



# 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

## 2020

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 2020 (the “Reporting Period”), which is consistent with our financial year. We strive to follow the established principles of materiality, quantitative, balance and consistency in the Report and are dedicated to maximise the interests of our stakeholders through sustainable development approaches.

The Report is prepared in accordance with the applicable requirements stipulated in 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 hotel services business in the PRC, property investment project in Chicago, the USA (until completion of the disposal of such property investment project in November 2020) and Guilin project in the PRC. The Group has also expanded the scope of this Report to cover the two leased-and-operated hotels, namely Wanda Moments Hotel Qingpu, Shanghai and Wanda Moments Hotel, Nanchang West Railway Station (“the Hotels”).

The Report has been approved by the Board before publication.

### OUR APPROACH TO SUSTAINABLE DEVELOPMENT

The Group actively manages its ESG matters to deliver a sustainable growth. As a socially responsible corporate, the Group makes continuous contribution and considers our environment, employees, business partners, customers and the wider community during operations to promote the growth of a harmonious society.

### 關於本報告

本環境、社會及管治報告(下稱「本報告」)重點列出本集團由二零二零年一月一日至十二月三十一日期間(「報告期間」)(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。我們努力遵從本報告既定的重要性、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。

本報告根據香港聯合交易所有限公司頒佈之《證券上市規則》附錄二十七《環境、社會及管治報告指引》所訂定的適用規定進行編製。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中國的酒店服務業務、美國芝加哥的物業投資項目(直至於二零二零年十一月完成出售該物業投資項目為止)及在中國桂林的項目的ESG表現。本集團亦已將本報告的範圍擴展至涵蓋兩間租賃與經營酒店,為上海青浦萬達美華酒店及南昌西站萬達美華酒店(「該等酒店」)。

本報告於發佈前已經過董事會批准通過。

### 我們的可持續發展理念

本集團積極管理ESG事宜以實現可持續增長。作為具社會責任感的企業,本集團於經營時關注環境、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

The Group has established sound and stable ESG governance practices. The Board is responsible for developing ESG strategies, evaluating and monitoring ESG-related risks, and maintaining the effectiveness of the Group's ESG measures. Management of regional operations is responsible for overseeing the daily implementation of ESG measures, reporting to the Board in due course and ensuring compliance of all applicable ESG laws and regulations. Our ESG performance is regularly reviewed and evaluated, and the relevant progress and achievements are disclosed to stakeholders in our annual ESG report.

To maintain integrity at workplace, the Group has zero tolerance towards corruption and has implemented a set of anti-corruption policies and measures that prohibits the offer and acceptance of advantages. Members and employees of the Group are required to comply with such measures and policies and act in line with the requirements. During the Reporting Period, no legal cases associated with corruption were brought against the Group and its employees.

### Stakeholder Engagement

The Group actively engages with a diverse group of stakeholders, including employees, shareholders, investors, suppliers, customers, tenants and community partners in places where we operate. We value long-term relationship with our stakeholders so that we are keen to understand their views and expectations, and take their feedback into consideration for continuous improvement in the Group. Through daily communication, general meetings across all levels of the business and periodic ESG-related engagements with the stakeholders, we engage and communicate with stakeholders throughout the Reporting Period.

### 可持續發展的管治

本集團建立良好和穩健的ESG管治常規。董事會負責制定ESG策略、評估及監督與ESG相關的風險以及維持本集團的ESG措施的有效性。區域營運管理人員負責監督ESG措施的日常實施、在適當時候向董事會匯報，以確保遵守所有適用的ESG法律及法規。我們的ESG表現獲定期審核及評估，並於年度的ESG報告中向持份者披露相關進展和成就。

為了在工作場所維持廉正，本集團對貪污活動絕不姑息，實施了一系列禁止提供及收受利益的反貪污政策及措施，本集團成員公司及員工須遵守該等措施及政策，並按照該等規定行事。本集團及其員工於報告期間內未有涉及任何貪污訴訟的法律案件。

### 與持份者溝通

本集團在我們經營所在地廣泛接觸不同持份者，包括員工、股東、投資者、供應商、顧客、租戶及社區合作夥伴等。我們致力與持份者建立長遠關係，深入理解彼等的意見及期望，並考慮彼等的反饋作本集團的持續改進之用。我們透過日常溝通、不同業務層面的股東大會及就ESG事宜定期與持份者溝通，於整個報告期間均與持份者緊密溝通。

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During the Reporting Period, online survey and phone interviews were facilitated to collect the expectations and recommendations of our stakeholders, including management, general staff, shareholders and investors, customers, suppliers and community partners. Stakeholders were asked to rank the relevant importance of the ESG issues to the Group and to them.

### Materiality Analysis

To ensure stakeholders' feedback is communicated effectively to our management and the Board, an extensive engagement on ESG issues is conducted every five years, unless fundamental changes are observed in the Group's business. The feedback collected from the engagement helps us understand and evaluate the Group's ESG strategies and performance through identifying ESG issues that are material to the Group's operations and our stakeholders. During the Reporting Period, the Group engaged an independent third party to conduct peer review and stakeholder engagement to identify material ESG issues that should be taken into consideration in our long-term ESG strategies and for disclosure in the Report.

A total of 19 ESG issues are considered as relevant to the Group's business and certain ESG issues are renamed to sharpen the focus of the Group during the Reporting Period. Following the peer review and stakeholder engagement, a total of 12 ESG issues are identified as material to the Group for prioritising in reporting and performance management in 2020, of which 10 ESG issues are adopted from the list of ESG issues in 2019. The newly included material ESG issues are "Greenhouse Gas (GHG) Emissions" and "Product and Service Quality". After confirmation with senior management of the Group, the results are used as a guide in the preparation of the Report.

於報告期間內，本集團進行了網上調查及電話訪問，以收集我們的持份者（包括管理層、一般員工、股東及投資者、客戶、供應商及社區合作夥伴）的期望及建議。持份者被要求將 ESG 事宜對本集團及彼等的相關重要性分優次等級。

### 重要範疇評估

為確保持份者的反饋能有效傳達予我們的管理層及董事會，本集團每五年就 ESG 事宜進行廣泛調查（除非本集團業務發生主要變動）。於調查收集的回饋有助我們識別對本集團業務及持份者而言屬重大的 ESG 議題，了解及評估本集團的 ESG 策略及表現。於報告期間內，本集團委聘了獨立第三方進行同業檢閱及與持份者溝通，以識別在我們的長遠 ESG 策略中應考慮的重大 ESG 事宜並於本報告中披露。

