



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

2022/2023



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# 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 and entertainment 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 2023 (“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 2022/2023 Annual Report, in particular the Directors’ Report and Corporate Governance Report sections therein.

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

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」）主要從事提供酒店及娛樂服務。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2023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2022/2023年報一併閱讀，尤其是其中的董事會報告及企業管治報告部分。

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。

## Board Statement 董事會聲明

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

Our ESG processes and procedures focus on non-financial indicators that outline the Company’s approach towards sustainability and has taken into account ESG-related issues covering different aspects including operations, legal and compliance, internal control, human resources, as well as marketing and communications. To reinforce the Board’s ESG management approach and strategy as well as further enhance ESG governance, the Board has adopted an ESG Policy whereby the ESG Committee (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.

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。

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、社會及管治委員會（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。

Their respective roles and functions are as follows:

其各自的角色和職能如下：

### **ESG Committee** **環境、社會及管治委員會**

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

The ESG Committee reports to the Executive Committee on the progress of the above action plans.

- 通過關鍵績效指標及正確的工具和資源來處理環境、社會和管治事宜
- 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、社會及管治委員會向執行委員會報告上述執行計劃的進展情況。

### **Executive Committee** **執行委員會**

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

- 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、社會及管治委員會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有關的環境、社會和管治相關目標方面的有效性，包括關鍵績效指標
- 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。

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

根據執行委員會的建議，董事會已檢視在達致環境、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

 <p><b>Customers</b> 顧客</p> <ul style="list-style-type: none"> <li>Onsite communications</li> <li>Social media</li> <li>Emails</li> <li>Customer service hotline</li> <li>現場溝通</li> <li>社交媒體</li> <li>電郵</li> <li>顧客服務熱線</li> </ul>	 <p><b>Employees</b> 員工</p> <ul style="list-style-type: none"> <li>Performance appraisal interviews</li> <li>Employee engagement surveys</li> <li>Staff activities</li> <li>Daily communications</li> <li>績效評估訪談</li> <li>員工參與度調查問卷</li> <li>員工活動</li> <li>日常交流</li> </ul>	 <p><b>Shareholders and Investors</b> 股東及投資者</p> <ul style="list-style-type: none"> <li>General meetings</li> <li>Corporate websites</li> <li>Meetings and conference calls</li> <li>Corporate communication documents</li> <li>股東大會</li> <li>企業網站</li> <li>會議及電話會議</li> <li>公司通訊文件</li> </ul>
 <p><b>Business Partners and Suppliers</b> 商業夥伴及供應商</p> <ul style="list-style-type: none"> <li>Daily communications</li> <li>Assessments</li> <li>Meetings</li> <li>日常交流</li> <li>評估</li> <li>會議</li> </ul>	 <p><b>Community</b> 社區</p> <ul style="list-style-type: none"> <li>Community services</li> <li>Corporate websites</li> <li>Social media</li> <li>社區服務</li> <li>企業網站</li> <li>社交媒體</li> </ul>	 <p><b>Government and Regulatory Bodies</b> 政府及監管機構</p> <ul style="list-style-type: none"> <li>Regular dialogues</li> <li>Meetings</li> <li>Forums and conferences</li> <li>定期對話</li> <li>會議</li> <li>論壇和會議</li> </ul>

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於本報告內討論。

## Material Topics 重要議題

### Environment 環境



- Energy conservation
  - Waste management
  - Waste recycling
  - Paper reduction
- 能源節約
  - 廢物管理
  - 廢物循環利用
  - 減少用紙



### Operating Practices 經營常規



- Services quality
  - Customer privacy protection
  - Anti-corruption/Anti-money laundering
  - Compliance with laws and regulations
- 服務質素
  - 客戶私隱保護
  - 反貪污／反洗錢
  - 遵守法例及法規



### Workplace 工作場所



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



### Community 社區



- Employee volunteering
  - Community fundraising
- 員工志願服務
  - 社區籌款





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# ENVIRONMENTAL PROTECTION

環境保護



## 2.1 Environmental Policies 環境政策

During the Year, the Group continued making its best endeavours to protect the environment in its business activities and workplace. The Group also educates its employees on their awareness of promoting a green environment. The Group seeks to identify and manage environmental impacts attributable to its operations, in order to minimise these impacts if possible. 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” below.

More plants were placed both inside and outside The Emperor Hotel, to boost oxygen and decrease carbon dioxide in the air.

於本年度，本集團繼續致力在業務活動及工作場所實踐環境保護。本集團亦教育其僱員提升對綠色環境的意識。本集團努力辨識及管理其業務對環境造成之影響，務求將該等影響盡可能減至最低。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。該等措施載於下列第2.2「資源使用」章節。

於英皇駿景酒店，酒店內外均放置了更多的植物，以增加氧氣量及減少二氧化碳量。



## 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. 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。為降低能源消耗及減少碳排放，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 some of its operations, to enhance overall energy efficiency. The measures have achieved positive results, with obvious improvements in energy efficiency.

- Shortened the lighting hours of the exterior signboards, to reduce power consumption
- Reused waste heat generated from the heat recovery air-conditioning system, for the boiler
- Adopted cooling tower systems to maximise chiller energy efficiency
- Employed the start/stop function of the main chiller unit of the air-conditioning system and minimised use of chiller units during night-time
- Applied a heat pump system to increase the heat recovery water temperature and supply hot water for guest rooms, thereby reducing liquefied petroleum gas (“LPG”) consumption
- Using electric cookers and electric grills in kitchens, to reduce LPG usage
- Deployed energy-saving devices for lifts
- Switching off some passenger lifts after peak hours
- Using LED lamps

During the Year, electricity consumption of Grand Emperor Hotel and The Emperor Hotel decreased by approximately 16% and 7%, respectively when compared with the previous year after adopting the above measures.

