



万达酒店发展有限公司

WANDA HOTEL DEVELOPMENT COMPANY LIMITED

(Incorporated in Bermuda with limited liability)

(於百慕達註冊成立之有限公司)

Stock Code 股份代號：169

2019

ANNUAL REPORT 年報





Environmental, Social and Governance Report

環境、社會及管治報告

ABOUT THIS REPORT

This Environmental, Social and Governance Report (the “Report”) highlights the Group’s environmental, social and governance (“ESG”) strategy, measures and achievements for the period from 1 January to 31 December 2019, which is consistent with our financial year. We strive to apply the established principle of materiality, quantitative, balance and consistency in the Report and are dedicated to further enhance stakeholders’ interests by our commitment to sustainability.

The Report is prepared in accordance with all applicable provisions of the ESG Reporting Guide set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. An independent consulting firm was appointed to provide professional advice for the preparation of the Report.

Unless otherwise stated, the policy documents, statements and data described in the Report cover the ESG performance of the Group’s business in Hong Kong, the PRC and the USA. As a result of the acquisition of Wanda Hotel Management Group on 31 December 2018, the scope of this Report has been expanded to cover the aforementioned business.

The Report has been approved by the Board before publication.

OUR APPROACH TO SUSTAINABLE DEVELOPMENT

As a socially responsible corporate, the Group actively manages its ESG matters. In addition to pursuing prosperous business development, the Group undertakes its social responsibility and pays attention to the environment, employees, business partners, customers and the wider community, making continuous contributions to building a harmonious society.

關於本報告

本環境、社會及管治報告（下稱「本報告」）重點列出本集團由二零一九年一月一日至十二月三十一日期間（與我們的財政年度一致）的環境、社會及管治（「ESG」）策略、措施及成果。我們努力實踐既定的重要性、量化、平衡及一致性原則，並致力透過可持續發展方法追求持份者的利益最大化。

本報告根據香港聯交所有限公司頒佈之《證券上市規則》附錄二十七《環境、社會及管治報告指引》所有適用規定進行編製。就編製本報告而言，本集團委任獨立顧問機構提供專業意見。

除另有說明外，本報告中公佈的政策文件、聲明、數據等覆蓋本集團在香港、中國及美國的ESG表現。由於我們於二零一八年十二月三十一日收購萬達酒管集團，故本年度的報告範圍已擴展至涵蓋上述業務。

本報告於發佈前已經過董事會批核通過。

我們的可持續發展理念

作為具社會責任感的企業，本集團積極管理ESG事宜。除追求蓬勃的業務發展，本集團還承擔其社會責任，並透過關注環境、員工、業務夥伴、客戶及更廣泛社區，為建構和諧社會持續貢獻。

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Sustainability Governance

Sound and stable ESG governance practices are critical for the sustainable development of the Group. The Board takes full responsibility for the development of our ESG-related strategies, assessing and monitoring of ESG-related risks, and ensuring the effectiveness of the Group's ESG measures. Our regional operations are responsible for managing day-to-day implementation of ESG measures, reporting to the Board in due course, and ensuring compliance with all applicable ESG laws and regulations. The Group regularly reviews and evaluates our ESG performance, and discloses relevant progress and achievements to stakeholders through our annual ESG report.

In order to maintain a fair and efficient working environment, the Group reinforces our anti-corruption commitment by implementing a set of anti-corruption policies and measures that prohibits the offer and acceptance of advantages. Members and employees of the Group are bound by such policies and measures, with clear expectations that no form of corruption will be tolerated by the Group. In the reporting year, no legal cases associated with corruption were brought against the Group and its employees.

Stakeholder Engagement

The Group has identified a diverse group of stakeholders, including employees, shareholders, investors, suppliers, customers, tenants and community partners, and is keen to listen to and understand their opinions. Over the years, the Group maintains close relationship with different stakeholder groups through daily communications and general meetings in all levels of the business, as well as periodic ESG-related engagements.

可持續發展的管治

良好和穩健的ESG管治常規對本集團至關重要。董事會對制定與ESG相關的策略、評估及監視與ESG相關的風險以及確認本集團的ESG措施的有效性承擔全面責任。我們的區域營運管理人員負責管理ESG措施的日常實施，並在適當時候向董事會匯報，以確保遵守所有適用的ESG法規及條例。本集團就ESG表現定期進行審核及評估，並於年度的ESG報告中向持份者披露相關進展和成就。

為了維持公平高效的工作環境，本集團透過實施一系列禁止提供及收受利益的反貪污政策及措施，加強我們對反貪污工作的承擔。本集團成員公司及員工均受該等政策及措施的約束，彼等亦深明本集團絕不姑息任何形式的貪污。本集團及其員工於報告年度內未有涉及任何貪污訴訟的案件。

與持份者溝通

本集團所識別的持份者涉及廣泛層面，包括員工、股東、投資者、供應商、顧客、租戶及社區合作夥伴等，並致力聆聽及理解各持份者的意見。多年來，本集團透過日常溝通、不同業務層面的股東大會及ESG事宜的定期溝通，與不同持份者維持緊密聯繫。

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Materiality Analysis

The Group has taken an approach to conduct extensive engagement on ESG issues every five years, unless there are fundamental changes in the Group's business, to ensure comments, advices and expectations from stakeholders are communicated effectively to our senior management. Feedback gathered from the engagement will help us better understand and evaluate the Group's ESG strategies and performance by identifying ESG issues that are material to the Group's operations and our stakeholders. Based on the results of the most recent stakeholder survey conducted in 2017, we have undertaken a review of key issues faced by peer companies in 2019 to understand whether there are any other issues that should be taken into consideration in our long-term ESG strategies and for disclosure in the Report this year. Following the review, a total of 14 ESG issues are identified as material to the Group in 2019, of which eight material topics are adopted from the list of ESG issues in 2018. The additions are "Energy", "Employment relations and retention", "Training and education", "Compliance", "Supply chain management", and "Community investment". The topic "No child/forced labour" is removed from the material list, given its low occurrence in our business in the past. The increase of material topics is mainly due to the expanded reporting scope this year as a result of the acquisition of Wanda Hotel Management Group at the end of 2018. The results, which have been confirmed by senior management of the Group, are used as a guide in the preparation of this report.

