



ANNUAL REPORT

2022年報

Stock Code 股份代號: 00169

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 2022 and 31 December 2022 (the “Reporting Period”), which is consistent with our financial year. Unless otherwise specified, the data, policy documents and statements mentioned in this 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”). The scope of this Report does not cover the Group’s newly set up Human Resources Business during the Reporting Period as its revenue contribution is insignificant and does not have significant environmental and social impacts.

Reporting Standards

The Group prepares the Report in compliance with the relevant requirements as stipulated in the ESG Reporting Guide (the “ESG Guide”) as set out in Appendix 27 of the Rules Governing the Listing of Securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). 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」）呈列本集團由二零二二年一月一日至二零二二年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」）。本報告的範圍不包括本集團在報告期間內新成立的人力資源業務，因為它們對收入的貢獻不大及對環境和社會方面並沒有重大影響。

報告標準

本集團根據香港聯合交易所有限公司（「聯交所」）頒佈之《證券上市規則》（「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 as 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:** Unless otherwise specified, consistent methodologies are adopted for year-on-year comparisons of the Group's ESG performance.

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：**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 of Directors (the “Board”) before publication.

OUR APPROACH TO SUSTAINABLE DEVELOPMENT

For the sake of sustainable development, the Group takes a proactive approach to manage its ESG issues. As a responsible corporate in 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 Group has formulated robust and stable ESG governance practices. The Board is responsible for developing ESG-related initiatives, managing and monitoring ESG-related risks as well as maintaining the effectiveness of the Group's ESG strategies. The management of regional operations is designated to supervise the daily implementation of ESG practices, report to the Board as appropriate on a timely basis 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 recognises the importance of ESG-related goals and targets set for the Group's long-term success. ESG-related targets have been set at the 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 this ESG Report.

董事會批准

本報告於發佈前已經董事會（「董事會」）批准。

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，作為社會上一間負責任企業，我們亦透過業務過程中持續貢獻，關注我們的環境、員工、業務夥伴、客戶、以及更廣大社群，致力促進和諧社會。

董事會聲明

本集團已建立健全及穩固的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措施的日常實施情況，視情況及時向董事會匯報，並確保本集團運營遵守所有適用的ESG法律及法規。ESG事宜均經過年度重要性評估進行評估及排列優次。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。董事會每年至少經通過批准本ESG報告以審核整體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 communicated and engaged with stakeholders by organising daily communication, 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 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 21 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.

與持份者溝通

本集團在我們經營所在地積極推進持份者的多元化，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，並考慮彼等的反饋，以促進本集團的未來發展。

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

重要性分析

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，獲邀請以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21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。

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

Environmental, Social and Governance Report

環境、社會及管治報告

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 to 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 a mall 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 Change

As part of the community, we do not live without caring for the impact of climate change. The Group manages the issue with respect to the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), which outlines four components: Governance, Strategy, Risk Management and Metrics and Targets.

According to the World Business Council for Sustainable Development, our governance should be primarily driven by the Board, which set a clear strategy to achieve eco-efficiency and provide desirable goods and services while reducing environmental impact and resource intensity. This pushes us to consider the climate when making business decisions.

The Group recognises the climate-related issues which have affected/ may affect our business. During the Reporting Period, we continued 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 the possibility of health and safety incidents. In addition, chronic physical risks from long-term climate change, including increases in average temperatures, may increase operating and maintenance costs.

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，我們將節約資源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。

氣候變化

身為社會的一份子，對於氣候變化的影響我們無法置身事外。本集團根據氣候相關財務揭露工作小組(TCFD)的建議管理相關事宜，該建議概述了四個要素，即管治、策略、風險管理以及指標和目標。

根據世界企業永續發展委員會，我們的管治工作應主要由董事會推進，當中制定明確的策略，以實現生態效益，在提供令人滿意的商品及服務的同時，減少對環境的影響及降低資源消耗強度，此舉促使我們在作出商業決策時須考慮氣候因素。

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

嚴峻自然風險（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長遠自然風險（包括平均氣溫上升）或會增加營運及維護成本。

Environmental, Social and Governance Report

環境、社會及管治報告

When we consider transition risks, the tightening climate policies and regulatory requirements 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 assets and properties under extreme weather events such as storms and typhoons.

The Group also recognises that climate change can have significant impacts on our business of hotel management and operations. Our Wanda Hotel Design and Research Institute takes climate change into account in its hotel design and management process. For the hotels located in areas vulnerable to extreme weather events, we seek to identify and assess possible risks through research and field studies on suitable mitigation and adaptation measures.

Our controlling shareholder, Dalian Wanda Group, has developed the "Wanda Group Green Building and Energy Conservation Workplan", which provides guidelines on setting energy saving targets. As its subsidiary, we refer to the guidelines to set energy saving targets for the hotels managed and operated by the Group.

