour laws, regulations or standards identified by the Group, diligent and firm measures will be taken immediately, including the termination of the employment contract and the disciplinary actions on the responsible staff.

During the Reporting Period, the Group was not aware of any significant non-compliance or violations of the relevant laws and regulations, in relation to the prevention of child and forced labour.

OPERATING PRACTICES

Supply Chain Management

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

社會層面 SOCIAL ASPECTS

社會風險管理

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

環境風險管理

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

本集團與其供應商保持有效且持續的溝通及參與，我們於亞洲旅遊業務的供應商提供的服務主要為交通、住宿、餐飲、中介服務、接待、機票及景點節目預訂等。香港的相關供應商數目約為113家，而日本的相關供應商則超過3,000家，佔絕大部份的供應商為酒店、餐廳及景點管理商。

Social Risk Management

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

Environmental Risk Management

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

The Group maintained efficient and ongoing communication and engagement with its suppliers. The services provided by the suppliers regarding the Asian travel business are mainly transportation, accommodation, catering, intermediary services, reception, airline tickets and scenic program reservations. There were around 113 suppliers in Hong Kong, and over 3000 in Japan. The majority of the suppliers are hotel, restaurant and scenic spot management companies.

社會層面 SOCIAL ASPECTS

本集團的網上購物平台業務為本年度報告新增並涵蓋的項目，多達90家香港本地的供應商為我們提供形形色色來自世界各地的貨品，包括冷凍食品、水果、零食糖果、酒類、電子產品等等。多元化的供應來源有利於分散風險，而且有助業務營運提供穩定而符合客戶各種不同的需要的貨品。

產品責任

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

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

本集團於報告期內並無發現任何重大不合規或違反相關法律及規例的事項。鑒於本集團的業務性質並遵循重要性原則，知識產權事宜未被識別為對本集團有重大影響，故在本報告中並未對此進行討論。

產品／服務質素

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

The Group's online shopping platform operation was additionally covered in the Report of current year. As many as 90 local suppliers in Hong Kong provide us with a wide range of goods from all over the world, including frozen food, fruit, snacks and confectionery, alcohol and electronic products. Diversified supply sources are conducive to risk diversification, and help business operations to provide stable products that meet the various needs of customers.

Product Responsibility

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

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

The Group was not aware of any significant non-compliance or violation of relevant laws and regulations during the Reporting Period. Applying the principle of materiality and given the Group's business nature, the issue of intellectual property is not identified as having significant impact on the Group and thus not discussed in the Report.

Product/Service Quality

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

社會層面 SOCIAL ASPECTS

產品退回政策、售後服務及投訴處理

於旅遊相關業務方面，本集團已設立不同渠道（包括在線即時對話、電話熱綫、電郵等方式）接收查詢及投訴，從而為顧客提供反饋意見的方便之門，同時亦有助疏導大量查詢及投訴從而提高處理效率。我們設有專責部門專門負責處理及記錄顧客查詢，並將查詢分類及轉介予相關部門跟進處理。每個被判斷為有需要進一步跟進處理的投訴個案，均會由客戶服務部行動組員工、部門經理、副經理及品質監控部高級主管負責展開調查。報告期間，紀錄有一宗涉及由颱風引起的旅遊產品退款要求，本集團已遵循相關程序執行退款安排並完滿解決相關請求。

有關網上購物平台業務方面，本集團為實體店前線員工提供充分的產品知識培訓和客戶服務指引，遇到顧客當面提出疑問或投訴時，員工可即時提供產品資訊予顧客。如有未能即時解決的問題，員工亦可將投訴轉介到本集團旗下負責網上購物平台業務的EGL Market客戶服務部跟進處理。當客戶服務部收到投訴後，會先了解投訴個案具體情況，如若發現貨品質素問題屬實，會將個案轉交至營運團隊跟進，處理方式包括由營運團隊直接向供應商反映問題情況等，並於收到反饋後再由客戶服務部制定處理方案。