重要範疇評估

本集團已採取每五年就ESG事宜進行廣泛調查的方法(除非本集團業務發生主要變動)，以確保持份者的意見、建議及期望能有效傳達予我們的高級管理層，於調查收集的回饋有助我們透過識別對本集團營運及持份者而言屬重大的ESG事宜，更加了解及評估集團的ESG策略及表現。建基於二零一七年進行的最新持份者調查結果，我們在二零一九年對同行公司面臨的關鍵事宜進行檢閱，以瞭解在我們的長遠ESG策略中是否應考慮其他任何事宜並於今年的報告中披露。於檢閱後，我們在二零一九年已識別總共十四個對本集團而言屬重大的ESG議題，其中採納了二零一八年ESG議題清單中的八個重大議題。新增議題包括「能源」、「僱傭關係及留聘」、「培訓及教育」、「合規」、「供應鏈管理」及「社區投資」。鑒於「不存在童工及強迫勞動」的議題在我們過往的業務不常出現，因此從重大議題清單中刪除。重大議題增加主要由於在二零一八年年底收購了萬達酒管集團令本年度的報告範圍擴大所致。經本集團高級管理層確認的結果於編製本報告時用作指引。

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Key Areas 主要範疇	Material ESG Issues Identified 已識別的重大 ESG 議題
Environmental protection 環境保護	<ul style="list-style-type: none"> • Energy 能源 • Waste management 廢棄物管理
Employment and labour practices 僱傭及勞工常規	<ul style="list-style-type: none"> • Diversity and non-discrimination 多元化與不歧視 • Employment relations and retention 僱傭關係及留聘 • Equal opportunity 平等機會 • Safe working environment 安全的工作環境 • Training and education 培訓及教育
Operating practices 營運慣例	<ul style="list-style-type: none"> • Anti-corruption 反貪污 • Compliance 合規 • Customer data privacy 客戶資訊隱私 • Customer satisfaction 顧客滿意度 • Health and safety of products and services 產品及服務的健康與安全 • Supply chain management 供應鏈管理
Community 社區	<ul style="list-style-type: none"> • Community investment 社區投資



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ENVIRONMENTAL PROTECTION

The Group endeavours to promote sustainable development and minimise negative environmental impact by incorporating green elements into our daily operation and management. Recognising the possible environmental footprint brought by our businesses, the Group has implemented multiple energy and water saving measures, as well as effective resources and waste management practices to reduce unnecessary use of resources and waste generation. The Group strives to ensure the compliance of all business units and operations with relevant local environmental regulations, such as the Waste Disposal Ordinance (Chapter 354 of the Laws of Hong Kong) and the Solid Waste Pollution Prevention and Control Law of the People's Republic of China. During the reporting year, there were no violations, complaints, fines or sanctions caused by breach of environmental regulations.

Using Resources Efficiently

The Group implements appropriate and effective measures in our daily operations to enhance efficient resource use and potentially minimise greenhouse gas emissions generated from our business operations.

Regarding energy efficiency enhancement and greenhouse gas emissions reduction, our Hong Kong offices, hotel management units and property management unit all adopted a large variety of measures. In Hong Kong offices, we prioritise the use of energy saving appliances that are certified with Grade 1 energy labels and set timer to automatically turn off air-conditioners during non-office hours. Air-conditioners are also regularly cleaned and inspected to maintain the highest energy efficiency level. Whereas in most of our leased offices, we have introduced smart building management system to monitor electricity consumption within the properties, avoiding any unnecessary energy usage. In our hotel management units, employees are required to turn off unused appliances during lunch breaks and non-office hours. Beginning in this reporting year, lighting system of a carpark in Hengli City has gradually been replaced with LED lights to improve energy efficiency.

環境保護

本集團於日常營運及管理的業務中注入綠色元素，致力促進可持續發展及減少對環境的影響。本集團意識到我們的業務營運可能產生環境足跡，因此已實施多項節能節水措施以及有效的資源及廢棄物管理措施，務求減少使用不必要的資源及產生廢棄物。本集團致力確保所有業務單位及營運點遵守當地相關的环境保護法規，例如《廢物處置條例》（香港法例第354章）和《中華人民共和國固體廢物污染環境防治法》。於本報告年內，概無因違反環境保護法規而引起的違規投訴、罰款或制裁。

善用資源

本集團於日常營運中採取適當有效的措施，提高資源使用效率，並盡可能將我們業務營運所產生的溫室氣體排放降至最低。

為加強能源效益並減少溫室氣體排放，我們的香港辦公室、酒店管理業務單位及物業管理業務單位均已採取多項措施。在香港辦公室，我們優先採用獲得一級能源標籤的節能電器，並設定時間掣在非辦公時間自動關掉冷氣機。冷氣機定期進行清潔和檢查，以維持最高能源效益水平。同時，在我們大部分租用的辦公室，已引入智能建築管理系統監控物業內用電量，避免不必要的能源使用。就我們的酒店管理業務單位而言，我們要求員工在午膳時間及非辦公時間關掉閒置的電器。由本報告年度開始，恒力城其中一個停車場的照明系統已逐步由LED燈取代以改善能源效益。

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The Group promotes paperless working environment in our offices in order to conserve resources. We recommend our employees to archive drawings, reports, contract and other documents onto the online system whenever possible. Our hotel management units also advocate green office practices among employees. For instances, employees are encouraged to use waste paper and choose double-sided printing when printing internal documents. Employees are also suggested to bring their own water bottles when attending meetings instead of using disposable paper cups.

本集團在辦公室推行無紙化工作環境，以節省資源。倘要把圖紙、報告、合約及其他文件歸檔，我們建議員工盡量採用網上系統進行。我們的酒店管理業務單位亦向員工推廣綠色辦公室措施。例如，我們鼓勵員工重用紙張並在列印內部文件時採用雙面印刷。我們亦建議員工在開會時自備水壺，避免使用即棄紙杯。

Water-saving actions have been taken in the Group to reduce water use. Water-saving equipment such as automatic sensor faucet and siphonic toilets are installed at a number of our properties.

本集團已為節省用水採取相應行動。我們亦已於若干物業內安裝自動感應水龍頭及虹吸式座廁等節水設備。

	Unit 單位	2019 ¹ 二零一九年 ¹
Total Greenhouse Gas Emissions and Intensity^{2,3} 溫室氣體總排放量及密度 ^{2,3}		
Total greenhouse gas emissions (Scope 2) 溫室氣體總排放量(範圍2)	Tonnes (carbon dioxide equivalent) 公噸(二氧化碳當量)	8,797
Total greenhouse gas emissions intensity 溫室氣體總排放密度	Tonnes (carbon dioxide equivalent)/ square meter 公噸(二氧化碳當量)/平方米	0.2

¹ As a result of the acquisition of Wanda Hotel Management Group, hotel management units are newly included in the data. The comparative figures of 2018 are therefore not provided here.

² The figure includes only indirect (Scope 2) greenhouse gas emissions as the emission of direct (Scope 1) greenhouse gas is insignificant during the reporting year.

³ The data includes greenhouse gas emissions from eight offices in Hong Kong and the PRC and Guilin Gaoxin Wanda Plaza.