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各方面提供清晰的指引。

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業務產生重大影響。我們的萬達酒店設計研究院將氣候變化列入酒店的設計及管理流程的考慮因素當中。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，從而提出適當的緩解及適應措施。

我們的控股股東大連萬達集團已制定「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本集團管理及營運的酒店設立節能目標。

Environmental, Social and Governance Report

環境、社會及管治報告

Emissions and Waste Generated

The Group implements robust environmental systems at each of our business line operations to ensure all environmental aspects are controlled according to regulatory standards. Emissions of air pollutants, such as particulate matters, nitrogen oxides and sulphur dioxides, are not considered significant in the Group's operations. Therefore, no relevant data is disclosed accordingly. During the Reporting Period, the Group has encountered no incident of non-compliance with applicable laws and regulations related to air emissions discharges, hazardous and nonhazardous waste disposal and handling.

During the Reporting Period, the total GHG emission decreased by 4.7% as compared to the previous year.

產生的排放物及廢棄物

本集團在每項業務線均實施可靠的環境系統，以確保所有環境層面均受到控制，並符合法規標準。本集團於營運過程中產生的空氣污染物排放（如懸浮顆粒、氮氧化物和二氧化硫）並不顯著，因此，未有披露相關數據。於報告期間，本集團並無發生違反廢氣排放、有害及無害廢棄物處置及處理的適用法律及法規的事項。

於報告期間，溫室氣體總排放量較去年減少4.7%。

Total GHG Emissions and Intensity 溫室氣體總排放量及密度	Unit 單位	2022* 二零二二年*	2021 二零二一年
Total GHG emissions 溫室氣體總排放量	Tonnes (carbon dioxide equivalent) 公噸 (二氧化碳當量)	7,013	7,360
Total GHG 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)	112	138
Total GHG 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)	6,901	7,222
Total GHG 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	0.08	0.09
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

* The data includes GHG emissions from six offices in Hong Kong and Mainland China, Gullin Gaoxi Wanda Plaza and four hotels in Mainland China and excludes the newly incorporated companies during 2022.

* 數據包括位於香港及中國內地的六間辦公室、桂林高新萬達廣場及位於中國內地的四間酒店的溫室氣體排放量，不包括於二零二二年新註冊成立的公司。

Environmental, Social and Governance Report

環境、社會及管治報告

USING RESOURCES EFFICIENTLY

Measures to Reduce Energy Consumption

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

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 purchase energy saving appliances with Grade 1 energy labels in offices. To further improve energy efficiency, we introduce intelligent building management systems to monitor the electricity consumption of lighting systems in most of our offices. Although the direct emissions generated by the Group are small, 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 ceiling and windows to maintain indoor temperature during the daytime and reduce the 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 such as LED lights. We also turn off the unnecessary and idling lights. The temperature of the hot water system is adjusted according to seasonal difference. The exterior 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. We are not able to set a group-level energy conservation target due to the Pandemic causing the fluctuation of previous data collection. We will consider setting a group-level energy conservation target when the data collection and reporting scope become stable in the future. During the Reporting Period, the total energy consumption decreased by 5.2% as compared to the previous year.

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。

為節約能源，我們鼓勵員工在非辦公時間內關閉不使用的電器（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。於辦公室，我們購買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天花板和窗戶直射入室內，以保持日間室內溫度，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盡量減少使用照明系統。

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（如LED燈）取代。我們亦關掉不需要及不必要的照明。熱水系統的溫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控制及調整，以最大限度提升能源效益。空調過濾器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。由於疫情導致過去數據採集出現波動，我們無法設立集團層面的節能目標，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能目標。於報告期間，能源總耗量較去年減少5.2%。

Environmental, Social and Governance Report

環境、社會及管治報告

Energy Consumption and Intensity 能源耗量及密度	Unit 單位	2022* 二零二二年*	2021 二零二一年
Total direct energy consumption – natural gas 直接能源總耗量－天然氣	Cubic meter 立方米	51,985	63,876
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	51,985	63,876
Total indirect energy consumption – electricity 間接能源總耗量－電力	kWh 千瓦時	11,435,061	11,969,987
Offices and Plaza 辦公室及商場	kWh 千瓦時	6,823,355	7,275,656
Hotels 該等酒店	kWh 千瓦時	4,611,706	4,694,331
Total energy consumption 能源總耗量	GJ 吉焦	43,190	45,578
Offices and Plaza 辦公室及商場	GJ 吉焦	24,564	26,192
Hotels 該等酒店	GJ 吉焦	18,626	19,386
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	0.54	0.58
Hotels 該等酒店	GJ/room night 吉焦／房晚	0.09	0.09

* The data includes energy consumption from six offices in Hong Kong and Mainland China, Gullin Gaoxi Wanda Plaza and four hotels in Mainland China and excludes the newly incorporated companies during 2022.