於報告期間，已考慮十九個與本集團業務有關的 ESG 議題，並重新命名若干 ESG 議題以突出本集團的關注點。於同業檢閱及與持份者溝通後，已識別總共十二個對本集團而言屬重大的 ESG 議題以便於二零二零年優先報告及管理表現，其中採納了二零一九年 ESG 議題清單中的十個 ESG 議題。新增的重大 ESG 議題為「溫室氣體排放」及「產品及服務質素」。經本集團的高級管理層確認後，有關結果在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"> <li>• Energy 能源</li> <li>• Greenhouse Gas (GHG) Emissions 溫室氣體排放</li> <li>• Waste Management 廢棄物管理</li> </ul>
Operating Practices 營運慣例	<ul style="list-style-type: none"> <li>• Anti-corruption 反貪污</li> <li>• Customer Health and safety 客戶健康與安全</li> <li>• Compliance 合規</li> <li>• Customer Data Privacy 客戶資訊隱私</li> <li>• Product and Service Quality 產品及服務質素</li> <li>• Customer Satisfaction 顧客滿意度</li> </ul>
Employment and Labour Practices 僱傭及勞工常規	<ul style="list-style-type: none"> <li>• Occupational Health and Safety 職業健康與安全</li> <li>• Employment Relations and Retention 僱傭關係及留聘</li> <li>• Training and Development 培訓及發展</li> </ul>
Key Areas 主要範疇	Other ESG Issues Considered 已考慮的其他 ESG 議題
Environmental Protection 環境保護	<ul style="list-style-type: none"> <li>• Water Conservation 節水</li> <li>• Green Building 綠色建築</li> <li>• Climate Change 氣候變化</li> </ul>
Operating Practices 營運慣例	<ul style="list-style-type: none"> <li>• Supply Chain Management 供應鏈管理</li> <li>• Intellectual Property Rights 知識產權</li> </ul>
Employment and Labour Practices 僱傭及勞工常規	<ul style="list-style-type: none"> <li>• Diversity and Non-Discrimination 多元化與不歧視</li> </ul>
Community 社區	<ul style="list-style-type: none"> <li>• Community Investment 社區投資</li> </ul>



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### ENVIRONMENTAL PROTECTION

The Group recognises our responsibility to safeguard the environment and minimise the environmental impacts from our operations. Recognising the unprecedented challenges brought by climate change, we endeavour to promote sustainable development and manage major environmental issues in our operations, from properly managing resources and waste to promoting green building. Apart from incorporating resources saving and waste management initiatives into our daily operation, we have established environmental targets in the Hotels to demonstrate our commitment in minimising environmental impacts. The Group complies with relevant local environmental regulations, such as the Environmental Protection Law of the PRC and the Solid Waste Pollution Prevention and Control Law of the PRC. The Group has also complied with relevant laws and regulations that have a significant impact on the Group relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste (to the extent that any such laws and regulations are applicable). During the Reporting Period, there were no violations, complaints, fines or sanctions caused by breach of environmental regulations.

#### Using Resources Efficiently

Use of electricity remains our major source of greenhouse gas emissions, which contribute to climate change. In order to reduce greenhouse gas emissions and mitigate climate change, the Group has adopted measures to optimise energy efficiency and reduce waste generated in our operations.

### 環境保護

本集團意識到我們保護環境的責任，並將我們營運對環境的影響減到最低。本集團意識到氣候變化所帶來前所未有的挑戰，我們致力促進可持續發展，並在我們營運中管理重大環境議題，包括妥善管理資源及廢棄物以及推動綠色建築。除於日常營運中注入節約資源及廢物管理舉措外，我們已於該等酒店中制定環保目標，以顯示我們對減低環境影響的承諾。本集團遵守相關地方環境保護法規，如《中華人民共和國環境保護法》及《中華人民共和國固體廢物污染環境防治法》。本集團亦遵守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（就任何該等法律和法規適用的範圍而言）方面對本集團有重大影響的相關法律及法規。於報告期間內，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

電力的使用依然是我們溫室氣體排放的主要來源，而溫室氣體排放是導致氣候變化的因素。為了減低溫室氣體排放及減緩氣候變化，本集團已採取措施以於我們的營運中優化能源效益及減少產生廢棄物。

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Energy saving measures are widely adopted in our Hong Kong office, hotel management units and the Hotels. In general, we encourage our staff to turn off unused electrical appliances such as lighting and air-conditioners during non-office hours to save energy. Air-conditioners are regularly cleaned and inspected to maintain energy efficiency. In Hong Kong office, we use energy saving appliances with Grade 1 energy labels. Besides, smart building management systems are introduced to monitor electricity consumption of lighting systems in most of our leased offices to enable more efficient use of electricity. In addition, we encourage our staff to take public transport whenever possible to minimise carbon footprint.

Further, energy saving targets have been set in the Hotels. In order to achieve the targets, energy saving measures were further strengthened. With reference to seasonal change in occupancy rate, we group together our guests to certain floors to enhance energy efficiency. We review energy consumption of different sources on a weekly/monthly basis to check if there is any abnormal fluctuation. Lighting and heating systems are also controlled and adjusted according to seasonal difference to minimise energy use. For example, hot water system was adjusted to lower temperature in summer. The duration of hotel's external lighting was shortened due to longer daytime in summer. Designated time limit is set for lighting use in both public and office areas with regular inspection carried out to check if lighting and air-conditioning are switched off on schedule. During the Reporting Period, with effective energy monitoring system, the Hotels successfully achieved the targets set.

Considering the global water crisis, the Group continuously implements water-saving initiatives across our operations. In Wanda Moments Hotel, Nanchang West Railway Station, water saving target has been established. To achieve this goal, smart toilets are adopted, and water saving showers are also used to save about 8 tonnes of water per month. A rainwater catchment system is installed to collect and store water for irrigation. During the Reporting Period, the Group did not encounter any issue in sourcing water for daily operations.

我們的香港辦公室、酒店管理業務單位及該等酒店均廣泛採取節能措施。一般而言，我們鼓勵員工在非辦公時間內關掉不使用的電器（如照明系統及冷氣機）以節約能源。我們定期清潔及檢查冷氣機以維持能源效益。於香港辦公室，我們使用擁有一級能源標籤的節能電器。此外，我們引入智能建築管理系統以監控在我們大部分租用的辦公室的照明系統用電量，使能夠更有效使用電力。此外，我們鼓勵員工盡可能使用公共交通工具以將碳足跡減到最低。

此外，我們已於該等酒店制定節能目標。為達致該等目標，已進一步加強節能措施。經參考租用率的季節性變動，我們將賓客集中於若干樓層以提升能源效益。我們每週／每月會檢視不同來源的能源耗量，以識別任何異常波動。照明及供暖系統亦根據季節差異進行控制及調整以將能源使用減到最低。例如，熱水系統於夏季時會被調整至較低溫度。酒店外部照明系統的開啟時間因夏季較長日照時間而有所縮短。公共及辦公室區域的照明亦已設定預定時限，並且會定期檢查以監測照明系統及冷氣機是否如期關掉。於報告期間內，憑藉有效的能源監控系統，該等酒店成功達致設定的目標。

考慮到全球水危機，本集團在我們的營運中持續實施節水舉措。南昌西站萬達美華酒店已設定節水目標。為達到此目標，酒店採用智能廁所，並採用節水淋浴間使每月節省約八噸水。我們亦安裝了雨水收集及儲存系統來收集水供灌溉之用。於報告期間內，本集團的日常營運於並無遇上求取適用水源的問題。

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The Group encourages employees to reduce the use of paper and handle documents via online systems wherever it is possible. Other business units such as hotel management unit also advocate green office and paper-free working environment by reusing the blank side of single-side printed papers and encouraging double-sided printing. We encourage our staff to bring their own cups to reduce the use of disposable paper cups.

