



# ANNUAL REPORT

## 2023 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”) of Wanda Hotel Development Company Limited (the “Company”) presents the Group’s initiatives and performance in ESG aspects between 1 January 2023 and 31 December 2023 (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”).

#### Reporting Standards

The Group prepares the Report in compliance with the relevant requirements as stipulated in *Environmental, Social and Governance Reporting Guide* (the “ESG Guide”) as set out in Appendix C2 (formerly known as 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

萬達酒店發展有限公司（「本公司」）的環境、社會及管治（「ESG」）報告（下稱「本報告」）呈列本集團由二零二三年一月一日至二零二三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ESG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、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」）。

#### 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C2（前稱為附錄二十七）《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 complied with all “comply or explain” provisions set out in the ESG Guide and 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，已遵守ESG指引所載的所有「不遵守就解釋」條文，並遵從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 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 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 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，視乎情況及時向董事會匯報，並確保遵守所有適用的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，董事會通過審批本報告以至少每年審核一次整體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 that feedback from stakeholders is conveyed effectively to our management and the Board. Key stakeholders including management staff, shareholders and investors, customers, suppliers and community partners were invited to participate in online surveys 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 11 of them are regarded as material.

### 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。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11項被視為重大。

# 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

#### Operating Practices 營運慣例

- 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
- Compliance  
合規
- Intellectual Property Rights  
知識產權
- Customer Health and Safety  
客戶健康與安全
- Supply Chain Management  
供應鏈管理

#### Employment and Labour Practices 僱傭及勞工常規

- Training and Development  
培訓及發展
- Child Labour  
童工
- Employment Relations and Retention  
僱傭關係及留聘
- Employee Rights, Equal Opportunity, Diversity and Non-discrimination  
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

### Key Areas 主要範疇

### Other ESG Issues considered 已考慮的其他ESG議題

Community  
社區

- Community Investment  
社區投資

Environmental Protection  
環境保護

- Energy  
能源
- Greenhouse Gas (GHG) Emissions  
溫室氣體排放
- Waste Management  
廢棄物管理
- Water Conservation  
節水
- Green Building  
綠色建築
- Climate Change  
氣候變化

Operating Practices  
營運慣例

- Anti-corruption  
反貪污

Employment and Labour Practices  
僱傭及勞工常規

- Occupational Health and Safety  
職業健康與安全
- Forced or Compulsory Labour  
強迫或強制勞動

# 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 the Plaza managed and operated by the Group. We adhere to relevant local environmental regulations, including the *Environmental Protection Law of the People's Republic of China* (《中華人民共和國環境保護法》) and the *Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes* (《中華人民共和國固體廢物污染環境防治法》). During 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 ("WBCSD"), 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 factor 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該等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》。於報告期間內，並無發現有關環保的不合規案例。

#### 氣候變化

對於氣候變化的影響，身為社會的一份子，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(「WBCSD」)，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 of 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 themselves, 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.

### Emissions Generated

The Group implements robust environmental systems at each of our business line operations to ensure that 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.

In light of the growing concerns over air pollution and climate change, the Group has established a GHG emissions target, which aims to reduce the GHG emissions intensity by the year ending 31 December 2026 ("2026") by at least 2% as compared with the level in the year ended 31 December 2023.

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該等酒店而言，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應對措施。

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，為本集團管理及營運的酒店設立節能目標。

### 產生的排放物

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的適用法律及法規的事項。

由於空氣污染與氣候變化漸受關注，本集團已設定溫室氣體排放目標，旨在於截至二零二六年十二月三十一日止年度（「二零二六年」）前將溫室氣體排放密度較截至二零二三年十二月三十一日止年度的水平減少最低2%。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

During the Reporting Period, the total GHG emission increased by 4.5% as compared to the previous year as the data in previous year is affected by the epidemic.

於報告期間，溫室氣體總排放量較去年增加4.5%，乃由於去年數據受疫情影響所致。

Total GHG Emissions and Intensity 溫室氣體總排放量及密度	Unit 單位	2023 <sup>2</sup> 二零二三年 <sup>2</sup>	2022 二零二二年
<b>Total GHG emissions<sup>1</sup></b> 溫室氣體總排放量 <sup>1</sup>	<b>Tonnes (carbon dioxide equivalent)</b> 公噸 (二氧化碳當量)	<b>7,330</b>	<b>7,013</b>
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)	159	112
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)	7,171	6,901
<b>Total GHG emission intensity</b> 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	0.08
Hotels 該等酒店	Tonnes (carbon dioxide equivalent/room night) 公噸 (二氧化碳當量/房晚)	0.01	0.02

Note(s):

附註：

- GHG emission data is presented in terms of carbon dioxide equivalent and are based on, but not limited to, *The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard* issued by the World Resources Institute and WBCSD, *How to prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs* issued by the Hong Kong Stock Exchange, “Global Warming Potential Values” from the IPCC Sixth Assessment Report (AR6) in 2021, *Notice on Carrying out Work in Reporting and Management of Greenhouse Gas Emissions of Enterprises in the Power Generation Industry from 2023 to 2025* (《關於做好2023—2025年發電行業企業溫室氣體排放報告管理有關工作的通知》) issued by the Ministry of Ecological Environment of the PRC and Carbon emission figure published by Hong Kong Electric Investments Limited.
- The data includes GHG emissions from seven offices in Hong Kong and Mainland China (during the Report Period, a new Zhuhai office was opened), Gullin Gaoxi Wanda Plaza and the Hotels.