* 數據包括位於香港及中國內地的六間辦公室、桂林高新萬達廣場及位於中國內地的四間酒店的能源消耗，不包括於二零二二年新註冊成立的公司。

Environmental, Social and Governance Report

環境、社會及管治報告

Measures to Reduce Water Consumption

The hotels, shopping malls and office operations of the Group require the use of water resources. All the drinking water and toilet flushing water of the Group are provided by municipal water supplies. There are no issues related to sourcing water.

Apart from optimising energy efficiency, the Group has also formulated water saving plan for our business operations. We request our staff in hotel management units to turn off water taps after use and we replace the water-saving taps. Moreover, we install water-saving appliances such as shower heads and smart toilets. The hotel rooms are equipped with smart toilets, which reduce water consumption by 30% compared with ordinary toilets. The hotels use water-saving shower heads, which can save about 8 tons of water on average every month compared with traditional shower heads. In addition, we arrange staff to regularly check if there are any leakage of pipelines and rectify the problems promptly. The Hotels have set individual monthly water conservation targets to motivate water reduction initiatives. With the joint efforts of staff at all levels and the ongoing monitoring of the management, the total water consumption during the Reporting Period decreased by 0.7% as compared to the previous year. Due to the Pandemic causing the fluctuation of previous data collection, we are not able to set a group-level water conservation target. We will consider setting a group-level water conservation target when the data collection and reporting scope become stable in the future.

節水措施

本集團所經營的酒店及商場業務及辦公室營運上，需要使用水資源。本集團所有飲用水及沖廁水均來自市政供水，在求取適用水源上並無任何問題。

除了優化能源效益外，本集團亦就業務營運制定節水計劃。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，並更換節水式水龍頭。此外，我們會安裝節水裝置，例如淋浴噴頭及智能馬桶。客房配有智能馬桶，與一般馬桶相比，可減少30%的耗水量。酒店使用節水淋浴噴頭，比傳統淋浴噴頭每月平均可節省約8公噸的水。此外，我們會定期安排員工檢查管道是否漏水，並即時修妥。該等酒店已分別設立每月節水目標，以推行節水措施。在各級員工的共同努力與管理層的持續監督下，報告期間內的總耗水量較去年減少0.7%。由於疫情導致過往數據採集出現波動，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。

Total Water Consumption and Intensity 總耗水量及密度	Unit 單位	2022* 二零二二年*	2021 二零二一年
Total water consumption 總耗水量	Cubic meter 立方米	209,563	211,071
Offices and Plaza 辦公室及商場	Cubic meter 立方米	127,153	141,224
Hotels 該等酒店	Cubic meter 立方米	82,410	69,847
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	2.84	3.44
Hotels 該等酒店	Cubic meter/room night 立方米／房晚	0.39	0.33

* The data includes water consumption from six offices in Hong Kong and Mainland China, Gullin Gaoxi Wanda Plaza and four hotels in Mainland China and excludes the newly incorporated companies during 2022.

* 數據包括位於香港及中國內地的六間辦公室、桂林高新萬達廣場及位於中國內地的四間酒店的耗水量，不包括於二零二二年新註冊成立的公司。

Environmental, Social and Governance Report

環境、社會及管治報告

Managing Waste Responsibly

The Group recognises the impacts of waste generation from our business and the importance 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 considered the final unavoidable solution 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 by 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 garbage classification as well as a variety of recycling and reuse measures for reusable or recyclable waste and kitchen waste.

Such measures include:

- We promote kitchen waste recycling and reduce the use of disposable plastics.
- We reuse cartons generated during the hotel's stock replenishment for stock storage.
- We reuse used toothpaste, toothbrushes and soap for cleaning.
- We recycle, backwash and reuse hotel guest slippers.
- We have signed an agreement with relevant government departments on recycling of waste grease.

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，廢棄物處置被視為最後無可避免的解決方案，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位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。

有關措施包括：

- 我們提倡廚餘回收，減少使用即棄塑料。
- 我們會循環使用酒店補給物資過程中產生的紙箱以存儲貨物。
- 我們將牙膏、牙刷和肥皂作清潔工具循環再用。
- 我們回收、反洗及循環再用酒店住客使用的拖鞋。
- 我們已與政府有關部門簽署廢棄油脂回收協議。

Environmental, Social and Governance Report

環境、社會及管治報告

During the Reporting Period, approximately 23 tonnes of non-hazardous waste was generated, while 3,132 kg of paper, 624 kg of plastics and 10,086 kg of kitchen waste were recycled respectively. In addition, our operations did not create significant amount of hazardous waste. The operations of the Group do not require the use of the packaging material, therefore the relevant data is not recorded.

於報告期間內，我們產生約23公噸的無害廢棄物，當中已分別循環再用3,132公斤紙張、624公斤塑膠及10,086公斤廚餘。此外，我們的營運並無產生大量有害廢棄物。本集團的營運無須使用包裝材料，故未予以記錄相關數據。

Due to the Pandemic causing the fluctuations of previous data collection, 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.

