



東瀛遊控股有限公司

EGL Holdings Company Limited

(於開曼群島註冊成立的有限公司)
(Incorporated in the Cayman Islands with limited liability)

股份代號 Stock Code : 6882



2023

Environmental, Social and
Governance Report

環境、社會及管治報告



目錄

CONTENTS

關於本報告 About the Report	2
環境、社會及管治架構 Environment, Social and Governance Structure	4
董事會聲明 Board Statement	5
持份者參與 Stakeholder Engagement	7
重要性評估 Materiality Assessment	8
環境層面 Environmental Aspects	10
社會層面 Social Aspects	26
疫後復甦 Post-Pandemic Recovery	38

關於本報告

ABOUT THE REPORT

旅遊行業為數百萬人提供生計，讓數十億人能夠體驗自身和不同的文化，領略大自然的風采。作為香港旅遊業的知名品牌之一，東瀛遊控股有限公司（「本公司」，連同其附屬公司統稱為「本集團」或「我們」）已經服務三十餘年。

本集團長期致力於開發、設計和提供多元化的旅遊產品和服務，為客人帶來與眾不同的愉悅旅行體驗和難忘的歡樂時光。本集團在日常營運中考慮重大環境、社會和管治（統稱為「ESG」）事項以及其財務收入，並從本質上將其長期成功與企業ESG管理和可持續發展的有效性聯繫在一起。

具體而言，為響應可持續旅遊業發展指引，本集團將合理地利用支撐旅遊業發展的自然資源，尊重旅遊地點的社會文化和其僱員與客戶的福祉，以及確保其商業模式切實可行，並為所有持份者創造社會經濟價值。

報告期

本集團欣然提呈ESG報告（「本報告」），以闡述我們於2023年1月1日至2023年12月31日（「報告期」或「2023財政年度」）期間的ESG管理及企業可持續發展的方式及表現。

報告邊界

本報告根據營運控制方法，主要涵蓋本集團業務範圍內的環境及社會表現，包括(i)本集團位於香港、澳門、中華人民共和國（「中國」）及日本的旅遊及與旅遊相關的服務及業務，及(ii)本集團於日本的酒店營運業務。

Tourism provides livelihoods for millions of people and allows billions more to appreciate their own and different cultures, as well as the natural world. As one of Hong Kong's prominent brands in the travel industry, EGL Holdings Company Limited (the "Company", together with its subsidiaries, hereinafter referred as the "Group", "We" or "Us") have been serving for more than 30 years.

The Group has long been committed to the advancement, design and provision of diversified travel products and services to its customers and bringing its customers unique and pleasurable travel experience with unforgettable moments of joy. The Group takes into consideration the material environmental, social and governance (collectively referred to as "ESG") matters together with its financial income in its daily operations and inherently links its long-term success to the effectiveness of its corporate ESG management and sustainable development.

In response to sustainable tourism development guidelines, specifically, the Group keeps making optimal use of natural resources that constitute the essence of tourism development, respecting the socio-cultural authenticity of travel destinations and the well-being of both its employees and clients and ensuring a viably lucrative business model that can create socioeconomic value to all stakeholders.

REPORTING PERIOD

The Group is pleased to present the ESG report (the "Report"), demonstrating the Group's approaches and performances in terms of its ESG management and corporate sustainable development from 1 January 2023 to 31 December 2023 (the "Reporting Period" or "FY2023").

REPORTING BOUNDARY

In accordance with the operational control approach, this Report primarily covers the environmental and social performance within the operational boundaries of the Group that includes the (i) Group's travel and travel-related services business in the business premises situated in Hong Kong, Macau, the People's Republic of China (the "PRC") and Japan, and (ii) the Group's hotel operation business in Japan.



關於本報告 ABOUT THE REPORT

除2023財政年度的報告範圍不包括EGL Market Company Limited外，本集團報告期內的報告範圍與去年（「2022財政年度」）大致上相同。

若特定內容涵蓋的範疇及範圍不同，已在本報告的相關部分特別註明。有關更多資料，請參閱本集團截至2023年12月31日止年度報告中的「企業管治報告」部分。

報告準則

本報告根據載於香港聯合交易所有限公司（「聯交所」）證券上市規則（「上市規則」）附錄C2《環境、社會及管治報告指引》編製。本報告遵守環境、社會及管治報告指引所載的所有「不遵守就解釋」規定，並以其載列的四項匯報原則－重要性、量化、平衡及一致性，作為本報告的撰寫基礎。

審閱及批准

本公司董事（「董事」）會（「董事會」）確認其有責任確保本報告的完整性，且就其所深知，本報告闡述了所有相關重要議題，並公平呈列本公司的ESG表現。本報告經董事會於2024年3月20日審議通過。

信息及反饋

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

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

The Reporting Scope is mainly the same as last year (“FY2022”) except with EGL Market Company Limited excluded in FY2023.

If the aspects and scope covered in specific content are different, they have been specifically noted in the relevant sections of the Report. Please also refer to the “Corporate Governance Report” Section in the Group’s Annual Report for the year ended 31 December 2023 for more information.

REPORTING PRINCIPLES

The Report is prepared in accordance with the ESG Reporting Guide as set out in Appendix C2 to the Rules (the “Listing Rules”) Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). It complies with all “comply or explain” provisions in the ESG Reporting Guide and strictly adheres to the four reporting principles – materiality, quantitative, balance and consistency.

REVIEW AND APPROVAL

The board (the “Board”) of directors (the “Directors”) of the Company acknowledges its responsibility for ensuring the integrity of the ESG Report and to the best of their knowledge, this Report addresses all relevant material issues and fairly presents the ESG performances of the Company. The Report was reviewed and approved by the Board on 20 March 2024.

INFORMATION AND FEEDBACK

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

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

環境、社會及管治架構

ENVIRONMENT, SOCIAL AND GOVERNANCE STRUCTURE

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

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

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

有關本集團在環境和社會方面管理方法的詳情，可參照本報告的不同章節。

報告期內，本集團邀請了第三方顧問為董事提供ESG及反貪污培訓。

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

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

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

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

During the Reporting Period, the Group invited third-party consultants to provide ESG and anti-corruption trainings for the Directors.



董事會聲明

BOARD STATEMENT

尊敬的持份者：

我謹代表董事會，向閣下提呈本報告，介紹本集團於截至2023年12月31日止年度中企業可持續性的方法、表現與承諾。

在過去數年，2019冠狀病毒病（「COVID-19」）疫情（「疫情」）及其對企業的潛在影響讓我們所有人帶來了很多前所未有的挑戰。隨著全球各國努力應對疫情帶來的影響，社會已逐漸恢復正常，旅遊業務亦隨著旅遊限制及防疫措施的放寬而開始復甦，並回到疫情前水平。值得注意的是，本集團在報告期內的業績實現了轉虧為盈。儘管疫情的影響呈下降趨勢，本集團仍致力於為所有人維持一個衛生和健康的環境，並將他們的健康和安全置於首位，例如在會議室內安裝空氣淨化器，以確保及保障會議期間員工及訪客的健康。

本集團對可持續性的關注是我們業務策略的基石，而這亦是我們自成立以來，面對各種起伏卻能始終保持堅定態度和韌性的根基。我們可持續發展願景的核心是創造獨特而愉快的體驗，包括品嚐當地佳餚、探索當地風景以及與當地居民開展互動。

隨著疫情在2022年的下半年開始緩和，社會更加充滿活力地實現經濟復甦。對本集團而言，這是一個調整和建立更具彈性的業務模式並創造可持續未來的良機。秉承初衷，我們在業務恢復營運後將繼續通過推出更多新的服務和旅行團，為客戶提供別具一格的旅行體驗。

儘管過去數年COVID-19危機對旅遊業造成了沉重的打擊，但本集團一直致力於通過堅定的信念和穩健的經營能力，利用創新方法創造價值，包括在我們的商業營運內推廣綠色辦公室和節能科技。隨著本年旅遊業復甦，為了更強勢地回歸，本集團已採取積極的措施以加強自身品牌形象，貫徹實現「2023一番新景象」及「多行一步」的宗旨。本集團不僅積極推廣日本旅行團業務，還精心策劃了數百款環球特色旅行團，持續實現多元化發展。

Dear valued stakeholders,

On behalf of the Board, I hereby present to you the Report, detailing the Group's approach, performance and commitment regarding the corporate sustainability for the year ended 31 December 2023.

In the past few years, the Coronavirus Disease 2019 ("COVID-19") pandemic ("Pandemic") and its associated implications for businesses presented numerous unprecedented challenges for us all. With the worldwide efforts in tackling the impacts resulting from the Pandemic, the society has returned back to normal. Following the relaxation of travel restrictions and pandemic prevention measures across the globe, the tourism business has experienced a significant rebound, reaching back to its pre-pandemic levels. Remarkably, the Group has achieved a turnaround from loss to profit in the Reporting Period. Despite the subsidising impact of the Pandemic, the Group remains committed to maintaining a hygienic and healthy environment for all individuals and prioritising people's health and safety. For instance, air purifiers have been installed in meeting rooms to safeguard the well-being of staffs and guests during meetings.

At the Group, our focus on sustainability is fundamental to our business strategy, which upholds our tenacity and resilience to experience any ups and downs since our establishment. Integral to our sustainability vision is to bring uniquely and consistently pleasant experiences, including the taste of local delicacy and the exploration of local landscapes to local dwellers.

Due to the pandemic subsidence in the second half of 2022, the society has already been more vitalised to embrace economic recovery since last year, which to the Group, is a golden opportunity to adjust and build a more resilient business model and create a sustainable future. We will continue to uphold our original aspirations, and offer our customers great travel experiences with more newly launched services and package tours.

Although the COVID-19 crisis tremendously struck the tourism industry in the past few years, the Group has been committed to leveraging its strong belief and operated robustness to harness innovative measures to create value, including the promotion of green office and energy-saving technologies in our business operations. With the recovery of tourism industry this year, to come back stronger, the Group has taken proactive steps to strengthen its brand image by upholding and pursuing the objectives of "A New Prospect for 2023" and "Proactive Stepping Forward". The Group not only actively promotes its Japanese tour business but also continues to diversify and carefully design hundreds of worldwide special package tours.

