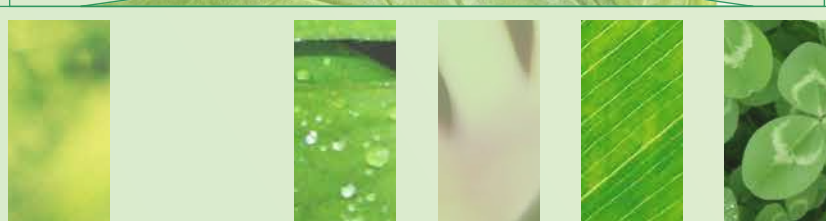
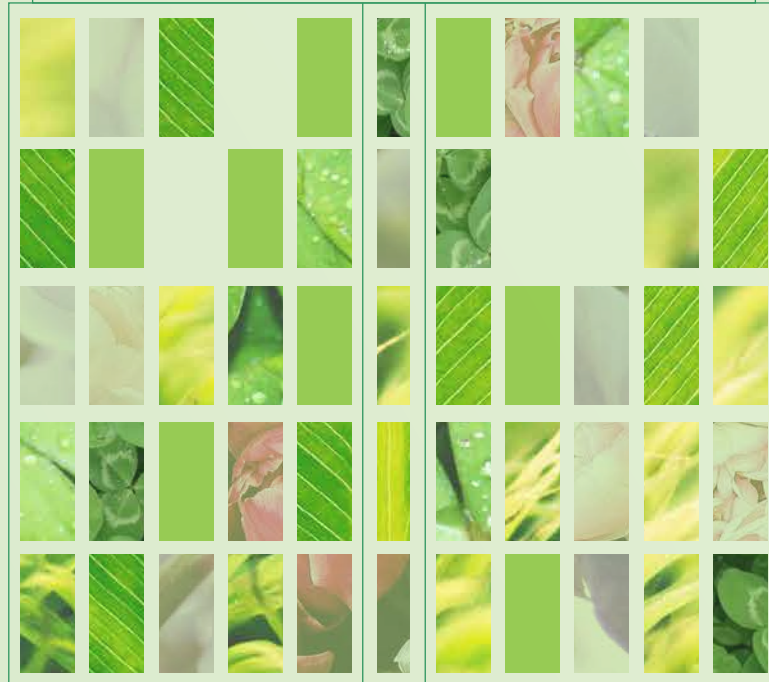
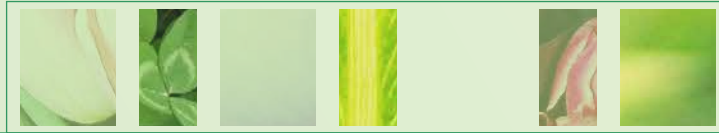




英皇娛樂酒店有限公司 Emperor Entertainment Hotel Limited

於百慕達註冊成立之有限公司 (股份代號: 296)

Incorporated in Bermuda with limited liability (Stock Code: 296)



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

2021 / 2022

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1. ABOUT THIS REPORT 關於本報告

Emperor Entertainment Hotel Limited (the “Company”) and its subsidiaries (collectively referred to as the “Group”) principally engages in the provision of hospitality services. It acknowledges the significance of effective environmental, social and governance (“ESG”) initiatives at operational level. By adopting environmental and social initiatives into its business operations, the Group can enhance its cost efficiency and risk management, and make informed decisions by engaging with the stakeholders of the Group. By so doing, the Group can operate in a responsible and sustainable manner.

This report describes the ESG values and initiatives of the Group for the financial year ended 31 March 2022 (the “Year”). The contents of this report provide its stakeholders with an overview of the Group’s efforts regarding ESG impacts arising from its daily operations. This report complies with the provision of the ESG Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. It is recommended that this report is read in conjunction with the Company’s 2021/2022 Annual Report, in particular the Corporate Governance Report and Directors’ Report sections therein.

This report is available on the website of the Company (<https://www.Emp296.com>) and Hong Kong Exchanges and Clearing Limited (“HKEX”) news website (<https://www.hkexnews.hk>).

Board Statement

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

英皇娛樂酒店有限公司(「本公司」)及其附屬公司(統稱為「本集團」)主要從事提供酒店服務。其深明有效的環境、社會及管治舉措在經營層面的重要性。通過於業務營運實施環境和社會舉措，本集團將可提升其成本效益及風險管理，並透過與本集團利益持份者溝通以作出明智決策。藉此，本集團將可以負責任及可持續的方式營運。

本報告闡述本集團於截至2022年3月31日止財政年度(「本年度」)的環境、社會及管治價值及措施。本報告的內容為其持份者概述本集團在日常營運對環境、社會及管治方面的影響所作出的努力。本報告符合香港聯合交易所有限公司證券上市規則附錄27所載《環境、社會及管治報告指引》的條文。建議閣下將本報告與本公司2021/2022年報一併閱讀，尤其是其中的企業管治報告及董事會報告部份。

本報告可於本公司的網站(<https://www.Emp296.com>)及香港交易及結算所有限公司(「港交所」)的披露易網站(<https://www.hkexnews.hk>)查閱。

董事會聲明

本公司董事會(「董事會」)對於確保本公司環境、社會及管治策略和報告的有效性負有全面責任，以讓本集團以負責任及可持續的方式營運其業務。

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

ESG Work Team

- Works through the key performance indicators and the right tools and resources to handle the ESG issues; and
- Formulates and executes action plans and ensures execution by respective teams so as to achieve the ESG-related goals set by the Board and Executive Committee.

