



英皇鐘錶珠寶有限公司  
EMPEROR WATCH & JEWELLERY LIMITED

於香港註冊成立之有限公司  
Incorporated in Hong Kong with limited liability  
(股份代號 Stock Code: 887)



2024

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

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# 1 ABOUT THIS REPORT 關於本報告

Emperor Watch & Jewellery Limited ("Company") and its subsidiaries (collectively referred to as "Group") principally engages in the sale of European-made internationally renowned watches and jewellery products under its own brand, "**Emperor Jewellery**". 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 operation, 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.

英皇鐘錶珠寶有限公司(「本公司」)及其附屬公司(統稱為「本集團」)主要從事銷售享譽國際之歐洲製腕錶及旗下「**英皇珠寶**」品牌之珠寶首飾。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 Hong Kong for the financial year ended 31 December 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12月31日止財政年度(「本年度」)於香港的營運，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 ("Stock Exchange"). It is recommended that this report is read in conjunction with the Company's 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(「聯交所」)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.EmperorWatchJewellery.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，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.EmperorWatchJewellery.com>)及香港交易及結算所有限公司(「港交所」)的披露易網站(<https://www.hkexnews.hk>)查閱。



## 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 nonfinancial 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 an 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.

The roles and functions of the ESG Committee and the 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.

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(由營運及支援部門的代表及本公司執行委員會(「執行委員會」)組成)權力及權限處理所有與環境、社會及管治相關的事宜。

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。

## 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.

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

## 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。

以下是本公司可持續性的環境、社會及管治之功能框架。





## 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 business of the Group are listed below.

## Risk Identification and Management Approach

The Group has identified the following ESG risks. By addressing these risks, the Group aims to contribute to a more sustainable future and a more equitable and inclusive society, while ensuring long-term success.

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、社會及管治風險。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。與本集團業務有關的環境、社會及管治主要風險已於下面列出。

## 風險識別與管理方法

本集團已辨識下列環境、社會及管治風險。通過應對這些風險，本集團旨在為更加可持續的未來及建設一個更公平及包容的社會作出貢獻，同時確保長遠的成功。

## (i) Environmental

## Risk

- Retail stores consume energy for lighting, heating, cooling, and other operational activities, which can lead to significant carbon footprints
- Retail business operations generate various types of waste, including packaging materials, damaged or returned products, and recyclable materials such as cardboard and plastic; improper disposal of the waste can lead to environmental contamination and resource depletion

## Approach

- Implementing energy-efficient practices and technologies to reduce energy consumption
- Using recycled or sustainable materials, and implementing a waste reduction and recycling program spanning the Group's operations

## (i) 環境

## 風險

- 零售店舖的照明、供熱、製冷及其他營運活動都需要消耗能源，這可能會產生大量的碳足跡
- 零售業務營運會產生各種類型的廢物，包括包裝材料、損壞或退回的產品以及紙板和塑膠等可回收材料，該等廢物處理不當會導致環境污染和資源耗盡

## 方法

- 實施節能措施及技術以減少能源消耗
- 使用可回收或可持續材料，並在本集團營運中實施減少廢物和回收計劃

**(ii) Social****Risk**

- The Group may fail in recruiting or retaining key personnel, which may result in the Group lacking key talent in critical positions; lack of diversity and inclusion within the workforce can also lead to issues such as discrimination and lack of representation
- Negative events may arise during day-to-day operations, which damage the brand name and reputation, hence impacting the Group's business performance
- Substandard design and production of jewellery products, excesses and shortages of watch supplies may affect inventory levels, leading to unnecessary costs or customer dissatisfaction
- Changes of social or political environments, or occurrence of any natural disaster may adversely affect the Group's business and operations

**Approach**

- Implementing talent management strategies, and aiming to promote diversity, equity, and inclusion within the workforce, to build a socially responsible business
- Conducting regular customer service training to ensure frontline staff service standards
- Maintaining product quality by various means, from vendor selection to checking quality of vendor's products; maintaining close relationships and communications with watch suppliers, and implementing strict inventory management
- Staying alert to the changes in social and political environments and adjusting strategic business plans to ensure the Group can cope with changes

**(ii) 社會****風險**

- 本集團可能未能招聘或保留重要人才，這可能導致本集團在關鍵崗位上缺乏重要人才；員工缺乏多元化及包容性亦可能導致歧視及缺乏代表性等問題
- 日常營運中可能出現負面事件損害品牌和聲譽，從而影響本集團的經營業績
- 珠寶產品設計和生產不符合標準、鐘錶供應過剩和短缺影響庫存水平，導致不必要的成本或顧客的不滿
- 社會或政治環境變動，以及任何自然災害的發生可能對本集團業務及營運造成不利影響

**方法**

- 實施人才管理策略，及旨在促進員工的多樣化、公平性及包容性，從而建立一個對社會負責任的企業
- 定期舉辦顧客服務培訓，以確保前線員工的服務水平
- 從供應商的甄選到其產品品質的檢查，透過各種方式維持產品質素；與鐘錶供應商保持密切聯繫和溝通，並實施嚴謹的存貨管理
- 對社會及政治環境變動保持警覺並調整業務策略計劃以確保本集團能應對該等變動



**(iii) Governance****Risk**

- Weak corporate governance may lead to issues such as conflicts of interest, mismanagement, and lack of oversight; failure to comply with regulations governing the Group's operations may lead to legal and compliance breaches, and in turn to legal and financial penalties, as well as reputational damage
- Weak risk management practices may expose the business to unexpected challenges and liabilities
- Suspicious transactions of high value products may be attempts to commit money laundering, which may result in damage to the Group's reputation

**Approach**

- Implementing corporate governance practices to ensure accountability and build up a transparent and responsible management team, and closely monitor compliance with all applicable laws and regulations
- Implementing risk management and internal control systems, and striving to establish clear lines of responsibility, proper segregation of duties and effective internal reporting, as well as strengthening supervision and management accountability in business operations, in order to promote a culture of integrity
- Adopting stringent anti-money laundering measures, and providing adequate training to employees

**(iii) 管治****風險**

- 薄弱的企業治理可能會導致利益衝突、管理不善及缺乏監督等問題；不遵守監管本集團營運的法規可能會導致違反法律及規例，從而受到法律及財務處罰，以及聲譽受損
- 薄弱的風險管理實踐可能會使企業面臨不能預料的挑戰及責任
- 可疑大額產品交易可能是企圖洗錢之行為，可能導致本集團聲譽受損

**方法**

- 實施企業管治常規以確保問責制及建立透明和負責任的管理團隊；密切監察所有適用法律及法規的遵守情況
- 實施風險管理及內部監控系統，以及致力於建立明確的責任分工、適當的隔離職責及有效的內部報告，並於業務營運中加強監督及管理問責，以提倡誠信文化
- 採取嚴格的反洗錢措施，並向員工提供充分的培訓

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 2024 Annual Report.

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 Stakeholder 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.

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 operations and practices, thereby creating value for stakeholders.

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。

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。本集團致力於通過各種溝通渠道，積極主動地與主要持份者群組進行持續互動，更好地了解其需要及關注點，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。



## 1.5.1

**Major Communication Channels**  
**主要溝通渠道**

- Onsite communications  
現場溝通
- Social media  
社交媒體
- Emails  
電郵
- Customer service  
hotlines  
顧客服務熱線



Customers  
顧客

- Performance appraisal  
interviews  
績效評估訪談
- Employee engagement surveys  
員工參與度調查問卷
- Staff activities  
員工活動
- Daily communications  
日常交流



Employees  
員工

- General meetings  
股東大會
- Corporate websites  
企業網站
- Meetings and conference calls  
會議及電話會議
- Corporate communication  
documents  
公司通訊文件



Shareholders  
and Investors  
股東及投資者

Business  
Partners and  
Suppliers  
商業夥伴及  
供應商

- Daily communications  
日常交流
- Assessments  
評估
- Meetings  
會議



Community  
社區

- Community services  
社區服務
- Corporate websites  
企業網站
- Social media  
社交媒體



Government  
and Regulatory  
Bodies  
政府及監管  
機構

- Regular dialogues  
定期對話
- Meetings and  
enquiries  
會議及查詢
- Forums  
論壇



## 1.5.2 Materiality Assessment 重要性評估

During the Year, the Group invited senior management to participate in identifying crucial issues, 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.

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 consumption 能源消耗	1	Customer service 顧客服務	1	Anti-corruption 反貪污
2	Waste management 廢物管理	2	Product assurance and quality 產品鑑證及質量	2	Compliance with laws and regulations 遵守法律與規例
3	Green procurement 綠色採購	3	Employment practices 僱傭慣例	3	Corporate governance practices 企業管治常規
4	Packaging material consumption 包裝物料消耗	4	Employee development and training 員工發展及培訓	4	Data protection and cybersecurity 數據保護與網絡安全
5	Greenhouse gases emissions 溫室氣體排放	5	Supply chain management 供應鏈管理	5	Intellectual property rights management 知識產權管理
6	Water consumption 耗水量	6	Occupational safety and health 職業安全及健康	6	Business expansion 業務擴展
7	Climate changes 氣候變化	7	Community investment 社區投資	7	Economic performance 經濟表現



## 1.5.3

## Material Topics

## 重要議題

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.