- 溫室氣體排放數據乃按二氧化碳當量呈列，並參照（但不限於）世界資源研究所及WBCSD發佈的《溫室氣體核算體系：企業核算與報告標準》、香港聯交所發佈的《如何準備環境、社會及管治報告—附錄二：環境關鍵績效指標匯報指引》、二零二一年政府間氣候變化專門委員會（IPCC）第六次評估報告（AR6）的「全球變暖潛能值」、中華人民共和國生態環境部發佈的《關於做好2023—2025年發電行業企業溫室氣體排放報告管理有關工作的通知》及港燈電力投資有限公司刊發的碳排放數據。
- 數據包含了我們在香港及中國內地七間辦公室（於報告期間新增了珠海辦公室）、桂林高新萬達廣場及該等酒店的溫室氣體排放。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### USING RESOURCES EFFICIENTLY

#### Measures to Reduce Energy Consumption

The Group has established an energy conservation target, which aims to reduce the energy consumption intensity by 2026 by at least 2% as compared with the level in 2023.

In order to improve our energy efficiency, we encourage our staff to switch off lights for 1.5 hours during lunch breaks every working day and 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 low, we encourage our staff to commute by public transport as much as possible to further 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, emphasis was placed on the use of renewable energy in the design process, e.g. the use of air-cooled heat pumps to provide a source of hot water for the Hotels. We require Hotels to carry out daily inspections and reports to ensure that their equipment is working properly. During the period of low occupancy rate, guests are concentrated on certain floors, while energy-saving and power-off measures are adopted on the closed 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 unnecessary and idling lights. The temperature of the hot water system is adjusted according to seasonal differences. 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. In 2023, we have completed some renovation measures to reduce energy consumption. For Wanda Moments Hotel, Nanchang, solar energy has been enabled since June 2023. It greatly reduces the energy consumption of hot water supply in the hotel. For Wanda Yi Hotel, Wuxi, the replacement of LED lights per room has been completed. Hence it saves a lot of energy.

### 善用資源

#### 節能措施

本集團已設定節能目標，旨在於二零二六年前將能源消耗密度較二零二三年的水平減少最低2%。

為提高能源效益，我們鼓勵員工在工作日期間每天午休時間熄燈1.5小時；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進一步將碳足跡減到最低。

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，在設計過程中，我們注重對可再生能源的利用，例如：利用風冷熱泵為該等酒店生活熱水提供熱源。我們要求該等酒店每日巡查並進行上報，確保設備運行正常。在低入住率的期間內，住客均集中在若干樓層，而關閉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。於二零二三年，我們已完成若干改造措施以減少能耗。就南昌萬達美華酒店而言，太陽能已自二零二三年六月起啟用，此舉大幅降低酒店熱水供應的能耗。就無錫萬達頤華酒店而言，每間客房的LED燈已替換完畢，因此節省大量能源。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

Electricity remains our main source of GHG emissions. During the Reporting Period, the total energy consumption increased by 11.3% as compared to the previous year as the data in previous year is affected by the epidemic.

電力依然是我們溫室氣體排放的主要來源。於報告期間，能源總耗量較去年增加11.3%，乃由於去年數據受疫情影響所致。

Energy Consumption and Intensity 能源耗量及密度	Unit 單位	2023 <sup>4</sup> 二零二三年 <sup>4</sup>	2022 二零二二年
<b>Total direct energy consumption-natural gas</b> 直接能源總耗量－天然氣	<b>Cubic meter</b> 立方米	<b>70,711</b>	<b>51,985</b>
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	70,711	51,985
<b>Total indirect energy consumption-electricity</b> 間接能源總耗量－電力	<b>kWh</b> 千瓦時	<b>12,572,621</b>	<b>11,435,061</b>
Offices and Plaza 辦公室及商場	kWh 千瓦時	7,465,963	6,823,355
Hotels 該等酒店	kWh 千瓦時	5,106,658	4,611,706
<b>Total energy consumption<sup>3</sup></b> 能源總耗量 <sup>3</sup>	<b>GJ</b> 吉焦	<b>48,089</b>	<b>43,190</b>
Offices and Plaza 辦公室及商場	GJ 吉焦	26,877	24,564
Hotels 該等酒店	GJ 吉焦	21,212	18,626
<b>Total energy consumption intensity</b> 總能源消耗密度			
Offices and Plaza 辦公室及商場	GJ/square meter 吉焦／平方米	0.60	0.54
Hotels 該等酒店	GJ/room night 吉焦／房晚	0.09	0.09

Note(s):

附註：

- Total energy consumption comes from natural gas and purchased electricity. The Energy conversion coefficient is in accordance with the Energy Statistics Manual (Appendix 3, units and equivalent conversion) issued by the International Energy Agency. Natural gas: 40 MJ/m<sup>3</sup>, 1 GJ = 277.778 kWh.
- The data includes energy consumption from seven offices in Hong Kong and Mainland China (during the Report Period, a new Zhuhai office was opened), Gullin Gaoxi Wanda Plaza and the Hotels.

- 能源總耗量來自天然氣及購買電力。能源換算系數乃根據國際能源機構發佈的《能源統計手冊》(附錄三，單位及等值換算)計算。天然氣：40兆焦／立方米，1吉焦＝277.778千瓦時。
- 數據包含了我們在香港及中國內地七間辦公室(於報告期間新增了珠海辦公室)、桂林高新萬達廣場及該等酒店的能源總耗量。



# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Measures to Reduce Water Consumption

The Hotels, Plaza 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 in sourcing water.

The Group recognises that water resources management is one of the material aspects of preserving the natural environment. The Group establish a water conservation target, which aims to reduce the water consumption intensity by 2026 by at least 2% as compared with the level in 2023.

To achieve its water consumption target, the Group actively adopts water-saving measures to reduce its water consumptions. We request our staffs in hotel management units to turn off water taps after use and we replace with 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% as compared with ordinary toilets. The Hotels use water-saving shower heads, which can save about 8 tons of water on average every month as 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 has decreased by 6.0% as compared to the previous year.