¹ 由於收購萬達酒管集團，酒店管理單位已新計入數據。故二零一八年的比較數字不在此提供。

² 由於本年度的直接(範疇一)溫室氣體排放量並不顯著，數據只涉及間接(範疇二)溫室氣體排放。

³ 數據包括位於香港及中國8個辦事處以及桂林高新萬達廣場的溫室氣體排放量。

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	Unit 單位	2019 ¹ 二零一九年 ¹
Total Energy Consumption and Intensity⁴ 能源總耗量及密度 ⁴		
Total energy consumption — electricity 總能源消耗量 — 電力	kWh 千瓦時	14,107,476
Total energy consumption intensity 總能源消耗密度	kWh/square meter 千瓦時／平方米	312
Total Water Consumption and Intensity⁵ 總耗水量及密度 ⁵		
Total water consumption 總耗水量	Cubic meter 立方米	221,324
Total water consumption intensity 總耗水量密度	Cubic meter/square meter 立方米／平方米	5.3

Managing Waste Responsibly

The Group continues to regard waste management as one of the material issues and has been determined to reduce waste generation through the implementation of effective waste management measures. To achieve sustainable solid waste management in all operation units, a three-tiered approach has been adopted by the Group to prioritise waste avoidance over waste reduction and recovery, and consider waste disposals at last. The Group has also appointed qualified waste management companies to handle the waste in a proper and legal manner.

We also explore the opportunities to sort and recycle waste such as paper so as to divert them from landfills whenever possible. During the reporting year, approximately 1,825 tonnes of non-hazardous waste was generated, while 2,111 kg of waste paper, 395 kg of plastics and 208 kg of wood were recycled respectively. In addition, the Group did not produce significant amount of hazardous waste.

可靠的廢棄物管理

本集團繼續視廢棄物管理為重大議題之一，並決心透過落實有效廢棄物管理措施以減少產生廢棄物。為了在所有業務單位實現可持續固體廢棄物管理，本集團已採用三級策略，以避免產生廢棄物為上策，其次減少並回收廢棄物，最後才考慮棄置廢棄物。本集團亦已委聘合資格廢棄物管理公司以妥善和合法的方式來處理廢棄物。

我們亦想方設法，盡量將紙張等廢棄物分類循環再用，而非送到堆填區棄置。於本報告年度，所產生無害廢棄物為1,825公噸，而我們分別循環再用2,111公斤廢紙、395公斤塑膠及208公斤木材。此外，本集團並無大量產生有害廢棄物。

⁴ The data includes energy consumption from eight offices in Hong Kong and the PRC and Guilin Gaoxin Wanda Plaza.

⁵ The data includes water consumption from four offices in Hong Kong and the PRC and Guilin Gaoxin Wanda Plaza.

⁴ 數據包括位於香港及中國8個辦事處以及桂林高新萬達廣場的能源耗量。

⁵ 數據包括位於香港及中國4個辦事處以及桂林高新萬達廣場的耗水量。

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Promoting Green Buildings

To reduce the use of energy, materials, water and waste generated in the life cycle of the buildings, the Group proactively integrates green building elements into the design and construction stage of the projects. The Guilin Gaoxin Wanda Plaza is one of the best practices of the Group, reinforcing our commitment in promoting green buildings.

To minimise negative impact on the environment, the Guilin Gaoxin Wanda Plaza adopts the “Huiyun Smart Management System”, an intelligent building management system developed by our parent company DWCM, and applies a number of green design features within the premise. The “Huiyun Smart Management System” allows the Guilin Gaoxin Wanda Plaza to operate in a safe, green and smart way by combining five independent management systems into one single platform. Energy consumption, fire alarm, security, operation and equipment are centrally monitored, controlled and managed with this system, ultimately lowering operating costs while ensuring service quality and enhancing energy efficiency through improved electrical and mechanical systems. Such practice has earned the Guilin Gaoxin Wanda Plaza “1-star” level criteria of the China Green Building Label.

Green building features of the Guilin Gaoxin Wanda Plaza are as follows:

推動綠色建築

本集團積極將綠色建築元素融入項目的設計及施工階段，在建築物的生命週期內盡量節能、節材及節水，並減少廢棄物。桂林高新萬達廣場是本集團推廣綠色建築的最佳實踐之一，進一步加強我們在推廣綠色建築方面的承諾。

為了將對環境的負面影響減至最低，桂林高新萬達廣場採用了我們母公司大連萬達商業管理研發的智能大廈管理系統——「慧雲智慧化管理系統」，並於物業內應用多項綠色設計功能。「慧雲智慧化管理系統」將五個獨立管理體系結合成單一平台，讓桂林高新萬達廣場的營運既安全又環保而且智慧化。在這個系統之下，能源消耗、消防警報、保安、營運及設備均由中央監測、控制並管理，透過提升機電系統確保服務質素並且改善能源效益，最終收到降低營運成本之效，更讓桂林高新萬達廣場獲得中國綠色建築的「一星」標準認證。

桂林高新萬達廣場的綠色建築特色如下：

Green Building Features 綠色建築特色	Functions 功能
Energy conservation device — electric sunshade 節能裝置 — 電動遮陽板	Shields ceilings and windows from direct sun rays to lower indoor temperature in daytime, reducing energy consumption from air-conditioners 遮擋陽光直射的天花板及窗戶，以降低日間室內溫度，從而減少空調造成的能源消耗。
Natural lighting design — dome skylights 自然採光設計 — 圓頂天窗	Provide natural daylight for indoor areas to minimise the use of lightings 為室內地方提供自然光以減少使用照明系統。
Water saving system — rainwater catchment system 節水系統 — 雨水收集系統	Collects and reuses rainwater for landscaping 收集及重用雨水以灌溉園林景觀。

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WALK ALONG WITH EMPLOYEES

Our employees contribute to the sustainable development of the Group. They help maintain good business operations and play important roles in providing quality services and products. The Group continues to invest resources to increase staff benefits, thereby enhancing morale and attracting and retaining talents. The Group provides our employees with diversified trainings to equip them with essential skills to perform their duties, and creates a friendly and safe working environment. We introduced a series of fair, open and comprehensive employment policies to support management and ensure compliance with employment-related regulations and laws. We comply with the Employment Ordinance (Chapter 57 of the Laws of Hong Kong) in Hong Kong, as well as the Labour Law and Labour Contract Law of the People's Republic of China. In the reporting year, the Group did not identify any major violations related to the labour and dismissal rule and legislation.

Talents Acquisition and Retention

The Group promotes transparent and fair recruitment procedures, provides fair career development opportunities, creates a workplace free from discrimination, and cares for our employees. Our employment policy complies with the Employment of Children Regulations (Chapter 57B of the Laws of Hong Kong) and the Provisions on the Prohibition of Using Child Labour. Employment of child and forced labour is strictly prohibited. We conduct background checks on all job applicants and review the employment policy where necessary. If the existence of child or forced labour is discovered, management will take reasonable actions in the interest of the individual.