## Environment

- Energy conservation
- Waste management
- Waste recycling
- Paper reduction

## 環境

- 能源節約
- 廢物管理
- 廢物循環利用
- 減少用紙

## Workplace

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

## 工作場所

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

## Operating Practices

- Supply chain management
- Products and services quality
- Customer privacy protection
- Anti-corruption/Anti-money laundering
- Compliance with laws and regulations

## 經營常規

- 供應鏈管理
- 產品及服務質素
- 顧客私隱保護
- 反貪污／反洗錢
- 遵守法例及法規

## Community

- Employee volunteering
- Community fundraising

## 社區

- 員工志願服務
- 社區籌款

The 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 Protection Policies 環境保護政策

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。本集團亦教育其僱員，以提升他們對綠色環境的意識。



## 2.2 Use of Resources 資源使用

### 2.2.1 Emissions and Energy Consumption 排放物及能源消耗

The Group's greenhouse gas ("GHG") emissions mainly arise from indirect emissions resulting from the use of purchased electricity. To ensure the emission management goals are achieved, the Group has adopted the following measures in its head office at 25th Floor, Emperor Group Centre, 288 Hennessy Road, Wan Chai, Hong Kong ("Hong Kong Office") and stores, to reduce energy consumption and improve overall energy efficiency.

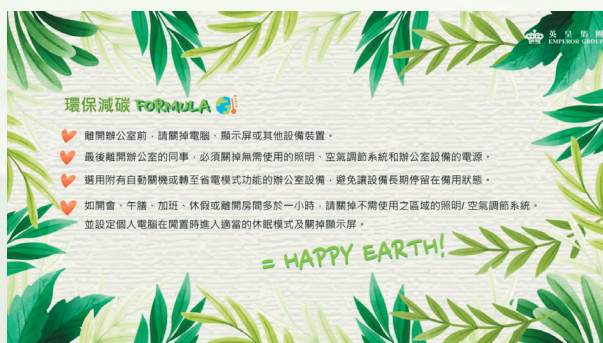
#### Hong Kong Office

- Using high efficiency new lights
- Adopting energy-efficient LED light tubes
- Higher priority given to purchasing electrical appliances with high energy efficiency grade
- Applying energy-saving modes by default for all electrical appliances
- Turning off lights and air-conditioning in respective zones after work
- Maintaining constant room temperatures with thermostats in the air-conditioning system
- Reminding staff to turn off unnecessary electrical appliances, to save electricity
- Using water saving taps in the pantry
- Advocating use of teleconference or video conference tools instead of travelling for face to face meetings
- Sharing tips on reducing energy consumption with colleagues

本集團的溫室氣體排放主要來自於使用外購電力所產生的間接排放。為確保實現排放管理目標，本集團已於其位於香港灣仔軒尼詩道288號英皇集團中心25樓的總辦公室（「香港辦公室」）及店舖採取以下措施，以降低能源消耗及提升整體能源效率。

#### 香港辦公室

- 使用新式高功效照明裝置
- 採用節能LED光管
- 優先選購高能源效益級別的電器
- 所有電器被預設以電力節省模式運作
- 下班後關閉各自區域的燈光及空調
- 透過冷氣系統的恆溫器維持穩定室溫
- 提醒員工把不必要的電器關掉，以節省電力
- 在茶水間使用節水水龍頭
- 提倡使用電話會議或視訊會議工具，而不是出差參加面對面的會議
- 與同事分享減少能源消耗的建議



### Stores

- Adopting energy-efficient LED light tubes in indoor areas as well as advertising panels
- Adopting dimmer systems, to turn down the lighting of certain areas to save energy
- Switching off LED advertising panels, light boxes and television screens during non-business hours, to minimise light pollution and reduce energy consumption
- Carry out improvement work on existing water pipework to ensure proper thermal insulation

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.

In terms of packaging, the packaging boxes of watches are made from quality materials including wood, cardboard and plastics, which are provided by watch suppliers. For its in-house branded "**Emperor Jewellery**", the Group offers customised, elegant gift boxes to customers. To cater for the luxury watches and fine jewellery, these gift boxes are generally long-lived, so there is a low level of solid waste from their disposal. As an alternative to gift boxes, the Group also provides customers with pouches, which are more eco-friendly and easily reusable. In addition, packaging bags are designed to fit the product sizes, in order to avoid excessive usage of packaging materials. Packaging bags are only distributed upon customers' request.

### 店舖

- 室內空間以及廣告牌內已採用節能LED光管
- 採用調光系統，藉著調低部分範圍的照明而節省能源
- 在非營業時間關掉LED廣告牌、燈箱及電視螢幕，以減少光污染及降低能源消耗
- 改善現有供水管道，以確保適當的隔熱性能

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。

包裝方面，由鐘錶供應商提供之鐘錶包裝盒由優質的木材、紙板及塑膠等製成。就自家品牌「**英皇珠寶**」，本集團向顧客提供度身訂造、優雅的禮物盒。為迎合名貴腕錶及高級珠寶之性質，一般而言這些禮物盒得以長期保全，故此所棄置的固體廢物量較低。本集團並為顧客提供錦袋以代替禮物盒，相對更環保及方便重複使用。此外，包裝袋按產品尺寸設計，以避免過度使用包裝物料。包裝袋僅在顧客要求時才會提供。



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

The Group engages employees in their waste behaviours and encourages recycling practices in the workplace in order to minimise the environmental impacts arising from waste disposal.

The waste generated by the Group in its Hong Kong Office is mainly household waste. In the office building, the building's property management company has appointed recycling contractor to collect and recycle used papers, plastic bottles, aluminium, fluorescent tubes and computer equipment. Recycled bags are also put in the Hong Kong Office to collect waste papers for recycling. In addition, waste sorting containers are placed in the Hong Kong Office to improve waste management.

本集團讓員工參與廢物處理，並鼓勵他們在工作場所進行回收，以減低棄置廢物對環境所產生的影響。

本集團於其香港辦公室所產生的廢物主要為生活垃圾。在辦公大樓，大廈之物業管理公司已委聘回收承包商收集及回收使用過的紙張、塑膠瓶、鋁、光管以及電腦設備。香港辦公室並放置了回收袋以收集廢紙作循環利用。此外，在香港辦公室放置了廢物分類箱以改善廢物管理。



During the Year, the Group implemented in phases a "3R Waste Reduction at Source" policy in its Hong Kong Office, encouraging its staff to reduce waste in order to achieve 3Rs – Reduce, Reuse and Recycle. Individual garbage bins are no longer provided to staff, and recycle bags/bins for different purposes are provided at specific locations for collecting recyclable items. The Group also shares tips on waste management with colleagues from time to time.

於本年度，本集團在其香港辦公室分階段推行「3R源頭減廢」政策，鼓勵員工減少廢物，以達致「3R」，即減少、重用及回收。本集團不再為員工提供個人垃圾桶，並在特定地點提供不同用途的回收袋／箱，以收集可回收物品。本集團亦不時與同事分享廢物管理的建議。



### 2.2.3 | Reduction of Paper Use 減少用紙

Apart from electricity, paper is another major resource that is consumed in the Group's operations as well as Hong Kong Office.

In the Hong Kong Office, 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 and many more. From time to time, the Group shares tips on paper reduction with colleagues – such as utilising used envelopes for internal correspondences, and using laptops or tablets instead of paper for meetings. Besides, electronic devices are now widely used in promotional activities.

Partnering with its printing solutions provider, the Group has adopted "Follow You" print solution in the Hong Kong Office, helping the Group becoming more cost efficient through smarter printing. The print solution enables the Group to achieve environmental objectives by reducing unclaimed printing, as printing is released only upon presentation of a staff card from that particular staff who gives the printing instruction. Moreover, duplex printing and copying has become the norm within the Group, greatly reducing paper consumption and saving costs. Usage data of office printing machines is regularly collected and assessed for monitoring the efficiency of the paperless environment. To reduce the related impact, the Group strives to use papers certified by the Forest Stewardship Council (FSC) in the Hong Kong Office.

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

除電力外，紙張是本集團在其營運及香港辦公室消耗的另一主要資源。

於香港辦公室，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、意見調查及表現評估等。本集團不時與同事分享減少用紙的建議，例如利用已使用的信封作內部文件往來及使用平板或手提電腦代替紙張開會等。此外，於宣傳活動上現時廣泛使用電子器材。

本集團與其列印方案供應商合作，在香港辦公室處採用「Follow You」列印方案，透過智能列印有助本集團達致更佳的成本效益。由於作出列印指示的指定員工於打印時需要出示員工證方能進行打印，因此可減少無人認領列印的情況，從而使本集團達到環保目的。另外，雙面列印及複印已成為本集團內部慣例，大大減少紙張消耗及節省成本。本集團定期收集及評估辦公室打印機使用數據，以監控無紙化環境之成效。為減少相關影響，本集團致力於香港辦公室使用經森林管理委員會(FSC)認證的紙張。

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



## 2.3 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 sale of European-made internationally renowned watches and jewellery products, 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.