董事會聲明 BOARD STATEMENT

本集團把可持續業務發展放在首位並將氣候相關議題和ESG元素融入長期業務規劃當中。董事會作為本集團最為重要的領導角色全面地負責督導、直接管理及監督本集團的ESG議題和進度。報告期間，本集團榮獲由香港社會服務聯會頒發的「商界展關懷15+」，以表彰我們在企業社會責任和可持續社會發展方面的決心和努力。

為應對氣候變化，本集團訂立清晰明確的短期及長期可持續發展願景目標，跟著各地政府要求以朝著減排的願景不斷邁進，並設立相關減排目標和相應的策略，將可持續發展因素納入本集團的策略規劃、業務模式及其他決策過程。董事會定期監察及檢討管理方法的有效性，包括檢討本集團ESG表現並調整相應的行動計劃。有效率ESG政策實施有賴於不同部門的合作。我們因應聯交所的建議，並為了達到可持續發展的目標，本集團成立了跨部門的ESG工作小組，負責協調不同部門以促進彼此之間的合作，務求達到一致並合乎持份者期望的工作表現，為實現可持續發展目標及創造可持續未來而共同努力。

本集團竭力確保設立合適而有效的風險管理及內部控制系統，監督ESG和氣候相關風險及機遇的識別和評估，以及應對世代不同的挑戰及影響。

展望將來，董事會將持續檢討及監察本集團的ESG表現，並提供重要、可靠、一致和可作比較的環境、社會及管治資料予持份者，以共同為創造更美好的環境作出貢獻。最後，我藉此向我們的持份者、客戶和業務合作夥伴、管理團隊和全體員工表示感謝，感激他們一直以來對本集團的支持和奉獻。

袁文英
主席兼執行董事

香港，2024年3月20日

The Group puts sustainable business development as priority and incorporates climate-related issues and ESG elements into its long-term business strategic planning. As the most important leading role of the Group, the Board has the sole responsibility to oversee, directly manage and monitor the Group's ESG issues and progress. During the Reporting Period, the Group was awarded the "15 Years Plus Caring Company" by the Hong Kong Council of Social Service in recognition of its commitment in corporate social responsibility and in developing a sustainable society.

In response to climate change, the Group has set clear short-term and long-term sustainable development vision and goals to achieve ongoing emission reduction according to government requirements of different countries and regions progressively, established relevant emission reduction targets and corresponding strategies, and incorporated sustainable development factors into the Group's strategic planning, business model and other decision-making processes. The Board regularly monitors and reviews the effectiveness of management approaches, including reviewing the Group's ESG performances and adjusting corresponding action plans. Effective implementation of ESG policies relies on the collaboration of different departments. Following the recommendations given by the Stock Exchange, the Group has established an inter-departmental ESG Working Group to coordinate different departments and enhance their mutual co-operation, in order to achieve the objective of sustainable development. This ensures that the Group's work performances remain consistent and aligned with stakeholders' expectations. By working together, we strive to achieve our sustainable development goals and create a sustainable future.

The Group strives to ensure the establishment of appropriate and effective risk management and internal control systems not only for supervising the identification and assessment of ESG and climate-related risks and opportunities, but also for responding to the challenges and impacts of different times.

Looking ahead, the Board will continue to review and monitor the ESG performances of the Group and provide material, reliable, consistent and comparable environmental, social and corporate governance information to its stakeholders for contributing to the creation of a better environment. Last but not least, I would like express my gratitude to our stakeholders, customers and business partners, as well as the management team and all our staffs for their support and contribution towards the Group's success throughout these years.

Yuen Man Ying
Chairman and Executive Director

Hong Kong, 20 March 2024



持份者參與

STAKEHOLDER ENGAGEMENT

持份者的反饋是本集團可持續發展和成功的根基。本集團與其持份者保持著良好的關係，並努力從持份者的關注中，加深對風險和機遇將如何影響本集團業務發展的認識。因此，本集團致力於回應持份者通過不同渠道提出的問題，如下表所示：

Stakeholders' opinions are the solid foundation for the Group's sustainable development and success. The Group maintains a sound relationship with its stakeholders and has been working hard on identifying how the risks and opportunities would affect its business development from the concerns of its stakeholders. As such, the Group is committed to addressing the problems that stakeholders raised via various channels, which are listed in the table below.

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

重要性評估

MATERIALITY ASSESSMENT

於編製本報告時，作為重要性評估流程的一環，本集團直接與不同持份者群體溝通，以識別本報告中涉及對本集團之業務及其持份者有重大影響的議題，並加以排序。

When preparing the Report, the Group directly engaged with various stakeholders as part of the materiality assessment process to identify and prioritise the issues to be included in the Report which the Board believes would have significant impact on the Group's business and its stakeholders.

流程

PROCESS



階段 1 - 識別 STAGE 1 - IDENTIFICATION

從各種來源（包括上市規則規定、行業趨勢及內部政策）選出本集團及其持份者可能合理認為屬重要的ESG議題。我們已識別出38個議題。

A selection of ESG issues that may reasonably be considered important for the Group and its stakeholders from various sources, including Listing Rules requirements, industry trends and internal policies. 38 ESG issues were identified.



階段 2 - 排序 STAGE 2 - PRIORITISATION

進行線上意見調查，從持份者及本集團的角度對每個議題的重要性進行評分，評分範圍為1至5分。

根據意見調查的分數建立重要性矩陣，設定重要性的閾值（即平均值），並對可持續議題排序。

Conducted online surveys to rate the importance of each issue from the perspective of a stakeholder and the Group using a scale of 1 to 5.

Developed the materiality matrix based on the scores of the surveys, set the threshold for materiality (i.e. at a score of average) and prioritised a list of sustainability issues.



階段 3 - 審驗 STAGE 3 - VALIDATION

管理層審閱重要性矩陣及重要性閾值。從持份者及本集團的角度出發，分數為平均分或以上的ESG議題被列為本集團需作處理及就此作出匯報的最重要可持續議題。

Management reviewed the materiality matrix and the threshold for materiality. ESG issues, with a score of average or above from the perspective of a stakeholder and the Group, were prioritised as the most important sustainability issues for the Group to address and report on.



重要性評估 MATERIALITY ASSESSMENT

重要性矩陣

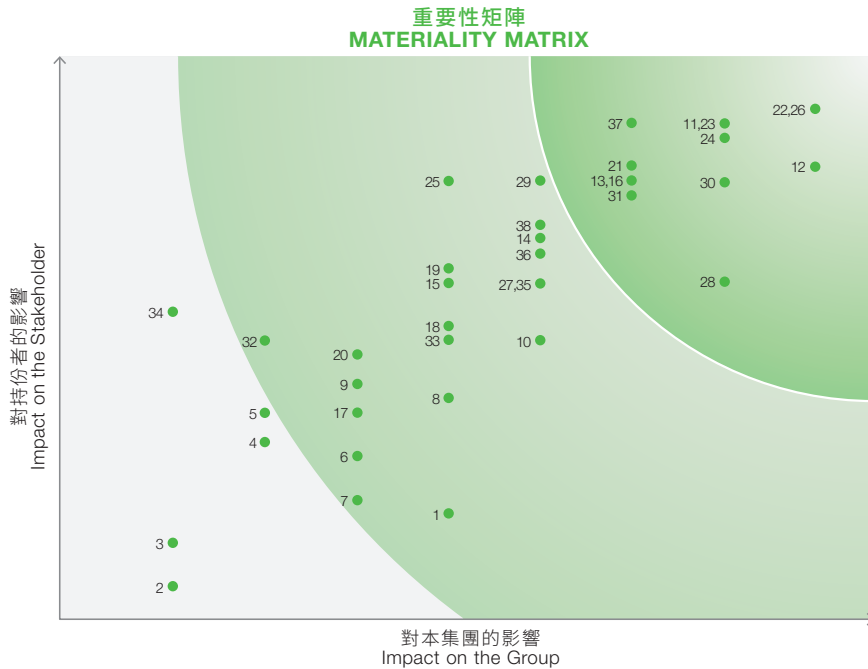
基於重要性評估，董事會認為對本集團和其持份者最為相關且重要的可持續議題包括以下各項：

2023年，我們識別出的重要性議題如下：

MATERIALITY MATRIX

Based on the materiality assessment, the Board believes that the most pertinent sustainability issues which are material to both the Group and its stakeholders include the following:

In 2023, the identified material topics are as follows:



高度重要議題

Topics of high importance

- 11 僱員薪酬條件和福利
Employee remuneration and benefits
- 12 職業健康與安全
Occupational health and safety
- 13 僱員發展與培訓
Employee development and training
- 14 防止僱傭童工和強制勞動
Preventing child and forced labour
- 16 與供應商的良好溝通及關係
Smooth communication and sound relationship with supplier
- 21 產品/服務健康和 safety
Health and safety relating to products/services
- 22 顧客滿意度 (福利)
Customer satisfaction (welfare)
- 23 營銷和推廣
Marketing and promotion
- 24 遵守和保護知識產權
Observing and protecting intellectual property rights
- 25 產品質量保證和召回率
Products quality assurance and recall percentage
- 26 顧客信息和私隱保護
Protection of customer information and privacy
- 27 與產品/服務相關的標籤問題
Labelling relating to products/services
- 28 產品設計和生命週期管理
Product design & lifecycle management
- 29 公司涉及到有關賄賂、勒索、欺詐和洗黑錢的案件數量
Number of legal cases filed against the company about bribery, extortion, fraud and money laundering

- 30 反貪污政策及舉報流程
Anti-corruption policies and whistle-blowing procedure
- 31 董事和員工的反貪培訓
Anti-corruption training provided to directors and staff
- 35 商業模式對環境、社會、政治和經濟風險和機遇的適應性和恢復力
Business model adaptation and resilience to environmental, social, political and economic risks and opportunities
- 36 法律監管環境變化的應對和管理 (法律合規管理)
Management of the legal & regulatory environment (regulation-compliance management)
- 37 應急事件風險應對能力
Critical incident risk responsiveness
- 38 系統性風險管理
Systemic risk management

中度重要議題

Topics of medium importance

- 10 員工多元化
Diversity of employee
- 15 選擇當地供應商
Selection of local supplier
- 18 供應商的社会風險 (如壟斷)
Social risk (e.g. monopoly) of the suppliers
- 19 採購措施
Procurement practices
- 33 公益慈善活動的參與及支持
Participation in charitable activities and support

