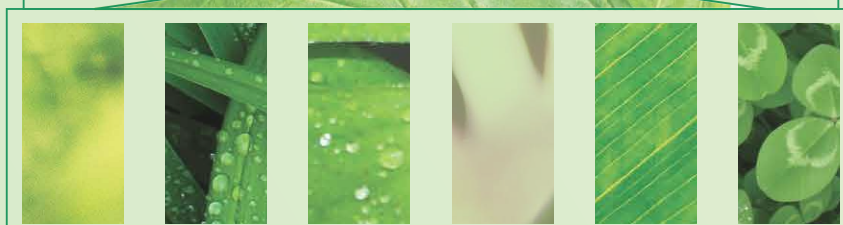
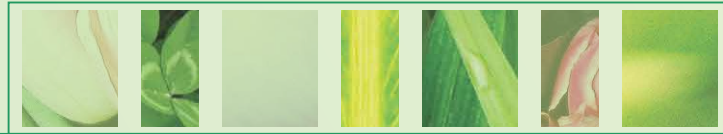




英皇娛樂酒店有限公司  
Emperor Entertainment Hotel Limited

Incorporated in Bermuda with limited Liability (Stock Code: 296)  
於百慕達註冊成立之有限公司（股份代號：296）



ENVIRONMENTAL, SOCIAL AND  
GOVERNANCE REPORT

環境、社會及管治報告

2017 / 2018

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## 1. About this Report 關於本報告

Emperor Entertainment Hotel Limited (the “Company”) and its subsidiaries (collectively referred to as the “Group”) acknowledge the significance of effective environmental, social and governance (“ESG”) initiatives at operation level. The direction of the Group’s ESG practices is governed by the board of directors of the Company (the “Board”), ensuring that the ESG strategy reflects the Company’s core values.

This report describes the ESG values and initiatives of the Group for the financial year ended 31 March 2018 (the “Year”). The contents of this report provide our stakeholders with an overview of the Group’s efforts regarding ESG impacts arising from its daily operations. This report complies with the provision of the ESG Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEx”). It is recommended that this report is read in conjunction with the Company’s Annual Report 2017/18, in particular the Corporate Governance Report and Directors’ Report sections therein.

This report is available on the websites of the Company ([www.emp296.com](http://www.emp296.com)) and the HKEx ([www.hkexnews.hk](http://www.hkexnews.hk)).

英皇娛樂酒店有限公司(「本公司」)及其附屬公司(統稱為「本集團」)深明有效的環境、社會及管治(「環境、社會及管治」)舉措在經營層面的重要性。本集團環境、社會及管治工作之方向由本公司董事會(「董事會」)監管，以確保環境、社會及管治策略反映本公司的核心價值。

本報告闡述本集團於截至2018年3月31日止財政年度(「本年度」)的環境、社會及管治價值及措施。本報告旨在向本集團的持份者概述本集團在管控日常營運產生的環境、社會及管治影響方面的工作。本報告符合香港聯合交易所有限公司(「聯交所」)證券上市規則附錄27所載《環境、社會及管治報告指引》的條文。建議閣下將本報告與本公司2017/18年報一併閱讀，尤其是其中的企業管治報告及董事會報告部份。

本報告可於本公司的網站([www.emp296.com](http://www.emp296.com))及聯交所網站(<http://www.hkexnews.hk>)查閱。

### 1.1 CSR Committee 企業社會責任委員會

The Group is committed to the principles of good corporate governance, and strives to integrate corporate social responsibility (“CSR”) into its business strategy and management approach. A CSR Committee has been set up to formulate policies and practices on CSR-related matters, focusing on the areas of community welfare, the environment and employees’ well-being. It encourages and supports employee engagement in various CSR initiatives, to ensure the Company’s CSR commitment is properly fulfilled. It has overall responsibility for implementing, reviewing and monitoring the Company’s CSR policy.

本集團奉行良好的企業管治準則，致力將企業社會責任(「企業社會責任」)融入業務策略及管理模式之中。企業社會責任委員會已獲成立，負責就企業社會責任相關事宜制定政策及常規，主要涵蓋社區福利、環境及員工福祉範疇。該委員會鼓勵並支持員工參與各類企業社會責任活動，以確保本公司妥善履行其企業社會責任承諾。該委員會全面負責本公司企業社會責任政策的實施、檢討及監察。

## 1.2 Stakeholders' Engagement 持份者之參與

The Group continues to engage with its employees, customers, suppliers, investors, shareholders, and other stakeholders through diverse channels to develop mutually beneficial relationships and promote sustainability.

The Group places a strong emphasis on employees' well-being, as well as training and development opportunities. For details, please refer to section 3.3 – "Health and Safety", section 3.4 – "Work-life Balance" and section 3.5 – "Development and Training" below.

The Group is committed to delivering full range of excellent customer services to its customers and has received a number of prestigious awards in the industry. For details, please refer to section 4.2 – "Product Responsibility and Customer Services" of this report.

The Group engages suppliers that reflect its commitment and maintains a solid relationship with them. For details, please refer to section 4.1 – "Supply Chain Management" of this report.

The Company maintains ongoing dialogues with its investors and shareholders. For details, please refer to the section "Communication with Shareholders" on page 46 of the Corporate Governance Report in the Company's Annual Report 2017/18.