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

Executive Committee

- Provides recommendations to the Board on setting ESG-related goals in relation to the Group's businesses as well as management approach and strategy;
- Oversees formulation and implementation of action plans by the ESG Work Team;
- Monitors and evaluates effectiveness of action plans in achieving ESG-related goals relating to the Group's businesses including the key performance indicators; and
- Reviews effectiveness of ESG risk management and internal control systems and makes recommendation to the Board.

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

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

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

環境、社會及管治工作小組

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

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

執行委員會

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

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

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

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

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

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

Major Communication Channels 主要溝通渠道



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

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

Material Topics 重要議題

Environment

- Energy conservation
- Waste management
- Waste recycling

Workplace

- Employment and labour practices
- Diversity and equal opportunities
- Training and development
- Occupational health and safety
- Work-life balance

Operating Practices

- Services quality
- Customer privacy protection
- Anti-corruption
- Compliance with laws and regulations

Community

- Employee volunteering
- Community fundraising

環境

- 能源節約
- 廢物管理
- 廢物循環利用

工作場所

- 僱傭及勞工慣例
- 多元共融和平等機會
- 培訓和發展
- 職業健康與安全
- 工作與生活平衡

經營常規

- 服務質素
- 客戶私隱保護
- 反貪污
- 遵守法例及法規

社區

- 員工志願服務
- 社區籌款

2. ENVIRONMENTAL PROTECTION 環境保護

2.1 Environmental Policies 環境政策

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

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

2.2 Use of Resources 資源使用

2.2.1 Energy Saving 能源節約

Global warming and climate change are among the major environmental concerns in every part of the world. Air conditioning and lighting are the main contributors to the Group’s carbon footprint. In an effort to reduce energy consumption and carbon emissions, the Group actively promotes efficient use of energy and adopts green technologies. To identify energy efficiency opportunities, the Group measures and records the energy consumption intensity from time to time.

全球暖化及氣候變化已成為全球各地關注的主要環境議題。本集團的碳足跡主要來自空調及照明。為降低能源消耗及碳排放，本集團積極推行節能並採納綠色科技。為發掘提升能源效益的方法，本集團不時量度及記錄耗能情況。

The Group has implemented the following environmental initiatives in Grand Emperor Hotel, and achieved positive results, with obvious improvements in energy efficiency:

Energy Saving Initiatives Summary

- Shorten the lighting hours of the exterior signboards to reduce power consumption
- Reuse waste heat generated from the heat recovery air-conditioning system, for the boiler
- Adopt cooling tower systems to maximise chiller energy efficiency
- Employ the start/stop function of the main chiller unit of the air-conditioning system and minimise use of chiller units during night-time
- Apply the heat pump system to increase the heat recovery water temperature and supply hot water for guest rooms, thereby reducing liquefied petroleum gas (“LPG”) consumption
- Replace the LPG six burner gas cookers and grills in certain kitchens with electric six burner cookers and electric grills to reduce LPG usage
- Use energy-saving devices for lifts
- Switch off some passenger lifts after peak hours
- Use LED lamps

The Group continues improving its air-conditioning systems in order to increase overall operating efficiency. In this regard, an advanced heat recovery ventilator has been installed in the air-conditioning system of Grand Emperor Hotel which effectively reduced LPG consumption at Grand Emperor Hotel.

本集團已於英皇娛樂酒店實施下列環保舉措並取得良好成果，能源效益顯著提升：

節能舉措概覽

- 縮短外牆招牌亮燈時間以減少電力消耗
- 將空調餘熱回收系統所產生之廢棄熱能，循環利用至鍋爐
- 採用冷卻塔系統以提升製冷設備的能源效益
- 使用冷氣系統製冷主機的啟停功能，以及在夜間減少使用製冷機組
- 採用熱泵系統提高熱回收水水溫，以供應熱水至客房，從而減少液化石油氣用量
- 將部份廚房內之液化石油氣六頭爐與扒爐更換為六頭電爐與電扒爐，從而減少液化石油氣用量
- 使用升降機省電裝置
- 於繁忙時間後關掉部分乘客升降機
- 使用LED燈

本集團持續改善其空調系統，以提升整體營運效率。就此而言，英皇娛樂酒店的空調系統已安裝先進的熱能回收通風裝置，有效降低英皇娛樂酒店的液化石油氣消耗。

2.2.2 Recycling and Waste Management 循環利用及廢物管理

The Group has incorporated various environmental initiatives for maximising recycling as well as minimising waste generation.

本集團推行多項環保措施，以減少廢棄物產生的同時實現循環利用。

Waste Reduction and Recycling Initiatives Summary

Back Office

- Create a paperless working environment by implementing paperless processing through e-systems – such as for employee time sheets, payrolls, leave applications and memo approvals
- Encourage duplex printing and copying
- Recommend shareholders to access the Group's corporate communications document via electronic means

Hotel operation

- Install Reverse Osmosis (RO) water dispensers in certain suites, to reduce the number of drinking water bottles required
- Reuse shower gel bottles after special hygiene treatment
- Use of different garbage bins for sorting the wastes
- Separate paper, aluminium cans, glass, metal, plastic bottles and surplus food from the waste, to maximise recycling