較低重要議題

Topics of lower importance

- 1 大氣污染物和溫室氣體的排放
Air and greenhouse gas ("GHG") emissions
- 2 污水管理
Sewage treatment
- 3 土地的使用、污染和恢復
Land Use, pollution and restoration
- 4 固體廢棄物管理
Solid waste treatment
- 5 能源使用
Energy use
- 6 水資源使用
Water use
- 7 原材料/包裝物料使用
Use of other raw/packaging materials
- 8 保護環境和天然資源的措施
Mitigation measures to protect environment and natural resources
- 9 氣候變化風險
Climate-related risk
- 17 供應商的環境風險 (如環境污染)
Environmental risks (e.g. pollutions) of the suppliers
- 20 採購產品和服務的環境友好性
Environmentally preferable products and services
- 32 與當地社區的交流和聯繫
Community engagement
- 34 促進當地就業
Cultivation of local employment

環境層面

ENVIRONMENTAL ASPECTS

為尋求環境和經營所在社區的可持續性，本集團努力發掘更多創新領域，以建立綠色辦公室管理機制，並在其業務營運中加快落實節能措施。

在報告期內，本集團遵守於其營運之所在國家／地區制定的相關地方環境法例及規例，包括但不限於香港法例第311章《空氣污染管制條例》、香港法例第354章《廢物處置條例》、香港法例第358章《水污染管制條例》、香港法例第400章《噪音管制條例》和《廢物管理與公共清潔法》（日本）等法律法規的要求，對廢氣、污水及固體廢物進行處理，確保達標排放。

此外，本集團提倡節能減碳，致力於達致可持續經營。為此，我們已訂定明確的減排目標，致力於每年把溫室氣體排放、廢棄物及污水的排放、能源使用及資源使用減少5%。本集團將每年為目標作出檢討，以確保其與戰略目標的相關性及一致性。我們的長期目標與香港政府的可持續發展目標一致，我們努力於2050年前達致碳中和目標。本集團亦會於資源回收方面投入更多資源，促進循環經濟的發展。

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

排放物

報告期內，本集團已遵守適用的法例及規例，並無嚴重違反與大氣污染物排放、溫室氣體排放、污水排放及土地排污以及產生有害及無害廢棄物有關的法規及規例。截至2023年12月31日止年度，本集團確認報告期內並無收到任何有關溫室氣體排放、大氣污染物排放或空氣污染、水污染、廢棄物或噪音滋擾的罰款、投訴或警告。

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

To seek sustainability of the environment and the community where it operates, the Group endeavours to discover more creative areas for establishing a green office managing mechanism and stepping up its implementation of energy-saving measures in its business operations.

During the Reporting Period, the Group abided by relevant environmental laws and regulations as set out in the country where the Group operates, including but not limited to Air Pollution Control Ordinance (Chapter 311 of the Laws of Hong Kong), Waste Disposal Ordinance (Chapter 354 of the Laws of Hong Kong), Water Pollution Control Ordinance (Chapter 358 of the Laws of Hong Kong), Noise Control Ordinance (Chapter 400 of the Laws of Hong Kong), the Waste Management and Public Cleansing Law (Japan) and other laws and regulations. Moreover, air emissions, wastewater and solid waste are treated in accordance with the relevant discharge standards.

In addition, the Group advocates energy saving and carbon reduction, and is committed to achieving sustainable operations. To this end, we have set clear emission reduction targets, aiming to reduce greenhouse gas emissions, waste and wastewater, energy consumption and resources consumption by 5% annually. The Group conducts an annual review of its targets to ensure the relevance and consistency with its strategic objectives. Regarding our long-term goal, it aligns with the sustainability goals of the Hong Kong Government, and is committed to achieving carbon neutrality before 2050. Moreover, the Group has invested more resources in recycling to help the development of a circular economy.

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

EMISSIONS

During the Reporting Period, the Group was in compliance with applicable laws and regulations, and was not aware of significant non-compliance issues concerning air emissions, GHG emissions, sewage discharge, land pollution, and generation of hazardous and non-hazardous waste. For the year ended 31 December 2023, the Group confirmed that it did not receive any fines, complaints or warnings concerning GHG emissions, gas emissions or air pollution, water pollution, waste disposal or noise nuisance in the Reporting Period.

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



環境層面 ENVIRONMENTAL ASPECTS

空氣排放物種類及排放數據

鑑於本集團的業務性質，廢氣排放物主要來自旅遊巴士運行過程中的燃料燃燒。報告期內，硫氧化物（「SO_x」）、氮氧化物（「NO_x」）和顆粒物（「PM」）的排放分別達到約4,336.26千克、4.06千克和305.41千克。隨著疫情的影響逐漸減弱，本集團的旅遊業務已經恢復正常營運。報告期內，由於本集團的車輛使用量增加，導致空氣排放物總量相較於2022財政年度有所上升。

報告期內，本集團空氣排放物種類及排放數據¹如下表所示：

空氣排放物 ² Air Emissions ²	單位 Unit	2023	2022
氮氧化物(NO _x) Nitrogen oxides (NO _x)	千克 kilograms	4,336.26	1,275.20
硫氧化物(SO _x) Sulphur oxides (SO _x)	千克 kilograms	4.06	1.28
顆粒物(PM) Particulate matter (PM)	千克 kilograms	305.41	85.58

溫室氣體排放數據

本集團認真貫徹跟隨低碳發展目標，推動企業綠色轉型，致力於實現企業碳中和。本集團的直接溫室氣體排放（範圍一）主要產生自交通運輸過程中化石燃料的消耗，而間接溫室氣體排放（範圍二）則主要來自辦公室、酒店和其他工作場所的電力使用。報告期內，本集團共產生約1,987.55公噸二氧化碳當量溫室氣體（溫室氣體排放密度為1.45噸二氧化碳當量／百萬港元收入），其中範圍一的排放量約佔1,097.54公噸二氧化碳當量，而範圍二的排放量則佔約890.01公噸二氧化碳當量。

Types of Air Emissions and Emissions Data

Considering the Group's business nature, the air emissions mainly come from fuel combustion associated with the operations of travel buses. During the Reporting Period, the air emissions of nitrogen oxides ("NO_x"), sulphur oxides ("SO_x") and particulate matter ("PM") amounted to 4,336.26 kg, 4.06 kg and 305.41 kg respectively. With the subsiding impact of the COVID-19 Pandemic, the Group's travel businesses have resumed normal operation. An increase in vehicle usage was observed during the Reporting Period, resulting in a notable elevation in air emissions as compared to that of FY2022.

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

Greenhouse Gas Emissions Data

The Group earnestly implements low-carbon development goals, promotes corporate's green transformation and is committed to achieving carbon neutrality. The Group's direct GHG emissions (Scope 1) were mainly from fossil fuel consumption in transportation. Indirect greenhouse gas emissions (Scope 2) were mainly from electricity consumption in our offices, hotels and other working premises of the Group. During the Reporting Period, the Group generated a total of 1,987.55 tonnes CO₂-equivalent of GHG (GHG Emission Intensity: 1.45 tonnes CO₂-equivalent/million HKD revenue), in which the emissions from Scope 1 and Scope 2 accounted for around 1,097.54 and 890.01 tonnes CO₂-equivalent respectively.

¹ 數據基於四捨五入原則披露，總計未必為所示數字的準確總和。

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

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

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

環境層面 ENVIRONMENTAL ASPECTS

報告期內，本集團的溫室氣體總排放量和排放密度³如下表所示：

During the Reporting Period, the total GHG emission³ and emission intensity of the Group are listed as below:

溫室氣體排放 ⁴ GHG Emissions ⁴	單位 Unit	2023	2022
範圍一 ⁵ Scope 1 ⁵	公噸二氧化碳當量 tonnes CO ₂ -equivalent	1,097.54	592.71
範圍二 ⁶ Scope 2 ⁶	公噸二氧化碳當量 tonnes CO ₂ -equivalent	890.01	800.59
溫室氣體總排放量 Total GHG Emission	公噸二氧化碳當量 tonnes CO ₂ -equivalent	1,987.55	1,393.30
溫室氣體排放密度 GHG Emission Intensity	公噸二氧化碳當量/百萬港元收入 ⁷ tonnes CO ₂ -equivalent/million HKD revenue ⁷	1.45	7.09

報告期內的溫室氣體總排放量相較於2022財政年度有所增加，該上升主要是由於報告期內本集團的旅遊業務恢復到疫情前水平，導致汽車燃料和電力消耗增加所致。

During the Reporting Period, an increase in the total GHG emission was observed as compared to that of FY2022. The increase was primarily due to the rebound in the Group's travel businesses to pre-pandemic levels during the Reporting Period, leading to elevated consumptions in vehicular fossil fuel and electricity.

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

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

³ 數據基於四捨五入原則披露，總計未必為所示數字的準確總和。

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

⁴ 數據涵蓋本集團於香港、澳門、中國及日本的酒店及其他業務場所的直接和間接溫室氣體排放，相應的排放數字的計算方法及用於計算的排放因子根據聯交所發布之《如何編備社會、環境及管治報告》及其附件《附錄二：環境關鍵績效指標匯報指引》、《工業其他行業企業溫室氣體排放核算方法與報告指南（試行）》、《減排項目中國區域電網基準線排放因子》、日本自然資源與能源機構發布的排放係數和澳門電力股份有限公司發布的可持續發展報告等估算得出。

⁴ The figures covered the direct and indirect greenhouse gas emission from the Group's offices, hotels and other working premises in Hong Kong, Macau, the PRC and Japan. The calculation method of the corresponding air emission assessment figures and the emission factors used in the calculation are based on “How to Prepare an ESG Reports” and its annex “Appendix 2: Reporting Guidance on Environmental KPIs” issued by the Stock Exchange, “General guideline of the greenhouse gas emissions accounting and reporting for industrial enterprises (Trial)”, “Emission Factors of China's Regional Power Grid Baseline for Emission Reduction Projects”, the emission coefficients issued by the Agency for Natural Resources and Energy of Japan and CEM Sustainability Report.

⁵ 範圍一：由本集團擁有或控制的業務營運直接產生的排放，包括固定源及移動源燃料中產生的排放，以及釋出的逃逸性氣體。

⁵ Scope 1: The direct emission from the business operations owned or controlled by the Group, including stationary combustion sources and mobile combustion sources, as well as fugitive emission.

⁶ 範圍二：由本集團內部消耗外購電力所引致的「間接能源」排放。

⁶ Scope 2: The “indirect energy” emissions from the internal consumption of purchased electricity by the Group.