本集團鼓勵僱員盡可能減少用紙及通過網上系統處理文件。其他業務單位(如酒店管理)亦透過重複使用單面打印紙張的空白頁並鼓勵雙面打印，來推廣綠色辦公室及無紙化工作環境。我們鼓勵員工自備杯子以減少使用即棄紙杯。

Total Greenhouse Gas Emissions and Intensity <sup>1</sup> 溫室氣體總排放量及密度 <sup>1</sup>	Unit 單位	2020 二零二零年	2019 二零一九年
<b>Total greenhouse gas emissions</b> 溫室氣體總排放量	<b>Tonnes (carbon dioxide equivalent)</b> 公噸(二氧化碳當量)	<b>5,043</b>	<b>8,797</b>
Total greenhouse gas emissions (Scope 1) 溫室氣體總排放量(範圍1)	Tonnes (carbon dioxide equivalent) 公噸(二氧化碳當量)	77	0
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)	4,966	8,797
<b>Total greenhouse gas emissions intensity</b> 溫室氣體總排放密度			
Offices and Plaza 辦公室及商場	Tonnes (carbon dioxide equivalent)/square meter 公噸(二氧化碳當量)/平方米	0.1	0.2
The Hotels 該等酒店	Tonnes (carbon dioxide equivalent)/room night 公噸(二氧化碳當量)/房晚	0.02	N/A

<sup>1</sup> The data of 2020 include greenhouse gas emissions from five offices in Hong Kong and the PRC, Guilin Gaoxin Wanda Plaza and the Hotels. The data of 2019 include greenhouse gas emissions from eight offices in Hong Kong and the PRC, Guilin Gaoxin Wanda Plaza and commercial component of Fuzhou Hengli City.

<sup>1</sup> 二零二零年的數據包括位於香港及中國的五個辦事處、桂林高新萬達廣場以及該等酒店的溫室氣體排放量。二零一九年的數據包括位於香港及中國的八個辦事處、桂林高新萬達廣場以及福州恒力城商業部份的溫室氣體排放量。



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Total Energy Consumption and Intensity <sup>2</sup> 能源總耗量及密度 <sup>2</sup>	Unit 單位	2020 二零二零年	2019 二零一九年
<b>Total direct energy consumption — natural gas</b> 直接能源總耗量 — 天然氣	<b>cubic meter</b> 立方米	<b>35,482</b>	<b>0</b>
Offices and Plaza 辦公室及商場	cubic meter 立方米	0	0
The Hotels 該等酒店	cubic meter 立方米	35,482	N/A 不適用
<b>Total indirect energy consumption — electricity</b> 間接能源總耗量 — 電力	<b>kWh</b> 千瓦時	<b>8,317,081</b>	<b>14,107,476</b>
Offices and Plaza 辦公室及商場	kWh 千瓦時	5,701,346	14,107,476
The Hotels 該等酒店	kWh 千瓦時	2,615,735	N/A 不適用
<b>Total energy consumption</b> 能源總耗量	<b>GJ</b> 吉焦	<b>31,323</b>	<b>50,787</b>
Offices and Plaza 辦公室及商場	GJ 吉焦	20,525	50,787
The Hotels 該等酒店	GJ 吉焦	10,798	N/A 不適用

<sup>2</sup> The data of 2020 include energy consumption from five offices in Hong Kong and the PRC, Guilin Gaoxin Wanda Plaza and the Hotels. The data of 2019 include energy consumption from eight offices in Hong Kong and the PRC, Guilin Gaoxin Wanda Plaza and commercial component of Fuzhou Hengli City.

<sup>2</sup> 二零二零年的數據包括位於香港及中國的五個辦事處、桂林高新萬達廣場以及該等酒店的能源耗量。二零一九年的數據包括位於香港及中國的八個辦事處、桂林高新萬達廣場以及福州恒力城商業部份的能源耗量。

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Total Energy Consumption and Intensity <sup>2</sup> 能源總耗量及密度 <sup>2</sup>	Unit 單位	2020 二零二零年	2019 二零一九年
<b>Total energy consumption intensity</b> 總能源消耗密度			
Offices and Plaza 辦公室及商場	GJ/square meter 吉焦／平方米	0.45	1.12
The Hotels 該等酒店	GJ/room night 吉焦／房晚	0.12	N/A 不適用
Total Water Consumption and Intensity <sup>3</sup> 總耗水量及密度 <sup>3</sup>	Unit 單位	2020 二零二零年	2019 二零一九年
<b>Total water consumption</b> 總耗水量			
Offices and Plaza 辦公室及商場	Cubic meter 立方米	155,050	221,324
The Hotels 該等酒店	Cubic meter 立方米	21,216	N/A 不適用
<b>Total water consumption intensity</b> 總耗水量密度			
Offices and Plaza 辦公室及商場	Cubic meter/square meter 立方米／平方米	3.3	5.3
The Hotels 該等酒店	Cubic meter/room night 立方米／房晚	0.2	N/A 不適用

<sup>3</sup> The data of 2020 include water consumption from one office in the PRC, Guilin Gaoxin Wanda Plaza and the Hotels. The data of 2019 include water consumption from four offices in Hong Kong and the PRC, Guilin Gaoxin Wanda Plaza and commercial component of Fuzhou Hengli City.

<sup>3</sup> 二零二零年的數據包括位於中國的一個辦事處、桂林高新萬達廣場以及該等酒店的耗水量。二零一九年的數據包括位於香港及中國的四個辦事處、桂林高新萬達廣場以及福州恒力城商業部份的耗水量。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Managing Waste Responsibly

We are aware of the impacts of the waste generated from our operations. As a responsible corporate citizen, the Group has adopted a three-tiered approach across our operations, which prioritizes waste avoidance over waste reduction and recycling. We consider waste disposal at last only and have appointed qualified waste management companies to handle such waste disposal in proper manner.

Our hotel management units have also established and implemented the following waste management initiatives with the above three-tiered approach adopted by the Group. We strive to minimize waste generation while offering first-class quality services, such as replacing one-off consumable products with more sustainable choices. For instance, we substitute larger bottles of shampoo for small ones. We also substitute biodegradable packing boxes for plastic boxes. In the Hotels, we have conducted waste classification and recycling and completed the waste oil recycling scheme initiated by the government.

During the Reporting Period, approximately 17 tonnes of non-hazardous waste was generated, while 5,450 kg of paper, 2,226 kg of plastics and 4,550 kg of food waste were recycled respectively. In addition, our operations did not create significant amount of hazardous waste.

### Promoting Green Buildings

We decarbonise our business by adopting green buildings features in building design and construction. The group strives to reduce our emission footprint as well as optimising resources efficiency in our properties and hotel management operations.

Guilin Gaoxin Wanda Plaza is the signature green building project of the Group. The building is managed by an intelligent building management system developed by our parent company, DWCM, i.e., “Huiyun Smart Management System”. Such system combines five stand-alone building management components, namely energy consumption, fire alarm, security, operation and equipment management systems, into a centralized platform. It allows the Guilin Gaoxin Wanda Plaza to operate in safe, green and smart ways, and improves the building's energy efficiency while offering quality service to our customers. Our efforts to create outstanding green building earned the “1-star” level criteria of the China Green Building Label.

