



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

於百慕達註冊成立之有限公司 (股份代號:296)
Incorporated in Bermuda with limited liability (Stock Code:296)

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告



2023/2024

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1 ABOUT THIS REPORT

關於本報告



Emperor Entertainment Hotel Limited (“Company”) and its subsidiaries (collectively referred to as “Group”) principally engages in the provision of hospitality and entertainment services.

The Group acknowledges the significance of effective environmental, social and governance (“ESG”) initiatives at operational level. By adopting environmental and social initiatives into its business operations, the Group can enhance its cost efficiency and risk management, and make informed decisions by engaging with the stakeholders of the Group. Besides, the Group is dedicated to prioritising ESG disclosure, and is committed to improving its transparency and accountability by consistently disclosing its ESG practices and performance, showcasing its commitment to sustainable and responsible business practices.

英皇娛樂酒店有限公司(「本公司」)及其附屬公司(統稱為「本集團」)主要從事提供酒店及娛樂服務。

本集團深明有效的環境、社會及管治舉措在經營層面的重要性。通過於業務營運實施環境和社會舉措，本集團將可提升其成本效益及風險管理，並透過與本集團利益持份者溝通以作出明智決策。此外，本集團致力優先考慮環境、社會及管治披露，並透過持續披露其環境、社會及管治常規及表現，提高其透明度及問責性，展示其對可持續及負責任經營慣例的承諾。



1.1 Reporting Boundary 匯報範圍

This report primarily provides an overview of the Group's operations in the Hong Kong and Macau markets for the financial year ended 31 March 2024 ("Year"), and describes the ESG values and initiatives of the Group.

本報告主要概述本集團於截至2024年3月31日止財政年度（「本年度」）於其香港及澳門市場的營運，以及闡述本集團的環境、社會及管治價值及措施。

This report sets out the Group's compliance with the mandatory disclosure requirements and its report on the "comply or explain" provisions of the ESG Reporting Guide ("ESG Reporting Guide") as set out in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. It is recommended that this report is read in conjunction with the Company's 2023/2024 Annual Report, in particular the Directors' Report and Corporate Governance Report sections therein.

本報告闡述了本集團遵守香港聯合交易所有限公司證券上市規則附錄C2所載《環境、社會及管治報告指引》（「環境、社會及管治報告指引」）的強制披露要求以及對「不遵守就解釋」條文作匯報。建議閣下將本報告與本公司2023/2024年年報一併閱讀，尤其是其中的董事會報告及企業管治報告部分。



1.2 Reporting Principles 匯報原則

This report is based on the four reporting principles outlined in the ESG Reporting Guide — materiality, consistency, quantitative, and balance.

- **Materiality:** The Group collects and compiles information based on the materiality principle, focusing on key ESG issues that are relevant to the Group and its stakeholders
- **Consistency:** The Group maintains consistency in its ESG reporting by following the ESG Reporting Guide, ensuring that the information is consistently disclosed over time
- **Quantitative:** The Group includes quantitative data in its ESG report, providing a measurable and objective assessment of its performance in areas such as emissions, consumption of resources, and waste management
- **Balance:** The Group strives to achieve a balanced ESG report, which provides an overview of the Group's sustainability initiatives spanning areas including governance, talent development, compliance, environmental responsibility, and community investment

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

本報告基於環境、社會及管治報告指引中概述的四項報告原則 — 重要性、一致性、量化和平衡。

- **重要性：**本集團根據重要性原則收集和彙編資訊，其主要關注與本集團及其持份者有關的環境、社會及管治議題
- **一致性：**本集團遵循環境、社會及管治報告指引，保持其環境、社會及管治報告的一致性，確保了資訊於日後披露的一致性
- **量化：**本集團在其環境、社會及管治報告中納入了可予計量的數據，為本集團在排放、資源消耗及廢物處理等領域的表現提供了可量度的客觀評估
- **平衡：**本集團致力實現環境、社會及管治報告的平衡，以提供本集團在可持續發展舉措的概述，涵蓋的領域包括治理、人才發展、合規、環境責任及社區投資

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



1.3 Board Statement 董事會聲明

The board of directors of the Company (“Board”) recognises that sustainable practices are essential for the success and resilience of the Group, which enable the Group to operate its businesses in a responsible and sustainable manner. By prioritising ESG practices and upholding responsible governance, the Group aims to establish trust, build credibility, and make positive contributions to the community and environment in which the Group operates.

The Group’s ESG processes and procedures focus on non-financial indicators that outline the Company’s approach towards sustainability and has taken into account ESG-related issues covering different aspects including operations, legal and compliance, internal control, human resources, as well as marketing and communications. The Board has overall responsibility for the Company’s ESG strategy and reporting. To reinforce the Board’s ESG management approach and strategy as well as further enhance ESG governance, the Board has adopted an ESG Policy whereby the ESG Committee (comprising representatives from operations and supporting departments and the Executive Committee of the Company (“Executive Committee”)) is delegated the power and authority to handle all ESG-related matters.

本公司董事會(「董事會」)認同可持續發展的實踐對於本集團的成功和抗逆力十分重要，以讓本集團以負責任及可持續的方式營運其業務。通過優先考慮環境、社會及管治實踐以及堅持負責任的治理，本集團旨在建立信任、樹立信譽，並為本集團在其營運的社區和環境作出正面的貢獻。

本集團的環境、社會及管治流程和程序專注於非財務指標，概述了本公司就可持續發展的方法，並已考慮與環境、社會及管治相關議題，涵蓋多個方面，包括營運、法律合規、內部監控、人力資源以及營銷和通訊。董事會全面負責本公司的環境、社會及管治策略和匯報工作。為加強董事會的環境、社會及管治管理方針及策略，並進一步提升對環境、社會及管治的管治，董事會採納了環境、社會及管治政策，按此授予環境、社會及管治委員會(由營運及支援部門及本公司執行委員會(「執行委員會」)的代表組成)權力及權限處理所有與環境、社會及管治相關的事宜。



The roles and functions of the ESG Committee and Executive Committee are as follows:

ESG Committee

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

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

Executive Committee

- Provides recommendations to the Board on setting ESG-related goals and targets in line with the Group’s businesses as well as management approach and strategy
- Oversees formulation and implementation of action plans by the ESG Committee
- Monitors and evaluates effectiveness of action plans in achieving ESG-related goals and targets relating to the Group’s businesses including the KPIs
- Reviews effectiveness of ESG-related risk management and internal control systems, and reports to the Audit Committee for its review and discussion with the Board

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

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

環境、社會及管治委員會及執行委員會的角色和職能如下：

環境、社會及管治委員會

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

環境、社會及管治委員會向執行委員會匯報上述執行計劃的進展情況。

執行委員會

- 基於本集團的業務、管理方式及策略，就制定環境、社會及管治相關目標向董事會提出建議
- 監督由環境、社會及管治委員會制定及實施的執行計劃
- 監測和評估執行計劃在達致與本集團業務在環境、社會及管治相關目標方面的有效性，包括關鍵績效指標
- 檢視環境、社會及管治相關的風險管理和內部監控系統的有效性，並向審核委員會報告，供其審閱及與董事會進行討論

執行委員會將至少每年向董事會匯報一次就達致環境、社會及管治目標的執行及進展情況。

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

Set out below is the functional framework on ESG sustainability of the Company.

以下是本公司可持續性的環境、社會及管治之功能框架。



¹ Please refer to page 7 of this report for their roles and functions in the ESG aspect
有關其於環境、社會及管治方面的角色及職能，請參考本報告第 7 頁



1.4 ESG Risk Management 環境、社會及管治風險管理

The Group has adopted an effective risk management mechanism to identify, assess, review and manage ESG risks of the Group. By actively managing and mitigating the identified ESG risks, the Group demonstrates its commitment to sustainable and responsible business practices. The major ESG risks relating to the employment, operation and social aspects are listed below.

Risk Identification and Management Approach

(i) Employment

Risk

The pool of experienced management personnel in Macau's gaming industry is limited, and there is no certainty that it will be possible to recruit a replacement to replace the departing key member of management personnel. In addition, there is intense competition to recruit and retain sufficient qualified and skilled casino or hotel employees, due to a relatively limited supply of qualified employees in the industry.

Impact

This may result in the Group lacking key talents in critical positions, which may in turn adversely impact business operations and development. The absence of talents may lead to decreased decision-making capabilities, limited innovation and development capabilities, and have a negative impact on the Group's overall performance and competitiveness.

Approach

The Group ensures competitiveness of its reward system and incentive system, through reference to benchmarks of the market; maintains regular dialogues with staff regarding their personal goals for career advancement; and provides specific skills trainings to different levels of staff, and work-life balance programs. The Group also expands talent acquisition pipelines via close communications with vocational institutions and universities.

本集團採納了有效的風險管理機制，以識別、評估、審查和管理本集團的環境、社會和管治風險。通過積極管理和降低已識別的環境、社會及管治風險，本集團展示了其對可持續和負責任的經營方式的承諾。有關僱傭、營運及社會方面的環境、社會及管治風險已於下面列出。

風險識別與管理方法

(i) 僱傭

風險

在澳門的博彩業，擁有豐富經驗的管理人員人數有限，無法保證可招聘替代人員替代離職的關鍵管理人員。此外，由於行業中合格僱員的供應相對有限，招聘及留住足夠的合格及經驗豐富的賭場或酒店僱員的競爭非常激烈。

影響

這可能導致本集團在關鍵崗位上缺乏重要人才，從而對業務營運和發展造成不利影響。重要人才的缺少可能導致決策能力下降、創新和發展能力受限，並對本集團的整體業績和競爭力產生負面影響。

方法

透過參照市場基準，本集團確保其獎勵制度及激勵制度的競爭力、與員工就職業發展的個人目標保持定期對話，以及為不同級別的僱員提供特定的技能培訓和生活平衡計劃。本集團並通過與職業院校及大學的密切溝通，擴大獲取人才的渠道。

(ii) Operation

Risk

The Group's gaming business is solely reliant on the concession contract of SJM Resorts, S.A. ("SJM"), which is one of the six concessionaires in Macau as authorised by the Macau Government; as well as the services agreement with SJM. Besides, there is increased competition in the hotel and gaming industry in Macau. Last but not least, customers may attempt money laundering via gaming in Macau.

Impact

Termination of the SJM's concession contract or the services agreement with SJM, or an unfavourable change in the terms of the services agreement, may impact the Group's gaming operations; while intense competition may affect the Group's business performance. Non-compliance with applicable anti-money laundering ("AML") laws will adversely affect the Group's reputation.

Approach

The Group stays alert to policies, government practices and industry practices, and when required promptly changes its business plans or strategies. The Group also explores potential business opportunities in Hong Kong or Macau, to strengthen its income base. Besides, the Group strives to provide the best personalised service to guests, and enhances promotions and publicity from time to time in order to increase the loyalty of existing gaming patrons. Regarding AML, the Group develops and continuously reviews the AML compliance policy and procedures, arranges regular internal audits to ensure the adequacy of internal control procedures, and provides sufficient regular training to its staff.

(iii) Environmental

Risk

With an aim of achieving a low carbon economy, the government or regulatory bodies may implement more stringent environmental policies. There may also be increasing expectations and requirements from tourists and residents for green, energy efficient hotels and serviced apartments.

Impact

The Group may be required to adopt new technology or implement stringent energy management in its operations to manage waste and reduce carbon emissions, which may inevitably lead to an increase in operating cost. Besides, a more competitive market landscape maybe resulted.

