



ANNUAL REPORT

2021 年報



万达酒店发展有限公司
WANDA HOTEL DEVELOPMENT COMPANY LIMITED

Stock Code 股份代號: 169

於百慕達註冊成立之有限公司

Incorporated in Bermuda with limited liability

Environmental, Social and Governance Report

環境、社會及管治報告

ABOUT THIS REPORT

Reporting Scope and Boundary

This Environmental, Social and Governance (“ESG”) Report (the “Report”) presents the Group’s initiatives and performance in environmental, social and governance aspects between 1 January and 31 December 2021 (the “Reporting Period”), which is consistent with our financial year. Unless otherwise specified, the data, policy documents and statements mentioned in the Report cover business operated by the Company and its subsidiaries (the “Group”), namely the Group’s hotel services business, the Guilin project (i.e. Guilin Gaoxin Wanda Plaza, the “Plaza”) and four leased-and-operated hotels, namely Wanda Moments Hotel Qingpu, Shanghai, Wanda Moments Hotel, Nanchang West Railway Station, Wanda Moments Hotel Yinzhou, Ningbo and Wanda Yi Hotel, Wuxi City (collectively referred to as “the Hotels”), where Wanda Moments Hotel Yinzhou, Ningbo and Wanda Yi Hotel, Wuxi City are newly added scope in this Report.

Reporting Standards

The Group prepares the Report in compliance with the relevant 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 (the “ESG Guide”). We have appointed an independent consulting firm to offer professional advice for preparing the Report.

關於本報告

報告範圍及邊界

本環境、社會及管治(「ESG」)報告(下稱「本報告」)呈列本集團由二零二一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、社會及管治措施及表現。除非另有說明，本報告中提及的數據、政策文件及聲明覆蓋本公司及其附屬公司(「本集團」)所經營的業務，即本集團的酒店服務業務、桂林項目(即桂林高新萬達廣場，「商場」)以及四間租賃與經營酒店，為上海青浦萬達美華酒店及南昌西站萬達美華酒店、寧波鄞州萬達美華酒店及無錫萬達頤華酒店(統稱「該等酒店」)，其中寧波鄞州萬達美華酒店及無錫萬達頤華酒店為本報告的新增範圍。

報告標準

本集團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》(「ESG指引」)所訂定的相關規定編製本報告。就編製本報告而言，我們已委任獨立顧問機構提供專業意見。

Environmental, Social and Governance Report

環境、社會及管治報告

REPORTING PRINCIPLES

In the preparation of the Report, the Group has adhered to the four reporting principles stated in the ESG Guide, namely materiality, quantitative, balance and consistency.

- **Materiality:** Stakeholder engagement and materiality assessment were conducted to identify and prioritize material ESG issues in our business operations.
- **Quantitative:** Quantitative metrics are disclosed in this report to keep track of and evaluate our ESG performance.
- **Balance:** This report provides an unbiased assessment on the Group's ESG performance by highlighting both our achievements and areas for improvement on ESG management.
- **Consistency:** Consistent methodologies are adopted for year-on-year comparisons of the Group's ESG performance, unless otherwise specified.

報告原則

本集團在編製本報告內容時，遵從ESG指引中規定的重要性、量化、平衡及一致性四項報告原則。

- **重要性：**定期進行持份者參與及重要性評估，以識別及優先考慮業務營運中的重大ESG議題。
- **量化：**本報告已披露量化指標，以記錄及評估我們的ESG表現。
- **平衡：**本報告通過重點披露我們在ESG管理方面的成果及需要改進的方面，公正評估本集團的ESG表現。
- **一致性：**除非另有說明，本報告採納一致的方法將本集團的ESG表現與去年進行比較。

Environmental, Social and Governance Report

環境、社會及管治報告

BOARD APPROVAL

The Report has been approved by the Board before publication.

OUR APPROACH TO SUSTAINABLE DEVELOPMENT

The Group takes a proactive approach to manage its ESG issues for the sake of sustainable development. As a responsible corporate in the society, we also devote ourselves to promoting a harmonious society through continuous contribution and considering our environment, employees, business partners, customers and the wider community in our operations.

BOARD'S STATEMENT

The Board Statement

The Group has formulated robust and stable ESG governance practices. The Board has the responsibility to develop ESG-related initiatives, manage and monitor of ESG-related risks as well as maintain the effectiveness of the Group's ESG strategies. Management of regional operations is designated to supervise the daily implementation of ESG practices, report to the Board accordingly as well as ensure compliance with all applicable ESG laws and regulations. ESG matters are evaluated and prioritized through an annual materiality assessment. The Board approves the result of the assessment which is incorporated into the Group's strategies and plans. The Board recognise the importance of ESG-related goals and targets setting in the Group long-term success. ESG-related targets have been set in operational level and the performance against these targets is reviewed and evaluated regularly. Overall ESG performance is reviewed by the Board at least on an annual basis through the approval of the ESG report.

董事會批准

本報告於發佈前已經過董事會批准通過。

我們的可持續發展方針

本集團積極管理ESG議題以實現可持續發展，作為一個負責任的社會企業，我們致力促進和諧社會，我們於經營過程中透過關注環境、員工、業務夥伴、客戶以及更廣泛社區，持續為構建和諧社會作出貢獻。

董事會聲明

董事會聲明

本集團建立健全及穩固的ESG管治常規。董事會負責制定ESG相關措施、管理及監督ESG相關風險以及維持本集團ESG策略的有效性。區域營運管理人員負責監督ESG措施的日常實施、適時向董事會匯報，並確保本集團運營遵守所有適用的ESG法律及法規。ESG議題通過年度重要性評估進行評估及優先排序。董事會批准評估結果並將其納入本集團的戰略及計劃。董事會深明ESG相關目標及目標設定對本集團長遠成功的重要性。本集團已訂立營運層面的ESG目標，並定期審核及評估該等目標的績效。董事會至少每年通過批准ESG報告審核整體ESG表現。

Environmental, Social and Governance Report

環境、社會及管治報告

Stakeholder Engagement

The Group takes an active role in promoting diversity among stakeholders, including employees, shareholders, investors, suppliers, customers, tenants and community partners in our business locations. Sustainable relationship with stakeholders is one of our top priorities. Therefore, we value their opinions and expectations, and consider their feedback to promote future improvements in the Group.

We communicate and engage with stakeholders by organising daily communication, general meetings at all business level and regular ESG-related engagement during the Reporting Period.

Materiality Analysis

Unless fundamental changes are discovered in the Group's business, an extensive engagement on ESG-related issues is organised every five years with a view to ensure feedback from stakeholders is conveyed effectively to our management and the Board. In 2020, such stakeholder engagement exercise was conducted by an independent third party. Key stakeholders including management general staff, shareholders and investors, customers, suppliers and community partners were invited to participate in an online survey and phone interviews to provide their suggestions and rank the relevant significance of the ESG issues to them and the Group. A total of 19 ESG issues were regarded as relevant to our business of which 12 of them are regarded as material. During the Reporting Period, an independent third party was again appointed to conduct peer review on ESG issues identified and regarded as material by peers and the issue "Diversity and Non-discrimination" was renamed to "Employee rights, equal opportunity, diversity and non-discrimination".

與持份者溝通

本集團在我們經營所在地積極促進持份者的多元化，包括員工、股東、投資者、供應商、顧客、租戶及社區合作夥伴等。與持份者維持可持續關係為我們的首要任務之一，因此，我們重視彼等的意見及期望，並將彼等的反饋納入考慮範圍，以促進本集團的未來發展之用。

於報告期間內，我們透過日常溝通、不同業務層面的股東大會及就ESG事宜定期進行溝通與持份者保持緊密聯繫。

重要範疇評估

除非本集團業務發生重大變動，否則本集團每五年就ESG議題進行廣泛調查，以確保持份者的反饋能有效傳達予我們的管理層及董事會。於二零二零年，相關持份者調查由獨立第三方進行。主要持份者包括管理人員、股東及投資者、顧客、供應商及社區合作夥伴，彼等被邀請通過參與線上調查及電話訪問提出建議，並就ESG議題對彼等及本集團的相關重要性進行排序。共有19項ESG議題被視為與我們的業務相關，其中12項被視為重大。於報告期間內，本集團再次委聘獨立第三方對被同業識別並視為重大的ESG議題進行審查，而「多元化與不歧視」議題則更名為「僱員權利、平等機會、多元化與不歧視」。

Environmental, Social and Governance Report

環境、社會及管治報告

After confirmation with senior management of the Group, the results are used as a guide in the preparation of the report.