減少廢物及循環利用舉措概覽

後勤辦公室

- 透過電子系統實行無紙化流程，例如僱員工時表、糧單、申請假期及審批備忘錄等以營造無紙化的工作環境
- 鼓勵雙面列印及複印
- 建議股東利用電子方式獲取本集團的公司通訊文件

酒店業務

- 於部份套房安裝RO膜淨水機以減少礦泉水瓶的使用量
- 循環再用經特別衛生處理的沐浴露瓶
- 使用不同的垃圾桶進行分類
- 將紙張、鋁罐、玻璃、金屬、塑膠瓶及剩餘食物從垃圾中分開，促進循環利用

In The Emperor Hotel, unconsumed yet still edible and appetising food is donated to people in need through Foodlink Foundation, a charitable organisation. As for waste cooking oils, the Group engages qualified service provider registered under the Environmental Protection Department to collect waste cooking oils. Furthermore, eco-friendly straws, instead of plastic straws, are provided at food and beverages outlets within the Group's hotels.

於英皇駿景酒店，未經食用但仍可食用且美味的食物，會透過一家慈善組織膳心連基金捐贈予有需要的人。至於廢棄食油，本集團委聘在環境保護局登記的合資格服務供應商回收廢棄食油。此外，本集團酒店內的餐飲店均提供環保吸管而非塑料吸管。



2.2.3 Waste Conservation 節約用水

Various measures are implemented to enhance efficient use of water and advocate for responsible consumption habits. Water limiters and automatic sensors are installed into water tap. The Group also educates its kitchen staff on the water efficient practices.

本集團已採取多項措施提升用水效益並提倡負責任的用水習慣，並於水龍頭安裝限流器及自動傳感器。本集團亦教育廚房員工實行節約用水。

2.3 Climate Change Impact 氣候變化影響

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

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

The Group mainly engages in the provision of hospitality services. The increase in global temperature may lead to an increase in energy consumption by the Group's hotels, serviced apartments and offices. The possible extreme weather may also deter customers from visiting its hotels or staying in its serviced apartments.

本集團主要從事提供酒店服務。全球氣溫上升可能會使本集團酒店、服務式公寓及辦公室的能源消耗有所提升。可能出現的極端天氣或會阻止顧客到訪其酒店或居住於其服務式公寓。

The Group will continue to monitor the potential risks of climate change and its impacts on the Group's operations and customers, and devise and implement preventive and emergency measures accordingly. Besides, the Group will continue its efforts to control energy consumption and carbon emissions.

本集團將繼續監察氣候變化的潛在風險及對本集團的營運和客戶的影響，並制定及推行相應的預防和緊急應對措施。此外，本集團亦會繼續致力於控制能源消耗及碳排放。

2.4 Environmental Performance Summary 環境保護績效概要

The Group currently operates five hotel and hotel-related projects in Hong Kong and Macau. To demonstrate a commitment to greater transparency of reporting, quantitative data has been collected from The Emperor Hotel and The Unit in Hong Kong and Grand Emperor Hotel and Inn Hotel Macau in Macau to illustrate the Group's sustainability performance. The above properties altogether occupy a gross floor area of approximately 95,000 square metres, and contribute a significant portion of the Group's revenue.

本集團目前於香港及澳門經營5間酒店及酒店相關項目。為貫徹提高報告透明度的承諾，本集團已從香港的英皇駿景酒店及The Unit，以及澳門的英皇娛樂酒店及澳門盛世酒店收集量化數據，以闡述本集團之可持續發展表現。上述物業共佔建築面積約95,000平方米，向本集團貢獻大部分收入。

Indicator 指標	FY2020/2021 年度	FY2021/2022 年度
GHG Emissions¹ 溫室氣體排放物¹		
Scope 1 GHG emissions (kgCO ₂ e) 範疇1溫室氣體排放(每公斤二氧化碳當量排放)	59,097	60,358
Scope 2 GHG emissions (kgCO ₂ e) 範疇2溫室氣體排放(每公斤二氧化碳當量排放)	19,664,976	16,079,246
Scope 3 GHG emissions (kgCO ₂ e) 範疇3溫室氣體排放(每公斤二氧化碳當量排放)	13,305	14,318
Total (Scope 1, 2 & 3) GHG emissions (kgCO ₂ e) 合共(範疇1, 2及3)之溫室氣體排放(每公斤二氧化碳當量排放)	19,737,378	16,153,922
GHG emissions intensity (kg/m ²) 溫室氣體排放強度(公斤/平方米)	208.3	170.5
Energy Consumption 能源消耗		
Direct energy consumption (GJ) 直接能源消耗(千兆焦耳)	43	43
Indirect energy consumption (GJ) 間接能源消耗(千兆焦耳)	86,278	88,453
Total energy consumption (GJ) 能源消耗總量(千兆焦耳)	86,321	88,496
Total energy consumption intensity (GJ/m ²) 能源消耗強度(千兆焦耳/平方米)	0.9	0.9
Waste Management 廢物管理		
General refuse disposed to landfills (kg) 棄置於堆填區的一般廢物(公斤)	30,843	42,568
General refuse disposed to landfills intensity (kg/m ²) 棄置於堆填區的一般廢物密度(公斤/平方米)	0.3	0.4
Total recycled waste (kg) 回收廢物總量	51,353	31,266
Recycled waste intensity (kg/m ²) 回收廢物密度(公斤/平方米)	0.5	0.3
Water Consumption 耗水量		
Water consumption (m ³) 耗水量(立方米)	253,297	264,584
Water consumption intensity (m ³ /m ²) 耗水量密度(立方米/平方米)	2.7	2.8

¹ The Group does not directly create emissions with pollutants such as Sulphur Oxide (SO_x) and Nitrogen Oxide (NO_x)

¹ 本集團並無直接排放污染物，如硫氧化物(SO_x)及氮氧化物(NO_x)

The Group has set a target to reduce energy consumption by 5% in the above properties by FY2026/2027 or before, with FY2021/2022 as the baseline.