本集團通過不同渠道繼續維持與僱員、客戶、供應商、投資者、股東及其他持份者的關係，致力建立互惠關係及促進可持續發展。

本集團非常重視員工的福祉以及培訓與發展機會。有關詳情，請參閱下文3.3「健康及安全」章節、3.4「工作與生活的平衡」章節及3.5「發展及培訓」章節。

本集團承諾為客戶提供全面而卓越的客戶服務，在業內屢獲殊榮。有關詳情，請參閱本報告4.2「產品責任及客戶服務」章節。

本集團採用能反映其承諾的供應商，並與彼等維持穩固關係。有關詳情，請參閱本報告4.1「供應鏈管理」章節。

本公司與其投資者及股東保持持續的對話。有關詳情，請參閱本公司2017/18年報企業管治報告第46頁「與股東之溝通」章節。

## 2. Environmental 環境

### 2.1 Environmental Policies and Performance 環境政策及表現

During the Year, the Group continued making its best endeavours to protect the environment from its business activities and impacts from the workplace. The Group also educates its employees to foster their awareness of nurturing a green environment. The Group seeks to identify and manage environmental impacts attributable to its operations, in order to minimise these impacts if possible. Various measures have been adopted to reduce use of energy and other resources, minimise waste and increase recycling, and promote environmental protection in the Group's supply chain and marketplace. These measures are discussed below, in section 2.2 – "Use of Resources" of this report.

於本年度，本集團繼續致力在業務活動及工作場所實踐環保工作。本集團培育員工提升對綠色環境的意識。本集團努力辨識及管控其業務營運帶來的環境影響，務求將該等影響減至最低。本集團已採取多項降低能源使用及其他資源消耗、推行減廢及增加循環再用的措施，並在其供應鏈及市場中推行環保。該等措施於下文論述，即本報告2.2「資源使用」章節。

### 2.2 Use of Resources 資源使用

#### 2.2.1 Energy Saving

Global warming and climate change are among the major environmental problems in every part of the world. Air conditioning and lighting are the main contributors to the Group's carbon footprint. In recent years, the Group stepped up its efforts in environment initiatives to maximise energy conservation, by promoting efficient use of resources and adopting green technologies. The Group has implemented the following environmental initiatives in Grand Emperor Hotel, and achieved positive results, with obvious improvements in energy efficiency:

#### 2.2.1 能源節約


全球暖化及氣候變化已成為全球各地面對的重大環境問題。本集團的碳足跡主要來自空調及照明。近年來，本集團加強環保工作，透過促進善用資源和採納綠色科技，積極實踐能源節約。本集團已於英皇娛樂酒店實施下列環保舉措並取得良好成果，能源效益顯著提升：

#### Energy Saving Initiatives Summary Table

- Reusing waste heat generated from the heat recovery air-conditioning system, for the boiler;
- Adopting cooling tower systems to maximise chiller energy efficiency;
- Minimising use of chiller units during night-time;
- Using energy-saving devices for lifts;
- Switching off passenger lifts after peak hours; and
- Using LED lamps.

#### 節能舉措概覽

- 將空調餘熱回收系統所產生之廢棄熱能，循環再用至鍋爐；
- 採用冷卻塔系統以提升製冷設備的能源效益；
- 在夜間減少使用製冷機組；
- 使用升降機省電裝置；
- 於非繁忙時間關掉部分乘客升降機；及
- 使用LED燈。



The Group continues to update its air-conditioning systems in order to increase overall operating efficiency. In this regard, liquefied petroleum gas consumption at Grand Emperor Hotel in the Year was reduced by 18%, after an advanced heat recovery ventilator in the building's air-conditioning system has become fully operational in March 2017.

本集團持續將其空調系統升級，以提升整體營運效率。就此而言，於2017年3月在對大廈空調系統全面使用先進的熱能回收通風裝置後，英皇娛樂酒店於本年度的液化石油氣消耗已減少18%。

To identify opportunities for increasing energy efficiency, the Group measures and records the energy consumption intensity from time to time.

為發掘提升能源效益的方法，本集團不時量度及記錄耗能情況。

Grand Emperor Hotel received the Macao Green Hotel Silver Award 2015-2018, organised by the Macau Environmental Protection Bureau and the Macau Government Tourist Office. The recognition demonstrates the Group's commitment and continuous efforts in environmental protection by adopting green initiatives in the hotel.

英皇娛樂酒店獲澳門環境保護局及澳門政府旅遊局授予2015-2018年度澳門環保酒店銀獎，嘉許本集團透過在酒店採納環保措施，堅守及投入對環境保護的承諾。

## 2.2.2 Recycling and Waste Management

The Group has incorporated various environmental initiatives to maximise recycling while minimising waste generation.

