



Shirble Department Store Holdings (China) Limited 歲寶百貨控股(中國)有限公司

(incorporated in the Cayman Islands with limited liability)

Stock code : 312



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

2021



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ABOUT SHIRBLE

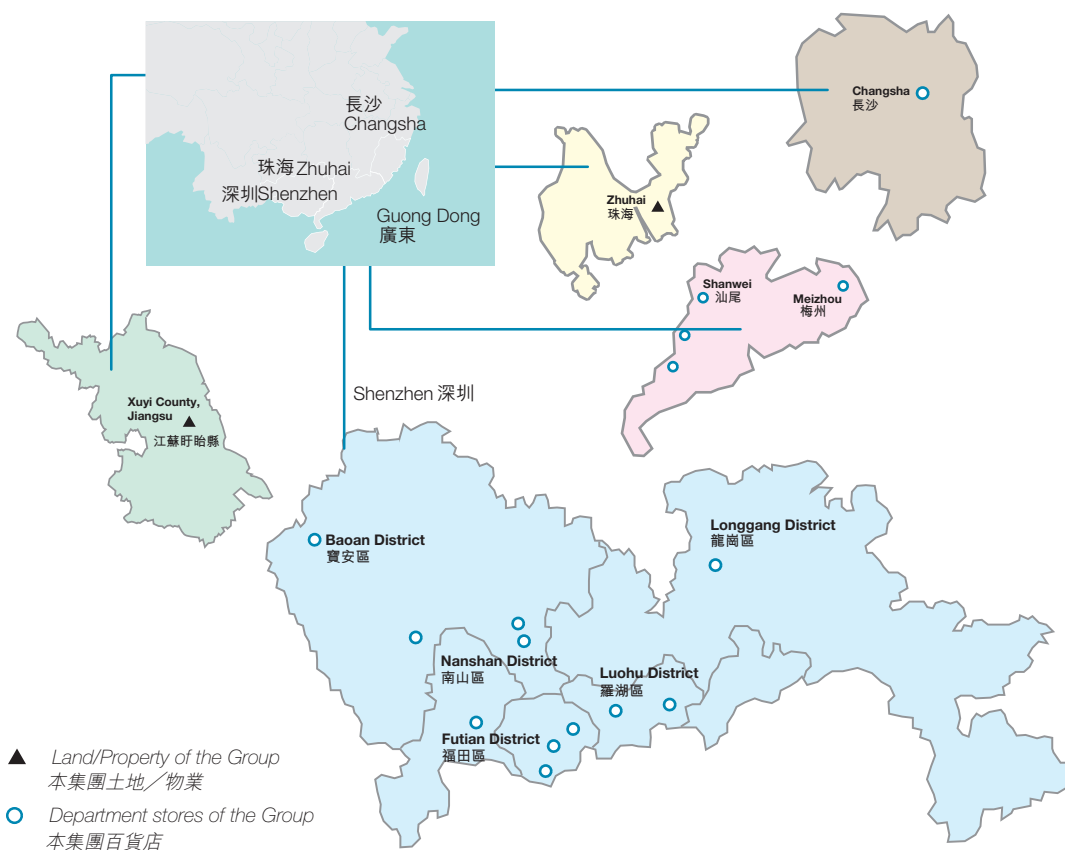
關於歲寶百貨

Shirble Department Store Holdings (China) Limited (“Shirble”, together with its subsidiaries, the “Group”) is a Shenzhen-based department store chain targeting the mid-market segment, which runs its department stores under the “歲寶百貨” and “Shirble Plaza” brands. As of 31 December 2021, the Group owned and/or operated 16 department stores, which cover regions including Shenzhen, Shanwei, Meizhou and Changsha, with a total gross floor area of over 301,031 sq.m.

歲寶百貨控股(中國)有限公司(「歲寶百貨」, 連同其附屬公司統稱「本集團」)是一家以深圳為基地的百貨連鎖企業, 專攻中檔市場階層, 並於「歲寶百貨」及「歲寶廣場」品牌旗下營運其百貨店。截至2021年12月31日, 本集團擁有及/或經營16家百貨店, 覆蓋地區包括深圳、汕尾、梅州及長沙, 總建築面積超過301,031萬平方米。

DEPARTMENT STORE NETWORK

百貨店網絡



ABOUT SHIRBLE 關於歲寶百貨

VISION AND MISSION

願景與使命



VISION 願景

- Creating a retail service platform with modern lifestyle
- 創造時尚品質生活的零售服務平台



MISSION 使命

- Satisfying the demand for diversified scenario consumption and experience
- 滿足多元化場景消費及體驗需求



CORPORATE CULTURE 企業文化主題

- Maintaining integrity
- Pursuing excellence
- 誠信融合
- 共創卓越

SUMMARY OF BUSINESS DEVELOPMENT

業務發展概要

Department store business

- Continue to upgrade and transform its traditional department store business and endeavour to achieve more efficient operating results for the Group
- Continue to transform its traditional department store business into “Shirble Plaza”, a one-stop shopping mall concept
 - Meet the demand of the middle-class population for high-quality food, merchandise and services
 - Broaden the range of products and services at its stores and bring in diversified consumption scenarios for its stores

百貨店業務

- 繼續升級及改造傳統百貨店業務，努力為本集團創造更高效的經營業績
- 持續將中國的傳統百貨店業務改進成一站式購物商場「歲寶廣場」
 - 滿足中產階級對優質食品、產品消費和服務的需求
 - 拓闊門店的产品及服務種類，為門店引入多樣化的消費場景元素

Property business

- Sold/leased in due course for the existing property projects
- Acquired a parcel of land in Jinwan District, Zhuhai City in November 2019. The land has been developed into a two-building complex
 - Obtained the completion certificate in 2021 and will be sold/leased in due course

房地產業務

- 適時出售／租用現有房地產項目
- 於2019年11月收購的珠海市金灣區地塊，現已發展成由兩棟樓宇組成的綜合大樓
 - 於2021年已取得竣工證書，可適時出售／租用



ABOUT THIS REPORT

關於本報告

This report is the sixth Environmental, Social and Governance (“ESG”) Report issued by Shirble (the “Report”), which mainly focuses on the sustainable performance of the Group from 1 January 2021 to 31 December 2021 (the “Year”). Shirble issues the ESG Report on a regular basis to facilitate various stakeholders’ understanding of the Group’s policies, measures and effectiveness on relevant issues of environmental, social and governance. The Report is prepared in Chinese and English and has been uploaded to the website of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and the Group (<http://shirblehk.com/>).

REPORTING SCOPE

Unless otherwise stated, the contents disclosed in the Report mainly include the environmental, social and governance information of the department store business. The reporting scope primarily covers the offices in Hong Kong and Shenzhen and four major department stores, namely Jingtian Store, Jufu Store, Longgang Store and Yitian Store¹. As the property business did not receive any revenues in the reporting period, it is excluded from the reporting scope. The Report has not covered the remaining 12 department stores or concept stores of the Group, and its F&B business. In 2022, the Group planned to extend the reporting scope under the principle of materiality to align with the financial report.

REPORTING STANDARD

The Report is in compliance with the mandatory disclosure standards and “comply or explain” provisions in Appendix 27 — “Environmental, Social and Governance Reporting Guide” (the “Guide”) of the Listing Rules issued by the Stock Exchange. The Report has been prepared on the basis of four reporting principles set out in the Guide — Materiality, Quantitativeness, Balance and Consistency. A complete index is appended in the last chapter of the Report for easier reference to the Guide.

本報告為歲寶百貨發表的第六份《環境、社會及管治報告》（「本報告」），重點匯報本集團於2021年1月1日至2021年12月31日（「本年度」）的可持續發展表現。歲寶百貨定期發佈《環境、社會及管治報告》，以幫助各類持份者了解本集團於環境、社會及管治等相關議題上的政策、措施及成效。本報告以中、英文編寫，並已上載至香港聯合交易所有限公司（「聯交所」）及本集團網站(<http://shirblehk.com/>)。

報告範圍

除非另有說明，本報告披露的內容主要包括百貨店業務的環境、社會和治理資訊。匯報範圍主要涵蓋香港和深圳的辦事處，以及四個主要的百貨店，包括景田店、聚福店、龍崗店及益田店¹。由於房地產業務在報告期內沒有收入，因此被剔除在本報告範圍。本報告目前尚未覆蓋本集團其餘12間百貨店或概念店，以及其餐飲業務。在2022年，本集團將按重要性原則擴大報告範圍，與財務報告一致。

報告準則

本報告遵守聯交所頒佈的上市規則附錄二十七《環境、社會及管治報告指引》（「《指引》」）中有關強制披露標準及「不遵守就解釋」的規定，並以其載列的四項匯報原則—重要性、量化、平衡及一致性，作為本報告編寫的基礎。本報告最後一章附有完整索引，以便讀者按《指引》閱讀本報告。

¹ Longgang Store and Yitian Store are newly added to the Report for the year
龍崗店及益田店為本年度新納入本報告



ABOUT THIS REPORT 關於本報告

Reporting principles 匯報原則	Definition 釋義	Response 回應
Materiality 重要性	<p>The issuer should report on ESG issues with material impact on the investors and other stakeholders.</p> <p>發行人應就對投資者及其他持份者產生重要影響的環境、社會及管治議題作出匯報。</p>	<p>The Group has conducted a questionnaire which the members of the Board have identified the important ESG issues based on, among others, the Group's business nature and stakeholders' expectation.</p> <p>本集團已進行問卷調查，由董事會成員基於本集團業務性質及持份者期望等因素識別重要的環境、社會及管治議題。</p>
Quantitative 量化	<p>Key Performance Indicators of historical data need to be measurable. The issuer should set targets to reduce a particular impact, so that the effectiveness of ESG policies and management systems can be evaluated and validated.</p> <p>Quantitative information should be accompanied by a narrative, explaining its purpose, impacts and giving comparative data where appropriate.</p> <p>歷史數據的關鍵績效指標須可予計量。發行人應訂下減少個別影響的目標，使其環境、社會及管治政策及管理系統的效益可被評估及驗證。</p> <p>量化資料應附帶說明，闡述其目的及影響，並在適當的情況下提供比較數據。</p>	<p>Data on social key performance indicators of the Group are derived from the statistics of relevant departments. In addition, to ensure the accuracy of environmental key performance indicators, the Group has engaged a professional consultancy firm to conduct a carbon assessment in accordance with the guidelines prepared by the Environmental Protection Department and Electrical and Mechanical Services Department of Hong Kong, with reference to ISO14064-1 and international standards such as Corporate Accounting and Reporting Standards of Greenhouse Gas Accounting System.</p> <p>The Group includes forward-looking statements in the Report when applicable. Quantitative information is accompanied by a narrative and standards, method, assumptions and/or calculating tools adopted.</p> <p>本集團的社會關鍵績效指標的數據來源於相關部門的統計。此外，為確保環境關鍵績效指標的準確性，本集團已委託專業顧問公司根據香港環境保護署及機電工程署編製的指引、以及參考ISO14064-1和溫室氣體核算體系企業核算與報告標準等國際標準進行碳評估。</p> <p>在適用的情況下，本集團在本報告中納入前瞻性的聲明，量化資料附有敘述及所採用的標準、方法、假設及／或計算工具。</p>



ABOUT THIS REPORT

關於本報告

Reporting principles 匯報原則	Definition 釋義	Response 回應
Balance	The issuer should provide an unbiased picture of its performance. The report should avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.	The Group covers the entire scope of its ESG performance in the Report to avoid giving biased information.
平衡	發行人應當不偏不倚地呈報其表現，避免可能會不恰當地影響報告讀者決策或判斷的選擇、遺漏或呈報格式。	本集團在報告中全面匯報環境、社會及管治表現，避免發放偏頗的信息。
Consistency	The issuer should use consistent methodologies to allow for meaningful comparisons of ESG data over time.	Unless otherwise stated, the Group adopted largely the same methodologies as the previous year in the Report's preparation, and will ensure that consistent methodologies are used to make statistics on future ESG data, for comparisons with those from the current and past years.
一致性	發行人應使用一致的披露統計方法，令環境、社會及管治數據日後可作有意義的比較。	除非另有說明，本集團編備本報告的方式大致與往年無異，並確保採用一致的方法統計未來的環境、社會及管治數據，以跟本年度及過往數據作比較。

CONFIRMATION AND APPROVAL

The Group has established procedures for internal control and formal review to make sure all information in the Report is accurate and reliable. The Report has been reviewed and approved by the Board on 29 March 2022.

FEEDBACKS

The Group places high emphasis on the feedbacks of its stakeholders. Your advice and suggestions enable the Group to formulate more detailed and comprehensive sustainable development strategies in the future. If you are in doubt or have any recommendations in regards to the content or the presentation of the Report, you are most welcome to contact our investor relations at ir@shirble.net.

確認及批准

本集團已成立內部監控及正式審查程序，竭力確保本報告所有呈現的資料均準確可靠。本報告已於2022年3月29日獲董事會審閱及批准。

意見反饋

本集團重視持份者的意見。閣下的意見與建議，有助本集團未來建立更仔細和健全的可持續發展策略。如閣下對本報告的內容或匯報形式有任何疑問或建議，歡迎透過 ir@shirble.net 與投資者關係部門聯絡。



MESSAGE FROM THE CHAIRMAN

主席寄語

In 2021, amid the lingering pandemic, the variant of the coronavirus has posed new threats to the society. The over two-year long pandemic has completely changed our lifestyle and has shown that humanity is exposed to a variety of risks, including geo-economic conflicts and climate change. In the post-pandemic era, sustainable development has come into the spotlight, which brings the Group a timely opportunity to review its development direction. As a member of the department store industry, the Group recognizes its responsibility in promoting sustainable development. We focus on four pillars: adherence to business standard, co-development with partners, talent-based and harmony with nature. The Group actively integrates sustainability into its business strategy. The Board bears the ultimate responsibility for the Group's ESG affairs and is in charge of policy approval, measure formulation and assessment of relevant objectives and progress. To strengthen the governance over sustainable development, the Group plans to continuously improve the sustainable development governance and risk management system.

FLEXIBLE PANDEMIC RESPONSE

The coronavirus continues to disrupt our business and the Group has provided sufficient support to its employees in the pandemic and worked with stakeholders to safeguard our department stores. For details of our pandemic prevention measures, please refer to the section "Epidemic Prevention First". To maintain its market competitiveness and business sustainability, the Group continued to focus on developing the retail business, transforming its traditional retail department store business and enhancing online sales channel for the year. The Group believes that the pandemic situation will gradually stabilize along heightened awareness of pandemic prevention among the public and the implementation of vaccination plans in various places.