經本集團的高級管理層確認後，有關結果在編製本報告時被用作指引。

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 Greenhouse Gas (GHG) Emissions 溫室氣體排放 Waste Management 廢棄物管理
Operating Practices 營運慣例	<ul style="list-style-type: none"> Anti-corruption 反貪污 Customer Health and safety 客戶健康與安全 Compliance 合規 Customer Data Privacy 客戶資訊隱私 Product and Service Quality 產品及服務質素 Customer Satisfaction 顧客滿意度
Employment and Labour Practices 僱傭及勞工常規	<ul style="list-style-type: none"> Occupational Health and Safety 職業健康與安全 Employment Relations and Retention 僱傭關係及留聘 Training and Development 培訓及發展
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"> Water Conservation 節水 Green Building 綠色建築 Climate Change 氣候變化
Operating Practices 營運慣例	<ul style="list-style-type: none"> Supply Chain Management 供應鏈管理 Intellectual Property Rights 知識產權
Employment and Labour Practices 僱傭及勞工常規	<ul style="list-style-type: none"> Employee rights, equal opportunity, diversity and non-discrimination 僱員權利、平等機會、多元化與不歧視 Forced or compulsory labour 強迫或強制勞動 Child labour 童工
Community 社區	<ul style="list-style-type: none"> Community Investment 社區投資

Environmental, Social and Governance Report

環境、社會及管治報告

ENVIRONMENTAL PROTECTION

The Group endeavours to protect the environment and reduce the impacts of our operations on the environment. In view of the unprecedented challenges posed by climate change, we strive to advocate sustainable development and manage important environmental issues in our operations, ranging from appropriate management of resource and waste to promoting green buildings. To demonstrate our commitment in minimizing environmental pollution, we incorporate resource conservation and waste management measures into our daily operations, as well as formulate environmental targets in the hotels and malls managed and operated by the Group. We adhere to relevant local environmental regulations, including the Environmental Protection Law of the PRC and the Solid Waste Pollution Prevention and Control Law of the PRC. Throughout the Reporting Period, no non-compliance cases regarding environmental protection were found.

Climate Resilience

The Group recognises the climate-related issues which have impacted/ may impact our business. During the Reporting Period, we started to identify and assess these climate-related risks.

Acute physical risks such as the increased severity and frequency of extreme weather events including typhoons and storms may cause business interruption, increase insurance premium and raise possibility of health and safety incidents. In addition, chronic physical risks which arise from longer-term changes in the climate, which include increased mean temperature may increase operating and maintenance costs.

When we consider transition risks, the tightening climate policies and regulatory requirement may imply higher capital investment and otherwise non-compliance costs.

In light of these climate-related risks, the Group has implemented various mitigation and adaption measures. We have property insurance and public liability insurance to protect our interests and reduce potential financial loss. In addition, we have formulated operational procedures to provide clear guidelines on what our employees should do to protect their own, the customers and the Group's asset and property under extreme weather events such as storms and typhoons.

環境保護

本集團致力保護環境，並將我們營運對環境的影響減到最低。鑒於氣候變化帶來前所未有的挑戰，我們致力提倡可持續發展，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從而推動綠色建築。為展示我們對減少環境污染的承諾，我們將資源節約及廢棄物管理措施納入日常營運，並為本集團管理及營運的酒店及商場制定環境目標。我們遵守相關地方環境保護法規，包括《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》。於整個報告期間內，並無發現有關環保的不合規案例。

應對氣候問題的能力

本集團識別出已影響／可能影響我們業務的氣候相關問題。於報告期內，我們開始識別及評估該等氣候相關的風險。

急性實體風險（如颱風和風暴等極端天氣愈發嚴重及頻繁）可能會導致業務中斷、保險費增加及發生健康及安全事故的可能性上升。此外，長期氣候變化所引起的慢性實體風險（包括平均氣溫上升）或會增加營運及維護成本。

當我們考慮轉型風險時，經收緊的氣候政策及監管規定可能意味著有較高的資本投資及其他不合規成本。

鑒於該等氣候相關風險，本集團已實施各項緩解及適應措施。我們投有財產保險及公眾責任保險，以保障我們的利益及減低潛在財務損失。此外，我們已制定操作程序，就我們的僱員在極端天氣情況（如風暴及颱風）下應如何保護自己、客戶及本集團的資產及財產方面提供清晰的指引。

Environmental, Social and Governance Report

環境、社會及管治報告

The Group also recognise that climate change can have significant implications for our hotel management and operations. The Group has established the Wanda Hotel Design and Research Institute to capitalise the opportunity to incorporate climate change considerations into the design and management of our hotels. For the hotels that are located in areas prone to extreme weather events, we seek to identify and assess possible risks by research and field studies on suitable mitigation and adaptation measures.

Our controlling shareholder, the Dalian Wanda Group, has developed the “Wanda Group Green Building Energy Saving Workplan” which provides guidelines on setting energy saving targets. As its subsidiary, we are setting energy saving targets for our hotels with reference to the guidelines.

USING RESOURCES EFFICIENTLY

Measures to Reduce Energy Consumption

Electricity remains our main source of greenhouse gas emissions. In response to this, the Group has implemented strategies to maximise energy efficiency in our various businesses.

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。本集團已成立萬達酒店設計研究院，把握機會將需要考慮的氣候變化因素融入我們酒店的設計及管理當中。就位於易受極端天氣影響的地區的酒店而言，我們透過研究及實地考察的方式來識別及評估潛在風險，從而提出適當的環節及適應措施。

我們的控股股東萬達集團已制定「萬達集團綠建節能工作規劃」，提供有關設立節能目標的指引。作為其附屬公司，我們參考該等指引來為我們的酒店設立節能目標。

善用資源

節能措施

電力依然是我們溫室氣體排放的主要來源。有鑒於此，本集團實行各種策略，最大程度提升我們各項業務的能源效益。

Environmental, Social and Governance Report

環境、社會及管治報告

To conserve energy, we encourage our staff to switch off electrical appliances including lighting and air-conditioners that are not in use during non-office hours. We also conduct cleaning and inspection on the air-conditioners regularly to optimise energy efficiency. We employ energy saving appliances with Grade 1 energy labels in Hong Kong office. To further increase energy efficiency, we introduce intelligent building management systems to monitor electricity consumption of lighting systems in most of our leased offices. Despite the minimal direct emissions generated by the Group, we encourage our staff to commute by public transport as much as possible to minimise carbon footprint.

For the Plaza, we installed an electric sunshade to prevent direct sun rays from entering the room through the shielded ceiling and windows to lower indoor temperature in the daytime, reducing energy consumption caused by air-conditioners. Dome skylights provide natural daylight for indoor areas to minimise the use of lighting. For the Hotels, during the period of low occupancy rate, guests are concentrated on certain floors, while energy-saving and power-off measures are adopted on the remaining floors to reduce the energy consumption of the air-conditioning, lighting and the 24-hour power supply of the guest rooms. Spotlights and incandescent lights are replaced by energy-saving lights. We also turn off the unnecessary and idling lights. The temperature of hot water system is adjusted according to seasonal difference. External lighting of the Hotels is also controlled and adjusted with reference to seasonal variation to maximise energy efficiency. Filters of the air conditions are regularly cleaned and replaced to optimise energy efficiency. The Hotels have formulated individual annual energy saving targets. For example, Wanda Moments Hotel Yinzhou, Ningbo have set a target of maintaining a monthly energy per revenue rate of below 12% during the reporting year and achieved an actual average rate of 7.4%.