由於疫情導致過去數據採集出現波動，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。

Total Waste Generation and Intensity 廢棄物總量及密度	Unit 單位	2022* 二零二二年*	2021 二零二一年
Total non-hazardous waste generation 所產生無害廢棄物總量	Tonnes 公噸	23	29
Offices and Plaza 辦公室及商場	Tonnes 公噸	3	3
Hotels 該等酒店	Tonnes 公噸	20	26
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	0.72	0.71
Hotels 該等酒店	kg/room night 公斤／房晚	0.09	0.12

* The data includes waste generation from six offices in Hong Kong and Mainland China, Gullin Gaoxi Wanda Plaza and four hotels in Mainland China and excludes the newly incorporated companies during 2022.

* 數據包括位於香港及中國內地的六間辦公室、桂林高新萬達廣場及位於中國內地的四間酒店的廢棄物數量，不包括於二零二二年新註冊成立的公司。

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 by 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.

Such system can combine energy consumption, fire alarm, security, operation and equipment management systems into one platform which can be monitored centrally. Consequently, 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” standard certification of the China Green Building Label, which recognised our effort to create excellent green building.

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

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，該建築結合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」。

此系統能將能源消耗、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。因此，桂林高新萬達廣場得以實現安全、環保及智能化營運。此營運模式確保在向顧客提供優質服務的同時，提升樓宇的能源效益。我們獲得中國綠色建築的「一星」標準認證，認可了我們在建造優秀綠色建築方面的努力。

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 to reduce energy consumption caused by air-conditioners. 遮擋陽光避免直射至室內，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。

Environmental, Social and Governance Report

環境、社會及管治報告

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 hone 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 of the PRC 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.

As at 31 December 2022, the Group had 656 employees, after excluding the employees of the newly-set up human resource business during the Reporting Period.

與員工同行

本集團重視僱員對可持續業務發展及成功的作用。為了吸引及留住人才，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，對任何形式的歧視採取零容忍態度。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。我們持續向僱員投放資源，支持他們參加一系列培訓，以提升他們的技能及知識，從而加強我們的團隊實力。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。

於二零二二年十二月三十一日，本集團有656名僱員，不包括在報告期間內新成立的人力資源業務的僱員。

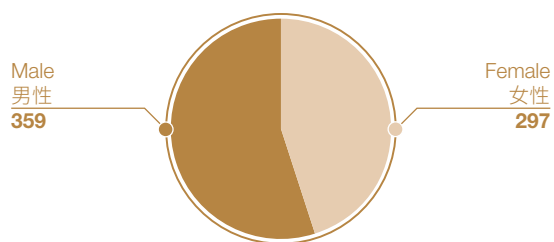
Environmental, Social and Governance Report

環境、社會及管治報告

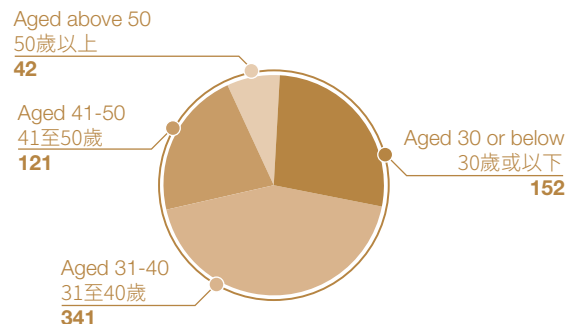
*Employee Distribution *員工分佈

As of 31 December 2022
截至二零二二年十二月三十一日

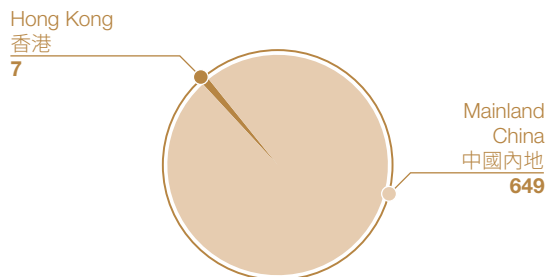
Number of employees by gender
按性別劃分的僱員數目



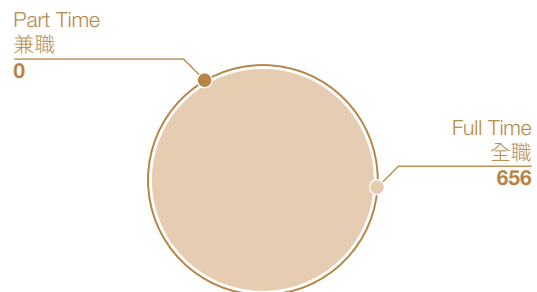
Number of employees by age group
按年齡組別劃分的僱員數目



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



* The data includes the Group's hotel service business in Mainland China, one office in Hong Kong and the Hotels and excludes the newly incorporated companies during 2022.