The Group offers competitive remuneration package to employees based on their performance, experience and market salary level, and distributes bonus depending on the Group's financial performance and employees' job performance. The Group pays provident funds and social insurance for employees, and provides them with education subsidy, personal accident insurance, annual health check, and medical welfare. Medical insurance and retirement plans are also provided to employees. Eligible employees are also entitled to maternity or paternity leave in accordance with local laws and regulations, while housing allowance are granted to employees with inconsistent working places before and after employment and to expatriates. Free working meals or meal allowances are provided to employees in the PRC and Hong Kong respectively. Meal subsidies and special arrangements are provided to ethnic minority employees.

與員工同行

員工推動本集團的可持續發展，並維持良好的業務營運，為客戶提供優質服務和產品。本集團持續投放資源，增加員工福利，藉此提高員工士氣，吸納及保留人才。本集團提供多元化培訓，裝備員工關鍵技能以履行職務及創建一個友善、安全的工作環境。我們亦實施一系列公平、公開及全面的僱傭政策，以支持內部管理及確保所有事項均符合與僱傭相關的規例及法律。我們遵守《僱傭條例》（香港法例第57章）、《中華人民共和國勞動法》和《中華人民共和國勞動合同法》。於本報告年度，本集團並無識別與勞動及解聘法規法例相關的任何重大違規事件。

人才吸納及保留

本集團提倡透明、公平的招聘流程為全體員工提供平等的職業發展機會、建設一個沒有歧視的工作場所，並關愛員工。我們的僱傭政策遵守《僱用兒童規例》（香港法例第57B章）及《禁止使用童工規定》，嚴禁聘用童工及強迫勞動。我們對所有求職者進行背景調查，並適時檢討我們的僱傭政策。若發現童工或強迫勞動的存在，管理層將採取合理行動，以保障當事人的權益。

本集團按員工表現、經驗及市場薪酬水平給予具有競爭力的薪酬，而表現掛鉤花紅分派則視乎公司盈利能力及員工表現而定。本集團提供公積金及社會保險予員工，並為他們提供教育補貼、人身意外傷害保險、年度體檢及醫療福利。我們亦為員工提供醫療保險及退休計劃。合資格員工可根據當地法律法規享有產假或待產假。我們亦向聘用前後工作地點變動的員工及外籍員工提供住屋津貼。我們分別為於中國及香港工作的員工提供免費工作膳食或用膳補貼，並向少數族裔員工提供膳食津貼及特別安排。

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To retain talents, the Group provides our employees with clear promotion ladder, training opportunities and regularly recognizes contributions. Employee performance appraisal is carried out every year accordingly, with appeal channels available to ensure fairness of the review process. The Group acknowledges the importance to cultivate a stable and reliable talent pool to avoid talent gap, hence recommends internal promotions from the talent pool in addition to external recruitment to fill in job vacancies.

The Group is committed to providing a caring and diversified working environment for employees that is free from any form of discrimination. We encourage employees to organise team-building activities such as birthday parties and gatherings to increase team unity. During the reporting year, a number of initiatives were taken in different business units to engage employees and improve communication, such as providing free monthly movie tickets, organising festive events, sports day and establishing various sports clubs.

As a result of the acquisition of Wanda Hotel Management Group, the Group has increased its talent pool to 534 employees in Hong Kong, the PRC and the USA as of the end of the reporting year.⁶

本集團重視員工的貢獻，並為員工提供明確的晉升階梯和培訓機會，從而保留人才。本集團每年對員工進行考核，亦提供申訴渠道，確保考核過程公平。本集團建立穩定可靠的人才庫以避免人才缺口，在外部招聘的同時，亦會推薦員工進行內部調升，以填補職位空缺。

本集團提倡關愛及多元化的工作環境，並反對任何形式的歧視。我們鼓勵員工組織團隊建立活動，如慶生會及聚會，從而培養團隊精神。於報告年度內，不同業務單位採取了多項舉措，務求增強員工歸屬感並改善溝通，例如每月提供免費電影戲票、舉行節慶活動、運動日以及成立多個體育俱樂部。

由於收購萬達酒管集團，本集團於香港、中國及美國之人才庫於報告年度末共有534名員工。⁶

⁶ The data excludes Amazing Wise Limited and its subsidiaries, which were disposed by the Group in December 2019.

⁶ 該數據不包括本集團於二零一九年出售的Amazing Wise Limited及其附屬公司。

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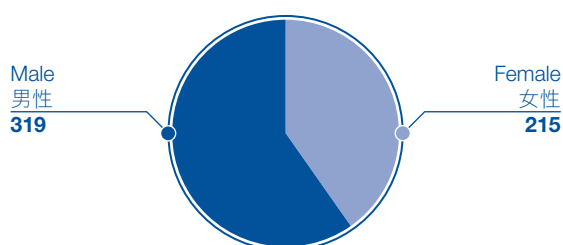
Employee Distribution

員工分佈

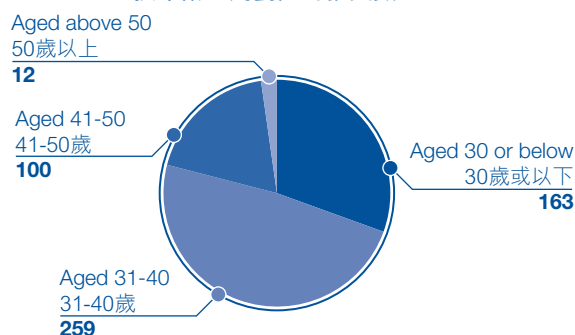
As of 31 December 2019⁷

於二零一九年十二月三十一日⁷

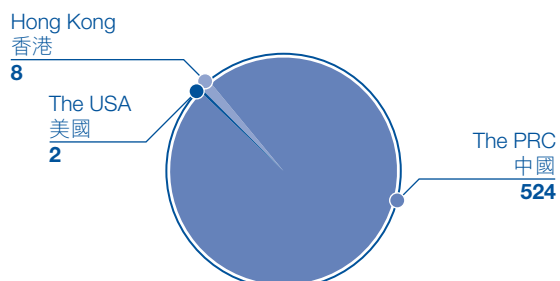
Number of employees by gender 按性別劃分的僱員數目



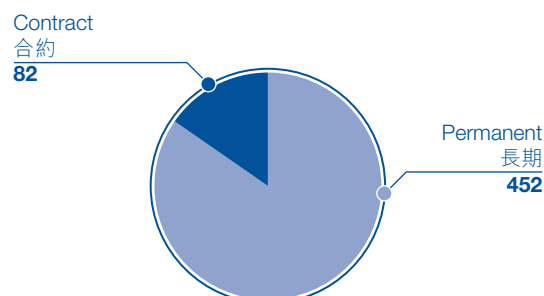
Number of employees by age group 按年齡組別劃分的僱員數目



Number of employees by geographical location 按地區劃分的僱員數目



Number of employees by employees type 按僱員類別劃分的僱員數目



Training and Development

The Group fosters employees' career development by providing them with various on-the-job training and continuous learning programs that focus on improving job-related skills and knowledge. The total training hours in the reporting year has reached 8,510 hours, with an average of 16 hours per employee.