### Waste Reduction and Recycling Initiatives Summary Table

Back office 後勤部門	<ul style="list-style-type: none"><li>• Creating a paperless working environment by implementing paperless processing through e-systems – such as for employee time sheets, payrolls, leave applications and memo approvals;</li><li>• Encouraging duplex printing and copying; and</li><li>• Recommending that shareholders access the Group's corporate communications document via electronic means.</li></ul>	<ul style="list-style-type: none"><li>• 透過電子系統實行無紙化流程，例如僱員工時表、糧單、申請假期及審批備忘錄等營造無紙化的工作環境；</li><li>• 鼓勵雙面列印及複印；及</li><li>• 推薦股東利用電訊方式獲取本集團的公司通訊文件。</li></ul>
Hotel operation 酒店業務	<ul style="list-style-type: none"><li>• Reusing shower gel bottles after special hygiene treatment; and</li><li>• Separating paper, aluminium cans, glass, metal, plastic bottles and surplus food from the waste, to maximise recycling.</li></ul>	<ul style="list-style-type: none"><li>• 循環再用經特別衛生處理的沐浴露瓶；及</li><li>• 將紙張、鋁罐、玻璃、金屬、塑膠瓶及剩餘食物從垃圾中分開，積極進行回收。</li></ul>

**THINK  
BEFORE YOU  
PRINT**



## 2.2.2 循環再用及廢物管理

本集團推行多項環保措施，以減少廢棄物產生的同時實現循環利用。

### 減少廢物及循環利用舉措概覽

後勤部門	<ul style="list-style-type: none"><li>• 透過電子系統實行無紙化流程，例如僱員工時表、糧單、申請假期及審批備忘錄等營造無紙化的工作環境；</li><li>• 鼓勵雙面列印及複印；及</li><li>• 推薦股東利用電訊方式獲取本集團的公司通訊文件。</li></ul>
酒店業務	<ul style="list-style-type: none"><li>• 循環再用經特別衛生處理的沐浴露瓶；及</li><li>• 將紙張、鋁罐、玻璃、金屬、塑膠瓶及剩餘食物從垃圾中分開，積極進行回收。</li></ul>

## 2.2.3 Water Conservation

Various measures are implemented to enhance efficient use of water and advocate for responsible consumption habits. Water limiters and automatic sensors are installed into water tap. The Group also educates its kitchen staff on the water efficient practices.

## 2.2.3 節約用水

本集團已採取多項措施提升用水效益並提倡負責任的用水習慣，並於水龍頭安裝限流器及自動傳感器。本集團亦教育廚房員工進行節約用水。

## 2.3 Environmental Performance Summary 環境表現概要

Within the Group, a significant portion of the Group's revenue is derived from Grand Emperor Hotel, located at 288 Avenida Commercial De Macau, Macau (the "selected hotel"). To demonstrate a commitment to greater transparency of reporting, quantitative data has been collected from the selected hotel to illustrate the Group's sustainability performance.

於本集團內部，本集團大部分收入來自位於澳門商業大馬路288號的英皇娛樂酒店（「選定酒店」）。為貫徹提高報告透明度的承諾，本集團已向選定酒店收集量化數據，以闡述本集團之可持續發展表現。

### 2.3.1 Emissions

In view of its business nature, the Group does not directly create emissions with pollutants such as Sulphur Oxide (SOx) and Nitrogen Oxide (NOx). The carbon emissions at the selected hotel have been calculated and measured as follows:

### 2.3.1 排放物

基於其業務性質，本集團並無直接產生硫氧化物(SOx)及氮氧化物(NOx)等污染物排放。選定酒店碳排放量的計算及計量如下：

		For the year ended 31 March 截至3月31日止年度	
Indicators 指標		2018	2017
Direct emissions (Scope 1)	直接排放 (範疇1)		
CO <sub>2</sub> emissions from scope 1 (kgs)	範疇1產生的二氧化碳排放 (公斤)	<b>60,917</b>	57,786
Indirect emissions (Scope 2) <sup>1</sup>	間接排放 (範疇2) <sup>1</sup>		
CO <sub>2</sub> emissions from energy consumption (kgs)	能源消耗產生的二氧化碳排放 (公斤)	<b>20,387,478</b>	20,358,262
Indirect emissions (Scope 3)	間接排放 (範疇3)		
CO <sub>2</sub> emissions from paper waste disposal (kgs)	廢棄紙張產生的二氧化碳排放 (公斤)	<b>49,522</b>	49,291
Total CO <sub>2</sub> emissions (kgs)	二氧化碳排放總量 (公斤)	<b>20,497,917</b>	20,465,331
Total CO <sub>2</sub> emissions per gross floor area (kg/m <sup>2</sup> )	每平方米建築面積的二氧化碳排放總量 (公斤/平方米)	<b>337.3</b>	336.8

<sup>1</sup> The calculation of the Group's carbon emission intensity is based on a carbon emission factor of 0.905 kg CO<sub>2</sub>/kWh, which was cited in the 2016 Sustainability Report of Companhia de Electricidade de Macau.

<sup>1</sup> 本集團碳排放密度乃基於澳門電力股份有限公司2016年可持續發展報告所列的碳排放因子每千瓦時0.905公斤的二氧化碳排放計算。



### 2.3.2 Energy Consumption

Energy consumption data based on the amount of electricity consumed in the selected hotel, is as follows:

### 2.3.2 能源消耗

選定酒店用電量的能源消耗數據如下：

For the year ended 31 March 截至3月31日止年度			
Indicators 指標		2018	2017
Direct energy consumption (GJ)	直接能源消耗 (吉焦)	129	130
Indirect energy consumption (GJ)	間接能源消耗 (吉焦)	79,659	79,244
Total energy consumption (GJ)	能源消耗總量 (吉焦)	79,788	79,374
Total energy consumption per gross floor area (GJ/m <sup>2</sup> )	每平方米建築面積的能源消耗總量 (吉焦/平方米)	1.3	1.3