### 節水措施

本集團所經營的該等酒店、商場及辦公室需要使用水資源。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。

本集團意識到水資源管理乃保護自然環境的重要方面之一。本集團設定節水目標，旨在於二零二六年前將耗水量密度較二零二三年的水平減少最低2%。

為實現該節水目標，本集團積極採取節水措施以減少其耗水量。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。該等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6.0%。

Total Water Consumption and Intensity 總耗水量及密度	Unit 單位	2023 <sup>5</sup> 二零二三年 <sup>5</sup>	2022 二零二二年
<b>Total water consumption</b> 總耗水量	<b>Cubic meter</b> 立方米	<b>197,052</b>	<b>209,563</b>
Offices and Plaza 辦公室及商場	Cubic meter 立方米	106,989	127,153
Hotels 該等酒店	Cubic meter 立方米	90,063	82,410
<b>Total water consumption intensity</b> 總耗水量密度			
Offices and Plaza 辦公室及商場	Cubic meter/square meter 立方米／平方米	2.38	2.84
Hotels 該等酒店	Cubic meter/room night 立方米／房晚	0.39	0.39

Note:

5. The data includes water consumption from seven offices in Hong Kong and Mainland China (during the Report Period, a new Zhuhai office was opened), Gullin Gaoxi Wanda Plaza and the Hotels.

附註：

5. 數據包含了我們在香港及中國內地七間辦公室（於報告期間新增了珠海辦公室）、桂林高新萬達廣場及該等酒店的耗水量。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Managing Waste Responsibly

The Group recognises the impacts of waste generation from our business and the importance of sustainable waste management. The operation of the Group's business does not produce significant amounts of hazardous waste and require the use of the packaging material, therefore the relevant data is not recorded. During the Reporting Period, the Group has encountered no incident of non-compliance with applicable laws and regulations related to hazardous and non-hazardous waste disposal and handling.

To achieve its waste reduction target, 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.

### 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。本集團的業務營運並無產生大量有害廢棄物，且無須使用包裝材料，故未予以記錄相關數據。於報告期間內，本集團並無發生違反有害及無害廢棄物處置及處理的適用法律及法規的事項。

為實現該減廢目標，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：

- 我們提倡廚餘回收及減少使用即棄塑膠用品。
- 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。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

- 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.
- 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。

During the Reporting Period, approximately 28 tonnes of non-hazardous waste was generated, while 1,783 kg of paper, 324 kg of plastics and 13,476 kg of kitchen waste was recycled respectively.

於報告期間內，我們產生約28公噸的無害廢棄物，當中已分別循環再用1,783公斤紙張、324公斤塑膠及13,476公斤廚餘。

The Group has established a waste reduction target, which aims to reduce the non-hazardous waste intensity by 2026 by at least 2% as compared with the level in 2023.

本集團已設定減廢目標，旨在於二零二六年前將無害廢棄物密度較二零二三年的水平減少最低2%。

Total Waste Generation and Intensity 廢棄物總量及密度	Unit 單位	2023 <sup>6</sup> 二零二三年 <sup>6</sup>	2022 二零二二年
<b>Total non-hazardous waste generation</b> 所產生無害廢棄物總量	<b>Tonnes</b> 公噸	<b>28</b>	<b>23</b>
Offices and Plaza 辦公室及商場	Tonnes 公噸	3	3
Hotels 該等酒店	Tonnes 公噸	25	20
<b>Total non-hazardous waste generation intensity</b> 所產生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	0.63	0.72
Hotels 該等酒店	kg/room night 公斤／房晚	0.11	0.09

Note:

6. The data includes waste generation from seven offices in Hong Kong and Mainland China (during the Report Period, a new Zhuhai office was opened) and the Hotels.

附註：

6. 數據包含了我們在香港及中國內地七間辦公室（於報告期間新增了珠海辦公室）及該等酒店的廢棄物數量。

# 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，認同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	Prevents 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	Provides 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植物。



# 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. We have established policies such as *Employee Handbook*, which sets out detailed requirements for the recruitment, assessment, promotion and training of employees. 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 *Labor Law of the People's Republic of China* (《中華人民共和國勞動法》) and the *Labor Contract Law of the People's Republic of China* (《中華人民共和國勞動合同法》). 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

本集團重視僱員對可持續業務發展及成功的作用。我們制定了《員工手冊》等制度，對員工的招聘、考核、晉升及培訓等方面做了詳細規定。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。



Award for 2023 China hotel tourism annual 'Outstanding Employer'  
榮獲2023中國酒店旅遊業年度「傑出僱主」

# Environmental, Social and Governance Report

## 環境、社會及管治報告

As at 31 December 2023, the Group had 709 employees.