本集團已訂立了目標，以2021/2022年度為基準，於2026/2027年度或之前在上述物業減少能源消耗5%。

3. WORKPLACE QUALITY 工作場所質素

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

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

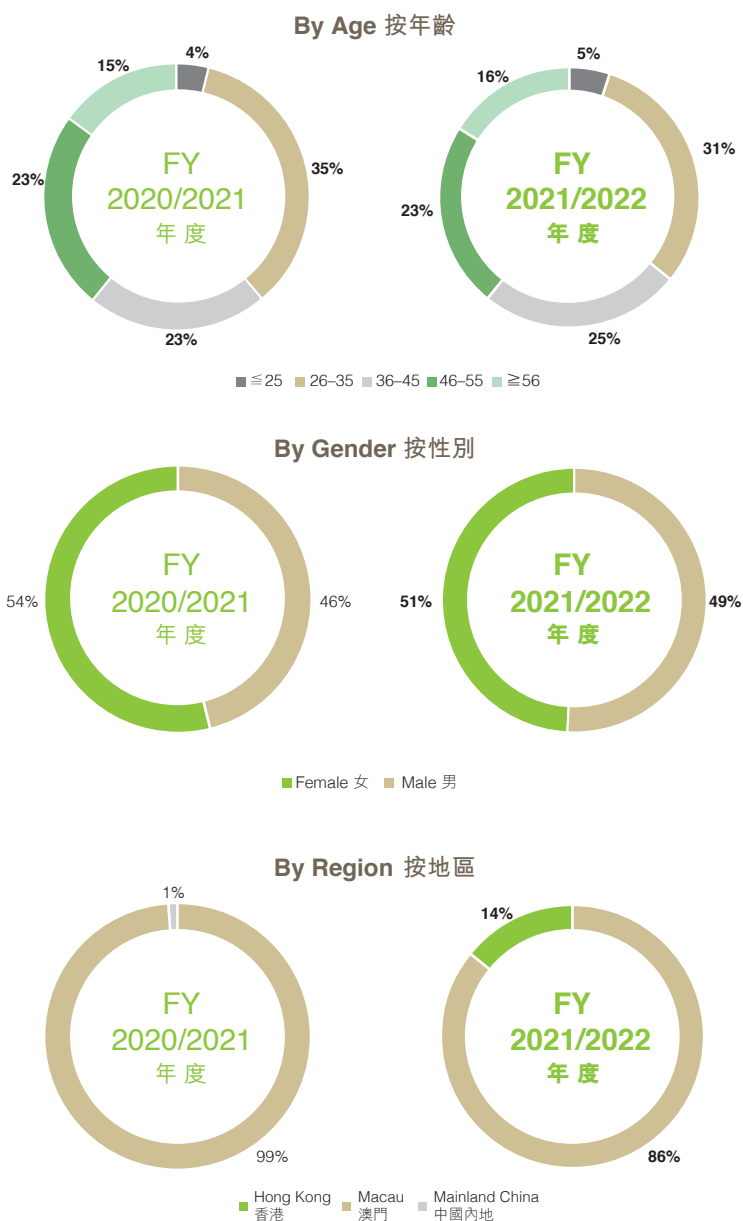
As at 31 March 2022, the permanent employees of the Group totalled 876 (2021: 770 in Macau) in Hong Kong and Macau. The increase in the number of employees is due to the Group's acquisition of 1 hotel and 2 serviced apartments in Hong Kong during the Year.

The demographics of the Group's workforce as at 31 March 2022 are summarised below:

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

於2022年3月31日，本集團於香港及澳門中國內地合共僱有876(2021年：於澳門有770)名全職僱員。僱員數目之上升是由於本集團於本年度於香港收購了1間酒店及2間服務式公寓。

本集團員工於2022年3月31日的分佈資料概列如下：



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

The management believes that employees are important assets of the Group, and remains committed to attracting and retaining talent with diverse backgrounds for achieving sustainable growth and maintaining a stable turnover rate. As at 31 March 2022, 56% (2021: 62%) of the staff had worked for the Group for 5 years or more, reflecting a high level of employee satisfaction and engagement with the Group. The turnover rates of the Group's workforce during the Year are listed in the tables below.

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

管理層相信，員工乃本集團之重要資產，致力吸引並挽留不同背景的人才，以達致可持續增長及維持穩定的流失率。於2022年3月31日，56%（2021：62%）員工於本集團任職達5年或以上，反映出員工對本集團的滿意度及歸屬感處於高水平。於本年度，本集團之員工流失率已載列於下表。

By Age	按年齡	Percentage 百分比
≤25	≤25	51%
26-35	26-35	33%
36-45	36-45	20%
46-55	46-55	18%
≥55	≥55	24%

By Gender	按性別	Percentage 百分比
Female	女	25%
Male	男	26%

By Region	按地區	Percentage 百分比
Macau	澳門	23%
Hong Kong	香港	40%

3.2 Labour Standard 勞工標準

The Group strictly complies with the Employment Ordinance (Cap. 57, Laws of Hong Kong) and Macau Labour Relations Law (Law No. 7/2008, Laws of Macau), and other statutory requirements regarding employment and labour practices. The Group is dedicated to providing equal opportunities in all aspects of employment and ensure the workplace is free from discrimination. The Group ensures employees receive fair and competitive remuneration packages in accordance with their experience, qualifications, performance and market rates, and are being reviewed on a regular basis. To attract and retain talent, comprehensive benefits are provided by the Group, such as employer's voluntary MPF contributions, medical coverage, life insurance and extra paid annual leave. Each employee is entitled to birthday leave, providing each employee with an additional day off in lieu of a birthday gift.