培訓及發展

本集團透過提供員工各類在職培訓及持續學習計劃，以培育他們的職業發展。於報告年度內，總受訓時數達8,510小時，每名僱員受訓的平均時數為16小時。

⁷ The data excludes Amazing Wise Limited and its subsidiaries, which were disposed by the Group in December 2019.

⁷ 該數據不包括本集團於二零一九年出售的 Amazing Wise Limited 及其附屬公司。

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During the reporting year, the Group continues to arrange various training for employees from different business units. Corporate management courses are provided to employees at the headquarter to enhance their awareness on good corporate governance. Employees working in property management are encouraged to take part in various training certificates including elevator safety administrator, fire facility operator, fire control room supervisor and heating ventilating and air conditioning (HVAC) engineer. Employees are also provided with training courses focusing on soft skills development, such as sales negotiation and planning courses to improve sales skills, and regular group branding and marketing courses to deepen their understanding of brand management and market promotion. In addition, the Group provides the “Talent Scheme” and “Quality Talent Scheme” to prepare employees and managers for promotion to higher positions.

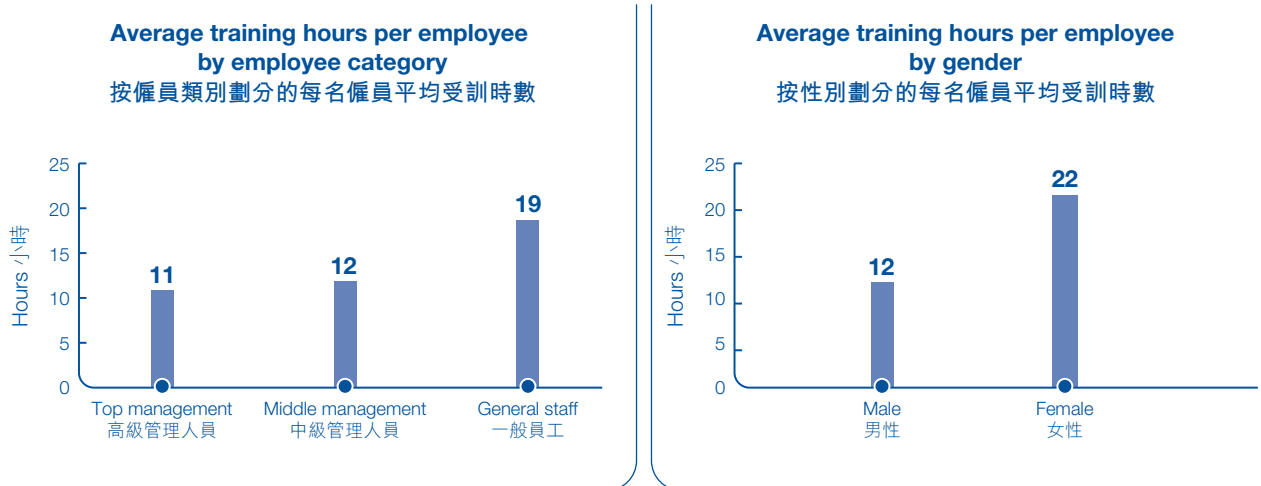
To provide employees incentives to receive training, employees are encouraged to reimburse expenses, such as course fees, transportation expenses, accommodation expenses, and are offered salaries during in-service training, to maintain professional qualifications.

於報告年度內，本集團繼續為不同業務單位之員工安排各種培訓。我們為在總部工作的員工提供企業管理課程，增強他們對良好企業管治的意識。我們鼓勵從事物業管理的員工修讀不同的訓練證書課程，包括升降機安全管理员、消防設施操作人、消防控制室主管及暖通空調工程師。我們亦向員工提供軟技能發展的訓練課程，例如銷售談判及計劃課程助他們改善銷售技巧，和有關建立品牌及營銷的定期集體課程以加深他們對品牌管理及市場推廣的認識。此外，本集團提供「英才計劃」及「優才計劃」，以便僱員及經理晉升高職。

為令員工更積極參加培訓，我們鼓勵員工報銷培訓費用，如課程費、交通費及住宿費，並向他們提供在職培訓期間的工資，以維持專業資格。

Average Training Hours Completed per Employee⁸

每名僱員完成受訓的平均時數⁸



⁸ The data excludes Amazing Wise Limited and its subsidiaries, which were disposed by the Group in December 2019.

⁸ 該數據不包括本集團於二零一九年出售的 Amazing Wise Limited 及其附屬公司。

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	Unit 單位	2019 ⁹ 二零一九年 ⁹
Percentage of employees trained by employee category		
按僱員類別劃分的受訓員工百分比		
Top management 高級管理人員	%	100
Middle management 中級管理人員	%	100
General staff 一般員工	%	99.3
Percentage of employees trained by gender		
按性別劃分的受訓員工百分比		
Female 女性	%	99.5
Male 男性	%	99.7

Taking Care of Employees' Health and Safety

Employees are the most important assets of the Group. The Group invests a lot of resources to create a safe, healthy and comfortable working environment. We comply with the Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong) and the legal requirements on occupational health and safety outlined in the Labour Law of the People's Republic of China.

During induction, we arrange safety education and training for employees to raise their awareness and knowledge in occupational safety. To protect employees from high potential hazard activities including entering construction sites and performing maintenance work, we provide adequate personal protective equipment to avoid occupational accidents. Our hotel management units have formulated the "Safety Mandatory Provision" and required all employees to strictly implement the safety initiatives at work. The said provision clearly outline responsibilities of safety personnel, daily safety measures, and safety-related policies.

重視員工健康與安全

員工為本集團最重要的資產。因此，我們投放大量資源，建設一個安全、健康與舒適的工作環境。我們遵守《職業安全及健康條例》（香港法例第509章）和《中華人民共和國勞動法》中有關職業健康及安全的法定要求。

我們已為員工於入職時安排安全教育和培訓，以提高他們的職業安全意識及知識。我們亦為需要進行潛在高危活動（包括進入工地和進行維修工作）的員工提供足夠的個人防護裝備，從而減少發生職業事故。我們的酒店管理業務單位已制定《安全強制性條文》，規定所有員工在工作時嚴格落實安全舉措。有關條文清晰規範了安全人員的職責、日常安全措施以及與安全相關的政策。

⁹ The data excludes Amazing Wise Limited and its subsidiaries, which were disposed by the Group in December 2019.

⁹ 該數據不包括本集團於二零一九年出售的 Amazing Wise Limited 及其附屬公司。

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Besides, we provide employees various staff benefits related to health and safety, including pre-employment body check and annual body check to give them health guidance, regular health education and training to improve employees' physical quality, as well as insurance and medical cover to protect our employees.

