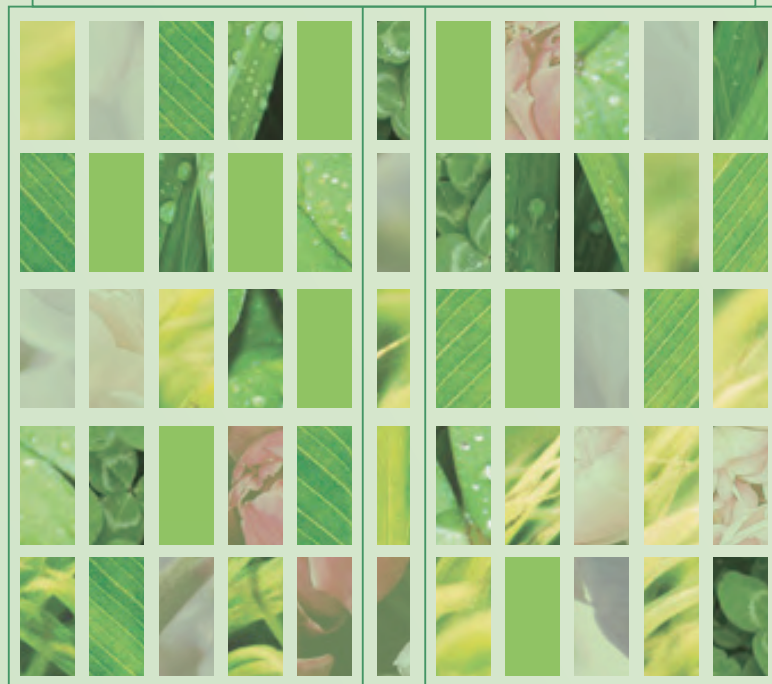




英皇娛樂酒店有限公司 Emperor Entertainment Hotel Limited

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

2018 / 2019

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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 2019 (the “Year”). The contents of this report provide the 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. It is recommended that this report is read in conjunction with the Company’s Annual Report 2018/19, in particular the Corporate Governance Report and Directors’ Report sections therein.

This report is available on the website of the Company (<https://www.emp296.com>) and Hong Kong Exchanges and Clearing Limited (“HKEX”) news website (<https://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2019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。本報告的內容供持份者概述本集團在環境、社會及管治方面的工作，以針對日常營運所產生的影響。本報告符合香港聯合交易所有限公司證券上市規則附錄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2018/19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(<https://www.emp296.com>)及香港交易及結算所有限公司(「港交所」)的披露易網站(<https://www.hkexnews.hk>)查閱。

1.1 Stakeholders Engagement and Materiality Assessment 持份者之參與及重要性評估

The Group is committed to making proactive efforts to continuously interact with key stakeholder groups, which comprise its customers, employees, investors, shareholders, suppliers and the community. The Group maintains active engagement with its stakeholders, and collects their feedback regarding the Group’s ESG strategy and performance through various communication channels. The engagement channels with stakeholders include general meetings, corporate website, community activities, regular dialogue with employees, performance appraisal interviews and networking with suppliers.

本集團致力與主要持份者群組包括客戶、僱員、投資者、股東、供應商及社會進行持續互動。本集團積極與其持份者保持聯繫，並透過各種溝通渠道收集其對於本集團環境、社會及管治策略及表現反饋意見。與持份者的聯繫渠道包括股東大會、公司網站、社區活動、與僱員定期對話、績效評核面試及與供應商聯動。

Based on the stakeholders' feedback, the material issues were identified as follows. The Group's performance regarding these issues are discussed in this report.

根據持份者的意見，以下為已識別之重要議題。本集團就該等議題的表現於本報告內討論。

List of Material Issues 重要議題列表

Environment 環境	Workplace 工作環境	Operating Practices 經營常規	Community 社區
<ul style="list-style-type: none"> Energy conservation 能源節約 	<ul style="list-style-type: none"> Workforce diversity 員工多元化 	<ul style="list-style-type: none"> Services quality 服務質量 	<ul style="list-style-type: none"> Community fundraising 社區籌款
<ul style="list-style-type: none"> Waste management 廢物管理 	<ul style="list-style-type: none"> Workplace safety 職場安全 	<ul style="list-style-type: none"> Customer privacy protection 客戶隱私保護 	
<ul style="list-style-type: none"> Waste recycling 廢物循環利用 	<ul style="list-style-type: none"> Training and development 培訓及發展 	<ul style="list-style-type: none"> Compliance with laws and regulations 遵守法例及法規 	
	<ul style="list-style-type: none"> Employee wellness 員工福祉 	<ul style="list-style-type: none"> Anti-corruption/Anti-money laundering 防止貪污／防止洗黑錢 	