### 2.3.1 Physical Risks 實體風險

Physical risks represent potential hazards that might disrupt the Group's business operations. For example, the Group relies heavily on a stable power supply for its store operations; extreme weather conditions might interrupt power supplies, which might prevent store operations. These interruptions could affect its customers visiting the stores. Global warming could also result in increased energy consumption in the Group's offices. In this regard, the Group has implemented various measures, such as contingency plans for extreme weather or emergencies, to enhance its operational resilience to such risks.

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。

本集團主要從事銷售享譽國際之歐洲製腕錶及珠寶首飾，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。本集團已制定相應預防及緊急措施，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。

實體風險是可能擾亂本集團業務營運的潛在危險。例如，本集團的店鋪營運十分依賴穩定的電力供應；極端天氣條件可能會中斷電力供應，可能影響店鋪營運。這些干擾可能影響其顧客到店鋪。全球暖化亦可能導致本集團辦公室的能源消耗增加。在這方面，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。

### 2.3.2 | Transition Risks 轉型風險

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. Accordingly, the Group may be required to implement rigorous energy management in its operations, which will inevitably increase procurement, operating and investment costs. There may also be increasing expectations and demands from customers for environmentally friendly products. Besides, regulatory bodies may enforce stricter ESG disclosure requirements which require the Group to carry out more comprehensive reporting.

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 use environmentally friendly materials and 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 of communication with stakeholders. The Group will strive to adapt to changes and explore ways to counter challenges in order to mitigate risks.

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。相應地，本集團可能需要在其營運中實施嚴格的能源管理，這將無可避免地增加採購、營運及投資成本。顧客亦可能對環保產品的期望和要求不斷提高。此外，監管機構可能會執行更嚴格的环境、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。

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

To illustrate the Group's sustainability performance, quantitative data has been collected from all its stores in Hong Kong and Macau ("Scope of the Year") and its Hong Kong Office. As at 31 December 2024, the aggregate gross floor area of the Scope of the Year was approximately 11,500 (2023: 7,000) square metres. During the Year, approximately 62.0% of the Group's revenue was derived from the Hong Kong and Macau markets.

為展示本集團之可持續表現，本集團於其香港和澳門全部店舖(統稱為「本年度範圍」)及香港辦公室收集量化數據。於2024年12月31日，本年度範圍之總建築面積合共約11,500 (2023年：7,000)平方米。於本年度，本集團收入合共約62.0%來自香港及澳門市場。

Indicators 指標	FY2023年度	FY2024 年度
<b>GHG Emissions 溫室氣體排放<sup>(1)</sup></b>		
Scope 1 GHG emissions (kgCO <sub>2</sub> e) 範疇1溫室氣體排放(每公斤二氧化碳當量排放)	N/A 不適用	N/A 不適用
Scope 2 GHG emissions (kgCO <sub>2</sub> e) 範疇2溫室氣體排放(每公斤二氧化碳當量排放)	1,085,294	1,394,272
Scope 3 GHG emissions (kgCO <sub>2</sub> e) 範疇3溫室氣體排放(每公斤二氧化碳當量排放)	13,584	21,595
Total (Scope 1, 2 & 3) GHG emissions (kgCO <sub>2</sub> e) 溫室氣體排放總量(範疇1,2及3)(每公斤二氧化碳當量排放)	1,098,878	1,415,867
GHG emissions intensity (kg/m <sup>2</sup> ) 溫室氣體排放強度(公斤／平方米)	158	124
<b>Energy Consumption 能源消耗<sup>(1)</sup></b>		
Direct energy consumption (GJ) 直接能源消耗(千兆焦耳)	N/A 不適用	N/A 不適用
Indirect energy consumption (GJ) 間接能源消耗(千兆焦耳)	7,652	9,917
Total energy consumption (GJ) 能源消耗總量(千兆焦耳)	7,652	9,917
Energy consumption intensity (GJ/m <sup>2</sup> ) 能源消耗強度(千兆焦耳／平方米)	1.1	0.87
<b>Water Consumption 耗水量<sup>(2)</sup></b>		
Water consumption (m <sup>3</sup> ) 耗水量(立方米)	697	847
Water consumption intensity (m <sup>3</sup> /m <sup>2</sup> ) 耗水量密度(立方米／平方米)	0.1	0.1

Indicators 指標	FY2023年度	FY2024 年度
<b>Waste Management 廢物處理<sup>(2)</sup></b>		
General refuse disposed to landfills (kg) 棄置於堆填區的一般廢物(公斤)	3,469	<b>3,447</b>
General refuse disposed to landfills intensity (kg/m <sup>2</sup> ) 一般廢物密度(公斤／平方米)	2.7	<b>2.6</b>
Recycled waste (kg) 回收廢物總量(公斤)	474	<b>843</b>
Recycled waste intensity (kg/m <sup>2</sup> ) 回收廢物密度(公斤／平方米)	0.4	<b>0.6</b>
<b>Packaging Material Consumption 包裝物料消耗<sup>(1)</sup></b>		
Total packaging material used (kg) 所用包裝材料總量(公斤)	8,727	<b>11,916</b>

(1) Data was collected from the retail stores in Hong Kong and Macau, totalling 43 stores and 39 stores in 2023 and 2024, respectively

(2) Data was collected from the Hong Kong Office

The Group has set a target to reduce energy consumption by 5% in its Hong Kong Office by FY2026 or before, with FY2021 as the baseline.

(1) 數據從香港和澳門的店舖收集，於2023年及2024年分別包括43間及39間店舖

(2) 數據從香港辦公室收集

本集團已訂立了目標，以2021年度為基準，於2026年度或之前在香港辦公室減少能源消耗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

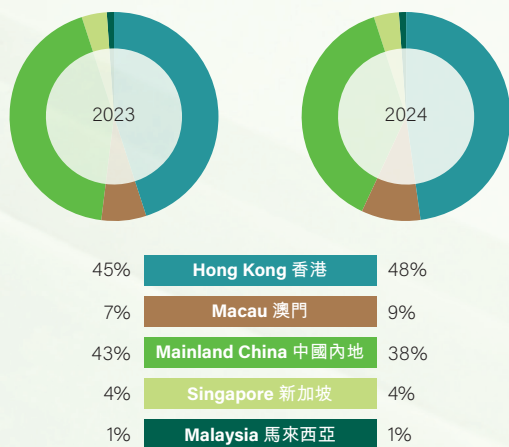
The Group believes that a motivated and balanced workforce is crucial for building a sustainable business model and delivering long-term returns. The Group is firmly committed to diligently fostering a nurturing and all-encompassing work environment that encourages and empowers its employees to flourish,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

As at 31 December 2024, the permanent employees of the Group totalled 876 (2023: 1,008), working at the headquarters in Hong Kong, and in retail outlets and regional offices in Hong Kong, Mainland China, Macau, Singapore and Malaysia. The demographics of the Group's workforce are summarised below.

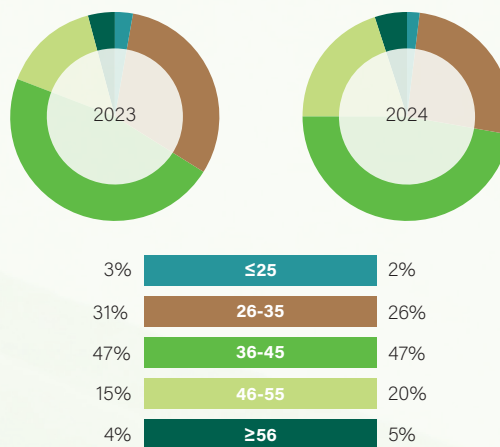
本集團深信，積極主動且具均衡比例之員工團隊，是建立可持續經營模式及帶來長遠回報的關鍵元素。本集團堅定致力營造一個具培育及包容性的工作環境，鼓勵並賦權員工蓬勃發展，從而使他們能夠為本集團的持續繁榮及進步作出極具價值的貢獻。

於2024年12月31日，本集團合共僱有876 (2023年：1,008) 名全職僱員，於香港的總部以及香港、中國內地、澳門、新加坡及馬來西亞的零售店舖及區域辦事處任職。本集團之員工分佈資料概述如下。

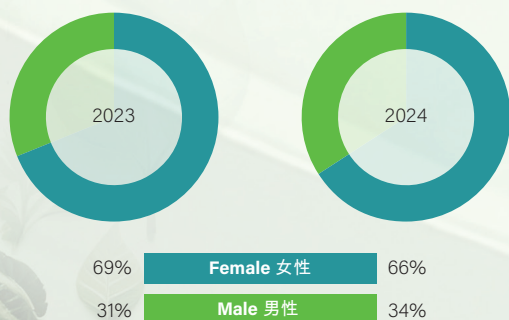
By Region 按地區



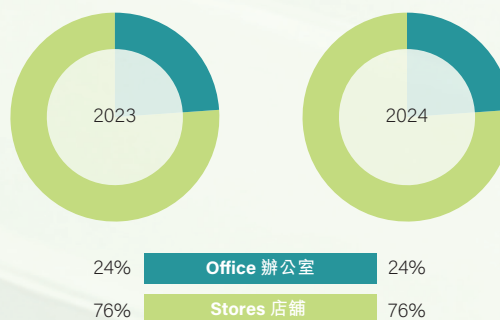
By Age 按年齡



By Gender 按性別



By Work Location 按工作地點



### 3 WORKPLACE QUALITY 工作場所質素

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.