* 數據包括本集團位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，不包括於二零二二年新註冊成立的公司。

Environmental, Social and Governance Report

環境、社會及管治報告

Labour Standards

In compliance with the Employment of Children Regulations (Chapter 57B of the Laws of Hong Kong), the Labour Law of the PRC, the Labour Contract Law of the PRC, and the Provisions on the Prohibition of Using Child Labour, our employment policy strictly prohibits the 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.

Any form of discrimination, harassment or bullying is not tolerated in the Group. We extend our commitment to our suppliers by requiring all business partners to take measures to avoid and eliminate any form of forced, bonded or compulsory labour, or human trafficking. The rights and freedoms of every individual are protected as no worker is asked to surrender identification documents nor lodge deposits as a condition of employment.

During the Reporting Period, the Group has encountered no incident of non-compliance with applicable laws and regulations related to anti-child and anti-forced labour practices at all operating regions.

Talents Acquisition and Retention

The Group values people as our greatest asset and hires with a fair and transparent recruitment process based upon candidates' capabilities. We dedicate to create a diverse and inclusive workplace for our employees and support them along their career paths with care and equal opportunity.

勞工準則

我們的僱傭政策嚴禁於業務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。

本集團絕不容忍任何形式的歧視、騷擾或欺凌。我們將承諾擴展到我們的供應商，要求所有業務合作夥伴採取措施以避免和消除任何形式的強迫、抵債或強制勞動、或人口販運。每個人的權利和自由均受到保護，沒有任何員工被要求交出身份證明文件或繳納按金作為僱傭條件。

於報告期間內，本集團在所有營運區域均未發現有違反與反對童工及強制勞工行為相關的適用法律法規的情況。

人才吸納及保留

本集團珍視人才為我們的最重大資產，並以公平透明的招聘流程，按應聘者能力進行招聘。我們致力為我們的員工營造一個多元化和具包容性的工作場所，並在他們的事業路上給予關懷與平等機會的支持。

Environmental, Social and Governance Report

環境、社會及管治報告

To ensure talents are retained, our employees are rewarded with competitive remuneration package after considering their performance, experience and market salary level. The payment bonus depends on the financial performance of the Group and the employee performance. We also provide our employees with a wide range of benefits including 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. For example, we provide maternity or paternity leave to eligible employees in compliance with local laws and regulations. Housing allowance is granted to employees and expatriates whose have different work locations before and after employment. We also offer meal subsidies and special arrangements for ethnic minority employees.

A structured and clear promotion path is believed to be vital in talents retention and recognition of their contributions. The Group conducts performance appraisal for our employees on an annual basis. We also provide appeal channels to maintain a 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 seek to cultivate a culture of healthy work-life balance. All working hours comply with national laws and benchmark industry standards, and overtime work is voluntary. The Group assists staff to balance commitments outside of work by offering a range of leaves, which include annual, marriage, maternity, paternity, compassionate and others.

The Group emphasises on maintaining close relationship with employees and ensuring their wellbeing. Therefore, we organise a range of team-building activities and develop effective communication channels with employees including birthday parties, team gatherings and festival celebrations. To encourage social bonding in the workplace, the Group has also arranged recreational events during the Reporting Period, such as afternoon tea, cooking activities, night run and anniversary food festival. We have also arranged regular meetings with employees to listen to employees' opinions.

為留住人才，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。例如，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，向受僱前後工作地點發生變動的員工及外派人員授予住屋津貼。我們亦為少數族裔員工提供膳食津貼及特別安排。

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。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。

本集團力求營造一個健康工作與生活平衡的文化，所有工作時間均符合國家法例和行業基準標準，及加班屬自願性質。本集團通過提供各種休假來協助員工平衡工作以外的事務，包括年假、婚假、產假、陪產假、恩恤假及其他。

本集團重視與僱員維持緊密關係及保障僱員身心健康，因此，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。為鼓勵培養工作場所的社交關係，本集團於報告期間內亦有安排康樂活動，包括下午茶聚、烹飪活動、晚上跑步活動及周年美食節。我們亦安排與員工進行定期會面，以聽取員工的意見。

Environmental, Social and Governance Report

環境、社會及管治報告

Turnover Rate in 2022*

二零二二年流失比率*

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	%	26
Male 男性	%	38
By Age Group		
按年齡組別劃分		
Aged 30 or below 30歲或以下	%	46
Aged 31-40 31至40歲	%	30
Aged 41-50 41至50歲	%	25
Aged above 50 50歲以上	%	24
By Geographical Location		
按地區劃分		
Mainland China 中國內地	%	33
Hong Kong 香港	%	0

* The data includes the Group's hotel service business in Mainland China, one office in Hong Kong and the Hotels and excludes the newly incorporated companies during 2022.