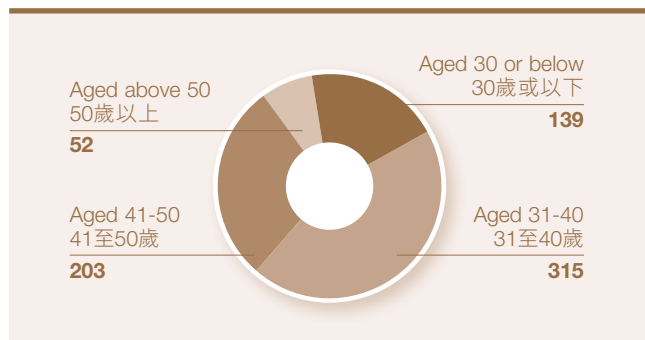
於二零二三年十二月三十一日，本集團有709名僱員。

### Employee Distribution<sup>7</sup>

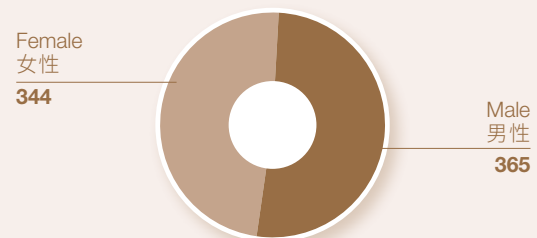
#### 員工分佈<sup>7</sup>

As of 31 December 2023  
截至二零二三年十二月三十一日

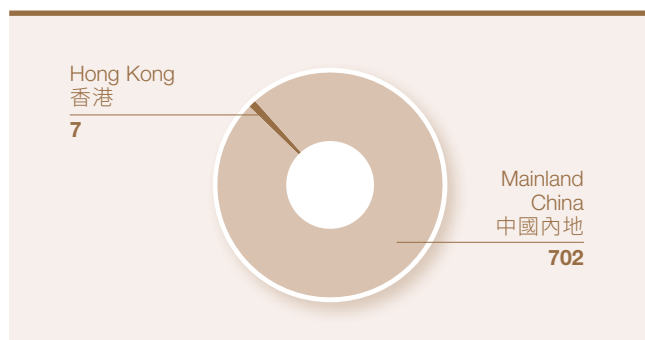
#### Number of employees by age group 按年齡組別劃分的僱員數目



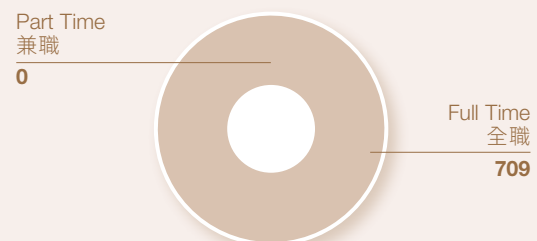
#### Number of employees by gender 按性別劃分的僱員數目



#### Number of employees by a 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



Note:

7. The data includes the Group's hotel service business in Mainland China (a new Zhuhai office was opened during the Report Period), one office in Hong Kong and the Hotels.

附註：

7. 數據包含了本集團於中國內地酒店服務業務（於報告期間新增了珠海辦公室）、一間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

### Labour Standards

In compliance with the *Employment of Children Regulations* (Chapter 57B of the Laws of Hong Kong), the *Labor Law of the People's Republic of China* (《中華人民共和國勞動法》), and the *Provisions on the Prohibition of Using Child Labour* (《禁止使用童工規定》), 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 have established a variety of channels for employee communication, including dedicated email, telephone, QR code and the President's mailbox. The confidentiality of whistleblower's information is strictly protected and any form of retaliation is prohibited. 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.

### 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》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。我們建立了多種員工溝通渠道，包括專用電子郵件、電話、二維碼和總裁信箱。舉報人信息的保密性受到嚴格保護，避免任何形式的報復行為。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。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Talents Acquisition and Retention

The Group values people as our greatest asset. We attract talents through diversified recruitment channels, including the Company's official website, major recruitment portals, online and offline job fairs, etc., to match candidates with suitable positions according to their skills and interests. In addition to the online platform and offline recruitment channels, we also actively promote the internal talent recommendation mechanism, encouraging employees to recommend talents according to the Company's needs. At the same time, we are actively recruiting on campuses to attract fresh graduates through cooperation between enterprises and colleges, such as the establishment of "Wanda Classes". We dedicate to create a diverse and inclusive workplace for our employees and support them along their career paths with care and equal opportunity.



Signing with Guizhou University on cooperation  
between enterprises and colleges  
與貴州大學簽約校企合作現場

### 人才吸納及保留

本集團珍視人才為我們的最重大資產。我們通過多元化的招聘途徑吸引人才，包括本公司官網、各大招聘網站、線上線下招聘會等渠道，根據應聘者的能力和興趣匹配合適的職位。除網絡平台和線下招聘渠道以外，我們也積極推進內部人才推薦機制，鼓勵在職員工按本公司需求引薦人才。同時積極開展校園招聘，通過校企合作，如建立「萬達班」等形式，吸引應屆畢業生。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。



'Wanda Classes' awarded for 2023 global human  
resources think tank human resources industry  
'GHR Human Resources Best Practice'  
「萬達班」榮獲2023環球人力資源智庫人力資源  
行業「GHR人力資源最佳實踐獎」



# 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. For the Hotels, we have introduced and implemented *Full Cycle Benefit Policy* (《全周期福利體系》), which provides benefits in various areas such as age, special care and health.

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 and compassionate.

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待產假，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。該等酒店方面，我們頒佈執行《全周期福利體系》，針對司齡、特殊關懷、健康等各方面提供相應福利。

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、陪產假及恩恤假。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

The Group emphasises on maintaining close relationship with employees and ensuring their wellbeing. Therefore, we organise a range of team-building activities including birthday parties, team gatherings and festival celebrations. We have launched *Employee Reward Recognition Policy* (《員工獎勵認可機制》) to reward employees directly in terms of team recognition, service recognition and performance, and *HR Brand Standard - Employee Experience* (《人力資源品牌標準-員工體驗》) to retain core staff and improve management standards. We also provide our employees with free meals, coffee, occasional tea breaks, extra half-day holidays, festive activities and gifts and free annual medical check-ups to help them balance work and life. The Group has also arranged recreational events during the Reporting Period, such as Lunar New Year gathering, afternoon tea, cooking activities, night run and anniversary food festival. We have also arranged regular meetings with employees to listen to employees' opinions.