ADHERENCE TO BUSINESS STANDARD

The Group insists on integral, transparent and responsible operation and strictly complies with business ethical standards with respect to data security, marketing, advertising and promotion and labor. The Group actively share information about anti-corruption with internal and external stakeholders during the year.

2021年疫情陰霾未散，變種新冠病毒又為社會帶來新威脅。這場持續兩年多的疫情完全改變了我們的生活方式，同時體現人類正受到各種風險的影響，當中包括地緣經濟衝突、氣候變化等。疫情後時代，可持續發展得到了空前的關注，這正好為本集團提供契機重新審視發展方向。作為百貨業的一員，本集團認識到自己在推動可持續發展方面的責任。我們專注於四大主軸：堅持商業標準、與夥伴共榮、以人才為本及與自然共生。本集團積極將可持續發展融入本集團的業務策略。董事會對本集團的環境、社會及管治事務負有最終責任，負責審批政策、制訂措施及審視相關目標及進度。為加強可持續發展的管治，本集團計劃將會持續完善可持續發展治理及風險管理體系。

靈活應對疫情

新冠病毒持續影響著我們業務，本集團在疫情期間向僱員提供充分的支援，與持份者通力合作保障百貨店的安全。有關我們詳細的防疫措施，請參閱章節「防疫為重」。為保持其於市場上的競爭力及業務的可持續性，本集團在年內繼續專注發展零售業務，革新傳統零售百貨業務，加強線上銷售管道，本集團相信，隨著民眾的疫情防控意識提高及各地疫苗計劃陸續開展，疫情將會逐步穩定。

堅持商業標準

本集團始終堅定地以廉潔、透明、負責方式經營，並嚴格遵守資料保護、市場行銷、廣告宣傳和勞工方面的商業道德標準。本集團在年內積極向內外持份者宣傳反貪污的信息。



MESSAGE FROM THE CHAIRMAN

主席寄語

CREATING SHARED VALUE

The Group maintains close relationship with its employees, business partners, suppliers and the community. The Group consistently adopts a people-oriented management approach and provides sufficient support to its employees in the pandemic and continues to nurture talent to enhance the skill of employees. In addition, the Group actively communicates with tenants and suppliers to cooperate in pandemic response and managing sustainability risks.

EMBRACING LOW-CARBON ECONOMY

Climate change brings about imminent risks. In 2021, various governments are striving for green recovery. Since the first proposal of China to “peak its carbon dioxide emissions by 2030 and achieve carbon neutrality by 2060”, various governments have introduced dual-carbon policies to propel the green zero-carbon transformation of the Chinese economy. Under the guidance of the national dual-carbon objective, the Group will continue to review the current environmental policy and contribute to the combat against climate change at our own positions to facilitate the national low-carbon transformation.

To continue to promote the sustainable development of Shirble, the Group will keep monitoring and examining the progress of each pillar and create values and mutual benefits for our stakeholders.

Shirble Department Store Holdings (China) Limited

Yang Ti Wei

Executive Director and Deputy Chairman

創造共享價值

本集團與員工、商業夥伴、供應商和社區保持密切關係。本集團秉承一貫以人為本的管理方針，在疫情期間向僱員提供充分的支援及繼續培養人才以提升員工技能。此外，本集團積極與商戶、供應商緊密溝通，以合作應對疫情及管理可持續發展風險。

迎接低碳經濟

氣候變化帶來迫在眉睫的風險。2021年間，各地政府積極推動綠色復甦。自中國首次提出「二氧化碳排放量於2030年前達到峰值，努力爭取2060年前實現碳中和的目標」以來，各地政府的雙碳政策紛紛出臺，中國經濟的綠色零碳轉型呈現加速發展趨勢。在國家雙碳目標的指引下，本集團將持續審視目前環境政策，並集團努力在自己的崗位上為應對氣候變化做出貢獻，協助國家低碳轉型。

為了持續推動歲寶百貨的可持續發展，集團將持續監測和審查各主軸的進展情況，並為我們的利益相關者創造價值，互利共贏。

歲寶百貨控股(中國)有限公司

執行董事及副主席

楊題維



SUSTAINABILITY LEADERSHIP 可持續發展領導

SUSTAINABILITY APPROACH

The Group has been actively fulfilling its corporate social responsibility. The Board takes the lead in promoting corporate sustainability. To better align its strategies with international frameworks, the Group has studied and explored ways to incorporate the United Nations Sustainable Development Goals (“SDGs”) into its business strategies, including:

- SDG 3 Health and well-being: Ensure healthy lives and promote well-being for people of all ages
- SDG 8 Decent work and economic growth: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
- SDG 11 Sustainable cities and communities: Make cities and human settlements inclusive, safe, resilient and sustainable

可持續發展方針

本集團一直積極履行企業社會責任。董事會帶頭推動企業的可持續發展。為了使其戰略更好地與國際框架接軌，本集團研究並探討將聯合國可持續發展目標(「SDGs」)納入其業務戰略的途徑，包括：

- SDG 3 健康與福祉：確保健康的生活，促進各年齡段人群的福祉
- SDG 8 體面工作和經濟成增長：促進持久、包容性和可持續的經濟增長，充分的生產性就業和人人獲得體面工作
- SDG 11 可持續城市和市區：建設包容、安全、有抵禦災害能力和可持續的城市和人類住區

Future Action Plan 未來行動計劃

Looking forward to the coming year, the Group will incorporate the United Nations SDGs into its business strategy, including the establishment of priority SDGs. Our short and medium-term goals focus on social improvement (healthy work environment, giving back to the community).

展望來年，本集團會將聯合國可持續發展目標納入其業務戰略，包括確立優先的可持續發展目標。我們的短期和中期目標側重於社會改善(健康的工作環境，回饋社會)。



SUSTAINABILITY LEADERSHIP

可持續發展領導

EFFECTIVE GOVERNANCE

The Group's sustainability is led by the Board, which is responsible for setting the Group's overall strategy, policies and business development direction and monitoring the performance and effective governance of the Group.

有效管治

集團的可持續發展由董事局領導，負責制定集團的整體策略、政策及業務的發展方向，監察集團的表現與有效管治。

The Board	<ul style="list-style-type: none"> It is the highest decision-making body in the corporate governance structure and is ultimately responsible for the business, strategy and financial performance of the Group Keep up to date with the latest sustainability issues and regulatory requirements
董事會	<ul style="list-style-type: none"> 為公司治理架構的最高決策機構，對集團的業務、策略和財務表現承擔最終責任 持續掌握最新的可持續發展議題和監管規定走向
Investor relations department and company secretarial department	<ul style="list-style-type: none"> Responsible for external communication on sustainability issues and liaison with internal responsible departments Collect and integrate ESG data to assist in planning risk management methods and procedures Provide the Board with the latest ESG issues regularly so that decisions appropriate to the operations can be made
投資者關係部及公司秘書部	<ul style="list-style-type: none"> 負責對外溝通可持續發展議題事項及與內部負責部門的聯絡工作 收集及整合環境、社會及管治數據，以助計劃風險管理方法及程序 定期向董事會提供有關最新的環境、社會及管治事務，從而可作出適合業務的決策
Audit supervision center and internal audit department	<ul style="list-style-type: none"> Oversee overall business operations of the Company Develop control systems for ongoing operation, as well as to identify, assess and manage significant risks faced by the Group Regularly audit, investigate and study the Company system and rationalize the regulatory framework to improve internal control system of the Company continuously Conduct project investigations Collect management issues and consolidate summary lists, and formulate internal control construction plans
審計監察中心及內部審計部	<ul style="list-style-type: none"> 監督公司整體及營運 制定監控系統以持續運作，並確認、評估及管理本集團所面對的重大風險 定期審計、調查和研究公司制度、梳理規範框架，以持續改進公司內部監控制度 作專項調查 收集管理問題及綜合匯總清單，並制訂內控建設計劃
Chief Executive office	<ul style="list-style-type: none"> Assign sustainability matters by nature to business departments for their handling Approve the working plans for the coming year
總裁辦公室	<ul style="list-style-type: none"> 將可持續發展事宜按性質劃分給業務部門處理 審批來年工作計劃



SUSTAINABILITY LEADERSHIP 可持續發展領導

RISK MANAGEMENT

The Group is committed to building a robust risk management system to meet expectations of stakeholder. The Group has a multi-level risk management structure with relevant mechanisms for the exercise of authority, decision-making and supervision, to effectively identify, assess, mitigate, report and monitor various major risks of the Group, which allows for more prudent strategy formulation and project execution to achieve better business performance.

- The Board is responsible for the final oversight of risk management.
- The investor relations department and company secretarial department are responsible for assisting the Board in reviewing the design and effectiveness of the Group's risk management and to explain the relevant ESG risks faced by the Group for the Board.
- The audit supervision center consists of legal team, internal monitoring team, internal audit department and operation audit team, and is independent from other operating departments and the finance department which responsible for formulating the control system for ongoing operation, supervising and examining the effectiveness of internal controls, regularly identifying and assessing risks, and formulating corresponding measures based on the findings of risk assessment.

The Group has set up a risk database that covers five types of major risks, in which specific risks are grouped into high, medium and low levels, with reference to the Group's current internal control and operation level, to facilitate ongoing follow-up.

風險管理

本集團致力構建穩健的風險管理系統，以符合持份者期望。本集團設有多層級的風險管理架構，就行使權力、制定決策及實施監督等建立相關機制，可有效識別、評估、紓緩、彙報、監察集團各類主要風險，藉此更審慎地訂立策略及執行項目，達至更佳的業務表現。

- 董事會負責風險管理最終監督。
- 投資者關係部及公司秘書部負責協助董事會審閱集團風險管理的設計及成效，及向董事會解釋集團所承受的有關環境、社會及管治的風險水平。
- 審計監察中心下設法務組、內部監察組、內部審計部及運營稽核組，並獨立於其他營運部門及財務部，負責制定監控系統以持續運作，監督檢查內部監控的有效性，並定時識別及評估的風險，以及根據評估結果制定應對措施。

本集團建立了風險資料庫，涵蓋五類大風險，並結合本集團現行的內控及操作水平，把具體風險分為高、中、低級，以便持續跟進。



SUSTAINABILITY LEADERSHIP

可持續發展領導

Type of risk 風險類別	Description 描述
Strategic 戰略	Wrong strategic decisions, commercial decisions or inappropriate implementation could cause long-term impacts on the Group's development. 錯誤的戰略決策、商業決定或不正確的執行，引致對集團發展的長期影響。
Market 市場	Market competition and changes in consumers' decisions could pose risks to the marketing environment of corporations. 因市場競爭及消費者決策轉變，對企業營銷環境造成的風險。
Operation 營運	Inadequate or ineffective internal operation and management measures and incompatibility with partners could incur risks to the operation of corporations. 不充分或失效的內部運營和管理措施，與合作夥伴的不協調，均可能對企業營運造成的風險。
Financial 財務	Risks related to financing and operation, including budget management, financial audit, capital and cash flow management, investment, financing and taxation. 與財務運營相關的風險，包括預算管理、財務核算、資金及現金流管理、投資、融資、稅務等風險。
Legal 法律	Risks that may expose the Group to compliance issues or litigation regarding to operational business. 可能導致集團面臨合規問題或營運業務訴訟的風險。

In 2021, the outbreak of a pandemic was considered one of the Group's major risks. It has an impact on all aspects of the Group's business. For details of the corresponding countermeasures formulated by the Group, please refer to the section "Epidemic Prevention First".

在2021年，大流行病的爆發被認為是本集團的主要風險之一。它對集團業務的各個方面都有影響。本集團制定了相應的應對措施，請參考章節「防疫為重」。

Future Action Plan 未來行動計劃

Looking ahead to the coming year, the Group will strengthen its existing risk management system by incorporating potential environmental and social risks affecting the Group into the identification and assessment process so that corresponding countermeasures can be formulated.

展望來年，本集團會加強現有風險管理系統，把對本集團產生影響的潛在環境及社會議題風險納入識別、評估的過程，以便制定相應對方案措施。



SUSTAINABILITY LEADERSHIP 可持續發展領導

STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

The Group firmly believes that the stakeholder engagement in the formulation of our corporate direction is fundamental to the long-term development of our business and a prerequisite for the formulation of the Group's strategic development goals. Therefore, we are committed to establishing a good mechanism for mutual trust and communication among stakeholders. The Group adopts an open-door policy and encourages stakeholders to make suggestions or express their opinions through various communication channels. The following are the communication methods and channels between the Group and its stakeholders:

持份者參與及重要性評估

本集團堅信持份者參與方針的制定是企業長遠發展的基礎，也是集團戰略發展目標制定的先決條件。因此，我們致力於建立良好的持份者互信與溝通機制。集團採取開放政策，鼓勵持份者通過各種溝通管道，提出建議或表達意見。以下為本集團與持份者的溝通方式與渠道：

Stakeholders 持份者	Communication Channels 溝通渠道
Staff 員工	The Group maintains communication with staff from each department and store through internal communication channels such as internal mail, business meetings and online platforms. The Company established an online platform, "Feedback Wall", that allows staff to submit their queries and suggestions to the Company, and the relevant departments of the headquarter will make corresponding response and follow up actions. 本集團透過內部郵件、業務例會及網絡平台等內部溝通渠道，與各部門及門店員工保持溝通。公司設有網絡平台「回音壁」讓各員工提出自己對公司的問題及建議，從而讓總部的相關部門進行有關的回覆及跟進。
Supplier 供應商	Suppliers are regularly organized to keep abreast of the latest development in national laws and regulations and make use of the Group's website and WeChat official account to promote further and raise the environmental and social awareness of the suppliers. The Group maintains regular communication with suppliers. For details, please see "Mutual Benefits with Tenants and Suppliers". 定期組織供應商學習國家法律法規，並利用集團網站、微信公眾號等，加強對供應商環境及社會意識的宣傳引導。與供應商保持定期溝通，詳見「與商戶、供應商互利共贏」。
Tenant 商戶	The Group maintains communication with tenants and regularly distributes relevant information on safety and environmental protection to tenants. For details, please see "Mutual Benefits with Tenants and Suppliers". 與商戶保持溝通，定期向商戶發放有關安全及環境保護訊息。詳見「與商戶、供應商互利共贏」。
Customer 客戶	Feedback collection channels and handling mechanisms are established to ensure that opinions and complaints from customers can be properly handled. For details, please see "Customer Experience Improvement". 設有意見收集渠道和處理機制，確保客戶的意見和投訴得以妥善處理。詳見「提升客戶體驗」。



SUSTAINABILITY LEADERSHIP

可持續發展領導

Stakeholders 持份者	Communication Channels 溝通渠道
Investor	The Group provides investors with relevant information and maintains communication through general meetings as well as announcements, financial reports and circulars published on the Hong Kong Stock Exchange. The Group held a general meetings, published its annual report online, and held various investor's meetings from time to time.
投資者	通過股東會議、於香港交易所發佈公告、財務報告及通函等渠道，為投資者提供集團相關資訊，保持溝通。舉行股東會議，並於網上發佈集團年報，以及不時舉行不同投資者會議。
Community	Staff is encouraged to participate in voluntary community activities to make contributions to the development of the community and maintain communication with community groups to understand local needs. The Group will endeavor to serve the community through different methods. For details, please see "Fostering Community Connections".
社區	鼓勵員工參與社區義工活動，為社區發展貢獻力量。同時與各社區團體保持溝通，以了解當區需要。本集團努力透過不同方式關懷社區。詳見「促進社區連結」。

To identify the most significant ESG issues of concern and respond in a targeted manner in this report, the Group continued to assign an external sustainability consultant to assist with the annual materiality assessment during the year. To identify issues related to Shirble, the external sustainability consultant reviewed industry-related issues and made reference to the relevant ESG reporting standards. The Board members considered the importance of each issue to the Board and the extent to which Shirble will have an impact on the environment and society. The following is a list of material issues for 2021, the top three being labor standard, anti-corruption and community investment.