* 數據包括本集團位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，不包括於二零二二年新註冊成立的公司。

Environmental, Social and Governance Report

環境、社會及管治報告

Non-Discrimination and Diversity

The Group is an equal opportunity employer and does not discriminate on the basis of age, sex, physical or mental health status, marital status, family status, race, skin color, nationality, religion, political affiliation and sexual orientation. We have taken account of diversity and inclusion in our employment policy to build a respectful workplace, where equal opportunities with regard to recruitment and promotion are given to staff with disabilities. Necessary accommodations to work environment are also carried out to meet their needs. At office in Hong Kong, all personnel staff receive training related to non-discriminatory practices. The Group strives to ensure a safe and secure workplace with zero-tolerance to any form of abuse and/or sexual harassment in the workplace. Staff grievance and disciplinary procedures of the Group have been established to ensure all submitted cases are treated with confidentiality and fairness.

Training and Development

The Group values the importance of employee' job-related skills and knowledge. We provide our employees with a variety of training and development opportunities so that they can thrive in their career paths. During the Reporting Period, the Group has delivered a total of 9,908 hours of training for employees, with an average of 15.1 hours per employee.

不歧視與多元化

本集團是平等機會的僱主，僱員不會因年齡、性別、身體或精神健康狀況、婚姻狀況、家庭狀況、種族、膚色、國籍、宗教、政治背景和性取向而受到歧視。我們已在我們的僱傭政策中加入考慮多元化及包容性，以建立一個互相尊重的工作場所，為殘疾人士提供平等的招聘和晉升機會。為了滿足他們的需求，還對工作環境進行了必要的調整。於香港辦事處，全體員工均接受與非歧視性實踐有關的培訓。本集團致力確保提供安全及穩妥的工作場所，對工作場所內任何形式的濫權及／或性騷擾採取零容忍態度。本集團制定了員工申訴和紀律程序，以確保所有提交的案件均受到保密和公正的對待。

培訓及發展

本集團注重僱員工作相關的技能及知識的重要性。我們向僱員提供各類培訓及發展機會，讓僱員在職業道路上得到發展。於報告期間內，本集團向僱員提供合共9,908小時培訓，每名僱員受訓的平均時數為15.1小時。

Environmental, Social and Governance Report

環境、社會及管治報告

To promote the professional development of our employees, we have arranged a series of trainings for which all employees are eligible 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 knowledge etc. As for roles concerning operational management, we provide training on sales negotiation, branding, complaints handling procedures as well as marketing promotion for hotel management units to enhance their understanding of brand management. For engineering staff, we provide training such as energy saving of central air conditioning, construction regulations and the use of heating, ventilation and air conditioning during summer times. For all staff, we provide work-related injury training for all employees of the front-line operation department to enhance the employees’ awareness of the work-related injury insurance and related regulations. We provide our corporate culture training and employee manual training to enable new staff to quickly integrate into the working environment.

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 updated 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.

為促進僱員的專業發展，我們安排了一系列所有僱員均可參與的培訓，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、投訴處理程序、市場推廣等方面的培訓，加深彼等對品牌管理的了解。就工程技術人員而言，我們則提供中央空調節能、建設規範、採暖、通風及夏季空調使用等培訓。就全體員工而言，我們為全體一線營運部門員工提供工傷培訓，以加強員工對工傷保險及相關法規的認識。我們提供企業文化培訓及員工手冊培訓，使新員工能夠快速融入工作環境。

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。

Environmental, Social and Governance Report

環境、社會及管治報告

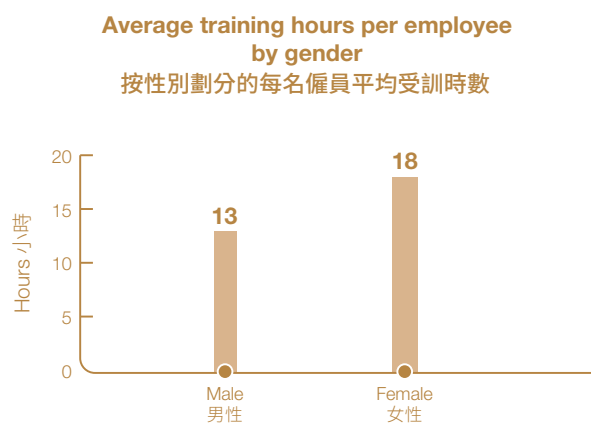
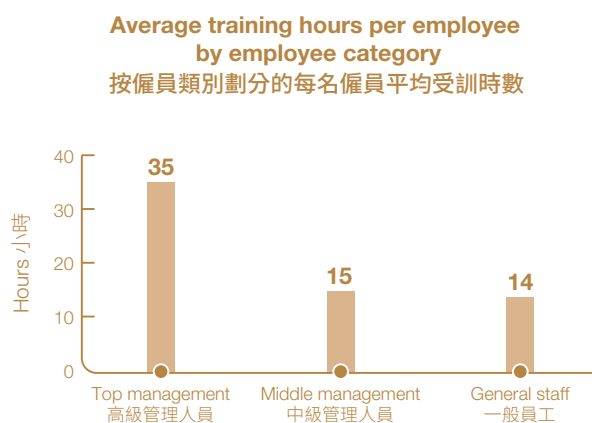


The Hotels regularly arranges training courses for employees to improve their service quality.