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. The turnover rates of the Group's workforce during the Year are listed in the tables below.

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

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。於本年度，本集團之員工流失率已列載於下表。

By Region 按地區	
Hong Kong 香港	32%
Macau 澳門	32%
Mainland China 中國內地	50%
Singapore 新加坡	24%
Malaysia 馬來西亞	45%

By Gender 按性別	
Female 女性	42%
Male 男性	33%

By Age 按年齡	
<=25	127%
26-35	54%
36-45	37%
46-55	20%
>=56	21%

By Work Location 按工作地點	
Office 辦公室	31%
Stores 店舖	41%



## 3.2 Employment Practice 僱傭常規

The Group strictly complies with Employment Ordinance (Cap. 57, Laws of Hong Kong), Minimum Wage Ordinance (Cap. 608, Laws of Hong Kong), Sex Discrimination Ordinance (Cap. 480, Laws of Hong Kong) 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 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 recordkeeping 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)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。該等評估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 or Investigation Committee. 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或調查委員會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. To safeguard the health of its staff, the Group offers health assessment plans and dental care schemes to its staff and their families at preferential rates, helping them to evaluate health conditions, prevent diseases, and aim for healthier lifestyles. 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，包括法定假期以及額外假期如年假、病假、產假、侍产假、補休假、婚假、陪審員假及喪假。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、醫療保險及人壽保險。為了保障員工的健康，本集團以優惠價格向員工及其家屬提供健康評估計劃及牙科保健計劃，使他們能夠評估健康狀況及預防疾病，以達致健康的生活方式。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 WORKPLACE QUALITY 工作場所質素

The Group values workplace wellness practices that support employees' health and well-being. The Group encourages breastfeeding and provides a designated private space in the office building to support breastfeeding female employees to express breastmilk according to their schedule during working hours. These "Breastfeeding Friendly Workplace" measures demonstrate the Group's commitment to the well-being of its employees and their families.



本集團注重實踐健康的工作場所，使員工體魄強健。本集團鼓勵母乳餵哺，並於辦公大樓提供特定的私人空間，以支援女性員工在工作時間內按照其時間表擠母乳。該等「母乳餵哺友善工作間」措施兌現本集團維護員工及其家庭成員福祉的承諾。



## 3.4

**Occupational Safety and Health**  
**職業安全及健康**

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 safety and health ("OSH") measures are regularly reviewed by the Group to ensure their effectiveness. An Environmental, Health and Safety Policy is available on the Group's intranet, which enables staff to understand the Group's sustainability practices and health standards, promoting a culture of environmental responsibility. A dedicated team has also been established to deal with OSH matters, and to react promptly if there are issues, to ensure a healthy and safe work environment. Regular fire drills are arranged by the building management office in which the Group's staff has participated.

The Group enhances emergency preparedness and ensures there are well-stocked first-aid kits in its office building to protect the health and safety of employees and customers in the event that they are injured. An automated external defibrillator (AED) has been placed in the office building 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 in the Hong Kong Office whenever needed.

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安全及健康（「職安健」）措施，以確保其有效性。環境、健康及安全政策已放置在本集團內聯網，讓員工了解本集團的可持續性實踐及健康標準，推廣對環境負責的文化。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 work 環境。大廈管理處定期安排消防演習，本集團員工均有參與。

本集團提升應急準備能力及確保其辦公大樓內配備充足的急救箱，以於員工及顧客受傷時能保障他們的健康及安全。自動體外心臟去顫器已放置在辦公大樓，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為其他同事提供緊急救援。

## Pop-up Yoga in the Office September 2024

The Group arranged yoga instructors to teach office-appropriate yoga stretching postures for staff during office hours, which helped to relieve colleagues' fatigue, lift their spirits and enhance their work efficiency. This not only relaxed the bodies of colleagues, but also created a joyful working atmosphere.



## 快閃辦公室瑜伽 2024年9月

本集團安排了瑜伽教練為員工於辦公期間教授適合辦公室的瑜伽伸展動作，有助同事們緩解疲勞、提升精神，並提高工作效率。這不僅令同事們的身體得到放鬆，工作氣氛也變得愉快。

## World Mental Health Day October 2024

In order to raise awareness of mental health issues and to support people's mental health worldwide, the World Federation for Mental Health has designated 10 October each year as the World Mental Health Day. This year's theme was "Mental Health at Work". The Group helped to promote this message and provided tips to ensure that colleagues prevent mental health risks at work, and protect and support mental health in the workplace.

## 世界精神衛生日 2024年10月

為提高世界各地對精健康議題的關注及支持人們的精神健康，世界心理衛生聯盟把每年的10月10日定為世界精神衛生日。今年的主題是「職場精神健康」，本集團協助宣傳此訊息，並提供一些溫馨小提示，確保同事在工作中預防精神健康風險，保護和支持工作場所精神健康。





### 3 WORKPLACE QUALITY 工作場所質素

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 676 (2023: 417), while the numbers and rate of work-related fatalities during the past three years are listed in the table below.

Item 項目	FY2022年度	FY2023年度	FY2024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

To ensure good indoor air quality and implement proper ventilation systems, the Group implements regular maintenance practices including routine inspections, cleaning ventilation systems, and replacing air filters as needed. To monitor the effectiveness of its indoor air quality measures, the Group has engaged a third-party service provider to conduct comprehensive testing and analysis to evaluate the air quality in the Hong Kong Office. Besides, the Group uses paints with no or low volatile organic compounds (VOCs) to safeguard the health of its employees.

During the Year, the Group's Hong Kong office, along with many other units of Emperor Group Centre, were awarded an "Indoor Air Quality Certification – Good Class" by the Environmental Protection Department, under its voluntary Indoor Air Quality Certification Scheme for Offices and Public Places.

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676 (2023年：417) 天，而過去3年因工亡故的人數及比率已列載於下表。

為確保良好的室內空氣品質和實施適當的通風系統，本集團實施定期維護措施，包括例行檢查、清潔通風系統和根據需要更換空氣過濾器。為監測室內空氣品質措施的成效，本集團聘請了第三方服務供應商對香港辦公室的空氣品質進行全面檢測和分析評估。此外，本集團使用沒有或較低揮發性有機化合物的油漆以保障員工的健康。

於本年度，環境保護署根據其自願性辦公室及公眾場所室內空氣質素檢定計劃向本集團的香港辦公室連同英皇集團中心內其他眾多單位頒發「室內空氣質素檢定證書－良好級」。



## 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 initiated the Training Need Analysis ("TNA") in all regions across all levels of staff, to more accurately meet business training needs and effectively reduce performance gaps. Based on the TNA, the Group has initiated and implemented the following training programmes for its frontline and office staff.

### New Frontline Staff Training

Each new frontline staff member is required to take a written test that mainly covers product knowledge and customer services, as well as attend a performance evaluation before passing their probation. This enables the Training Team to decide whether the employee is suitably qualified, as well as understand the thoughts of the new frontline staff, and to follow up if necessary.

The Group's new joiner training roadmap programme provides a structured training curriculum to new joiners, enabling them to more easily adapt to the working environment and momentum. To enhance the bonding of staff, prior to a new store's opening, the Training Team arranges full day training sessions for the existing and new employees of the store so they become familiar and communicate with each other, thereby enabling smooth cooperation as the store becomes operational.

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，本集團在各區域開展了各級員工的培訓需求分析，以更精準地滿足業務培訓需求及有效減低績效差距。基於培訓需求分析，本集團為其前線及辦公室員工啟動並實施了下述培訓計劃。

### 新入職前線員工培訓

每名新入職前線員工均須參加筆試，內容主要涵蓋產品知識及顧客服務，並需於通過試用期前出席表現評估。此舉有助培訓組決定員工是否具備合適資格，並有助了解新入職前線員工的想法及在必要時作出跟進。

本集團的新入職員工培訓計劃為新入職員工提供具架構之培訓課程，使他們更容易適應工作環境和發展動力。為加強員工凝聚力，於新店開張前，培訓組為現有員工及該店之新員工安排全日培訓課程，讓他們相互認識及溝通，從而於店舖開張後能合作順利。



## Customer Service Training

With the aim of enhancing the customer service standard of frontline staff, a variety of training programmes were held each month, in turn improving the shopping experience of the Group's prestige customers. The programmes included customer service and selling skill training workshops, complaints handling training workshops, brand ambassador workshops, grooming ambassador workshops and visual merchandising ambassador workshops, etc.