1.2 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。

ENVIRONMENTAL PROTECTION 環境保護

2.1 Environmental Policies 環境政策

During the Year, the Group continued to make its best endeavours to protect the environment in its business activities and workplace. The Group also educates its employees on their awareness of promoting 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 energy and other resources use, minimise waste and increase recycling, and promote environmental protection in its 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環境實踐環境保護。本集團亦教育其僱員提升對綠色環境的意識。本集團努力辨識及管理其業務對環境造成之影響，務求將該等影響減至最低。本集團已採取多項措施以降低能源及其他資源消耗、減廢及增加循環再用，並在其供應鏈及市場中推行環保。該等措施載於本報告第2.2「資源使用」章節。

2.2 Use of Resources 資源使用

2.2.1 Energy Saving 能源節約

Global warming and climate change are among the major environmental concerns 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:

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

- Reuse waste heat generated from the heat recovery air-conditioning system, for the boiler
- Adopt cooling tower systems to maximise chiller energy efficiency
- Minimise use of chiller units during night-time
- Use energy-saving devices for lifts
- Switch off some passenger lifts after peak hours
- Use LED lamps

節能舉措概覽

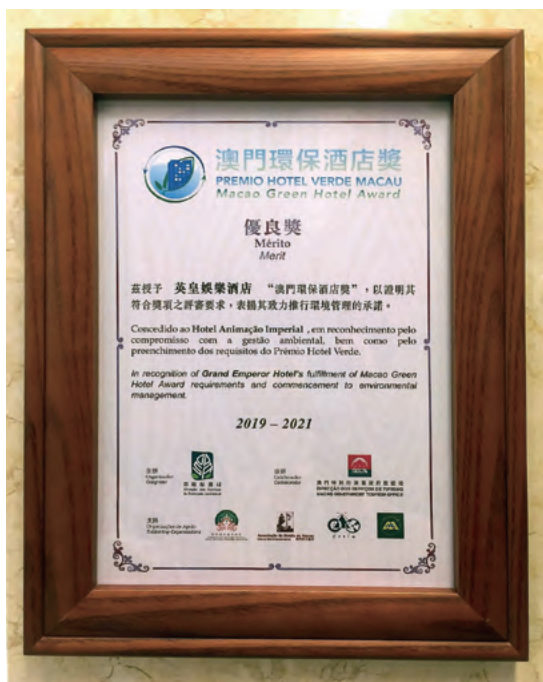
- 將空調餘熱回收系統所產生之廢棄熱能，循環利用至鍋爐
- 採用冷卻塔系統以提升製冷設備的能源效益
- 在夜間減少使用製冷機組
- 使用升降機省電裝置
- 於繁忙時間後關掉部分乘客升降機
- 使用LED燈

The Group continues updating its air-conditioning systems in order to increase overall operating efficiency. In this regard, an advanced heat recovery ventilator has been installed in the air-conditioning system of Grand Emperor Hotel, and became fully operational in March 2017, effectively reducing liquefied petroleum gas consumption at Grand Emperor Hotel. To identify opportunities for increasing energy efficiency, the Group measures and records the energy consumption intensity from time to time.

Grand Emperor Hotel received the Macao Green Hotel Award — Certificate of Merit, 2019–2021, organised by the Macao Environmental Protection Bureau and the Macao Government Tourist Office. The recognition demonstrates the Group's commitment and continuous efforts in environmental protection by adopting green initiatives in the hotel.