報告期內，有關網上購物平台已售或已運送產品需回收或處理的百分比如下：

| 產品種類 Product Type | | 以貨品數量計算 By product volume | 以貨品金額計算 By product value |
|----------------------|-----------------|------------------------------|-----------------------------|
| 水果 | Fruit | 0.28% | 0.19% |
| 海鮮 | Seafood | 0.28% | 0.18% |
| 手工啤酒* | Crafted beer* | 6.25% | 2.45% |
| 日本零食 | Japanese snacks | 0.11% | 0.14% |
| 各地美食 | Foreign food | 0.10% | 0.13% |
| 肉類 | Meat | 0.09% | 0.11% |

* 相對於其他貨品類別比較，售出及已運送數量佔比非常少。

Product's Recall Policy, After-sales Service and Complaint Handling

Regarding our tourism-related business, the Group has set up different channels (including online live chat, telephone hotline, email, etc.) to receive inquiries and complaints, so as to provide customers with a convenient way for feedback. They also help to ease a large number of inquiries and complaints and thereby improving the processing efficiency. We have a dedicated department responsible for handling and recording customer inquiries, classifying and referring inquiries to relevant departments for follow-up processing. Each complaint case that is deemed to require further follow-up processing will be investigated by the staff of the Action Team of the customer service department, the department manager, the deputy manager and the senior supervisor of the quality control department. During the Reporting Period, there was a record of a refund request for travel products related to typhoon. The Group has followed the relevant procedures to implement the refund arrangement and has resolved the relevant request that satisfy each party.

Regarding the online shopping platform business, the Group provides sufficient product knowledge training and customer service guidelines for front-line employees of the physical stores. When customers raise questions or complaints face-to-face, employees can provide product information to customers immediately. If there is a problem that cannot be solved immediately, employees can also refer the complaint to the customer service department of EGL Market within the Group, which is responsible for the online shopping platform business, for follow-up processing. When the customer service department receives a complaint, the specific situation of the complaint case will first be investigated. If the quality of the goods is found to be not up to standard, the case will be transferred to the operation team for follow-up. The handling methods include the operation team directly reporting the problem to the supplier. After receiving the feedback, the customer service department will formulate an action plan.

During the Reporting Period, the percentages of total products sold or shipped subject to recalls or further handling of the online shopping platform are listed as below:

* The proportion of volume sold and shipped is very small compared with other product categories.

社會層面 SOCIAL ASPECTS

健康與安全

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

產品及營銷

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

客戶資料保護及私隱

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

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

Health and Safety

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

Product and Marketing

The Group fully implements its policies including but not limited to the Advertisement Control Regulations and Trade Descriptions Ordinance, regulating that the advertising practice be in compliance with the laws in the operating regions. The Group has established internal policies to ensure that the public receives clear, accurate information before purchasing travel products, and to protect consumers from false trade descriptions, misleading information, and misstatements on goods and services. The corrective action will be taken immediately should any unclarity and/or misleading information be identified in the Group's advertising materials.

Customer's Data Protection and Privacy

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

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

社會層面 SOCIAL ASPECTS

反貪污

為維持公平、合乎道德及高效的工作環境，本集團恪守當地有關反貪污及防止賄賂的法律及規例，包括但不限於《打擊洗錢及恐怖分子資金籌集條例》(香港法例第615章)，《防止賄賂條例》(香港法例第201章)及香港旅遊業議會會員一般作業守則。本集團已制定並嚴格執行「僱員手冊」中規定的反腐敗政策，以管理本集團內的任何欺詐行為。本集團禁止一切形式的賄賂和腐敗，並要求所有僱員遵守職業道德守則。本集團期望所有僱員誠信地履行其職責，不會參與賄賂或任何違法活動。本集團定期邀請「香港廉政公署」為其新僱員工進行反貪污培訓。報告期內本集團共舉辦兩個課程，主題分別為上市公司的商業道德及防貪意識，內容有關香港《防止賄賂條例》的相關條文講解，配合行業相關例子個案及影片分享作教學用途。本集團董事的反貪培訓比率達到100%，而集團員工的培訓比率則超過14%。截至2021年12月31日止年度，並沒有對本集團或員工提出並已審結的貪污訴訟案件。