本集團已於其部分營運實施下列環保措施，以提高整體能源效益。有關措施取得良好成果，能源效益顯著提升：

- 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
- 於廚房內使用電爐與電扒爐，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

於本年度，在採取上述措施後，英皇娛樂酒店及英皇駿景酒店耗電量分別較去年減少了約16%及7%。



## 2.2.2 Waste Reduction and Management 減少及管理廢物

The Group has implemented the following environmental initiatives in some of its operations for minimising waste generation as well as maximising recycling:  
本集團已於其部分營運實施下列環保措施，以減少廢棄物產生的同時實現循環利用：

- Installed Reverse Osmosis (RO) water dispensers in certain suites, to reduce the number of drinking water bottles required
- Using different garbage bins for sorting waste
- Separating paper, aluminium cans, glass, metal, plastic bottles and surplus food from the waste, to maximise recycling
- Providing eco-friendly straws instead of plastic straws at food and beverages outlets
- 於部份套房安裝RO膜淨水機以減少礦泉水瓶的使用量
- 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
- 餐廳提供環保飲管而非塑料飲管

In The Emperor Hotel, unconsumed yet still edible and appetising food is donated to people in need through Foodlink Foundation, a charitable organisation. It also engages qualified service provider registered under the Environmental Protection Department to collect waste cooking oils.

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。其亦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。



英皇集團一直以各種方式實踐可持續發展，希望同事共同改變日常習慣，減少用紙，減少碳排放，為保育森林為氣候保護作出貢獻！

#### 減碳小貼士

- 重複使用舊信封
- 使用環保紙作內部文件往來
- 印刷時，使用雙面及黑白印刷
- 起稿時，使用鉛筆以便修改內容
- 善用電子文件及系統作日常溝通或審批
- 利用舊紙張空白的背面，自製筆記簿或草稿紙
- 妥善分類，並將已去釘及塑的紙張放進回收環保袋內
- 會議前預先電郵相關文件予與會者，減少印刷議程或報告

### 2.2.3 Paper Reduction 減少用紙

The Group encourages a paperless working environment which not only reduces environmental damage but also fits commercial goals, as it can save physical space, facilitate information sharing via IT networks, and reduce complicated documentation procedures. In recent years, the Group has implemented paperless internal human resources processing such as employee time sheets, payrolls, leave applications, surveys, assessment papers, inspection forms and many more. From time to time, the Group shares tips on paper reduction with colleagues – such as utilising used envelopes for internal correspondences, and using laptops or tablets instead of paper for meetings. Besides, electronic devices instead of paper are now typically used in promotional activities.

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

本集團鼓勵無紙化的工作環境，不僅可減少對環境的破壞，亦具有多重商業裨益，包括節省空間、促進資訊科技網絡信息共享及減省繁複的文書程序等。近年來，本集團已實行內部人力資源無紙化流程，例如僱員工時表、糧單、假期申請、意見調查、評估報告及檢查表格等。本集團不時與同事分享減少用紙的建議，例如利用已使用的信封作內部文件往來及使用平板或手提電腦代替紙張開會等。此外，於宣傳活動通常使用電子器材以取代紙張。

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

### 2.2.4 Water Conservation 節約用水

Various measures are implemented to enhance efficient use of water and advocate for responsible consumption habits.

In some of the Group's operations, water limiters and automatic sensors have been installed in water taps. The Group also educates its kitchen staff regarding 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。

於本集團的部分營運，水龍頭安裝了限流器及自動傳感器。本集團並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 poses adverse effects to the macro economy.

The Group mainly engages in the provision of hospitality and entertainment 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.

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.

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。

本集團主要從事提供酒店及娛樂服務。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。

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 six 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 Happy Valley in Hong Kong and Grand Emperor Hotel and Inn Hotel 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. The relevant data are listed in the table on the next page.

本集團目前於香港及澳門經營6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 Happy Valley，以及澳門的英皇娛樂酒店及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，並貢獻本集團大部分收入。相關數據已載列於下頁的表格中。