### 2.3.3 Waste Management

The waste management data regarding the selected hotel is as follows:

### 2.3.3 廢物處理

有關選定酒店的廢物處理數據如下：

For the year ended 31 March 截至3月31日止年度			
Indicators 指標		2018	2017
Waste disposed to landfills (kg)	棄置於堆填區的廢物 (公斤)	58,643	64,588
Waste disposed to landfills, per floor area (kg per m <sup>2</sup> )	每平方米建築面積棄置於堆填區的廢物 (公斤/平方米)	1.0	1.1
Waste collected for recycling (kg)	收集進行回收的廢物 (公斤)	64,588	54,683
Waste collected for recycling per floor area (kg per m <sup>2</sup> )	每平方米建築面積收集進行回收的廢物 (公斤/平方米)	1.1	0.9

### 2.3.4 Water Consumption

The water consumption data of the selected hotel is as follows:

### 2.3.4 用水量

選定酒店的用水量數據如下：

For the year ended 31 March 截至3月31日止年度			
Indicators 指標		2018	2017
Water consumption (m <sup>3</sup> )	用水量 (立方米)	272,111	281,364
Water consumption per floor area (m <sup>3</sup> per m <sup>2</sup> )	每平方米建築面積的用水量 (立方米/平方米)	4.1	4.6

### 3. Workplace Quality 工作環境質素

#### 3.1 Workforce 員工

The Group believes that a motivated and balanced workforce is crucial for building a sustainable business model and delivering long-term returns.

本集團深信，積極主動且結構平衡的人才隊伍，是建立可持續經營模式及締造長遠回報的關鍵元素。

As at 31 March 2018, the permanent employees of the Group totalled 1,164, working in the hotel and gaming operations in Macau.

於2018年3月31日，本集團於澳門的酒店及博彩業務合共僱有1,164名全職僱員。

The demographics of the Group's workforce (as at 31 March 2018) are summarised below:

本集團員工分佈資料（於2018年3月31日）概列如下：

Age Distribution 年齡分佈		Gender 性別	
≤25	12%	Male 男性	46%
26-35	38%	Female 女性	54%
36-45	21%		
46-55	19%		
≥56	10%		
	100%		100%

The Group has a diverse workforce in terms of gender and age, providing a variety of ideas and levels of competency that contribute to the Group's success. The Group is firmly committed to gender equality, and therefore particularly encourages female participation in the Board, and at managerial and operational levels.

本集團的員工團隊來自不同年齡層及性別，可提供多元化的意念及各種程度的技能，從而促進本集團的成功。本集團一直秉持性別平等原則，尤其支持女性在董事會、管理及營運層面之參與。

The management believes that employees are important assets of the Group, and remains committed to attracting and retaining talents with diverse backgrounds for achieving sustainable growth. As at 31 March 2018, approximately 46% of the staff had worked for the Group for 5 years or more. Staff turnover rate among managerial positions is relatively low, reflecting a high level of employee satisfaction and engagement with the Group.

管理層相信，員工乃本集團之重要資產，並致力吸引及挽留不同背景的人才，以達致持續增長。於2018年3月31日，約46%的員工於本集團任職達5年或以上。管理職位的員工流失率相對較低，反映員工對本集團之滿意度及歸屬感甚高。

## 3.2 Labour Standard 勞工標準

The Group is committed to establishing an inclusive culture and embrace the diversity of backgrounds of the employees. The Group's employee handbook covers policies and relevant guidelines relating to employment practices, including compensation and dismissal, recruitment, working hours, rest periods, equal opportunity, anti-discrimination and other benefits and welfare, etc.

The Group strictly complies with relevant laws and regulations in related regions concerning the prevention of forced or child labour. In the recruitment process, the Group implements appropriate procedures to ensure that employment adheres to minimum age provisions of applicable laws. The Group also prohibits any form of forced labour.

## 3.3 Health and Safety 健康及安全

The Group values the health and well-being of staff. In order to provide employees with health coverage, staff are entitled to benefits including medical and life insurance as well as other fringe benefits.

The Group prides itself on providing a safe, effective and congenial work environment for its staff. Adequate arrangements and training courses are provided to ensure a healthy and safe working environment. Health and safety training is provided to all employees on induction. Office memos and guidelines on occupational health and safety are issued, and keep all employees informed. Workshops and seminars on different topics are regularly held, to present the latest information and raise awareness of occupational health and safety issues for employees.

The Group proactively identifies potential occupational hazards, to reduce staff exposure to accidents. For example, all restaurants staff are required to wear anti-skid shoes and anti-cutting gloves, to prevent injuries. Every case of injury (if any) is required to be reported to the Group Human Resources Department and be individually assessed under the internal guideline procedures. The rate of accidents and injuries during the Year was very low. No fatalities or critical incidents were reported.