(ii) 營運

風險

本集團的博彩業務完全倚賴澳娛綜合度假股份有限公司(「澳娛」)(其為由澳門政府授權、獲經營批給合同的六家公司之一)之專營權合約及與澳娛的服務協議。此外，澳門之酒店及博彩業競爭加劇。最後，顧客可能透過於澳門的博彩活動進行洗錢。

影響

澳娛之專營權合約或與澳娛之服務協議終止，或服務協議之條款出現不利變動將對本集團的博彩業務營運造成影響；而劇烈競爭可能影響本集團的業務表現。違反適用防止洗黑錢法律將對本集團的聲譽造成不利影響。

方法

本集團留意政策、政府常規及行業常規，在需要時適時改變業務計劃或策略。本集團並探索在香港或澳門的業務機遇以加強其收入基礎。此外，本集團致力於向顧客提供最佳的個人化服務，並不時加強推廣及宣傳，以提高現有博彩客戶的忠誠度。在防止洗黑錢方面，本集團制定及持續審閱防止洗黑錢合規政策及程序，定期安排內部審核以確保內部監控程序的充分性，同時定期為員工提供充分的培訓。

(iii) 環境

風險

為實現低碳經濟，政府或監管機構可能會實施更嚴格的環保政策。遊客及住客亦可能對綠色、高效能的酒店及服務式公寓的期望和要求不斷提高。

影響

本集團可能需要在其營運中採用新技術及實施嚴格的能源管理以管理廢物及減少碳排放，這將無可避免地增加營運成本。

Approach

The Group will closely monitor existing and emerging trends, and work with its suppliers and service providers to explore ways to manage waste and reduce carbon emissions in its operations.

(iv) Social and Governance

Risk

There may be changes and volatility in macroeconomic situations resulting from China-USA political and trade disputes. China, Macau or Hong Kong governments may adopt stringent policies regarding hospitality and gaming industries.

Impact

Volatile economic conditions and changes in policies may impact gaming, hospitality and travel related activities in Macau and Hong Kong, which may significantly impact the Group's business.

Approach

The Group closely monitors economic and market conditions and promptly adjusts its business strategic plans in response to changes. The Group also explores opportunities for expanding its business or market coverage. While keeping high-quality hospitality services, the Group endeavours to control expenses, and allocate resources in an efficient manner.

Through ongoing monitoring, evaluation, and improvement of its risk management strategies, the Group strives to ensure the long term resilience and success of its operations while minimising potential negative impacts on its business, stakeholders, and the environment. Should risk events arise, the Group will handle it according to the measures and procedures in a timely manner.

For further details on risk management and identified significant risks, please refer to the Risk Management and Internal Control section in the Corporate Governance Report of the Company's 2023/2024 Annual Report.

方式

本集團將密切關注現有的和新趨勢，並將與供應商和服務提供者合作，探討如何在營運中管理廢物及減少碳排放。

(iv) 社會及管治

風險

中美政治及貿易爭端可能導致宏觀經濟出現變化及波動。此外，中國、澳門及香港政府可能實施與酒店及娛樂業相關的嚴厲政策。

影響

波動的經濟狀況及政策變動可能會影響於澳門及香港的博彩、酒店及旅遊相關活動，其可能對本集團的業務造成重大影響。

方法

本集團密切監測經濟及市場情況，並因應變動適時調整業務策略計劃。本集團亦探索擴大業務或市場覆蓋的機會。在維持優質酒店服務的同時，本集團竭力控制開支及以高效方式分配資源。

通過對風險管理策略的持續監察、檢討和改善，本集團致力於確保其營運的長期抗逆力及成功，同時減少對其業務、持份者和環境的潛在負面影響。一旦發生風險事故，本集團將根據措施和流程及時處理。

有關風險管理及已識別的重大風險之進一步詳情，請參閱本公司2023/2024年年報內之企業管治報告中的風險管理及內部監控部份。



1.5 Stakeholders Engagement and Transparency 持份者之參與及透明性

Lack of transparency and stakeholder engagement can lead to conflicts and reputational risks. Effective communication and engagement with key stakeholders, such as shareholders, employees, and the local community, are important for building trust and maintaining a positive reputation.

缺乏透明度及持份者的參與會導致衝突及聲譽風險。與股東、員工及當地社區等主要持份者進行有效溝通和接觸，對於建立信任及保持良好聲譽非常重要。

Stakeholder engagement plays a key role in the Group's continuous improvement and development. The Group is committed to making proactive efforts to continuously interact with key stakeholder groups through various communication channels, to better understand their needs and concerns, and develop strategies and measures to address these issues. Through ongoing dialogues, the Group endeavours to strengthen relationships with stakeholders and improve its operation and practices, thereby creating value for stakeholders.

持份者的參與對本集團的持續改進和發展擔當很重要的角色。本集團致力與主要持份者群組進行持續互動，並透過各種溝通渠道收集其反饋意見，更好地了解與其需要及關注點，從而制定解決這些問題的策略和措施。通過持續對話，本集團致力加強與持份者的關係，改善其營運和實踐，從而為持份者創造價值。

Major Communication Channels 主要溝通渠道



Materiality Assessment

During the Year, the Group invited senior management to participate in identifying crucial issue, thus aiding in the development of effective sustainability strategies and policies. The results as below with 1 being the most important and 7 being relatively less important.

重要性評估

於本年度，本集團邀請高級管理層參與識別重要議題，以協助制定有效的可持續發展策略和措施。結果如下，1表示最重要，7表示重要性相對較低。



Environment
環境



Social
社會



Governance
管治

1	Energy 能源	Customer service 顧客服務	Compliance with relevant laws and regulation 遵守法律與規例
2	Water resources 水資源	Employment practice 僱傭常規	Anti-corruption 反貪污
3	Greenhouse gases and air pollutants 溫室氣體和空氣污染物	Occupational health and safety 職業健康及安全	Corporate governance practices 企業管治常規
4	Waste 廢物	Employment development and training 員工發展及培訓	Data protection and cybersecurity 數據保護與網絡安全
5	Climate change 氣候變化	Product responsibility 產品責任	Business expansion 業務擴展
6	Green procurement 綠色採購	Community investment 社區投資	Intellectual property rights management 知識產權管理
7	N/A 不適用	Supply chain management 供應鏈管理	Economic performance 經濟表現

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

根據管理層的評估及持份者的意見，以下為已識別之重要議題。本集團就該等議題的表現將於本報告內討論。

Material Topics

重要議題

Environment

環境



- Energy management • 能源管理
- Waste management • 廢物管理
- Paper reduction • 減少用紙
- Water conservation • 節約用水



Workplace

工作場所



- Employment and labour practices • 僱傭及勞工慣例
- Diversity and equal opportunities • 多元共融和平等機會
- Training and development • 培訓和發展
- Occupational health and safety • 職業健康與安全
- Work-life balance • 工作與生活平衡

Operating Practices

經營常規



- Supply chain management • 供應鏈管理
- Products and services quality • 產品及服務質素
- Customer privacy protection • 客戶私隱保護
- Anti-corruption/Anti-money laundering • 反貪污／反洗錢
- Compliance with laws and regulations • 遵守法例及法規



Community

社區



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

This Group will continue improving its stakeholder communication mechanisms, and broaden the range of stakeholders for identifying material issues, in order to conduct more thorough assessments and analyses.

本集團將繼續改善與持份者的溝通機制，擴大持份者的範圍以識別重要議題，從而進行更全面的評估和分析。

2 ENVIRONMENTAL PROTECTION

環境保護



2.1 Environmental Policies 環境政策

The Group attaches great importance to the sustainability of the environment. Although the Group does not operate any manufacturing facilities and is not a major source of environmental pollution given its operations do not generate material air, noise, water, physical waste or other types of pollutants, the Group is committed to making every effort to protect the environment in its business activities and workplaces.

The Group seeks to identify and manage environmental impacts attributable to its operations, in order to minimise these impacts if possible. The Group has adopted various measures to reduce energy and other resource use, minimise waste and increase recycling, and promote environmental protection in its supply chain and marketplace. The Group also educates its employees, to increase their awareness of promoting a green environment.

本集團高度重視環境的可持續性。儘管本集團沒有經營任何生產設施，且鑒於其營運不會產生重大空氣、噪音、水、實體廢物或其他類型的污染物，並非環境污染的主要來源，但本集團仍致力竭盡全力於其業務活動及工作場所保護環境。

本集團努力辨識及管理其業務對環境造成之影響，務求將該等影響盡可能減至最低。本集團已採取多項措施以降低能源及其他資源使用、減廢及增加循環再用，並在其供應鏈及市場中推行環保。本集團並教育其僱員，以提升他們對綠色環境的意識。



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

於英皇駿景酒店內外均放置了更多的植物，以增加氧氣量及減少二氧化碳量。



2.2 Use of Resources 資源使用

2.2.1 Emissions and Energy Consumption

The Group's greenhouse gas ("GHG") emissions mainly arise from direct emissions resulting from the use of liquefied petroleum gas ("LPG") and refrigerants, as well as indirect emissions resulting from the use of purchased gas and electricity. To ensure the emission management goals are achieved, the Group has adopted the following measures in its operations, to reduce energy consumption and improve overall energy efficiency:

- Shortened the lighting hours of the exterior signboards, to reduce power consumption
- Reused waste heat generated from the heat recovery air-conditioning system, for the boiler
- Adopted cooling tower systems to maximise chiller energy efficiency
- Employed the start/stop function of the main chiller unit of the air-conditioning system and minimised use of chiller units during night-time
- Applied a heat pump system to increase the heat recovery water temperature and supply hot water for guest rooms, thereby reducing LPG consumption
- Using electric cookers and electric grills in kitchens, to reduce LPG usage
- Replacing dual compressor chillers with inverters
- Deployed energy-saving devices for lifts
- Using LED lamps

Through consistently measuring, setting targets for and monitoring greenhouse gas emissions, the Group can effectively assess and manage the risks associated with increased energy consumption, reduce its impact on the environment, and realise cost savings.

2.2.1 排放物及能源消耗

本集團的溫室氣體排放主要來自於使用石油氣及製冷劑所產生的直接排放及使用外購煤氣及電力所產生的間接排放。為確保實現排放管理目標，本集團已於其營運採取以下措施，以降低能源消耗及提升整體能源效率：

- 縮短外牆招牌亮燈時間以減少電力消耗
- 將空調餘熱回收系統所產生之廢棄熱能，循環利用至鍋爐
- 採用冷卻塔系統以提升製冷設備的能源效益
- 使用冷氣系統製冷主機的啟停功能，以及在夜間減少使用製冷機組
- 採用熱泵系統提高熱回收水水溫，以供應熱水至客房，從而減少液化石油氣用量
- 於廚房內使用電爐與電扒爐，從而減少石油氣用量
- 用變頻雙壓縮機冷卻器替代現有冷卻器
- 使用升降機省電裝置
- 使用LED燈

透過持續量度、設定溫室氣體排放目標及監測排放，本集團可有效評估及管理能源消耗增加之相關風險，減少其對環境的影響，並實現成本節約。

2.2.2 Waste Reduction and Management

The Group has implemented the following environmental initiatives in some of its operations for minimising waste generation as well as maximising recycling:

- Installed Reverse Osmosis (RO) water dispensers in certain suites, to reduce the number of drinking water bottles required
- Using different garbage bins for sorting waste
- Separating paper, aluminium cans, glass, metal, plastic bottles and surplus food from the waste, to maximise recycling
- Reducing the use of plastic products by replacing disposable toiletry containers in hotel rooms with large refillable ones
- Providing eco-friendly straws instead of plastic straws at food and beverages outlets

2.2.2 減少及管理廢物

本集團已於其部分營運實施下列環保措施，以減少廢棄物產生的同時實現循環利用：

- 於部份套房安裝RO膜淨水機以減少礦泉水瓶的使用量
- 使用不同的垃圾桶進行分類
- 將紙張、鋁罐、玻璃、金屬、塑膠瓶及剩餘食物從垃圾中分開，促進循環利用
- 酒店房間以可補充之大枝裝沐浴用品替代一次性小枝裝沐浴用品以減少使用塑膠用品
- 餐廳提供環保飲管而非塑料飲管



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

Besides, to produce less plastic and solid waste, The Emperor Hotel will strive to follow the regulation on Disposable Plastic Product and Charging for Municipal Solid Waste.