Our continuous effort in promoting a safe and healthy workplace is reflected in our performance record. In particular, there was no lost day due to work injuries and zero work related fatal incidents during the reporting year.

RESPONSIBLE OPERATIONS

Operating responsibly and with integrity drives the long-term success of the Group. We continuously communicate and collaborate with our business partners, customers and the broader community to ensure our expectations are aligned and met. The Group also maintains close relationships with suppliers to establish an open, honest and responsible supply chain.

We have zero tolerance on corrupt practices along the supply chain or in any tendering projects. If anyone or entity is suspected to be engaged in misconduct, malpractice or unethical behaviour, we encourage our employees to report through our established whistle-blowing channels. All reported cases are handled promptly by department managers and will be escalated to the Group's management where necessary. We continue to arrange regular anti-corruption refresher training for all employees. The Hong Kong Independent Commission Against Corruption (ICAC) provides courses to ensure that our employees' behaviour comply with relevant laws and regulations, including the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong) and the Anti-money Laundering Law of the People's Republic of China.

Apart from anti-corruption practices, we also adopt measures to protect intellectual property in our daily operations. We regularly review relevant internal policies and procedures and continuously monitor activities related to intellectual property such as using genuine software to avoid any infringement. Guided by the Group's policies and initiatives, we continue to act ethically and lawfully with the support from our employees. During the reporting year, there is no breach of laws and regulations relating to health and safety, advertisement and privacy matters.

此外，我們向員工提供多項有關健康及安全的福利，包括受僱前身體檢查及每年身體檢查為他們提供健康指引，定期健康教育及訓練以改善員工的體能，以及保險及醫保以保障員工。

我們在績效記錄中反映出我們為促進安全健康的工作場所而不斷努力。特別在報告年度內，並無因工傷損失的工作日數且與工作有關的致命事件為零。

負責任的營運

集團以負責任和具誠信的方式營運，達致長遠成功。我們不斷與商業夥伴、客戶和社區溝通及合作，確保我們達成一致的期望。本集團亦與供應商保持緊密關係，旨在建立公開、廉潔及負責任的供應鏈。

我們對供應鏈或任何招標項目中的貪污行為持零容忍的態度。倘任何人或任何個體涉嫌行為不當、舞弊或作出不道德行為，我們鼓勵員工通過既定的舉報渠道向我們呈報。一經舉報，所有案件均由部門經理迅速處理，並在必要時提交至集團管理層。我們持續為員工定期安排反貪污複修訓練。香港廉政公署(ICAC)向員工提供課程，以確保員工遵守相關法律法規(包括《防止賄賂條例》(香港法例第201章)及《中華人民共和國反洗錢法》)。

除反貪污慣例外，我們亦在日常營運中採納措施以保障知識產權。我們定期審閱相關內部政策及程序，並持續監察與知識產權有關的活動，例如使用正版電腦軟件以避免任何侵權行為。我們跟隨本集團的政策及舉措的指引，在員工的支持下堅持合乎道德與法律的營運。於報告年度內，並無違反與健康及安全、廣告以及私隱事宜有關的法律法規。

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Managing Our Supply Chain

The Group is committed to providing quality products and services, for this the support from suppliers is the foundation of our success. In the reporting year, we worked closely with over 1,200 suppliers to ensure the stable operation of the supply chain. We also avoid over-reliance on specific suppliers and keep our suppliers well diversified. Our business spans multiple regions, and we prioritise local suppliers in the selection process to promote the local economy and reduce carbon footprint from transportation.

The Group adopts a standardised tendering procedure to comprehensively manage the selection process of suppliers and contractors. Suppliers are subject to primary selection, audit and public tendering processes to be included in the Group's suppliers list. If a procurement value exceeds a predetermined amount, multiple suppliers will be invited to participate in a tendering process to screen out potential suppliers with unsatisfactory performance, high prices or poor quality. The standardised process also avoids the possibility of any corruption, bribery, blackmail, fraud and money laundering. Further, employees are reminded to stay alert on potential conflicts of interest during the tendering process. Multiple personnel from different departments are involved in the selection processes to ensure fairness and reasonableness of the results. A scoring mechanism is in place to monitor and evaluate suppliers' performance. Penalty will be imposed when suppliers fail to meet our standard. Contracts will be terminated when suppliers perform unsatisfactorily or provide false information. Suppliers which create a huge negative impact on society are prohibited from tendering for three years. In addition, suppliers with record of corruption and bid-rigging will be blacklisted and will not be invited for future tenders.

管理我們的供應鏈

本公司致力於提供優質的產品和服務，而獲得供應商的支持是公司成功的基礎。於本報告年度，集團與超過1,200個供應商緊密合作，努力確保供應鏈保持穩定運作。本集團的業務遍佈多個地區。於物色供應商的過程中，我們將優先選擇本地供應商，以推動本地經濟發展並減少運輸過程中產生的碳足跡。

本集團採用標準化的招標流程，全面管理供應商及承建商的甄選過程，供應商需經過初選、審計及公開招標等流程，才能納入集團的供應商清單。倘採購價值超過預定金額，多個供應商將獲邀請參與甄選流程，以淘汰表現不理想，定價過高或質素欠佳的潛在供應商。標準化的招標流程還避免任何貪污、行賄、勒索、欺詐及洗黑錢行為。此外，我們亦會提醒員工對招標流程中引致的潛在利益衝突保持警惕。甄選過程會涉及多個部門的員工，確保結果的公平性和合理性。我們已設立評分機制以監控並評核供應商表現。倘供應商未能符合我們的標準，會向他們施以罰款。倘供應商表現欠佳或虛報資料，會與他們終止合約。對社會造成重大負面影響的供應商，三年內不得參與投標。此外，有貪污及圍標前科的供應商會列入黑名單，永不獲邀參與投標。

Number of Suppliers by Geographical Region 按地理區域劃分的供應商數目	Unit 單位	2019 二零一九年
The PRC 中國	Number 數目	746
Overseas 海外	Number 數目	510

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Improving Quality of Products and Services

“Customer First” is the key to achieving our business success. We strive to enhance customer satisfaction through the promotion of customer-based services. For example, a dedicated customer support service team was established in the Guilin Gaoxin Wanda Plaza to meet customer needs. Customer feedback channels are in place to handle enquires and complaints timely and properly. Formal customer satisfaction surveys are conducted twice a year and a customer complaint telephone is set up at the concierge of the mall. All complaints received are directed to our Operations Department for review. Once the complaint is accepted, it will be immediately forwarded to relevant departments for follow up, which will further be discussed with the Operations Department to ensure compliance with our internal policies. All complaints are responded within 24 hours. During the reporting year, we did not receive any major complaints regarding our products and services from external parties or regulatory authorities.