本集團致力於建立包容性文化及接納員工背景的多樣性。本集團的員工手冊涵蓋員工慣例相關政策及指引，包括薪酬及解僱、招聘、工作時數、假期、平等機會、反歧視及其他待遇及福利等事宜。

本集團嚴格遵守在相關地區有關防止強迫勞動或童工的法律法規。在招聘過程中，本集團實施適當程序以確保受僱員工符合適用法律的最低年齡規定。本集團亦禁止任何形式的強迫勞動。

本集團重視員工之健康及福祉。為向員工提供健康保障，我們提供多種員工福利，包括醫療及人壽保險以及其他額外福利。

本集團致力為其員工提供安全、高效及舒適的工作環境，並以此自豪。本集團落實充足的安排及培訓課程，以確保健康及安全的工作環境。於入職時，所有員工均須接受健康及安全培訓。所有員工均獲發及知悉有關職業健康與安全的辦公室備忘錄及指引。本集團定期舉辦不同主題的工作坊及研討會，向員工提供職業健康及安全方面的最新資訊，加強員工的職業健康及安全意識。

本集團積極地識別潛在的職業性風險，以減低員工發生意外的機會。例如，所有餐廳員工須穿防滑鞋及防切傷手套，以防受傷。一旦發生工傷事故（如有），必須通報集團人力資源部，並根據內部指引程序進行獨立評估。本年度之意外及工傷率極低。概無接獲死亡或重大事故的報告。

### 3.4 Work-life Balance 工作與生活的平衡

The Group believes that maintaining a work-life balance is essential for sustainability, and a sound body and mind for every employee. The Group supports work-life balance activities and encourages its employees to attain a healthy work-life balance with their co-workers and family. The Group actively provides a range of activities and initiatives to enhance the health and well-being of its employees, as well as to strengthen the connections and teamwork among staff.

本集團相信，維持工作與生活的平衡對每位員工的可持續發展及身心健康至為重要。本集團提倡可促進工作與生活平衡的活動，並鼓勵其員工與同事及家人間維持良好的工作與生活平衡狀態。本集團積極提供各種員工活動以提高僱員的健康及福祉，並加強員工之間的聯繫及團隊合作。

### 3.5 Development and Training 發展及培訓

The Group recognises the importance of skilled and professionally trained employees to its business growth and future success. Staff are encouraged to pursue educational or training opportunities that achieve personal growth and professional development. A Policy on External Training Subsidy is in place, allowing every staff member to develop and maintain job-related skills that maximise performance.

本集團明白技能熟練及經專業培訓的僱員對其業務發展及未來成功的重要性。本集團鼓勵員工進修或參與培訓，促進個人成長及專業發展。本集團設外間進修資助政策，讓每個員工能發展及維持工作技能，發揮理想表現。

Various training courses are regularly conducted to promote customer serving skills, occupational safety, personal and food hygiene, fire and emergency response and first aid. In March 2018, the Group invited professionals from a management consultancy to provide training for managerial staff to develop leadership skills, helping them to inspire their team for creating a productive working atmosphere. In the training session, effective interpersonal and communication skills were demonstrated through practising in role-plays.

本集團定期舉辦各種培訓課程，以提升顧客服務技巧、職業安全、個人及食品衛生、消防及緊急情況處理以及急救等。於2018年3月，本集團邀請管理諮詢公司的專業人士為管理人員舉辦發展領導技能的培訓課程，幫助彼等激勵其團隊，以締造高效的工作氛圍。在有關培訓課程上，參與者透過角色扮演展示高效的人際交往及溝通技巧。



In March 2018, more than 20 staff spent an exciting outdoor program in Hac-Sa Nautical Centre in Coloane, Macau. Through a range of team building and adventure-based activities, participants have enhanced their soft skills particularly collaboration, communication, problem solving and conflict resolution.

於2018年3月，超過20位員工參與於澳門路環黑沙航海中心(Hac-Sa Nautical Centre)舉行的一項刺激的戶外活動。透過參與一系列的團隊建設及歷奇活動，提升參與者軟技能，特別是合作、溝通、解決問題及處理矛盾的能力。



The Group also provides professional training programs to hotel operations' frontline staff under the Macao Occupational Skills Recognition System ("MORS") certification scheme, to enhance their occupational proficiency. As at 31 March 2018, 128 frontline staff had obtained MORS certifications in accordance with their professions: assistant cook, Chinese cook – Cantonese cuisine, Chinese cook – Cantonese dim sum, bartender, bell attendant, front desk agent, guest relations officer, room attendant, security officer, and waiter/waitress of western restaurant and Chinese restaurant. During the Year, the Group dedicated around 14,321 hours to staff training, representing approximately 12 hours per employee.

本集團亦為前線員工提供澳門職業技能認可基準（「MORS」）認證計劃認可的專業培訓課程，以提升員工之職業技能水平。於2018年3月31日，128位前線員工已按所屬專業範疇取得MORS認證，包括助理廚師、中式烹調師（港澳粵菜）、中式烹調師（港澳點心）、調酒員、行李員、前堂服務員、客戶關係主任、房務員、保安員、西餐及中菜侍應生。於本年度，本集團於員工培訓方面投入約14,321小時，相當於每名僱員參與約12小時之培訓。



## 4. Operating Practice 經營常規

### 4.1 Supply Chain Management 供應鏈管理

The Group values mutually beneficial and longstanding relationship with its suppliers. The Group works closely with a number of suppliers in providing a range of hospitality goods, including guest-room consumables, tableware, furniture and food and beverage. The selection of suppliers is based on criteria such as quality, price, delivery timeliness, supplier's capability and experience, with preference given to suppliers who demonstrate their environmental commitment.