Indicator 指標	FY2021/2022年度	FY2022/2023年度
<b>GHG Emissions 溫室氣體排放<sup>1</sup></b>		
Scope 1 GHG emissions (kgCO <sub>2</sub> e) 範疇1溫室氣體排放(每公斤二氧化碳當量排放)	60,358	<b>63,257</b>
Scope 2 GHG emissions (kgCO <sub>2</sub> e) 範疇2溫室氣體排放(每公斤二氧化碳當量排放)	16,079,246	<b>14,039,024</b>
Scope 3 GHG emissions (kgCO <sub>2</sub> e) 範疇3溫室氣體排放(每公斤二氧化碳當量排放)	14,318	<b>13,819</b>
Total (Scope 1, 2 & 3) GHG emissions (kgCO <sub>2</sub> 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)	16,153,922	<b>14,116,100</b>
GHG emissions intensity (kg/m <sup>2</sup> ) 溫室氣體排放強度(公斤/平方米)	170.5	<b>149.0</b>
<b>Energy Consumption 能源消耗</b>		
Direct energy consumption (GJ) 直接能源消耗(千兆焦耳)	43	<b>43</b>
Indirect energy consumption (GJ) 間接能源消耗(千兆焦耳)	88,453	<b>77,429</b>
Total energy consumption (GJ) 總能源消耗(千兆焦耳)	88,496	<b>77,472</b>
Energy consumption intensity (GJ/m <sup>2</sup> ) 能源消耗強度(千兆焦耳/平方米)	0.9	<b>0.8</b>
<b>Waste Management 廢物處理</b>		
General refuse disposed to landfills (kg) 棄置於堆填區的一般廢物(公斤)	42,568	<b>20,617</b>
General refuse intensity (kg/m <sup>2</sup> ) 一般廢物密度(公斤/平方米)	0.4	<b>0.2</b>
Total recycled waste (kg) 總回收廢物(公斤)	31,266	<b>21,230</b>
Recycled waste intensity (kg/m <sup>2</sup> ) 回收廢物密度(公斤/平方米)	0.3	<b>0.2</b>
<b>Water Consumption 耗水量</b>		
Water consumption (m <sup>3</sup> ) 耗水量(立方米)	264,584	<b>238,373</b>
Water consumption intensity (m <sup>3</sup> /m <sup>2</sup> ) 耗水量密度(立方米/平方米)	2.8	<b>2.5</b>

<sup>1</sup> The Group does not directly create emissions with pollutants such as Sulphur Oxide (SO<sub>x</sub>) and Nitrogen Oxide (NO<sub>x</sub>)  
本集團並無直接排放污染物，如硫氧化物(SO<sub>x</sub>)以及氮氧化物(NO<sub>x</sub>)

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





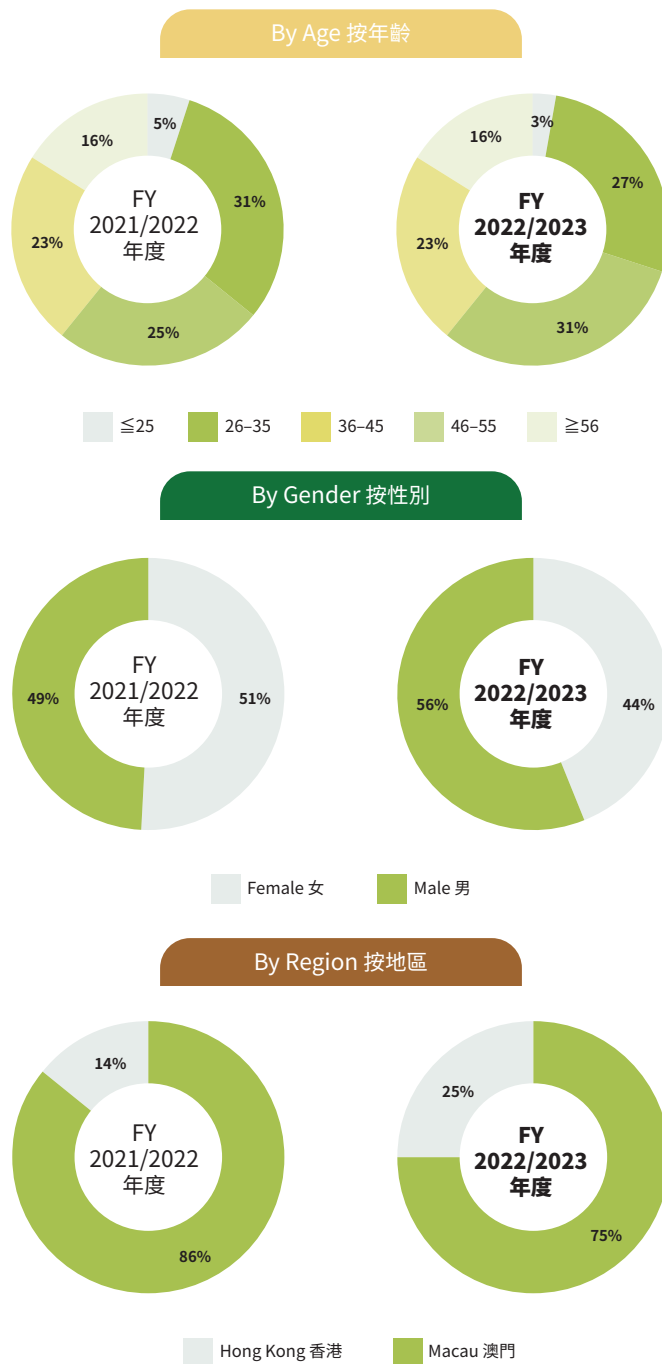
### 3.1 Workforce Distribution and Diversity 員工分佈及職場多元化

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

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

As at 31 March 2023, the number of employees of the Group was 517 (2022: 876). The demographics of the Group's workforce as at 31 March 2023 are summarised below.