為了節約能源，我們鼓勵員工在非辦公時間內關掉不使用的電器（包括照明系統及冷氣機）。我們亦定期清潔及檢查冷氣機以優化能源效益。於香港辦公室，我們使用擁有一級能源標籤的節能電器。為進一步提高能源效益，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。儘管本集團產生的直接排放量甚少，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。

就商場而言，我們安裝電動遮陽板以遮擋陽光避免透過室內天花板和窗戶直射入室內，以降低日間室內溫度，從而減少空調造成的能源消耗。圓頂天窗為室內地方提供自然光以減少照明系統的使用。就該等酒店而言，在低入住率的期間內，住客均集中在若干樓層，而其餘樓層則採取節能及關電措施，以減少客房的空調、照明及24小時電力供應所造成的能源消耗。聚光燈及白熾燈由節能燈取代。我們亦關掉不需要及不必要的照明。熱水系統的温度根據季節上的差異而進行調整。該等酒店的外部照明亦參考季節變化而作出調整，以最大限度提升能源效益。空調過濾器等均獲定期清潔及更換以優化能源效益。該等酒店已制定獨立的年度節能目標。例如，寧波鄞州萬達美華酒店已制定目標，於報告年內將每收益率的每月能源量維持在12%以內，並取得實際平均率為7.4%。

Environmental, Social and Governance Report

環境、社會及管治報告

Total Greenhouse Gas Emissions and Intensity ¹ 溫室氣體總排放量及密度 ¹	Unit 單位	2021 二零二一年	2020 二零二零年
Total Greenhouse gas emissions 溫室氣體總排放量	Tonnes (carbon dioxide equivalent) 公噸(二氧化碳當量)	7,360	5,043
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)	138	77
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)	7,222	4,966
Total greenhouse gas emission intensity 溫室氣體總排放量密度			
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	0.09	0.1
Hotels 該等酒店	Tonnes (carbon dioxide equivalent)/room night 公噸(二氧化碳當量)/房晚	0.02	0.02

¹ The data of 2021 includes energy consumption from six offices in Hong Kong and Mainland China, Guilin Gaoxin Wanda Plaza and four hotels in Mainland China. The data of 2020 includes energy consumption from five offices in Hong Kong and Mainland China, Guilin Gaoxin Wanda Plaza and two hotels in Mainland China.

¹ 二零二一年的數據包括位於香港及中國內地的六個辦事處、桂林高新萬達廣場以及位於中國內地的四間酒店的能源消耗。二零二零年的數據包括位於香港及中國內地的五個辦事處、桂林高新萬達廣場以及位於中國內地的兩間酒店的能源消耗。

Environmental, Social and Governance Report

環境、社會及管治報告

Energy Consumption and Intensity ² 能源總耗量及密度 ²	Unit 單位	2021 二零二一年	2020 二零二零年
Total direct energy consumption — natural gas 直接能源總耗量 — 天然氣	Cubic meter 立方米	63,876	35,482
Offices and Plaza 辦公室及商場	Cubic meter 立方米	0	0
Hotels 該等酒店	Cubic meter 立方米	63,876	35,482
Total indirect energy consumption — electricity 間接能源總耗量 — 電力	kWh 千瓦時	11,969,987	8,317,081
Offices and Plaza 辦公室及商場	kWh 千瓦時	7,275,656	5,701,346
Hotels 該等酒店	kWh 千瓦時	4,694,331	2,615,735
Total energy consumption 能源總耗量	GJ 吉焦	45,578	31,323
Offices and Plaza 辦公室及商場	GJ 吉焦	26,192	20,525
Hotels 該等酒店	GJ 吉焦	19,386	10,798
Total energy consumption intensity 總能源消耗密度			
Offices and Plaza 辦公室及商場	GJ/square meter 吉焦／平方米	0.58	0.45
Hotels 該等酒店	GJ/room night 吉焦／房晚	0.09	0.12

² The data of 2021 includes energy consumption from six offices in Hong Kong and Mainland China, Guilin Gaoxin Wanda Plaza and four hotels in Mainland China. The data of 2020 include energy consumption from five offices in Hong Kong and Mainland China, Guilin Gaoxin Wanda Plaza and two hotels in Mainland China.

² 二零二一年的數據包括位於香港及中國內地的六個辦事處、桂林高新萬達廣場以及位於中國內地的四間酒店的能源消耗。二零二零年的數據包括位於香港及中國內地的五個辦事處、桂林高新萬達廣場以及位於中國內地的兩間酒店的能源消耗。

Environmental, Social and Governance Report

環境、社會及管治報告

Measures to Reduce Water Consumption

Apart from optimising energy efficiency, the Group has also formulated water conservation initiatives in our business operations. We request our staff in hotel management units to turn tap off after use and we replace taps of which the water output is too large. We install water-saving appliances such as shower heads, which help save about 7 tonnes of water per month, and smart toilets, which helps save 30% of water when compared to traditional toilets. In addition, we arrange staff to check if there are any leakage of pipelines regularly and rectify the problems promptly. The Hotels have set individual monthly water reduction targets to motivate water reduction initiatives. Since there are fluctuation of data collection and reporting scope in the past due to the pandemic and changing business scale, we are not able to set a group-level water reduction target. We will consider setting a group-level water reduction target when the data collection and reporting scope become stable in the future. During the reporting period, the Group did not encounter any issue in sourcing water for daily operations.

節水措施

除了優化能源效益外，本集團亦就業務營運制定節水措施。我們要求酒店管理業務單位的員工在使用水龍頭後及時關閉，並更換出水量過多的水龍頭。我們會安裝節水裝置，例如淋浴噴頭，每月可節省約7公噸水；智能馬桶，與傳統馬桶相比，可節省30%水量。此外，我們會安排員工定時檢查管道是否漏水，並及時整修。該等酒店已分別設立每月節水目標，以推行節水措施。由於因疫情及業務規模變動導致過往數據採集及報告範圍出現波動，我們無法設立集團層面的節水目標。未來數據採集及報告範圍變得穩定時，我們將考慮設立集團層面的節水目標。於報告期間內，本集團於日常營運中並無遇到提取水源問題。

Total Water Consumption and Intensity ³ 總耗水量及密度 ³	Unit 單位	2021 二零二一年	2020 二零二零年
Total water consumption 總耗水量	Cubic meter 立方米	211,071	155,050
Offices and Plaza 辦公室及商場	Cubic meter 立方米	141,224	133,834
Hotels 該等酒店	Cubic meter 立方米	69,847	21,216
Total water consumption intensity 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	3.4	3.3
Hotels 該等酒店	Cubic meter/room night 立方米／房晚	0.3	0.2

³ The data of 2021 includes water consumption from one office in Mainland China, Guilin Gaoxin Wanda Plaza and four hotels in Mainland China. The data of 2020 includes water consumption from one office in Mainland China, Guilin Gaoxin Wanda Plaza and two hotels in Mainland China.

³ 二零二一年的數據包括位於中國內地的一個辦事處、桂林高新萬達廣場以及位於中國內地的四間酒店的耗水量。二零二零年的數據包括位於中國內地的一個辦事處、桂林高新萬達廣場以及位於中國內地的兩間酒店的耗水量。

Environmental, Social and Governance Report

環境、社會及管治報告

MANAGING WASTE RESPONSIBLY

The Group recognises waste generation impacts from our businesses and the significance of sustainable waste management. As a responsible corporate, we have established a three-tiered approach in our operations to minimise waste generation. We prioritise waste avoidance over waste reduction and recycling. Waste disposal is deemed as the final and qualified waste management companies have been appointed to handle our waste in an appropriate manner.

To avoid wastepaper generation, the Group encourages employees to minimise the use of paper and process document through online systems. We advocate green office and paper-free working environment in other business units including hotel management operations through reusing wastepaper and adopting double-side printing. We also encourage the use of own cups in order to minimise the use of disposable paper cups.

The Hotels have established waste management strategies to minimise waste generation while maintaining service excellence. We strictly implement waste classification as well as a variety of recycling and reuse measures for reusable or recyclable waste and food waste. For example, we promote food waste recycling, reduce the use of disposable plastics, utilise reusable ceramic cups. Cartons generated during hotel's replenishment are reused for stock storage while toothpaste and toothbrushes are reused for cleaning. We have signed an agreement with relevant government departments on recycling of waste grease. During the Reporting Period, approximately 29 tonnes of non-hazardous waste was generated, while 8,918 kg of paper, 2,938kg of plastics and 9,724 kg of food waste were recycled respectively. In addition, our operations did not create significant amount of hazardous waste.

Since there are fluctuation of data collection and reporting scope in the past due to the pandemic and changing business scale, we are not able to set a group-level waste reduction target. We will consider setting a waste reduction target when the data collection and reporting scope becomes stable in the future.