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

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

本集團嚴格遵守《僱傭條例》(香港法例第57章)及《澳門勞動關係法》(澳門法律第7/2008號),以及其他有關僱傭及勞工慣例的法定規定。本集團致力於在就業的各方面提供平等機會,並確保工作場所不存在歧視。本集團確保僱員基於其經驗、資歷、表現及市場工資水平獲得公平及具競爭力的薪酬待遇,並定期檢討有關待遇。為吸引和挽留人才,本集團提供全面的福利,例如僱主的自願性強積金供款、醫療保險、人壽保險及額外的薪年假。每名員工均可享有生日假期,為每名員工提供了額外的休息日以代替生日禮物。

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

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

3.3 Occupational Health and Safety 職業健康及安全

The Group prides itself on providing a safe, effective and congenial work environment for its staff. Health and safety training is provided to employees on induction. Workshops and seminars on different topics are regularly held, to present the latest information and raise awareness of occupational health and safety (“OHS”) issues for employees.

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

The Group proactively identifies potential occupational hazards, to reduce staff exposure to accidents. For example, all restaurants staff are required to wear anti-skid shoes and anti-cutting gloves, to prevent injuries.

Fire Drill

During the Year, the Group organised a fire drill for the staff of Grand Emperor Hotel. Staff from the food and beverage, engineering, security, housekeeping and front office departments participated. Fire blanket and fire extinguishers, etc were used during the drill to ensure relevant staff know how to use the equipment correctly in case of fire.



本集團致力為員工提供安全、高效及舒適之工作環境，並引以為豪。於入職時，員工需接受健康及安全培訓。本集團定期舉辦不同主題的學習工作坊及研討會，以呈列最新資訊，及加強僱員對職業健康及安全（「職安健」）方面的意識。

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

本集團積極地識別潛在的職業性風險，以減低員工發生意外的機會。例如，所有餐廳員工須穿防滑鞋及防切割手套，以防受傷。

火警演習

於本年度，本集團為英皇娛樂酒店的員工組織了一次火警演習。餐飲部、工程部、保安部、管家部及前堂部的員工均參加了演習。演習中使用了滅火毯和滅火器等，以確保相關員工在發生火災時懂得如何正確使用這些設備。



Every case of injury, if any, is required to be reported to the Human Resources Department and be individually assessed under the internal guideline procedures. During the Year, the number of lost days due to work injuries was 462 (2021: 209); the increase in the number of days is mainly attributable to the acquisition of 1 hotel and 2 serviced apartments in Hong Kong during the Year. The numbers and rate of work-related fatalities during the past 3 years are listed in the table below.

每宗工傷事故（如有）需彙報至人力資源部，以根據內部指引程序進行獨立評估。於本年度，因工傷損失工作日數為462（2021年：209）天，日數有所上升主要是由於本集團於本年度於香港收購了1間酒店及2間服務式公寓。而過去3年因工亡故的人數及比率已載列於下表。

Item 項目		FY2019/2020 年度	FY2020/2021 年度	FY2021/2022 年度
Number of work-related fatalities	因工亡故的人數	0	0	0
Rate of work-related fatalities	因工亡故的比率	0	0	0

Precautions Against Covid-19 Pandemic

The Group actively promotes the prevention of the disease, including by posting health advice posters at eye-catching locations on the staff notice boards, and in the staff canteen, staff changing rooms and staff dormitories, and measuring the body temperatures of everyone entering or leaving the company, in order to reduce the chance of infected persons entering the office building. The Group also further strengthened the disinfection and cleaning of the workplace, including meeting room facilities, washrooms, elevator buttons, table tops, and door handles, to maintain good environmental hygiene.

In regard to the Group's hotel and serviced apartments operations, the Group has adopted measures including the following: (1) providing disinfectant hand sanitisers for guests at main entrance; (2) installation of body temperature scanner at main entrance for checking body temperature of guests; (3) regular disinfection work in public areas; (4) regular disinfection work on shuttle buses of hotels; (5) ensuring staff wear surgical masks and protective gloves at work; and (6) centralised collection and handling of used surgical masks of staff.

The Group encourages employees to receive the vaccination, and understanding that the employees may need more rest after the vaccination, the management has specially offered paid vaccination leave for each employee after receiving each dose of vaccination, to show its care for its employee.