於2023年3月31日，本集團之僱員數目為517(2022年：876)人。本集團員工於2023年3月31日的分佈資料概列如下。

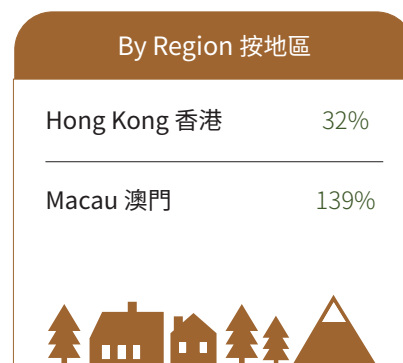
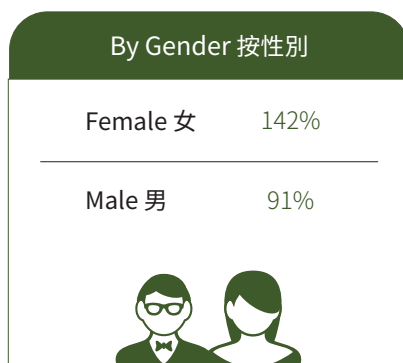
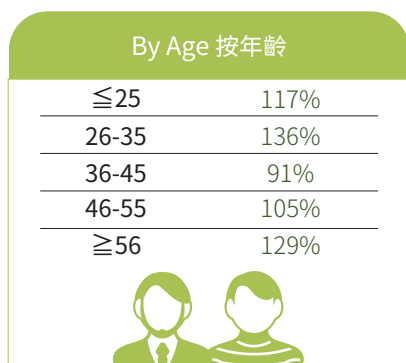


The Group has a diverse workforce in terms of gender and age, providing a variety of ideas and levels of competencies that contribute to the Group's success. The Group is firmly committed to gender equality, and particularly encourages female participation in the Board, and at managerial and operational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

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。

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 2023, 39% of the staff had worked for the Group for five 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.

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2023年3月31日，39%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。





## 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 them with an additional day off in lieu of a birthday gift.

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

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、人壽保險及額外有薪年假。每名員工可享有生日假期,為他們提供了額外的休息日以代替生日禮物。

為確保員工清楚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、調查委員會或集團內部審計總監提出投訴和關注事項。

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



### 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 enhances emergency preparedness and ensures there are well-stocked first-aid kits in office, hotel and serviced apartments to protect the health and safety of employees, in the event that they are injured at work. Automated external defibrillators are also in place to rescue potential victims of sudden cardiac arrest. 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.



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 548 (2022: 462), while the numbers and rate of work-related fatalities during the past three years are listed in the table below.

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。

本集團提升應急準備能力及確保辦公室、酒店及服務式公寓內配備充足的急救箱，以於員工發生工傷時能保障員工的健康及安全。同時亦提供了自動體外心臟去顫器以供潛在心臟病患者在病發時進行救助。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。

每宗工傷事故（如有），必須通報人力資源部，並根據內部指引程序進行獨立評估。於本年度，因工傷損失工作日數為548(2022年：462)天，而過去三年因工亡故的人數及比率已載列於下表。

Item 項目	FY2020/2021年度	FY2021/2022年度	FY2022/2023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



### 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 2023, 20 frontline staff had obtained Macao Occupational Skills Recognition System (“MORS”) certifications in accordance with their professions.

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2023年3月31日，20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。

Anti-money laundering is one of the areas of high concern in the retail sector, hence the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong) is introduced to new staff during the orientation by Human Resources Department, and subsequent trainings and updated information are provided to staff from time to time. Also, relevant information is shared through the e-learning platform.

The Group adopts a zero-tolerance approach to all forms of corruption and bribery. This is clearly stipulated in all employees' contracts which prohibits staff from accepting advantages, gifts or entertainment from all business partners. These policies are explained during induction training, and are freely accessible on the Group's intranet. To maintain vigilance against corruption risks, the Group also offers internal refresher training such as talks or seminars on business ethics on a regular basis, delivered by Independent Commission Against Corruption of Hong Kong ("ICAC") or Commission Against Corruption of Macao. During the Year, a virtual talk was organised by the ICAC, to raise employees' awareness of temptations for corruption in daily work and enhance knowledge of anti-corruption laws; all employees were required to participate.

反洗錢是零售業高度關注的範疇之一，因此在新員工入職培訓時，人力資源部會向他們介紹《打擊洗錢及恐怖分子資金籌集條例》（香港法例第615章），並於隨後不時向員工提供培訓和最新資訊。同時，通過電子學習平台分享相關資訊。

本集團對一切形式的貪污和賄賂採取零容忍的態度。這在所有僱傭合同中均有明確規定，禁止員工接受所有商業夥伴的好處、禮物或娛樂。這些政策已在入職培訓時作出解釋，並可在本集團內聯網上自由查閱。為了保持對貪污風險的警惕性，本集團還定期提供內部進修培訓，如由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。於本年度，香港廉政公署舉辦了一次網上講座，以提高員工對日常工作中貪污誘惑的意識，並加強對反貪污法律的知識，所有員工都必須參加。

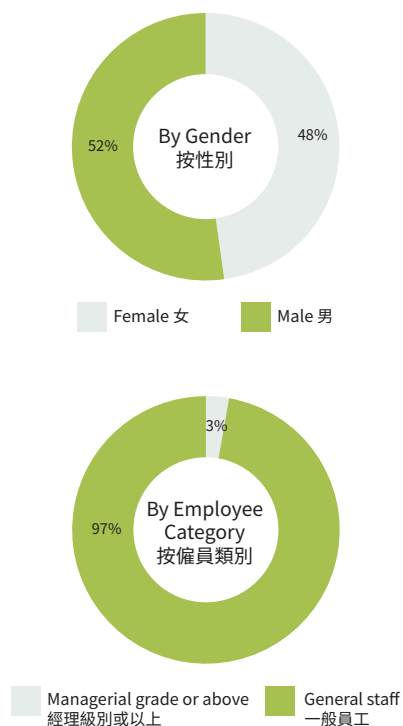


The numbers of training hours of the staff of the Group are listed in the table below.  
 於本年度，本集團員工培訓時數已載列於下表。