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，包括慶生會、團隊聚會及節慶活動。我們頒佈《員工獎勵認可機制》，從團隊認可、服務認可、業績維度，即時獎勵員工；頒佈《人力資源品牌標準-員工體驗》以留住核心員工、提高管理水平。我們還為員工提供免費三餐、咖啡、不定期茶歇，節假日額外半天假期，節日活動及禮品，並且每年提供免費體檢，幫助員工平衡工作和生活。本集團於報告期間內亦有安排康樂活動，包括新春聯歡聚會，下午茶聚、烹飪活動、晚上跑步活動及週年美食節。我們亦安排與員工進行定期會面，以聽取員工的意見。



The Company held employee birthday parties to enhance employees' sense of belonging.

本公司舉辦員工慶生會以提高員工歸屬感。



The Company celebrated Lunar New Year with our employees.

本公司與員工一同慶祝農曆新年。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### Turnover Rate<sup>8</sup>

流失比率<sup>8</sup>

Employees Turnover Rate by Category 按類別分類員工流失比率	Unit 單位	2023 二零二三年	2022 二零二二年
<b>By Gender</b>			
<b>按性別劃分</b>			
Female 女性	% 百分比	30	26
Male 男性	% 百分比	28	38
<b>By Age Group</b>			
<b>按年齡組別劃分</b>			
Aged 30 or below 30歲或以下	% 百分比	59	46
Aged 31-40 31至40歲	% 百分比	29	30
Aged 41-50 41至50歲	% 百分比	12	25
Aged above 50 50歲以上	% 百分比	21	24
<b>By Geographical Location</b>			
<b>按地區劃分</b>			
Mainland China 中國內地	% 百分比	29	33
Hong Kong 香港	% 百分比	0	0

Note:

附註：

8. The data includes the Group's hotel service business in Mainland China (a new Zhuhai office was opened during the Report Period), one office in Hong Kong and the Hotels.

8. 數據包含了本集團於中國內地酒店服務業務（於報告期間新增了珠海辦公室）、一間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

### Non-Discrimination and Diversity

The Group's core value is 'People-oriented'. We are committed to supporting and promoting gender equality in the workplace and ensuring that all employees are able to realise their personal values on the Group's diverse platform. Employees will not be discriminated against on the basis of age, gender, physical or mental health, marital status, family status, race, colour, nationality, religion, political affiliation or 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 that 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 5,215 hours of training for employees, with an average of 7.4 hours per employee.

To promote the professional development of our employees, we have arranged a series of trainings 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 'Multi-talented Staff', 'Kickstart Plan', 'Pilot Plan', 'Voyage Plan' and 'KunPeng Plan' 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

### 不歧視與多元化

本集團的核心價值是「以人為本」。我們承諾在工作場所中支持和促進性別平等，確保所有員工都能在本集團多元化的平台實現個人價值。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、政治背景或性取向而受到歧視。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5,215小時培訓，每名僱員受訓的平均時數為7.4小時。

為促進僱員的專業發展，我們為所有僱員安排了一系列培訓，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「多能員工」、「啟航計劃」、「領航計劃」、「遠航計劃」及「鯤鵬計劃」，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，我們為全體前線營運部門員工提供工傷培訓，以加強員工對



# Environmental, Social and Governance Report

## 環境、社會及管治報告

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 'New employee induction programme' to enable new staff to quickly integrate into the working environment.

To motivate our employees to pursue career development, our employees may reimburse training 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. We also signed a Memorandum of Understanding with the School of Hotel and Tourism Management of Hong Kong Polytechnic University on strategic cooperation in talent. In the future, both parties will work together to promote the development and construction of talent and the industry.

工傷保險及相關法規的認識。我們提供「新員工入職培訓」，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。此外，我們與香港理工大學酒店及旅遊業管理學院簽署人才戰略合作備忘錄。未來，雙方將共同推動人才和行業的發展建設。



Signing a Memorandum of Understanding with The Hong Kong Polytechnic University  
與香港理工大學簽署合作備忘錄

# Environmental, Social and Governance Report

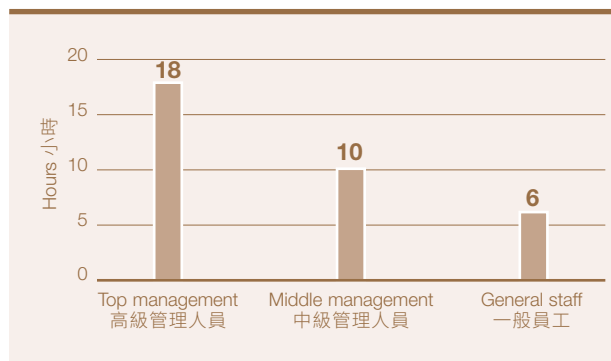
## 環境、社會及管治報告



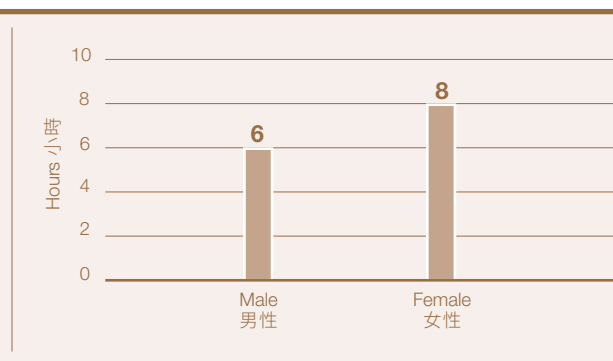
The Hotels regularly conducts fire training for frontline employees to enhance employees' safety awareness.  
該等酒店定期為前線員工進行消防培訓，以提高員工的安全意識。

### Average Training Hours Completed per Employee<sup>9</sup> 每名僱員完成受訓的平均時數<sup>9</sup>

**Average training hours per employee  
by employee category**  
按僱員類別劃分的每名僱員平均受訓時數



**Average training hours per employee  
by gender**  
按性別劃分的每名僱員平均受訓時數



Note:

9. The data includes the Group's hotel service business in Mainland China (a new Zhuhai office was opened during the Report Period), one office in Hong Kong and the Hotels.