### 可靠的廢棄物管理

我們關注營運中所產生的廢棄物。作為負責任的企業公民，本集團已在營運中採用三級策略，以避免產生廢棄物為上策，其次減少並回收廢棄物。我們最後才考慮棄置廢棄物，並已委聘合資格廢棄物管理公司以妥善方式處理廢棄物。

在本集團採用上述三級策略的同時，我們的酒店管理業務單位亦已制定並實施以下廢棄物管理舉措。我們在提供一流服務的同時致力減少產生廢棄物，例如以更可持續的產品代替一次性消耗品。舉例而言，我們用大瓶裝洗髮水替代小瓶裝，亦用可生物降解的包裝盒代替塑膠盒。在該等酒店，我們已進行廢物分類及回收，並完成政府開展的廢油回收計劃。

於報告期間內，我們產生約17公噸的無害廢棄物，當中已分別循環再用5,450公斤紙張、2,226公斤塑膠及4,550公斤木材。此外，我們的營運並無產生大量有害廢棄物。

### 推動綠色建築

我們透過在設計及建設樓宇時採用綠色建築特色，為業務減碳。本集團致力減低我們的排放足跡，並且在我們的物業及酒店管理業務中優化資源效益。

桂林高新萬達廣場為本集團的標誌性綠色建築項目，其由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」管理。該系統將五個獨立建築管理體系（即能源消耗、消防警報、保安、營運及設備管理體系）結合成一個集中式平台，讓桂林高新萬達廣場的營運既安全又環保而且智慧化，在為顧客提供優質服務的同時改善建築的能源效益。我們在創造優秀綠色建築的努力獲得中國綠色建築的「一星」標準認證。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

The green building features of the Guilin Gaixin Wanda Plaza are summarised in the following table:

桂林高新萬達廣場的綠色建築特色概述於下表：

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 遮擋陽光直射至室內的天花板及窗戶，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。

To pursue the Group's vision of promoting green buildings, we have established the Wanda Hotel Design and Research Institute to incorporate the concept of sustainability and green elements into the design and management of hotels operated and managed by the Group. The Group also recognize that climate change can have significant implications for our hotel management and operations. Therefore, we continuously seek to assess and identify the risks of extreme weather for the hotels located in areas vulnerable to climate changes so as to formulate and implement appropriate mitigating and adaptation measures. For operations in the USA, we have set green building requirements such as obtaining Leadership in Energy and Environmental Design (LEED) silver standards.

為追求本集團推廣綠色建築的構想，我們已成立萬達酒店設計研究院，將可持續性概念及綠色元素融入本集團所營運及管理的酒店設計及管理當中。本集團亦意識到氣候變化可能會對我們的酒店管理及營運產生重大影響。因此，我們就位於易受氣候變化影響的地區的酒店持續尋求評估及識別有關極端天氣風險，以便制定及實施適當的緩解及適應措施。就美國的業務而言，我們已制定綠色建築規定，如取得能源與環境設計領先認證 (LEED) 銀級標準。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### WALK ALONG WITH EMPLOYEES

The Group recognises the importance of our employees to our business' sustainability and success. We provide competitive remuneration package and benefits to attract and retain talents. We remain committed to equal career development opportunities for our employees and prohibit discrimination in any form. Apart from providing a health and safety working environment, we promote work-life balance and continue to invest in people by encouraging them to participate in different trainings, empowering them to thrive in their positions. Our employment management practices are guided by a series of fair, open and comprehensive employment policies of the Group to ensure compliance with employment-related regulations and laws. The Group complies 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 PRC. During the Reporting Period, the Group did not identify any major violations related to the labour and dismissal rule and legislation and has, to the extent applicable, complied with all relevant laws and regulations that have a significant impact on the Group relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.

#### Talents Acquisition and Retention

To attract and retain talents, we have established transparent and fair recruitment procedures and the employment policy is reviewed when necessary. We are committed to creating a diverse and inclusive working environment, as well as supporting our employees along their career paths with equal opportunities and care. The Group's employment policy, strictly prohibits employment of child and forced labour across its business operations, which is line with the Employment of Children Regulations (Chapter 57B of the Laws of Hong Kong), Labour Law and Labour Contract Law of the PRC, and the Provisions on the Prohibition of Using Child Labour. Background checks are conducted on all job applicants and follow-up actions will be conducted by management in the interest of the individual if any child or forced labour existence observed.

### 與員工同行

本集團了解到僱員對業務可持續發展及成功的重要性。我們提供具競爭力的薪酬及福利以吸引及挽留人才。我們亦繼續致力於確保我們的僱員獲得平等的職業發展機會，防止任何歧視情況發生。我們除了提供健康安全的工作環境外，亦提倡工作與生活的平衡，並通過鼓勵員工參與各種培訓向彼等持續作出投資，讓彼等能於其崗位中發揮所長。我們的僱傭管理常規以本集團一系列公平、公開及全面的僱傭政策為指引，確保所有事項均符合與僱傭相關的規例及法律。本集團遵守香港《僱傭條例》（香港法例第57章）、《中華人民共和國勞動法》及《中華人民共和國勞動合同法》。於報告期間內，本集團並無識別出與勞動及解聘法規法例相關的任何重大違規事件，而且，在適用的範圍內，本集團已遵守有關薪酬及解僱、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方面對本集團有重大影響的一切相關法律及規例。

#### 人才吸納及保留

為了吸引及挽留人才，我們設立透明、公平的招聘流程，並在有需要時檢討僱傭政策。我們致力創造多元化及包容的工作環境，以及在平等機會及在僱員的職業規劃中給予支持。本集團僱傭政策嚴禁就其業務營運中聘用童工及強迫勞動，以確保其遵守《僱用兒童規例》（香港法例第57B章）、《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《禁止使用童工規定》。我們對所有求職者進行背景調查，倘發現有任何童工及強迫勞動時，管理層將以相關個別人士的利益為前提作出跟進行動。



# Environmental, Social and Governance Report

## 環境、社會及管治報告

We offer our employees with competitive remuneration package to ensure talents are retained, with considerations of their performance, experience and market salary level, and distribute bonus depending on Group's financial performance and employees' performance. The Group also provides employees with a wide range of benefits including funds, social insurance, personal accident insurance, medical insurance, retirement plans, education subsidy, annual health check, medical welfare, as well as free working meals or meal allowances. Besides, we strive to create an inclusive workplace by offering maternity or paternity leave to eligible employees in accordance with local laws and regulations, granting housing allowance to employees with inconsistent working places before and after employment and expatriates, as well as providing meal subsidies and special arrangements for ethnic minority employees.

The Group believes that offering a structured and clear promotion ladder is one of the crucial factors to retain talents and recognise their contributions. We conduct performance appraisal annually for our employees to communicate feedback, and provide appeal channels to ensure fairness of the review process. In particular, the performances of employees and management of the Hotels are reviewed on monthly and quarterly basis to ensure that we maintain our service quality. Apart from external recruitment, the Group recommends staff for internal promotion when there are job vacancies available, in order to recognise their contributions to the Group and enhance their career mobility.