To enhance employees' sales techniques, the Group conducted the "Close the Deal" workshop during the Year, in which topics such as FABE golden rules, small talk, handling customer objections, etc. were covered, to enhance their skills and ability to close deals. An online workshop regarding the internal guidelines on product safety was also conducted, to increase awareness and lower the chances of products being damaged and lost.

During the Year, the Group conducted an internal mystery shopper programme as a measurement tool for enhancing the customer experience. The Group has also launched a service incentive scheme to award its staff who achieved good service performance based on the mystery shopping programme evaluation. The Group also organised a "Crafting an Excellent Customer Journey" programme to reinforce the service mindset of its frontline staff and their skills in building rapport and relationships with customers.

During the Year, the Group continued organising coach-the-coach training, in order to instil the coaching culture as well as enable in-store knowledge transfer and skills reinforcement.

## 顧客服務培訓

為了提高前線員工的顧客服務水平，每月都會舉辦不同的培訓項目，從而改善其尊貴顧客的購物體驗。其中包括顧客服務和銷售技巧培訓工作坊、顧客投訴處理培訓工作坊、品牌大使工作坊、大使儀容工作坊及視覺營銷大使工作坊等。

為提升員工的銷售技巧，本集團於本年度舉辦了「達成交易」工作坊，內容包括FABE法則、輕鬆傾談、顧客反對處理等，以提升員工達成交易的技巧及能力。本集團亦舉辦了有關產品安全內部指引的網上工作坊，以提高員工的安全意識，減低產品損壞及遺失的機會。

於本年度，本集團舉行了內部神秘顧客計劃，作為提高顧客體驗的一種測量工具。本集團還推出了服務獎勵計劃，根據神秘顧客計劃之檢討，獎勵服務表現良好的員工。本集團亦舉行了「打造卓越顧客之旅」計劃，以強化前線員工的服務意識，以及他們與顧客建立融洽關係的技巧。本集團於每季度就學習和發展措施進行檢討，以滿足在這具挑戰性的市場環境下的業務需求。

於本年度，本集團繼續舉行導師培訓項目，以培養培訓文化，並實現店內知識傳授及加強技能。

## Watch Products Knowledge and Service Enhancement Training

The Group continued organising training on different watch brands, in order to reinforce salespersons' brand knowledge and understanding of the brands' stories, enabling them to provide quality services to customers of different profiles.

## Jewellery Product Knowledge Training

To cater to the precious stone market trend, the Group organised jewellery product training covering coloured stone, pearls, diamonds, etc., enhancing the product knowledge of its jewellery sales staff.

Apart from the above training, during the Year the Group organised the New Joiner Workshop at Managerial Grade, conducted by the CEO. The Group also conducted the Leader Empowerment Workshop and Talent Development Programme, to enhance the core competencies of its high potential staff, in order to nurture a management pool. This programme has been expanded to cover the senior sales executive level, providing executives with training on leadership skills, the KPI and goals setting concept, and improving their subordinates' work performance via coaching. Besides, the Group organised training on appraisal skills for employees of specified grades, in order to enhance people management.

Learning and development initiatives were reviewed on a quarterly basis to meet the business needs according to the challenging market environment.

## 手錶產品知識及服務優化培訓

本集團繼續舉辦不同鐘錶品牌的培訓，以加強銷售人員對品牌的認識及明白品牌背後的故事，使他們能為不同背景的顧客提供優質服務。

## 珠寶產品知識培訓

為配合寶石市場的趨勢，本集團舉辦了涵蓋彩石、珍珠、鑽石等的珠寶產品培訓，以加強珠寶銷售人員的產品知識。

除了上述培訓，於本年度，本集團舉辦了由行政總裁主持的經理級新員工工作坊。本集團還舉辦了Leader Empowerment Workshop及人才發展計劃以提高具高潛力員工的核心競爭力，從而培養管理人才團隊。此計劃已擴展到高級銷售人員職級，為其提供領導技巧、關鍵績效指標和目標設定之概念的培訓，並通過輔導提升下屬員工的工作表現。此外，本集團為指定職級之員工舉行了有關評估技巧的培訓，以提升人員管理。

本集團於每季度就學習和發展措施進行檢討，以滿足在這具挑戰性的市場環境下的業務需求。



### 3 WORKPLACE QUALITY 工作場所質素

By investing in the continuous learning and development of its employees, the Group aims to enhance their capabilities and foster their professional growth. The number of training hours of the employees of the Group is listed in the table below. The decrease in the number of training hours during the Year was due to the slowdown of opening of new stores.

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。本集團僱員培訓時數已列載於下表。本年度的培訓時數下降是由於開設新店的速度放緩。

Item 項目	FY2023年度	FY2024年度
Total training hours 總培訓時數	16,681	<b>12,878</b>
Average training hours per employee 每名僱員平均培訓時數	17	<b>15</b>

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

於本年度，按類別劃分的受訓僱員百分比已列載於下表。

By Gender 按性別	Percentage 百分比
Female 女性	58%
Male 男性	42%

By Employee Category 按僱員類別	Percentage 百分比
General staff 一般員工	82%
Managerial grade or above 經理級別或以上	18%

## 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.

### Chinese New Year Puddings Cooking Class January 2024

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.

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。

### 喜迎龍年Go糕糕 2024年1月

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

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.



## "Dear Mama" Floral Workshop May 2024

The Group organised a floral workshop for Mother's Day, enabling colleagues to create unique flower baskets for their mothers. Colleagues decorated the baskets with a variety of flowers, with stems and flower stickers. Apart from sharing the fun of making handicrafts together, colleagues could also express their love and gratitude to their mothers.



## 鯉魚門環保半日遊 2024年3月

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，並一同學習利用岸邊收集的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。

## 「Dear Mama」花藝工作坊 2024年5月

本集團為母親節舉辦了花藝工作坊，讓同事們製作獨一無二的花籃送給母親。同事將不同種類的花與花莖和花黏貼等裝飾花籃。除了能一起分享製作手工藝品的樂趣，同事們更可以表達他們對母親的關愛和感激之情。

## Dragon Boat Paddling Fun May 2024

The Group organised a Dragon Boat paddling fun activity, for colleagues to learn and experience this traditional Chinese cultural activity together on the Shing Mun River in Shatin. Experienced instructors guided colleagues regarding the proper paddle grip, seating position and paddling movements, and taught them the traditional paddling and foot-stepping techniques. In just a few hours, the colleagues progressed from inconsistent movements and gradually mastered the rhythm, giving enthusiastic shouts as they did so, giving full play to the spirit of teamwork and tacit understanding.



## 咚撐！咚撐！龍舟初體驗 2024年5月

本集團舉辦了龍舟體驗活動，讓同事在沙田城門河上一起學習及體驗這項中華傳統文化活動。經驗豐富的教練指導了同事正確的握槳、坐姿和划槳的動作，並教授了傳統划法及蹬腳技巧。同事們僅在短短數小時由開初動作不一致，及後逐漸地掌握節奏，在過程中發出熱情奮戰的叫喊聲，充分發揮團隊合作精神及默契。





### 3 WORKPLACE QUALITY 工作場所質素

#### Singing Bowl Experiential Workshop June 2024

During this workshop, colleagues learned how to use different types and sizes of singing bowls. Under the guidance of an instructor, colleagues struck the singing bowl in different rhythms, and experienced the resonance and soft sounds they produced. Colleagues also struck the singing bowls by each other's ears, enjoying the healing effect it brought. The instructor also guided them in deep breathing and meditation, so that they could immerse themselves in the gentle sound of the singing bowls and feel inner peace and balance.



#### 頌鉢體驗工作坊 2024年6月

在工作坊中，同事們學習了不同類型和大小頌鉢的使用方法。在導師的引導下，同事以不同的節奏敲打頌鉢，感受到它們所產生的共鳴和柔和的聲音。同事們還互相在彼此的耳邊敲打頌鉢，一同享受到了它帶來的療癒效果。導師也引導大家進行深呼吸和冥想，讓大家能夠沉浸在頌鉢悠揚的聲音之中，感受到內心的寧靜與平衡。



#### Hand-kneaded Ceramic Plate Experience Class July 2024

The Group organised a hand-kneaded ceramic plate experience class, in which instructors taught colleagues to design plates of various shapes by hand kneading. Guided by the instructors, colleagues learned the basic techniques of ceramics production and created their own personalised patterns, such as cute cartoon characters, lifelike animals and plants, and mouth-watering food, resulting in unique finished products. An Emperor Entertainment Group artiste, Tang Siu Hau, also joined the event and experienced the fun of ceramics with the colleagues. Upon completing the ceramic works, the colleagues admired and shared their creations in a lively atmosphere.