Item 項目	FY2021/2022年度	FY2022/2023年度
Total training hours 總培訓時數	11,363	<b>740</b>
Average training hours per employee 每名員工平均培訓時數	13.0	<b>1.4</b>



During the Year, the percentage of employees trained are listed in the table below.  
 於本年度，受訓僱員百分比已載列於下表。





## 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。

### Emperor Group 80th Anniversary Photography Competition and Mobile Photography Workshop August to September 2022

### 英皇集團80週年攝影比賽暨手機攝影工作坊 2022年8至9月

To celebrate the 80th anniversary of Emperor Group, “The Best of Emperor” photography competition was organised to encourage its staff to appreciate the people and events around them, and to use photography to preserve, spread and pass on the “Best of Emperor”. The winners were awarded with gifts. To tie in with the competition, a mobile photography workshop was also organised to equip the staff with better photography skills.

為慶祝英皇集團成立八十週年，舉辦了「英皇之最」攝影比賽，鼓勵同事欣賞身邊的人與事，用攝影把「英皇之最」留住、傳揚並得以承傳。得獎同事均獲得豐富禮品。為配合是次比賽，還舉辦了手機攝影工作坊，讓同事在攝影技巧上更得心應手。



### Mid-Autumn Festival Delicacies September 2022

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.

**英皇集團**  
EMPEROR GROUP

**英皇集團80周年攝影比賽**

為慶祝英皇集團成立八十週年，集團人力資源部特意舉辦以「英皇之最」為主題的攝影比賽，鼓勵同事在日常生活忙碌之餘，不忘欣賞身邊的英皇人與事，用攝影把「英皇之最」留住、傳揚並得以承傳。為配合是次比賽，公司將舉辦手機攝影工作坊，希望同事在攝影技巧上更得心應手。

主題：「英皇之最」  
參賽資格：英皇集團全職員工  
參賽日期：2022年8月19日至2022年9月8日

### 佳餚美饌賀中秋 2022年9月

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。

**英皇集團**  
EMPEROR GROUP

## 伸展舒痛體驗班

我們一向關心員工身心健康，現推出三款伸展舒痛班，為大家身心靈打氣！

經常低頭看電腦及各種不良姿勢令肌理過勞，以致出現肌肉酸痛、血腫、頸痛、肌肉抽緊等不適症狀出現。此課程會以不同伸展動作來舒緩不適。

**痛症伸展班**  
日期: 03/10/2022 & 12/10/2022  
時間: 18:15 - 19:45

**筋膜放鬆伸展班**  
日期: 19/10/2022 & 26/10/2022  
時間: 18:15 - 19:45

**肩頸酸痛伸展班**  
日期: 02/11/2022 & 09/11/2022  
時間: 18:15 - 19:45

筋脈是人體最大的網絡系統，對我們身體有至根本的影響。釋放筋脈能有效對症問題、運動表現、改善健康及情緒控制帶來正面影響。此課程針對筋脈放鬆來舒緩身心疲累。

因長時間看電腦、電腦、揸車、搬東西、做家務等活動以致肩頸僵硬及痛症出現。此課程特別針對這些位筋脈來消除疲勞。

上課地點: 灣仔英皇集團中心2樓

立即報名  
費用全免

備註:  
1. 每一款體驗班共兩節  
2. 同事可選擇參加任何一項首週及一項次週課程  
3. 活動名額以先到先得的形式安排，額滿即止  
4. 參加者請自備瑜伽墊、瑜伽球和毛巾各一件及穿著運動服上課  
5. 如參加者未能出席，請於體驗班前一星期前通知HR人員，否則每節課程收取行政費用港幣200元

**英皇集團**  
EMPEROR GROUP

## 齊來鬆一鬆 頭肩頸按摩

係時候放鬆一下身心

享受30分鐘頭肩頸按摩服務(費用全免)

日期: 10月21日(五)/11月18日(五)  
/12月23日(五) (任選其一)  
時段: 下午3時至6時\*  
地點: 灣仔英皇集團中心2樓  
MUSTARD SEED

立即報名

#同事可按意願列明首選及次選日子  
\*按摩時段將會由HR安排

成功參加者將收到HR發出的電郵通知及所獲分配的按摩服務時段

名額有限，先到先得！

**英皇集團**  
EMPEROR GROUP

## 瑜伽體驗班

我們一向關心員工身心健康，現推出三款瑜伽班，為大家身心靈打氣！

**養生瑜伽班**  
日期: 16/11/2022 & 23/11/2022  
時間: 18:15 - 19:45

透過一些瑜伽体式對肩、手、腕等訓練，不但可強化肌肉，更可增加體性的延伸，舒緩和避免因久坐而出现的僵硬及身體系統運作不健康，讓身心達到更健康的放鬆，也可改善呼吸和促進睡眠，養生益壽。

**心靈瑜伽班**  
日期: 30/11/2022 & 07/12/2022  
時間: 18:15 - 19:45

透過一些緩慢又深層放鬆的方法，先以一連串的神靈動作釋放身心压力和負面情緒，而導致肌肉緊張，透過連續呼吸技巧助你穩定情緒，進入心靈空靈，對於減壓及放鬆精神有極正面的影響。