我們按照僱員的表現、經驗及市場薪酬水平給予彼等具競爭力的薪酬以挽留人才，而花紅分派則須根據本集團的財務表現及僱員的表現而釐定。本集團亦向僱員提供廣泛的福利，包括公積金、社會保險、人身意外傷害保險、醫療保險、退休計劃、教育補貼、年度體檢及醫療福利，以及免費工作膳食或用膳補貼。此外，我們致力建立具包容性的工作場所，根據地方法律及法規向合資格僱員提供產假或待產假，向聘用前後工作地點變動的員工及外籍員工授予住屋津貼，以及為少數族裔員工提供膳食津貼及特別安排。

本集團認為，提供一個有架構且明確的晉升階梯是挽留人才及肯定其貢獻的關鍵元素之一。我們每年對僱員進行表現考核並給予反饋，及提供申訴渠道，確保考核過程公平。尤其是，該等酒店的僱員和管理層的表現均會每月及每季進行檢討，確保我們維持優質的服務。除外部招聘外，本集團在出現職位空缺時會推薦員工進行內部調升，以肯定彼等對本集團作出的貢獻以及增加彼等的職業流動性。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

Recognising the importance of maintaining close relationship with employees, we organise various team-building activities and develop effective communication channels with employees such as birthday parties, team gatherings and festival celebrations. Recreational activities were also initiated to foster healthy culture and employees' well-being. In addition, we encourage open communication and arrange regular meetings with employees in the Hotels and collecting feedback and satisfaction surveys in our hotel management units. The survey results and feedback collected enable the Group to identify the areas of improvement so as to create a better working place for our employees.

為與僱員維持緊密關係，我們組織各類團隊建立活動，及與僱員建立有效溝通渠道，如慶生會、團隊聚會及節慶活動。我們亦舉辦康樂活動以促進健康文化及僱員健康。此外，我們鼓勵公開溝通，並安排與該等酒店的僱員定期會面以及於我們的酒店管理業務單位中收集反饋及滿意度調查。收集到的調查結果及反饋意見有助於本集團識別需要改善的地方，以為僱員創造更佳的工作場所。



Engaging with our employees in the Hotels.  
與該等酒店的僱員進行互動。



# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Employee Distribution

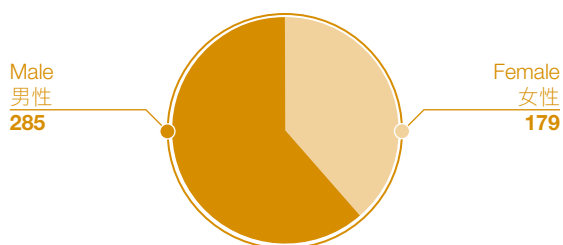
#### 員工分佈

As of 31 December 2020<sup>4</sup>

截至二零二零年十二月三十一日<sup>4</sup>

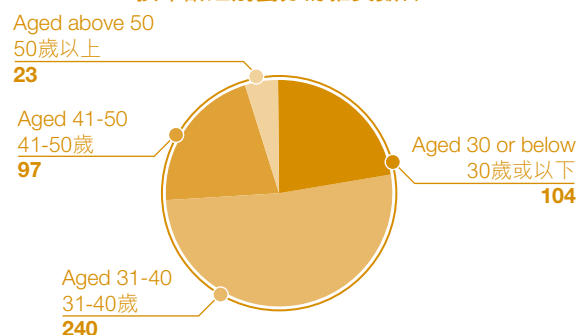
#### Number of employees by gender

按性別劃分的僱員數目



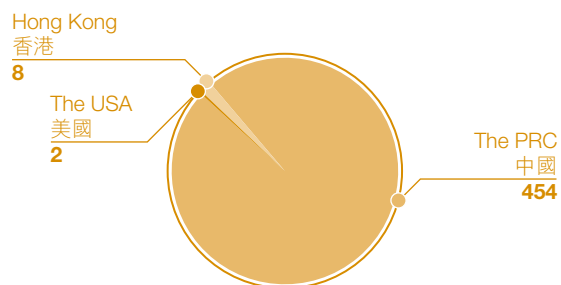
#### Number of employees by age group

按年齡組別劃分的僱員數目



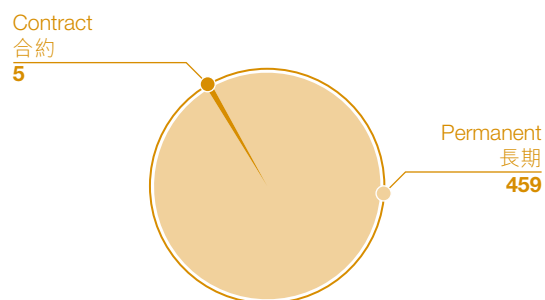
#### Number of employees by geographical location

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



<sup>4</sup> The data includes the Group's hotel services business in the PRC, offices in Chicago, the USA and Hong Kong and the Hotels.

<sup>4</sup> 數據包括本集團在中國的酒店服務業務、美國芝加哥及香港的辦公室以及該等酒店。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Training and Development

The Group puts emphasis on cultivating our employees with various training and development opportunities, enhancing their job-related skills and knowledge. During the Reporting Period, the Group has delivered a total 7,708 hours of training to employees, with an average of 17 hours per employee.

To facilitate our employees' professional development, we have arranged an array of trainings in different operations. For instance, we have introduced "Talent Scheme" and "Quality Talent Scheme" with aim to equip our employees and managers with skills for promotion to higher positions. Besides, we have offered soft skills training courses on sales negotiation to improve sales, and Group branding and marketing courses to acquire knowledge of brand management and market promotion in hotel management units. Hotel management related trainings with emphasis on hotel operations and "Train-the-trainer Courses" were also provided to sharpen the technical skills of our employees in the Hotels. For other business units, we have also provided technical training on topics such as accounting and architecture to nurture our talents.

### 培訓及發展

本集團注重以各類培訓及發展機會培育僱員，並且提升彼等工作相關的技能及知識。於報告期間內，本集團向僱員提供合共7,708小時培訓，每名僱員受訓的平均時數為17小時。

為促進僱員的專業發展，我們在不同營運單位中安排一系列培訓。例如，我們推行「英才計劃」及「優才計劃」，旨在使我們的僱員及經理具備技能以晉升高職。此外，我們提供有關銷售談判的軟技能培訓課程以提升銷售，以及提供集體品牌及營銷課程讓僱員獲取有關酒店管理單位的品牌管理及市場推廣的知識。我們亦提供酒店營運及「培訓者培訓課程」的酒店管理相關培訓，以提升該等酒店僱員的技術能力。就其他業務單位而言，我們亦提供有關會計及建築等主題的技術培訓以培養人才。

# Environmental, Social and Governance Report

## 環境、社會及管治報告



We regularly organised training at the Hotels.

我們定期於該等酒店舉辦培訓課程。

To incentivise our employees to pursue career development, our employees are eligible to reimburse expenses including course fees and related expenses, and are paid during in-service training.