於英皇駿景酒店，未經食用但仍可食用且美味的食物，會透過一家慈善組織膳心連基金捐贈予有需要的人。其亦委聘在環境保護局登記的合資格服務供應商回收廢棄食油。

此外，為減少產生塑膠和固體廢物，英皇駿景酒店將致力遵守即棄塑膠產品及固體廢物收費條例。

2.2.3 Reduction of Paper Use

Apart from gas and electricity, paper is another major resource that is consumed in the Group's operations. The Group continues to encourage a paperless working environment which not only reduces environmental damage but also fits commercial goals, as it can save physical space, facilitate information sharing via IT networks, and reduce complicated documentation procedures. In recent years, the Group has implemented paperless internal operating processing such as claims applications, payrolls, leave applications, surveys, performance appraisals, inspection forms and many more. From time to time, the Group shares tips on paper reduction with colleagues — such as utilising used envelopes for internal correspondences, and using laptops or tablets instead of paper for meetings. Besides, electronic channels or devices are widely used for the Group's advertisements and promotional activities. In The Emperor Hotel, a procurement system has been implemented, which requires its staff to obtain approval for ordering paper, in order to monitor and reduce paper use.

In compliance with the "Proposals to Expand the Paperless Listing Regime and Other Rule Amendments" issued by the Stock Exchange taking effect on 31 December 2023, the Company electronically disseminates its corporate communications including financial reports, and strongly recommends shareholders to access its corporate communications through the websites of the HKEX and the Company, instead of receiving printed form. The Group believes this paperless practice can help to protect the environment, as well as save costs for stationery, printing and administrative charges, etc.

The Group's business involves minimal use of packaging materials. Given these materials relatively low overall importance, they will not be extensively discussed in this report.



2.2.4 Water Conservation

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

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

During the Year, water usage of the restaurants in The Emperor Hotel decreased by approximately 2%.

2.2.3 減少用紙

除煤氣及電力外，紙張是本集團營運過程中消耗的另一主要資源。本集團繼續鼓勵無紙化的工作環境，不僅可減少對環境的破壞，亦具有多重商業裨益，包括節省空間、促進資訊科技網絡信息共享及減省繁複的文書程序等。近年來，本集團已實行內部營運無紙化流程，例如費用申報、糧單、假期申請、意見調查、表現評估及檢查表格等。本集團不時與同事分享減少用紙的建議，例如利用已使用的信封作內部文件往來及使用平板或手提電腦代替紙張開會等。此外，本集團的廣告及宣傳活動大多透過電子渠道或應用電子器材。英皇駿景酒店實施了一項採購制度，要求員工在訂購紙張時獲得批准，以監測和減少紙張的使用。

根據聯交所頒佈於2023年12月31日生效之關於《擴大無紙化上市機制及其他上市規則修訂建議》，本公司通過電子方式發佈公司通訊(包括財務報告)，並極力推薦股東利用港交所及本公司網站獲取公司通訊而非收取印刷文件。本集團認為此無紙化的做法既可保護環境，亦可節約文儀用品、印刷及行政費用等。

本集團的業務極少涉及使用包裝材料。鑒於該等材料的整體重要性相對較低，故並未於本報告內詳述。

2.2.4 節約用水

本集團已採取多項措施提升用水效益並提倡負責任的用水習慣。

於本集團的部分營運，水龍頭安裝了限流器及自動傳感器。本集團並教育廚房員工實行節約用水。

於本年度，英皇駿景酒店內的餐廳的耗水量減少了約2%。



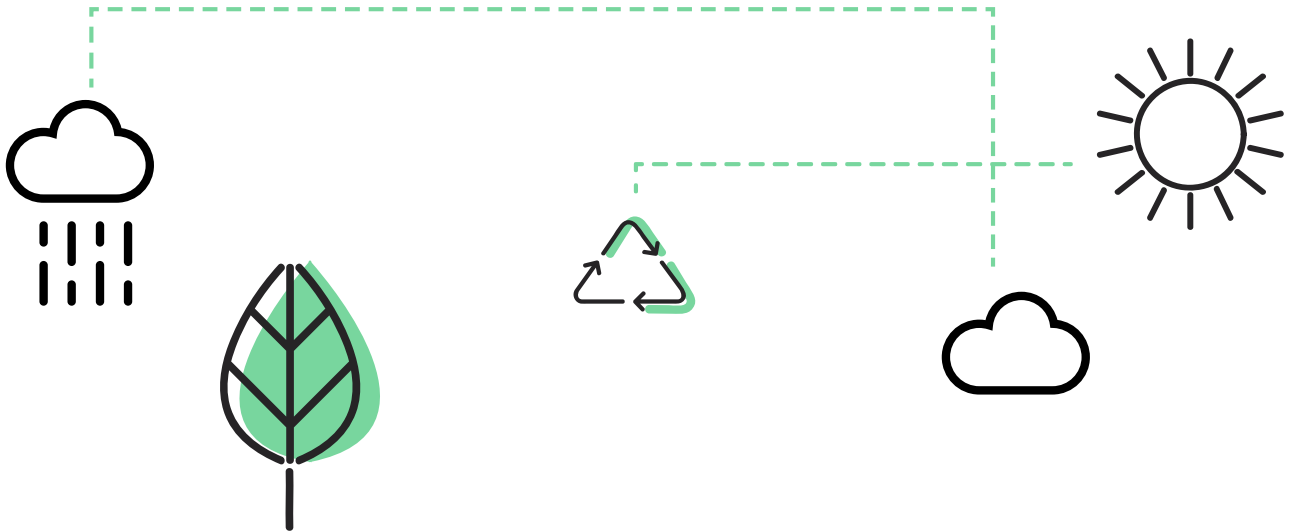
2.3 Climate Change Impact 氣候變化影響

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

The Group mainly engages in the provision of hospitality and entertainment services, and does not operate any manufacturing facilities. With global warming and climate change becoming one of the major environmental concerns in every part of the world, the Group has conducted a preliminary climate risk analysis in order to better comprehend climate change's impact on its operations and development. The Group has accordingly devised preventive and emergency measures, as well as initiated various measures to reduce its carbon footprint, including enhancing energy efficiency and minimising waste.

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

本集團主要從事提供酒店及娛樂服務，且並無經營任何生產設施。隨著全球暖化及氣候變化成為全球各地的主要環境議題之一，本集團已進行初步氣候風險分析，以更好地了解氣候變化對其營運及發展的影響。本集團已相應制定預防及緊急措施，並開始採取多項舉措減少碳足跡，包括提升能源效率及盡量減少廢物。



Physical Risks

Physical risks encompass potential hazards that might disrupt the Group's business operations. For example, extreme weather conditions might interrupt power supplies, which might prevent its operations. These interruptions could affect customers visiting its hotels or staying in its serviced apartments. Global warming could also result in increased energy consumption in the Group's hotels, serviced apartments and offices. The Group has implemented various measures, such as contingency plans for extreme weather or emergencies, to enhance its operational resilience to such risks.

Transition Risks

Transition risks refer to challenges associated with the shift to a low-carbon economy, potentially requiring substantial policy, legal, technological, and market changes to address climate change mitigation and adaptation requirements.

With the aim of meeting carbon neutrality targets and achieving a low carbon economy, the government or regulatory bodies may implement more stringent environmental policies. There may also be increasing expectations and requirements from tourists and residents for green, energy efficient hotels and serviced apartments. The Group may be required to adopt new technology or implement stringent energy management in its operations to reduce carbon emissions, which will inevitably increase operating costs.

Besides, regulatory bodies may enforce stricter ESG disclosure requirements which require the Group to carry out more comprehensive reporting. Given sustainable finance in the capital markets has also gained popularity in recent years, banks may have higher requirements regarding climate-related disclosure, which may affect the Group's allocation of resources and source of capital.

In view of the above, the Group will closely monitor existing and emerging trends, as well as climate-related policies and regulations so that it can promptly react as appropriate. Preference will be given to suppliers which demonstrate environmental commitment. The Group is committed to increasing its employees' awareness of climate change issues and will mobilise them to work together to enhance the Group's ESG performance, and continue enhancing the reporting principles and transparency in communicating with stakeholders. The Group will strive to adapt to changes and explore ways to counter challenges in order to mitigate risks.

實體風險

實體風險包括可能擾亂本集團業務營運的潛在危險。例如，極端天氣條件可能會中斷電力供應，可能影響其營運。這些干擾可能影響顧客到訪其酒店或居住於其服務式公寓。全球暖化亦可能導致本集團酒店、服務式公寓及辦公室的能源消耗增加。本集團已實施極端天氣或突發事件之應急計劃等多項措施，以增強抵禦有關風險的營運韌性。

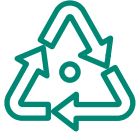
轉型風險

轉型風險指與向低碳經濟轉型相關的挑戰，可能需要重大政策、法律、技術及市場變化以應對減緩及適應氣候變化的需求。

為達致碳中和及實現低碳經濟，政府或監管機構可能會實施更嚴格的環保政策。遊客及住客亦可能對綠色、高效能的酒店及服務式公寓的期望和要求不斷提高。本集團可能需要在其營運中採用新技術及實施嚴格的能源管理以減少碳排放，這將無可避免地增加營運成本。

此外，監管機構可能會執行更嚴格的環境、社會及管治的披露要求，這將需要本集團作出更全面的報告。鑒於可持續金融近年在資本市場也越來越受歡迎，銀行可能會對氣候相關訊息的披露有更高的要求，這可能會影響本集團的資源配置及資金來源。

有見及上述情況，本集團將密切關注現有的和新趨勢，以及與氣候相關的政策和法規，以便在適當的時候迅速作出反應。使用環保物料及履行環保責任的供應商將獲優先考慮。本集團致力提高其員工對氣候變化議題的意識，並將推動他們齊心協力提升本集團的環境、社會及管治表現，並就與持份者溝通繼續提升報告原則及透明度。本集團將致力適應變化，探索應對挑戰的方法以降低風險。



2.4 Environmental Performance Summary 環境保護績效概要

The Group currently operates a total of six projects—three hotels and three blocks of serviced apartments in Hong Kong and Macau. To demonstrate a commitment to greater transparency of reporting and more comprehensively reflect the Group's sustainability performance, the Group has expanded the scope of quantitative data collection during the Year, to include all six projects of the Group, from the previous scope, which only included three hotels and one serviced apartments. As at 31 March 2024, the aggregate gross floor area of the scope of data collection during the Year was approximately 98,200 (2023: 95,000) square metres. The related data are listed in the table below.