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，英皇娛樂酒店的空調系統已安裝先進的熱能回收通風裝置，並於2017年3月全面使用，有效降低英皇娛樂酒店的液化石油氣消耗。為發掘提升能源效益的機會，本集團不時量度及記錄耗能情況。

英皇娛樂酒店獲澳門環境保護局及澳門政府旅遊局授予2019–2021年度澳門環保酒店獎 — 優良獎，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 循環利用及廢物管理

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

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。

Waste Reduction and Recycling Initiatives Summary

減少廢物及循環利用舉措概覽

Back office

- Create a paperless working environment by implementing paperless processing through e-systems — such as for employee time sheets, payrolls, leave applications and memo approvals
- Encourage duplex printing and copying
- Recommend shareholders to access the Group's corporate communications document via electronic means

後勤部門

- 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
- 鼓勵雙面列印及複印
- 建議股東利用電子方式獲取本集團的公司通訊文件

Hotel operation

- Reuse shower gel bottles after special hygiene treatment
- Separate paper, aluminium cans, glass, metal, plastic bottles and surplus food from the waste, to maximise recycling

酒店業務

- 循環再用經特別衛生處理的沐浴露瓶
- 將紙張、鋁罐、玻璃、金屬、塑膠瓶及剩餘食物從垃圾中分開，促進循環利用

2.2.3 Water Conservation 節約用水

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.

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實行節約用水。

2.3 Environmental Performance Summary 環境表現概要

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.

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。

Environmental performance data of the Selected Hotel during the Year as below: 於本年度選定酒店的环境表現數據如下：

		For the year ended 31 March 截至3月31日止年度	
Indicators 指標		2019	2018
GHG Emissions¹ 溫室氣體排放物¹			
Scope 1 GHG emissions (kgCO ₂ e)	範疇1溫室氣體排放 (每公斤二氧化碳當量)	52,513	60,917
Scope 2 GHG emissions (kgCO ₂ e)	範疇2溫室氣體排放 (每公斤二氧化碳當量)	18,832,878	20,387,478
Scope 3 GHG emissions (kgCO ₂ e)	範疇3溫室氣體排放 (每公斤二氧化碳當量)	47,218	49,522
Total (Scope 1, 2 & 3) GHG emissions (kgCO ₂ e)	合共(範疇1, 2及3)之溫室氣體排放 (每公斤二氧化碳當量)	18,932,608	20,497,917
GHG emissions intensity (kg/m ²)	溫室氣體排放強度 (公斤/平方米)	311.5	337.3
Energy Consumption² 能源消耗²			
Direct energy consumption (GJ)	直接能源消耗 (千兆焦耳)	69	129
Indirect energy consumption (GJ)	間接能源消耗 (千兆焦耳)	79,144	79,659
Total energy consumption (GJ)	能源消耗總量 (千兆焦耳)	79,213	79,788
Energy consumption intensity (GJ/m ²)	能源消耗強度總量 (千兆焦耳/平方米)	1.3	1.3
Waste Management 廢物管理			
General refuse disposed to landfills (kg)	棄置於堆填區的一般廢物 (公斤)	60,721	58,643
General refuse disposed to landfills intensity (kg/m ²)	棄置於堆填區的一般廢物密度 (公斤/平方米)	1.0	1.0
Total recycled waste (kg)	回收的廢物總量 (公斤)	91,087	84,354
Recycled waste intensity (kg/m ²)	回收廢物密度 (公斤/平方米)	1.5	1.4
Water Consumption 耗水量			
Water consumption (m ³)	耗水量 (立方米)	279,253	272,111
Water consumption intensity (kg/m ²)	耗水量密度 (公斤/平方米)	4.6	4.5

¹ The Group does not directly create emissions with pollutants such as Sulphur Oxide (SO_x) and Nitrogen Oxide (NO_x)

¹ 本集團並無直接排放污染物，如硫氧化物(SO_x)以及氮氧化物(NO_x)