舉報者可以書面向本集團審核委員會主席報告任何可疑的不當行為，並提供證據。對於任何可疑的非法行為，本集團將進行仔細調查和評估，並對違法員工進行相應的紀律處分，以保護集團的利益。本集團已建立健全的申訴機制，以確保相關事件可以得到有效匯報，並保護舉報者免遭不公平的解僱或傷害。報告期內，本集團已遵守對本集團有重大影響的防止賄賂、勒索、欺詐及洗黑錢方面的相關法例及規例。

社區

社區投資

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

Anti-corruption

To maintain a fair, ethical and efficient working environment, the Group abided by the local laws and regulations relating to anti-corruption and bribery, including but not limited to the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Chapter 615 of the Laws of Hong Kong), the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong) and General Code of Conduct for TIC Members in Hong Kong. The Group has formulated and strictly implemented its anticorruption policies as stipulated in its "Employee Handbook" to manage any fraudulent practices within the organisation. The Group prohibits all forms of bribery and corruption and requires all employees to conform to the codes of professional ethics and all employees are expected to discharge their duties with integrity and abstain from engaging in bribery activities or any illegal activities. The Group invites the Hong Kong Independent Commission Against Corruption ("ICAC") for the anti-corruption training of its newly hired employees regularly. During the Reporting Period, the Group has organised 2 programmes on the business ethics and anti-corruption awareness of listed companies. The contents were related to the relevant provisions of the Hong Kong Prevention of Bribery Ordinance, with relevant industry case studies and video sharing for educational purposes. The anti-corruption training rate for the Directors reached 100%, and the training rate for the Group's employees exceeded 14%. As at 31 December 2021, no concluded legal cases regarding corrupt practices were brought against the Group or its employees.

Whistle-blowers can report in writing to the chairman of the Audit Committee of the Group for any suspected misconduct with evidence. Any suspiciously illegal behaviour would be investigated and evaluated carefully, and the employee with illegal practices would be disciplined accordingly to protect the Group's interests. The sound grievance mechanism has been established in the Group to ensure effective reporting on relevant cases and to protect the whistle-blowers from unfair dismissal or victimisation. During the Reporting Period, the Group was in compliance with the relevant laws and regulations in relation to bribery, extortion, fraud and money laundering that have a significant impact on the Group.

COMMUNITY

Community Investment

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

社會層面 SOCIAL ASPECTS

報告期內，本集團通過有限的活動，堅持為當地社會的福祉作出貢獻。

員工活動

本集團在遵守防疫規定的原則下，為了令員工對公司更有歸屬感，我們為員工提供各種活動，其中包括「母新節手作工作坊」，活動目的為向母親表示謝意，員工於母親節當日親自編織毛線康乃馨送給各自偉大的媽媽，此外我們另有舉辦「冰皮月餅製作班」，供我們員工親手製作月餅與家人朋友開心分享。

社區教育

本集團結合可持續發展目標4-優質教育，已在香港浸會大學成立東瀛遊旅行社第一代大學生獎學金及東瀛遊旅行社學生海外交流獎學金，以支持成績卓越的學生。

社會福祉

報告期內，面對肆虐的疫情，本集團通過各種活動和倡議積極解決社會中弱勢群體的需求，如擔任健康大使，以提高社區對疫情防控的認識。

另外，為響應環保及減少浪費，本集團於中秋節前推廣月餅回收計劃，鼓勵同事捐出月餅以轉贈予有需要的家庭。

環境保護

報告期內，本集團共有19名同事註冊並計劃參加世界綠色組織籌辦之「樹林夥伴計劃」植樹活動。活動目的以原生樹種取代老化的外來樹木，增加本地生物多樣性，藉此減少溫室氣體排放量，與員工共同建設清新舒適的家園。

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

During the Reporting Period, the Group insisted on making contributions to the wellbeing of local society through a limited extent of initiatives.