為判定最為關注的重大環境、社會及管治事宜、並有針對性地在本報告中進行回應，本年度繼續委託外部可持續發展顧問協助開展了年度重要性評估。為了識別與歲寶百貨相關的議題，外部可持續發展顧問檢視了行業相關的議題，並參考了相關環境、社會及管治報告標準。董事會成員考慮每個議題對董事會的重要性及歲寶百貨對環境及社會的影響程度。以下為2021年的重要議題清單，前三位為勞工準則、反貪污及社區投資。



SUSTAINABILITY LEADERSHIP 可持續發展領導

MATERIAL ISSUES 重要議題

Labour Standard 勞工準則



Anti-corruption 反貪污



Community Investment 社區投資



Future Action Plan 未來行動計劃

The Group will continue to adopt an open-door policy. To determine more comprehensive impact of ESG issues on the Group and its stakeholders, the Group will, from time to time, participate in more meetings and actively communicate with internal and external stakeholders on material ESG issues.

本集團會繼續採取開放政策，為了更全面釐定有關環境、社會及管治事宜對本集團及持份者的影響，將不時加入更多會談，積極與內部和外部利益相關者對重大環境、社會及管治事宜溝通。



ADHERENCE TO BUSINESS STANDARD

堅持商業標準

Adherence to business standard is the foundation of the Company's prosperity and success. The Group does not only comply with laws and regulations, but we are committed to conduct business ethically and create value for its customers.

INTEGRITY IN GOVERNANCE

Shirble has established an honesty-based policy based on its business philosophy of integrity, transparency and accountability and has established a good corporate governance and risk control mechanism. The Group entered into the following:

- “Staff Manual” was formulated to specify the definition of gifts and the way should be handled and reported, and employees are prohibited from accepting or soliciting bribes. In addition, the Group has formulated and implemented the “Integrity Ordinance of Shirble”, requiring all employees to understand the Ordinance and sign the “Integrity Pledge”.
- For suppliers, the “Anti-Commercial Bribery Agreement” was formulated to govern the conduct of the Group with suppliers to prevent corruption in the procurement process.
- “Anti-Fraud Management Measures” was formulated to explain clearly the concepts and forms of corruption, the attribution of responsibility and prevention and control measures, etc. so that employees can have a better understanding of the measures implemented by the Group.
- “Incentives Policy for Reporting Issues Regarding Employees' Integrity Internally” was formulated to facilitate the implementation of anti-fraud measures, and with which an effective whistle-blowing process and incentives measures were put in place.

堅持商業標準是公司蓬勃發展和成功的基礎。本集團不僅遵守法律和規章制度，我們更致力於以道德的方式開展業務，並為其客戶創造價值。

廉潔管治

歲寶百貨本於廉潔、透明、負責的經營理念，制定以誠信為基礎之政策，建立良好之公司治理與風險控管機制。本集團訂立以下：

- 《員工手冊》明確闡述禮物饋贈的定義、處理及呈報方式，員工不得收受或索取賄賂。於入職時，員工需簽署承諾遵守此等規定。此外，本集團制定實施《歲寶廉潔條例》，要求所有員工需了解該條例及並簽署《廉潔承諾書》。
- 對於供應商，本集團的《反商業賄賂約定》規範了其與供應商的行為操守，預防在採購程序中出現貪污舞弊行為。
- 《反舞弊管理制度》明確闡述舞弊的概念及形式、責任歸屬、預防和控制辦法等，供員工進一步了解本集團所落實的措施。
- 《員工誠信問題內部舉報獎勵政策》輔助落實反舞弊工作，建立有效的舉報流程和獎勵措施。



ADHERENCE TO BUSINESS STANDARD

堅持商業標準

WHISTLEBLOWING SYSTEM

Staff can report fraud and other dishonest behaviors to the internal monitoring team through various channels, including hotline, report mailbox and mail. Once a report is received, the internal monitoring team will conduct an investigation and verification on it and provide handling advice, while the confidentiality of the whistleblower will be maintained. To enhance transparency, the Group provides a whistleblowing and complaint channel on the official website of Shirble.

The audit supervision centre who incharge of internal monitoring team is required to report to the Group at least once a year on anti-fraud work for the management to review the assessment of fraud risk regarding the Group, its work plan and report. Anti-corruption training materials are provided to each of the Directors and employees of the Group to raise overall integrity awareness.

The Group has appointed the internal monitoring team as a permanent division for anti-fraud work, which is responsible for organizing and implementing relevant management policies and measures, including assisting each department in conducting fraud risk assessments and anti-fraud promotion activities as well as processing fraud reports and organizing investigations. The internal audit department will instruct the work against corruption.

舉報制度

員工可通過各種渠道向內部監察組舉報舞弊等不誠信行為，包括舉報熱線、舉報信箱及郵件等。內部監察組接收舉報後，負責對舉報案件進行調查核實，提出處理意見，並對報案人的信息進行保密。為提高透明度，本集團在歲寶百貨官網提供舉報投訴方式。

管理內部監察組的審計監察中心必須每年至少一次向本集團報告其反舞弊工作情況，並由管理層審核本集團舞弊風險評估及其工作計劃和報告。為增強整體廉潔意識，本集團向董事和每位員工提供反貪污培訓材料。

本集團委任內部監察組為反舞弊工作的常設機構，負責組織及執行相關管理政策及措施，包括協助各部門進行舞弊風險評估，開展反舞弊宣傳活動，受理舞弊舉報及組織調查等；並由內審部分擔反舞弊行為的指導工作。

Case Sharing

案例分享

The Group provided anti-corruption training to Directors and employees. In 2021, the Group added a new training program named "Integrity Ordinance of Shirble" on its proprietary online training platform "Shirble Micro-Class". In addition, the Group took advantage of the International Anti-Corruption Day on 9 December to launch a publicity campaign by the Internal Investigation Department to promote the importance of integrity to all staff. The Group conducted regular inspections in its department stores and conducted integrity tests on site for its staff. In addition to staff promotion, the Group also put up posters in its department stores to promote the "Integrity Ordinance of Shirble" to the general public and tenants.

In 2021, the Group joined the "Corporate Anti-Fraud Alliance" of the Guangdong Enterprise Institute for Internal Controls to share knowledge among and learn from its peers in the fight against corruption.

本集團向董事及員工提供的反貪污培訓。2021年，本集團在其專有的線上培訓平台「歲寶微課堂」上新增「歲寶廉政條例」培訓項目。此外，本集團藉12月9日國際反腐敗日，內部調查部開展宣傳活動，向全體員工宣傳廉潔的重要性。本集團在百貨店進行定期檢查，並在現場對員工進行誠信文化測試。除了向員工宣傳外，本集團同時在旗下的百貨店張貼海報，向大眾及租戶宣傳「歲寶廉政條例」。

2021年度，本集團加入廣東省內控協會「企業反舞弊聯盟」，與同業分享知識和互相學習，共同打擊貪污。



ADHERENCE TO BUSINESS STANDARD

堅持商業標準

BUSINESS ETHICS

The Group ensures that all communications with the public reflect the truth and that there is no misleading information. The marketing department and legal department of the Group are responsible for regulating and managing online and offline advertising campaigns. The Group avoids carrying out advertising campaigns on platforms with legal complications or containing sensitive topics such as hate speech, pornography and violence, and conducts assessment in accordance with principles such as corporate culture, vision and mission. The Group regularly reviews the standards of approval to strive for advancement and safeguard consumer rights.

PROTECTING INFORMATION PRIVACY AND INTELLECTUAL PROPERTIES

The Group aims to protect data and prevent leakage in all units within the company, and all data management, including access and storage, is effectively managed. To protect customer's personal information and privacy, the Group has specified in the "Staff Manual" that employees are prohibited from disclosing any proprietary information of customers and partners. In addition, the Group strives to protect intellectual property rights by working closely with merchants and implementing preventive measures to avoid selling products that are considered to be infringing on intellectual property rights.

LABOR STANDARDS

Child labor and forced labor are prohibited within the Group. The human resources department will check the identification documents of applicants during recruitment to avoid hiring minors. In addition, employment contracts are signed and amended with employees based on the principles of equality, willingness and agreement, and there is no event of forced labor. The Group has clearly stated the working hours of employees in the "Guidelines on Employees' Rest System". Employees who need to work overtime shall apply in advance and obtain approval from their superiors. The overtime hours must not exceed the monthly limit as stipulated in the Labor Law of the People's Republic of China. The Group has arranged compensatory leave for overtime workers to ensure they are offered reasonable rest time.

行銷道德

本集團確保所有與公眾的溝通都反映真實情況，沒有誤導資訊。本集團的市場部及法務部負責規範及管理線上及線下的廣告宣傳活動。本集團會避免選用有潛在法律問題、仇恨歧視文化及色情暴力等敏感議題的平台進行廣告宣傳活動，並根據企業文化、願景及使命等原則進行審核。本集團定期檢討審核準則，力求以與時俱進，保障消費者權益。

保障資料私隱及知識產權

本集團的目標是保護其企業內部各單位的資料和防止洩漏，所有的資料管理，包括訪問、存儲，都得到了有效的管理。為保護客戶的個人資料及私隱，本集團於《員工手冊》要求員工不得洩露客戶及合作夥伴的任何專有資料。此外，本集團努力保護智慧財產權，與商家緊密合作，並實施預防措施，避免銷售被認為是侵犯智慧財產權的產品。

勞工準則

本集團禁止使用童工和強制勞工。為防止意外聘用未成年人，人力資源部在招徠時會檢查應徵者的身份證明文件。此外，集團與員工在簽訂和變更勞動合同時，遵循平等自願、協商的原則，不存在脅迫員工的情況。本集團在《關於規範員工工作休息制度的指引》中向員工明確說明工作時間。若員工需要加班工作，必須提前申請並獲得上級領導批准不得超過《中華人民共和國勞動法》所規定的每月加班時限。本集團設為加班工作者安排調休，確保他們獲合理休息時間。



ADHERENCE TO BUSINESS STANDARD 堅持商業標準

LEGAL AND REGULATORY COMPLIANCE

Compliance with regulations is an underlying requirement for the Group's ongoing operations. Our legal department is responsible for managing the compliance of laws and regulations that have a significant impact on the operation of the Group, conducts periodic review on the relevant laws and regulations and maintains regular communication with relevant departments to ensure the legality and compliance of the Group's daily operation. The followings are the laws and regulations identified by our legal department that have a significant impact, including legal proceedings or payment of penalties, on the Group. Any violation of the relevant laws and regulations could damage the Group's reputation and may have a material adverse effect on its business, results of operation or financial condition.

合法守規

遵守法規是本集團繼續營運的基本要求。本集團的法務部負責管理對本集團營運有重大影響的法律及規例的合規事宜，亦定期審視相關法律及規例，並定期與各相關部門溝通，以確保本集團日常運作合法、合規。以下為法務部已識別對本集團造成重大影響(包括訴訟或罰款)的法律及規例。如有違反相關法律及規例，均可能損害本集團聲譽，並對其業務、經營業績或財政狀況造成重大不利影響。

Aspect 層面	Laws and regulations that have a significant impact on the Group 對本集團造成重大影響的法律及規例	Management approach and compliance status 管理方法及合規情況
Emissions 排放物	<ul style="list-style-type: none"> • "Waste Disposal Ordinance" (Cap. 354 Laws of Hong Kong) • "Environmental Protection Law of the People's Republic of China" • "Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste" • "Regulations of the Shenzhen Special Economic Zone on Environmental Protection" <ul style="list-style-type: none"> • 香港法例第354章《廢物處置條例》 • 《中國人民共和國環境保護法》 • 《中華人民共和國固體廢物污染防治法》 • 《深圳經濟特區環境保護條例》 	<p>The Group has prepared an environmental emergency response plan, improved its environmental protection system and strengthened supervision and inspection to identify and rectify non-compliant issues in a timely manner. For example, during the renovation process and operation of shopping malls, priority is given to the use of clean energy, the adoption of energy-efficient and less polluting processes, equipment and technologies for the comprehensive utilization of waste and harmless treatment, as a measure to minimize environmental pollution by reducing pollutants, preventing and controlling waste gas, wastewater, waste residues, dust and noise.</p> <p>During the Year, the Group did not violate relevant laws and regulations that have a significant impact on the Group.</p> <p>本集團制定突發環境事件應急預案，完善環保制度，加強監督檢查，及時發現並糾正違規問題。例如，在商場裝修過程和經營中，優先使用清潔能源，採用高能源效益、低污染的工藝、設備和廢棄物綜合利用技術和無害化處理技術，減少污染物的產生，防治廢氣、廢水、廢渣、粉塵、噪聲等，減少對環境的污染。</p> <p>本集團於本年度並沒有違反相關對本集團造成重大影響的法律及規例。</p>