本集團重視與供應商建立互惠互利及長久的合作關係。本集團與多名提供各種酒店用品（包括客房消耗品、餐具、傢俬及食物飲品）的供應商保持緊密合作。供應商乃根據質素、價格、送貨時效、供應商的實力及經驗等準則進行甄選，並會優先考慮能履行環保責任的供應商。

### 4.2 Product Responsibility and Customer Services 產品責任及客戶服務

The Group's experienced and well-trained customer servicing team delivers consistently high-quality customer services. For monitoring customer satisfaction, questionnaires were set to collect customer feedback. Guests' comments on their experience are reviewed and presented to the Group's management. All complaints are independently investigated and handled according to its internal guidelines. The incidents are attended to diligently and resolved in a timely manner.

本集團一直由經驗豐富及訓練有素之客戶服務團隊提供優質的客戶服務。為監察客戶滿意度，本集團發出調查問卷以收集客戶反饋。客戶的體驗意見將予以檢討並提交予本集團管理層。所有投訴均按內部指引進行獨立調查及處理。本集團認真處理並及時解決有關事件。

Grand Emperor Hotel has achieved several notable accolades for delivering outstanding hospitality performance. Major hospitality awards it has received in recent years are as follows:

英皇娛樂酒店在提供卓越酒店服務方面獲多項美譽，近年來取得主要的酒店業獎項如下：

- The Most Popular Hotel 2017 (Gold Award), Ctrip Travelers' Top Spot
- Guest Review Awards 2016-2017, Booking.com
- Certificate of Excellence Award 2012-2017, TripAdvisor
- Best Service Award 2016, Ctrip Travelers' Top Spot
- Hall of Fame 2015, TripAdvisor
- Best Partner Award 2014, Ctrip
- Top 25 Luxury Hotels in China in 2012, TripAdvisor Travelers's Choice
- 2017年最受歡迎酒店金獎－攜程旅行口碑榜
- 2016-2017年住客評分卓越獎－Booking.com
- 2012-2017年卓越獎－貓途鷹
- 2016年度最佳服務酒店獎－攜程旅行口碑榜
- 2015年名人堂－貓途鷹
- 2014年最佳合作夥伴獎－攜程
- 2012年中國25大奢華酒店－貓途鷹旅行者之選



### 4.3 Protection of Data 資料保護

The Group places the utmost importance on protecting the privacy of its customers, partners and staff in the collection, processing and use of their personal data. The Group adheres to the applicable data protection regulations and ensures appropriate technical measures are in place to protect personal data against unauthorised use or access. The Group also ensures that customers' personal data is securely stored, and processed only for the purpose for which it has been collected. Relevant staff are provided with adequate training in compliance with applicable laws on data privacy protection, to strengthen their awareness and to protect personal data against loss, unauthorised access, use, modification or disclosure.

本集團在收集、處理及使用客戶、合作夥伴及員工的個人資料過程中，對保障私隱給予最高度的重視。本集團嚴格依循適用的資料保護法例並確保設立適當之技術措施，保障個人資料不會被未經授權使用或獲取。本集團亦確保客戶個人資料獲安全妥善地保存，並只會按收集時指定的用途處理。本集團根據適用法律向相關員工提供資料私隱保護方面的充足培訓，以加強彼等的意識及保障個人資料免受遺失、未經授權獲取、使用、修改或披露。

### 4.4 Protection of Intellectual Property 保障知識產權

The Group builds up and protects its intellectual property rights by prolonged use and registration of domain names and various trademarks including but not limited to "Grand Emperor", "英皇" and "Irran". The Group has registered trademarks in various classes in Hong Kong, Macau, mainland China and other relevant jurisdictions. In addition, the Group's trademarks and domain names are constantly monitored and renewed prior to their expiration.

本集團透過持續使用及登記域名與各類商標（包括但不限於「Grand Emperor」、「英皇」及「Irran」）建立及保障其知識產權。本集團已在香港、澳門、中國內地及其他相關司法權區註冊多個類別的商標。此外，本集團商標及域名會獲持續監控及於屆滿時續期。

### 4.5 Anti-corruption/Anti-money Laundering 反貪污／防止洗黑錢

It is essential for the Group's employees to acquire a better understanding of bribery, extortion, fraud, corruption and related acts. In addressing and mitigating corruption risks, a set of guidelines in giving and receiving gifts, or offer in the form of meals, accommodation and entertainment, as well as interacting with government officials, is provided to outline acceptable and unacceptable conduct in employees' daily business activities. This reaffirms that every employee must adhere to applicable legal requirements and makes ethical business decisions. Special care must additionally be taken to ensure that all business dealings with government officials are conducted in a context that is free from any form of corrupt practices.

本集團之員工必須對賄賂、勒索、詐騙、貪污及相關行為加深了解。為了針對及減低貪污之風險，本集團已就贈送及收受禮物、提供用餐、住宿及娛樂，以及與政府官員交涉制訂一套指引，列明員工日常業務活動中可接受及不可接受的行為。這可確保每位員工須遵從適用的法律規定及作出合乎道德之商業決定。為確保所有與政府官員之商業交易在不採取任何形式的貪污下進行，本集團給予額外的注視。



The Group has also adopted a whistleblowing system and procedures for all levels and operations under the Group, so staff can raise concerns – in confidence – about possible improprieties such as misconduct and malpractice in any matter related to the Group. These policies and procedures together with the code of conduct can be found in the employee handbook on the Company's intranet.