⁷ 本集團於2022財政年度及2023財政年度的總收入分別約為196.479百萬港元及1,366.020百萬港元。

⁷ The total revenue of the Group in FY2022 and FY2023 were around HK\$196.479 million and HK\$1,366.020 million respectively.



環境層面 ENVIRONMENTAL ASPECTS

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

廢棄物數據及管理

本集團的固體廢物主要由辦公室及酒店營運產生的生活及商業廢物。為了向「綠色辦公室管理」不斷邁進，本集團努力減少固體廢物的產生，並通過遵循垃圾分類政策對即將丟棄的材料充分利用。報告期內，用於一般辦公室印表機的碳粉匣及墨水匣用量約為0.0561公噸，是本集團唯一被歸類為有害的廢棄物，並全部為供應商回收再用，沒有產生任何對環境的損害。此外，本集團已更換其影印機並採用更環保的碳粉，同時安排回收已用完的碳粉匣，藉此為環境保護盡一分力。

本集團辦公室所產生的都市固體廢物，通過分類後通常由大廈的物業管理人員處理。除實施垃圾分類外，本集團亦十分重視對員工的教育，以及對「3R」原則（即減少、重用和回收）的學習與應用。為從源頭盡量減少浪費，本集團積極避免使用任何一次性產品，同時主張對辦公文具的重複使用。本集團管理的酒店已在廢物管理中採取多種有效政策和措施。同時，內部分揀是本集團的慣例，以確保將所有可回收廢物（包括金屬罐、PET瓶、碎紙和紙袋）與其他廢物分開。本集團亦與經認證的組織開展合作，對回收材料進行處理。在報告期內，本集團連同環境保護署轄下的「綠在區區」推行回收計劃，每月定期兩次安排指定環保回收承辦商回收物料，例如紙盒、廢紙及塑膠等，同時我們在內部通訊傳遞環保訊息，加強員工在日常生活中的環境保護及減廢意識。隨著疫情的影響逐漸減弱，本集團的旅遊業務已恢復正常營運，導致報告期內的無害廢棄物生產量相較於2022財政年度有所增長。

To improve its operational model thereby moving towards a sustainable business, more internal policies have been set up. The Group's measures for emissions reduction and energy conservation will be discussed further in "Use of Resources" of this Report.

Waste Data and Management

The solid wastes generated by the Group were mainly domestic and commercial wastes from offices and hotel operations. Embracing the idea of "Green Office Management", the Group has strictly adhered to the waste classification policy, and spared no effort in diminishing the generation of solid waste and maximising the utilisation of materials before disposal. During the Reporting Period, the amount of toner cartridges and ink cartridges used for general office printers was around 0.0561 tonnes. These were the only types of hazardous waste identified by the Group. All of them were collected and recycled by suppliers and did not cause any negative impact to the environment. To further enhance its environmental contributions, the Group has replaced its photocopiers with new and more environmentally friendly toners and recycled the used toner cartridges.

The sorted municipal solid wastes from the offices are handled by the property management of the buildings. In addition to the implementation of the waste classification system, the Group has also attached great importance to the education of its employees in the learning and execution of the "3R" principles (i.e. reduce, reuse and recycle). To minimise the waste at source, the Group actively avoids the use of any one-off products, while advocates the reuse of office stationeries. The hotels under the management of the Group have implemented multiple effective policies and measures on waste management. Meanwhile, in-house sorting is a common practice of the Group to ensure that all recyclable wastes including metal cans, PET bottles, shredded paper and paper bags can be separated from other wastes. The Group has also collaborated with certified organisations for the processing of recycled materials. In the Reporting Period, the Group collaborated with the "GREEN@COMMUNITY" under the Environmental Protection Department to implement a recycling programme by arranging designated recycling contractors to collect materials, for instance cardboard boxes, waste paper and plastics, in a bi-monthly basis. In addition, the Group has disseminated environmental protection information in our internal newsletters to strengthen the staffs' awareness towards environmental protection and waste reduction. With the subsiding impact of the COVID-19 Pandemic, the Group's travel businesses have resumed normal operation. An increase in total non-hazardous waste generation was observed during the Reporting Period as compared to that of FY2022.

環境層面 ENVIRONMENTAL ASPECTS

於報告期內，本集團的廢棄物數據⁸如下表所示：

During the Reporting Period, the Group's waste data⁸ are listed as below:

廢棄物類別 Types of Waste	單位 Unit	2023	2022
無害廢棄物總量 ⁹ Total Non-hazardous wastes ⁹	公噸 tonnes	136.76	106.09
無害廢棄物密度 Non-hazardous wastes intensity	公噸／百萬港元收入 ¹⁰ tonnes/million HKD revenue ¹⁰	0.10	0.54

污水排放數據及管理

報告期內，本集團產生的污水排放量¹³為67,452立方米。本集團的污水主要來自辦公室員工及酒店客戶所產生的商業及生活污水。隨著COVID-19疫情的影響逐漸減弱，本集團的溫泉酒店業務已恢復正常營運，以致報告期內產生溫泉水排放。

本集團通過明確的指示，鼓勵所有附屬公司節約用水，以及在日常營運中強調有關用水控制和對合理減少並再利用水資源的教育。本集團產生的污水直接排入市政排水網絡。由於污水量在很大程度上取決於所消耗的淡水量，本集團因而採取了相關措施，以減少辦公室和酒店的耗水量。具體措施將在下一節「水資源消耗及密度」中作進一步說明。隨著COVID-19疫情的影響逐漸減弱，本集團的業務已恢復正常營運，旅遊業務亦回到疫情前水平，導致本年集團所產生的污水量相較於2022財政年度有所增加。本集團已制定了全面的水資源管理計劃作為其環境政策的一部分，並將繼續提出更多創新和先進的辦法，減少污水排放。

Wastewater Discharge Data and Management

During the Reporting Period, the Group discharged 67,452 m³ of wastewater¹³. The wastewater discharged from the Group was mainly commercial and domestic wastewater from employees at offices and guests in the hotels. Due to subsiding impact of COVID-19 Pandemic, the Group's hot spring hotel business has resumed normal operation, leading to hot spring water discharge in the Reporting Period.

With a clear message from the Group that encourages all subsidiaries to save water, water consumption control measures and the education of reducing and reusing water resources in an appropriate way have been emphasised in the Group's daily operations. The wastewater generated from the Group was directly discharged into the municipal drainage network. Since the amount of wastewater highly depends on the amount of freshwater used, the Group has taken specific measures, further described in the next sub-section headed "Water Consumption and Intensity", to reduce its water consumption in the offices and hotels. Due to the subsiding impact of the COVID-19 Pandemic, the Group's businesses have resumed normal operation and the travel business has rebounded to pre-pandemic levels, resulting in an increase in wastewater generated by the Group this year as compared to that of FY2022. The Group has developed comprehensive water management plans as part of its environmental policies and will continue to put forward more innovative and advanced approaches to reduce wastewater discharge.

⁸ 數據基於四捨五入原則披露，總計未必為所示數字的準確總和。

⁹ 數據涵蓋香港、澳門及日本的生活垃圾及辦公室垃圾的數據。

¹⁰ 本集團於2022財政年度及2023財政年度的總收入分別約為196.479百萬港元及1,366.020百萬港元。

⁸ Totals may not be the exact sum of numbers shown here due to rounding.

⁹ The figure covered domestic waste and office waste generated from Hong Kong, Macau and Japan.

¹⁰ The total revenue of the Group in FY2022 and FY2023 were around HK\$196.479 million and HK\$1,366.020 million respectively.



環境層面 ENVIRONMENTAL ASPECTS

於報告期內，本集團的污水排放數據¹¹見下表：

During the Reporting Period, the Group's wastewater discharge data¹¹ are listed as below:

污水排放 ¹² Wastewater Discharge ¹²	單位 Unit	2023	2022
污水排放量 Wastewater Discharge	立方米 m ³	67,452 ¹³	43,323.00
污水排放量密度 Wastewater Discharge Intensity	立方米／百萬港元收入 ¹⁴ m ³ /million HKD revenue ¹⁴	49.38	220.50

資源使用

報告期內，本集團主要的資源消耗為電力、水、汽油、柴油、煤氣及辦公室紙張。作為一家對環境負責的企業，本集團致力於改善資源使用效率和效益，以減少製造過程中的浪費及避免過度使用寶貴的資源。

USE OF RESOURCES

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

¹¹ 數據基於四捨五入原則披露，總計未必為所示數字的準確總和。

¹² 數據主要涵蓋本集團日本酒店及旅遊相關業務的污水量。

¹³ 溫泉水排放量為18,937立方米，此數據並未納入在上述的表格中。

¹⁴ 本集團於2022財政年度及2023財政年度的總收入分別約為196.479百萬港元及1,366.020百萬港元。

¹¹ Totals may not be the exact sum of numbers shown here due to rounding.

¹² The figure mainly covered wastewater discharged from hotel and travel related businesses in Japan.

¹³ 18,937 m³ of hot spring water was also discharged, which is not included in the figure as presented.

¹⁴ The total revenue of the Group in FY2022 and FY2023 were around HK\$196.479 million and HK\$1,366.020 million respectively.

環境層面 ENVIRONMENTAL ASPECTS

能源消耗及密度

報告期內，本集團按種類劃分的能源總消耗^{15及16}數據如下表所示：

Energy Consumption and Intensity

During the Reporting Period, the data of Group's total energy consumption^{15 and 16} by category are listed as below:

		單位 Unit	2023	2022
能源消耗 ¹⁷ Energy Consumption ¹⁷	直接能源消耗 Direct energy consumption	兆瓦時 MWh	4,980.11	2,812.19
	汽油 Gasoline	公升 litres	3,140.19	2,472.85
	柴油 Diesel	公升 litres	238,582.27	72,222.18
	煤氣 Town gas	立方米 m ³	179,706.00	167,047.00
	間接能源消耗 Indirect energy consumption	兆瓦時 MWh	2,135.38	1,914.89
	外購電力 Electricity	兆瓦時 MWh	2,135.38	1,914.89
	總能源消耗 Total energy consumption	兆瓦時 MWh	7,115.49	4,727.08
	能源消耗密度 Energy consumption Intensity	兆瓦時／百萬港元收入 ¹⁸ MWh/million HKD revenue ¹⁸	5.21	24.06

¹⁵ 數據基於四捨五入原則披露，總計未必為所示數字的準確總和。

¹⁶ 表格的呈現方式已作調整。

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

¹⁸ 本集團於2022財政年度及2023財政年度的總收入分別約為196.479百萬港元及1,366.020百萬港元。

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

¹⁶ The presentation of the table is rearranged.