本集團目前於香港及澳門經營3間酒店及3幢服務式公寓共6個項目。為展示對提高報告透明度的承擔及更全面地展示本集團的可持續發展表現，本集團於本年度擴展量化數據收集範圍，從過去僅包含3間酒店及1幢服務式公寓，擴展至本集團全部共6個項目，以闡述本集團之可持續發展表現。於2024年3月31日，本年度數據收集範圍之總建築面積合共為約98,200 (2023年：95,000)平方米。相關數據已列載於下表。



Indicator 指標	Financial Year 財政年度	
	2022/23 ²	2023/24 ¹
GHG Emissions 溫室氣體排放³		
Scope 1 GHG emissions (kgCO ₂ e) 範疇1溫室氣體排放(每公斤二氧化碳當量排放)	63,257	47,968
Scope 2 GHG emissions (kgCO ₂ e) 範疇2溫室氣體排放(每公斤二氧化碳當量排放)	14,137,946	15,764,874
Scope 3 GHG emissions (kgCO ₂ e) 範疇3溫室氣體排放(每公斤二氧化碳當量排放)	13,889	19,412
Total (Scope 1, 2 & 3) GHG emissions (kgCO ₂ e) 合共(範疇1,2及3)之溫室氣體排放(每公斤二氧化碳當量排放)	14,215,092	15,832,254
GHG emissions intensity (kg/m ²) 溫室氣體排放強度(公斤/平方米)	144.7	161.2
Energy Consumption 能源消耗		
Direct energy consumption (GJ) 直接能源消耗(千兆焦耳)	43	43
Indirect energy consumption (GJ) 間接能源消耗(千兆焦耳)	77,953	88,493
Total energy consumption (GJ) 總能源消耗(千兆焦耳)	77,996	88,536
Energy consumption intensity (GJ/m ²) 能源消耗強度(千兆焦耳/平方米)	0.8	0.9
Waste Management 廢物處理		
General refuse disposed to landfills (kg) 棄置於堆填區的一般廢物(公斤)	20,629	13,779
General refuse intensity (kg/m ²) 一般廢物密度(公斤/平方米)	0.2	0.1
Total recycled waste (kg) 總回收廢物(公斤)	21,323	48,618
Recycled waste intensity (kg/m ²) 回收廢物密度(公斤/平方米)	0.2	0.5
Water Consumption 耗水量		
Water consumption (m ³) 耗水量(立方米)	239,944	311,763
Water consumption intensity (m ³ /m ²) 耗水量密度(立方米/平方米)	2.4	3.2

¹ Comprised The Emperor Hotel, The Unit Davis, The Unit Happy Valley and The Unit Morrison Hill in Hong Kong, as well as Grand Emperor Hotel and Inn Hotel in Macau.

² Comprised only The Emperor Hotel and The Unit Happy Valley in Hong Kong, as well as Grand Emperor Hotel and Inn Hotel in Macau.

³ The Group does not directly create emissions with pollutants such as Sulphur Oxide (SO_x) and Nitrogen Oxide (NO_x)

¹ 包含香港的英皇駿景酒店、The Unit Davis、The Unit Happy Valley及The Unit Morrison Hill，以及澳門的英皇娛樂酒店及盛世酒店。

² 僅包含香港的英皇駿景酒店及The Unit Happy Valley，以及澳門的英皇娛樂酒店及盛世酒店。

³ 本集團並無直接排放污染物，如硫氧化物(SO_x)以及氮氧化物(NO_x)

The Group has set a target to reduce energy consumption by 5% based on per-unit consumption by FY2026/27 or before, with FY2021/22 as the baseline.

本集團已訂立了目標，以2021/22年度為基準，於2026/27年度或之前基於每個單位消耗量減少能源消耗5%。



3 WORKPLACE QUALITY

工作場所質素



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

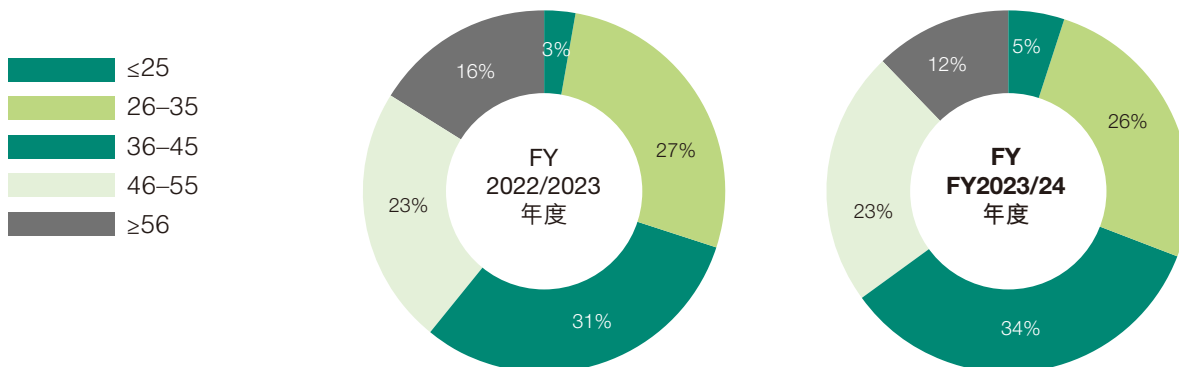
The Group believes that a motivated and balanced workforce is crucial for building a sustainable business model and delivering long-term returns. The Group is firmly committed to diligently fostering a nurturing and all-encompassing work environment that encourages and empowers its employees to flourish, thereby enabling them to make utmost valuable contributions towards the Group's continued prosperity and advancement.

本集團深信，積極主動且具均衡比例之員工團隊，是建立可持續經營模式及帶來長遠回報的關鍵元素。本集團堅定致力營造一個具培育及包容性的工作環境，鼓勵並賦權員工蓬勃發展，從而使他們能夠為本集團的持續繁榮及進步作出極具價值的貢獻。

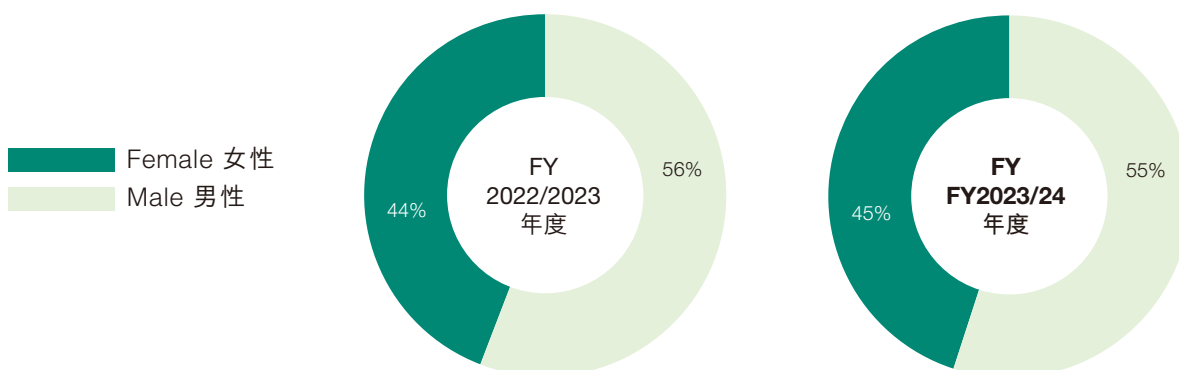
As at 31 March 2024, the number of employees of the Group was 630 (2023: 517). The demographics of the Group's workforce as at 31 March 2024 are summarised below.

於2024年3月31日，本集團之僱員為630（2023年：517）名。本集團員工於2024年3月31日的分佈資料概述如下。

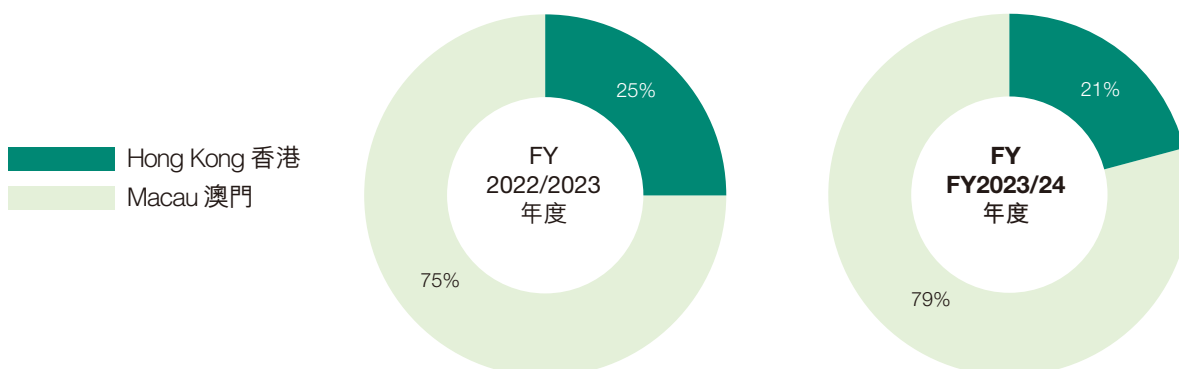
By Age 按年齡



By Gender 按性別



By Region 按地區



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

本集團的員工團隊來自不同年齡層及性別，提供多元化的觀點及各種程度的技能，為本集團的成功作出貢獻。本集團在管理及營運層面均一直堅守兩性平等原則。

The management believes that employees are important assets of the Group, and remains committed to attracting and retaining talent with diverse backgrounds for achieving sustainable growth and maintaining a stable turnover rate. As at 31 March 2024, 30% (2023: 39%) of the staff has worked for the Group for five years or more. Staff turnover rate among managerial positions is relatively low, reflecting a high level of employee satisfaction and engagement with the Group. The turnover rates of the Group's workforce during the Year are listed in the tables below.

管理層相信，員工乃本集團之重要資產，並致力吸引並挽留不同背景的人才，以達致可持續增長及維持穩定的流失率。於2024年3月31日，30%（2023年：39%）員工於本集團任職達5年或以上。管理職位的員工流失率相對較低，反映出員工對本集團的滿意度及歸屬感處於高水平。於本年度，本集團之員工流失率已列載於下表。

By Age 按年齡

≤25	45%
26–35	29%
36–45	24%
46–55	27%
≥56	28%



By Gender 按性別

Female 女性	30%
Male 男性	26%



By Region 按地區

Hong Kong 香港	38%
Macau 澳門	17%





3.2 Employment Practice 僱傭常規

The Group strictly complies with the Employment Ordinance (Cap. 57, Laws of Hong Kong), Minimum Wages Ordinance (Cap. 608, Laws of Hong Kong), Sex Discrimination Ordinance (Cap. 480, Laws of Hong Kong), Labour Relations Law (Law No. 7/2008 amended by Law No. 8/2020, Laws of Macau), and other statutory requirements regarding employment and labour practices.

To ensure staff clearly understand their rights and obligations, the employee handbook and other policies and guidelines are in place covering the areas of compensation and dismissal, recruitment, working hours, rest periods, equal opportunity, anti-discrimination and other fringe benefits, etc. The Group reviews its related policies from time to time to ensure compliance with the latest statutory requirements.

The Group firmly believes that a fair and just working environment can significantly boost employee morale and productivity, and is therefore dedicated to providing equal opportunities in all aspects of employment and ensuring the workplace is free from discrimination. The Group ensures employees receive fair and competitive remuneration packages in accordance with their experience, qualifications, performance and market rates, and are being reviewed on a regular basis. Performance evaluations are conducted by department supervisors at the end of probationary periods, and during promotions, salary adjustments and annual assessments. These evaluations help assess employees' past performances, and set goals for their future development. The Group welcomes employees to provide feedback during performance evaluations, to guide their career growth. The completed performance evaluation forms are kept in employees' personal files for record-keeping purposes.

本集團嚴格遵守《僱傭條例》(香港法例第57章)、《最低工資條例》(香港法例第608章)、《性別歧視條例》(香港法例第480章)、《勞動關係法》(澳門法律第8/2020號法律修改的第7/2008號), 以及其他有關僱傭及勞工慣例的法定規定。

為確保員工清楚了解自己的權利和義務, 已制定員工手冊及其他政策及指引, 涵蓋薪酬及解僱、招聘、工作時間、休息時間、平等機會、反歧視以及其他額外福利等範疇。本集團不時檢討其相關政策, 以確保符合最新法定要求。

本集團堅信公平公正的工作環境可大幅提高員工士氣和工作效率, 因此其致力於在就業的各方面提供平等機會, 並確保工作場所不存在歧視。本集團確保僱員基於其經驗、資歷、表現及市場工資水平獲得公平及具競爭力的薪酬待遇, 並定期檢討有關待遇。績效評估由部門主管於試用期結束, 以及晉升、薪酬調整及年度考核期間進行。該等評價有助評核員工的過往表現, 並為他們的未來發展設定目標。本集團鼓勵員工於績效評估時提供反饋, 以指導其職業發展。所填妥之績效評估表存在員工個人檔案中以作記錄保存。

A set of grievance procedures is in place, to provide staff with a channel to confidentially escalate complaints and concerns to the Human Resources Department. The management will continue listening to the voices of employees, to ensure that their concerns and needs are appropriately addressed and resolved.