#### 陶瓷手捏碟體驗班 2024年7月

本集團舉辦了陶瓷手捏碟體驗班，由導師教導同事以手捏的方式，設計出多種形狀的碟子。在導師們的指導下，同事們學會基本的陶藝製作技巧並設計了具個人風格的圖案如可愛的卡通人物、栩栩如生的動植物、令人垂涎的精緻食物等，成為獨一無二的製成品。英皇娛樂藝人鄧小巧並一同參與，與同事一起體驗陶藝的樂趣。完成製作作品後，同事們一起欣賞和分享自己的作品，氣氛十分熱鬧。





## Parent-Child Pizza Workshop September 2024

The Group organised a parent-child pizza workshop for staff and their children, aiming to cultivate children's interest in cooking and teach them to treasure food, while creating good memories for parents and children. Guided by the instructors, the staff and their children started by spreading the sauce, then added their favourite ingredients to make their own pizzas. Apart from making the pizzas, there was also a question and answer session to enhance their knowledge of pizzas, making the event fun and educational.



## Pizza 親子工作坊 2024年9月

本集團為員工及其子女們舉辦了Pizza親子工作坊，旨在培養小朋友對烹飪的興趣及教導他們珍惜食物，同時為父母及子女創造美好回憶。員工及其子女在導師的指導下，從塗抹醬料開始，再加入自己喜愛的材料，合作完成屬於自己的薄餅。除了親手製作，活動還設有問答環節，增進大家對薄餅的知識，使活動既有趣又富有教育意義。



## Mid-Autumn Festival Delicacies September 2024

As a token of appreciation, the Group prepared mooncake gift boxes from The Emperor Hotel for the staff in the Hong Kong Office.



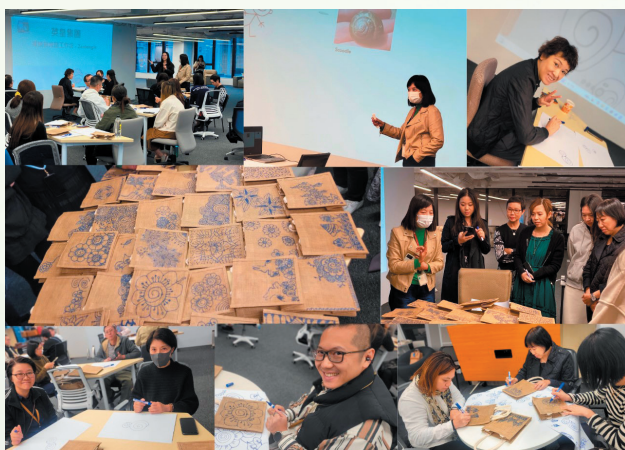
## 佳餚美饌賀中秋 2024年9月

為表達心意，本集團為香港辦公室的員工準備了英皇駿景酒店的月餅禮盒。



## Zentangle Stress Relief Workshop November 2024

The Group organised a Zentangle stress relief workshop for its staff, to help them express their creativity and heal their minds. During the workshop, participants learned the basic concepts and techniques of Zentangle painting, and freely expressed their inner feelings through using paintbrushes, enjoying a relaxing and healing time, thus achieving harmony between mind, body and spirit. Participants also utilised the techniques they learned to design unique eco-bags, displaying their own personal style.



## 禪繞畫減壓工作坊 2024年11月

本集團為員工舉辦禪繞畫減壓工作坊，讓同事們發揮創意，療癒心靈。在工作坊中，參加者學習禪繞畫的基本理念和技巧，透過使用畫筆自由表達內心的感受，享受放鬆且治癒的時光，從而達到身心靈的和諧。參加者還利用學到的技巧設計了獨一無二的環保袋，展現了各自的個人風格。



# 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 mechanisms to monitor the performance and compliance of its suppliers.

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，包括監察供應商的表現及合規性的機制。

The Group has established solid relationships with numerous European leading watch brands. Backed by worldwide industry leading experts, all these brands are committed to quality and craftsmanship, and their watches are required to comply with stringent manufacturing standards and rigorous testing procedures.

本集團與眾多歐洲領先鐘錶品牌建立了穩固的合作關係。有賴全球領先的行業專家，所有該等品牌均注重品質及工藝，且其鐘錶須遵守嚴格的生產標準及精密的測試過程。



## 4 OPERATING PRACTICE 經營常規

The Group carefully selects suppliers that meet its stringent requirements for craftsmanship excellence, competitive pricing, reliable delivery, technical capabilities, and regulatory compliance. Before entering into any agreements, the Group conducts on-site evaluations of potential suppliers to assess their production facilities, verify security measures, and examine working conditions to ensure they align with the Group's quality and ethical standards. The approved suppliers are required to sign the Group's Best Practice Principles, Compliance and Integrity Undertaking, and Kimberley Process Policy for diamond sourcing, with Certification of Category A/B Registrants.

The Group maintains an active suppliers monitoring program through regular site visits to verify the quality of finished products. The Group's evaluation criteria extends beyond product quality to encompass comprehensive ESG assessments covering occupational safety and health, labour standards, and environmental responsibility, with preference given to suppliers demonstrating strong sustainability commitments. The Group maintains a zero-tolerance policy against any form of child or forced labour. Any violations of these standards result in immediate contract termination and reporting to the appropriate authorities, ensuring full compliance with ethical business practices throughout the Group's supply chain.

During the Year, the numbers of suppliers engaged in the Group's supply chain were as follows.

本集團細心甄選能符合本集團對精湛工藝、具競爭力價格、可靠交付、技術能力及履行合規的嚴格要求的供應商。在簽訂任何協議前，本集團會對潛在供應商進行現場評估，以評估他們的生產設施、查證安全措施及檢視工作環境，確保他們符合本集團在品質及道德方面的標準。認可供應商均須簽署本集團的最佳常規原則、合規與誠信承諾以及有關鑽石採購的金伯利進程政策，並須獲得A/B類註冊人認證。

本集團積極維持供應商監察計劃，透過定期現場巡視驗證製成品的質素。本集團的評估標準不僅限於產品質素，還涵蓋有關職業安全及健康、勞工標準及環境責任的環境、社會及管治全面評估，並會優先考慮具堅定持續發展承諾的供應商。本集團對任何形式的童工或強迫勞動採取零容忍政策。任何違反該等標準的行為均會引致立即終止合約並向相關部門舉報，以確保本集團整個供應鏈均完全符合商業道德操守。

於本年度，本集團在其供應鏈的供應商數目已列載於下表。

By Region 按地區	Number of Suppliers 供應商數目
Hong Kong 香港	167
Mainland China 中國內地	69
Others 其他	12

## 4.2 Product Responsibility and Customer Services 產品責任及顧客服務

"**Emperor Jewellery**" is crafted using quality diamonds, gemstones and precious metals. The raw materials used in the jewellery items are procured from reliable and certified suppliers. The Group sources polished diamonds that have been certified by independent and accredited diamond laboratories with guaranteed grading, clarity and colours. Jadeite and gemstones are certified by reputed gem testing institutions. The trademark is permanently engraved on every jewellery item designed by the Group. To ensure the delivery of high quality jewellery items, the finished products are examined and tested according to a list of well-defined parameters including stone setting, scratch resistance and finishing touch before being dispatched to the retail outlets.

The Group maintains rigorous service standards through comprehensive customer service training programmes mandated for all frontline staff. The sales team is composed of highly trained sales executives, featuring Gemological Institute of America (GIA) certified gemologists, who possess a deep understanding of gemstones and their qualities. Meanwhile, frontline staff in watch shops are well-versed in its watch brands, ensuring they stay updated on the latest product knowledge and trends. This expertise enables them to provide tailored advice and personalised recommendations to customers, enhancing their shopping experience. To continuously monitor and improve service quality, the Group systematically collects customer feedback through satisfaction questionnaires conducted across all retail locations.

A comprehensive operation manual was developed to provide clear guidelines with regard to in-store activities covering customer service standards, sales accountability, cash handling, store security, product display and inventory control, etc. The daily tasks to be performed are clearly defined to ensure all process and procedures are communicated to all relevant employees. Staff are required to consistently incorporate these procedures into their day-to-day operational routines, resulting in standardisation of job requirements and better operating efficiency. To further strengthen its inventory management system, the Group has implemented RFID (Radio Frequency Identification) tagging technology to conduct daily stock-count and half-yearly full stock-take. Additionally, the Group has also conducted an internal mystery shopper programme to objectively evaluate service quality and operational compliance across its retail network.