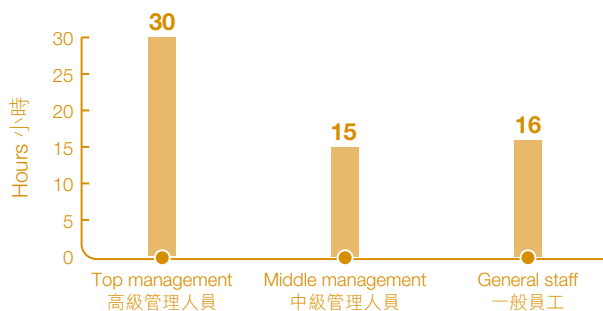
為激勵我們的僱員追求職業發展，合資格的員工報銷培訓費用，包括課程費及相關費用，且彼等於在職培訓期間獲發工資。

### Average Training Hours Completed per Employee

每名僱員完成受訓的平均時數

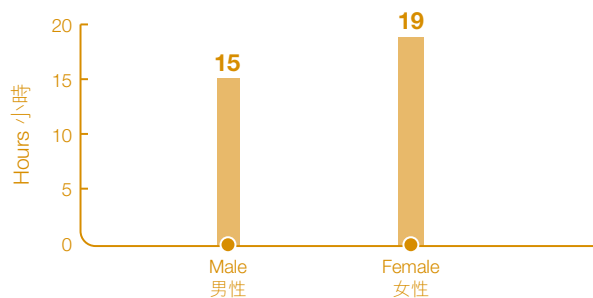
#### Average training hours per employee by employee category

按僱員類別劃分的每名僱員平均受訓時數



#### Average training hours per employee by gender

按性別劃分的每名僱員平均受訓時數





# Environmental, Social and Governance Report

## 環境、社會及管治報告

	Unit 單位	2020 二零二零年	2019 二零一九年
<b>Percentage of employees trained by employee category</b> 按僱員類別劃分的受訓員工百分比			
Top management 高級管理人員	%	100	100
Middle management 中級管理人員	%	87.9	100
General staff 一般員工	%	93.7	99.3
<b>Percentage of employees trained by gender</b> 按性別劃分的受訓員工百分比			
Female 女性	%	98.9	99.5
Male 男性	%	88.4	99.7

### Taking Care of Employees' Health and Safety

It is our responsibility to ensure health and safety of all people working at our premises. The Group strictly complies with the Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong) and the legal requirements on occupational health and safety stipulated in the Labour Law of the PRC. To mitigate the inherent occupational health and safety risks, our hotel management units have formulated the "Safety Mandatory Provision" to outline the responsibilities of safety personnel, daily safety measures, and safety-related policies, which require all employees to follow.

We enhance employees' health and safety awareness by offering safety programmes and trainings during induction. To further mitigate risks associated with high potential hazard activities such as entering construction sites and performing maintenance work, we provide adequate personal protective equipment to avoid occupational accidents. We also maintain regular communication with our contractors to monitor the health and safety issues at construction sites.

### 重視員工健康與安全

我們有責任確保所有員工的健康及安全。本集團嚴格遵守《職業安全及健康條例》（香港法例第509章）及《中華人民共和國勞動法》中所訂明有關職業健康及安全的法定要求。為降低固有職業健康及安全風險，我們的酒店管理業務單位已制定《安全強制性條文》，清晰規範安全人員的職責、日常安全措施以及與安全相關的政策，規定所有員工嚴格遵守。

我們為員工於入職時安排安全計劃及培訓，以提高他們的職業安全意識。為進一步降低與潛在高危活動（如進入工地和進行維修工作）相關之風險，我們亦為員工提供足夠的個人防護裝備。我們亦與承建商維持定期溝通，以監察工地的健康及安全情況。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

In response to the COVID-19 outbreak, we pursued proactive approach and offered related training to provide a safe and healthy environment for our employees. Various preventive measures were implemented in different business units to reduce the transmission risks, including requiring all employees to wear masks, providing different protective equipment such as masks to employees, intensifying cleaning and disinfection at common areas and areas that are the most frequently touched, as well as daily checking temperature of all staff.

Our hotel management units co-edited the first COVID-19 Prevention Guidebook for the Hotel Industry (the “Guidebook”) with the national emergency medical team of Huashan Hospital of Fudan University in Shanghai, the PRC, which was distributed to all hotels of the Group and shared within the industry. The Guidebook serves as an industry reference, demonstrating the proper procedures and measures to protect customers and employees’ health and safety, and to support and receive national medical teams to undergo testing for COVID-19. The Hotels also strictly followed the Guidebook to protect health and safety of our employees. We have also implemented flexible work arrangement in some business units to maintain social distance and cancelled overseas business trips to reduce the infection risks.

我們採取積極態度應對COVID-19冠狀病毒爆發，並提供相關培訓，以為員工提供安全健康的環境。為降低傳播風險，不同業務單位採取多項預防措施，包括要求所有員工佩戴口罩、為員工提供口罩等不同防護設備、加強公共區域及最經常被接觸區域的清潔及消毒，以及每天量度所有員工的體溫。

我們的酒店管理業務單位與中國上海復旦大學附屬華山醫院國家緊急醫學救援隊聯合編撰《酒店業新冠肺炎防疫手冊》（「該手冊」），該手冊分發至本集團所有酒店，並於業內分享。該手冊可作為行業參考，說明保護客戶及員工的健康及安全，以及支援及接待國家醫療團隊的適當程序及措施以接受COVID-19冠狀病毒檢測。該等酒店亦嚴格遵守該手冊，以保障員工的健康及安全。我們更在部分業務單位實行彈性工作安排以保持社交距離，並取消海外出差以減少感染風險。



We conducted regular disinfection to safeguard employees’ health and safety in the Hotels. 為保障員工的健康及安全，該等酒店進行定期消毒。

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Our effort made in creating a safe workplace is reflected in our performance record. During the Reporting Period, there was no work related fatalities and lost day due to work injuries recorded.

我們的績效記錄反映出我們建立安全工作場所的努力。於報告期間內，我們並無因工死亡事故，因工傷損失的工作日數為零。

### RESPONSIBLE OPERATIONS

Sustainability and responsible business practices have been an integral part of the Group's way of doing business. We believe high quality service, strong business performance and high ethical standards go hand in hand. Besides, several measures are adopted to safeguard and protect our intellectual property. We review our internal policies and procedures regularly and keep an eye on intellectual property activities to avoid any infringement. We ensure our business follows related regulations and rules in respect of essential issues. During the Reporting Period, we are not aware of any non-compliance relating to health and safety, advertising, labelling and privacy matters relating to products and services provided by the Group.

#### Maintaining Ethical Conduct

High standards of ethical conduct is the cornerstone of the Group's value. We respect human rights, embrace diversity and inclusion and stand firm against corruption. The Group seeks to build up and maintain trust with our stakeholders by these core values which are essential to our sustainable business development. Well established internal policies are in place in particular for projects tendering to ensure that we and our staff comply with relevant laws and regulations in relations to bribery, extortion, fraud and money laundering. They include but are not limited to the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong) and the Anti-money Laundering Law of the PRC. Whistleblowing procedure is established to facilitate reporting of misconduct and investigation and resolution of malpractice. Department managers are involved to handle any reported cases, and where necessary, the cases will be escalated to the Group's management.

### 負責任的營運

可持續發展及負責任的營商手法已成為本集團開展業務不可或缺的一部分。我們相信優質服務、良好業務表現及高道德標準乃相輔相成。此外，我們亦採納多項措施以保障及保護我們的知識產權。我們定期審閱內部政策及程序，並密切注意知識產權活動，以避免任何侵權行為。我們確保業務遵循有關重要事項的法律及規例。於報告期間內，我們並無發現任何與有關本集團所提供產品和服務的健康與安全、廣告、標籤及私隱事宜的違規情況。

#### 維護道德操守

良好的道德操守是本集團的核心價值。我們尊重人權、擁護多樣性及包容性且堅決反貪污。本集團致力通過該等對我們的可持續業務發展至關重要之核心價值建立並維持與持份者之間的信任。我們已制定完善內部政策，特別是針對項目招標的內部政策，以確保本集團及其員工遵守有關防止賄賂、勒索、欺詐及洗黑錢的相關法律及規例。有關法律及規例包括但不限於《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》。我們已建立舉報程序以助舉報不當行為以及調查及解決瀆職行為。部門經理將參與處理任何舉報個案，並在必要時提交個案至本集團管理層。

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Our employees undergo trainings on anti-corruption to ensure they are familiar with the Group's expectation on ethical and professional conduct. For Hong Kong operations in particular, we arrange regular anti-corruption refresher training provided by the Hong Kong Independent Commission Against Corruption (ICAC). As for our PRC operations, we have also arranged anti-corruption training for some of our employees during the Reporting Period. During the Reporting Period, we are not aware of any non-compliance with laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering.