附註：

9. 數據包含了本集團於中國內地酒店服務業務（於報告期間新增了珠海辦公室）、一間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

Percentage of employees trained by category 按類別分類員工的受訓員工百分比	Unit 單位	2023 <sup>10</sup> 二零二三年 <sup>10</sup>	2022 二零二二年
<b>By employees type</b>			
<b>按僱員類別</b>			
Top management 高級管理人員	% 百分比	100.0	94.4
Middle management 中級管理人員	% 百分比	100.0	85.3
General staff 一般員工	% 百分比	99.6	95.3
<b>By gender</b>			
<b>按性別劃分</b>			
Female 女性	% 百分比	99.7	91.6
Male 男性	% 百分比	99.7	93.6

Note:

10. The data includes the Group's hotel service business in Mainland China (a new Zhuhai Office was opened during the Report Period), one office in Hong Kong and the Hotels.

附註：

10. 數據包含了本集團於中國內地酒店服務業務（於報告期間新增了珠海辦公室）、一間於香港的辦公室及該等酒店。

### 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 *Labor Law of the People's Republic of China* (《中華人民共和國勞動法》). For our hotel business, the hotel management team have established *Safety Mandatory Provision* (《安全強制性條文》) 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.

The Group arranges safety programmes and training for its employees during induction and conducts monthly safety training for all employees, sharing relevant case studies to further enhance their health and safety awareness.

### 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，每月開展全員安全培訓並分享相關案例，以進一步提高他們的健康及安全意識。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

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

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	2023 <sup>11</sup> 二零二三年 <sup>11</sup>	2022 二零二二年	2021 二零二一年
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	% 百分比	0	0	0
Lost days due to work injury 因工傷損失工作日數	Days 天數	0	0	0

Note:

11. The data includes the Group's hotel service business in Mainland China (a new Zhuhai office was opened during the Report Period), one office in Hong Kong and the Hotels.

附註：

11. 數據包含了本集團於中國內地酒店服務業務（於報告期間新增了珠海辦公室）、一間於香港的辦公室及該等酒店。

## 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. During the Reporting Period, more than 20 audit items of various types were conducted, focusing on areas such as sales and revenue credit management, engineering procurement, material cost control, contract seal management, operational quality and asset management, and a total of more than 30 non-compliant cooperative suppliers were terminated.

At Wanda Hotels, we uphold integrity, fairness, inclusion and respect in all our operations. We tolerate no misconducts including bribery, extortion, fraud and money laundering. A number of measures, such as *Corporate Integrity Management Rules* (《公司廉潔自律管理規定》), have been in place 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 People's Republic of China* (《中華人民共和國反洗錢法》). The Company's internal control department has set up an e-mail address for complaints and reports. We have included the "Prohibition of Commercial Bribery" clause in all signed contracts, stipulating that suppliers and other cooperative entities are prohibited from bribing the Group and its employees and at the same time clearly settling out the complaint and reporting channels in the contracts. The Group has zero tolerance for employee and partners who violate the rules and regulations, and once found guilty, they are subject to various levels of punishment, such as disciplinary action, termination of employment contract, termination of cooperation and inclusion on the blacklist. In the case of serious misconduct and breaches of the law, we will refer them to the judicial authorities.

The Group maintains zero-tolerance stance for corruption. Trainings are provided for our employees on anti-corruption to ensure that 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 the 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。於報告期間，本集團共計開展各類審計項目20餘項，審計重點包括但不限於銷售與收入信貸管理、工程招採、食材成本管控、合同印章管理、運營質量、資產管理等領域，合計終止不符合要求合作供應商30餘個。

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。我們實施《公司廉潔自律管理規定》等一系列政策，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》。本公司內控部門設立投訴舉報郵箱。我們將「禁止商業賄賂」條款嵌入所有簽署合同，約定供應商等合作單位禁止向本集團及員工進行行賄，同時在合同中明確載列投訴舉報渠道。對於違規舞弊員工及合作單位零容忍，一經查實，分別給予人事處分、解除勞動合同、終止合作及列入禁入黑名單等不同級別處理。對於嚴重違規舞弊及已觸犯法律的行為，將移交司法機關處理。

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, 582 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.

Hotels must assume the responsibility of protecting the environment. Paying attention to environmental protection can enhance the Hotel's brand image and social responsibility. The use of environmentally friendly materials can save energy during the operation process, reduce the consumption of raw materials and avoid the addition and use of many chemical substances. It can ensure the safety of our valuable guests and improve comfort of accommodation.

On the other hand, we introduce effective supply chain management. It is necessary to optimize the procurement process to improve efficiency, establish long-term supply relationships with suppliers to control costs, and hence reduce waste of resources.

### 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582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。

酒店必須承擔保護環境的責任。關注環境保護可以提升酒店的品牌形象及社會責任。於運營過程中，使用環保材料可節約能源、降低原材料消耗及避免許多化學物質的添加及使用，以確保我們貴賓的安全及提高住宿的舒適度。

另一方面，我們引入有效的供應鏈管理，以優化採購流程以提高效率，與供應商建立長期供應關係以控制成本，從而減少資源浪費。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

### 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 Group 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 that they meet the 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, 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 are gradually introducing the use of large shared bottles for hotel toiletries and renewable/biodegradable materials for guest products. We will continue to follow the principle of green and environmental protection in updating and replacing our products. We will launch a "Green Action" for guest room bedding and towelling by placing green cards in guest rooms to encourage guests to replace towelling and bedding when necessary.