「**英皇珠寶**」之產品採用優質鑽石、寶石及貴金屬製作。珠寶貨品選用之原料乃從可靠及經認證的供應商採購。本集團所採購之經打磨鑽石獲獨立認可鑽石化驗所認證，具備等級、淨度及色澤保證。翡翠及寶石則由著名寶石鑑定機構認證。本集團設計之珠寶貨品上均刻有商標。為確保珠寶貨品均為優質，在交付至零售門市前，本集團會根據一系列定義明確的指標對製成品進行檢查及測試，包括寶石鑲嵌、防刮度及最後點綴。

本集團透過對所有前線員工進行全面的客戶服務培訓計劃，維持嚴格的服務標準。銷售團隊由訓練有素的銷售人員組成，其中包括美國寶石學院(GIA)認證的寶石學家，擁有對寶石及其特性的深入了解。與此同時，鐘錶店的前線員工對其鐘錶品牌也非常熟悉，確保他們隨時了解最新的產品知識和趨勢。這種專業知識使他們能夠為顧客提供量身定制的建議和個性化的推薦，提升顧客的購物體驗。為了持續監控及提升服務質素，本集團透過在所有零售地點進行滿意度問卷調查，有系統性地收集顧客的意見。

本集團制訂全面的營運手冊，以就店舖內工作提供明確指引，包括顧客服務標準、銷售員權責制度、現金處理、店舖保安、產品陳列及存貨控制等。營運手冊清晰列明日常處理的工作，以確保所有流程及程序能傳達至所有相關員工。員工須貫徹地將該等程序納入日常營運流程中，務求令工作要求標準化及達致更佳營運效率。為進一步加強庫存管理系統，本集團採用RFID(無線射頻識別)標籤技術進行每日盤點及半年度全面盤點。此外，本集團亦開展內部神秘顧客計劃，以客觀評估其整個零售網絡的服務質素及營運合規性。



## 4 OPERATING PRACTICE 經營常規

The Group has earned trusted relationships with its broad customer base through providing dedicated customer services. During the Year, the Group received 1 (2023: 1) customer complaint lodged with the Consumer Council which was diligently assessed and addressed in a timely manner. Besides, none of the sold or shipped products was recalled for safety and health reasons.

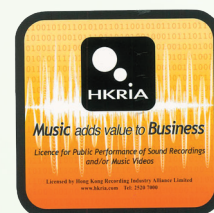
In order to provide high quality products and services, and to enhance the protection of its customers' rights, the Company has joined the following associations and schemes:

- Quality Tourism Services Association
- The Diamond Federation of Hong Kong, China
- The Hong Kong Jewellers' & Goldsmiths' Association
- The Quality Gold Mark Scheme
- The Natural Fei Cui Quality Mark Scheme
- The Natural Diamond Quality Assurance Mark Scheme
- Reputation Shop Mark Scheme
- No Fake Pledge Scheme
- Phonographic Performance (South East Asia) Ltd
- Composers and Authors Society of Hong Kong Ltd
- Hong Kong Recording Industry Alliance Ltd

本集團透過提供貼身的顧客服務獲得廣大顧客群之信任。於本年度，本集團收到1 (2023年：1) 宗由顧客向消費者委員會作出之投訴，並已仔細評估及即時處理有關投訴。此外，並沒有已售或已運送的產品因安全與健康理由而須回收。

為提供優質之產品及服務，以及加強保障顧客之權利，本公司已參與下列組織及計劃：

- 優質旅遊服務協會
- 香港鑽石總會
- 香港珠石玉器金銀首飾業商會
- 優質足金標誌計劃
- 天然翡翠標誌計劃
- 天然鑽石品質保證標誌計劃
- 珠寶信譽店標籤計劃
- 正版正貨承諾計劃
- 香港音像版權有限公司
- 香港作曲家及作詞家協會有限公司
- 香港音像聯盟有限公司



## 4 OPERATING PRACTICE 經營常規

During the Year, the Group received the following awards for its dedicated services and brand recognition.

- Elite Listed Enterprise Award 2023 – Watch & Jewellery, Oriental Daily News
- Elite Enterprise Award 2024, Oriental Daily News
- Hong Kong Services Awards 2024, East Week
- The Edigest Brand Award 2024 – Best Luxury Watch & Jewellery Brand, Economic Digest
- 2024 Quality Service Retailer of the Year of Chain Stores – Gold Award, The Hong Kong Retail Management Association
- 東方日報-2023超卓上市企業大獎—鐘錶珠寶
- 東方日報-2024超卓企業大獎
- 東週刊-2024香港服務大獎
- 經濟一週-2024經一品牌大獎「最佳名貴鐘錶珠寶品牌」
- 香港零售管理協會-2024最佳優質服務零售商連鎖店—金獎





## 4.3 Data Protection 資料保護

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



本集團在收集、處理、保管、使用及保存顧客、合作夥伴及員工的個人資料過程中，對保障彼等的私隱給予最高度的重視。本集團嚴格依循適用的資料保護法例並確保設立適當之技術措施，保障個人資料免被未經授權披露、挪用或存取。本集團亦確保顧客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顧客明確同意的其他用途使用。目前，私隱政策已於本集團之網站展示，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，顧客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，本集團於處置含有顧客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, , 英皇鐘錶珠寶 and . The Group's trademarks and domain names are constantly monitored and renewed prior to their expiration.

In particular, the trademarks have been recognised as well-known to the relevant public in Mainland China and have obtained cross-class protection from the National Intellectual Property Administration, affirming the Group's wide acknowledgement and its brand value in China.

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、、 英皇鐘錶珠寶及 ) 保障其知識產權。本集團已在香港及中國內地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。

其中，商標在中國內地已為相關公眾所熟知，並獲得國家知識產權局正式認定和保護，印證本集團於中國廣泛的認受性和品牌價值。

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迅速行動。

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. The Group maintains a rigorous vendor assessment process via a third-party platform to conduct Customer Due Diligence ("CDD") for cash transactions, in order to meet the Group's strict data reliability standard. This applies to all transactions valued at or above HK\$120,000 (or equivalent in other currencies). The store managers are comprehensively trained to perform CDD procedures on any transaction exhibiting suspicious characteristics, regardless of the values. The Group maintains stringent protocols for handling customer personal information, ensuring the highest standards of data protection and confidentiality. Besides, the Group cooperates with financial institutions and regulatory bodies during case investigation when required, ensuring strict adherence to compliance.

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。本集團透過第三方平台維持嚴格的供應商評估流程，就現金交易進行客戶盡職調查，以符合本集團嚴格的資料可靠性標準。此舉適用於所有價值為或超過120,000港元(或等值的其他貨幣)的交易。店舖經理已受全面培訓，不論交易金額多少，會對任何有可疑特質的交易進行客戶盡職調查程序。本集團在處理顧客個人資料方面制定了嚴格的程序，以確保資料保護及保密達到最高標準。此外，本集團在金融機構及監管機構進行案件調查時作出配合，以確保嚴格遵守合規規定。

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。

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.

Anti-money laundering is one of the areas of high concern in the retail sector, the Group mandates full due diligence verification for all potential candidates prior to employment contract execution. Furthermore, Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong) is introduced to new staff during the orientation by the Human Resources Department, and subsequent trainings and updated information are provided to its staff regularly.

During the Year, the Group organised, together with external partners, training and up-to-date case sharing with its staff, such as China UnionPay card usage training, and a crime prevention online seminar by the Hong Kong Police. The Group also arranged for its staff to participate in a seminar organised by the Hong Kong Customs. In addition, relevant information is shared through the e-learning platform and in stores. Sales staff are regularly assessed by the Group, to ensure they have sufficient understanding of anti-money laundering.

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。

反洗錢是零售業高度關注的範疇之一，在簽訂僱傭合約前，本集團要求對所有潛在人選進行全面的盡職調查驗證。此外，在新員工入職培訓時，人力資源部會向他們介紹《打擊洗錢及恐怖分子資金籌集條例》(香港法例第615章)，並於隨後定期向員工提供培訓和最新資訊。

於本年度，本集團與外部夥伴一同為員工舉辦培訓及最新個案分享，例如銀聯卡使用培訓及由香港警務處舉辦的防止罪案網上研討會。本集團亦安排員工參加由香港海關舉辦的研討會。此外，通過電子學習平台和於店內分享相關資訊。本集團定期對銷售人員進行審視，以確保他們對打擊洗錢有充分的了解。



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 guarantees confidentiality of the whistle-blowers' identities and protection from harassment, even if disclosure is required for legal proceedings. 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 (ICAC) of Hong Kong from time to time, equipping them with the knowledge and skills necessary to maintain a clean and ethical business environment.

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.