**減壓舒緩瑜伽班**  
日期: 14/12/2022 & 21/12/2022  
時間: 18:15 - 19:45

生活緊張加上壓力，或令我們有頭痛、失眠、胃痛、坐骨神經痛及失眠等徵狀，此班有助舒緩能力引起的平衡及痛症。

上課地點: 灣仔英皇集團中心2樓

立即報名  
費用全免

備註:  
1. 每一款體驗班共兩節  
2. 同事可選擇參加任何一項首週及一項次週課程  
3. 活動名額以先到先得的形式安排，額滿即止  
4. 參加者請自備瑜伽墊、瑜伽球和毛巾各一件及穿著運動服上課  
5. 如參加者未能出席，請於體驗班前一星期前通知HR人員，否則每節課程收取行政費用港幣200元

## Stretching and Exercising Classes October 2022

In view of office workers sometimes facing problems such as muscle fatigue, or muscle tension or pain caused by poor posture, the Group organised stretching and exercising classes for employees, so they can relieve any pain through stretching exercises.

## Head, Shoulder and Neck Massage Service October to December 2022

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

## Yoga Classes November to December 2022

In an effort to maintain employees' physical and mental health, the Group organised yoga classes for employees catering to different needs such as easing stress, improving sleep quality and mental relaxation, as well as strengthening muscles and relieving pain.

## 伸展舒痛體驗班 2022年10月

有見及辦公室同事常面對如肌肉過勞或因不良姿勢而造成肌肉繃緊或痛症等問題，本集團特意舉辦伸展舒痛體驗班，讓員工透過伸展運動舒緩痛症。

## 頭肩頸按摩服務 2022年10至12月

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

## 瑜伽體驗班 2022年11至12月

為保持其員工身心健康，本集團為員工舉辦了針對不同需要的瑜伽班，如舒緩壓力、改善睡眠質素、放鬆精神等，同時有助強化肌肉及改善痛症。

Besides, the Group organised several online talks during the Year, covering topics that aimed to enhance the wellness of its employees. These included the following:

- Common cancers in women
- Ways to combat high blood pressure, hyperlipidaemia and hyperglycaemia
- Complete guide to healthy diet
- Breast cancer prevention through yoga
- 女性常見癌症
- 擊退「三高」有妙法
- 健康飲食全攻略
- 乳·您啟程：瑜珈教室

此外，本集團於本年度舉辦了一些網上講座，涵蓋的主題均旨在提升員工的健康，包括以下主題：



### 健康小知識：擊退「三高」有妙法

衛生署的健康調查顯示，全港超過一半市民出現至少一項「三高」，即高血壓、高血脂、高血糖的症狀，當中以55至64歲人士最高危，病發率超過70%。面對「三高」危機，應如何防範？是次網絡研討會可助您了解更多有關「三高」的基本知識，包括成因、有效預防方法及相關治療，從而減低健康風險。

**網絡研討會詳情**  
 講者：林子耀醫生  
 普通科醫生（企醫網絡醫生）  
 日期：2022年7月29日（星期五）  
 時間：下午 1:00-2:00  
 語言：廣東話



### 健康小知識：女性常見癌症-卵巢癌、腹膜癌及肺癌

根據衛生署的數據顯示，卵巢癌、腹膜癌及肺癌均為本港女性十大常見癌症，風險絕對不容忽視。是次網絡研討會可助您了解更多有關卵巢癌、腹膜癌及肺癌的基本知識，包括成因、有效預防方法及相關治療，為突發情況作好準備。

**網絡研討會詳情**  
 講者：梁冬陽醫生（婦女健康）  
 日期：2022年5月27日（星期五）  
 時間：下午 1:00-2:00  
 語言：廣東話



### 健康飲食全攻略

相信許多人都認同「食得是福」，但營養均衡飲食同樣重要。究竟我們怎樣才能「吃得健康」呢？是次網上健康講座，邀請了熊妙華博士為嘉賓，以專業營養師的角度，與您分享有關如何於日常生活中保持健康均衡的飲食，以及應對三高的飲食貼士。

**網上健康講座詳情**  
 講者：熊妙華博士  
 香港安醫院 - 司徒拔道健康生活促進中心經理、註冊營養師  
 日期：2022年8月26日（星期五）  
 時間：下午 12:00 - 1:00  
 語言：廣東話



### 「乳·您啟程：瑜珈教室」

10月就是一年一度的「國際乳癌關注月」，為提高大眾對乳癌的認識，AXA聯同癌和醫療集團舉行「乳·您啟程：瑜珈教室」網上健康講座，邀請癌症戰士、Char Yoga and Wellness創辦人及瑜珈導師Char，與您一起做瑜珈，亦藉此讓大家更了解運動對預防乳癌的好處。

瑜珈教室完結後，將有其他節目及分享環節至上午11時，歡迎繼續在線參與！

**網上健康講座詳情**  
 講者：Char，癌症戰士、Char Yoga and Wellness 創辦人及瑜珈導師  
 日期：2022年9月24日（星期六）  
 時間：上午 9:00-10:00  
 語言：廣東話



A long, ornate hallway with a large crystal chandelier, marble floors, and gold-trimmed walls. The hallway is brightly lit, with recessed ceiling lights and a large, multi-tiered crystal chandelier hanging from the ceiling. The walls are decorated with gold trim and marble columns. The floor is made of polished marble with a central patterned rug. The overall atmosphere is one of luxury and elegance.

4

# OPERATING PRACTICE

經營常規



## 4.1 Supply Chain Management 環境政策

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.