該等酒店定期為員工安排培訓課程，以提高他們的服務質量。

Average Training Hours Completed per Employee*

每名僱員完成受訓的平均時數*



* The data includes the Group's hotel service business in Mainland China, one office in Hong Kong and the Hotels and excludes the newly incorporated companies during 2022.

* 數據包括本集團位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，不包括於二零二二年新註冊成立的公司。

Environmental, Social and Governance Report

環境、社會及管治報告

	Unit 單位	2022* 二零二二年*	2021 二零二一年
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	%	94.4	100
Middle management 中級管理人員	%	85.3	94.0
General staff 一般員工	%	95.3	92.9
Percentage of employees trained by gender			
按性別劃分的受訓員工百分比			
Female 女性	%	91.6	88.0
Male 男性	%	93.6	97.4

* The data includes the Group's hotel service business in Mainland China, one office in Hong Kong and the Hotels and excludes the newly incorporated companies during 2022.

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Taking Care of Employees' Health and Safety

The health and safety of our employees are 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. For our hotel business, the hotel management team have established "Safety Mandatory Provision" which outlines the responsibilities of safety personnel, daily safety measures, and safety related policies. All employees are required to strictly comply to lower 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 engaging in high potential hazard activities, such as entering construction sites and performing maintenance work, are provided with adequate personal protective gears to minimise 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。於酒店業務，酒店管理團隊已制定《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健康及安全意識。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. For the Hotels, we continue to follow the COVID-19 Prevention Guidebook, which we co-edited with the Huashan Hospital of Fudan University in Shanghai for the Hotel Industry. We provide free medical supplies such as hand sanitisers and masks. The staff and guests are required to check their body temperature before entering the Hotels. Employees are required to take shifts to reduce the risk of infection during work. We arranged COVID-19 testing all the staff and we followed the local government institution to provide the epidemic prevention training to the staff.

The Group did not have any serious work-related injuries and no lost day due to work injury during the Reporting Period. There was no record of work-related fatality in the past three reporting years.

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。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，員工及賓客進入該等酒店前必須量度他們的體溫。工作時，員工必須輪班，以降低互相感染風險。我們安排全體員工接受COVID-19檢測，並跟隨當地政府機構為員工提供防疫培訓。

本集團於報告期間內並無發生任何嚴重工傷及無因工傷損失工作日數。近三個匯報年度並沒有因工亡故的紀錄。

	Unit 單位	2022* 二零二二年*	2021 二零二一年	2020 二零二零年
Number of work-related fatalities 因工作關係而死亡的人數	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 因工傷損失工作日數	Days 日數	0	0	0

* The data includes the Group's hotel service business in Mainland China, one office in Hong Kong and the Hotels and excludes the newly incorporated companies during 2022.

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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 compliances 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.

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。於報告期間內，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。

Environmental, Social and Governance Report

環境、社會及管治報告

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 bribes. 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 uphold integrity, fairness, inclusion and respect in all our operations. We tolerate no 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. Detailed 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.

The Group maintains zero-tolerance stance 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.

During the Reporting Period, the Group did not violate any anti-corruption laws and regulations that had a significant impact on the operation of the Group, and the Group and its employees were not involved in any concluded lawsuits regarding corruption.

維護道德操守

本集團維護工作場所內廉正，實施一系列禁止行賄收賄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。

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。公司秘書定期為本集團董事及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，本集團未有發現任何有關違反反貪污的法律及規例並對本集團營運有重大影響的違規事件，本集團或其僱員亦不涉及任何已結案的貪污訴訟案件。

Environmental, Social and Governance Report

環境、社會及管治報告

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 Supplier

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, 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 are subject to initial selection, audit and open bidding processes before being included in our List of Suppliers.

Identifying Social and Environmental Risks

We are aware that our sourcing activities are associated with risks, including environmental and social risk that 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 thereafter. 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 the legal requirement and the Group's standard on areas including but not limited to labour rights and occupational health and safety.

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。報告期間內，我們共聘用中國內地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訂明。例如，合同均會附帶「誠信合作協議」。供應商須經過初選、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管選定，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。

Environmental, Social and Governance Report

環境、社會及管治報告

Promoting Environmentally Preferable Products and Services

The Group encourages our procurement team to prioritise products which have lower impact on the environment, including products that have low embodied carbon, sourced locally, produced with renewable energy, durable and repairable, contained materials with high recyclability, minimised the use of virgin material in products, minimised energy and/or water consumption, minimised or eliminated packaging and replaced 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.

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 services provided, formal customer satisfaction surveys are conducted twice a year. We do our best to reduce possible complaints at all costs by constantly improving our complaints handling procedures. Our operation department is responsible for 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 address their needs and provide special training to the teams who are responsible for serving our tenants.