ADHERENCE TO BUSINESS STANDARD 堅持商業標準

Aspect 層面	Laws and regulations that have a significant impact on the Group 對本集團造成重大影響的法律及規例	Management approach and compliance status 管理方法及合規情況
<p>Health and Safety</p> <p>健康與安全</p>	<ul style="list-style-type: none"> • “Occupational Safety and Health Ordinance” (Cap. 509 Laws of Hong Kong) • “Social Insurance Law of the People’s Republic of China” • “Law of the People’s Republic of China on the Prevention and Treatment of Occupational Diseases” • “Law of the People’s Republic of China on Prevention and Treatment of Infectious Diseases” • “Frontier Health and Quarantine Law of the People’s Republic of China” • “Fire Control Law of the People’s Republic of China” <ul style="list-style-type: none"> • 香港法例第509章《職業安全及健康條例》 • 《中華人民共和國社會保險法》 • 《中華人民共和國職業病防治法》 • 《中華人民共和國傳染病防治法》 • 《中華人民共和國衛生檢疫法》 • 《中華人民共和國消防法》 	<p>The Group has established a sound firefighting system under the policy of “focus on prevention and combine prevention and elimination measures” and enhanced training for fire-fighting technicians to improve their capabilities in fire prevention, fire fighting and emergency rescue.</p> <p>In response to COVID-19, the Group has implemented various prevention and control measures as an administrator of public venues and enhanced epidemic prevention and emergency response plan in accordance with the national and legal requirements after taking into consideration the practical circumstances.</p> <p>During the Year, the Group did not violate relevant laws and regulations that have a significant impact on the Group.</p> <p>本集團以「預防為主、防消結合」的方針，建立健全消防工作制度，加強消防技術人員的培訓，提高防火、滅火和應急救援能力。</p> <p>針對新冠肺炎，本集團作為公共場所的管理者，按照國家和法律要求結合實際情況，落實各類防控工作，完善防控和應急處置預案。</p> <p>本集團於本年度並沒有違反相關對本集團造成重大影響的法律及規例。</p>



ADHERENCE TO BUSINESS STANDARD

堅持商業標準

Aspect 層面	Laws and regulations that have a significant impact on the Group 對本集團造成重大影響的法律及規例	Management approach and compliance status 管理方法及合規情況
Labour Standards 勞工準則	<ul style="list-style-type: none"> • “Employment Ordinance” (Cap. 57 Laws of Hong Kong) • “Labour Contract Law of the People’s Republic of China” • “Law of the People’s Republic of China on the Protection of Minors” <ul style="list-style-type: none"> • 香港法例第57章《僱傭條例》 • 《中華人民共和國勞動合同法》 • 《中華人民共和國未成年人保護法》 	<p>The Group improved its labour contract management system by standardizing the execution, performance, change and termination of labour contracts to effectively safeguard the legal rights and interests of labourers.</p> <p>During the Year, the Group did not violate relevant laws and regulations that have a significant impact on the Group.</p> <p>本集團完善勞動合同管理制度，規範勞動合同的簽訂、履行、變更和解除，切實維護勞動者的合法權益。</p> <p>本集團於本年度並沒有違反相關對本集團造成重大影響的法律及規例。</p>
Product Responsibility 產品責任	<ul style="list-style-type: none"> • “Advertisement Registration and Management Regulations” • “Law of the People’s Republic of China on Food Safety” <ul style="list-style-type: none"> • 《廣告發佈登記管理規定》 • 《中華人民共和國食品安全法》 	<p>The Group implemented targeted regulation and management of online and offline advertising campaigns.</p> <p>During the Year, the Group did not violate relevant laws and regulations that have a significant impact on the Group.</p> <p>本集團針對線上及線下廣告宣傳活動均有規範管理。</p> <p>本集團於本年度並沒有違反相關對本集團造成重大影響的法律及規例。</p>
Anti-corruption 反貪污	<ul style="list-style-type: none"> • “Prevention of Bribery Ordinance” (Cap. 201 Laws of Hong Kong) • “Criminal Law of the People’s Republic of China” <ul style="list-style-type: none"> • 香港法例第201章《防止賄賂條例》 • 《中華人民共和國刑法》 	<p>During the Year, the Group had not been subject to any case regarding corrupt practices against us or our employees, nor did it violate relevant laws and regulations that have a significant impact on the Group.</p> <p>本集團於本年度內並沒有收到對企業或僱員提出的貪污訴訟案件，亦沒有違反對集團有重大影響的相關法律及規例。</p>



EPIDEMIC PREVENTION FIRST 防疫為重

The outbreak of COVID-19 continued to affect the communities in 2021, the Group closely monitors the development and the local government's instructions for disease prevention. The Group strives to protect the health of its staff and customers to combat the COVID-19. The Group adopts a series of stringent preventive and control measures in all of our department stores and office premises to curb the spread of infectious diseases.

2021年新型冠狀病毒的疫情依然持續影響社區，本集團密切關注其發展趨勢及當地政府防疫指示。本集團致力保障員工及顧客的健康。本集團已在各百貨店及辦公場所採取一連串嚴格的預防及控制措施以遏止傳染病的傳播。

Customers and merchants 顧客、商戶

Protecting the health and well-being of our customers is the Group's top priority. The Group is committed to implementing high standards of safety and hygiene measures on all fronts to prevent the risk of potential viral infections.

The Group regularly cleans and disinfects contact surfaces, communal items and the floors in our department stores. To remind customers to stay alert and maintain good personal hygiene at all times, the Group displays epidemic prevention information in all public areas as required by the government.

To ensure a safe and healthy shopping environment, the Group provides hand sanitizers at entrances and exits for ready use by those in need. Customers are required to have their body temperature checked and wear a mask before entering the stores.

保障顧客的健康與福祉是本集團的首要任務，本集團致力全方位實施高標準的安全和衛生措施，防止潛在病毒感染風險。

本集團定時在百貨店對接觸的表面、公用物品和地板進行清潔消毒。為提醒顧客時刻保持警覺並維持良好的個人衛生，本集團按政府要求在各公眾場所張貼防疫資訊。

為確保安全健康的購物環境，本集團在出入口提供手部消毒劑以供有需要人士隨時使用。顧客在進入分店前必須檢查體溫，並配戴口罩。



EPIDEMIC PREVENTION FIRST

防疫為重

Employees

員工

The Group has formed a leadership team for prevention and control of the pandemic (the “Team”), which is responsible for monitoring the prevention measures within the office premise to ensure minimal disruption to business operations while providing a healthy and safe working environment for employees.

本集團已成立疫情防控領導小組(「小組」)負責監管在辦公場所的預防措施，以確保對業務運作減到最低，同時為員工提供健康安全的工作環境。

Office premise management

A closed-management mode is implemented in the office premise. For the purpose of lowering the risk of infection, staff may not go out during office hours without permission. Unnecessary reception of visitors should be avoided by each department to reduce the contact with external visitors. Any external visitor should be taken body temperature checks and registration. In addition, the Group carries out disinfection work in the office and business premise on a regular basis to ensure satisfactory conditions of ventilation, disinfection and hygiene. Meanwhile, we secure sufficient supplies for pandemic prevention and control such as sanitizer, face mask and body temperature measurement device.

The Group raises the awareness of pandemic prevention of the staff by means of promotion and training. Staff must wear face masks and check their body temperature daily to monitor health condition. Staff must maintain social distance in workplace and avoid gathering during mealtime.

辦公場所管理

辦公場所實施封閉式管理。辦公時間時員工未經許可不得擅自外出，以減低感染風險。如非必要，各部門避免接待來訪，以減少與來訪人員接觸。如有來訪人員，將對其進行體溫檢查和登記。此外，本集團恆常消毒辦公及營業場所，確保其通風、消毒和衛生情況理想。同時，確保準備充足的防控物資，如消毒液、口罩、測溫設備等。

本集團通過宣傳和培訓，加強員工的防疫知識。員工必須佩戴口罩，每天檢查體溫，監測健康狀況。員工在工作場所必須保持社交距離，避免用餐時聚集。

Flexible working arrangements

The Group encourages holding meetings via teleconferencing software to maintain a safe working environment. The Group requires that employees from key regions of the epidemic should avoid returning to work. In case of emergency, each department must compile the information of relevant employees in advance and report to the team, and resume work only when approval is obtained. Employees must be isolated individually for 14 days before returning to work (personnel between living, working and office areas must not overlap). If an employee is found to has a fever with unknown cause or show symptoms of an upper respiratory tract infection, the respective department must promptly notify the team.

靈活工作安排

本集團鼓勵透過遠程會議軟件召開會議，以維護安全的工作環境。本集團規定來自疫情重點區域的員工應避免復工。如有緊急需要，各部門需事先統計相關員工信息，並上報小組，經同意後方可復工。員工復工前需單獨隔離14天(生活、工作與辦公區域人員不得交叉)。如發現有員工出現不明原因發熱或上呼吸道感染症狀，各部門必須及時通報小組。



INTERGROWTH WITH PARTNERS 與夥伴共榮

Partnerships are critical to the Group's drive for sustainable development. The Group is committed to building trusting and mutually beneficial relationships with its partners in order to provide consumers with excellent shopping experience.

MUTUAL BENEFITS WITH TENANTS AND SUPPLIERS

The Group's partners include tenants in department stores as well as various suppliers who assist in the operation of the department stores.

Enhance the Transparency of Product Information

The Group has been actively seeking opportunities to collaborate with various institutions or organizations. For example, the Group's supermarket in Shenzhen has adopted the "Food Safety Traceability" application developed by the Shenzhen Food and Drug Administration, which not only facilitates shopping, but also provides a channel for consumers to trace food safety, enabling the Group to enhance brand awareness and increase turnover while fulfilling its social responsibility. The Group has launched the "Food Safety Traceability" application, through which consumers can inspect the images, components and ingredients, food production license number (QS), place of production and other information of the product to trace the food management information. By viewing this information, consumers will be able to understand the production and distribution of products and reduce food safety risks.

SUPPLIER AND MERCHANT MANAGEMENT

Suppliers of the Group primarily provides us with professional services. During the Year, the Group collaborated with a total of 95 providers, around 86% of which were based in Mainland China, with the rest located in Hong Kong. The Group regards every supplier as a valuable partner and makes sure that they comply with legal requirements in product and service provision through a supplier management and assessment system. The Group reviews the service quality and fees and charges of suppliers annually.

夥伴協作對於本集團推動可持續發展是至關重要。本集團致力於與合作夥伴建立互信互利的關係，以便為消費者提供卓越的購物體驗。

與租戶、供應商互利共贏

本集團的合作夥伴包括百貨店內的租戶，還有協助百貨店營運的各類供應商。

提高產品信息透明度

本集團積極尋找機會，與不同機構或團體合作，例如本集團位於深圳的超市已應用了深圳市食藥局研發的「食品安全追溯」程式，除了方便消費者購物外，亦能提供渠道予消費者追溯食品安全，有助提升本集團品牌知名度及增加營業額，同時履行社會責任。本集團推出「食品安全追溯」程式，消費者通過程式可以可查看產品圖片、成分與配料、食品生產許可證編號(QS)、生產地等信息，以追溯食品管理的信息。消費者可通過查看這些信息來了解產品的生產和流通情況，降低食品安全風險。

供應商及商戶管理

本集團供應商主要為其提供專業服務。本年度，與本集團合作的供應商合共95所，約86%位於中國內地，其餘在香港。本集團視每家供應商為重要的合作夥伴，透過供應商管理與評鑑制度，確保供應商在提供產品與服務的過程中符合法令規定。本集團亦每年對供應商的服務質素、收費價格等作出檢視。



INTERGROWTH WITH PARTNERS

與夥伴共榮

To enhance the sustainability awareness of suppliers and other business partners, the Group also actively exchanges environmental protection information with them in daily operation. In addition, the Group remains close communication with its merchants through online platforms like WeChat and websites, to encourage business partners to share their experience.

The Group regularly monitors the performance of suppliers and merchants. The Internal Investigation Department conducts monthly in-person or telephone interviews with suppliers and merchants, monitors and improves the mechanisms of the relevant departments (including business administration, finance and information technology), and revises and refines the contract terms to ensure the authenticity of information.

為了提升供應商及其他業務夥伴對可持續發展的重視，本集團在日常與交流中亦積極向他們推廣環保訊息。此外，本集團透過微信、網站等線上平台與商戶緊密溝通，鼓勵業務夥伴分享經驗。

本集團定期監察供應商和商戶表現，內部調查部每月與供應商和商戶進行當面或電話訪談，對相關部門(包括工商管理、財務和資訊技術)的機制進行了監督和改進，並對合同條款進行了修改和完善，以確保資料真確。

Future Initiatives

未來行動計劃

Looking ahead, the Group will continue to maintain regular communications with its partners and strengthen its efforts to promote social awareness and uphold clean governance. The Group will consider assessing the ESG risks in its supply chain and incorporate green elements into its procurement policies where practicable.

展望未來，集團將繼續與夥伴保持定期溝通，並加強對社會意識的宣傳引導，秉持廉潔管治。集團將考慮評估其供應鏈中的環境、社會和治理風險，並在可行的情況下，將綠色元素納入採購政策。

CUSTOMER EXPERIENCE IMPROVEMENT

Treating Customers Right

The Group is committed to maintaining customer relationships and enhancing customer satisfaction. The Group stipulated standards in relation to appearance, attitude and politeness in the “Standards for Customer Service”, with a view to maintaining a high level of service. The Group also values the opinion of every customer. The Group set up diversified online complaint channels, including WeChat official account, Weibo and official website, to collect customer feedbacks and complaints. The Group developed a complaint record system to manage every complaint received in a timely manner and guarantee that complaints are handled and responded to within 24 hours. Depending on the nature and severity of the complaint, relevant departments will conduct investigations, such as personnel interviews, data review and on-site examinations, and respond promptly and record the results of the investigation. The Group will also revisit customers regularly to obtain understanding of their satisfaction of such measures.

During the Year, the department store business received in total 92 complaints related to products or services, which primarily involved service terms and quality. Such complaints were timely and properly handled in accordance with the internal procedures.