新冠病毒疫情預防措施

本集團積極推動防疫工作，包括在員工壁報板、員工飯堂、員工更衣室及員工宿舍等當眼處貼上健康指引海報，以及對出入公司的所有人士探測體溫，以減低染疫人士進入辦公大樓的機會。本集團亦進一步加強工作場所之消毒及清潔工作，包括會議室設施、洗手間、升降機按鈕、桌面、門柄等，以保持良好的環境衛生。

關於本集團酒店及服務式公寓之營運，本集團已採取以下措施：(1)在正門入口為客人提供消毒搓手液；(2)在正門入口安裝人體溫度掃描儀以檢查客人的體溫；(3)定期在公共場所進行消毒工作；(4)定期於酒店之穿梭巴士進行消毒工作；(5)確保工作人員在工作時佩戴外科口罩和防護手套；以及(6)集中收集並處理員工使用過的外科口罩。

此外，本集團鼓勵員工接種疫苗，並理解員工在接種疫苗後可能需要更多的休息，因此管理層特別安排每位員工每接種一劑疫苗後便提供有薪疫苗假，以表示對員工的關懷。



3.4 Development and Training 發展及培訓

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

The Group conducted various training sessions covering occupational safety, customer servicing skills, communication and conflict management skills, personal and food hygiene, big data application, etc.

As at 31 March 2022, 70 (2021: 83) frontline staff had obtained Macao Occupational Skills Recognition System (“MORS”) certifications in accordance with their professions.

MORS Gold Pin Competition

The Institute for Tourism Studies holds the MORS Gold Pin Competition annually, and the Group supports participation by staff in order to enhance their skills and techniques. During the Year, more than 260 practitioners from the hotel sector participated in the competition, with two colleagues of the Group receiving the award for the occupations of Chinese Chef (Cantonese Dim Sum) and Security Officer for the Tourism and Gaming Industry.

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

本集團舉辦各種培訓環節，內容涵蓋職業安全、客戶服務技巧、溝通及衝突管理技能、個人及食物衛生及大數據應用等。

於2022年3月31日，70（2021年：83）名前線員工已按其專業範疇取得澳門職業技能認可基準認證。

澳門職業技能認可基準金襟針大賽

本集團鼓勵員工參加由旅遊學院每年舉辦的澳門職業技能認可基準金襟針大賽，以提升他們的技能和技巧。於本年度，逾260名酒店從業員參加比賽，其中本集團兩位員工於中式烹調師（港澳點心）以及旅遊博彩業保安員的職業範疇中獲得獎項。



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

The number of training hours of the staff of the Group during the Year is listed in the table below. As the Covid-19 pandemic eased slightly for a period during the Year, some internal training resumed, leading to the increase in the number of training hours.

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

本集團員工本年度的培訓時數已載列於下表。由於新冠病毒疫情在本年度部分時間內略有緩解，部分內部培訓得以恢復，使培訓時數有所增加。

Item 項目		FY2020/2021 年度	FY2021/2022 年度
Total training hours	總培訓時數	3,450	11,363
Average training hours per employee	每名員工平均培訓時數	5	13

During the Year, the percentage of employees trained are listed in the tables below.

於本年度，受訓僱員百分比已載列於下表。

By Gender	按性別	Percentage 百分比
Female	女	45%
Male	男	55%

By Employee Category	按僱員類別	Percentage 百分比
Managerial grade or above	經理級別或以上	15%
General staff	一般員工	85%

3.5 Work-life Balance 工作與生活的平衡

The Group believes that maintaining work-life balance is essential for sustainability and a sound body and mind for every employee. To support employees in maintaining work-life balance and creating team spirit, the Group organised staff activities from time to time that helped strengthen relationships between employees, boosted their morale and promoted a harmonious working environment.

本集團相信，維持工作與生活的平衡對每位員工的可持續發展及身心健康至為重要。為支持員工維持工作與生活的平衡及培養團隊精神，本集團不時舉辦員工活動，這有助鞏固員工之間的關係、加強員工士氣，並締造和諧的工作環境。

Mid-Autumn Festival Delicacies 佳餚美饌賀中秋

September 2021
2021年9月

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

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



4. OPERATING PRACTICE 經營常規

4.1 Supply Chain Management 供應鏈管理

The Group values mutually beneficial and longstanding relationship with its suppliers. The Group works closely with a number of suppliers in providing a range of hospitality goods, including guestroom consumables, tableware, furniture and food and beverage. The selection of suppliers is based on criteria such as quality, price, delivery timeliness, supplier's capability and experience, with preference given to suppliers who demonstrate their environmental commitment.

To ensure the suppliers are responsible companies, the Group frequently visits their workplaces, to promote proper labour standards. The Group will terminate contracts with suppliers who use child or forced labour, and report to relevant departments in case if any cases found. The Group will also be alert to whether there is unfavourable news regarding its engaged suppliers on the environmental aspect. In the event of such news, the Group will internally discuss the need to change the supplier.

本集團重視與供應商建立互惠互利及長久的合作關係。本集團與多名提供各種酒店用品（包括客房消耗品、餐具、傢俬及食物飲品）的供應商保持緊密合作。供應商乃根據質素、價格、送貨時效、供應商的實力及經驗等準則進行甄選，並會優先考慮能履行環保責任的供應商。

為確保供應商為負責任的公司，本集團經常拜訪其供應商的工作場所，以促進適當的勞動標準。如發現任何個案，本集團會終止使用童工或強迫勞動的供應商的合同，並向相關部門舉報。本集團亦會留意其使用的供應商在環境保護方面有否出現不利新聞。如有發現，本集團會進行內部討論，以決定是否需要更換供應商。

4.2 Product Responsibility and Customer Services 產品責任及客戶服務

The Group's experienced and well-trained customer servicing team delivers consistently high-quality customer services. For monitoring customer satisfaction, questionnaires were sent to collect customer feedback. Guests' comments on their experience are evaluated and presented to the Group's management. During the Year, Grand Emperor Hotel received 62 complaints, all of which were immediately dealt with by the staff on duty, and corrective actions were taken.