可靠的廢棄物管理

本集團深明我們的業務對廢棄物產生的影響以及可持續廢棄物管理的重要性。作為一間負責任的企業，我們在營運中建立三級策略，以盡量減少廢棄物產生。我們優先考慮避免產生廢棄物，其次是進行減廢及回收。最後我們透過指定的合資格廢棄物管理公司以適當方式處理我們產生的廢棄物。

為避免產生廢紙，本集團鼓勵僱員盡量減少使用紙張及使用網上系統處理文件。我們透過可重用廢紙及雙面印刷等方式，在包括酒店管理營運在內的其他業務單元倡導綠色辦公及無紙化工作環境。我們亦鼓勵自備水杯，盡量減少即棄紙杯的使用。

該等酒店已制定廢棄物管理策略，在保障卓越服務的同時，盡量減少廢棄物的產生。我們就可重用或可回收垃圾及廚餘嚴格執行垃圾分類及實施多種回收重用措施。例如，我們提倡廚餘回收，減少使用即棄塑料，使用可重用的陶瓷杯。酒店補給物資過程中產生的紙箱會循環使用以存儲貨物，而牙膏和牙刷則被用作清潔工具循環再用。我們已與政府有關部門簽署廢油脂回收協議。於報告期間內，我們產生約29公噸的無害廢棄物，當中已分別循環再用8,918公斤紙張、2,938公斤塑膠及9,724公斤食物。此外，我們的營運並無產生大量有害廢棄物。

由於因疫情及業務規模變動導致過去數據採集及報告範圍出現波動，我們無法設定集團層面的減廢目標。未來數據採集及報告範圍變得穩定時，我們將考慮設立減廢物目標。

Environmental, Social and Governance Report

環境、社會及管治報告

Total Waste Generation and Intensity ⁴ 廢棄物總量及密度 ⁴	Unit 單位	2021 二零二一年	2020 二零二零年
Total non-hazardous waste generation 所產生無害廢棄物總量	Tonnes 公噸	29	17
Offices and Plaza 辦公室及商場	Tonnes 公噸	3	3
Hotels 該等酒店	Tonnes 公噸	26	14
Total non-hazardous waste generation intensity 無害廢棄物總量密度			
Offices and Plaza 辦公室及商場	kg/square meter 公斤／平方米	0.71	0.74
Hotels 該等酒店	kg/room night 公斤／房晚	0.12	0.11

⁴ The data in 2021 includes waste generation from six offices in HK and Mainland China and four hotels in Mainland China. The data in 2020 includes waste generation from seven offices in HK and the Mainland China and two hotels in the Mainland China.

⁴ 二零二一年的數據包括位於香港及中國內地的六個辦事處，以及位於中國內地的四間酒店。二零二零年的數據包括位於香港和中國內地的七個辦事處，以及位於中國內地的兩間酒店。

Environmental, Social and Governance Report

環境、社會及管治報告

PROMOTING GREEN BUILDINGS

The Group is committed to minimising our carbon footprint while maximising resources efficiency in our properties and hotel management operations. We facilitate decarbonisation in our operations through implementing green buildings characteristics in design and construction.

Guilin Gaoxin Wanda Plaza is an iconic green building project of the Group. The building integrates the intelligent building management system “Huiyun Smart Management System”, which was developed by our parent company DWCM. By incorporating and centrally monitoring energy consumption, fire alarm, security, operation and equipment management systems into a single platform, Guilin Gaoxin Wanda Plaza can operate safely, greenly and smartly. This enhances the energy efficiency of the building while maintaining quality service to customers. We have been awarded the “1-star” level criteria of the China Green Building Label, which recognised our effort to create excellent green building.

推動綠色建築

本集團在將物業及酒店管理營運資源效益最大化的同時，亦致力於減少碳足跡。我們將綠色建築特性應用在設計和建設中，促使在營運中實現減碳。

桂林高新萬達廣場為本集團的標誌性綠色建築項目，該建築嵌入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」。系統可將能源消耗、消防警報、保安、營運及設備管理體系整合至一個平台並集中監控，令桂林高新萬達廣場的營運安全，環保且智能化，在為顧客提供優質服務的同時改善建築的能源效益。我們獲得中國綠色建築的「一星」標準認證，認可了我們在創造優秀綠色建築的努力。

Environmental, Social and Governance Report

環境、社會及管治報告

The green building features of Guilin Gaoxin 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	Prevent direct sun rays from entering the room through the shielded ceiling and windows to lower indoor temperature in the daytime, reducing energy consumption caused by air-conditioners. 遮擋陽光避免透過室內天花板及窗戶直射至室內，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照明系統的使用
Water saving system — rainwater collection 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

WALK ALONG WITH EMPLOYEES

The Group values our employees in sustainable business development and success. To attract and retain talents, we offer competitive remuneration package and benefits. We always strive to provide our employees with equal career development opportunities and maintain a zero-tolerant attitude to any forms of discrimination. In addition to providing a healthy and safe working environment, we also advocate work-life balance. We continuously invest in our employees by supporting them to attend a range of trainings to sharpen their skills and knowledge, thereby strengthening our workforce. Our employment management practices adhere to employment-related laws and regulations. We establish a series of equitable, transparent and comprehensive employment policies in compliance 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.

與員工同行

本集團重視僱員的可持續業務發展及成功。為了吸引及挽留人才，我們提供具競爭力的薪酬待遇及福利。我們一直致力為僱員提供平等的職業發展機會，對任何形式的歧視秉持零容忍態度。除了提供健康安全的工作環境外，我們亦倡導維持工作與生活的平衡。我們持續為僱員投放資源，支持他們參加一系列培訓，以提升他們的技能及知識，從而鞏固我們的團隊實力。我們的僱傭管理常規符合與僱傭相關的法律及法規。我們根據香港《僱傭條例》（香港法例第57章）以及《中華人民共和國勞動法》及《中華人民共和國勞動合同法》制定一系列公平、透明及全面的僱傭政策。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。

Environmental, Social and Governance Report

環境、社會及管治報告

Talents Acquisition and Retention

The Group has formulated fair and transparent recruitment procedures as well as reviews the employment policy when necessary. We endeavour to create a diverse and inclusive working environment while supporting our employees along their career paths with care and equal opportunities. In compliance 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, our employment policy stringently prohibits employment of child and forced labour in our business operations. We conduct background checks on every job applicant. If any child labour or forced labour is discovered, the management will take follow-up actions based on the interests of the relevant individuals.

To ensure talents are retained, we reward our employees with competitive remuneration package after considering their performance, experience and market salary level. The distribution of bonus depends on the financial performance of the group and employee performance. We also provide our employees with a wide variety of benefits including funds, social insurance, personal accident insurance, medical insurance, retirement plans, education subsidy, annual health check, medical welfare and free working meals or meal allowances. In addition, we are committed to promoting an inclusive workplace. We provide maternity or paternity leave to eligible employees in compliance with local laws and regulations. Housing allowance is granted to employees with inconsistent work locations before and after employment and expatriates. We also offer meal subsidies and special arrangements for ethnic minority employees.

人才吸納及保留

本集團已制定公平、透明的招聘流程，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，並在僱員的職業規劃上給予關懷和平等機會的支持。我們的僱傭政策嚴禁就業營運中聘用童工及強迫勞動，以確保遵守《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，管理層將以相關個別人士的利益為前提作出跟進行動。

為了挽留人才，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。花紅分派須根據本集團的財務表現及僱員的表現而釐定。我們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膳食補貼。此外，我們致力促進工作場所的包容性。我們根據地方法律及法規向合資格僱員提供產假或侍產假，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。我們亦為少數族裔員工提供膳食津貼及特別安排。

Environmental, Social and Governance Report

環境、社會及管治報告

A structured and clear promotion ladder is believed to be vital in talents retention and recognising their contributions. The Group conducts performance appraisal for our employees on an annual basis to communicate feedback. We also provide appeal channels to maintain fair review process. In addition to external recruitment, we recommend employees to be promoted internally when there are vacancies in order to recognise their contributions to the Group and increase their career mobility.

The Group emphasises on maintaining close relationship with employees and ensuring their wellbeing, so we organise a range of team-building activities and develop effective communication channels with employees including birthday parties, team gatherings and festival celebrations. For instance, we have organised a wide variety of recreational activities to thank our employees for their contribution, such as heart-warming afternoon tea, cooking activities, night run and anniversary food festival. We have also arranged meetings with employees periodically to ensure their opinions to be heard.



As of 31 December 2021, the Group has 615 employees in Hong Kong and Mainland China.

截至二零二一年十二月三十一日，本集團的香港及中國內地僱員合共為615名。

本集團認為，提供一個有架構且明確的晉升階梯對挽留人才及肯定其貢獻而言至為關鍵。本集團每年對僱員進行表現考核並給予反饋。我們亦提供申訴渠道，保持考核過程公平。除外部招聘外，我們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。

本集團重視與僱員維持緊密關係及保障僱員身心健康，為此我們組織一系列團隊建立活動，並與僱員建立有效溝通渠道，包括慶生會、團隊聚會及節慶活動。例如，我們組織了豐富的康樂活動以答謝我們員工的貢獻，包括暖心下午茶、烹飪活動、夜跑及周年美食節。我們亦定期安排與員工進行會面，以確保他們的意見有被聽取。



Team-building activities in Wanda Moments Hotel Qingpu, Shanghai and Wanda Moments Hotel, Nanchang West Railway Station.