### Managing Our Supply Chain

Supplier relationships are of paramount importance of our reputation and brand. We work closely with our suppliers to ensure they meet our high quality and comprehensive standards. In selecting business partners, we work with reputable suppliers who provide the best quality products and services, and give priority to local suppliers to facilitate sustainability in the local economy and reduce carbon footprint from transportation. To reduce the risk of over dependence to a few suppliers, we strive to maintain a diverse and large supplier base. During the Reporting Period, over 1,248 suppliers were engaged to ensure the stability of our supply chain.

A comprehensive tendering procedure has been established to standardise the process of suppliers and subcontractors. Suppliers need to undergo a procedure of primary selection, audit, and public tendering processes to being included in our suppliers list. These procedures are expected to be effective to prevent the occurrence of malpractices such as corruption, bribery, blackmail, fraud and money laundering. We seek to buy at competitive price with desirable quality, but not at the expense of labour standards, human rights, health impact or the environment. Besides, the Hotels also take suppliers' environmental and social performance into account when conduct monitoring and performance evaluation, which might consider terminating our cooperation with those suppliers who fail to meet our social and environmental performance requirements. During the Reporting Period, some of our hotels introduced the use of smart scales to strengthen the purchase acceptance process with the photo taking function to avoid the possibility of fraud.

我們的員工均接受反貪污培訓，以確保他們熟悉本集團對道德及專業操守的期望。特別是香港營運方面，我們安排由香港廉政公署（ICAC）提供定期反貪污複修訓練。至於中國營運方面，我們於報告期間內亦為部份員工安排反貪污培訓。於報告期間內，我們並不知悉有關賄賂、勒索、欺詐及洗黑錢方面對本集團有重大影響的相關法律及法規的不合規情況。

### 管理我們的供應鏈

供應商關係對我們的聲譽及品牌極為重要。我們與供應商緊密合作，以確保供應商符合我們的高水平及整體標準。於選擇商業夥伴方面，我們與提供最優質產品及服務且信譽良好的供應商合作，並優先考慮當地供應商，以促進當地經濟的可持續發展並減少運輸帶來的碳足跡。為減低對少數供應商過度依賴的風險，我們努力保持多元化及龐大的供應商基礎。於報告期間內，超過1,248名供應商獲委聘，以確保供應鏈穩定性。

本集團已建立完整招標流程以標準化供應商及分包商流程。供應商需經過初選、審計及公開招標等流程，方可獲納入供應商清單。此等程序有望有效防止舞弊行為，例如貪污、行賄、勒索、欺詐及洗黑錢。我們尋求以具競爭力的價格採購理想質素的产品或服務，且毋須以勞工準則、人權、健康影響或環境為代價。此外，該等酒店於進行監察及表現評估時亦考慮到供應商的環境及社會表現，本集團或會考慮與不符合我們的社會及環境表現要求的供應商終止合作。於報告期間內，部份酒店引入使用具有照片拍攝功能的智能秤，以加強的採購驗收程序，從而避免欺詐的可能性。

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Number of Suppliers by Geographical Region 按地理區域劃分的供應商數目	Unit 單位	2020 二零二零年
The PRC 中國	Number 數目	748
Overseas 海外	Number 數目	500

### Enhancing Services

Customers are always our priority. We endeavour to maximize our customers' satisfaction through different customer-based services. Customers' opinions are vital to the Group to make continuous improvement. For instance, we have established a customer support service team in Guilin Gaoxin Wanda Plaza to handle customers' needs and complaints. Customers' feedback channels are provided to solve their inquiries and to address their complaints efficiently. Formal customer satisfaction surveys are conducted twice a year while a customer complaint hotline has been set up at the mall's concierge. Our Operation Department is responsible for reviewing all complaints. The department will direct accepted complaint messages to relevant departments, ensuring that they comply with internal policies before responding to the guest. All complaints are expected to be handled within 24 hours.

In addition, Wanda Moments Hotel Qingpu, Shanghai evaluated its customer services performance with reference to Ctrip rating. As at the 31 December 2020, the hotel obtained an overall score of 4.5 out of a 5-point scale in Ctrip rating. As such, the hotel set an aggressive target of 4.8 for themselves to enhance their customer experience. To achieve this, monthly reviews were conducted to evaluate the performance against the score obtained. If the score fell below 4.8, around 25% of the employees' merit pay would be penalised. Besides, Wanda Moments Hotel, Nanchang West Railway Station tried to increase the number of feedbacks collected by actively calling the guests after check-in and check-out.

During the Reporting Period, we received and properly handled 41 complaints relating to our products and services, none of which were major complaints from external parties or regulatory authorities.

### 提升服務

客戶一直是我們的第一位。本集團致力透過不同滿足客戶需求的服務提高客戶滿意度。客戶的意見對本集團作出持續改進至關重要。舉例而言，本集團於桂林高新萬達廣場建立客戶支援服務團隊，以處理客戶需求及投訴，並提供客戶反饋渠道，以解決客戶查詢及有效處理客戶投訴。廣場將每年進行兩次正式客戶滿意度調查，及於商場禮賓部設立客戶投訴熱線。我們的營運部門負責審閱所有投訴，並將接獲投訴訊息轉交相關部門，以確保有關部門回應客人前遵所內部政策。所有投訴預期將於24小時內處理。

此外，上海青浦萬達美華酒店參考攜程旅行網評分以評估其客戶服務表現。於二零二零年十二月三十一日，該酒店於攜程旅行網評分（5分制）之整體得分為4.5分。因此，酒店訂立4.8分的進取目標，以提升客戶體驗。為求達標，酒店每月進行檢討，以根據所獲分數評估表現。倘得分低於4.8分，僱員將被罰款約25%的績效工資。此外，南昌西站萬達美華酒店嘗試於客戶入住及退房後主動致電以提高反饋數量。

於報告期間內，我們接獲並妥善處理41宗與我們的產品及服務相關的投訴，當中並無來自外部各方或監管機構的重大投訴。



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### Safeguarding Privacy

We strive to protect customers' data privacy. The privacy and confidentiality requirements are clearly stated in our internal policies. For the collection, holding and using, disclosure and transfer of personal data, our operation adheres to relevant local regulations, 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 PRC.

### Maintaining Health and Safety

Customers' health and safety is the utmost issue to us. A comprehensive hotel management policy has been developed to safeguard our guests' health and safety during their stay in our hotels. During the design phase of our hotels, we make sure the design and layouts fulfil the safety and quality requirements set out in Wanda's hotel management units' design guidelines, to ensure compliance with relevant laws and regulations including but not limited to the Fire Protection Law of the PRC. When the hotel comes into operation, we make sure that sufficient emergency planning is in place with adequate fire drills, trainings, and dedicated personnel to monitor the safety of the hotel.