The Group fully complies with relevant laws and regulations in related regions concerning prevention of forced or child labour including the Protection of Children and Juveniles Ordinance (Cap. 213, Laws of Hong Kong). In the recruitment process, the Group implements appropriate procedures to ensure that employment adheres to minimum age provisions of applicable laws. The Group also prohibits any form of forced labour. The ages and identities of its employees are verified, and employment contracts are entered into with all employees.

During the Year, the Group was not aware of any cases of non-compliance with employment and labour regulations. If a violation is confirmed during the regular monitoring process or upon receipt of an application, the Group will handle the case in accordance with internal policies and regulations, such as by terminating the employment contract or reporting the violation to law enforcement agencies.

本集團已制定申訴程序，為員工提供渠道，使員工可以保密方式向人力資源部提出投訴和關注事項。管理層將繼續傾聽員工聲音，確保他們的關注和需求得到適當關注及解決。

本集團嚴格遵守在相關地區有關防止強迫勞動或童工的法律及法規，包括《保護兒童及少年條例》(香港法例第213章)。在招聘過程中，本集團實施適當程序以確保受僱員工符合適用法律的最低年齡規定。本集團亦禁止任何形式的強迫勞動。其僱員的年齡和身份均得到核實，並與所有僱員簽訂了僱傭合同。

於本年度，本集團並不知悉任何違反僱傭及勞工法規的個案。倘於定期監控過程中或收到申請後確認有違規行為，本集團將根據內部政策及規例處理個案，如終止僱傭合約或向執法機關舉報違規行為。



3.3 Welfare and Benefits 福利及津貼

The Group places a strong emphasis on the well-being and benefits of its employees, recognising their vital role in the overall success and sustained growth of the Group. To ensure a supportive and nurturing work environment, the Group implements various measures to prioritise the welfare of its employees.

One key aspect of employee welfare is the timely and full payment of salaries. The management understands the importance of financial stability and ensures that employees receive their salaries on time and in full, providing them with a sense of security and satisfaction. Additionally, the Group offers a comprehensive range of leave entitlements, including statutory holidays as well as additional leave such as annual leave, sick leave, maternity leave, paternity leave, compensatory leave, marriage leave, jury leave and condolence leave. Each Hong Kong employee is also entitled to one day of birthday leave in lieu of a birthday gift. These leave options allow employees to fulfil personal and family commitments, thus attaining work-life balance.

Besides, comprehensive benefits are provided by the Group, such as employer's voluntary mandatory provident fund contributions, medical coverage and life insurance. During the Year, a seasonal flu vaccination discount programme was offered to staff to enable them to have better protection from seasonal flus. By providing these welfare benefits, the Group ensures that employees have access to necessary healthcare services and financial security.

本集團極為重視員工的福祉及福利，並認同他們對本集團的整體成功及持續發展至關重要。為確保一個具支持性及培養性的工作環境，本集團採取多項措施優先考慮員工福利。

員工福利的一個重要方面是及時全額支付薪資。管理層深明財務穩定的重要性，確保員工按時全額領取薪資，讓員工有安全感和滿足感。此外，本集團提供全面的休假權利，包括法定假期以及年假、病假、產假、侍產假、補休假、婚假、陪審員假及喪假等額外假期。每名香港員工並可享有一天生日假期以代替生日禮物。這些休假選擇讓員工履行個人和家庭承擔，從而實現工作與生活平衡。

此外，本集團提供全面的福利，例如僱主的自願性強積金供款及醫療保險。於本年度，本集團為員工提供了季節性流感疫苗接種優惠計劃，使他們能夠更好地預防季節性流感。通過提供這些福利，本集團確保員工能夠獲得必要的醫療保健服務和經濟保障。



3.4 Occupational Health and Safety 職業健康及安全

The Group prides itself on providing a safe, effective and congenial work environment for its staff. To ensure the highest standards of health and safety, the Group adheres to all relevant regulations and implements comprehensive safety measures throughout its operations.

Besides, occupational health and safety (“OHS”) measures are regularly reviewed by the Group to ensure their effectiveness. A dedicated team has also been established to deal with OHS matters, and to react promptly if there are issues, to ensure a healthy and safe work environment. Workshops and seminars on different topics are regularly held, to present the latest information and raise awareness of OHS issues for employees.

The Group enhances emergency preparedness and ensures there are well-stocked first-aid kits in its Hong Kong office, hotels and serviced apartments to protect the health and safety of employees, in the event that they are injured at work. An automated external defibrillator (AED) has been placed in the office building of its Hong Kong office to rescue cardiac arrest patient when needed. Besides, the Group has arranged staff who is certified first aider to provide emergency assistance to other colleagues and hotel guests in the Hong Kong office and The Emperor Hotel whenever needed. The Group proactively identifies potential occupational hazards, to reduce staff exposure to accidents. For example, all restaurants staff are required to wear anti-skid shoes and anti-cutting gloves, to prevent injuries.

本集團致力為員工提供安全、高效及舒適之工作環境，並引以為豪。為確保最高的健康和 safety 標準，本集團遵守所有相關法規，並於整個營運過程中實施全面的安全措施。

此外，本集團定期審查職業健康及安全（「職安健」）措施，以確保其有效性。同時成立了一個專門小組處理職安健事宜，以便在問題出現時迅速作出反應，確保一個健康和安全的工作環境。本集團定期舉辦不同主題的學習工作坊及研討會，以呈列最新資訊，及加強僱員對職安健方面的意識。

本集團提升應急準備能力及確保香港辦公室、酒店及服務式公寓內配備充足的急救箱，以於員工在工作期間受傷時能保障員工的健康及安全。自動體外心臟去顫器已放置在其香港辦公室的辦公大樓，以在需要時救助心臟驟停的患者。此外，本集團安排了已獲認可急救證書之員工於需要時在香港辦公室及英皇駿景酒店為其他同事及酒店顧客提供緊急救援。本集團積極地識別潛在的職業性風險，以減低員工發生意外的機會。例如，所有餐廳員工須穿防滑鞋及防切割手套，以防受傷。



Fire Drill

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

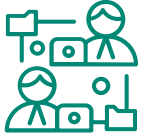
Every case of injury, if any, is required to be reported to the Human Resources Department and be individually assessed under the internal guideline procedures. During the Year, the number of lost days due to work injuries was 704 (2023: 548), while the numbers and rate of work-related fatalities during the past three years are listed in the table below.

火警演習

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

一旦發生工傷事故(如有)，必須通報人力資源部，並根據內部指引程序進行獨立評估。於本年度，因工傷損失工作日數為704(2023年：548)天，而過去3年因工亡故的人數及比率已列載於下表。

Item 項目	FY2021/22年度	FY2022/23年度	FY2023/24年度
Number of work-related fatalities 因工亡故的人數	0	0	0
Rate of work-related fatalities 因工亡故的比率	0	0	0



3.5 Development and Training 發展及培訓

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

During the Year, the Group organised training sessions covering topics including:

- Standard Operating Procedure (SOP) of daily operations
- Customer service etiquette and techniques
- Basic make-up for frontline staff
- English commonly used in the food and beverage industry
- Barrier-free travel
- Food hygiene supervision
- OSH of the hotel industry
- Orientation for new employees
- First-aid
- Fire fighting

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

於本年度，本集團舉辦了覆蓋多個主題的培訓，包括：

- 日常運作之標準操作程序
- 顧客服務禮儀及技巧
- 前線員工化妝基礎
- 餐飲業常用英語
- 無障礙旅遊
- 食品衛生督導
- 酒店業職安健
- 新入職員工迎新會
- 急救
- 滅火

Housekeeping Department's Bed-making Competition, October 2023 管家部鋪床比賽·2023年10月

Grand Emperor Hotel organised a bed-making competition for the staff of the Housekeeping Department, with the aim of encouraging them to strive for professional excellence and continuous improvement. A total of 34 staff members from the Housekeeping Department participated in the competition; the judging panel consisted of members of the Grand Emperor Hotel management team, and the criteria included bed-making time, neatness of the beds and the overall appearance. The winners of the champion, 1st runner-up, 2nd runner-up and merit award were each awarded certificates as tokens of recognition and encouragement.

英皇娛樂酒店為員工舉行管家部鋪床比賽，旨在鼓勵他們對其專業精益求精、不斷進步。是次比賽共有34名管家部員工參加；評審團由英皇娛樂酒店之管理層成員組成，評分標準包括鋪床時間、床鋪齊整度及整體觀感。冠、亞、季軍及優秀獎之勝出者均獲頒證書，以示肯定和鼓勵。



MORS Gold Pin Competition, November 2023 澳門職業技能認可基準金襟針大賽，2023年11月

The Institute for Tourism Studies holds the MORS Gold Pin Competition annually, and the Group supports participation by staff in order to enhance their skills and techniques. During the Year, approximately 350 practitioners from the hotel sector participated in the competition, and Grand Emperor Hotel sent staff from the Food & Beverage, Housekeeping and Security Departments to take part.

本集團鼓勵員工參加由旅遊學院每年舉辦的澳門職業技能認可基準金襟針大賽，以提升他們的技能和技巧。於本年度，約350名酒店從業員參加比賽，而英皇娛樂酒店亦派出餐飲部、管家部及保安部員工參加。



By investing in the continuous learning and development of its employees, the Group aims to enhance their capabilities and foster their professional growth. The numbers of training hours of the Group's staff are listed in the table below.

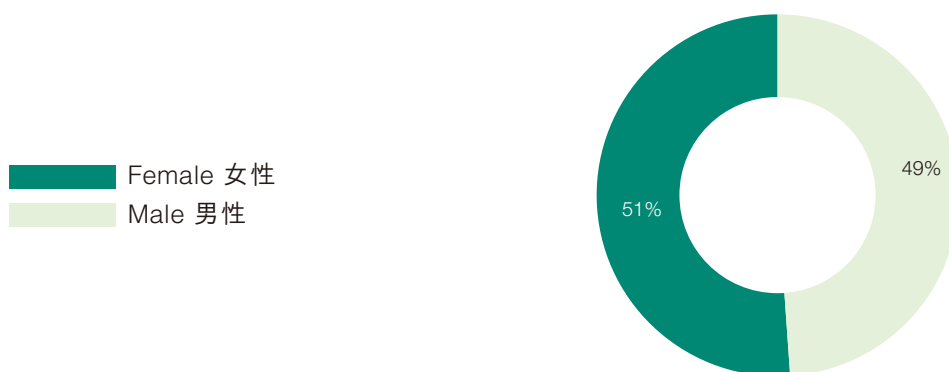
透過投資員工的持續學習和發展，本集團旨在提高其能力並促進其專業發展。本集團員工培訓時數已列載於下表。

項目 Item	FY2022/23年度	FY2023/24年度
Total training hours 總培訓時數	740	933
Average training hours per employee 每名員工平均培訓時數	1.4	1.5

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

於本年度，受訓僱員百分比已列載於下表。

By Gender 按性別



By Employee Category 按僱員類別





3.6 Employee Activities 員工活動

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

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

“Toys Exchange” Parent-child Activity, April 2023 「以蜜易物」親子活動，2023年4月

The Group is very supportive of its employees' efforts to maintain work-family balance, and has specially organised a “Toys Exchange” parent-child activity for employees and their families. Game tables were set up for children to play and exchange toys, so they could learn sharing and communication skills. All the adults and children spent a joyful afternoon together.