### 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集團選定，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，該等酒店沐護用品逐步使用大瓶共享裝，客人用品均為可再生/可降解的材質。還將遵循綠色環保原則，持續對產品進行更新迭代。針對客房床品及毛巾類織品開展「綠色環保行動」，在客房擺放環保卡，鼓勵客人有必要時才更換毛巾類織品及床品。



# 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 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.

For the Hotels, we established a central call centre in March 2023 to provide 365 days \* 12 hours uninterrupted customer service. The call centre covers a wide range of areas, including membership enquiries, hotel enquiries, customer complaints, bookings, and online enquiries. The call centre team receives regular online training on a weekly and monthly basis to continuously improve the quality of service based on market changes and customer feedback. 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 Standard* (《酒店服務與質量標準》) and *Hotel Employees Appearance and Service Attitude Standards* (《酒店員工儀容與服務態度標準》) 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.

### 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，我們於2023年3月成立中央呼叫中心，提供365天\*12小時不間斷客戶服務。業務涵蓋會員諮詢、酒店諮詢、客訴服務、預定服務和在線諮詢等多個方面。呼叫中心團隊每周、每月定期進行線上培訓，根據市場變化和客戶反饋不斷完善服務品質。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。



# Environmental, Social and Governance Report

## 環境、社會及管治報告

Recall procedures are not material to the Group's operation. 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.

On 28 November 2023, Wanda Yi Wuxi Hotel, Wuxi, received Fashion List Awards of China Hotel. The award was established to recognize hotels that are beloved by their guests for their outstanding performance and exceptional stay experience.

### 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 that the Hotels have fully complied with relevant laws and regulations including but not limited to the *Fire Protection Law of the People's Republic of China* (《中華人民共和國消防法》). We have established a set of legal, scientific and effective safety measures in terms of organisational configuration, safety systems, safety tools and safety risk transfer, covering all stages of design, construction, preparation and operation. We have established a dedicated safety supervision department, which is responsible for providing safety service guidance and auditing work for the properties managed by the Group. Based on relevant national regulations and more than 30 years of experience in safety management, the department provides various safety services, including but not limited to the establishment and revision of safety systems, safety meetings (once a month), safety training (once a quarter), safety tools settings and services, safety inspection and evaluation, and safety assessment. In accordance with national laws and regulations and the company's experience in safety management, we have compiled *Safety Management Operating Rules for Different Industries*, which include, but are not limited to: the configuration of safety organisations in different companies, fire safety requirements, electrical safety requirements, security safety requirements, special equipment safety requirements, anti-pouring and anti-falling safety requirements, operational safety requirements and emergency response requirements. In order to do a better job of safety and security services, we have our own intellectual property rights of the safety management information system to achieve various types of safety matters to remind and supervise the work. Through the safety training information system, we also provide online learning and testing for property staff, outsourced service companies and employees, so as to meet the demand for safety training for all positions in the hotel. Equipped with an intelligent fire safety monitoring system that transmits property fire safety information to the 24-hour remote safety monitoring centre at the Group headquarters, achieving dual safety monitoring between the local companies and the headquarters. The scope of monitoring includes fire alarm information, fire maintenance information, fire water pressure information and other important data related to the fire safety of the local companies.

召回程序對本集團營運並無實質影響。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。

於二零二三年十一月二十八日，無錫萬達頤華酒店榮獲中國酒店風尚榜獎項。該獎項的設立以表彰因其出色的表現及卓越的住宿體驗而受到客人喜愛的酒店。

### 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》。我們在安全保障組織配置、安全保障制度、安全保障工具、安全風險轉移等多方面建立了一套合法、科學、有效，且覆蓋設計、施工、籌開和運營各階段的安全保障措施。我們專門設立安全監督部，負責為本集團所管理物業提供安全服務指導與審計工作。該部門根據國家相關制度和30多年的安全管理經驗，提供各類安全服務保障，包括但不限於安全制度建立與修訂、安全會議（每月1次）、安全培訓（每季度1次）、安全工具設置和服務、安全檢查評估、安全考核等。我們按照國家法律法規和公司安全管理經驗，編製《不同業態的安全管理操作細則》，安全管理操作細則包括但不限於：各地公司安全組織配置、消防安全要求、電機安全要求、安防安全要求、特種設備安全要求、防傾倒防墜落安全要求、作業安全要求及突發事件應急要求等。為了更好的做好安全保障服務，我們擁有自主知識產權的安全管理信息化系統，實現對各類安全事項的工作提醒和監督。我們也通過安全培訓信息系統，為物業員工、外包服務公司及員工，提供在線學習及考試，滿足對酒店各崗位安全培訓的需求。配備智慧消防監督系統，將物業消防信息傳輸至本集團總部24小時值守的遠程安全監督中心，實現各地公司、總部雙重安全監督，監督範圍包括：消防報警信息、消防維保信息、消防水壓信息等關係各地公司消防安全的重要數據。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

We implement the *Food Safety Law of the People's Republic of China* (《中華人民共和國食品安全法》) and all relevant health regulations and standards, and establish and implement a food safety management system in accordance with ISO 22000 *Food Safety Management Systems – Requirements for Any Organization in the Food Chain* (《食品鏈中各類組織的要求》) and *Food Safety Management System – Requirements for Catering Services* (《餐飲業要求》) and *Code of Practice for Food Safety in Catering Services* (《餐飲服務食品安全操作規範》) and other standards and specifications. In addition, we cooperate with professional third party companies to provide guidance and training on food hygiene and safety for our hotel catering staff, including FSMS Food Safety Training Contract, FSMS Food Safety Certification Contract, Food Safety Management System (ISO 22000 / FSSC 22000 / HACCP), management system internal auditor series, specialised training on food additives, food safety training for catering/food manufacturing enterprises, food nutrition labelling training, food regulations training, supplier audit training, food hygiene assessment, etc. At the same time, we work with third party companies to control food hygiene and safety hazards and risks to ensure that every customer's meal is safe.