上海青浦萬達美華酒店及南昌西站萬達美華酒店的團體建設活動。

Environmental, Social and Governance Report

環境、社會及管治報告

Employee Distribution

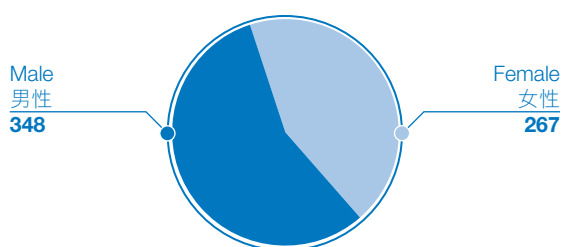
員工分佈

As of 31 December 2021⁵

截至二零二一年十二月三十一日⁵

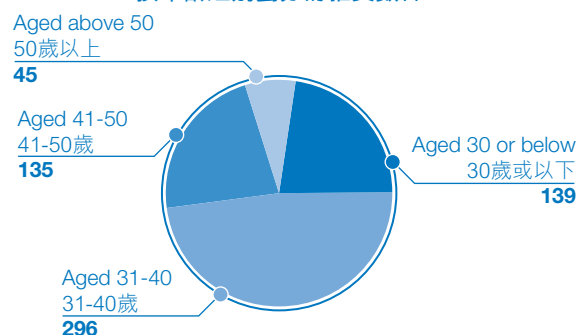
Number of employees by gender

按性別劃分的僱員數目



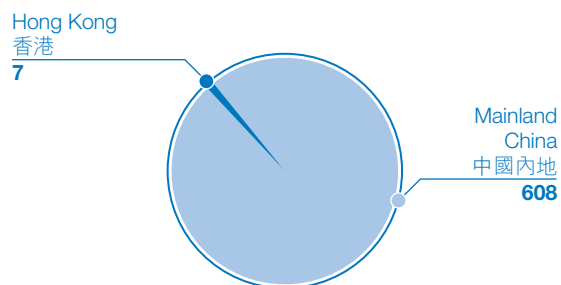
Number of employees by age group

按年齡組別劃分的僱員數目



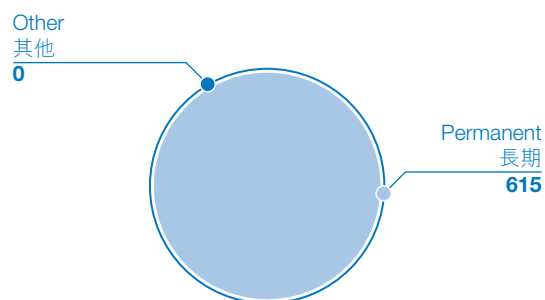
Number of employees by geographical location

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



⁵ The data includes the Group's hotel service business in Mainland China, one office in Hong Kong and the hotels.

⁵ 數據包括本集團於中國內地的酒店服務業務，位於香港的辦公室及該等酒店。

Environmental, Social and Governance Report

環境、社會及管治報告

Turnover Rate in 2021

二零二一年離職率

Category 類別	Unit 單位	Employee Turnover rate 員工流失比率
By gender		
按性別劃分		
Female 女性	%	41
Male 男性	%	38
By age group		
按年齡組別劃分		
Aged 30 or below 30歲或以下	%	50
Aged 31-40 31至40歲	%	39
Aged 41-50 41至50歲	%	35
Aged above 50 50歲以上	%	22
By geographical location		
按地區劃分		
Mainland China 中國內地	%	40
Hong Kong 香港	%	14

Environmental, Social and Governance Report

環境、社會及管治報告

Training and Development

The Group values the significance of strengthening our employees' job-related skills and knowledge. We provide various training and development opportunities for our employees to thrive in their career pathway. During the reporting period, the Group has delivered a total 9,449 hours of training to employees, with an average of 15 hours per employee.

To promote the professional development of our employees, we have arranged a series of trainings that are applicable for all employees whilst there also are trainings tailored for different ranks and positions to better accommodate their personal and team-specific goals. For example, we have launched "Talent Scheme" and "Quality Talent Scheme" to equip both our employees and managers with skills to advance to higher positions. For financial roles, we provide training on total budget management and financial business knowledge etc. As for roles concerning operational management, we provide training on sales negotiation, branding, complaints handling means as well as market promotion in hotel management units to enhance understanding of brand management. For engineering staff, training such as energy-saving of central air conditioning, construction regulation and the use of heating, ventilation and air conditioning during summer times.

培訓及發展

本集團注重提升僱員工作相關的技能及知識。我們提供各類培訓及發展機會，讓僱員在職業道路上如魚得水。於報告期間內，本集團向僱員提供合共9,449小時培訓，每名僱員受訓的平均時數為15小時。

為促進僱員的專業發展，我們安排了一系列適用於所有僱員的培訓，同時亦有針對不同職級及職位的培訓，貼合其個人及團隊特定目標。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。財務方面，我們提供全面預算管理、財務業務知識等方面的培訓。營運管理方面，我們提供酒店管理業務單位的銷售談判、品牌推廣、投訴處理方式、市場推廣等方面的培訓，加深對品牌管理的了解。就工程技術人員而言，則進行中央空調節能、建設規範、夏季採暖通風空調使用等培訓。

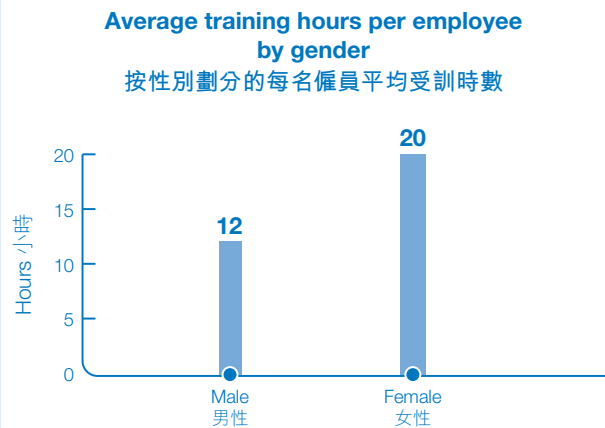
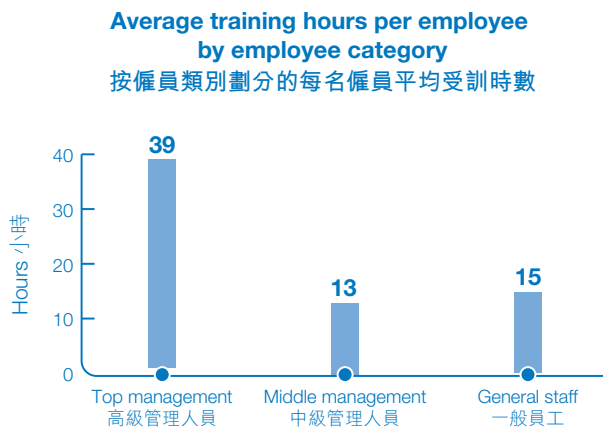
Environmental, Social and Governance Report

環境、社會及管治報告

To motivate our employees to pursue career development, our employees may reimburse expenses including course fees and related expenses. Our employees are also paid during on-the-job training. For example, we have supported our employees financially to attend training related to accounting and updates to listing rules hosted by the Hong Kong Institute of Certified Public Accountants (HKICPA) and the Hong Kong Chartered Governance Institute (HKCGI). Our Board members and full-time employees in Hong Kong receive training on business management provided by the Group's company secretary.

為激勵我們的僱員追求職業發展，合資格的員工可報銷培訓費用，包括課程費及相關費用。我們的僱員亦可於在職培訓期間獲發工資。例如，我們為僱員提供財務支援，讓他們參加由香港會計師公會 (HKICPA) 及香港公司治理公會 (HKCGI) 主辦與會計及上市規則更新相關的培訓。董事會成員及在香港的全職員工亦會接受本集團公司秘書提供的業務管理培訓。

Average Training Hours Completed per Employee 每名僱員完成受訓的平均時數



Environmental, Social and Governance Report

環境、社會及管治報告

	Unit 單位	2021 二零二一年	2020 二零二零年
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	100
Middle management 中級管理人員	%	94.0	87.9
General staff 一般員工	%	92.9	93.7
Percentage of employees trained by gender			
按性別劃分的受訓員工百分比			
Female 女性	%	88.0	98.9
Male 男性	%	97.4	88.4

Taking Care of Employees' Health and Safety

Health and safety of our employees is an indispensable part of our business. 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. In the Hotels, "Safety Mandatory Provision" is established by the hotel management units which outline the responsibilities of safety personnel, daily safety measures, and safety-related policies. All employees are required to strictly comply to mitigate the inherent occupational health and safety risks.