Daily briefings are held in the Group's hotels and serviced apartments involving housekeeping, front office and security team, etc. to ensure service quality, spot checks on the service level are conducted periodically.

本集團一直由經驗豐富及訓練有素之客戶服務團隊提供優質的客戶服務。為監察客戶滿意度，本集團發出調查問卷以收集客戶反饋。客戶的體驗意見將予以檢討並提交予本集團管理層。於本年度，英皇娛樂酒店收到62宗投訴，所有事件均由當值員工即時處理，並採取了糾正措施。

本集團的酒店及服務式公寓每天都會舉行簡報會，涉及房務、前台和保安團隊等。為確保服務質素，定期對服務水平進行抽查。

The Group has achieved several notable accolades for delivering outstanding hospitality performance. Major hospitality awards it has received in recent years are as follows:

本集團在提供卓越酒店服務方面獲多項美譽，近年來取得主要的酒店業獎項如下：

The Emperor Hotel

- Agoda Customer Review Award 2021
- Hotels.com Loved by Guests Awards 2021
- Trip.com Best Strategic Partner
- WeddingHK Best Featured Wedding Venue: The Crown

英皇駿景酒店

- Agoda 2021年最佳客戶評分
- Hotels.com 2021年旅客最喜愛住宿獎
- 攜程最佳策略合作夥伴
- WeddingHK最佳特色婚禮場地：The Crown



Grand Emperor Hotel

- 2021 Green Hotel Awardees – Silver Award
- Booking.com Traveller Review Awards 2021
- Hotels.com Loved By Guests Award 2020 & 2021
- Macau Environmental Protection Bureau Macao Green Hotel Award – Certificate of Merit, 2019-2021
- CEM Macau Energy Saving Activity 2020 – Excellent Award of Hotel Group B
- Tripadvisor 2020 Traveler's Choice
- Agoda Customer Review Award 2020
- Asia Art of Cuisine Society The Best of the Best Masterchef 2020 Recommendation Restaurant: Grand Emperor Court

英皇娛樂酒店

- 2021年澳門環保酒店獎得主-銀獎
- Booking.com 2021年旅客評分獎
- Hotels.com 2020及2021年旅客最喜愛住宿獎
- 澳門環境保護局2019-2021年度澳門環保酒店獎優良獎
- 2020年澳電《知慳惜電活動》酒店B組優異獎
- 貓途鷹2020年旅行者之選大
- Agoda 2020年最佳客戶評分
- 亞洲餐飲廚藝協會2020年The Best of the Best Masterchef 推介餐廳：皇廷閣




4.3 Protection of Data 資料保護

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

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

4.4 Protection of Intellectual Property 保護知識產權

The Group protects its intellectual property rights by prolonged use and registration of domain names and various trademarks without limitation to 英皇, **Grand Emperor** and . The Group has registered trademarks in various classes in Macau. In addition, the Group's trademarks and domain names are constantly monitored, and renewed prior to their expiration.

本集團透過持續使用及登記域名與各類商標（包括但不限於英皇、**Grand Emperor**及）保障其知識產權。本集團已在澳門註冊多個類別的商標。此外，本集團商標及域名會獲持續監控及於屆滿前續期。

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

此外，本集團對任何侵犯本集團的知識產權採取即時行動。

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

In order to enhance ethical corporate culture and practices, the Group has established policies and procedures for anti-corruption, anti-money laundering and counter-terrorist financing.

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

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

The Group has set out the key provisions relating to anti-corruption legislation. The Group has also adopted a whistle-blowing policy and procedures for all levels and operations under the Group, so staff can raise concerns – in confidence – about possible improprieties such as misconduct and malpractice in any matter related to the Group. These policies and procedures together with the code of conduct can be found in the employee handbook.

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

為提升企業道德文化及常規，本集團已建立反貪污、打擊洗錢及恐怖分子資金籌集之政策及程序。

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

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

本集團已制定防止貪污法例之主要條文。本集團亦採納一套檢舉政策及程序，讓本集團所有層面及業務之員工可在保密的情況下就任何可能影響本集團之不當事宜（如不當及不法行為）進行舉報。該等政策及程序連同行為守則可於員工手冊內查閱。

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

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

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

- Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong)
- Companies Ordinance (Cap. 622, Laws of Hong Kong)
- Hotel and Guesthouse Accommodation Ordinance (Cap. 349, Laws of Hong Kong)
- Prevention of Bribery Ordinance (Cap. 201, Laws of Hong Kong)
- Legal Framework for the Operations of Casino Games of Fortune (Law No. 16/2001, Laws of Macau)
- Macau Labour Relations Law (Law No. 7/2008, Laws of Macau)

Details on the work of the Corporate Governance Committee are shown in the Corporate Governance Report, which can be found on page 41 of the Company's 2021/2022 Annual Report.

The Group holds relevant licences required for provision of services, such as Licence for Hotel and Guesthouse Accommodation Ordinance (Cap. 349, Laws of Hong Kong), General Restaurant Licence, Junket Promoter Licence issued by the Gaming Inspection and Coordination Bureau, and Administrative Licence issued by Macau Government Tourist Office (for entertainment and hospitality services in Macau), etc.; and the management must ensure that the conduct of business conforms with the applicable laws and regulations.