本集團十分支持其員工努力保持工作與家庭間的平衡，特意舉辦了「以蜜易物」親子活動，供員工及其家人參加。設有攤位遊戲，供小朋友們玩樂及交換玩具，讓他們從中學習分享和溝通技巧等。大人及小朋友一起渡過了一個歡樂的下午。



Mother's Day Special – DIY Flower Table Lamp Workshop, May 2023 母親節呈獻 – DIY保鮮花枱燈工作坊，2023年5月

The Group organised a DIY flower table lamp workshop for Mother's Day, enabling colleagues to create unique flower table lamps for their mothers. Apart from sharing the fun of making handicrafts together, colleagues could also express their love and gratitude to their mothers.

本集團為母親節舉辦了DIY保鮮花枱燈工作坊，讓同事們製作獨一無二的保鮮花枱燈送給母親。同事們除了能一起分享製作手工藝品的樂趣，又可以表達他們對母親的關愛和感激之情。



Father's Day Special – Cake Baking Workshop, June 2023

父親節呈獻 — 蛋糕烘焙工作坊，2023年6月

With Father's Day approaching, the Group organised a cake baking workshop for colleagues, so they could prepare cakes themselves for their fathers and express their love through action.

臨近父親節，本集團為同事舉辦蛋糕烘焙工作坊，讓同事可以親手為爸爸們準備窩心蛋糕，以行動表達其愛意。



Canoeing Eco-Tour, July 2023

夏日嘩！嘩！划！獨木舟體驗生態導賞遊，2023年7月

The Group cooperated with Earth Gogo Go to organise a canoeing eco-tour. Two colleagues per canoe experienced canoeing in the vicinity of Wu Kai Sha campsite and nearby islands, while appreciating the surrounding natural environment. They communicated and cooperated with each other in a relaxed, enjoyable atmosphere, which enhanced the relationships and friendships between colleagues.

本集團與地球Gogo Go合作舉辦划獨木舟生態導賞遊。同事以二人一組形式，於烏溪沙營地及附近小島附近體驗獨木舟，同時欣賞附近的生態環境。他們在輕鬆愉快的氣氛中彼此溝通、合作，提升了同事之間的關係和友誼。



Mid-Autumn DIY Moon Lantern Workshop, September 2023 中秋DIY月亮燈籠工作坊，2023年9月

Mid-Autumn Festival is one of the key festivals in Chinese tradition. The Group organised a DIY moon lantern workshop for colleagues to utilise their creativity and make unique moon lanterns with simple materials to welcome the Mid-Autumn Festival, and share good times together.

中秋節是中國傳統其中一個重要的節日。本集團舉辦了DIY燈籠工作坊，讓同事發揮創意，用簡單的材料親手製作獨一無二的月亮燈籠，共同迎接中秋佳節，分享美好時光。



Mid-Autumn Festival Delicacies, September 2023 佳餚美饌賀中秋，2023年9月

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

為表達本集團的心意及慶祝中秋節，香港及澳門員工均獲贈並一同分享由英皇駿景酒店及英皇娛樂酒店所提供的月餅。



Dialogue in the Dark, October 2023 黑暗中對話，2023年10月

The Group organised the “Dialogue in the Dark” experiential activity, in which colleagues used their hands, noses and mouths instead of their eyes to perceive their surroundings in total darkness. Through this innovative silent event in the dark, they were able to experience the daily life of the visually impaired; at the same time, they were able to experience the world from a different perspective and have a moment of self-reflection.

本集團舉辦「黑暗中對話」體驗活動，同事在全黑環境中以手、鼻、口等代替眼睛去感知身邊事物。透過黑暗及無聲的新穎體驗去感受視障人士的日常生活；同時也讓他們換一個角度體驗世界，從中進行反思。



Yakult Factory Visit, December 2023 益力多廠參觀活動，2023年12月

The Group organised an activity – “Have you visited the Yakult factory today?”, enabling colleagues to experience the Yakult manufacturing process, while learning about the benefits of the active lactic acid bacteria, and gaining a deeper understanding of the story behind Yakult and the value of the product. After the visit, the participants went to Lung Wah Hotel – which is in Sha Tin, with an 80-year history for a lunch, and spent a relaxed, pleasant morning.

本集團舉行了「益力多廠，你今日參觀左未？」活動，讓同事親身體驗益力多的製造過程，了解其中活性乳酸菌的益處，以及深入了解益力多背後的故事和產品的價值。參加者於參觀結束後一同前往屹立沙田八十載的龍華酒店享用午餐，在輕鬆愉快的氛圍下渡過了一個早上。



Christmas Barbecue Night, December 2023 英皇串貢燒烤夜，2023年12月

In this festive season, the Group organised the “Emperor Barbecue Night”, during which colleagues, friends and family members gathered together to enjoy a delicious meal and share their life moments and interesting stories from the past year. A lucky draw was also organised, and the night was filled with joy.

在這個普天同慶的節日裏，本集團舉辦了「英皇串貢燒烤夜」，讓同事及親友聚首一堂，一同享用美食，並分享過去一年的生活點滴及趣事。活動更設有抽獎環節，現場洋溢著歡樂的氣氛。



Chinese New Year Puddings Cooking Class, January 2024 喜迎龍年GO糕糕，2024年1月

To welcome the Year of Dragon, the Group organised a Chinese New Year puddings cooking class, enabling colleagues to learn how to make turnip puddings and taro puddings, and experience the fun of cooking. Colleagues took the puddings home to enjoy with their family members, symbolising blessings for career advancement in the Year of Dragon.

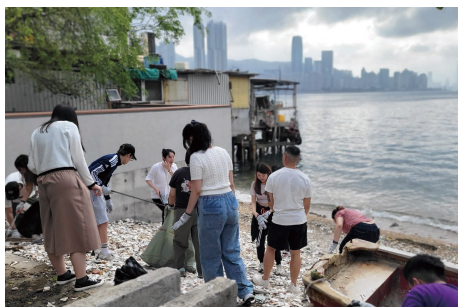
為迎接龍年，本集團舉辦了喜迎龍年GO糕糕活動，讓同事們學習製作蘿蔔糕和芋頭糕，體驗煮食的樂趣。同事們把糕點帶回家與家人一同享用，寓意龍年步步高陞！



Lei Yue Mun Half Day Environmental Tour, March 2024 鯉魚門環保半日遊，2024年3月

Lei Yue Mun is famous for its quarry, fishing industry and renowned seafood restaurants. Colleagues were introduced to the history and culture of Lei Yue Mun through a guided tour of the Jockey Club Lei Yue Mun Plus, and learned to use glass pieces collected from coastlines to make environmentally friendly mosaic coasters. Colleagues also worked together to clean up the garbage on the beach, striving for a cleaner and greener future.

鯉魚門以其石礦場、漁業和知名的海鮮餐廳而聞名。同事們在賽馬會鯉魚門創意館的導賞下認識鯉魚門歷史和文化，並一同學習利用海玻璃製作環保馬賽克杯墊。同事們還一同努力清理海灘上的垃圾，攜手為更加清潔、綠色的未來而努力。



4 OPERATING PRACTICE

經營常規

The Group places a strong emphasis on compliance and considers it a core value in all aspects of its operations. The Group is committed to upholding ethical business practices and complying with relevant laws, regulations, and industry standards. Compliance is not only a legal obligation to the Group, but a fundamental principle that guides its decision-making and ensures that the Group operates with integrity and transparency. The Group has implemented robust compliance frameworks and internal controls to mitigate risks and ensure that its actions align with the Group's values. By prioritising compliance, the Group aims to foster trust, maintain the confidence of its stakeholders, and contribute to a sustainable and responsible business environment.

本集團高度重視合規，並將其視為營運各方面的核心價值。本集團致力維護道德商業慣例，遵守相關法律、法規及行業標準。合規不僅為本集團的法律義務，亦為指導其決策、確保本集團誠信、透明經營的基本原則。本集團實施了穩健的合規框架及內部控制，以降低風險並確保其行動符合本集團的價值觀。透過優先考慮合規，本集團旨在培養信任，維持持份者信心，並為可持續及負責任的營商環境作出貢獻。



4.1 Supply Chain Management 供應鏈管理

The Group acknowledges the substantial benefit of robust and transparent supply chain management for its business operations. The Group has therefore instituted a thorough and stringent supply chain management system, including clear oversight mechanisms to monitor the performance and compliance of its suppliers.

The Group values mutually beneficial and longstanding relationship with its suppliers, and works closely with a number of suppliers in providing a range of hospitality goods, including guestroom consumables, tableware, furniture and food and beverage. Regarding supplier selection and purchase of goods, the Group has internal control authorisations and procedures for appointing suppliers, which are based on criteria such as quality, price, delivery timeliness, supplier's capability and experience, with preference given to suppliers who demonstrate their environmental commitment. The Group may request certifications from vendors if necessary.

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

The Group also requires relevant team members to maintain internal records of previous appointments and evaluations of the suppliers' work quality, which serves as a basis for supplier quality oversight.

The numbers of suppliers engaged in the supply chain of the Group's hotels operations during the Year were as follows.

本集團認同穩健、透明的供應鏈管理對其業務營運有重大的好處。因此，本集團建立了一套全面且嚴格的供應鏈管理體系，包括明確的監督機制，以監察供應商的表现及合規性。

本集團重視與供應商建立互惠互利及長久的合作關係，並與多名提供各種酒店用品（包括客房消耗品、餐具、傢俬及食物飲品）的供應商保持緊密合作。就供應商甄選及商品採購，本集團設有內部監控授權及委任供應商的程序，其乃根據質素、價格、送貨時效、供應商的實力及經驗等準則進行，並會優先考慮能履行環保責任的供應商。如需要，本集團可能求供應商提供認證。

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

本集團亦要求相關團隊成員保存先前委任及供應商工作質素評估的內部記錄，以作為供應商質量監管的基準。

本集團於本年度在其酒店營運之供應鏈的供應商數目已列載於下表。

By Region 按地區	Hong Kong 香港	Macau 澳門	Others 其他
Number of Suppliers 供應商數目	483	328	45



4.2

Product Responsibility and Customer Services

產品責任及客戶服務

The Group's experienced and well-trained customer servicing team delivers consistently high-quality customer services. Daily briefings are held in the Group's hotels and serviced apartments involving housekeeping, front office and security team, etc. to ensure service quality, spot checks on the service level are conducted periodically.

For monitoring customer satisfaction, questionnaires were sent to collect customer feedback. Guests' comments on their experience are evaluated and presented to the Group's management. During the Year, the Group's hotel operation received a total of 163 (2023: 143) complaints, all of which were immediately dealt with by the staff on duty, and corrective actions were taken.

During the Year, the Group received the following awards for its outstanding hospitality performance:

本集團一直由經驗豐富及訓練有素之客戶服務團隊提供優質的客戶服務。本集團的酒店及服務式公寓每天都會舉行簡報會，涉及房務、前台和保安團隊等。為確保服務質素，定期對服務水平進行抽查。

為監察客戶滿意度，本集團發出調查問卷以收集客戶反饋。客戶的體驗意見將予以檢討並提交予本集團管理層。於本年度，本集團的酒店營運收到共163(2023年：143)宗投訴，所有事件均由當值員工即時處理，並採取了糾正措施。

於本年度，本集團憑藉其卓越酒店服務獲得以下獎項：

The Emperor Hotel

英皇駿景酒店

- Quality Wedding Merchant, ESDlife
- 新婚生活易 — 優質婚禮商戶



Grand Emperor Hotel

英皇娛樂酒店

- Meituan Outstanding Partner Award 2023, Meituan
- 美團 — 2023年美團酒店優質合作夥伴獎



4.3 Data Protection 資料保護

The Group places utmost importance on protecting the privacy of its customers, partners and staff in the collection, handling, safekeeping, use and retention of their personal data. The Group adheres to the applicable data protection regulations and ensures appropriate technical measures are in place to protect personal data against unauthorised disclosure, use or access. The Group also ensures that customers' personal data is securely stored, and used only for the purpose for which it has been collected and such other purposes as expressly consented by customers. Currently, the privacy policy is displayed in the Group's website for customers' reading at any time.