The Group is not only concerned about the quality of products, but also understands and assesses the ESG practices such as occupational health and safety, labour standards, etc, with preference given to potential suppliers that demonstrate their commitment to the environment. Site visits may be conducted in this regard, and the Group will request certifications from vendors if necessary. The Group will be alert as to whether there is unfavourable news regarding its engaged suppliers on the environmental aspect. In the event of such news, the Group will internally discuss the need to change the supplier.

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

During the Year, the numbers of suppliers engaged by the Group's hotels operation were as follows.

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。

除了著重產品質素，本集團還會了解及評估環境、社會及管治的實踐如職業健康及安全、勞工標準等，潛在供應商若能履行環保者，會獲優先考慮。本集團可能會就這方面進行實地考察，如需要，本集團將要求供應商提供認證。本集團會留意其使用的供應商在環境保護方面有否出現不利新聞。如有發現，本集團會進行內部討論，以決定是否需要更換供應商。

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

於本年度，按地區劃分的酒店營運供應商數目已載列於下表。

Region 地區	Numbers of suppliers 供應商數目
Hong Kong 香港	440
Macau 澳門	320
Others 其他	33



## 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, the Group's hotel operations received a total of 143 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，本集團的酒店營運收到共143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

- 2022 Best Superb Wedding Banquet (Hotel) Best Featured Wedding Venue: The Crown, WeddingHK
- 2022 Wedding Hotel Venue of The Year, Research Wedding Magazine
- 2022 Best Engagement Award, Expedia.com

### 英皇駿景酒店

- WeddingHK – 2022 星級婚宴（酒店）最佳特色婚禮場地：The Crown
- Research Wedding Magazine – 2022 年度酒店婚禮場地大獎
- Expedia.com – 2022 Best Engagement Award



### Grand Emperor Hotel

- 2022 Outstanding Partnership, Ctrip Travel
- 2022 Outstanding Partnership, Meituan Hotel
- 2021 Green Hotel Awardees – Silver Award, Macau Environmental Protection Bureau Macao
- Traveller Review Awards 2021, Booking.com
- Loved By Guests Award 2020 & 2021, Hotels.com

### 英皇娛樂酒店

- 攜程旅行 – 2022年優秀合作獎
- 美團酒店 – 2022年卓越合作酒店
- 澳門環境保護局 – 2021年澳門環保酒店獎銀獎
- Booking.com – 2021年旅客評分獎
- Hotels.com – 2020及2021年旅客最喜愛住宿獎







## 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 仁仁. 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.

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

本集團透過持續使用及註冊域名與各類商標（包括但不限於 英皇 、**Grand Emperor**及 仁仁）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。

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 anticorruption, 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, an anti-corruption policy is in place which sets out the guidelines in accepting or offering advantages including giving and receiving gifts, or offer in the form of meals, accommodation and entertainment, as well as interacting with government officials, and outlines 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 also adopted a whistle-blowing policy and reporting procedures for employees and related third parties who have business dealings with the Group (e.g. customers and suppliers) to raise concerns, in confidence and anonymity, about any suspected misconduct or malpractice within the Group. This policy aims to encourage all employees and related third parties who have concerns about any suspected misconduct or malpractice within the Company to come forward and voice those concerns.

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，本集團已訂立反貪污政策就接受或提供利益制定指引，包括贈送及收受禮物、提供用餐、住宿及娛樂，以及與政府官員交涉，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。

本集團亦採納一套舉報政策及報告流程，讓僱員及與本集團有業務往來的相關第三方（如客戶及供應商），以保密及匿名的方式對本公司內部任何涉嫌失職或不當行為提出關注。該政策旨在鼓勵所有員工及相關第三方就本公司內任何涉嫌失職或不當行為能挺身而出向本公司作出舉報。

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 amended by Law No. 7/2022, 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 pages 41 to 42 of the Company's 2022/2023 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7/2022號法律修改的第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2022/2023年度報告第41至42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.

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

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

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





## 5.1 Voluntary Services 義工服務

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

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

### Bread Run June to August 2022

In response to Feeding Hong Kong's call, the Group encouraged its staff to participate in this event by collecting surplus bread from designated bakeries at closing times and bringing them to the food bank of Feeding Hong Kong instantly, in order to provide food to those in need as well as reduce the food waste.

### 麵包收集活動 2022年6至8月

為響應樂餉社的號召，本集團鼓勵員工參與該活動，於臨近關門時段到指定的麵包店收集剩餘麵包，並隨即送至樂餉社的食物銀行，以提供食物予有需要的人士，同時減少浪費食物。

**Bread Run  
義工大招募!!**

麵包收集活動(Bread Run)旨在減少浪費新鮮麵包的同時，令有需要人士受惠。本集團現響應樂餉社的號召，誠邀大家一起參與成為麵包收集義工，於傍晚到指定麵包店收集麵包，並送至樂餉社油塘的食物銀行，為慈善出一分力！一起拯救麵包！

報名事宜：  
1. 同事自行組隊報名(2-3位同事一組) 或可個別報名(備團人力資源部可協助組隊安排)  
2. 歡迎家屬一同參與

活動日期：每組別按下述選擇兩天活動日期  
2022年6月23日  
2022年6月30日  
2022年7月7日  
2022年7月14日

活動時間：傍晚約7-8時(按指定港島沿線麵包店關門時間而定)  
報名截止日期：2022年6月10日(星期五)

成功報名之參加者將會收到個別確認通知及活動安排詳情介紹。



### Student Affairs Development Project September 2022

Emperor Group joined hands with the Elsie Tu Education Fund to provide internship opportunities to students from Mu Kuang English School, enabling them to experience working life beyond school. The Emperor Hotel participated in this project, which not only enabled the students to understand various businesses in society and accumulate experience, but also enhanced their interpersonal skills and self-confidence.