提升客戶體驗

待客有道

本集團致力維繫顧客關係及提升顧客滿意度。本集團的《客戶服務標準》訂明員工於工作時的個人儀容、服務態度及服務禮儀等標準，以維持優質服務水平。同時，本集團非常重視每位顧客的聲音。本集團設立多個網絡投訴渠道，包括本集團微信公眾號、微博和官網收集客戶意見及投訴。本集團建立的投訴錄入系統能及時管理接獲的投訴信息，並保證於24小時內處理及作出回應。視乎投訴性質及嚴重級別，相關部門會進行人員訪談、資料查閱、現場考場等調查工作，並迅速回應及記錄調查處理結果。本集團亦會定期對顧客進行回訪，向顧客了解處理措施的滿意程度。

本年度，百貨店業務接到共92宗有關產品或服務的投訴，當中主要與服務條款、質量有關。相關投訴已按內部流程及時跟進，妥善處理。



INTERGROWTH WITH PARTNERS 與夥伴共榮

SAFE SHOPPING

The Group's department stores are equipped with security and fire safety systems to ensure the safety of our staff, tenants and customers. For more information on our fire safety measures, please refer to the section "Safety and Health". In addition, in order to enhance the staff's ability to respond quickly to emergencies and maintain smooth and safe operation of our stores, the Group has established a crisis reporting mechanism and issued a "Crisis Incident Quick Reference Manual" to our staff, enabling them to fully understand the crisis handling procedures. The Manual covers various types of emergencies including but not limited to fire, typhoon and rainstorm, emergency power outage, violent outburst, intimidation and blackmail, missing children, casualties, hostage taking, theft, and food poisoning.

In order to be promptly aware of and handle emergency incidents that occur in our department stores, and to resolve or reduce the risk that may arise from such incidents, the Group has formulated a set of internal emergency handling guidelines to provide clear guidance to our staff in this regard. If any person (including staff, tenants or customers) is found fainted for unknown reasons or otherwise injured in our department stores, the Group will follow the standard procedures to apply initial treatment to the patient or send him/her to hospital for treatment depending on his/her condition, and report to the internal alarm call center and the mall operation manager. Meanwhile, the store property management personnel will ensure the safety of the scene, maintain business order and prevent the gathering of onlookers. The Group will continue to follow up on the recovery of the patient to ensure that it is handled to the satisfaction of the customer.

EXPERIENCE INNOVATION

Shirble actively improves customer experience and adapts to their consumption patterns. By transforming its business model from department store and supermarket to leasing, the Group has introduced a more diversified range of commodities. Meanwhile, the Group proactively developed various new retail solutions, bringing a brand new shopping experience for customers.

The Group spares no effort in providing attentive services to our customers. The customer service center provides various services such as medical kit for first aid and umbrella rental service. In addition, the customer service center provides menstrual products for women who need urgent care at special times.

安心購物

本集團的百貨店均設有保安及消防系統，以確保員工、租戶及顧客的安全。有關消防安全措施，請參閱「安全及健康」一章。此外，為提高員工對緊急事故的快速應變能力，維持分店暢順安全營運，本集團已建立危機事件彙報機制，並向員工發放「危機事件速查手冊」，讓其充分了解危機處理的程序，內容涵蓋各類緊急事故包括但不限於火災、颱風暴雨、緊急停電、暴力沖突、恐嚇勒索、丟失兒童、人員傷亡、人質劫持、盜竊、食物中毒。

為能及時掌握及處理顧客於百貨店發生之緊急意外事件，進而化解或降低意外事件可能產生之危機，本集團制定處理突發事件的內部指引，為員工處理各種突發事件提供明確的指導。如本集團發現有人（包括員工、租戶或顧客）在百貨店不明原因的暈倒或其他原因受傷。本集團會按標準程序處理，視乎患者情況為其進行初步處理或送往醫院就醫，並向內部報警中心和商場運營經理報告。同時，門店物業管部人員確保現場環境安全，維持營業秩序，避免顧客聚集圍觀。本集團將持續跟進該患者康復情況，確保顧客對本集團的處理方式感到滿意。

創新體驗

歲寶百貨積極提升顧客體驗及迎合其消費者模式，本集團由百貨及超市模式轉型為租賃模式，納入更多元化商品。本集團同時積極發展不同的新零售解決方案，為顧客帶來全新購物體驗。

本集團竭誠為顧客提供貼心服務，客服中心提供各種服務包括醫藥箱作急救處理、愛心雨傘租借等。此外，客服中心為在特殊時期有緊急需要的女士提供生理期日用品。



FOSTERING COMMUNITY CONNECTIONS

促進社區連結

FOSTERING COMMUNITY CONNECTIONS

By leveraging on the resources and strengths of our network of department stores, the Group is able to connect with a wide range of community resources to care for the local community. The Group's "Corporate Social Responsibility Policies" demonstrate the Group's commitment and support to community education and environmental protection development. The Group encourages our staff to participate in community volunteering activities to create value for the community, fulfil its social commitment and become a driving force for social progress. The Group will continue to address the needs of local residents and explore and promote community investment plans of different scope to increase the engagement and impact of Shirble in communities.

促進社區連結

本集團透過發揮百貨店網路的資源和優勢，連結社會各界資源，關愛當地社區。本集團《企業社會責任政策》表明本集團對社區教育及環境保護發展的承諾與支持。本集團鼓勵員工參與社區義工活動，為社區創造價值，履行社會承諾，成為推動社會進步的力量。集團繼續聆聽社區居民需要，研究及推廣不同範疇的社區投資計劃，增加歲寶百貨在社區的投入度及影響力。

Deliver warmth during
the pandemic

- **"Learn from Lei Feng event"**

Jingtian Store and the Bauhinia community collaborated on the "Learn from Lei Feng Volunteer Service Day", offering a variety of free trials to local residents.

- **Tide over the hardship**

The Group offers rent-free periods to tenants to help them tide over difficult times. In addition, over 10,000 masks were donated to charitable organisations.

疫中送暖

- 「學雷鋒活動」

景田店與紫荊社區合作舉行開「學雷鋒志願者服務日」，向當地推出居民提供各種免費體驗項目。

- **共渡時艱**

本集團向租戶提供免租期，共渡時艱。此外，亦贈送過萬個口罩至慈善團體。



FOSTERING COMMUNITY CONNECTIONS 促進社區連結

Community Care

- “Spring Blossoms, Beauty Blossoms”**
 On March 8 Women’s Day, Longgang Store and a business partner co-organised the “Spring Blossoms, Beauty Blossoms” campaign, offering free hand treatments to female customers.
- Parent-child DIY Activity**
 Yitian Shop held a parent-child DIY activity to provide opportunities for parent-child interactions of local residents and to develop children’s handicraft skills and concentration.
- Fun in chess**
 Shenzhen Stores have set up summer chess experience areas to promote chess culture. The areas promoted an interactive parent-child experience for families by allowing parents and children to experience the fun of playing chess together. In addition, the Group organised a giant chess experience tournament to which children were invited to participate in.
- Blood Donation**
 The Group co-organised a charity blood donation event with the Shenzhen Blood Centre at Jingtian Store. The Group presented breakfast and small gifts to blood donors as a token of our appreciation and contribution to them.
- Spring Breeze Activities**
 Longgang Store organised an aerobic dance competition in collaboration with the local community and the Women’s Union to organise activities for the local community to build harmony.

社區關懷

- 「春暖花開，美麗綻放」**
 三八婦女節，龍崗店與一家業務夥伴合作舉行「春暖花開，美麗綻放」活動，為女性顧客進行手部免費護理。
- 親子DIY活動**
 益田店舉行親子DIY活動，為社區居民提供親子交流機會，並培養小朋友的手工技能及專注度。
- 趣異橫生，樂在棋中**
 深圳門店佈置暑期國際象棋體驗區，推廣象棋文化。該區為家庭增加親子互動體驗，讓家長與小朋友一起體驗下棋的樂趣。此外，本集團舉辦巨型象棋體驗賽活動，邀請小朋友參加。
- 愛心獻血**
 本集團與深圳市血液中心在景田店合作舉辦公益愛心獻血活動。本集團向愛心獻血者送出早餐及小禮物，以表示對他們的感謝和貢獻。
- 春風益行活動**
 龍崗店與當地社區及婦聯合作舉行開展健步舞比賽，為當地社區組織活動，以建立和諧關係。



TALENT-ORIENTED 以人才為本

Our staff are the key driving force for the Group's development. The Group is committed to build an ideal workplace where employees can achieve job satisfaction in their work. The Group has established a clear training and promotion mechanism to nurture the talents required for the Group's development, and a performance appraisal system to ensure a healthy metabolism of the organisation's workforce. Meanwhile, the Group offers better remuneration than our peers to ensure that our employees enjoy competitive remuneration packages and move towards a healthy and sustainable workplace.

CREATING AN IDEAL WORKPLACE

A comprehensive employment system allows all employees to work in an equal and inclusive environment where they can fully capitalize on their talents to create value for the Group, thus achieving a win-win situation for both the Company and its employees. The Group's "Staff Manual" specifies the Group's policies on recruitment, promotion, dismissal, working hours, remuneration and benefits, equal opportunity, diversity and anti-discrimination, details of which are set out below.

AN EQUAL, INCLUSIVE AND DIVERSIFIED WORKING ENVIRONMENT

The Group strives to create an equal and inclusive working environment for its employees. The "Staff Manual" states the Group's concern for equal opportunity, diversity and anti-discrimination and the Group agrees that everyone should be free from discrimination regardless of their race, gender, age, disability, marital status, sexual orientation or religious belief. Staff could make representations through corporate WeChat under the column of "I have something to say" in the event that they encounter any discrimination or inequality. Our human resources department will then commence follow-up investigation to ensure all staff members are treated equally and with respect.

The Group has devised an objective internal job evaluation policy and performance indicator system to ensure that employees are treated equally in terms of promotion, transfer, training, career development, dismissal and layoff.

Employees with diversified backgrounds could contribute to the Group with various skills, experience and diverse perspectives and substantially enhance our development potential. The Group has fulfilled the principle of diversity in employment by hiring ethnic minorities.

員工是本集團發展的關鍵動力。本集團致力建設理想職場，讓員工在工作中獲得工作滿足感。本集團建立明確培訓及晉升機制，培育集團發展所需人才，亦透過績效考核制度，讓組織人力健康地代謝，同時提供優於同業的薪酬，確保員工獲得具競爭性的待遇，邁向健康永續的職場。

建設理想職場

完善僱傭制度使每位員工都能在平等、尊重的環境中安心工作，充分發揮才能，為集團創造價值，達到企業與員工雙贏。本集團的《員工手冊》列明集團對於招聘、晉升、解僱、工作時數、薪酬和福利平等機會、多元化及反歧視的政策，詳情如下。

平等尊重、多元的工作環境

本集團努力為員工營造平等、尊重的工作環境。《員工手冊》明確表示本集團對平等機會、多元化及反歧視的關注，任何人都不會因種族、性別、年齡、殘疾、婚姻狀況、性取向或宗教信仰等原因而受到歧視。如員工遭遇任何歧視或不平等待遇問題，可以通過企業微信欄目「我有話想說」進行反映，人力資源部將跟進調查，確保所有員工得到平等對待和尊重。

本集團制定了內部客觀的工作評價政策和績效指標體系，確保員工在晉升、調動、培訓、職業發展、解聘、裁員等方面得到平等對待。

多元化的員工隊伍為集團帶來不同的技能、經驗和多元化的思想，為集團注入更大的發展潛力。本集團通過聘用少數族裔員工，落實就業多元化原則。



TALENT-ORIENTED 以人才為本

DECENT WORK

- **Recruitment and dismissal**
 The Group upholds the principle of open and fair competition during the recruitment process, and considers competency and the match for position as the criteria of recruitment and promotion. The Group also ensures that the process is open and transparent. The Group specifies arrangements and provisions for dismissal and termination of contracts in the relevant policies and labor contracts.
- **Remuneration and benefits**
 The Group actively recruits and attracts potential talents and offers employees with diversified remuneration and benefits to maintain a stable labor structure. Staff remuneration is determined based on a number of factors including qualifications, ranking, working experience, educational background and performance. Remuneration adjustments are made according to employees' job responsibilities, educational background and working experience, competence, potential and performance. In addition, the Group provides its employees with various benefits including gifts on festive occasions or upon their retirement in recognition of their contribution to the Group.
- **Promotion**
 The Group offers a variety of career development paths. By providing opportunities for internal recruitment, job transfer and promotion, the Group motivates its employees to develop their talents to the fullest extent and demonstrate their abilities. The Group's internal promotion policy provides guidelines on promotion requirements and details of the probation period for staff.
- **Working hours and holidays**
 Employees' benefits and rights have always been the key concern of the Group. The Group has specified working hours and holiday arrangement for each job position in the "Staff Manual" and contracts, including work arrangement for contingencies. The Group has also formulated the "Management System in Relation to Maternity and Paternity Leave of Staff", providing clear guidelines on staff's maternity and paternity leave and work arrangement.

體面工作

- **招聘及解僱**
 本集團在招聘中遵循公開、公平競爭的原則，以能力和是否適合崗位作為招聘和晉升的標準，並確保招聘過程透明、公開。集團在相關政策和勞動合同中規定了解僱和終止合同的安排和規定。
- **薪酬及福利**
 本集團積極招募及吸引具備潛力的人才，提供給員工多元的薪酬福利，以維持人力結構的穩定性。員工薪酬是根據資歷、職級、工作經驗、教育背景及表現等因素制定。薪酬調整亦須依據員工崗位職責、教育背景和工作經驗、能力、潛力及表現而確定。此外，本集團提供不同類型的福利包括於節日或員工退休時向員工贈送小禮品，以表彰他們對本集團的貢獻。
- **晉升**
 本集團提供多種職業發展途徑。集團通過內部招聘、調任和晉升機會，鼓勵員工努力發展自己的才能，展現自己的能力。集團的內部晉升政策為員工提供了晉升要求的指引和晉升試用期的細節。
- **工作時數、假期**
 本集團關注員工權益，致力本集團於《員工手冊》及合約中訂明各崗位的工作時間及假期安排，包括突發情況下的應變工作安排。本集團也制定了《公司員工生育假期管理制度》，為員工生育假期及工作安排提供清晰指引。



TALENT-ORIENTED 以人才為本

- Listen attentively to employees
The Group actively engages with its employees and communicates with them through management mechanism and different channels such as internal mail systems and meetings. The Group has set up a column “I have something to say” in corporate Wechat account to collect and respond to employees’ opinions, through which our employees can put forward their opinions and recommendations to the Group on an anonymous basis. Employees have also proactively made use of the channel to present their opinions on staff activities and benefits, while the Group has responded to all the staff members by using “Feedback Wall”.
- Promote a warm team climate
The Group regularly formulates Plans of Staff Activity, specifying the budget of the activity and holding staff activities regularly. Staff members from different stores are encouraged to participate in activities with a view to enhancing their loyalty and dedication to the Group. The Group provides gifts to employees during festivals such as Chinese New Year, Mid-Autumn Festival and Women’s Day to show our care.