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

¹⁸ The total revenue of the Group in FY2022 and FY2023 were around HK\$196.479 million and HK\$1,366.020 million respectively.



環境層面 ENVIRONMENTAL ASPECTS

資源政策

電力

在本集團節電政策的引領下，本集團一直致力於不斷降低辦公室和酒店的用電量，並將減少對能源和自然資源的依賴作為其業務發展的重要戰略目標之一。尤其是，本集團要求員工下班後不要將辦公設備處於待機模式，以及應選擇帶有機電工程署一級能源標籤的電器（例如冰箱、空調等）。具體而言，本集團的酒店設計時採用了可持續的節電元素，包括：

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

報告期內，總電力消耗相較於2022財政年度有所上升，這主要是由於本集團的旅遊業務回復至疫情前水平，導致汽車燃料和電力消耗增加所致。

其他能源資源

報告期內，本集團的其他能源消耗主要為汽油、柴油及煤氣。為降低對化石燃料的消耗，本集團嚴格遵守內部政策，有效管理旅遊巴士和商務旅行車輛的使用。例如，本集團通過培訓要求所有駕駛員在觀光地點等候時必須關閉旅遊巴士的引擎。另外，本集團一直維護和升級其過時的設備，以確保所有設備均能有效運行。由於本集團的旅遊業務回復至疫情前水平，導致汽油、柴油及煤氣於報告期內的使用量相較於2022財政年度有所增加。另外，本集團位於沖繩的酒店業務已採用了從天然氣生產的煤氣作為清潔能源使用。此戰略措施符合本集團以環保意識經營的承諾，同時亦確保我們的業務持續運作。

Resources Policies

Electricity

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

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

During the Reporting Period, an elevation in total energy consumption was observed as compared to that of FY2022 which was primarily due to the rebound in the Group's travel businesses to pre-pandemic levels this year, resulting in increased consumptions in vehicular fossil fuel and electricity.

Other Energy Resources

During the Reporting Period, the other major energy resources consumed by the Group were gasoline, diesel and town gas. Dedicated to lowering the consumption of fossil fuels, the Group strictly follows its internal policies in the efficient management of travel buses and vehicle use for business affairs. For instance, the Group has required that all drivers turn off the bus engines while waiting at sightseeing spots through training. Moreover, the Group has kept maintaining and upgrading its outmoded equipment and ensured that all equipment can consistently operate in an efficient manner. Due to the rebound in Group's travel businesses to pre-pandemic levels, increase in the gasoline, diesel and town gas usages during the Reporting Period were observed as compared with the figures in FY2022. Meanwhile, town gas which is produced from natural gas has been adopted by the Group as a cleaner energy source in its hotel in Okinawa. This strategic initiative aligns with the Group's commitment to operating in an environmentally conscious manner while ensuring seamless continuity of its business operations.

環境層面 ENVIRONMENTAL ASPECTS

水資源消耗及密度

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

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

由於本集團的酒店業務在報告期內恢復正常營運，因此報告期的總用水量相較於2022財政年度有所增加。儘管如此，本集團將繼續專注於對其日本酒店業務的用水效率進行監控、基準化分析和改善，同時採用更多創新方法來管理其生活用水並開展廢水回收計劃。

報告期內，本集團的用水總消耗概況如下表所示：

水資源 ¹⁹ Water Resources ¹⁹	單位 Unit	2023	2022
用水量 Water Consumption	立方米 m ³	67,607.00	63,026.00
用水量密度 Water Consumption Intensity	立方米／百萬港元收入 ²⁰ m ³ /million HKD revenue ²⁰	49.49	320.78

Water Resources Consumption and Intensity

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

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

The total water consumption during the Reporting Period was increased as compared to that of FY2022 as the hotel business of the Group returned to normal operation in the Reporting Period. Nevertheless, the Group continues to put its focus on monitoring, benchmarking and improving the water efficiency of its hotel business in Japan, while adopting more innovative approaches to manage its domestic water use and launching wastewater recycling programmes.

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

¹⁹ 數據主要涵蓋本集團日本酒店及旅遊相關業務的用水量。

²⁰ 本集團於2022財政年度及2023財政年度的總收入分別約為196.479百萬港元及1,366.020百萬港元。

¹⁹ The figure mainly covered water consumption of hotel and travel related businesses in Japan.

²⁰ The total revenue of the Group in FY2022 and FY2023 were around HK\$196.479 million and HK\$1,366.020 million respectively.



環境層面 ENVIRONMENTAL ASPECTS

用紙量

紙張主要用於本集團辦公室行政所用，以及在旅遊業務中用於市場營銷目的。為轉型至「無紙化辦公」，本集團加大減少辦公用紙的力度，並制定了有效政策，包括採購帶有環保認證的複印紙、採用雙面列印、回收單面紙以作重用，以及應用電腦技術進行數據傳輸。為減少信息交流中所消耗的紙張，本集團要求其旅行社通過電子郵件和在線預訂系統發送預訂信息。此外，本集團推出了「低碳旅遊」，把以往向旅客派發的紙質文件現透過線上途徑發放。報告期內，本集團共回收了3,698.61千克紙張。

報告期內，紙張消耗主要來自香港、澳門、中國和日本業務的辦公室。由於報告期間本集團業務全面恢復運作，報告期內的紙張消耗量相較於2022財政年度錄得顯著上升。

報告期內本集團的用紙量如下：

	單位 Unit	2023	2022
用紙量 Paper Consumption	千克 kilograms	59,448.22	3,212.88

包裝材料

報告期內，本集團的包裝材料消耗主要集中於在日本的酒店業務營運，而2022財政年度大部分的包裝材料消耗主要與香港的商品銷售業務相關。由於本年度的報告範圍並不包括EGL Market Company Limited，因此紙張和塑膠是本集團在2023財政年度中使用的兩種主要包裝材料。

為展現我們對可持續發展作出的堅定承諾，我們一直積極追求使用環保及可回收的包裝材料，此承諾不僅符合我們對可持續發展方面的核心理念，同時亦證明了我們對負責任商業實踐堅定不移的精神。

Paper Consumption

Paper is mainly used for administrative purpose in the offices of the Group and marketing purpose in the tourism business. Aiming for the transition towards “Paperless Office”, the Group has stepped up its efforts in lowering the paper consumption in the offices and formulated effective policies including the procurement of copy paper with environmental certificates, double-printing, collection of single-sided paper for reuse and application of computer technology for data transmission. To reduce the paper consumption for information exchange, the Group requires its travel agencies to send booking information via emails and through the online booking system. Furthermore, the Group has implemented the concept of “Low Carbon Travelling”, in which previously printed documents are now distributed to customers through online channels. During the Reporting Period, the Group recycled a total of 3,698.61 kg of paper.

During the Reporting Period, paper consumption came from the offices of Hong Kong, Macau, the PRC and Japan businesses. A notable rise in paper consumption was observed as compared to that of FY2022, which was mainly due to the resumption of the Group’s businesses in full swing during the Reporting Period.

The Group’s paper consumption in the Reporting Period is listed as below:

Packaging Material

During the Reporting Period, the Group’s packaging material consumption was concentrated in the hotel business operation in Japan. In contrast, in FY2022, the majority of the Group’s packaging material consumption was mainly associated with the sale of merchandises business in Hong Kong. Due to the exclusion of EGL Market Company Limited from the Reporting Scope this year, paper sheets and plastics were the two main packaging materials utilised by the Group in FY2023.

As part of our unwavering commitment to sustainable development, we have been actively pursuing the utilisation of environmentally friendly and recyclable packaging materials. This commitment not only aligns with our core philosophy of sustainable development but also serves as a testament to our unwavering dedication to responsible business practices.

環境層面 ENVIRONMENTAL ASPECTS

報告期內，本集團按包裝材料種類劃分的材料總消耗概況如下：

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

包裝材料 Packaging Materials	單位 Unit	2023	2022
紙類			
Paper			
拉菲草紙條 Raffia strips	千克 kilograms	0	27
紙盒 Carton boxes	個 units	0	969
紙張(包括包裝紙) ²¹ Paper sheets (including tissue wrap) ²¹	張 pieces	0	560
紙張 ²² Paper sheets ²²	公噸 tonnes	0.60	0.50 ²³
紙袋 Bags	個 units	0	0
塑膠類			
Plastic			
一般塑膠 General plastic	公噸 tonnes	0.08	0.04 ²⁴
膠盒 Boxes	個 units	0	9,000
背心膠袋 Vest bags	個 units	0	36,000
其他膠袋 Other plastic bags	個 units	0	20,483
含金屬保溫袋 Metal-containing thermal insulation bags	個 units	0	4,500

²¹ 有關EGL Market Company Limited的紙張消耗量。

²² 有關非EGL Market Company Limited的紙張消耗量。

²³ EGL Market Company Limited在過去數年佔據了本集團包裝材料消耗量的大部分比例。由於本年度的報告範圍不包括EGL Market Company Limited，為了保持與2023財政年度表達方法的一致性並確保數據的可比性，我們同時亦披露了詳細的2022財政年度紙張包裝材料消耗量(非EGL Market Company Limited)。

²⁴ EGL Market Company Limited在過去數年佔據了本集團包裝材料消耗量的大部分比例。由於本年度的報告範圍不包括EGL Market Company Limited，為了保持與2023財政年度表達方法的一致性並確保數據的可比性，我們同時亦披露了詳細的2022財政年度塑膠包裝材料消耗量(非EGL Market Company Limited)。

²¹ Refers to the paper sheets consumed by EGL Market Company Limited.

²² Refers to the paper sheets consumed, excluding EGL Market Company Limited.

²³ EGL Market Company Limited accounted for the majority of the Group's packaging material consumption in previous years. As EGL Market Company Limited is excluded from the Reporting Scope this year, detailed FY2022 paper packaging consumption (non-EGL Market Company Limited) is also disclosed to align with FY2023 approach and ensure data comparability.

²⁴ EGL Market Company Limited accounted for the majority of the Group's packaging material consumption in previous years. As EGL Market Company Limited is excluded from the Reporting Scope this year, detailed FY2022 plastic packaging consumption (non-EGL Market Company Limited) is also disclosed to align with FY2023 approach and ensure data comparability.