To further enhance our employees' health and safety awareness, safety programmes and trainings during induction are provided by the Group. Employees working associated with high potential hazard activities such as entering construction sites and performing maintenance work, are provided with adequate personal protective gears to minimise the occupational accidents and risks. To monitor health and safety issues at construction sites, we also communicate with our contractors regularly.

重視員工健康與安全

員工的健康及安全是我們業務不可或缺的一部份。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。於該等酒店，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，以降低固有職業健康及安全風險。

本集團為員工於入職時安排安全計劃及培訓，以進一步提高他們的職業安全意識。我們為從事高危活動(如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，盡量減少職業事故風險。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 COVID-19, the Group has taken a proactive role in securing a safe working environment for our employees. Our offices, the Plaza and the Hotels are comprehensively cleaned and sanitised every day and all staff is required to wear masks and monitor their own health condition. For our offices, we have adopted flexible work arrangement in several business units and cancelled international business trips. For the Hotels, we continue to follow to the COVID-19 Prevention Guidebook we co-edited with the Huashan Hospital of Fudan University in Shanghai for the Hotel Industry in 2020. We provide free medical supplies such as hand sanitisers and masks and check their body temperature once staff and guests enter the Hotels. Employees are required to take shifts or paid leave to reduce transmission risks during times of severe pandemic situation. We also arrange group COVID-19 testing and pandemic prevention training according to government requirement.

為應對COVID-19，本集團積極為員工提供安全的工作環境。我們的辦公室、商場及該等酒店每日都會進行全面清潔及消毒，所有員工都必須戴上口罩並監測自己的健康狀況。就我們的辦公室而言，我們多個業務部門採取彈性工作安排，並取消海外出差。就該等酒店而言，我們將繼續遵循我們與上海復旦大學附屬華山醫院於二零二零年聯合編撰的《酒店業新冠肺炎防疫手冊》。我們免費提供洗手液及口罩等醫療用品，並在員工及賓客進入該等酒店時量度他們的體溫。疫情嚴重時，員工必須輪班或帶薪休假，以降低傳播風險。我們亦根據政府要求安排團體接受COVID-19檢測及防疫培訓。



Regular disinfection for protecting the health and safety of our employees in Wanda Moments Hotel Qingpu, Shanghai and Wanda Moments Hotel, Nanchang West Railway Station.
上海青浦萬達美華酒店、南昌西站萬達美華酒店定期消毒，保障員工健康安全。

	Unit 單位	2021 二零二一年	2020 二零二零年	2019 二零一九年
Number of work-related fatalities	Number 人數	0	0	0
Rate of work-related fatalities	% 因工作關係而死亡的比率	0	0	0
Lost days due to work injury	Days 日數	0	0	0

Environmental, Social and Governance Report

環境、社會及管治報告

RESPONSIBLE OPERATIONS

A safe, sustainable and responsible operational culture is crucial to the delivery of our high-quality products in an efficient manner. The Group strongly believes that high ethical standard and close relationship with our customers and suppliers support the Group's continuous improvement. We highly respect the intellectual property rights of third parties. Thus, our internal policies are reviewed on a regular basis to avoid any infringement on intellectual property activities and ensure our compliance with relevant regulations and laws. 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.

Maintaining Ethical Conduct

The Group upholds integrity in the workplace and adopts a zero-tolerance attitude towards corruption by implementing a range of anti-corruption policies and strategies, which prohibit the provision and acceptance of benefits. Our members and employees must obey such policies and measures, as well as behave in accordance with the requirements. The Group regularly reviews our business practices to ensure compliance obligations.

At Wanda Hotel, we stand for integrity, fairness, inclusion and respect in all our operations. We have zero tolerance to misconducts including bribery, extortion, fraud and money laundering. Internal policies are well-established to ensure our compliance with relevant laws and regulations such as the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong) and the Anti-money Laundering Law of the PRC. Apart from our internal policies, the Group has implemented whistleblowing system for all employees to report any misconduct. Detail investigations will be conducted, and resolution will be immediately implemented. Department managers are responsible for handling of any reported cases. The cases will be escalated to the Group's management where necessary.

負責任的營運

安全、可持續及負責任的營運文化對於我們以高效方式交付高質量產品至關重要。本集團堅信，高道德標準以及與客戶及供應商保持密切關係可支持本集團持續改進。我們高度尊重第三方的知識產權。因此，我們會定期審查我們的內部政策，避免侵犯知識產權，並確保我們遵守相關法規及法律。於報告期內，我們未發現任何有關所提供產品及服務的健康與安全、廣告、標籤及私隱事宜的違規情況。

維護道德操守

本集團在工作場所秉持廉正，實施一系列禁止提供及收受利益的反貪污政策及策略，對貪污採取零容忍態度。我們的成員公司及員工必須遵守該等政策及措施，並按照該等規定行事。本集團會定期檢討營商手法以確保合規責任。

於萬達酒店，我們在所有營運中都主張廉正、公平、包容及尊重。我們對賄賂、勒索、欺詐及洗黑錢等不當行為絕不姑息。我們已完善內部政策，以確保我們遵守相關法律及法規，例如《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》。除了我們的內部政策，本集團還實施舉報制度，以便所有員工就任何不當行為作出舉報，並就此進行詳細調查以及立即實行解決方案。部門經理負責處理呈報個案。如有需要，有關個案將上報至本集團管理層。

Environmental, Social and Governance Report

環境、社會及管治報告

The Group maintains zero tolerance for corruption. Trainings are provided for our employees on anti-corruption to ensure they fully understand the Group's expectation on ethical standards and to mitigate possible corruption risks. The company secretary provides regular training on corporate governance to directors and the management of the Group to strengthen their ability for supervision and monitoring. Regarding our hotel operations, we provide either online or offline anti-corruption training to our staff.

No non-compliance cases regarding corruption were observed during the Reporting Period.



Anti-corruption training in Wanda Moments Hotel Qingpu, Shanghai
在上海青浦萬達美華酒店進行的反貪污培訓

Managing Our Supply Chain

Our relationships with our suppliers are the keystone for our high-quality products and services. During the reporting period, 560 suppliers from the Mainland China were engaged.

Engaging Our Suppliers

We have the Tender and Procurement Policy in place to standardise and provide detailed guideline on suppliers and subcontractors tendering and procurement procedures. We have provided guidelines for staff involving in procurement activities to take into account cost, time, quality and continuity of supply as well as suppliers' compliance with laws, regulations and other prescribed standards concerning product/service quality/legal regulations for safety, business ethics, labour practices, the environment, anti-corruption, data protection and intellectual property,

本集團對貪污活動絕不姑息。我們為員工提供反貪污培訓，以確保他們充分了解本集團對道德標準的期望並降低潛在貪污風險。公司秘書定期為董事及本集團管理層提供企業管治培訓，以加強其管理及監督能力。至於酒店營運方面，我們向員工提供線上及線下反貪污培訓。

於報告期間內，並無發現有關貪污的不合規情況。

管理我們的供應鏈

我們與供應商的關係是我們提供優質產品及服務的基礎。報告期內，我們共聘用中國內地的560家供應商。

委聘供應商

我們已制定了招標及採購政策，務求將有關供應商及次承辦商的招標和採購程序標準化，並提供詳細指引。我們為參與採購活動的員工提供指引，讓彼等在選擇及聘用我們的供應商時會考慮成本、時間、質量及供應是否穩定，以及供應商有否遵守涉及產品／服務質量／安全的法律法規、商業道德、勞工慣例、環境、反貪污、數據保護及知識產權等問題的法律、法

Environmental, Social and Governance Report

環境、社會及管治報告

among other issues, when selecting and engaging our suppliers. We clearly communicate our expectation with our suppliers and define in contracts. For instance, contracts are attached with the “Partnership with Integrity Agreement”. Suppliers need to undergo a procedure of primary selection, audit and public tendering processes to be included in our List of Suppliers.

Identifying Social and Environmental Risks

We are aware that our sourcing activities are associated with risks which include environmental and social risks which pose negative consequences to the natural environment and our stakeholders such as our employees, customers and neighbouring communities. In order to minimise these risks, supplier assessments which involve site visits and questionnaires are conducted when selecting new suppliers and regularly afterwards. We will consider terminating the partnership if the supplier fails to meet the Group's standards and if no corrective actions are taken. For the Hotels, major suppliers are chosen by Wanda Hotel Management for better management and reduce risks. The Procurement Team conducts monthly market research and annual supplier assessment to evaluate social and environmental risks along the supply chain. For offices and the Plaza, suppliers, contractors and service providers' performance is closely monitored to ensure they meet legal requirement and the Group's standard on areas including but not limited to labour rights and occupational health and safety.