In addition, relevant staff are provided with guidelines in compliance with applicable laws on data privacy protection, to strengthen their awareness and to protect personal data against loss, unauthorised access, use, modification or disclosure. In this regard, the Group arranges regular cybersecurity awareness training sessions for its staff, covering topics such as up-to-date internet safety and phishing awareness, as well as providing corporate guidance on safe remote working practices. To minimise risks of data leakage, access to customer database is limited to authorised staff. The Group does not share any personal data with third parties unless in accordance with law. To reduce the risk of identity theft, the Group takes appropriate measures to dispose of documents that contain customer information.

All these measures aim to ensure the Group's business activities adhere to the highest personal data protection standards. The Group regularly reviews and updates its policies and measures to align with the latest laws, regulations, and technology changes, ensuring the implementation of a continued and high degree of personal data protection.

本集團在收集、處理、保管、使用及保存客戶、合作夥伴及員工的個人資料過程中，對保障彼等的私隱給予最高度的重視。本集團嚴格依循適用的資料保護法例並確保設立適當之技術措施，保障個人資料免被未經授權披露、挪用或查閱。本集團亦確保客戶個人資料獲安全妥善地儲存，並只會按收集時指定的用途及經客戶明確同意的其他用途使用。目前，隱私政策已於本集團網站展示，供顧客隨時閱讀。

此外，本集團根據資料私隱保護適用法律向相關員工提供指引，以加強彼等的意識及保障個人資料，防止遺失、未經授權查閱、使用、修改或披露。在這方面，本集團定期為其員工安排網絡安全意識培訓課程，內容包括最新的互聯網安全和網絡釣魚意識，並提供有關安全遠端工作實踐的企業指引。為降低資料外洩風險，客戶資料庫只容許經授權員工查閱。除非根據法律規定，否則本集團不會與第三方分享任何個人資料。為減低身份盜竊的風險，本集團於處置含有客戶資料的文件方面採取適當措施。

所有該等措施旨在確保本集團業務活動符合最高的個人資料保護標準。本集團定期審閱及更新其政策和措施，以符合最新法律、法規及技術變動，確保持續及高度的個人資料保護得以實施。



4.4

Protection of Intellectual Property

保護知識產權

The Group attaches great importance to the protection of intellectual property and is committed to complying with relevant laws, regulations and international standards. The Group protects its intellectual property rights by prolonged use and registration of domain names and various trademarks including without limitation to 英皇, Grand Emperor and 11111. The Group has registered trademarks in various classes in Macau. The Group's trademarks and domain names are constantly monitored and renewed prior to their expiration.

The Group signs contracts with suppliers and partners that clearly define the ownership and usage rights of intellectual property to ensure the legal use of others' intellectual property. Besides, the Group takes prompt action against any infringement of the Group's intellectual property rights.

The Group provides regular trainings on intellectual property protection to employees, covering overviews on the latest intellectual property laws and guidelines on the use of trademarks, so as to enhance employees' awareness on the latest development of relevant laws and the best practice for the protection of the Group's intellectual properties. In addition, the Group takes active steps to collect and retain detailed records and evidence of its use of trademarks, and constantly monitors and conducts periodical reviews on such use to protect them from potential cancellation.

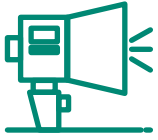
The Group will continue improving and updating its intellectual property protection policies and measures to ensure that its business operations comply with the latest legal and regulatory requirements and protect the legitimate rights and interests of intellectual property. During the Year, the Group has not been involved in any significant legal disputes or claims related to the intellectual property.

本集團高度重視知識產權保護，並致力遵守相關法律、法規及國際標準。本集團透過持續使用及註冊域名與各類商標(包括但不限於 英皇、Grand Emperor及 11111)保障其知識產權。本集團已在澳門註冊多個類別的商標。本集團商標及域名會獲持續監控及於屆滿前續期。

本集團與供應商及合作夥伴簽訂合約，明確列明知識產權的所有權及使用權，確保合法使用他人之知識產權。此外，本集團會針對任何對本集團之知識產權作出的侵犯採取即時行動。

本集團定期為員工提供知識產權保護培訓，其內容涵蓋最新的知識產權法概述及商標使用的指引，以提升員工對相關法例之最新發展以及保護本集團知識產權的最佳實踐方法的認知。此外，本集團採取積極措施收集及保存有關商標使用的詳盡紀錄及證據、時刻監察並定期就商標使用進行檢討，以免除潛在撤銷風險。

本集團將持續改善並更新知識產權保護政策和措施，以確保其業務營運符合最新法律法規要求，並保護知識產權的合法權益。於本年度，本集團並無涉及任何與知識產權相關的重大法律糾紛或索償。



4.5

Anti-corruption/Anti-money Laundering

反貪污／反洗錢

The Group believes that fair, transparent, and ethical business practices are key to corporate success and sustainable development. In order to enhance ethical corporate culture and practices, the Group has established policies and procedures for anti-corruption, anti-money laundering and counter-terrorist financing. For high value cash transactions, frontline staff would require customers to provide relevant information to verify their identities. Such records are required to be kept properly in strict confidentiality.

The Group adopts a zero-tolerance approach to all forms of corruption and bribery. It is essential for the Group's employees to have a deep understanding of bribery, extortion, corruption and related acts, in order to maintain compliance and integrity in business operations. Strictly adhering to the Prevention of Bribery Ordinance (Cap. 201, Laws of Hong Kong), an Anti-Corruption Policy and Procedures has been established, in which a set of guidelines in giving and receiving gifts, or offer in the form of meals, accommodation and entertainment, as well as interacting with business partners and government officials, was established to outline acceptable and unacceptable conduct in employees' daily business activities. This is also clearly stipulated in all employees' contracts. These policies are explained during induction training, and are freely accessible on the Group's intranet. The Group aims to ensure every employee adheres to applicable legal requirements and makes ethical business decisions. Besides, special care must additionally be taken to ensure that all business dealings with business partners and government officials are conducted in a context that is free from any form of corrupt practices.

本集團堅信公平、透明和道德的商業行為是企業成功及可持續發展的關鍵。為提升企業道德文化及常規，本集團已建立反貪污、打擊洗錢及恐怖分子資金籌集之政策及程序。就大額現金交易，前線員工將要求顧客提供有關資料以核實彼等之身份。有關記錄須高度保密地妥善保存。

本集團對一切形式的貪污和賄賂採取零容忍的態度。本集團之員工必須對賄賂、勒索、貪污及相關行為有深入的了解，以維持業務營運合規及誠信。本集團嚴格遵守《防止賄賂條例》(香港法例第201章)，且已制定反貪污政策及程序，其中本集團已就贈送及收受禮物、提供用餐、住宿及娛樂，以及與商業夥伴和政府官員交往制訂一套指引，列明員工日常業務活動中可接受及不可接受的行為。上述指引均已在所有僱傭合同中清晰訂明。這些政策已在入職培訓時作出解釋，並可在本集團內聯網上自由查閱。本集團旨在確保每位員工遵從適用的法律規定及作出合乎道德之商業決定。此外，還必須特別注意確保所有與商業夥伴和政府官員進行的所有業務往來在不涉及任何形式的舞弊行為的情況下進行。

Anti-money laundering is one of the areas of high concern in the industry, and the Group has long adopted an Anti-Money Laundering and Counter-Terrorist Financing Policy and Procedure (“AML Policy”). The AML Policy establishes the general framework for combating potential money laundering and financing of terrorism, and provides guidelines for preventing the Group’s employees from being misused for money laundering, terrorist financing or other financial crimes. The AML Policy indicates part of potentially suspicious transactions or activities that employees should look out for. During the orientation by the Human Resources Department, Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong) is introduced to new staff, and subsequent trainings are provided to its staff regularly. Also, relevant information is shared through the e-learning platform. Besides, frontline staff are regularly assessed by the Group, to ensure they have sufficient understanding of anti-money laundering.

The Group has also adopted a whistle-blowing policy and procedures for all levels and operations under the Group, so staff can raise concerns, in confidence, about possible improprieties (such as misconduct and malpractice) in any matter related to the Group. The Group’s whistle-blowing policy encourages all staff to report any actual or suspected improper conduct, in confidence, to their immediate supervisor or department head. The Group also guarantees confidentiality of the whistle-blowers’ identities and protection from harassment. Moreover, the Group regularly assigns employees to review their department’s compliance performance, formulate measures to address potential or existing issues, and identify and manage potential compliance risks in advance. This ensures that compliance standards are continually strengthened and improved. These policies and procedures together with the code of conduct can be found in the employee handbook.

In addition to these measures, the Group puts a strong emphasis on training and education. Employees are provided with regular training on anti-corruption practices, such as talks or seminars on business ethics, delivered by the Independent Commission Against Corruption of Hong Kong from time to time.

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

反洗錢是行業高度關注的範疇之一，本集團多年來一直採納打擊洗錢及恐怖分子資金籌集政策及程序（「打擊洗錢政策」）。打擊洗錢政策確立了打擊潛在洗錢及恐怖主義資金籌集罪行的一般框架，並提供指引防止本集團的員工被濫用於洗錢、資助恐怖主義或其他金融罪行。打擊洗錢政策已列出部分潛在可疑交易或活動的指標，供員工參考。在新員工入職培訓時，人力資源部亦會介紹《打擊洗錢及恐怖分子資金籌集條例》（香港法例第615章），並於隨後定期向員工提供培訓，且通過電子學習平台分享相關資訊。此外，本集團定期對前線員工進行審視，以確保他們對打擊洗錢有充分的了解。

本集團亦採納一套舉報政策及程序，讓本集團各層面及業務之員工可在保密的情況下就任何可能影響本集團之不當事宜（如不當及不法行為）進行舉報。本集團的檢舉政策鼓勵所有員工在保密的情況下向其直屬上司或部門主管舉報任何實際或疑似的不當行為。本集團亦保證舉報人身份的保密性並防止騷擾。此外，本集團定期委派員工審查其部門的合規表現，制定解決潛在或現有問題的措施，及提前識別及管理潛在合規風險。這確保不斷加強及完善合規標準。該等政策及程序連同行為守則可於員工手冊內查閱。

除該等措施外，本集團亦非常重視培訓及教育。員工獲定期提供有關反貪污守則的培訓，如由香港廉政公署不時舉辦的商業道德講座或研討會。

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



4.6

Compliance with Relevant Laws and Regulations

遵守相關法律及法規

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

- Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong)
- Companies Ordinance (Cap. 622, Laws of Hong Kong)
- Competition Ordinance (Cap. 619, Laws of Hong Kong)
- Employment Ordinance (Cap. 57, Laws of Hong Kong)
- Hotel and Guesthouse Accommodation Ordinance (Cap. 349, Laws of Hong Kong)
- Personal Data (Privacy) Ordinance (Cap. 486, Laws of Hong Kong)
- Prevention of Bribery Ordinance (Cap. 201, Laws of Hong Kong)
- Legal Framework for the Operations of Casino Games of Fortune (Law No. 16/2001 amended by Law No. 7/2022, Laws of Macau)
- Labour Relations Law (Law No. 7/2008 amended by Law No. 8/2020, Laws of Macau)
- 《打擊洗錢及恐怖分子資金籌集條例》(香港法例第615章)
- 《公司條例》(香港法例第622章)
- 《競爭條例》(香港法例第619章)
- 《僱傭條例》(香港法例第57章)
- 《旅館業條例》(香港法例第349章)
- 《個人資料(私隱)條例》(香港法例第486章)
- 《防止賄賂條例》(香港法例第201章)
- 《娛樂場幸運博彩經營法律制度》(澳門法律第7/2022號法律修改的第16/2001號)
- 《勞動關係法》(澳門法律第8/2020號法律修改的第7/2008號)

Details on the work of the Corporate Governance Committee are shown in the Corporate Governance Report, which can be found on pages 41 to 42 of the Company's 2023/24 Annual Report.