During the Year, no legal case regarding corrupt practices was brought against the Group or its employees. Also, no whistleblowing concerning a criminal offence or misconduct was reported.

本集團亦採納一套舉報制度及程序，讓本集團所有層面及業務之員工可機密地就任何可能影響本集團之不當事宜（如不當及不法行為）提出檢舉。該等政策及程序連同行為守則可於本公司內聯網上的員工手冊內查閱。

於本年度，概無對本集團或其員工就貪污行為提出起訴之法律案件。同時，亦無接獲刑事罪行或不當行為之舉報。

## 4.6 Compliance with Laws and Regulations 遵守法律及法規

The Group's Corporate Governance Committee is delegated by the Board to review and monitor the policies and practices on compliance with the updated legal and regulatory requirements, including but not limited to "Legal Framework for the Operations of Casino Games of Fortune" (Law No. 16/2001) and "Macau Labour Relations Law" (Law No. 7/2008), which have significant impacts on the Group. Details on the work of the Corporate Governance Committee can be found from page 35 of the Corporate Governance Report in the Company's Annual Report 2017/18.

The Group holds relevant licences required for provision of services, such as Junket Promoter Licence issued by the Gaming Inspection and Coordination Bureau, Administrative Licence issued by Macau Government Tourist Office (for entertainment and hospitality services in Macau), etc.; and the management must ensure that the conduct of business conforms with the applicable laws and regulations.

The Group Legal Department is designed to provide an in-house legal service that effectively supports various operation units in their duties and day-to-day operations, and provides legal advice in accordance with applicable laws, rules and regulations.

Updates to the relevant applicable laws, rules and regulations are brought to the attention of relevant employees and relevant operation units from time to time. The management must ensure that business is conducted in accordance with the applicable laws and regulations.

本集團之企業管治委員會由董事會委派，以檢討及監察其政策及常規遵從有關最新法律及法規之要求，包括但不限於對本集團有重大影響的《娛樂場幸運博彩經營法律制度》（法律編號：16/2001）及《澳門勞動關係法》（法律編號：7/2008）。企業管治委員會之工作詳情載於本公司2017/18年報企業管治報告第35頁。

本集團持有提供服務所需之相關牌照，例如博彩監察協調局簽發的博彩中介人執照及澳門政府旅遊局頒發的營運牌照（於澳門提供娛樂及酒店服務）等，而管理層須確保所從事業務乃符合適用之法律及法規。

本集團法律合規部門旨在提供內部法務及合規服務，有效支援多個經營單位於其職責及日常營運方面遵守所有適用法律、規則及法規。

相關員工及相關經營單位不時獲悉之相關適用法律、規則及法規之更新資訊。管理層須確保所從事業務乃符合適用之法律及法規。

## 5. Community Involvement 參與社區活動

Embracing the mission “From the Community, To the Community”, the Group actively promotes diverse community campaigns spanning elderly welfare, underprivileged communities and environmental conservation initiatives. The Group’s management team also plays an important role in mobilising staff to join all these activities, which are held in tandem with its commitment to sustainable development.

以「取諸社會，用諸社會」為使命，本集團積極推廣多種社區活動，涵蓋長者福利、弱勢社群及環保行動。該等活動與本集團可持續發展之承諾相輔相承，而本集團管理層團隊在動員參與此等活動方面亦擔任重要角色。

### 5.1 Voluntary Services 志願服務

The Group endeavours to support a wide array of voluntary programs in order to promote social harmony. Major volunteering initiatives during the Year included:

本集團竭力支持多項義工項目以促進社會和諧。於本年度內，主要的志願服務包括：

#### Beijing Changli Trip Volunteering Tour 北京昌黎之旅義工行

September 2017  
2017年9月



Staff of the Group again took part in the annual outbound volunteering activity organised by Emperor Foundation. They joined a four-day tour to Beijing, for a service visit to Albert Yeung Sau Shing Charity Foundation (Changli) Elderly Care Centre, where they set up game booths to have a whole day of fun with the residents. They also witnessed the centre’s official launch, during an opening ceremony held in the midst of the event. A school for migrants at Daxing district, Beijing, was another destination of the tour, here, volunteers enjoyed an eco-themed fun fair with underprivileged children of migrant workers.



本集團員工再次參加英皇慈善基金每年一度舉辦的大型義工活動。在為期4天的北京之行中，員工們探訪「楊受成慈善基金（昌黎）老年服務中心」，並設置攤位遊戲，與長者同樂，活動中順道舉行開幕儀式，見證中心正式投入服務。此外，彼等探訪另一目的地—北京大興區一所勞工子弟學校，舉行一個以環保為主題的遊藝會，與民工家庭的貧困學童互動，表示關懷。

## 5.2 Charitable Sponsorship and Donations 慈善贊助及捐贈

The Group mobilises its staff to participate in charity sale events and fundraising campaigns to help underprivileged people in the community. Major charity sponsorship and donation campaigns during the Year included:

本集團動員員工參與慈善義賣及籌款活動，幫助社區弱勢群體。於本年度內，主要慈善贊助及捐贈活動包括：

### Oxfam Rice Sale Campaign

### 樂施米義賣

May 2017  
2017年5月



In support of the Oxfam Rice Sale Campaign, the Group took the initiative to donate HK\$50,000. Nearly 60 staff of the Group earnestly involved in the campaign through donations and rendering social services.