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。即使法律程序要求披露，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。員工獲定期提供反貪污常規培訓，如由香港廉政公署不時舉辦的商業道德講座或研討會，令他們具備維持廉潔及道德營商環境所需的知識和技能。

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)
- Inland Revenue Ordinance (Cap. 112, Laws of Hong Kong)
- Occupational Safety and Healthy Ordinance (Cap. 509, Laws of Hong Kong)
- Personal Data (Privacy) Ordinance (Cap. 486, Laws of Hong Kong)
- Prevention of Bribery Ordinance (Cap. 201, Laws of Hong Kong)
- Trade Descriptions Ordinance (Cap. 362, Laws of Hong Kong)
- Trade Marks Ordinance (Cap. 559, Laws of Hong Kong)
- 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)
- 稅務條例 (香港法例第112章)
- 職業安全及健康條例 (香港法例第509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)
- 商品說明條例 (香港法例第362章)
- 《商標條例》 (香港法律第559章)

Details on the work of the Corporate Governance Committee are shown in the Corporate Governance Report, which can be found on page 45 of the Company's 2024 Annual Report.

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.

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2024年度報告第45頁中之企業管治報告內。

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 15 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15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.

### Chinese New Year Elderly Visit February 2024

Volunteers of the Group and Emperor Group, artistes of Emperor Entertainment Group and tenants of the BeLIVING Youth Hub of Hong Kong United Youth Association, to visit the elderly at Sham Shui Po So Uk Neighbourhood Elderly Centre under St. James' Settlement, and distributed handmade crafts and gift bags to each of them. The visit combined the values of environmental protection, inclusivity and charity, spreading the corporate culture of caring.

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。

### 新春老人探訪 2024年2月

本集團及英皇集團義工、英皇娛樂藝人以及香港青年聯會BeLIVING Youth Hub的租戶一同前往聖雅各旗下深水埗蘇屋長者鄰舍中心探望長者們，並把手作及福袋致送給他們。探訪活動將環保、共融及慈善結合，傳播企業的關愛文化。





## 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:

### Hike for Hospice 2024 March 2024

The Group's staff participated in the annual fundraising event "Hike for Hospice 2024", organised by The Society for the Promotion of Hospice Care. The event was held in Tai Tam Country Park, with Emperor Foundation continuing to be the Platinum sponsor of the event during the Year.

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：

### 登山善行2024 2024年3月

本集團員工參與由善寧會舉辦的一年一度籌款盛事「登山善行2024」。活動於大潭郊野公園舉行，英皇慈善基金於本年度繼續成為是次活動的白金贊助。



## Skip Lunch Day March 2024

By making a donation of HK\$38 or more, each donor would receive a Skip Lunch Day coupon as a token of appreciation. Coupon holder could redeem designated items at any Hung Fook Tong outlets in Hong Kong in a specified period. The donation were used to support The Community Chest and its member agencies, to improve the lives of street sleepers, and people living in cage homes and cubicles. The Group's staff actively supported for this good cause.

## 公益行善折食日 2024年3月

凡捐款港幣38元或以上，每位捐款者即可獲得「折」食日愛心券一張。持券者可於指定期間於全港鴻福堂門市換領指定產品。捐款用以支持公益金及其轄下會員機構，幫助露宿者、籠屋及板間房居民改善生活。本集團員工積極參與。



## Mooncake Donation Campaign September 2024

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.

## 愛心月餅募捐大行動 2024年9月

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





## 5 COMMUNITY INVOLVEMENT 參與社區活動

### Blood Donation September 2024

The Group's employees actively joined the blood donation event jointly organised by Emperor Group in conjunction with the Red Cross, in order to help people in need.



### Dress Casual Day October 2024

This year's theme for the annual Dress Casual Day was "Wear To Care". 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.



### 捐血行動 2024年9月

本集團員工積極參加由英皇集團及紅十字會聯合舉辦的捐血行動，以幫助有需要的人。



### 公益金便服日 2024年10月

一年一度的便服日於本年的主題為「Wear To Care」，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。



## Let Love Fly Gala Dinner November 2024

The Group supported the Let Love Fly Gala Dinner, organised by the Love Foundation, by sponsoring a diamond product for its charity auction. Proceeds from the auction would be used to fund the foundation's activities, which focus on helping children and youth in need by providing them with physical and psychological care and support.

## 讓愛飛揚晚會 2024年11月

本集團支持由愛基金舉辦的讓愛飛揚慈善晚宴，贊助鑽石產品作慈善拍賣。拍賣籌得款項將用作基金的活動經費，重點支持有需要的兒童及青少年，為他們提供身心的關懷和支援。



## Charity Sale of Red Packets November 2024

The Group's staff supported Emperor Group's charity sale of red packets by purchasing the red packet, continuing last year's meaningful tradition. The funds raised in the charity sale were all donated to a youth charity in Hong Kong, KELLY Support Group, through Emperor Group Foundation, in order to support their mental health programmes for youth and raise public awareness and empathy for mental health issues among young people. This meaningful event embodied the spirit of generosity and care, sending heartfelt New Year blessings to underprivileged communities and supporting the well-being of youth in Hong Kong.

## 利是封慈善義賣 2024年11月

本集團員工透過購買利是封，支持英皇集團利是封慈善義賣活動，延續去年的良好傳統。慈善義賣所籌得款項由英皇慈善基金全數捐予香港青年慈善機構啟勵扶青會，以支持其青年人精神健康項目，並提高大眾對青年人精神健康問題的關注及同理心。此次活動別具意義，凝聚愛心力量，為社會弱勢社群送上誠摯的新春祝福，竭力支持香港青年人的福祉。





## 5 COMMUNITY INVOLVEMENT 參與社區活動

### 5.3 Environmental Conversation 環境保護

The Group is dedicated to promoting environmental awareness through green education. Major environmental conservation events during the Year include:

#### Earth Hour March 2024

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.

本集團致力通過綠色教育宣揚環保意識。於本年度，主要環境保護活動包括：

#### 地球一小時 2024年3月

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



## Green Low Carbon Day June 2024

In support of The Community Chest Green Low Carbon Day, Emperor Foundation encouraged staff donations and participation in sustainable initiatives, including food recycling and eco-friendly projects. The Group's staff has actively supported this event.

## 綠色低碳日 2024年6月

為響應公益金綠色低碳日，英皇慈善基金鼓勵員工捐款及參與食物回收及環保項目等可持續發展計劃。本集團員工積極支持該活動。





## 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
<b>A. Environmental</b> <b>A. 環境</b>		
<b>Aspect A1: Emissions</b> <b>層面A1: 排放物</b>		
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 (in tonnes) 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(以噸計算)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 (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Not applicable <i>In view of its business nature, the Group does not directly generate any hazardous waste.</i> 不適用 基於其業務性質，本集團不會直接產生大量有害廢棄物。
KPI A1.4 指標A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量(以噸計算)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

Subject areas 主要範疇	Description 描述	Section 章節
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
<b>Aspect A2: Use of Resources</b> <b>層面A2:資源使用</b>		
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 (kWh in '000s) 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(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	2.4
KPI A2.2 指標A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)。	2.4
KPI A2.3 指標A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	2.2, 2.4
KPI A2.4 指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	Not applicable <i>The Group did not encounter any problems in sourcing water for its daily operations.</i> 不適用 本集團在日常營運中，在覓水源方面並無遇到任何問題。
KPI A2.5 指標A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。	2.2, 2.4



Subject areas 主要範疇	Description 描述	Section 章節
<b>Aspect A3: The Environment and Natural Resources</b> <b>層面A3:環境及天然資源</b>		
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
<b>Aspect A4: Climate Change</b> <b>層面A4:氣候變化</b>		
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	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>B. Social</b> <b>B. 社會</b>		
<b>Employment and Labour Practices</b> <b>僱傭及勞工常規</b>		
<b>Aspect B1: Employment</b> <b>層面B1:僱傭</b>		
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

Subject areas 主要範疇	Description 描述	Section 章節
KPI B1.1 指標B1.1	Total workforce by gender, employment type (for example, full-or part-time), age group and geographical region. 按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。	3.1
KPI B1.2 指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	3.1
<b>Aspect B2: Health and Safety</b> <b>層面B2:健康與安全</b>		
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
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, and how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	3.4
<b>Aspect B3: Development and Training</b> <b>層面B3:發展及培訓</b>		
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



Subject areas 主要範疇	Description 描述	Section 章節
<b>Aspect B4: Labour Standards</b> <b>層面B4:勞工準則</b>		
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 <i>Briefly discussed</i> 已概括說明
<b>Operating Practices</b> <b>營運慣例</b>		
<b>Aspect B5: Supply Chain Management</b> <b>層面B5:供應鏈管理</b>		
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 <i>Briefly discussed</i> 已概括說明
KPI B5.2 指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	4.1

Subject areas 主要範疇	Description 描述	Section 章節
KPI B5.3 指標B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	4.1
KPI B5.4 指標B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	4.1
<b>Aspect B6: Product Responsibility</b> <b>層面B6:產品責任</b>		
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
KPI B6.4 指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	4.2
KPI B6.5 指標B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	4.3



Subject areas 主要範疇	Description 描述	Section 章節
<b>Aspect B7: Anti-Corruption</b> <b>層面B7:反貪污</b>		
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, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	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
<b>Community</b> <b>社區</b>		
<b>Aspect B8: Community Investment</b> <b>層面B8:社區投資</b>		
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