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

企業管治委員會之工作詳情載於本公司2023/24年度報告第41至42頁中之企業管治報告內。



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

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

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

The Board is not aware of any issues within the Group during the Year that are in violation of any laws and regulations.

本集團持有提供服務所需之相關牌照，例如根據《旅館業條例》(香港法例第349章)發出的酒店牌照、普通食肆牌照及澳門政府旅遊局頒發的營運牌照(於澳門提供娛樂及酒店服務)等，而管理層須確保所從事業務乃符合適用之法律及法規。

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

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

於本年度，董事會並不知悉本集團有違反法律及法規的情況。



5 COMMUNITY INVOLVEMENT

參與社區活動

The Group highly recognises its role in social responsibility, and is committed to giving back to the communities. Embracing the mission “From the Community, To the Community”, the Group actively promotes diverse community campaigns spanning elderly welfare, underprivileged communities and environmental conservation initiatives. The Group’s management team also plays an important role in mobilising staff to join all these activities, which are held in tandem with its commitment to sustainable development. The Group is dedicated to making a positive impact on society through community investment and engagement initiatives.

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



本集團高度重視其社會責任，致力回饋社群。以「取諸社會，用諸社會」為使命，本集團積極推廣多種社區活動，涵蓋長者福利、弱勢社群及環保行動。該等活動與本集團可持續發展之承諾相輔相承，而本集團管理層團隊在動員參與該等活動方面亦擔任重要角色。本集團致力透過社區投資及參與，對社會作出正面影響。

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

5.1 Voluntary Services 義工服務

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

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

Pickleball Sports Day, June 2023 匹克球同樂，2023年6月

The Group's volunteers, together with various business units and artistes of Emperor Group, formed a volunteer team to participate in a training course on the emerging sport, Pickleball, jointly organised by the NAAC and BestKall Pickleball Association, to promote integration between senior citizens and young people, and ensure the senior citizens keep abreast of market trends and realise self-worth. The Group's volunteers played a friendly match with senior citizens from the Sham Shui Po District Elderly Community Centre and Lei Tung Neighbourhood Elderly Centre in Ap Lei Chau under NAAC, who enjoyed learning a new sport.

本集團的義工聯同英皇集團旗下不同業務單位及藝人組成義工隊，參與鄰舍輔導會及柏斯高匹克球協會一同籌辦的新興運動「匹克球」訓練班，推動長青共融，讓銀髮一族緊貼潮流，實現自我價值。本集團義工與來自鄰舍輔導會轄下深水埗康齡社區服務中心及鴨脷洲利東鄰里康齡中心的長者們進行友誼賽，讓他們享受學習新的運動。



Charity Visit to "TWGHs Jockey Club Sunshine Complex for the Elderly", November 2023 東華三院賽馬會松朗安老綜合中心慈善探訪，2023年11月

Colleagues from The Emperor Hotel participated in a heartwarming visit to the "TWGHs Jockey Club Sunshine Complex for the Elderly". During the visit, colleagues distributed food to the elderly, bringing warmth and deliciousness to the elderly. As the day of visit was the Senior Citizens Day, colleagues presented a small gift to each of the senior citizens, expressing their care and respect to the senior citizens.

英皇駿景酒店的同事們一同前往東華三院賽馬會松朗安老綜合中心參與探訪活動。於探訪中，同事們派發食物予長者們，將溫暖與美味送到他們的手中。適逢探訪當天為長者日，同事們特別為每位長者送上小禮物，表達他們對長者的關懷和敬意。





5.2 Charitable Sponsorship and Donations 慈善贊助及捐贈

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

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

Mooncake Donation Campaign, September 2023 愛心月餅募捐大行動，2023年9月

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

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



Dress Casual Day, October 2023 公益金便服日，2023年10月

This year's theme for the annual Dress Casual Day was "Wear Your Moment". Participating staff members each donated HK\$70 or more to The Community Chest of Hong Kong, and put on casual wear to support the event.

一年一度的便服日於本年的主題為「Wear Your Moment」，每位參與同事均捐出70港元或以上予香港公益金，並穿上便服以支持該活動。



“Food Wanted, Not Wasted” Campaign, October 2023 「共餉樂享」惜食義工活動，2023年10月

To mark World Food Day, Emperor Foundation and Tesla Owners Club Hong Kong joined forces with Feeding Hong Kong, a local food bank, for the launch ceremony of the “Food Wanted, Not Wasted” Campaign at the pulse in Repulse Bay, which aimed at advocating a sustainable lifestyle to the general public. This campaign primarily targeted employees of Emperor Group and its subsidiaries, encouraging them to donate surplus food items that meet the donation criteria. The collected food was transported to Feeding Hong Kong, where it underwent further sorting, storage, and distribution to registered charitable organisations, ensuring that it reached those who were most in need.

為響應世界糧食日，英皇慈善基金與Tesla香港官方車主會與本地食物銀行樂餉社攜手，於淺水灣the pulse舉行「共餉樂享」惜食行動啟動禮，旨在向大眾提倡實行可持續發展的生活態度。此活動主要鼓勵英皇集團及旗下附屬公司之員工募捐符合捐贈條件的過剩食物。所收集的食物獲運送到樂餉社，以作進一步篩選、儲存及運送至註冊慈善機構，確保食物能運送至最具迫切需要的人士。



Charity Sale of Red Packets, November 2023 利是封慈善義賣，2023年11月

The Group's staff supported Emperor Group's first-ever charity sale of red packets by purchasing the red packets. The funds raised in the charity sale were all donated to Jockey Club Upcycling Centre under St. James' Settlement, through Emperor Group Foundation, in order to support the centre in providing a diverse range of job opportunities and experiences for rehabilitated individuals, fostering employment for the underprivileged communities and promoting social inclusion.

本集團員工透過購買利是封，支持英皇集團首個利是封慈善義賣活動。慈善義賣所籌得款項由英皇慈善基金全數捐予聖雅各福群會旗下的賽馬會升級再造中心，以支持該中心為復康人士提供多元化的工作機會和體驗，造就弱勢社群就業，促進社會共融。



Love Teeth Day, December 2023

公益愛牙日，2023年12月

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

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



40th Walk for a Million, December 2023

第40屆公益金百萬行，2023年12月

Organised by the Charity Fund from the Readers of Macao Daily News, the 40th Walk for a Million was held online and offline for the first time. The walk began at the Kun lam Statue on Avenida Dr. Sun Yat-Sen, and concluded at the A-Ma Temple, with a total distance of about 4 kilometres. Grand Emperor Hotel and Inn Hotel actively supported the event by mobilising more than 120 colleagues to participate.

由澳門日報讀者公益基金會舉辦的第40屆公益金百萬行第一次以線上線下方式舉行。活動由孫逸仙大馬路近觀音像前起步前往媽閣，路線全程約4公里。英皇娛樂酒店及盛世酒店積極支持該活動，動員逾120名同事參加。





5.3 Environmental Conservation 環境保護

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

本集團致力通過綠色教育宣揚環保意識。

Partnered with ESG incentive platform Zero2, August 2023 與ESG優惠平台Zero2攜手合作，2023年8月

The Emperor Hotel has always been committed to promoting environmental protection and sustainable development, striving to preserve ecological balance and natural resources for future generations. Starting from 2023, the food and beverage outlets of The Emperor Hotel — including Golden Valley, Monkey Café and The Crown — have partnered with a sustainable ESG reward platform, Zero2, to encourage diners to dine with sustainability in mind. Customers simply need to carry out specific ESG green missions at the restaurants, such as bringing their own shopping bags, opting out of disposable utensils and using their own drinkware. By doing so, customers can earn points through the Zero2 app to enjoy discount offers through point redemption, while also contributing to environmental protection.

英皇駿景酒店一向積極推動環保和可持續發展，致力於為未來世代保留生態平衡和天然資源。由2023年開始，英皇駿景酒店內之餐廳包括駿景軒、Monkey Café和The Crown與可持續發展ESG優惠平台Zero2攜手合作，鼓勵在食客在用餐時考慮到可持續發展。顧客只需於餐廳完成特定的環境、社會及管治減碳任務，如自備購物袋、選擇不要即棄餐具及自備飲品器皿等，即可透過Zero2的手機應用程式賺取積分，通過積分兌換享受優惠折扣，同時為環保作出貢獻。



Earth Hour, March 2024 地球一小時，2024年3月

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

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



承諾支持世界自然基金會地球一小時
IS COMMITTED TO WWF'S EARTH HOUR

6 APPENDIX: HKEX ESG REPORTING GUIDE CONTENT INDEX

附錄：港交所環境、社會
及管治報告指引內容索引

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

Subject areas 主要範疇	Description 描述	Section 章節
Aspect A2: Use of Resources 層面A2: 資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	2.1, 2.2
KPI A2.1 指標A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及/或間接能源(如電、氣或油)總耗量及密度(如以每產量單位、每項設施計算)。	2.4
KPI A2.2 指標A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)。	2.4
KPI A2.3 指標A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	2.2, 2.4
KPI A2.4 指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	<i>Not applicable</i> <i>The Group did not encounter any problems in sourcing water for its daily operations.</i> 不適用 本集團在日常營運中，在覓水源方面並無遇到任何問題。
KPI A2.5 指標A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及(如適用)每生產單位佔量。	Not applicable 不適用
Aspect A3: The Environment and Natural Resources 層面A3: 環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	2.1, 2.2
KPI A3.1 指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	2.2

Subject areas 主要範疇	Description 描述	Section 章節
Aspect A4: Climate Change 層面A4: 氣候變化		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	2.3
KPI A4.1 指標A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	2.3
B. Social 社會		
Employment and Labour Practices 僱傭及勞工常規		
Aspect B1: Employment 層面B1: 僱傭		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2, 3.3
KPI B1.1 指標B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	3.1
KPI B1.2 指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	3.1
Aspect B2: Health and Safety 層面B2: 健康與安全		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.4

Subject areas 主要範疇	Description 描述	Section 章節
KPI B2.1 指標B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年(包括匯報年度)每年因工亡故的人數及比率。	3.4
KPI B2.2 指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	3.4
KPI B2.3 指標B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	3.4
Aspect B3: Development and Training 層面B3: 發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	3.5
KPI B3.1 指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	3.5
KPI B3.2 指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	3.5
Aspect B4: Labour Standards 層面B4: 勞工準則		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2
KPI B4.1 指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	3.2
KPI B4.2 指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	3.2

Subject areas 主要範疇	Description 描述	Section 章節
Operating Practices 營運慣例		
Aspect B5: Supply Chain Management 層面B5: 供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	4.1
KPI B5.1 指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	4.1
KPI B5.2 指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	4.1
KPI B5.3 指標B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	4.1
KPI B5.4 指標B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	4.1
Aspect B6: Product Responsibility 層面B6: 產品責任		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.2
KPI B6.1 指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	4.2
KPI B6.2 指標B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	4.2
KPI B6.3 指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	4.4

Subject areas 主要範疇	Description 描述	Section 章節
KPI B6.4 指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	4.2
KPI B6.5 指標B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	4.3
Aspect B7: Anti-Corruption 層面B7: 反貪污		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.5
KPI B7.1 指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	4.5
KPI B7.2 指標B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	4.5
KPI B7.3 指標B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	4.5
Community 社區		
Aspect B8: Community Investment 層面B8: 社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解發行人營運所在社區需要和確保其業務活動會考慮社區利益的政策。	5
KPI B8.1 指標B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	5
KPI B8.2 指標B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	5