環境層面 ENVIRONMENTAL ASPECTS

環境及自然資源

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

本集團一直不斷地識別、評估和解決其面臨的環境風險。通過對本集團業務包括提供旅行團和酒店營運的影響進行細化，本集團認為其車輛運作和外購電力所產生的溫室氣體排放仍然是其首要的環境問題。

面對水資源短缺等全球環境挑戰，本集團一直致力於通過制定指標和實施嚴格監控以降低其資源消耗。本集團已設立短期目標，將其總溫室氣體排放量每年減少5%。

本集團致力於探索可行的技術，以減輕其對環境的影響，並進一步加強其行動，以確保全方位的業務發展和生態保護，同時亦制定了一套完整可行的政策及合理的可持續性目標，以貼合其氣候行動，轉變其多樣化且精心設計的旅遊相關活動和營運。

氣候變化

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

作為本集團層面措施的一部分，我們對氣候預測規劃作出初步研究，以修訂本集團在緊急情況下的應變計劃中有關極端天氣的部分，從而識別出有關實體風險和需作改善的範疇，例如提升現行的設施管理模式，以便更有效地就極端風力及水災事件作好準備。於未來數年，我們的ESG工作小組將計劃就業務營運作進一步探索，並作氣候相關研究。

THE ENVIRONMENT AND NATURAL RESOURCES

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

The Group has been identifying, evaluating and addressing its exposures to environmental risks on a continuous basis. By breaking down the impacts of the Group’s businesses including the provision of package tours and hotel operations, the Group believes that GHG emissions from vehicle operations and the purchase of electricity remain to be its top priority environmental concerns.

Facing the global environmental challenges such as the scarcity of water resources, the Group has been committed to lowering its consumption of resources by building metrics and implementing strict monitoring. The Group has established a short-term target of reducing its greenhouse gas (GHG) emissions by 5% annually.

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

CLIMATE CHANGE

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

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

環境層面

ENVIRONMENTAL ASPECTS

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

本集團本質上計劃響應各地政府倡議，並計劃跟隨各地政府減排要求。我們致力於不斷提高使用能源效率，利用專業知識推動現場效率改進，維持高效管理支援，並保障本集團的聲譽。

多年來，我們一直利用不同機遇拓展業務，加快轉型和使本集團變得更智能更環保，以及令員工和產品使用者更安全，例如使用更多網上會議電子平台以減低交通運輸所產生的碳排放，以及參與「世界自然基金會」舉辦的「地球1小時」活動，鼓勵員工關上不必要的電燈及耗電產品1小時，藉此提升員工對環境保護和氣候變化的意識。這些行動使我們的設施更具可持續性，兌現我們對資源管理和環境保護的承諾。

氣候變化行動

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

In response to the Paris Agreement, the Hong Kong Government issued the “Hong Kong’s Climate Action Plan”, and formulated various plans and actions, setting out the vision of “Zero-carbon Emissions, Liveable City, Sustainable Development”. The government has determined to set medium-term goal as halving Hong Kong’s total carbon emissions from 2005 levels before 2035, and committed to achieve carbon neutrality by 2050, and the PRC will strive to achieve carbon neutrality by 2060. In the context of the global transition to a low-carbon economy, the Group has also identified potential risks associated with regulatory, technological, market and reputational aspects specific to the locations where we operate. We have incorporated these identified risks into our business strategy, integrating the assessment and its outcomes into our business risk management framework. We remain dedicated to continuously and regularly updating, identifying, assessing and managing various risks.

The Group essentially plans to respond to local government initiatives and follow local governments’ emission reduction requirements. We are committed to continuously improving our energy efficiency, applying professional knowledge to improve on-site efficiency and maintain efficient management support, in order to safeguard the Group’s reputation.

Over the years, we have been grasping different opportunities to expand our business, accelerate the transformation and make the Group smarter, more environmentally friendly, and safer for employees and users, such as utilising digital platforms for online conference to reduce carbon footprint in transportation, and participated in the “Earth Hour” campaign organised by the “World Wide Fund for Nature”, encouraging our staffs to turn off non-essential lights and power-consuming products for an hour to promote energy saving and at the same time raising awareness of our staffs towards environmental protection and climate change. These measures have made our facilities becoming more sustainable and have shown our commitment to resource management and environmental protection.

Action on climate change

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



環境層面 ENVIRONMENTAL ASPECTS



管治 Governance

- 成立ESG工作小組和定期進行會議
- Setting up ESG Working Group and conducting regular meeting
- 將ESG主題(包括氣候相關事宜)納入在企業決策中
- Integrating ESG topics (including climate-related issues) in corporate decision making



策略 Strategy

- 以情境分析了解各氣候風險
- Understanding climate risks through scenario analysis
- 識別低碳轉型的風險和機遇
- Identifying risk and opportunities in low-carbon transition



風險管理 Risk Management

- 風險管理委員會討論ESG風險
- Risk Management Committee to discuss about ESG risks
- 為向低碳經濟轉型做準備
- Preparing for the transition to a low-carbon economic
- 準備和制定應對實體氣候風險的措施
- Preparing and setting up measures to physical climate risks



指標和目標 Metrics and Targets

- 投資轉型推動因素
- Investing in transition enablers
- 在低碳轉型中創造價值
- Creating value in the low-carbon transition

環境層面 ENVIRONMENTAL ASPECTS

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

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

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



環境層面 ENVIRONMENTAL ASPECTS

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

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

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

Transition risks can potentially increase the Group's operational cost and legal risks. These risks arise from several factors, for instance policy changes, technology developments, digitalisation, shifts in supply and demand dynamics, as well as impacts on Group's reputation due to public perception. The Group has already identified the relevant risks and kept monitoring the market and policy updates.

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

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

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

投資能源轉型推動因素

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

Investing transition enablers

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

我們走向2050年的道路

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

Our Path to 2050

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

社會層面

SOCIAL ASPECTS

僱傭及勞工常規

僱傭

本集團珍惜員工的才能，並根據內部僱傭政策努力為員工提供適合其職業發展的平台和工作環境。在2023年，本集團榮獲由僱員再培訓局在「ERB人才企業嘉許計劃」下的「Super MD」。「Super MD」是對連續10年成功獲延續嘉許資格的「人才企業」作出的認可。此外，本集團亦繼續推廣良好的人力資源管理文化，並採用最新、以員工為本及有效的人力資源管理措施，旨在創造和諧的工作關係與環境。截至2023年12月31日，本集團有419名僱員，本集團按種類劃分的僱員人數資料及流失數字概況如下：

EMPLOYMENT AND LABOUR PRACTICES

Employment

The Group treasures its employees' talent and strives to provide its employees with a suitable platform and working environment for their professional development in accordance with internal employment policies. In 2023, the Group was awarded with "Super MDs" under "ERB Manpower Developer Award Scheme" issued by the Employees Retraining Board. The title of "Super MDs" acknowledges the Manpower Developers (MDs) that have been granted the award status for 10 consecutive years. Moreover, the Group keeps promoting a decent human resource management culture within the Group and to adopt up-to-date, employee-oriented and effective human resource management measures, aiming to build a harmonious relationship in the workplace. As at 31 December 2023, the Group had a total of 419 employees, the data of Group's number of employees and turnover by category are listed as below:

		僱員人數 Employee Number	流失人數 (流失比率 ²⁵) Turnover number (Turnover rate ²⁵)
總數	Total Number	419	112 (27%)
按性別	By Gender		
男	Male	200	46 (23%)
女	Female	219	66 (30%)
按年齡組別	By Age Group		
30歲以下	Below 30	61	30 (49%)
30-50歲	30-50	260	60 (23%)
50歲以上	Above 50	98	22 (22%)
按職級	By Level		
高級管理層	Top Management	25	4 (16%)
中級管理層	Middle Management	43	6 (14%)
一般員工	General Staff	330	85 (26%)
其他	Others	21	17 (81%)
按僱傭類型	By Employment Type		
全職	Full-Time	395	95 (24%)
兼職	Part-Time	24	17 (71%)
按地理區域	By Geographical Region		
中國	PRC	2	3 (150% ²⁶)
香港	Hong Kong	364	108 (30%)
澳門	Macau	34	1 (3%)
日本	Japan	19	0 (0%)

²⁵ 流失比率=報告期內全年該類別的離職人數／年終該類別僱員總數。

²⁶ 由於在2023財政年度結束前，流失人數已超過了在2023財政年度年底的呈報員工人數，因此離職率超過了100%。

²⁵ Turnover rate = number of employees in the specified category leaving employment/number of employees in the specified category at the end of the Reporting Period.

²⁶ Given that the number of employees who departed from the Group prior to the end of FY2023 exceeded the number of employees presented at the FY2023 year-end, the turnover rate is greater than 100%.



社會層面 SOCIAL ASPECTS

法例及合規

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

招聘及晉升

本集團實施了一系列有效的招聘政策。自2009年起，本集團推出了「旅遊專才培訓計劃」，以招募合適的大學畢業生，並與非政府組織開展合作，從2016年開始實施「青年向上流動嚮導計劃」，旨在招募合適的香港中學文憑考試畢業生。因應今年旅遊業務復甦，本集團在人才招募上加大力度，例如參加了多個由大專院校舉辦的2023實習生活動，為旅遊學系學生提供實習機會，及舉行了不同招聘活動，吸引將來有志投身旅遊業的畢業生。

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

薪酬及紀律處分

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

工作時數及假期

本集團根據當地就業法制定了其內部政策，以作為判斷員工的合理工作時數和假期的有力工具。根據相關法律法規及內部政策，本集團除了向員工提供基本的年假及法定假日外，亦提供其他休假福利，包括額外婚假、額外產假、額外侍產假、喪假及生日假等。另外，本集團亦推行了彈性工作時間，讓員工可以按照個人需要以兼顧其工作與家庭。

Law and Compliance

The Group has abided by the latest national and local laws and regulations in the regions where the Group operates, including but not limited the Employment Ordinance (Chapter 57 of the Laws of Hong Kong), the Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong), Labour Relations Law (Macau), Labour Contract Law of the People's Republic of China, Social Insurance Law of the People's Republic of China, Employment Promotion Law of the People's Republic of China and other laws and regulations. During the Reporting Period, the Group was not aware of any significant non-compliance case and violation of laws and regulations in this regard.