Promoting environmentally preferable products and services

The Group encourages our procurement team to prioritise products which have lower impact on the environment which include products that have low embodied carbon, are sourced locally, produced with renewable energy, durable and can be repaired, contain materials which have high recyclability, minimise the use of virgin material in the product, minimise energy and/or water consumption, minimise or eliminate packaging and replace disposable/single-use items with reusable or recyclable ones. For instance, the Hotels provide guests with supplies of biodegradable paper packaging instead of plastics. In addition, all suppliers are required to comply with the national environmental laws and regulations.

規及其他規定標準。我們清楚地與供應商傳達我們的期望並在合同中定明。例如，合同均會附帶「誠信合作協議」。供應商需要經過初選、審核及公開招標程序才獲列入我們的供應商名單。

識別社會及環境風險

我們知悉我們的採購活動涉及包括環保及社會的風險，而這對於自然環境及我們的持份者（例如我們的僱員、客戶及鄰近社區）均會造成負面影響。為了將這些風險降到最低，我們在選擇新供應商時及其後均會定期進行供應商評估，包括實地考察及問卷調查。倘供應商未能達到本集團標準且並無採取糾正措施，我們將考慮終止合作關係。就該等酒店而言，主要供應商由萬達酒店管理部選定，以便更好地管理和降低風險。採購團隊會每月進行市場調查及年度供應商評估，以評估供應鏈中的社會及環境風險。對於辦公室及商場，我們會密切關注供應商、承辦商及服務供應商的表現，以確保彼等已符合法律要求及包括但不限於本集團關於勞工權益及職業健康與安全等準則。

推廣提倡環保的產品及服務

本集團鼓勵我們的採購團隊優先考慮對環境影響較小的產品，包括含碳量低、本地採購、利用可再生能源生產、耐用且可維修、含有可回收性高的材料，盡量減少產品中原始材料的使用、盡量減少能源及／或水的消耗、盡量減少或消除包裝，並用可重複使用或可回收的物品取代用完即棄／一次性物品。例如，該等酒店為客人提供可生物降解的紙包裝而非塑料包裝用品。此外，所有供應商都必須遵守國家環境法律法規。

Environmental, Social and Governance Report

環境、社會及管治報告

Enhancing Services

Addressing customers' feedback properly is our major way of improving our service quality. At the Plaza, we have established a customer complaint hotline for our customers to make inquiries and voice their opinions. To keep a record of their overall satisfaction of our service provided, formal customer satisfaction surveys are conducted twice a year. We do our best to reduce possible complaints at all cost by constantly improving our complaints handling procedures. Our Operation Department is tasked with reviewing all customers' complaints very carefully. Once complaints are accepted, they will be directed to relevant departments for further handling to ensure the compliance with internal policies. To further maximise our customers' satisfaction, all complaints are expected to be responded within 24 hours and have to be handled in a professional manner. We also arrange monthly meeting with our tenants to cater their needs and provide special training to teams who are responsible for serving our tenants.

For the Hotels, customers' reviews and ratings on online travel agency (OTA) platforms such as Huiping and Ctrip remains our major tools for service quality evaluation. Through genuine customer feedbacks, we can understand customers' needs, enhance customer satisfaction and build loyalty, ultimately promote our brand through word-of-mouth. We have set an aggressive target of achieving 4.8 out of a 5-point scale on all of these OTA platforms. To motivate better service quality, employees' performance pay is linked to such target. Internal guidelines including "Hotel Service and Quality Standards" and "Hotel Employees Appearance and Service Attitude Standards" have been established to stipulate our requirement on appearance, behaviour, service attitude, operation knowledge and problem-solving skills. To evaluate our service quality, we actively seek feedback from the guests after check-in and check-out by telephone calls. Mystery guests are also engaged. There are mainly three types of mystery guests. They include frequent guests, guests who rated low on OTA platforms and professional third party mystery guests. We conduct daily evaluation meeting to discuss customers' reviews lower than 4.8 points and formulate improvement plans accordingly. Monthly meeting is also held to evaluate the implementation of these improvement plans and review monthly targets on different service quality indicators.

During the reporting period, we receive and properly handled 69 complaints relating to our products and services, none of which were substantial complaints from external parties or regulatory authorities.

提升服務

妥善處理客戶的反饋意見是我們改善服務質量的主要途徑。在商場方面，我們設立了客戶投訴熱線，供客戶查詢及發表意見。為了記錄客戶對我們所提供服務的整體滿意度，我們會每年進行兩次正式的客戶滿意度調查。我們通過不斷改進我們的投訴處理程序，不惜一切代價務求可減少潛在的投訴。我們的營運部門負責仔細檢討所有客戶投訴。投訴一經受理，將轉交相關部門進一步處理，以確保符合內部政策。為了進一步提高客戶的滿意度，所有投訴均預期在24小時內得到回覆，並且必須以專業的方式處理。我們亦會安排每月與租戶會面，務求可滿足客戶的需求，並為負責服務租戶的團隊提供特別培訓。

該等酒店方面，客戶在慧評及攜程等線上旅遊代理商(OTA)平台上的點評及評分仍是我們評估服務質量的主要工具。通過真實的客戶反饋，我們可以了解客戶的需求，繼而能夠提高客戶滿意度及建立忠誠度，最終通過口碑宣傳我們的品牌。我們已設定了一個進取的目標，即在所有該等OTA平台上達到4.8分(滿分5分)。為了激發更好的服務質素，僱員的表現工資與該目標掛鉤。我們制定了《酒店服務與質量標準》及《酒店員工儀容與服務態度標準》等內部指引，規定了我們對儀容儀表、行為舉止、服務態度、營運知識及解決問題能力等方面的要求。為了評估我們的服務質素，我們在客人入住及退房後以電話方式積極徵求客人意見。我們亦會安排神秘客人參與其中。神秘客人主要分為三類，當中包括常客、OTA平台評分低的客人及專業的第三方神秘客人。我們會每天召開評估會議，討論低於4.8分的客戶評論，並據此制定改善計劃。我們亦會每月召開會議，評估該等改善計劃的執行情況，並檢討不同服務質素指標的每月目標。

於報告期間內，我們接獲並妥善處理69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。

Environmental, Social and Governance Report

環境、社會及管治報告

Maintaining Health and Safety

The Group has always prioritised the health and safety of our guests. We have well-established policies in place including but not limited to hygiene and disinfection, fire safety and food safety.

To ensure the health and safety of hotel guests during their stay, a well-developed hotel management policy has been established in the Hotels. The Hotels are designed in accordance with the safety and quality requirements of Wanda Hotel Management design guidelines. This ensures the Hotels fully comply with relevant laws and regulations including but not limited to the Fire Protection Law of the PRC. Sufficient emergency plans with fire drills and trainings are arranged for our staff. Furthermore, dedicated personnel are responsible for regular monitoring of the Hotels' fire safety systems.

In response to COVID-19, the Group has strengthened cleaning and disinfection in the Hotels and the Plaza. In the Hotels, employees who are responsible for food and beverages are required to undergo daily COVID-19 testing and always have their health certificate present when reporting for duty, while utensils and cutlery are disinfected regularly. Raw ingredients must also be traceable, ensuring food safety. The Hotels also abstain from buying or processing wildlife animals and their by-products.

Safeguarding Privacy

It is our responsibility to protect customers' data privacy. The privacy and confidentiality requirements of our internal policies ensure the compliance 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. All employees are required to strictly follow the requirements during collection, holding and using, disclosure and transfer of customers' confidential data.

For the Hotels, we cooperate with third parties for privacy protection capabilities such as Green Cloud, Wanyue Club and Yunji to prevent leakage of customers information. All new employees are required to undergo privacy protection training. In addition, to comply with the requirements of the Ministry of Public Security, we have ceased the use of face recognition on customers in our designated systems.