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。

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。

Environmental, Social and Governance Report

環境、社會及管治報告

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 image. We have set an aggressive target of achieving 4.8 out of a 5-point scale on all of these OTA platforms. To motivate our 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. Moreover, 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 and follow up on the customers' scoring lower than 4.8 points and formulate improvement plans accordingly. A monthly meeting is also held to evaluate the implementation of these improvement plans and review monthly targets on different service quality indicators.

Recall procedures are not material to the Group's operation. During the Reporting Period, we receive and properly handled 29 complaints relating to our products and services, none of which were substantial complaints from external parties or regulatory authorities. There were no recalls concerning the provision and use of the Group's products that have a significant impact on our operations and no recall due to safety and health reasons for the Reporting Period.

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，最終提升我們的品牌形象。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)。為了激發我們更好的服務質素，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詢問客人意見。此外，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，討論並跟進低於4.8分的客戶評分，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。

召回程序對本集團營運並無實質影響。於報告期間內，我們接獲並妥善處理29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。於報告期間內，並無有關提供及使用本集團產品且對我們的營運具重大影響的召回事件，亦無因安全及健康為由進行召回。

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 including but not limited to hygiene and disinfection, fire safety and food safety.

To ensure the health and safety of hotel guests, we have established Wanda Hotel Management policy to ensure the Hotels are 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 Pandemic, the Group has strengthened cleaning and disinfection in the Hotels and the Plaza. In the Hotels, employees are required to undergo daily COVID-19 nucleic acid testing and present their health certificate before duty. The utensils and cutlery are disinfected regularly. Disinfectants are provided in public areas such as elevator entrance and front hall. Free masks are provided for each employee and guest.

Raw ingredients must also be traceable, ensuring food safety. The Hotels are also prohibited from buying or processing wildlife animals and their by-products.

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。

為保障酒店客人的健康及安全，我們已制定萬達酒店管理政策，以確保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。

為應對疫情，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，僱員必須每天接受COVID-19核酸檢測，並在上班前出示健康證明。僱員會定期消毒器皿及餐具，及於電梯入口及前廳等公共區域提供消毒劑，免費為每位僱員及賓客提供口罩。

原材料亦必須是可追溯的，以確保食品安全。該等酒店亦會禁止購買或加工野生動物及其副產品。

Environmental, Social and Governance Report

環境、社會及管治報告



Our staff regularly disinfect the dining equipment and ensure that the source of raw materials can be traced and the food is healthy.

我們的員工定期對用餐設備進行消毒，確保原料來源可追溯及食物的健康。



During the Pandemic, all staff stick to their posts and insistently provide high-quality services to our valued guest.

於疫情期間，我們的員工堅守工作崗位，堅持不懈地為我們尊貴的客人提供優質服務。



Safeguarding Privacy

It is our responsibility to protect customers' data privacy. The privacy and confidentiality requirements of our internal policies ensure the compliance with 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 when collecting, holding and using, disclosing and transferring 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 attend privacy protection training. In compliance with the requirements of the Ministry of Public Security of the People's Republic of China, we have ceased the use of face recognition technology on customers in our designated systems.

保障私隱

我們有責任保障客戶的資訊私隱。我們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。所有新員工均須參加保障私隱培訓。我們遵循中華人民共和國公安部的要求，停止在指定系統中對我們的賓客使用人臉識別技術。

Environmental, Social and Governance Report

環境、社會及管治報告

CARING FOR THE COMMUNITY

To send a message to the society about the threat of climate change, the Group across the country actively participated in the World Wide Fund for Nature's "Earth Hour" global environmental protection action on 26 March 2022. During "Earth Hour," our hotels across the country participated in a variety of public welfare environmental protection activities, including turning off unnecessary lights inside and outside the hotels.

The Group believes 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 targeting the underprivileged groups in regions where we operate. During the Reporting Period, we have recorded a total of 3,036 hours dedicated to volunteering activities which include participation in volunteering work in local societies. We also donated approximately HK\$27,800 and participated in book donation event jointly organized by the China Charity Federation and Star Youth Development Centre to raise funds and donate books for rural children in need.



We actively organize volunteers to participate in voluntary work and give back to our communities.

我們積極組織義工參與義工工作並回饋我們的社區。

關懷社區

為向全社會傳遞關注氣候變化威脅的信息，於二零二二年三月二十六日，本集團在全國各地積極參與了世界自然基金會發起的「地球一小時」全球環境保護行動。於「地球一小時」期間，我們在全國各地的酒店舉辦了各種形式的環保公益活動，並關閉酒店內外不必要的燈光。

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。於報告期間內，我們共錄得3,036小時義工活動時間，涉及的活動包括在本地社區參與義工工作等。我們亦捐出約27,800港元及參與了中華慈善總會及滿天星青少年公益發展中心聯合舉辦的圖書捐贈活動，為有需要的農村兒童籌集資金並捐贈圖書。



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