PROMOTE HEALTH AND WELL-BEING

Safeguarding staff safety and health is a top priority of the Group. In order to effectively manage occupational safety and health, the Group has formulated a series of measures and policies, with the relevant safety guidelines set out in the “Staff Manual” and the “Safety Manual”. The Group regularly conducts safety risk assessment and provides occupational health and safety training for its staff.

Occupational Safety

The Group has established the Fire Safety Committee and set up fire safety teams in stores, in which the store manager, as the primary responsible person, is fully responsible for the fire protection work of stores to safeguard our staff and guarantee the fire safety of stores. Due to the business nature of the Group’s stores, our stores attract a high flow of customer and numerous cooperative merchants and provide over 10,000 kinds of commodities, thus severe impact will arise in the event of fire accidents. The Group has specified safety and fire protection provisions in the “Staff Manual”, formulated contingency plans, set up emergency teams and arrangement for equipment deployment, as well as organized safety and fire protection education and fire drills. Each store will be provided with different training on fire protection and safety annually, so as to ensure that each staff member is well aware of handling approach of safety accidents.

- 認真傾聽員工聲音
本集團積極和員工對話，透過管理機制和不同渠道如內部郵件系統、會議等形式與員工溝通。本集團於企業微信設置的「我有話想說」欄目，蒐集與回饋員工意見。員工可以以匿名的方式向集團提出意見和建議。員工也積極利用這一渠道反映對員工活動和福利的意見。集團則利用「回音壁」，向全體員工作出回應。
- 增進溫暖的團隊氣氛
本集團定期制定員工活動方案，為員工年度活動經費訂立標準，定期組織員工活動，鼓勵各門店員工參加，增強歸屬感及投入感。本集團在農曆新年、中秋節、婦女節等節日期間向員工提供禮物，以表達我們的關懷。

促進健康福祉

保障員工的安全和健康是本集團首要任務，為有效管理職業安全和健康，本集團已制定一系列措施及政策，於《員工手冊》和《安全手冊》載列相關安全的指引。本集團會定期進行安全風險評估，並為員工提供職業健康安全培訓。

職業安全

本集團設有安全消防委員會及於商店設立安全消防小組，由總經理擔任第一責任人，全面負責門店的消防工作，以保障員工及門店防火安全。本集團門店業務性質關係，門店人流量大，且合作商戶眾多，商品多達萬餘種。一旦發生火災事故，將造成極大影響。本集團於《員工手冊》列明安全與防火細則及制定應急預案，建立應急隊伍及器具配置，並組織安全及防火教育及消防演習。本集團每年為各門店組織不同消防及安全培訓，務求讓每位員工了解發生安全事故時的處理方式。



TALENT-ORIENTED 以人才為本

The “Safety Manual” compiled by the Group encompasses a series of well- rounded and detailed guidelines on the safety management of store operation, including fire safety, heavy lifting, personal protection, chemical disposal, use of electrical appliance and machinery, accident handling and response to adverse weather, so that our staff could have a clear understanding of the necessary safety measures for daily operation.

In addition, tenants of department stores carry out sporadic internal refurbishment from time to time. To safeguard the safety of customers and other personnel, the Group requires tenants to strengthen safety measures during construction, including setting up fences to enclose the construction area or requiring that construction shall be conducted during non-business hours. Employees of the Group conducts construction inspection in different intervals of a day to prevent accidents.

Physical and mental health

The Group cares about the physical and mental health of its employees and organizes various recreational and sports activities, as well as continuously improving the quality of the working environment. Air purifiers were installed in the Group’s Hong Kong office to improve the air quality of the office working environment. In addition, the Group provides healthy snacks and meals for the staff of the Shenzhen head office and organizes activities such as the charity run to relax the staff and strengthen team cohesion and a sense of corporate belonging.

NURTURING AND DEVELOPING TALENTS

The Group has established a comprehensive talent development system whereby the Group’s Human Resources Department coordinates the management of staff training and planning of training needs. The Group provides targeted training to employees at different stages of their careers and professional needs, including training programs for new recruits, skills enhancement training for existing employees, and training on specific topics for individual positions, such as leadership management training. The Group regularly collects feedback from staff via training satisfaction surveys and uses this as the basis for formulating annual training programs, so as to develop various training programs to meet the training needs of staff.

本集團所制定的《安全手冊》內容涵蓋一系列全面、詳細門店營運的安全管理指引，包括消防安全、搬運重物、個人防護、化學物處理、電器機械使用、意外處理、惡劣天氣應對等，讓員工清晰了解日常營運時所需的安全措施。

此外，百貨店內的租戶不時進行零星的內部裝修。為保證顧客及其他人員的安全，本集團要求租戶在施工期間加強安全措施，包括設置圍欄包圍施工區域或要求在非營業時間施工。本集團員工每天會不時檢查施工情況，避免發生意外。

身心健康

本集團關注員工身心健康，並舉辦不同康體活動，以及持續提升工作環境質素。本集團香港辦公室設置空氣清新機，提升辦公室工作環境空氣質素。此外，本集團為深圳總公司員工提供健康的零食及膳食，亦舉辦公益酷跑等活動使員工放鬆心情，加強團隊凝聚力，以及企業歸屬感。

培養發展人才

本集團建立全面人才發展系統，由本集團的人力資源部統籌員工的培訓管理及計劃培訓需求。本集團為員工不同職業階段及專業需求提供針對性的訓練，包括為新入職僱員提供培訓課程、為現職員工提供技能提升的培訓、為個別崗位提供特定主題的培訓，如領導管理培訓。本集團會定期收集員工於培訓滿意度調查的意見，並以此為年度培訓計劃的基礎，制定各項培訓項目，滿足員工培訓需要。



TALENT-ORIENTED

以人才為本

The Group has a performance assessment policy and appraisal system in place and employees are subject to annual performance appraisals. Relevant performance appraisal is also used as a basis for promotion.

In line with the business transformation, the Group has designed a series of skills training programs for our staff, including corporate culture promotion, specialized training, on-the-job instruction and external training, thereby encouraging staff to transform alongside the Group. During the Year, the Group's training is focused on the training theme of "Thinking and Operation of Shopping Centres".

本集團設有工作評核政策及考核制度，員工需接受年度工作表現評核。相關評核表現也會作為晉升的依據。

為配合本集團業務轉型，本集團為員工設計了一系列技能培訓計劃，包括企業文化宣導、專項培訓、在崗輔導及外部培訓等，鼓勵員工轉型。本年度本集團培訓重點以《購物中心思維與運營》作培訓主題。

Case Study

案例分享

To keep up with the trend of digitalisation and to cope with the new normal, the Group has launched a proprietary online training platform - Shirble Micro Courses - to help staff learn about shopping centre operation and management, as well as to acquire job-specific knowledge and skills. Course content includes

- Retail information: information on community shopping centres to create community business value
- Marketing: knowledge of marketing methods, customer experience, user profiling, etc.
- Job skills: consolidating professional skills in various positions
- Leadership: building leadership charisma and high performance teams
- Personal growth: methods and tools for self-growth
- Office software: enhancing skills in the use of office software

為了趕上數位化的趨勢和應對新常態，集團已經推出了專有的線上培訓平台—歲寶微課堂，以助員工學習購物中心經營管理知識，同時掌握崗位相應的知識技能。課程內容包括：

- 零售資訊：社區購物中心資訊，共創社區商業價值
- 市場行銷：行銷方法、客戶體驗、使用者畫像等知識
- 崗位技能：鞏固各崗位專業技能
- 領導力：塑造領導魅力，打造高績效團隊
- 個人成長：自我成長的方法和工具
- 辦公軟體：提升使用辦公軟體技能



COEXIST WITH NATURE 與自然共生

The Group's department stores create green values from the details of daily operations, actively build a green operation culture, and implement the spirit of low carbon and environmental protection. We are committed to creating a win-win relationship between department store operations and environmental sustainability, building eco-friendly department stores that are both sustainable and stylish for consumers, and making our own contribution to fight against global warming and climate change.

The Group relies on valuable natural resources for its operation and green operation plays an important role in corporate sustainability. The Group adopts a three-pronged approach, namely reducing pollutant emissions, optimising use of resources and addressing climate change, in promoting green operation. The Group's "Environmental Policy" specifies that while it strives to improve operating efficiency, it also works towards mitigating the environmental impact of its business operation and actively promotes corporate sustainability. The Group has established and implemented a series of measures to reduce resource consumption and enhance the efficiency of use of resources, thereby minimising potential impact on the environment, boosting green awareness of employees and contributing to sustainable development of the society.

本集團百貨店從日常營運細節做起，創造綠色價值，積極打造綠色營運的文化，落實低碳環保的精神。我們致力在百貨經營與環境永續之間創造雙贏關係，為消費者構築永續與時尚兼具的環保百貨，為全球暖化與氣候變遷善盡一己之力。

本集團的營運依賴大自然珍貴資源，綠色營運是企業可持續發展的重要一步。本集團致力透過減少排放污染、優化資源使用及應對氣候變化三大方向推動綠色營運。本集團《環境政策》訂明在其提高營運效率的同時，亦致力減低其業務運作對環境影響，積極推動企業的可持續發展。本集團制定及執行一系列減少資源耗用、提高資源使用效率等措施，盡力降低可能對環境造成的影響，提升員工的環保意識，為社會的可持續發展作出貢獻。

Strategy Focus 策略重點	Objective 目標	Future Action Plans 未來行動計劃
Emission of pollution 排放污染	Reduce air pollutant emission and waste generation 減少空氣污染物排放及廢棄物產生	Encourage recycling and encourage employees to avoid traveling by conducting teleconferences or video conferences 鼓勵回收及鼓勵員工藉進行電話會議或視像會議避免出差
Optimize resource using 優化資源使用	Reduce energy use 減少使用能源	Adopt energy-efficient equipment in department stores and offices 在百貨店及辦公室採用節能設備
Cope with climate change 應對氣候變化	Reduce greenhouse gas emission and address climate risks 減少溫室氣體排放，應對氣候風險	Adopt energy-efficient equipment in department stores and offices, develop a Climate Change Policy and assess the associated climate risks 在百貨店及辦公室採用節能設備，制定《氣候變化政策》並評估相關氣候風險



COEXIST WITH NATURE

與自然共生

MANAGING ENVIRONMENTAL FOOTPRINTS

With respect to emission and resource consumption arising from the Group's business activities, the Group does not directly pose material impact on the environment and natural resources in general. Nevertheless, the Group has taken the actions described in the following sections to manage environmental footprints associated with its operation.

The Group maintains good communication with business partners, including tenants and suppliers, and encourages them to bring in green products to reduce the negative impacts of their operation on the environment. Moreover, the Group pledges to actively convey environment-friendly information to its business partners. To boost green awareness of business partners and employees and support environmental protection efforts, the Group shares knowledge on environmental protection through various channels including mail, official website and online social platforms (such as Weibo and WeChat).

The Group proactively promotes corporate sustainable development as well as provides guidelines on measures in relation to emission of exhaust, greenhouse gas and waste. The Group implements action plans for reducing emission of exhaust, greenhouse gas and waste arising from its operation.

管理環境足跡

綜觀本集團的業務活動產生的排放及使用的資源，本集團整體沒有對環境及天然資源直接構成重大影響。縱然如此，本集團已執行以下各章節所描述的行動，以管理其營運相關的环境足跡。

本集團與業務夥伴(包括商戶及供應商)保持良好溝通，並鼓勵他們引入綠色產品，以減少營運對環境帶來的負面影響。此外，本集團承諾積極向業務夥伴推廣環保訊息。為使更多業務夥伴及員工提升環保意識，支持環保工作，本集團透過郵件、官方網站、網上社交平台(如微博及微信等)等渠道宣傳環保知識。

本集團積極推動企業的可持續發展，並為其廢氣、溫室氣體及廢棄物排放的措施提供指引。本集團針對營運產生廢氣、溫室氣體及廢棄物排放，實施減排行動方案。

Aspect 方向	Action Plan 行動方案
Exhaust handling 廢氣處理	The main source of exhaust emission is vehicle. To reduce vehicle emissions, the Group has replaced its vehicles with those compliant with Euro 5 emission standards and conducts regular inspection and maintenance for vehicles. In addition, the Group installs oily fume purifying equipment in newly renovated stores. 廢氣排放主要來自車輛。為了減少車輛的排放，本集團已更換車輛為歐盟五期排放標準汽車，並定期檢查和保養車輛。此外，本集團於新裝修的門店使用排油煙淨化設備。
Greenhouse gas management 溫室氣體管理	To reduce greenhouse gas emissions, the Group uses sensor energy-saving sanitary ware and light emitting diodes (LED) energy-saving lightings. All four of the Group's department stores use LED energy-saving lightings. To minimize fugitive emissions of the Group, Jufu Store has switched to the use of environmental friendly refrigerants. For other energy-saving measures, please refer to the section "Optimizing Use of Resources". 為減少溫室氣體排放，本集團使用感應節能型潔具、發光二極管(LED)節能燈具等。本集團四家的百貨店均使用LED節能燈具。為減低本集團逸散性氣體排放，聚福店已改用環保型製冷劑。其他的節能措施請參閱章節「優化資源使用」。



COEXIST WITH NATURE 與自然共生

Aspect 方向	Action Plan 行動方案
<p>Waste management</p> <p>廢物管理</p>	<p>Wastes produced by the Group are primarily non-hazardous wastes, including food waste and other domestic waste produced by offices and department stores, which is cleaned up and handled by waste operators. Meanwhile, hazardous wastes produced in the course of renovation are collected, transported and handled by qualified contractors.</p> <p>The Group encourages its staff to use fewer disposable items. Hazardous wastes and non-hazardous wastes generated from operation are separately stored and disposed of. Battery recycling bins have also been set up at the Group's headquarters to collect used batteries for disposal by qualified processors. Domestic wastes are collected and handled by professional cleaning companies.</p> <p>本集團產生的廢物主要為無害廢棄物，包括辦公室和百貨店生產的廚餘及其他生活垃圾，均交廢棄物處理商清運和處理。此外，在裝修期間產生有害廢棄物均交由合資格承辦商收集和運走處理。</p> <p>本集團鼓勵員工減少使用即棄物品，並將營運所產生有害及無害廢棄物分類存放及處理。本集團總部亦設有電池回收箱，收集廢舊電池並交由合資格的處理商處置。而日常生活垃圾則由專業清潔公司收集處理。</p>

Case Study 案例分享

In 2021, the Group's headquarter offices in Hong Kong and Mainland China are undergoing minor renovations to improve working environment. During the renovation, reusable items from the old offices are resold and given as gifts to preserve resources and reduce the generation of hazardous and non-hazardous waste. In addition, the Group's Hong Kong office also participates in the recycling initiative of the building and the property management department of the building is responsible for the disposal of the recycled items.