Employee Activities

The Group provided various activities for employees while complying with epidemic prevention and control measures, to enhance the sense of belonging of the employees. Our activities included “Mother’s Day Handicraft Workshop” with an aim to express gratitude to mothers, in which employees knitted yarn carnations for their mothers on Mother’s Day. There was also a “Snowy Mooncake Making Class”, for our employees to make mooncakes by themselves to share with families and friends.

Community Education

In alignment with Sustainable Development Goal 4 – Quality Education, the Group has built EGL Tours First-Generation University Student Fund and EGL Tours Student Exchange Scholarship with the Hong Kong Baptist University for supporting students with excellent performance.

Social Wellbeing

During the Reporting Period, in view of the raging Pandemic, the Group actively addressed the need of the vulnerable in the society, through various campaigns including acting as health ambassadors to enhance the awareness in the community about epidemic prevention and control.

Moreover, in response to environmental protection and waste reduction, the Group launched a mooncake recycling programme before the Mid-Autumn Festival to encourage our employees to donate mooncakes to families in need.

Environmental Protection

During the Reporting Period, 19 colleagues of the Group registered and planned to participate in the “Tree Partner Programme” organised by the World Green Organisation. The purpose of the activity is to replace aging exotic trees with native tree species, in order to increase local biodiversity, reduce GHG emissions, and build a fresh and comfortable home together with employees.

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

應對疫情

RESPONDING TO THE PANDEMIC

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

保護人們

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

報告期內，本集團應香港質量保證局邀請，參與推動名為「企業同心」健康社區大使人員註冊計劃，透過計劃可以加強同事的健康意識。

服務客戶

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

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

PROTECTING ITS PEOPLE

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

During the Reporting Period, the Group was invited by the Hong Kong Quality Assurance Agency and played a part in the promotion of "Community Health Ambassador" Personnel Registration Scheme, in which its employees' health awareness was enhanced.

SERVING ITS CUSTOMERS

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

應對疫情 RESPONDING TO THE PANDEMIC

在網上購物平台的門市業務方面，本集團推行一系列的措施減低員工和顧客受疫情影響的風險，包括提供防護用品如即棄手套、消毒用品、面罩予分行員工，另外我們重新編排分行的營業時間，避免過多員工聚集，以及為減少員工於街外用餐的風險，我們容許部份員工上班前先於家中用餐。員工必需於上班前七十二小時內進行快速抗原測試，並向本集團展示測試結果為陰性才可以於門市及辦公室工作。針對如有員工證實確診感染時可能對業務運作造成的影響，我們將營運部員工分成兩個團隊並分派於不同樓層工作，遇上懷疑有病毒傳播的情況時，分隔工作的另一團隊可迅速接手需在家隔離或需送往治療的團隊的工作，確保業務運作穩定。

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

Regarding the retail business of the online shopping platform, the Group has implemented a series of measures to reduce the risk of employees and customers being affected by the Pandemic, including providing protective equipment such as disposable gloves, sanitizers, and face shields to branch staff. Moreover, we have rearranged the working schedule to avoid congregation of employees, and we allow part of our employees to eat at home before going to work to reduce the risk of dining outside. Employees must take a Rapid Antigen Test within 72 hours before going to work and they can only work in the retail store and office after showing the Group that the test result is negative. In view of the possible impact on business operations when an employee is confirmed to be infected, we divide the operation staff into two teams and assign them to work on different floors. In case there was a sign of virus spreading, one of the teams that work separately can take over the work of another team that are required to be quarantined at home or sent to treatment. This working arrangement can ensure stable business operations.

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



東瀛遊控股有限公司

EGL Holdings Company Limited

(於開曼群島註冊成立的有限公司)

(Incorporated in the Cayman Islands with limited liability)

股份代號 Stock Code : 6882

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