本集團捐款50,000港元，以表示對樂施米義賣活動的支持。本集團近60名員工通過捐款及提供社會服務積極參與此次義賣。

### Walk for a Million

### 公益金百萬行

December 2017  
2017年12月



More than 80 staff and their family members supported "Walk for a Million", an annual campaign organised by the Macao Daily News Readers Charity Fund.

超過80名員工及其家庭成員參與由澳門日報讀者公益基金會舉辦的年度活動「公益金百萬行」。

## Oxfam Macau Tower Run

## 樂施競跑旅遊塔

January 2018  
2018年1月



Staff of the Group have been eagerly participated in charitable activities. During the Oxfam Macau Tower Run event, a total of 6 groups of staff volunteers took part in the relay race and won the Triple Crown. In terms of fundraising, the Group was awarded the second runner up of the Highest Donation Award.

本集團員工積極參加慈善活動。於樂施競跑旅遊塔活動期間，共6組員工志願者參加接力賽並囊括冠亞季軍。於籌款方面，本集團榮獲最高籌款獎亞軍。



The Group has been awarded with the 10 Years Plus Caring Company Logo by the Hong Kong Council of Social Service recognising its ongoing commitment to fulfilling its corporate social responsibilities.

本集團榮獲香港社會服務聯會頒發10年Plus「商界展關懷」標誌，表揚其履行企業社會責任的持久承諾。

## 6. Appendix: HKEx ESG Reporting Guide Content Index 附錄：聯交所環境、社會及管治報告指引內容索引

The following content index is prepared in accordance with the ESG Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on the HKEx.

下列內容索引乃根據聯交所證券上市規則附錄27《環境、社會及管治報告指引》制訂。

Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
<b>A. Environmental</b> <b>A. 環境</b>		
<b>Aspect A1: Emissions</b> <b>層面A1：排放物</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	2.1
KPI A1.1 指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	2.3.1
KPI A1.2 指標A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	2.3.1
KPI A1.3 指標A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	Not applicable 不適用 <i>In view of its business nature, the Group does not directly generate material amount of hazardous waste.</i> 基於其業務性質，本集團不會直接產生大量有害廢棄物。
KPIA1.4 指標A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	2.3.3
KPI A1.5 指標A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	2.2.1
KPI A1.6 指標A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	2.2.2, 2.3.3

Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
<b>Aspect A2: Use of Resources</b> 層面A2：資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源（包括能源、水及其他原材料）的政策。	2.1, 2.2
KPI A2.1 指標A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總消耗量及密度。	2.3.2
KPI A2.2 指標A2.2	Water consumption in total and intensity. 總耗水量及密度。	2.3.4
KPI A2.3 指標A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	2.2.1
KPI A2.4 指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	2.2.3
KPI A2.5 指標A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及（如適用）每生產單位佔量。	Not applicable 不適用
<b>Aspect A3: The Environment and Natural Resources</b> 層面A3：環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	2.2
KPI A3.1 指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	2.2.2, 2.3.3

Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
<b>B. Social</b> <b>B. 社會</b>		
<b>Employment and Labour Practices</b> <b>僱傭及勞工常規</b>		
<b>Aspect B1: Employment</b> <b>層面B1：僱傭</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2
KPI B1.1 指標B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	3.1
KPI B1.2 指標B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	3.1 briefly discussed 已概括說明
<b>Aspect B2: Health and Safety</b> <b>層面B2：健康與安全</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.3
KPI B2.1 指標B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	3.3
KPI B2.2 指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	3.3 briefly discussed 已概括說明
KPI B2.3 指標B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	3.3

Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
<b>Aspect B3: Development and Training</b> 層面B3：發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	3.5
KPI B3.1 指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	3.5 briefly discussed 已概括說明
KPI B3.2 指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	3.5 briefly discussed 已概括說明
<b>Aspect B4: Labour Standards</b> 層面B4：勞工準則		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2
KPI B4.1 指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	3.2
KPI B4.2 指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	3.2
<b>Operating Practices</b> 營運慣例		
<b>Aspect B5: Supply Chain Management</b> 層面B5：供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	4.1
KPI B5.1 指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	4.1 briefly discussed 已概括說明
KPI B5.2 指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	4.1 briefly discussed 已概括說明



Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
<b>Aspect B6: Product Responsibility</b> 層面B6：產品責任		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.2
KPI B6.1 指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Not applicable 不適用
KPI B6.2 指標B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	4.2 briefly discussed 已概括說明
KPI B6.3 指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	4.4
KPI B6.4 指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	4.2
KPI B6.5 指標B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	4.3

Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
<b>Aspect B7: Anti-Corruption</b> 層面B7：反貪污		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.5
KPI B7.1 指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	4.5
KPI B7.2 指標B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	4.5
<b>Community</b> 社區		
<b>Aspect B8: Community Investment</b> 層面B8：社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解發行人營運所在社區需要和確保其業務活動會考慮社區利益的政策。	5
KPI B8.1 指標B8.1	Focus areas of contribution. 專注貢獻範疇。	5
KPI B8.2 指標B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	5