Recruitment and Promotion

The Group implements a set of effective policies for recruitment. The Group has launched the "Talent Development Scheme" since 2009 to recruit suitable graduates from universities and collaborated with non-governmental organisations (NGOs) in the implementation of "Youth Upward Mobility Mentorship Program" (YUM) that started from 2016, aiming to recruit suitable Hong Kong Diploma of Secondary Education Examination graduates. In response to the recovery of tourism business this year, the Group has stepped up its efforts in recruiting staffs, such as joining numerous 2023 internship programs held by tertiary institutions to provide internship opportunities for students of tourism major, and organising recruitment campaigns targeting mainly graduates interested in joining the tourism industry.

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

Compensation and Disciplinary Actions

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

Working Hours and Rest Periods

The Group's internal policies based on local employment laws serve as powerful tools to determine appropriate working hours and rest periods for its employees. In accordance with relevant laws and regulations and internal policies, the Group provides basic annual leave and statutory holidays to employees and other leave benefits including extra marriage leave, extra maternity leave, extra paternity leave, compassionate leave and birthday leave. Moreover, the Group implemented flexible working hours to enable staffs to take care of both work and family according to individual needs.

社會層面 SOCIAL ASPECTS

平等機會及反歧視

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

其他待遇及福利

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

報告期內，本集團舉辦了各種興趣小組活動，包括在本年6月舉辦的日本光雕藝術工作坊，員工在專業導師指導下，輕鬆愉快地完成作品，促進了職場健康。

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

健康與安全

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

Equal Opportunity and Anti-Discrimination

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

Other Benefits and Welfare

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

During the Reporting Period, the Group organised various interest group activities including Japanese light sculpture art workshop in June 2023, in which the staffs completed their art works with the guidance of professional instructor under a relax and pleasant environment, promoting wellness in workplace.

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

Health and Safety

In strict compliance with applicable laws and regulations in the regions where the Group operates, including but not limited to the Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong), Labour Law of the People's Republic of China, Law of the People's Republic of China on Prevention and Treatment of Occupational Diseases, Fire Control Law of the People's Republic of China and other laws and regulations. The Group has formulated and implemented its internal policies, ensuring that its employees' health and safety in the workplace can be protected.



社會層面 SOCIAL ASPECTS

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

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

報告期內，本集團並無發生任何工作相關的死亡事故，錄得一名員工受工傷，造成16天工作日損失。本集團過去三個報告年度因工傷亡的數據概況如下表所示：

		2023	2022	2021
因工亡故人數	Number of work-related fatalities	0	0	0
因工亡故比率	Rate of work-related fatalities	0%	0%	0%
因工受傷人數	Number of work injuries	1	0	1
因工傷損失工作日數	Lost days due to work injury	16	0	11

本集團已遵守有關提供安全的工作環境及保護僱員免受職業危害而可能對本集團產生重大影響的相關法律及法規。有關本集團在疫情後採取的措施及行動，請參閱「疫後復甦」章節。

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

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

During the Reporting Period, no work-related fatalities occurred in the Group, while one worker injured causing 16 workday losses. The data of the Group's work-related injuries and fatalities of the past three reporting years are listed as below:

The Group was in compliance with the relevant laws and regulations in relation to providing a safe working environment and protecting the employees from occupational hazards that may have a significant impact on the Group during the year under review. For the post-pandemic actions implemented by the Group, please refer to the section "Post-Pandemic Recovery".

社會層面 SOCIAL ASPECTS

發展及培訓

本集團的培訓中心位於香港東瀛遊廣場，學習與發展部於培訓中心為員工安排各種內部培訓課程以提升他們的專業技能，例如入職培訓和票務預訂系統培訓。關於反貪污的培訓，請參閱「反貪污」的部分。本集團亦大力鼓勵其僱員參加外部培訓課程和專業資格考試。本集團定期邀請外部組織和專家為其員工提供相關培訓，如由日本航空舉辦的顧客服務培訓。本集團會對期望成為日本導遊的員工先進行評估，並酌情為其提供到日本出國學習的機會。

本集團重視一般僱員的職業規劃及專業發展。因應政府取消社交距離措施，本集團舉辦了一系列為期多天的培訓活動，以提升員工士氣並優化溝通。

報告期內，有關本集團培訓的數據如下表所示：

Development and Training

The training centre at EGL Tower in Hong Kong is the place where the Learning and Development Section of the Group organises various in-house training programmes for its employees to enhance their professional skills, such as orientation and ticketing reservation system trainings. For training regarding to anti-corruption, please refer to the section “Anti-corruption”. The Group has also highly encouraged its employees to attend external training courses and to take professional qualification examinations. The Group regularly invites external organisations and experts to provide relevant training to its employees, such as the customer services training held by the Japan Airline. Employees who have passion for being a tour guide in Japan are evaluated first and offered the opportunities to study abroad in Japan by the Group with discretion.

The Group pays attention to the career development and professional growth of its general employees. In response to the removal of social distancing measures by the government, the Group organised a series of multi-day training activities to boost staff morale and optimise communication.

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

		培訓人數及 百分比 ²⁷ Number of Trained Employee and percentage ²⁷	平均培訓時數 (小時/員工) ²⁸ Average Training Hours (hour/employee) ²⁸
整體	Overall	317 (76%)	3.63
按性別	By Gender		
男	Male	164 (82%)	4.28
女	Female	153 (70%)	3.05
按職級	By Level		
高級管理層	Top Management	19 (76%)	3.56
中級管理層	Middle Management	41 (95%)	4.83
一般員工	General Staff	232 (70%)	3.24
其他	Other	25 (119% ²⁹)	7.43

²⁷ 培訓人數百分比=報告期內接受培訓的特定類別員工人數/報告期完結時特定類別的員工人數。

²⁸ 平均培訓時數=報告期內特定類別員工的培訓總時數/報告期完結時特定類別的總員工人數。

²⁹ 由於有部分員工在培訓後離開公司，因此培訓百分比高於100%。

²⁷ Percentage of trained employee = Number of employees in the specified category received training during the Reporting period/Number of employees in the specified category at the end of the Reporting Period.

²⁸ Average Training Hours = Total training hours during the Reporting Period/Number of employees in the specified category at the end of the Reporting Period.

²⁹ As some employees left the Company after the training, the % of trained employee is higher than 100%.



社會層面 SOCIAL ASPECTS

勞工準則

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

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

營運慣例

供應鏈管理

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

Labour Standards

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

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

OPERATING PRACTICES

Supply Chain Management

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

社會層面 SOCIAL ASPECTS

社會風險管理

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

環境風險管理

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

本集團與其供應商保持有效且持續的溝通及參與，我們於亞洲旅遊業務的供應商提供的服務主要為交通、住宿、餐飲、中介服務、接待及機票、酒店及景點節目預訂等。此外，供應商亦提供自駕遊服務、包車及接送服務等。報告期內，總共有4,211供應商：4,159家來自日本及52家來自其他地區。

Social Risk Management

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

Environmental Risk Management

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

The Group has maintained efficient and ongoing communication and engagement with its suppliers. The services provided by the suppliers for the Group's travel businesses include transportation, accommodation, catering, intermediary services, reception, and reservation services for airline tickets, hotel rooms and sightseeing programs. In addition, the suppliers offer self-driving tour services, chartered car rentals, and pick-up and drop-off services etc. There were in total 4,211 suppliers during the Reporting Period: 4,159 from Japan and 52 from other regions.



社會層面 SOCIAL ASPECTS

產品責任

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

- 《旅行業條例》(香港法例第634章)；
- 《商品說明條例》(香港法例第362章)；
- 《個人資料(私隱)條例》(香港法例第486章)；
- 《消費者委員會條例》(香港法例第216章)；及
- 澳門政府旅遊局及日本國家旅遊局的其他旅遊相關要求。

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

產品／服務質素

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

Product Responsibility

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

- Travel Industry Ordinance (Chapter 634 of the Laws of Hong Kong);
- Trade Descriptions Ordinance (Chapter 362 of the Laws of Hong Kong);
- Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong);
- Consumer Council Ordinance (Chapter 216 of the Laws of Hong Kong); and
- Other travel-related requirements under the Macau Government Tourism Office, and Japan National Tourism Organisation.

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

Product/Service Quality

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

社會層面 SOCIAL ASPECTS

產品退回政策、售後服務及投訴處理

於旅遊相關業務方面，本集團已設立不同渠道（包括在線即時對話、電話熱線、電郵等方式）接收查詢及投訴，從而為顧客提供反饋意見的方便之門，同時亦有助疏導大量查詢及投訴從而提高處理效率。我們設有專責部門專門負責處理及記錄顧客查詢，並將查詢分類及轉介予相關部門跟進處理。每宗被判斷為有需要進一步跟進處理的投訴個案，均會由客戶服務部行動組員工、部門經理、副經理及品質監控部高級主管負責展開調查。報告期內，沒有紀錄涉及任何旅遊產品退款要求。

健康與安全

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

產品及營銷

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

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

Regarding our tourism-related business, the Group has set up different channels (including online live chat, telephone hotline, email, etc.) to receive inquiries and complaints, so as to provide customers with a convenient way for feedback. They also help to ease a large number of inquiries and complaints and thereby improving the processing efficiency. We have a dedicated department responsible for handling and recording customer inquiries, classifying and referring inquiries to relevant departments for follow-up processing. Each complaint case that is deemed to require further follow-up processing will be investigated by the staff of the Action Team of the customer service department, the department manager, the deputy manager and the senior supervisor of the quality control department. During the Reporting Period, there was no record of refund request for travel products.

Health and Safety

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

Product and Marketing

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



社會層面 SOCIAL ASPECTS

客戶資料保護及私隱

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

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

反貪污

為維持公平、合乎道德及高效的工作環境，本集團恪守當地有關反貪污及防止賄賂的法律及規例，包括但不限於《打擊洗錢及恐怖分子資金籌集條例》（香港法例第615章），《防止賄賂條例》（香港法例第201章）及香港旅遊業議會會員一般作業守則。本集團已制定並嚴格執行《僱員手冊》和《道德守則》中規定的反腐敗政策，以管理本集團內的任何欺詐行為。本集團禁止一切形式的賄賂和腐敗，並要求所有僱員遵守職業道德守則。本集團期望所有僱員誠信地履行其職責，不會參與賄賂或任何違法活動。報告期內，本集團邀請了外部顧問為董事提供反貪污培訓。內容與商業道德和上市公司的反貪污意識有關，並講解香港《防止賄賂條例》的相關條文，配合行業相關例子個案及影片分享作教學用途。

截至2023年12月31日止年度，並沒有對本集團或員工提出並已審結的貪污訴訟案件。

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

Customer's Data Protection and Privacy

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

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

Anti-corruption

To maintain a fair, ethical and efficient working environment, the Group abided by the local laws and regulations relating to anti-corruption and bribery, including but not limited to the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Chapter 615 of the Laws of Hong Kong), the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong) and General Code of Conduct for TIC Members in Hong Kong. The Group has formulated and strictly implemented its anticorruption policies as stipulated in its "Employee Handbook" and "Ethical Guidelines" to manage any fraudulent practices within the organisation. The Group prohibits all forms of bribery and corruption and requires all employees to conform to the codes of professional ethics and all employees are expected to discharge their duties with integrity and abstain from engaging in bribery activities or any illegal activities. During the Reporting Period, anti-corruption training was provided for its employees. The contents were related to business ethics and anti-corruption awareness of listed companies, as well as the relevant provisions of the Hong Kong Prevention of Bribery Ordinance, with relevant industry case studies and video sharing for educational purposes.