### Responding to COVID-19

In response to COVID-19, the Group has introduced a series of health and safety measures to all hotels. As an industry pioneer, we recognised the urgent need to have a standard guide for mitigation measures for the industry. As such, we consulted professional medical advice from the Deputy Director of Huashan Hospital of Fudan University in Shanghai, the PRC, as well as the commander of the medical team of Huashan Hospital in Hubei, the PRC, and published the Guidebook with Huashan Hospital of Fudan University in Shanghai, the PRC. Apart from recommendation on emergency plan, the Guidebook sets out a list of guidelines for room services, food and kitchen management as well as facility management.

We are well aware that many travel plans have been disrupted amid COVID-19. In this regard, we introduced flexible arrangements for our guests to ease their pressure. We also actively helped our guests to change room bookings to our other hotels which are located in areas with lower health and safety risks.

### 保障私隱

我們致力保障客戶的資訊私隱。本集團的內部政策明確規定私隱及保密規定。就收集、持有及使用、披露及轉移個人資料方面，我們的營運恪守相關的當地法規，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》。

### 維護健康及安全

客戶的健康及安全為我們的首要任務。本集團已制定全面酒店管理政策以保障客戶入住酒店期間的健康及安全。在酒店的設計階段，我們確保設計及佈局符合萬達酒店管理業務單位的設計導則所載之安全及質量要求，以確保遵守相關法律及規例，包括但不限於《中華人民共和國消防法》。於營運階段，我們確保作出充分應急計劃，並安排足夠防火演習及培訓，以及安排專門人員監察酒店的安全。

### 應對 COVID-19 冠狀病毒

為應對 COVID-19 冠狀病毒，本集團為所有酒店引入一系列健康及安全措施。作為行業先驅，本集團認為迫切需要制定針對酒店行業的緩解措施標準指南。因此，我們諮詢了位於中國上海的復旦大學附屬華山醫院副主任以及中國湖北華山醫院醫療隊指揮官的專業醫療建議，與位於中國上海的復旦大學附屬華山醫院聯合出版該手冊。除應急計劃建議外，手冊亦載列客房服務、餐飲及廚房管理以及設施管理的指引。

我們深知，許多旅遊計劃於 COVID-19 冠狀病毒疫情期間被逼中斷。就此，我們為客戶提供靈活安排以減輕他們的壓力。我們亦主動協助客戶更改預訂客房至位於較低健康及安全風險地區的其他酒店。

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### CARING FOR THE COMMUNITY

Recognising the significance of giving back to society, the Group engages with the stakeholders in local communities in regions where it operates and supports local community development through impactful community investment activities targeted to the underprivileged groups.

In 2020, we donated HK\$350,000 to a not-for-profit organisation and our employees contributed 1,141 volunteer hours to support the needy through diverse activities.

#### Provision of Quality Accommodation and Support Amid COVID-19

The Group understands the tremendous challenges faced by medical staff and individual under quarantine. In this regard, the Group provided them with quality accommodation while safeguarding the health and safety of the local communities. During the Reporting Period, our hotel management units and the Hotels provided more than 30,000 rooms for quarantine to reduce the chance of cross-infection and received medical experts to undergo testing for COVID-19.

In addition to providing quality accommodation, our employees from the Wanda Moments Hotel Qingpu, Shanghai organised voluntary activity to send their regards to frontline medical staff in the quarantine areas including streets, health centres and disease control and prevention centres during the Reporting Period. The Hotel also donated anti-epidemic supplies to support them amid the COVID-19 pandemic.

### 致力關懷社區

我們相當重視回饋社會，本集團與營運所在地的當地社區持份者合作，並透過針對弱勢社群展開具影響力的社區投資活動以支援當地社區發展。

於二零二零年，我們合共捐出350,000港元以支持非牟利組織，而我們的員工亦透過參與多項義工活動以支持有需要人士，涉及的時數達1,141小時。

#### 於COVID-19冠狀病毒疫情期間提供優質住宿及支援

本集團了解醫護人員及被隔離人士面臨的巨大挑戰。就此，本集團為他們提供優質住宿，同時保障當地社區的健康及安全。於報告期間內，我們的酒店管理業務單位以及該等酒店提供了超過30,000個隔離房間，以減低交叉感染的機會及接待醫學專家以接受COVID-19冠狀病毒檢測。

除提供優質住宿外，上海青浦萬達美華酒店的員工更組織了義工活動，於報告期間內向包括街道、衛生中心以及疾控中心在內的檢疫區的前線醫護人員送上關心。於COVID-19冠狀病毒疫情期間，酒店亦捐贈了抗疫物資以支持前線人員。

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Employees of Wanda Moments Hotel Qingpu in Shanghai sent regards to quarantining personnel.  
上海青浦萬達美華酒店的員工向被隔離人士送上關心。

### Regular Visits to Nursing Homes for the Elderly

To demonstrate our love and care to the elderly in the community, our hotel management units visited nursing homes for the elderly in Nanjing several times to distribute fruits, do the cleaning work and have conversations with the elderly during the Reporting Period. In particular, around 20 employees visited the nursing homes with mooncakes to celebrate Mid-Autumn Festival together.

### 定期探訪護老院

為向社區中的長者表達我們的愛心及關懷，酒店管理業務單位於報告期間內多次探訪南京的護老院，並派發水果、進行清潔工作並與長者交談。約20名員工更帶同月餅探訪護老院，與長者共同慶祝中秋節。

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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 Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
<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: 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) the policies; and (a) 政策；及 (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. (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
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 Period. 不適用 — 本集團於報告年度並無 大量產生有害廢棄物。

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General Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
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 Period. 本集團於報告年度並無大量產生有害廢棄物。
<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
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



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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。	Environmental Protection — Using Resources Efficiently 環境保護 — 善用資源  The Group did not encounter any issue in sourcing water for daily operations during the Reporting Period. 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)每生產單位佔量。	Not applicable — The Group's products do not require the use of packaging material. 不適用 — 本集團的產品無須使用包裝材料。
<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。	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 Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
<b>B. Social — Employment and Labour Practices</b>		
<b>B. 社會 — 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: 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) the policies; and (a) 政策；及 (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. (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披露相關數據。

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General Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
<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: 有關提供安全工作環境及保障僱員 避免職業性危害的： (a) the policies; and (a) 政策；及 (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. (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

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General Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
<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。	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
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
<b>Aspect B4: Labour Standards</b>		
<b>層面 B4：勞工準則</b>		
General Disclosure 一般披露	Information on: 有關防止童工或強制勞工的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. (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

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General Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
<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。	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
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
<b>Aspect B6: Product Responsibility</b>		
<b>層面 B6：產品責任</b>		
General Disclosure 一般披露	Information on: 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) the policies; and (a) 政策；及 (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. (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

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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 — Enhancing Services 負責任的營運 — 提升服務
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 — Safeguarding Privacy 負責任的營運 — 保障私隱



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General Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
<b>Aspect B7: Anti-corruption</b>		
<b>層面 B7：反貪污</b>		
General Disclosure 一般披露	Information on: 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) the policies; and (a) 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. (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 Operation — Maintaining Ethical Conduct 負責任的營運 — 維護道德操守

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General Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
<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。	Caring for the Community 致力關懷社區
KPI B8.1 關鍵績效指標 B8.1	Focus areas of contribution. 專注貢獻範疇。	Caring for the Community 致力關懷社區
KPI B8.2 關鍵績效指標 B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	Caring for the Community 致力關懷社區