在2021年，本集團在香港及內地的總部辦公室均進行小型翻新以改善工作環境。在翻新工程中，將舊辦公室可重用的物件轉售及贈送，以珍惜資源、減少有害及無害廢棄物的產生。此外，本集團的香港辦事處還參與了大廈的回收行動，並由大廈的物業管理部門負責處理回收的物品。



COEXIST WITH NATURE

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ADDRESSING CLIMATE CHANGE

In the face of the challenges of global climate change, it has become a consensus among governments and enterprises to address climate change. In line with China's vision of "3060" dual carbon goals, the Group is in a position to actively explore ways to improve resilience against climate risks and reduce carbon emissions. Climate risks can be divided into two main aspects, namely physical risks and transition risks. Physical risks are mainly caused by extreme weather and changes in weather patterns. Transition risks are those arising from changes in policies and market and technological developments in the transition to a low carbon economy.

Physical risks will not only affect the operation of stores and in-store tenants but also the safety of customers. In addition, physical risks also affect suppliers, shipping and individual segments of other retail value chains, thus affecting customers' desire to shop and missing out on a seamless shopping experience. Therefore, the Group has formulated responsive measures such as providing various services at the front desk of the Customer Service Centre, including a medical kit for first aid, increasing the frequency of store patrol by property management staff to be promptly aware of the situation and needs of our retail tenants. Sewers must be cleared in a timely manner when there is flooding in the properties. Also, the Group has made preparation for extreme weather conditions such as typhoon and rainstorm, including examining and repairing walls, roofs, pipelines and doors and windows of leased areas in advance. Our property management personnel have also paid particular attention to whether the doors and windows and glasses were securely mounted to prevent them from falling due to strong winds and examined the utility facilities in time. The Group has maintained good communication with tenants and reminds them to prevent rainwater leaking into the properties so as to protect their personal and property safety.

應對氣候變化

面對全球氣候變化的挑戰，應對氣候變化已成為各國政府及企業的共識。為配合中國「3060」雙碳目標的願景，本集團積極在自身的位置探討如何提高對氣候風險的抵禦能力並減少碳排放。氣候風險可以分為兩個主要方面，實體風險及過渡風險。實體風險主要由極端天氣及天氣模式轉變引起。而過渡風險是指在過渡到低碳經濟時，政策和市場、技術發展的變化所產生的風險。

實體風險不但影響門店及店內商戶營運，亦有機會影響客戶安全此外，實體風險同時影響供應商、發貨及其他零售價值鏈中的各個環節，從而影響顧客的購物意慾，錯過完美的購物體驗。為此，本集團已制定應對措施，包括在前台的客服中心提供各種服務包括醫藥箱作急救處理，加強物管人員門店巡查，及時了解租賃商戶的情況及需要。當遇到物業水浸時，需及時疏通下水道。同時，集團為颱風和暴雨等極端天氣情況提前作好準備，包括提前檢修租賃區域的牆體、屋頂、管道、門窗等。物管人員亦特別注意檢查門窗及玻璃的牢靠程度，防止吹掉落，並及時檢查用水用電設施設備。集團與商戶保持良好溝通，提醒商戶預防物業漏雨進水、確保人身及財產安全。

Plans for Future Action

未來行動計劃

In order to identify and address the impact of climate change-related risks on our business from a more holistic perspective, the Group will formulate a Climate Change Policy in 2022 to identify significant climate-related issues that affect the Group and take responsive actions to address them.

為了更全面識別及應對氣候變化相關風險對業務的影響，本集團將在2022年制定氣候變化政策，識別對本集團產生影響的潛在重大氣候相關事宜及建立應對行動。



COEXIST WITH NATURE 與自然共生

CHERISHING NATURAL RESOURCES

The Group is committed to reducing energy, paper, water and other resources consumed in business operations by changing the working habits of its employees. The Group has implemented the following action plans to reduce resources consumption in the offices of its department stores.

珍惜自然資源

本集團致力透過改變員工的工作習慣，致力減少業務營運中消耗的能源、紙張、水，以及其他資源。本集團在百貨店在辦公室實施以下減少資源使用的行動方案。

Aspect 方向	Action plan 行動方案
Energy conservation 節約能源	<ul style="list-style-type: none"> Changing computer settings and activating the standby or sleep modes under which displays are automatically switched off or shifts to the power saving mode upon prolonged idling of computers; Switching off personal computers (including displays) after business hours; Replacing old low efficiency air-conditioning systems with those high energy efficiency; Choosing refrigerators with energy labels of a high grading level; Reviewing and updating the policy on environmental protection regularly; and Delivering messages on environmental protection to employees through internal communications.
Reducing paper use 減少用紙	<ul style="list-style-type: none"> Selecting double-sided printing as default setting for printers and photocopiers; Using the unused side of papers for drafting, printing and receiving facsimile messages; Recycling used envelopes and folders for delivering internal documents and letters; Adopting electronic communication and electronic filing; and Implement the practice of paperless office by making full use of electronic communication devices (e.g. the Company has been using the Office Automation (OA) system for approval to reduce the consumption of printing paper for approval).



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The consumption of water resources was mainly from the operation of our department store business that are supplied from municipal water supply. The Group considers that there were no difficulties in sourcing water resources (including the amount of water consumed and water quality) that are required for our business operation. The Group mainly adopts the following ways to save water:

在水資源方面，主要來自百貨店業務的營運，百貨店用水由市政供應。本集團認為在尋找業務營運所需的水資源（包括用水量及水質）並沒有問題。本集團主要採取以下方式節約用水：

Bringing about behavioural change of employees and customers

- Raising the awareness of saving water among employees and customers by posting promotional signs about saving water

改變員工及顧客行為

- 通過張貼宣傳節水的標示，提升員工及顧客的節水意識

Re-designing procedures

- Checking whether there is leakage from faucets and pipelines regularly and arrange maintenance works when necessary

重新設計程序

- 定期檢查水龍頭及喉管有否洩漏，並在需要時安排維修

Replacing and improving equipment

- Installing sensor-activated faucets at the restrooms of our stores
- Replacing central air-conditioning cooling tower with water-saving cooling tower at Jingtian Store

轉換及改良設備

- 於門店的洗手間安裝感應水龍頭
- 景田店的中央空調冷卻塔更換成節水型冷卻塔



PERFORMANCE INDICATORS SUMMARY² 績效指標總覽²

ENVIRONMENTAL PERFORMANCE 環境績效

	Unit 單位	2021 二零二一年		
		Hong Kong headquarters 香港總部	Department store business ³ 百貨店業務 ³	Total 整體
Type of emissions and respective emission data 排放物種類及相關排放數據				
Nitrogen oxides 氮氧化物	kg 千克	0.55	–	0.55
Sulfur oxides 硫氧化物	kg 千克	0.01	–	0.01
Respirable suspended particulates 可吸入懸浮粒子	kg 千克	0.04	–	0.04
Total greenhouse gas emissions and intensity 溫室氣體總排放量及密度				
Scope 1 範圍1	tonnes of CO2 公噸二氧化碳	1.2	–	1.20
Scope 2 範圍2	tonnes of CO2 公噸二氧化碳	7.2	5,975.50	5,982.70
Scope 3 範圍3	tonnes of CO2 公噸二氧化碳	2.40	11,666.00	11,668.40
Total greenhouse gas emissions 溫室氣體排放總量	tonnes of CO2 公噸二氧化碳	10.9	17,641.50	17,652.40
Greenhouse gas intensity (in floor area) 溫室氣體密度(以面積計算)	tonnes of CO2/sq.m 公噸二氧化碳/平方米	0.019	0.246	0.24
Total hazardous waste produced and intensity 所產生有害廢棄物總量及密度				
Total hazardous waste produced 所產生有害廢棄物總量	tonnes 公噸	0.001	0.010	0.011
Hazardous waste intensity (in floor area) 有害廢棄物密度(以面積計算)	tonnes/'000 sq.m. 公噸/千平方米	0.002	0.000	0.000
Total non-hazardous waste produced and intensity 所產生無害廢棄物總量及密度				
Total non-hazardous waste produced 所產生無害廢棄物總量	tonnes 公噸	0.04	1800.10	1800.14
Non-hazardous waste intensity (in floor area) 無害廢棄物密度(以面積計算)	tonnes/'000 sq.m. 公噸/千平方米	0.07	25.09	0.02

² Comparable information is not available due to the change in data coverage from 2020. For information in 2020, please refer to the 2020 report.
由於數據涵蓋範圍與2020年相比有所變化，因此沒有可比性的資料。如果讀者想了解2020年的資料，請參考2020年的報告。

³ Including Shenzhen headquarters and four department stores: Jingtian Store, Jufu Store, Longgang Store and Yitian Store.
包括深圳總部及四間百貨店：景田店、聚福店、龍崗店及益田店。



PERFORMANCE INDICATORS SUMMARY²績效指標總覽²

				2021 二零二一年
	Unit 單位	Hong Kong headquarters 香港總部	Department store business ³ 百貨店業務 ³	Total 整體
Total direct/indirect energy consumption and intensity by type				
按類型劃分的直接/間接能源總耗量及密度				
Direct energy consumption 直接能源耗量	MWh 兆瓦時	4.20	–	4.20
Gasoline 汽油	MWh 兆瓦時	4.20	–	4.20
Indirect energy consumption 間接能源耗量	MWh 兆瓦時	10.20	28,915.70	28,925.90
Self-consumed electricity 自用電力	MWh 兆瓦時	10.20	9,794.30	9,804.50
Purchased electricity consumed by tenants 租戶所用的外購電力	MWh 兆瓦時	–	19,121.40	19,121.40
Total Energy consumption 能源總耗量	MWh 兆瓦時	14.40	28,915.70	28,930.10
Energy consumption intensity (in floor area) 能源耗量密度(以面積計算)	MWh/sq.m. 兆瓦時/平方米	0.03	0.40	0.40
Total water consumption and intensity				
總耗水量及密度				
Total water consumption 耗水總量	cubic m 立方米	–	227,834.00	227,834.00
Water consumption intensity (in floor area) 耗水密度(以面積計算)	cubic m/sq. m 立方米/平方米	–	3.20	3.20
Total amount of packaging materials used for finished products				
製成品所用包裝材料的總量				
Total amount of packaging materials used 使用的包裝材料總量	tonnes 公噸	0.02	84.00	84.02



PERFORMANCE INDICATORS SUMMARY² 績效指標總覽²

SOCIAL PERFORMANCE 社會績效 EMPLOYMENT SUMMARY 僱傭概況

	Unit 單位	Department store business ⁴ 百貨店業務 ⁴	Hong Kong headquarters 香港總部	2021 二零二一年
				Total 整體
Total number of employees⁵ 員工總數 ⁵	person 人	171	4	175
By gender 按性別劃分				
Male 男性	person 人	95	1	96
Female 女性	person 人	76	3	79
By age group 按年齡組別劃分				
Under 30 years old 30歲以下	person 人	34	0	34
30-50 years old 30-50歲	person 人	122	3	125
Over 50 years old 超過50歲	person 人	15	1	16
By rank group 按職級組別劃分				
Senior management 高級管理層	person 人	19	1	20
Middle management 中級管理層	person 人	55	3	58
General staff 一般員工	person 人	97	0	97
By employment category 按僱傭類型劃分				
Full-time 全職	person 人	171	4	175
Part-time 兼職	person 人	0	0	0
By region 按地區劃分				
Hong Kong 香港	person 人	0	4	4
Mainland China 中國內地	person 人	171	0	171

⁴ Including Shenzhen headquarters and four department stores: Jingtian Store, Jufu Store, Longgang Store and Yitian Store.
包括深圳總部及四間百貨店：景田店、聚福店、龍崗店及益田店。

⁵ Number of full-time and part-time employees as of the end of the Year.
截至本年度末的全職及兼職員工。



PERFORMANCE INDICATORS SUMMARY²績效指標總覽²

NUMBER OF EMPLOYEES LOST AND TURNOVER RATE 流失員工人數及比率

	Unit 單位	Department store business 百貨店業務		Hong Kong headquarters 香港總部		2021 二零二一年 Total 整體	
Total number of employees lost and overall turnover rate⁶	person % 人 %	78	46%	1	25%	79	45%
總流失員工人數及整體流失比率 ⁶	人 %						
By gender 按性別劃分							
Male 男性	person % 人 %	39	41%	–	0%	39	41%
Female 女性	person % 人 %	39	51%	1	33%	40	51%
By age group 按年齡組別劃分							
Under 30 years old 30歲以下	person % 人 %	27	79%	–	–	27	79%
30-50 years old 30-50歲	person % 人 %	47	39%	1	33%	48	38%
Over 50 years old 超過50歲	person % 人 %	4	27%	–	–	4	25%
By region 按地區劃分							
Hong Kong 香港	person % 人 %	–	–	1	25%	1	25%
Mainland China 中國內地	person % 人 %	78	46%	–	–	78	46%

⁶ Turnover rate = Number of employees lost/Number of employees as of the end of the year x 100%
流失比率 = 流失員工人數 / 截至該年度末的員工人數 x 100%



PERFORMANCE INDICATORS SUMMARY² 績效指標總覽²

OCCUPATIONAL HEALTH AND SAFETY 職業健康與安全

	Unit 單位	Department store business 百貨店業務	Hong Kong headquarters 香港總部	2021 二零二一年
				Total 整體
Number and rate of work-related fatalities ⁷ 因工亡故的人數及比率 ⁷	person (%) 人(%)	0(0%)	0(0%)	0(0%)
Number of work-related injury cases 工傷個案數目	case 宗	1	0	1
Rate of work-related accidents per 1,000 employees ⁸ 每千名員工計工傷意外率 ⁸	% %	5.85	0	5.71
Lost days due to work-related injury 因工傷損失工作日數	day 日	7	0	7
Rate of lost days due to work-related injury ⁹ 因工傷損失工作日數比率 ⁹	% %	0.02	0.00	0.02

⁷ Number and rate of work-related fatalities = Number of work-related fatalities/Number of employees as of the end of the reporting period x 100%, the number and rate of work-related fatalities for 2019 and 2020 are both 0 (0%).
因工亡故的人數及比率 = 因工亡故的人數 / 報告期末員工人數 x 100%。2019及2020的因工亡故的人數及比率均為0(0%)。