Safeguarding customer safety is critical across our business operations. For instance, our hotel management units have formulated a series of hotel management safety instructions and policies to ensure our customers enjoy services with the highest safety standard. During the design phase of the hotels, an independent fire service consultant is hired to conduct a safety audit by reviewing the construction drawings and firefighting systems. All hotels must comply with the relevant national fire protection codes and standards, as well as design guideline, and safety and quality standards of our hotel management units. During the operation phase, safety and quality review and audits are regularly conducted for all managed hotels. Fire drills are carried out quarterly to ensure a smooth and effective evacuation under emergency.

We respect customers’ data privacy, and thereby adhere to the privacy and confidentiality requirements stated in our internal policies. All personal data collected in business operations is handled and used in accordance to relevant laws and regulations to safeguard confidentiality. Our operation adheres to local regulations related to the collection, holding and use, disclosure and transfer of personal data, in particular the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong) and the Protection of Consumer Rights and Interests of the People’s Republic of China.

提升產品及服務質素

我們深明「顧客至上」是業務成功的關鍵，故此我們努力提高客戶滿意度。例如，桂林高新萬達廣場成立專責客戶服務團隊，以滿足客戶需求。我們歡迎客戶透過已有渠道提供反饋，以便及時並妥善處理查詢和投訴。我們每年會進行兩次正式客戶滿意度調查以及於商場禮賓部設置客戶投訴電話。收到的所有投訴均會發送至我們的營運部門作出審核。一旦投訴被接納，個案將立即被轉達至相關部門進行跟進，並會與營運部門討論，以確保遵守我們的內部程序。我們會於24小時內跟進所有投訴。於本報告年度，我們並無接獲外界或監管機構對本集團的產品和服務的任何重大投訴。

保障客戶安全在我們業務營運中至為關鍵。例如，我們的酒店管理業務單位已制定一系列酒店管理安全指示及政策，以確保客戶能在最高的安全標準下享用服務。在酒店的設計階段，我們會聘請獨立消防服務顧問進行安全審查，檢視建築圖則及消防系統。所有酒店必須遵守國家相關消防規範及標準以及我們酒店管理業務單位的設計導則及安全質量標準。於營運階段，我們會對所有旗下管理的酒店定期進行安全質量檢視及審查。為確保能在緊急事故時順利有效疏散，我們會每季舉行防火演習。

我們尊重客戶的資訊私隱，因此恪守我們內部政策所規定的私隱及保密規定。所有於業務過程中收集到的資料均按照相關法律及法規處理及使用，以作保密。我們的營運恪守與收集、持有及使用、披露及轉移個人資料相關的當地法規，特別是《個人資料(私隱)條例》(香港法例第486章)及《中華人民共和國消費者權益保護法》。

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CARING FOR THE COMMUNITY

To give back to the community, the Group actively engages with local communities in regions where it operates and delivers impactful community investment activities targeted to the underprivileged groups.

In 2019, we have donated HK\$160,000 to support activities in facilitating environmental protection, volunteering and business activities. Besides, we encourage our employees to volunteer in the local communities. In 2019, we contributed 340 volunteer hours to support the underprivileged groups through a wide range of events.

"Charity at Campus" Volunteering Event

In May 2019, the head office of our hotel management units initiated a "Corporate Responsibility Week" along with a large variety of voluntary activities to create positive energy in the society.

"Charity at Campus" volunteer event was one of the highlight events organised at Beijing GuangAi School, a non-profit charitable non-governmental educational institution. Over 50 employees from our Beijing and Shanghai offices volunteered more than 204 man-hours to serve the underprivileged children by cleaning up the classrooms, dormitories and canteen to ensure the children have a more pleasant learning and living environment. Our designers further provided children with learning opportunities such as interactive art, crafting and calligraphy lessons, helping the students to enhance their art skills.



Our volunteers organised art workshops for children at Beijing GuangAi School. 我們的義工在北京光愛學校為孩子舉辦美術工作坊。

致力關懷社區

為了回饋社區，本集團積極與營運所在地的當地社區合作，並針對弱勢社群展開具影響力的社區投資活動。

於二零一九年，我們共捐出 160,000 港元以支持環保活動、義工服務及商業活動。此外，我們鼓勵員工參與當地社區的義工服務。於二零一九年，我們透過參與各種義工活動以支持弱勢社群，涉及的時數達 340 小時。

「愛心暖校園」義工活動

於二零一九年五月，我們酒店管理業務單位的總部開展了「企業責任週」，當中包括多項旨在為社會帶來正能量的義工活動。

亮點之一是在一所非牟利的民間教育慈善機構——北京光愛學校舉辦的「愛心暖校園」義工活動。超過 50 名來自我們在北京及上海辦公室的員工參與超過 204 個工時的義工活動，為弱勢兒童打掃課室、宿舍及飯堂以確保他們有舒適的學習與生活環境。另外，我們的設計師為學生帶來美術、手工藝及書法的互動學習機會，增強他們的美術技巧。



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Waste Collection and Separation Volunteering Event

To protect the environment and educate the participants to practise waste reduction at source and clean recycling in the community, 30 employees from our hotel management units participated in a waste collection and separation volunteering event in 2019 to clean up the Nanchang Kowloon Lake in the PRC.



Our volunteers collecting waste along the Nanchang Kowloon Lake in the PRC.
我們的義工在中國南昌九龍湖收集廢棄物。

廢棄物收集及分類義工活動

為保護環境並教育參與者在社區實行源頭減廢及乾淨回收，我們酒店管理業務單位的30名員工於二零一九年參與了廢棄物收集及分類義工活動，協助清理中國的南昌九龍湖。



Distributing Food to the Homeless

In January 2019, employees in Chicago, the USA participated in the food packaging and distributing event organised by the Greater Chicago Food Depository. The volunteers first visited the food depository to understand its daily operation and then assisted in packing and distributing food to the homeless who are struggling with hunger in Chicago, the USA.

向露宿者派發食物

於二零一九年一月，美國芝加哥的員工參與了大芝加哥地區食品儲備中心(Greater Chicago Food Depository)舉辦的食物包裝及分派活動。義工先到食品儲備中心了解其日常運作，其後協助包裝食物並向美國芝加哥地區受飢餓煎熬的露宿者派發食物。

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CONTENT INDEX OF THE ESG REPORTING GUIDE OF HONG KONG EXCHANGES AND CLEARING LIMITED

香港交易及結算所有限公司 《環境、社會及管治指引》內 容索引

General Disclosures and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
A. Environmental		
A. 環境		
Aspect A1: Emissions		
層面 A1：排放物		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Environmental Protection 環境保護
KPI A1.1 關鍵績效指標 A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Not applicable — The operations of the Group do not cause any significant air emissions, and no relevant data is disclosed accordingly. 不適用 — 本集團的營運並無顯著的氣體排放，因此並未有披露相關數據。
KPI A1.2 關鍵績效指標 A1.2	Greenhouse gas emissions in total and, where appropriate, intensity. 溫室氣體總排放量及（如適用）密度。	Environmental Protection — Using Resources Efficiently 環境保護 — 善用資源