### 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)*, the *Cybersecurity Law of the People's Republic of China* (《中華人民共和國網絡安全法》), the *Data Security Law of the People's Republic of China* (《中華人民共和國數據安全法》), the *Personal Information Protection Law of the People's Republic of China* (《中華人民共和國個人信息保護法》) and the *Law of the People's Republic of China on Protection of Consumer Rights and Interests* (《中華人民共和國消費者權益保護法》). All employees are required to strictly follow the requirements when collecting, holding and using, disclosing and transferring customers' confidential data.

我們貫徹執行《中華人民共和國食品安全法》以及所有相關的衛生法規、標準，並按照ISO 22000食品安全管理體系—《食品鏈中各類組織的要求》及食品安全管理體系《餐飲業要求》和《餐飲服務食品安全操作規範》等標準和規範，建立和實施食品安全管理體系。此外，我們與專業第三方公司合作，為旗下酒店餐飲員工進行餐飲食品衛生安全指導和培訓，包括FSMS食品安全培訓合同、FSMS食品安全認證合同、食品安全管理體系 (ISO 22000 / FSSC 22000 / HACCP)、管理體系內審員系列、食品添加劑專項培訓、餐飲業/食品生產企業食品安全培訓、食品營養標籤培訓、食品法規培訓、供應商審核培訓、食品衛生評估等。同時通過與第三方公司進行協作，控制食品衛生安全危害和風險，確保每位顧客的用餐安全。

### 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)、《中華人民共和國網絡安全法》、《中華人民共和國數據安全法》、《中華人民共和國個人信息保護法》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。

# Environmental, Social and Governance Report

## 環境、社會及管治報告

For the Hotels, we cooperate with third parties for privacy protection capabilities such as Green Cloud, Wanyue Club and Yunj 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 PRC, we have ceased the use of face recognition technology on customers in our designated systems.

For the Hotels, the use of room cards is strictly required to ensure that only specific authorized persons can enter the room floor and specific areas to enhance security.

### Intellectual Property Rights Protection

The Group adopts a multi-brand strategy which is designed to target sets of customers with distinctive preferences and needs. All of our hotel brands have completed trademark registration and we have authorised the use of registered trademarks by the hotels under our management. The fonts and images used are sourced centrally by the headquarters from third party copyright organisations to build a copyright library for use by the hotels in their daily marketing and advertising. We conduct at least once for staff training session every year on intellectual property protection, explaining cases of intellectual property infringement and helping hotel staff to build up their awareness of copyright. In addition, the Group's legal department work with reputable law firms to establish an intellectual property intellectual property monitoring system. This system will oversee hotel trademarks held both domestically and overseas, and provide prompt feedback in case of trademark disputes, registration scrambling, and other intellectual property risks, and also monitor and deal with hotels that illegally use its trademarks in domestic and overseas markets to protect its rights and brand image. We ensure that all patent applications and management are compliant to legal standards and procedures, as well as prevent the infringement of other intellectual property rights.

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。

該等酒店方面，嚴格按照要求使用房卡，以確保僅特定授權人員可以進入房間樓層及特定區域，以加強安全。

### 知識產權保護

本集團採用多品牌策略以瞄準不同客戶群的獨特喜好與需求。我們旗下所有酒店品牌均已完成商標註冊，並向管理的酒店進行註冊商標的使用授權。使用的字體和圖片均由總部統一與第三方版權機構進行採購，建立版權庫供酒店在日常營銷宣傳中使用。我們每年針對知識產權保護進行至少一場全員培訓，講解知識產權侵權案例，幫助酒店員工建立版權意識。同時本集團法務部聯同知名律師事務所建立知識產權監測機制，對持有的酒店商標在國內及海外進行監控，若出現商標異議、搶註等知識產權風險事項及時反饋應對。並對國內及海外市場中違規使用旗下商標的酒店進行監測及處理，以維護自身權利和品牌形象。我們確保所有專利申請和管理均符合法律標準和程序，並防止侵犯其他知識產權。

# 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 22 April 2023. 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.

For the Hotels, we have launched a programme for members to donate points to children's charities. Wanyue Club members can donate the equivalent value of their points to the China Charity Federation's "Wanda Children's Charity Project" through the online member mall, encouraging more diversified ways to help children in need.

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, our Wanda Children's Charity partnered with a third-party charity, Starry Night Charity, to launch the Mobile Book Box and Children's Book Donation projects. The two programmes have supported more than 20 rural primary schools, benefiting nearly 10,000 students and providing 15,048 quality books. In addition, we have recorded a total of 3,093 hours dedicated to volunteering activities which include participation in volunteering work in local societies.

### 關懷社區

為向全社會傳遞關注氣候變化威脅的信息，於二零二三年四月二十二日，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。

在該等酒店方面，我們上線了會員積分助力兒童公益的項目。萬悅會會員可通過線上會員商城向中華慈善總會「萬達兒童公益項目」捐贈積分對應價值的善款，鼓勵以更多元的方式幫助有需要的孩子們。

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，我們建立的萬達兒童公益與第三方公益機構滿天星公益達成合作，共同開展流動書箱和童書樂捐項目。兩個項目累計資助鄉村小學超過二十所，幫助學生接近1萬名，提供優質圖書15,048冊。此外，我們共錄得3,093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。