⁸ Rate of work-related accidents per 1,000 employees = Number of work-related injuries/Number of employees as of the end of the reporting period x 1000
每千名員工計工傷意外率 = 工傷個案數目 / 報告期末工人人數 x 1000

⁹ Rate of lost days due to work-related injury = (Lost days due to work-related injury/Total number of working days) x 100%; During the reporting period, total scheduled working days for each full-time employee are estimated as 5 days x 50 weeks = 250 days.
因工傷損失工作日數比率 = (因工傷損失工作日數 / 總工作總日數) x 100%；報告期內假設每位全職正式員工的原定總工作日數 = 5天 x 50周 = 250天。



PERFORMANCE INDICATORS SUMMARY²績效指標總覽²

TRAINING AND DEVELOPMENT 培訓及發展

	Department store business 百貨店業務		Hong Kong headquarters 香港總部		2021 二零二一年 Total 整體	
	person 人	%	person 人	%	person 人	%
Number of employees trained 培訓人數						
Total number and percentage of employees trained ¹⁰ 總培訓人數及百分比 ¹⁰	91	53%	3	75%	145	83%
By gender 按性別劃分						
Male 男性	72	76%	1	100%	77	80%
Female 女性	65	86%	2	67%	68	86%
By rank 按職級組別劃分						
Senior management 高級管理人員	15	79%	1	100%	21	105%
Middle management 中級管理人員	50	91%	2	67%	52	90%
General staff 一般員工	72	74%	0	–	72	74%
Training hours 培訓時數	hour 小時	hour/person 小時/人	hour 小時	hour/person 小時/人	hour 小時	hour/person 小時/人
Total training hours and average training hours per employee ¹¹ 總培訓時數及每名員工平均培訓時數 ¹¹	992.7	5.81	60	15.00	1152.7	6.59
By gender 按性別劃分						
Male 男性	596.3	6.28	20	20.00	696.3	7.25
Female 女性	396.4	5.22	40	13.33	456.4	5.78
By rank 按職級組別劃分						
Senior management 高級管理人員	152.5	8.03	20	20.00	272.5	13.63
Middle management 中級管理人員	483.3	8.79	40	13.33	523.3	9.02
General staff 一般員工	356.9	3.68	0	–	356.9	3.68

¹⁰ Percentage of employees trained = Number of employees trained of the category/Number of employees of the category as at the end of the year x 100%
培訓百分比 = 該類別員工培訓人數/截至該年度末的該類別員工人數 x 100%

¹¹ Average training hours = Training hours of employees of the category/Number of employees of the category as at the end of the year
平均培訓時數 = 該類別員工培訓時數/截至該年度末的該類別員工人數



PERFORMANCE INDICATORS SUMMARY² 績效指標總覽²

ANTI-CORRUPTION 反貪污

		2021 二零二一年 Total 整體
Number and percentage of employees receiving anti-corruption training ¹² 接受反貪污培訓的人數及百分比 ¹²	person 人數	% %
Members of the Board 董事會成員	5	100%
Employee 員工	38	22%
By rank 按職級組別劃分		
Senior management 高級管理人員	5	25%
Middle management 中級管理人員	16	28%
General staff 一般員工	17	18%
Anti-corruption training hours 接受反貪污培訓時數		hour 小時
Total training hours of the members of the Board 董事會成員總培訓時數		30.0
Total training hours of employees 員工總培訓時數		48.0
By rank 按職級組別劃分		
Senior management 高級管理人員		7.5
Middle management 中級管理人員		23.5
General staff 一般員工		17.0

¹² percentage of employees receiving anti-corruption training = number of employees receiving anti-corruption training/Number of employees of the category as at the end of the year x 100%
接受反貪污培訓培訓百分比 = 接受反貪污培訓的人數 / 截至該年度末的該類別人數 x 100%



“ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORTING GUIDE” CONTENT INDEX

《環境、社會及管治報告指引》內容索引

Subject areas 主要範疇	Description 描述	Page Index/Remarks 頁面索引/備注
Mandatory Disclosure Requirements 強制披露規定		
Governance Structure 管治架構	<p>(i) a disclosure of the board’s oversight of ESG issues. (i) 披露董事會對環境、社會及管治事宜的監管。</p> <p>(ii) the board’s ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG related issues (including risks to the issuer’s businesses). (ii) 董事會的環境、社會及管治管理方針及策略，包括評估、優次排列及管理重要的環境、社會及管治相關事宜(包括對發行人業務的風險)的過程。</p> <p>(iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer’s businesses. (iii) 董事會如何按環境、社會及管治相關目標檢討進度，並解釋它們如何與發行人業務有關連。</p>	<p>Message from the Chairman 主席寄語</p> <p>Sustainable Leadership – Effective Governance 可持續發展領導 – 有效管治</p>
Reporting Principles 匯報原則	<p>Materiality: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer’s stakeholder engagement. 重要性：環境、社會及管治報告應披露：(i)識別重要環境、社會及管治因素的過程及選擇這些因素的準則；(ii)如發行人已進行持份者參與，已識別的重要持份者的描述及發行人持份者參與的過程及結果。</p> <p>Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed. 量化：有關匯報排放量/能源耗用(如適用)所用的標準、方法、假設及/或計算工具的資料，以及所使用的轉換因素的來源應予披露。</p> <p>Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used (if any), or any other relevant factors affecting a meaningful comparison. 一致性：發行人應在環境、社會及管治報告中披露統計方法或關鍵績效指標的變更(如有)或任何其他影響有意義比較的相關因素。</p>	<p>About this Report - Reporting Principles 關於本報告 – 報告準則</p>
Reporting Boundary 匯報範圍	<p>A narrative explaining the reporting boundaries of the ESG Report and describing the process used to identify which entities or operations are included in the ESG Report. If there is a change in the scope, the issuer should explain the difference and reason for the change. 解釋環境、社會及管治報告的匯報範圍，及描述挑選哪些實體或業務納入環境、社會及管治報告的過程。若匯報範圍有所改變，發行人應解釋不同之處及變動原因。</p>	<p>About this Report - Reporting Boundary 關於本報告 – 報告範圍</p>



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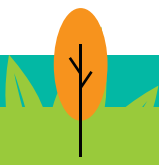
Subject areas 主要範疇	Description 描述	Page Index/Remarks 頁面索引／備注
“Comply or explain” Provisions 「不遵守就解釋」條文		
A. Environmental A. 環境		
Aspect A1: Emissions 層面A1：排放物		
General	Information on:	Coexist with Nature - Managing Environmental Footprints 與自然共生－管理環境足跡
Disclosure 一般披露	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and nonhazardous waste. (b) 遵守對發行人有重大影響的相關法律及規例的資料。	
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Performance Indicators Overview - Environmental Performance 績效指標總覽－環境績效
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and, where appropriate, intensity. 直接(範圍1)及能源間接(範圍2)溫室氣體排放量及(如適用)密度。	Performance Indicators Overview - Environmental Performance 績效指標總覽－環境績效
A1.3	Total hazardous waste produced and, where appropriate, intensity. 所產生有害廢棄物總量及(如適用)密度。	Performance Indicators Overview - Environmental Performance 績效指標總覽－環境績效
A1.4	Total non-hazardous waste produced and, where appropriate, intensity. 所產生無害廢棄物總量及(如適用)密度。	Performance Indicators Overview - Environmental Performance 績效指標總覽－環境績效
A1.5	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	Coexist with Nature 與自然共生 The Group has identified its strategy focus and plans to refine its objectives in the coming year. 本集團已經確定了策略重點，並計劃在來年細化其目標。
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	Coexist with Nature 與自然共生 The Group has identified its strategy focus and plans to refine its objectives in the coming year. 本集團已經確定了策略重點，並計劃在來年細化其目標。



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Subject areas 主要範疇	Description 描述	Page Index/Remarks 頁面索引/備注
Aspect A2: Use of Resources		
層面A2：資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	Coexist with Nature – Cherishing Natural Resources 與自然共生－珍惜自然資源
A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及/或間接能源總耗量及密度。	Performance Indicators Overview – Environmental Performance 績效指標總覽－環境績效
A2.2	Water consumption in total and intensity. 總耗水量及密度。	Performance Indicators Overview - Environmental Performance 績效指標總覽－環境績效
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	Coexist with Nature 與自然共生 The Group has identified its strategy focus and plans to refine its objectives in the coming year. 本集團已經確定了策略 重點，並計劃在來年細化 其目標
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	Coexist with Nature － Cherishing Natural Resources 與自然共生－珍惜自然資源
A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced 製成品所用包裝材料的總量及(如適用)每生產單位佔量。	Performance Indicators Overview – Environmental Performance 績效指標總覽－環境績效
Aspect A3: The Environment and Natural Resources		
層面A3：環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer’s significant impacts on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Coexist with Nature 與自然共生
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Coexist with Nature 與自然共生



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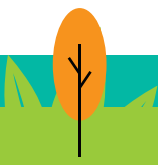
Subject areas 主要範疇	Description 描述	Page Index/Remarks 頁面索引/備注
Aspect A4: Climate Change		
層面A4：氣候變化		
General	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Addressing Climate Change 應對氣候變化
Disclosure 一般披露	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	The Group will develop a climate change policy in 2022 that identifies the major climate-related issues that affect the Group and establishes actions to address them.
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	本集團將在2022年制定氣候變化政策，識別對本集團產生影響的重大氣候相關事宜及建立應對行動。
B. Social		
B. 社會		
Aspect B1: Employment		
層面B1：僱傭		
General	Information on:	Talent-oriented – Creating an Ideal Workplace
Disclosure 一般披露	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. (b) 遵守對發行人有重大影響的相關法律及規例的資料。	以人才為本－建設理想職場
B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	Performance Indicators Overview – Social Performance 績效指標總覽－社會績效
B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Performance Indicators Overview – Social Performance 績效指標總覽－社會績效



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Subject areas 主要範疇	Description 描述	Page Index/Remarks 頁面索引/備注
Aspect B2: Health and Safety		
層面B2：健康與安全		
General	Information on:	Talent-oriented – Promote Health and Well-being
Disclosure 一般披露	有關提供安全工作環境及保障僱員避免職業性危害的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards (b) 遵守對發行人有重大影響的相關法律及規例的資料。	以人才為本－促進健康福祉
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年(包括匯報年度)每年因工亡故的人數及比率。	Performance Indicators Overview – Social Performance 績效指標總覽－社會績效
B2.2	Lost days due to work injury. 因工傷損失工作日數。	Performance Indicators Overview – Social Performance 績效指標總覽－社會績效
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Talent-oriented - Promote Health and Well-being 以人才為本－促進健康福祉
Aspect B3: Development and Training		
層面B3：發展及培訓		
General	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Performance Indicators Overview – Nurturing and Developing Talents
Disclosure 一般披露	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	績效指標總覽－ 培養發展人才
B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	Performance Indicators Overview – Social Performance 績效指標總覽－社會績效
B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Performance Indicators Overview – Social Performance 績效指標總覽－社會績效



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Subject areas 主要範疇	Description 描述	Page Index/Remarks 頁面索引／備注
Aspect B4: Labour Standards		
層面B4：勞工準則		
General	Information on:	Adherence to Business Standards - Labour Standards
Disclosure 一般披露	有關防止童工或強制勞工的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. (b) 遵守對發行人有重大影響的相關法律及規例的資料。	堅持商業標準－勞工準則
B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Adherence to Business Standards - Labour Standards 堅持商業標準－勞工準則
B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	For the types of business activities and countries and regions in which the Group operates, the Group has not identified any relevant businesses and/or suppliers that are considered to be at significant risk of child and forced labour. 就本集團業務活動類型及國家及地區而言，本集團未發現相關被認為有重大童工及強制勞工風險的業務及／或供應商。



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Subject areas 主要範疇	Description 描述	Page Index/Remarks 頁面索引/備注
Aspect B5: Supply Chain Management		
層面B5：供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Achieve Prosperity with Partners - Mutual Benefits with Tenants and Suppliers 與夥伴共榮－與租戶、供應商 互利共贏
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Achieve Prosperity with Partners – Mutual Benefits with Tenants and Suppliers 與夥伴共榮－與租戶、供應商 互利共贏
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	Achieve Prosperity with Partners – Mutual Benefits with Tenants and Suppliers 與夥伴共榮－與租戶、供應商 互利共贏
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	Looking ahead, the Group will continue to maintain regular communication with its partners and strengthen its efforts to promote social awareness and uphold integrity in governance.
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	展望未來，集團將繼續與夥伴保持定期溝通，並加強對社會意識的宣傳引導，秉持廉潔管治。



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Subject areas 主要範疇	Description 描述	Page Index/Remarks 頁面索引／備注
Aspect B6: Product Responsibility		
層面B6：產品責任		
General Disclosure 一般披露	Information on: 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) the policies and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Achieve Prosperity with Partners - Enhance Customer Experience 與夥伴共榮－提升客戶體驗
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Due to the nature of the Group's business, the relevant items are not applicable. 由於本集團業務性質，相關項目不適用。
B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Achieve Prosperity with Partners - Enhance Customer Experience 與夥伴共榮－提升客戶體驗
B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Adherence to Business Standards - Protection of Data Privacy and Intellectual Property Rights 堅持商業標準－保障資料私隱及知識產權
B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Achieve Prosperity with Partners - Enhance Customer Experience 與夥伴共榮－提升客戶體驗
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	Adherence to Business Standards - Protection of Data Privacy and Intellectual Property Rights 堅持商業標準－保障資料私隱及知識產權



“ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORTING GUIDE” CONTENT INDEX

《環境、社會及管治報告指引》內容索引

Subject areas 主要範疇	Description 描述	Page Index/Remarks 頁面索引/備注
Aspect B7: Anti-corruption		
層面B7：反貪污		
General Disclosure 一般披露	Information on: 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Adherence to Business Standards - Integrity Governance 堅持商業標準—廉潔管治
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	In 2021, there were no concluded legal cases regarding corrupt practices brought against the Group or its employees. 2021年，沒有對本集團或其僱員提出並已審結的貪污訴訟案件。
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Adherence to Business Standards - Integrity Governance 堅持商業標準—廉潔管治
B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	Adherence to Business Standards - Integrity Governance 堅持商業標準—廉潔管治
Aspect B8: Community Investment		
層面B8：社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Fostering Community Connections 促進社區連結
B8.1	Focus areas of contribution. 專注貢獻範疇。	Fostering Community Connections 促進社區連結
B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	Fostering Community Connections 促進社區連結