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General Disclosures and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
KPI A1.3 關鍵績效指標 A1.3	Total hazardous waste produced and, where appropriate, intensity. 所產生有害廢棄物總量及(如適用)密度。	Not applicable — The Group did not produce significant amount of hazardous waste during the reporting year. 不適用 — 本集團於報告年度並無大量產生有害廢棄物。
KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced and, where appropriate, intensity. 所產生無害廢棄物總量及(如適用)密度。	Environmental Protection — Managing Waste Responsibly 環境保護 — 可靠的廢棄物管理
KPI A1.5 關鍵績效指標 A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	Environmental Protection — Using Resources Efficiently, Promoting Green Buildings 環境保護 — 善用資源、推動綠色建築
KPI A1.6 關鍵績效指標 A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	Environmental Protection — Managing Waste Responsibly 環境保護 — 可靠的廢棄物管理 The Group did not produce significant amount of hazardous waste during the reporting year. 本集團於報告年度並無大量產生有害廢棄物。
Aspect A2: Use of Resources 層面 A2：資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及原材料)的政策。	Environmental Protection 環境保護
KPI A2.1 關鍵績效指標 A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。	Environmental Protection — Using Resources Efficiently 環境保護 — 善用資源
KPI A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity. 總耗水量及密度。	Environmental Protection — Using Resources Efficiently 環境保護 — 善用資源

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General Disclosures and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
KPI A2.3 關鍵績效指標 A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	Environmental Protection — Using Resources Efficiently, Promoting Green Buildings 環境保護 — 善用資源、推動綠色建築
KPI A2.4 關鍵績效指標 A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	The Group did not encounter any issue in sourcing water for daily operations during the reporting year. 本集團的日常營運於報告年度並無遇上求取適用水源的問題。
KPI A2.5 關鍵績效指標 A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及(如適用)每生產單位估量。	Not applicable — The Group's products do not require the use of packaging material. 不適用 — 集團的產品無須使用包裝材料。
Aspect A3: The Environment and Natural Resources		
層面 A3：環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Environmental Protection 環境保護
KPI A3.1 關鍵績效指標 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。	Environmental Protection — Promoting Green Buildings 環境保護 — 推動綠色建築

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General Disclosures and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
B. Social — Employment and Labour Practices		
B. 社會		
Aspect B1: Employment		
層面 B1：僱傭		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Walk Along with Employees 與員工同行
KPI B1.1 關鍵績效指標 B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	Walk Along with Employees — Talents Acquisition and Retention 與員工同行 — 人才吸納及保留
KPI B1.2 關鍵績效指標 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。	Not reported — The Group is preparing to disclose the related data in the future. 未有披露 — 本集團正在準備在未來來披露相關數據。

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Aspect B2: Health and Safety		
層面 B2：健康與安全		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Walk Along with Employees — Taking Care of Employees' Health and Safety 與員工同行 — 重視員工健康與安全
KPI B2.1 關鍵績效指標 B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	Walk Along with Employees — Taking Care of Employees' Health and Safety 與員工同行 — 重視員工健康與安全
KPI B2.2 關鍵績效指標 B2.2	Lost days due to work injury. 因工傷損失工作日數。	Walk Along with Employees — Taking Care of Employees' Health and Safety 與員工同行 — 重視員工健康與安全
KPI B2.3 關鍵績效指標 B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Walk Along with Employees — Taking Care of Employees' Health and Safety 與員工同行 — 重視員工健康與安全
Aspect B3: Development and Training		
層面 B3：發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Walk Along with Employees — Training and Development 與員工同行 — 培訓及發展
KPI B3.1 關鍵績效指標 B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	Walk Along with Employees — Training and Development 與員工同行 — 培訓及發展

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General Disclosures and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
KPI B3.2 關鍵績效指標 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。	Walk Along with Employees — Training and Development 與員工同行 — 培訓及發展
Aspect B4: Labour Standards 層面 B4：勞工準則		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Walk Along with Employees — Talents Acquisition and Retention 與員工同行 — 人才吸納及保留
KPI B4.1 關鍵績效指標 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。	Walk Along with Employees — Talents Acquisition and Retention 與員工同行 — 人才吸納及保留
KPI B4.2 關鍵績效指標 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。	Walk Along with Employees — Talents Acquisition and Retention 與員工同行 — 人才吸納及保留
Operating Practices 營運慣例		
Aspect B5: Supply Chain Management 層面 B5：供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Responsible Operations — Managing Our Supply Chain 負責任的營運 — 管理我們的供應鏈
KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Responsible Operations — Managing Our Supply Chain 負責任的營運 — 管理我們的供應鏈

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General Disclosures and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
KPI B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	Responsible Operations — Managing Our Supply Chain 負責任的營運 — 管理我們的供應鏈
Aspect B6: Product Responsibility 層面 B6：產品責任		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Responsible Operations 負責任的營運
KPI B6.1 關鍵績效指標 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。	There were no recalls concerning the provision and use of the Group's products and services that have a significant impact on our operations. 本集團提供的產品及服務並無導致對我們營運具重大影響的回收事件。
KPI B6.2 關鍵績效指標 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。	Responsible Operations — Improving Quality of Products and Services 負責任的營運 — 提升產品及服務質素

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General Disclosures and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
KPI B6.3 關鍵績效指標 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。	Responsible Operations 負責任的營運
KPI B6.4 關鍵績效指標 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。	Recall procedures are not material to the Group's operation. 回收程序對本集團之業務不屬重大。
KPI B6.5 關鍵績效指標 B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費資料保障及隱私政策，以及相關執行及監察方法。	Responsible Operations- Improving Quality of Products and Services 負責任的營運 — 提升產品及服務質素
Aspect B7: Anti-corruption		
層面 B7：反貪污		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Sustainability Governance; Responsible Operation 可持續發展的管治；負責任的營運
KPI B7.1 關鍵績效指標 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。	Sustainability Governance 可持續發展的管治
KPI B7.2 關鍵績效指標 B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Responsible Operations 負責任的營運

Environmental, Social and Governance Report

環境、社會及管治報告

General Disclosures and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
Social — Community 社會 — 社區		
Aspect B8: Community Investment 層面 B8：社區投資		
General Disclosure 一般披露	<p>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.</p> <p>有關以社區參與來了解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。</p>	Caring for the Community 致力關懷社區
KPI B8.1 關鍵績效指標 B8.1	<p>Focus areas of contribution.</p> <p>專注貢獻範疇。</p>	Caring for the Community 致力關懷社區
KPI B8.2 關鍵績效指標 B8.2	<p>Resources contributed to the focus area.</p> <p>在專注範疇所動用資源。</p>	Caring for the Community 致力關懷社區