For the year ended 31 December 2023, no concluded legal case regarding corrupt practices was brought against the Group or its employees.

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

社區

社區投資

作為企業公民，本集團通過促進員工的廣泛參與、優化資源分配並傾聽當地社區團體的聲音，在整個社會關懷中推動可持續發展。本集團成立了「EGL社會關愛組」，以舉辦和組織慈善活動，通過我們在旅遊業的知識和資源整合能力，促進當地社區的和諧發展。自成立以來，本集團認真貫徹履行其社會責任，特別著重於促進社區教育、社會福祉及環境保護等方面的投入。

因應本年在土耳其發生的大地震，本集團特別開放三家分行作為物資收集中心，由分行協助收集物資及安排運輸，以方便社會人士捐贈物資。本集團員工亦以義務形式，齊心協力到分行協助收集及整理物資工作，三日內已收集到三千箱救援物資，並成功運送到土耳其領事館指定的物流貨倉。同時，本集團員工亦自發募捐7萬多港元，用以購買超過1000件全新防寒衣物予土耳其災民。本集團亦榮獲由香港社會服務聯會頒發的「商界展關懷15+」以認可本集團對企業社會責任和發展可持續發展社會的決心。

員工活動

為了令員工對公司更有歸屬感，本集團於報告期內為員工提供各種活動。我們的活動包括日本光雕藝術工作坊，讓員工在忙碌的工作中放鬆身心，加強團隊精神及身心健康。

環境保護

報告期內，公司參與了由世界自然基金會舉辦的「地球一小時」活動，鼓勵員工關掉不必要的燈光和耗電產品一小時，以推廣能源管理和減少能源消耗，同時提升員工對環境保護及應對氣候變化的意識。此外，本集團與環保署舉辦的「綠在區區」計劃合作，推行回收計劃，並安排指定環保回收承辦商回收物料，例如紙盒、廢紙及塑膠等，從而釋放倉庫的存儲空間，亦為環境保護作貢獻。

COMMUNITY

Community Investment

As a corporate citizen, the Group has led the way in promoting sustainable development across social care by facilitating the extensive engagement by employees, optimising the allocation of resources and listening to the voice of local community groups. The “EGL Caring Society Team” has been formed by the Group to host and organise charitable events that rely on its knowledge in the tourism industry and capability of resource integration to promote the harmonious development of local communities. The Group has earnestly fulfilled its social responsibilities since its inception, in particular focusing its efforts on the promotion of community education, social wellbeing and environmental protection.

In response to the Türkiye earthquake this year, the Group designated three branches as collection centres to facilitate the supply donation from the community. These centres assisted in supply collection and transportation arrangement to ensure smooth supply donation processes. Our staffs also volunteered to support the supply collection and transportation arrangement at the branches. Under our collective efforts, 3,000 boxes of relief supplies were collected and successfully transported to the logistics warehouse designated by the Consulate of Türkiye within three days. Furthermore, our staffs raised a donation over HK\$70,000 for purchasing of more than 1,000 pieces of new winter clothing for the victims in Türkiye. The Group was also awarded the “15 Years Plus Caring Company” by the Hong Kong Council of Social Service in recognition of the Group’s commitment in corporate social responsibility and in developing a sustainable society.

Employee Activities

The Group organised various activities for employees during the Reporting Period to enhance the sense of belonging of the employees. Our activities included Japanese light sculpture art workshop for our employees to relax in the midst of their busy schedules, enhancing team spirits and wellness.

Environmental Protection

During the Reporting Period, the Company participated in the “Earth Hour” campaign organised by the “World Wide Fund for Nature”, encouraging our staff to turn off unnecessary lights and power consuming products for an hour to promote power management and reduce energy consumption, and at the same time enhance staffs’ awareness towards environmental protection and climate change. Moreover, the Group collaborated with the “GREEN@COMMUNITY” programme organised by Environmental Protection Department to implement a recycling programme. It involves collection of materials, including cardboard boxes, waste paper and plastics by a designated recycling contractor listed on the Environmental Protection Department’s register. This programme not only helps free up storage space in warehouses but also contributes to environmental protection.



社會層面 SOCIAL ASPECTS

氣候變化與公義

本集團今年參與了由香港公平貿易組織舉辦的2023年公平貿易慈善足球盃。此活動以「氣候正義」為主題，旨在提高參與者對氣候不公的意識，並呼籲加強氣候變化應變能力的需要。本集團捐贈了18,000港元以支持該活動及其活動宗旨。

展望未來，本集團將視與社區的合作為實現可持續發展的更廣泛規劃中不可或缺的一部分，並堅定不移地利用自身力量孵化出更多偉大的構想，以幫助有需要的人士並為社會帶來正面的影響。

Climate Change and Justice

The Group participated in Fair Trade Charity Football Cup 2023, organised by the Fair Trade Hong Kong this year. Embracing the theme of "Climate Justice," the Cup sought to raise participants' awareness towards climate injustice and advocate for the pressing need to enhance climate resilience. The Group made a donation of HK\$18,000 to support the event and its objectives.

Looking forward, the Group sees the collaboration with the community as an indispensable part of its broader plan to achieve sustainable development, and will unwaveringly leverage its strength to incubate more great ideas to help the people in need and bring a positive impact on the society.

疫後復甦

POST-PANDEMIC RECOVERY

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

隨著全球努力應對疫情，社會在2022年下半年開始恢復正常，而國家和地方政府亦相繼解除了旅行限制及防疫措施。隨著入境條件的放寬或入境防疫限制的解除，航空公司的客運航班運力在2023年上半年有所上升，受疫情限制所影響的旅遊業也開始恢復到疫情前水平。

儘管如此，在報告期內，本集團在防控意識上並沒任何鬆懈的情況。本集團採取了疫後相應的衛生措施，包括在會議室安裝空氣淨化機和配備消毒洗手液，以保障員工和訪客的健康及安全。

為推動本集團業務復甦，我們採取積極主動的方式以提高我們在行業內的競爭力，目標不僅要令業務表現恢復到疫情前水平，更要長遠地獲得業務上的增長。為了促進本集團的業務增長，我們推出了新主題分店，並策劃數百款環球特色旅行團。此外，本集團與香港快運航空有限公司合作，在假期旅遊旺季期間，承包飛往日本的加班專機。隨著政府取消社交距離措施，本集團恢復了恆常員工培訓課程，包括一系列為期多天的培訓活動，以鼓舞員工士氣、優化溝通並提升業務品質及服務。

本集團視我們的新一代為本集團寶貴的資產。本年，我們參加了多個由大專院校舉辦的實習生活動，為旅遊學系學生提供實習機會，並舉辦了招募活動，以吸引將來有志投身旅遊業的人士。

最後，我們承諾本集團將更加努力，追求卓越，並期望這個好開始能為本集團的外遊服務贏得更多口碑，吸引更多遊客。

Facing the public health emergency in the past few years, the Group placed the utmost priority on safeguarding the well-being of its employees, providing continued service to its customers, and extending support to members of the local community. In response to the global actions and call to curb the spread of the Pandemic, emergency response policy was set up in early 2020 to ensure the safety of our staffs in different regions of the planet, and to maintain business continuity. Timely and effective actions were undertaken by the Group during this period in accordance with the directives issued by national and local governments during this worldwide health crisis.

Followed by the global efforts in tickling this Pandemic, the society started to return back to normal in the second half of 2022. Travel restrictions and pandemic prevention measures required by national and local governments were removed, and the passenger flight capacity was spotted to be elevated in the first half of 2023 due to the clearance or lifting of entry epidemic prevention restrictions. Tourism businesses, which tremendously impacted by the pandemic restrictions are spotted to be returning to pre-pandemic levels.

Nevertheless, the Group has not slacked off in this Reporting Period. Post-pandemic hygiene measures were adopted, including installation of air purifiers and provision of hand sanitisers in meeting rooms to ensure the health and well-being of staffs and guests.

To boost the recovery of the Group's businesses, we have taken proactive approaches to strengthen our competitiveness in the market, aiming not only rebound our business performances to the pre-pandemic levels but also seek for business expansion and growth in a long run. To promote our business growth, new themed branches were launched and hundreds of worldwide special package tours were designed. Moreover, the Group cooperated with Hong Kong Express Airways Limited to contract for extra charter flights to Japan during holiday travelling season. Due to the removal of social distancing measures by the government, the Group resumed the normal staff training courses, including a series of multi-day training activities to boost staff morale, optimise communication and enhance of business quality and services.

We value our future generations as an incredible asset to the Group. In this year, we participated in numerous internship programs organised by tertiary institutions and conducted recruitment campaigns. These initiatives aimed to provide internship opportunities for students majoring in tourism and attract graduates interested in pursuing a career in the tourism industry.

Last but not least, we promise that the Group is committed to working harder and striving for excellence. We are confident that this commendable beginning will garner widespread acclaim and attract more patronage to the outbound travel services of the Group.



東瀛遊控股有限公司

EGL Holdings Company Limited

(於開曼群島註冊成立的有限公司)
(Incorporated in the Cayman Islands with limited liability)

股份代號 Stock Code : 6882

東瀛遊控股有限公司 EGL Holdings Company Limited

地址：香港九龍觀塘鴻圖道83號東瀛遊廣場15樓

Address : 15/F, EGL Tower, 83 Hung To Road, Kwun Tong, Kowloon, Hong Kong

網站 Website : www.egltours.com/travel/pages/investor_relations/#eng