### 學生事務拓展計劃 2022年9月

英皇集團與杜葉錫恩教育基金合作，為慕光英文書院的學生提供實習機會，讓他們體驗學校以外的工作生活。英皇駿景酒店參與了這個計劃，不僅能讓學生了解社會上的各種業務及積累經驗，同時也提高了他們的人際交往能力及自信心。

## “Discover Emperor, The Celebration Walk” Virtual Charity Tour – Elderly Session October 2022

## 「一喜活現·英皇80年」 慈善虛擬導賞活動長者場 2022年10月



Co-organised with local cultural enterprise “Walk in Hong Kong”, Emperor Group held the Virtual Charity Tour – Elderly Session of “Discover Emperor, The Celebration Walk” at Emperor Cinemas, Citywalk, Tsuen Wan. Emperor Group employed an interactive online broadcast format with an audio-visual guide, combining information on its development with key celebratory moments for Hong Kong people, to enable senior citizens to relive bygone days. Over 80 senior citizens from the beneficiaries, Hong Kong Lutheran Social Service and The Neighbourhood Advice-Action Council, attended the event in person, and over 800 participated online. The Group organised a volunteer team to interact with the senior citizens on site, creating an enthusiastic atmosphere.



英皇集團於荃灣荃新天地之英皇戲院舉行「一喜活現·英皇80年」慈善虛擬導賞活動長者場，活動由本地文化企業「活現香港」協辦。英皇集團將其發展蹤跡結合香港人生命中值得慶祝的美好時刻，利用線上直播互動形式配合聲畫導航，與公眾重溫懷舊風情。活動邀請到逾80位來自香港路德會社會服務處及鄰舍輔導會的長者出席，同時逾800位長者透過線上參與。本集團組織義工隊在現場與長者互動，氣氛熾熱高漲。

## Sending Love and Care to the Elderly November 2022

## 向長者贈暖送福 2022年11月



Emperor Foundation joined hands with Yan Chai Hospital and organised an activity “Sending Love and Care to the Elderly” in which the Group’s volunteers visited elderly singletons and couples living in Butterfly Estate, Tuen Mun, who are in the care of Yan Chai Hospital. They gave them gift bags and healthy soup packs, showing love and care to the elderly.

英皇慈善基金與仁濟醫院攜手籌辦「向長者贈暖送福」活動，由本集團的義工逐一登門為由仁濟醫院照顧居於屯門蝴蝶邨的獨居及雙老家庭送上福袋及保健湯包，為他們表達愛與關懷。



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

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

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



### Mooncake Donation Campaign September 2022

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

### 愛心月餅募捐大行動 2022年9月

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

### Dress Casual Day October 2022

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

### 公益金便服日 2022年10月

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

### Love Teeth Day December 2022

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

### 公益愛牙日 2022年12月

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



## Skip Lunch Day March 2023



## 公益行善折食日 2023年3月

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

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

## 5.3 Environmental Conservation 環境保護

The Group is dedicated to promoting environmental awareness through green education.

本集團致力通過綠色教育宣揚環保意識。

### Earth Hour March 2023

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

### 地球一小時 2023年3月

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



## Lai See Reuse and Recycle Program February 2023

Emperor Group partnered with Greeners Action for the first time, to launch the “Lai See Reuse and Recycling Program”. Multiple collection points were set up in a number of properties under Emperor Group. The collected lai see packets were processed and sorted by a sheltered workshop, and turned into new lai see packets that will be distributed to the public in the following year, extending the value of paper. Through this program, Emperor Group hopes to encourage its colleagues and guests to put “go green” concepts into practice.

In addition to promoting the reuse and recycling of lai see packets, Emperor Group has also signed the Greeners Action Charter on “Eco-Friendly Red Packets”, with the aim of reducing waste at source by printing and distributing fewer lai see packets.

## 利是封回收重用大行動 2023年2月

英皇集團首次與綠領行動攜手舉辦「利是封回收重用大行動」。多個收集箱設置於英皇集團旗下多個物業。收集後的利是封交由庇護工場處理及分類，製作成新生利是封以於翌年派發予公眾，以延續紙張的價值。通過此行動，英皇集團希望能鼓勵其員工及住客將綠色環保理念付諸實踐。

除了鼓勵重用及回收利是封，英皇集團並簽署了由綠領行動舉辦的「環保利是封約章」，通過減少印製及派發利是封，旨於從源頭推動減少廢物。





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**



  
**THE UNIT**  
SERVICED APARTMENTS

Subject areas 主要範疇	Description 描述	Section 章節
<b>A. Environmental 環境</b>		
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。	Not applicable <i>The Group did not encounter any problems in sourcing water for its daily operations.</i> 不適用 本集團在日常營運中，在覓水源方面並無遇到任何問題。
KPI A2.5 指標A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及（如適用）每生產單位佔量。	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>B. Social 社會</b>		
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
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

Subject areas 主要範疇	Description 描述	Section 章節
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
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

Subject areas 主要範疇	Description 描述	Section 章節
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
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



Subject areas 主要範疇	Description 描述	Section 章節
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
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