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

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

董事會委派企業管治委員會檢視及監察有關法例及法規要求之政策及慣例，包括但不限於以下對本集團有重大影響的法例：

- 《打擊洗錢及恐怖分子資金籌集條例》（香港法例第615章）
- 《公司條例》（香港法例第622章）
- 《旅館業條例》（香港法例第349章）
- 《防止賄賂條例》（香港法例第201章）
- 《娛樂場幸運博彩經營法律制度》（澳門法律第16/2001號）
- 《澳門勞動關係法》（澳門法律第7/2008號）

企業管治委員會之工作詳情載於本公司2021/2022年度報告第41頁中之企業管治報告內。

本集團持有提供服務所需之相關牌照，例如酒店牌照：《旅館業條例》（香港法例第349章）、普通食肆牌照、博彩監察協調局簽發的博彩中介人執照及澳門政府旅遊局頒發的營運牌照（於澳門提供娛樂及酒店服務）等，而管理層須確保所從事業務乃符合適用之法律及法規。

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

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

5. COMMUNITY INVOLVEMENT 參與社區活動

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

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

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



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

5.1 Charitable Sponsorship and Donations 慈善贊助及捐贈

The Group mobilises its staff to participate in fundraising campaigns to help underprivileged people in the community.

本集團推動員工參與籌款活動，幫助社區弱勢群體。

Mooncake Donation Campaign 愛心月餅募捐大行動

September 2021
2021年9月

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

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



6. APPENDIX: HKEX ESG REPORTING GUIDE CONTENT INDEX

附錄：港交所環境、社會及管治報告指引內容索引

Subject areas 主要範疇	Description 描述	Section 章節
A. Environmental 環境		
Aspect A1: Emissions 層面A1：排放物		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	2.1
KPI A1.1 指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	2.4
KPI A1.2 指標A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接（範圍1）及能源間接（範圍2）溫室氣體排放量及（如適用）密度（如以每產量單位、每項設施計算）。	2.4
KPI A1.3 指標A1.3	Total hazardous waste produced and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量及（如適用）密度（如以每產量單位、每項設施計算）。	Not applicable <i>In view of its business nature, the Group does not directly generate any hazardous waste.</i> 不適用 基於其業務性質，本集團不會直接產生大量有害廢棄物。
KPI A1.4 指標A1.4	Total non-hazardous waste produced and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量及（如適用）密度（如以每產量單位、每項設施計算）。	2.4
KPI A1.5 指標A1.5	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	2.2, 2.4
KPI A1.6 指標A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	2.2, 2.4

Subject areas 主要範疇	Description 描述	Section 章節
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。	2.1, 2.2
KPI A2.1 指標A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及／或間接能源（如電、氣或油）總耗量及密度（如以每產量單位、每項設施計算）。	2.4
KPI A2.2 指標A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度（如以每產量單位、每項設施計算）。	2.4
KPI A2.3 指標A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	2.2, 2.4
KPI A2.4 指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	2.2.3
KPI A2.5 指標A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及（如適用）每生產單位佔量。	Not applicable 不適用
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 impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	2.1, 2.2
KPI A3.1 指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	2.2
Aspect A4: Climate Change 層面A4：氣候變化		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	2.3
KPI A4.1 指標A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	2.3

Subject areas 主要範疇	Description 描述	Section 章節
B. Social 社會		
Employment and Labour Practices 僱傭及勞工常規		
Aspect B1: Employment 層面B1：僱傭		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2
KPI B1.1 指標B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region. 按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。	3.1
KPI B1.2 指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	3.1
Aspect B2: Health and Safety 層面B2：健康與安全		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.3
KPI B2.1 指標B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年（包括匯報年度）每年因工亡故的人數及比率。	3.3
KPI B2.2 指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	3.3

Subject areas 主要範疇	Description 描述	Section 章節
KPI B2.3 指標B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	3.3
Aspect B3: Development and Training 層面B3：發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	3.4
KPI B3.1 指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。	3.4
KPI B3.2 指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	3.4 Briefly discussed 已概括說明
Aspect B4: Labour Standards 層面B4：勞工準則		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2
KPI B4.1 指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	3.2
KPI B4.2 指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	3.2 Briefly discussed 已概括說明

Subject areas 主要範疇	Description 描述	Section 章節
Operating Practices 營運慣例		
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。	4.1
KPI B5.1 指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	4.1 Briefly discussed 已概括說明
KPI B5.2 指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	4.1 Briefly discussed 已概括說明
KPI B5.3 指標B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	4.1
KPI B5.4 指標B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	4.1
Aspect B6: Product Responsibility 層面B6：產品責任		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.2
KPI B6.1 指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Not applicable 不適用

Subject areas 主要範疇	Description 描述	Section 章節
KPI B6.2 指標B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	4.2 Briefly discussed 已概括說明
KPI B6.3 指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	4.4
KPI B6.4 指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	4.2
KPI B6.5 指標B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	4.3
Aspect B7: Anti-Corruption 層面B7：反貪污		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.5
KPI B7.1 指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	4.5
KPI B7.2 指標B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	4.5
KPI B7.3 指標B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	3.4

Subject areas 主要範疇	Description 描述	Section 章節
Community 社區		
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發行人營運所在社區需要和確保其業務活動會考慮社區利益的政策。	5
KPI B8.1 指標B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。	5
KPI B8.2 指標B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源（如金錢或時間）。	5