維護健康及安全

客人的健康及安全一直為本集團的首要考慮因素。我們已制定完善的政策，包括但不限於衛生及消毒、防火安全及食品安全。

為保障酒店客人在入住期間的健康及安全，該等酒店已制定完善的酒店管理政策。該等酒店的設計符合萬達酒店管理設計指引的安全及質量要求。這確保了該等酒店已完全遵守相關法律及法規，包括但不限於《中華人民共和國消防法》。我們已為員工安排了足夠的應急計劃，包括消防演習和培訓。此外，專職人員亦會負責定期監控該等酒店的消防安全系統。

為應對COVID-19，本集團加強了該等酒店及商場的清潔及消毒。在該等酒店方面，負責餐飲的僱員必須每天接受COVID-19檢測，並時常在上班時出示健康證明，同時會定期消毒器皿及餐具。原材料亦必須是可追溯的，以確保食品安全。該等酒店亦會避免購買或加工野生動物及其副產品。

保障私隱

我們有責任保障客戶的資訊私隱。本集團的內部政策的私隱及保密規定確保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》。所有僱員在收集、持有及使用、披露及轉讓客戶的保密數據時均須要嚴格遵守規定。

該等酒店方面，我們與綠雲、萬悅會、雲跡等具備隱私保護能力的第三方合作，務求防止客戶資料外洩。所有新員工均須接受保障私隱培訓。此外，為遵循公安部的要求，我們已停止在指定系統中對我們的賓客使用人臉識別。

Environmental, Social and Governance Report

環境、社會及管治報告

CARING FOR THE COMMUNITY

The Group believed that supporting the local communities and those in need can positively influence the development of sustainable cities. We actively engage in impactful community investment activities targeted to the underprivileged groups in regions where we operate. During the Reporting Period, we have recorded a total of 619 hours dedicated to volunteering activities which include participation in environmental protection activities, blood donation and volunteering work at the rural tea farms. We also donated approximately HK\$20,000 and participated in the Lifewire Run — Ho Sheung Heung fund-raising running event to raise medical and rehabilitation funds for patients and children with rare diseases.

Mobile Bookbox Project for Children

On Tencent's 99 Charity Day, we jointly launched the Wanda Children Charity Mobile Book Boxes Project with Mantianxing Charity to distribute high quality books to children in towns and rural areas across the country. It is estimated that around 600 boxes of books have been distributed to over 10,000 teachers and students in need.



致力關懷社區

本集團相信，支持當地社區及有需要人士能夠為可持續的城市發展帶來正面的影響。我們積極參與營運所在地，針對弱勢社群並具影響力的社區投資活動。於報告期內，我們共錄得619小時義工活動時間，涉及的活動包括參與環保活動、捐血及在農村茶園參與義工工作等。我們亦捐出約20,000港元及參與了「愛跑·河上鄉Lifewire Run2021」籌款活動，為罕見疾病患者及兒童籌集醫療及康復資金。

專為孩子而設的流動書箱項目

在騰訊99公益日，我們與滿天星公益共同發起了「萬達兒童公益·流動書箱」項目，以向鄉鎮農村等地區的孩子提供優質圖書。預計約600個流動書箱已令逾萬名有需要師生受益。



Environmental, Social and Governance Report

環境、社會及管治報告

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, Wanda Moments Hotel, Nanchang West Railway Station provided 60,000 rooms for quarantine to reduce cross-infection risk.

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，南昌西站萬達美華酒店提供了 60,000 個隔離房間，以減低交叉感染的風險。

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
A. Environmental		
A. 環境		
Aspect A1: Emissions		
層面 A1：排放物		
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

Environmental, Social and Governance Report

環境、社會及管治報告

General Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
KPI A1.1 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	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接（範圍1）及能源間接（範圍2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	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 (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Not applicable — 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。
KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	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 emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	Environmental Protection — Using Resources Efficiently, Promoting Green Buildings 環境保護 — 善用資源、推動綠色建築

Environmental, Social and Governance Report

環境、社會及管治報告

General Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
KPI A1.6 關鍵績效指標 A1.6	<p>Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.</p> <p>描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。</p>	<p>Environmental Protection — Managing Waste Responsibly</p> <p>環境保護 — 可靠的廢棄物管理</p> <p>The Group did not produce significant amount of hazardous waste during the reporting period.</p> <p>本集團於報告年度並無大量產生有害廢棄物。</p>
Aspect A2: Use of Resources 層面 A2：資源使用		
General Disclosure 一般披露	<p>Policies on the efficient use of resources, including energy, water and other raw materials.</p> <p>有效使用資源（包括能源、水及原材料）的政策。</p>	Environmental Protection 環境保護
KPI A2.1 關鍵績效指標 A2.1	<p>Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).</p> <p>按類型劃分的直接及／或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。</p>	Environmental Protection — Using Resources Efficiently 環境保護 — 善用資源
KPI A2.2 關鍵績效指標 A2.2	<p>Water consumption in total and intensity (e.g. per unit of production volume, per facility)</p> <p>總耗水量及密度（如以每產量單位、每項設施計算）。</p>	Environmental Protection — Measures to Reduce Water Consumption 環境保護 — 節水措施
KPI A2.3 關鍵績效指標 A2.3	<p>Description of energy use efficiency target(s) set and steps taken to achieve them.</p> <p>描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。</p>	Environmental Protection — Using Resources Efficiently, Promoting Green Buildings 環境保護 — 善用資源、推動綠色建築

Environmental, Social and Governance Report

環境、社會及管治報告

General Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
KPI A2.4 關鍵績效指標 A2.4	<p>Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.</p> <p>描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。</p>	<p>Environmental Protection — Measures to Reduce Water Consumption 環境保護 — 節水措施</p> <p>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。</p>
KPI A2.5 關鍵績效指標 A2.5	<p>Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.</p> <p>製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。</p>	<p>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。</p>
Aspect A3: The Environment and Natural Resources		
層面 A3：環境及天然資源		
General Disclosure 一般披露	<p>Policies on minimising the issuer's significant impact on the environment and natural resources.</p> <p>減低發行人對環境及天然資源造成重大影響的政策。</p>	<p>Environmental Protection 環境保護</p>
KPI A3.1 關鍵績效指標 A3.1	<p>Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.</p> <p>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。</p>	<p>Environmental Protection — Promoting Green Buildings 環境保護 — 推動綠色建築</p>

Environmental, Social and Governance Report

環境、社會及管治報告

General Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
Aspect A4: Climate Change		
層面 A4：氣候變化		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	Environmental Protection — Climate Resilience 環境保護 - 應對氣候問題的能力
KPI A4.1 關鍵績效指標 A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜及已採取管理有關事宜的行動。	Environmental Protection — Climate Resilience 環境保護 - 應對氣候問題的能力

Environmental, Social and Governance Report

環境、社會及管治報告

General Disclosure 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 — 僱傭及勞工常規		
Aspect B1: Employment		
層面 B1：僱傭		
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。	Walk Along with Employees — Talents Acquisition and Retention 與員工同行 — 人才吸納及保留

Environmental, Social and Governance Report

環境、社會及管治報告

General Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
Aspect B2: Health and Safety		
層面 B2：健康與安全		
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 occurred in each of the past three years including the reporting year. 過去三年（包括匯報年度）每年因工亡故的人數及比率。	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

Environmental, Social and Governance Report

環境、社會及管治報告

General Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
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 (e.g. senior management, middle management). 按性別及僱員類別（如高級管理層、中級管理層）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

Environmental, Social and Governance Report

環境、社會及管治報告

General Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
Aspect B4: Labour Standards		
層面 B4：勞工準則		
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

Environmental, Social and Governance Report

環境、社會及管治報告

General Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
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 負責任的營運
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 — Engaging Our Suppliers 負責任的營運 — 委聘供應商
KPI B5.3 關鍵績效指標 B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈的環境及社會風險的慣例，以及相關執行及監察方法。	Responsible Operations — Identifying Social and Environmental Risks 負責任的營運 — 識別社會及環境風險
KPI B5.4 關鍵績效指標 B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	Responsible Operations — Promoting Environmentally Preferable Products and Services 負責任的營運 — 推廣提倡環保的產品及服務

Environmental, Social and Governance Report

環境、社會及管治報告

General Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
Aspect B6: Product Responsibility		
層面 B6：產品責任		
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
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與使用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

Environmental, Social and Governance Report

環境、社會及管治報告

General Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
Aspect B7: Anti-corruption		
層面 B7：反貪污		
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。	Responsible Operations — Maintaining Ethical Conduct 負責任的營運 — 維護道德操守
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。	Responsible Operations — Maintaining Ethical Conduct 負責任的營運 — 維護道德操守
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 — Maintaining Ethical Conduct 負責任的營運 — 維護道德操守
KPI B7.3 關鍵績效指標 B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	Responsible Operations — Maintaining Ethical Conduct 負責任的營運 - 維護道德操守

Environmental, Social and Governance Report

環境、社會及管治報告

General Disclosure and KPIs 一般披露及關鍵績效指標	Disclosure 披露內容	Reference 參考
Aspect B8: Community Investment		
層面 B8：社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解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