² Based on the amount of electricity consumed

² 基於用電量

3.1 Workforce and Diversity 員工及職場多元化

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

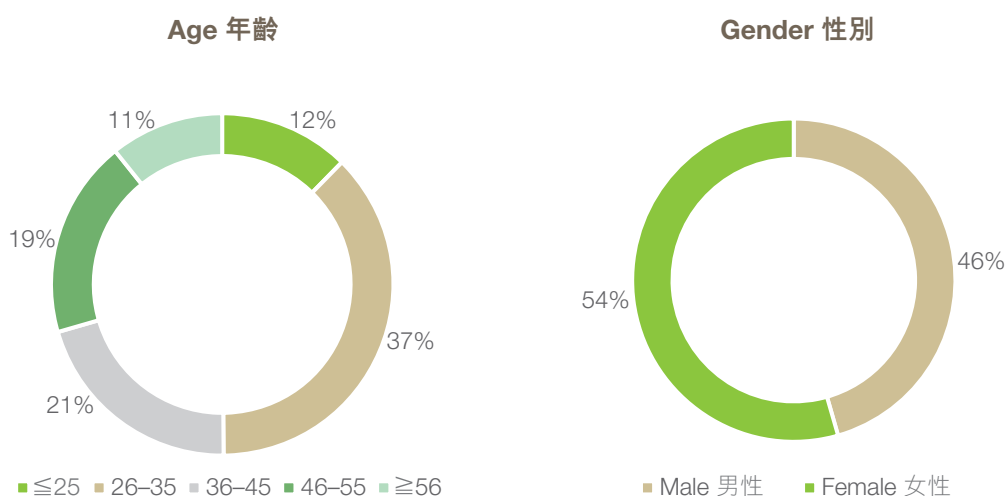
本集團深信，積極主動且結構平衡的人才隊伍，是建立可持續經營模式及締造長遠回報的關鍵元素。

As at 31 March 2019, the permanent employees of the Group totalled 1,143, working in the hotel and gaming operations in Macau.

於2019年3月31日，本集團於澳門的酒店及博彩業務合共僱有1,143名全職僱員。

The demographics of the Group's workforce as at 31 March 2019 are summarised below:

本集團員工於2019年3月31日的分佈資料概列如下：



The Group has a diverse workforce in terms of gender and age, providing a variety of ideas and levels of competencies 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 2019, 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2019年3月31日，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 strictly adheres to its employment and labour practices and is committed to establishing an inclusive culture and embracing the diverse backgrounds of employees. All job applicants are treated equally based on their capabilities and qualifications with reference to the job roles. All employees are provided with a fair and competitive compensation package, which is being reviewed on a regular basis. Staff are entitled to benefits including medical and life insurance as well as other fringe benefits. The Group also complies with relevant laws and regulations in related regions to prohibit any form of forced or child labour.

The Group's employee handbook is in place which covers policies and guidelines related to employment practices, including compensation and dismissal, recruitment, working hours, rest periods, equal opportunity, anti-discrimination and other fringe benefits, etc. The Group has been reviewing its related policies from time to time to ensure the Group complies with the latest statutory requirements.

本集團嚴格遵守其僱傭及勞工常規，並致力於建立包容文化及接納員工背景的多樣性。所有應徵者均會獲得平等對待，並根據其能力及資格聘任有關工作崗位。所有員工均獲提供公平及具競爭力的薪酬待遇，有關待遇乃定期檢討。員工可享受之福利包括醫療及人壽保險以及其他額外福利。本集團亦遵守在相關地區的法律法規，以禁止任何形式的強迫勞動或童工。

本集團已訂有員工手冊，其涵蓋僱傭常規的相關政策及指引，包括薪酬及解僱、招聘、工作時間、休息時間、平等機會、反歧視以及其他額外福利等。本集團不時檢討其相關政策，以確保本集團符合最新的法定要求。

3.3 Occupational Health and Safety 職業健康及安全

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.

本集團致力為員工提供安全、高效及舒適之工作環境，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研習會及研討會，以呈列最新資訊，及加強僱員對職業健康及安全方面的意識。

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割手套，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。



Training on the Use of Fire Extinguishers

To enhance staff awareness regarding fire prevention, and enable them to be able to use the fire extinguishers in the event of an emergency, the Group holds annual training sessions on the use of fire extinguishers, together with the Macau Fire Service Department, for staff members who have recently joined.



滅火器使用培訓

為提升員工的防火意識，並使其能夠於緊急情況下使用滅火器，本集團與澳門消防局為最近入職的員工舉行滅火器使用年度培訓。

5S Seminar

The Group invited the Occupational Safety and Health Department of Macau Labour Affairs Bureau to hold a seminar on 5S, which is a set of workplace management practices that originated in Japan. 5S represents “Seiri”, “Seiton”, “Seiso”, “Seiketsu” and “Shitsuke”, which have been translated to “Sort”, “Set in order”, “Shine”, “Standardise” and “Sustain”. It is hoped that the 5S practices could enable staff to properly organise and store items, improve the use of space, and establish a good working environment and a sound management system, to help minimise accidents within the working environment.

五常法講座

本集團邀請澳門勞工事務局的職業安全健康廳舉行有關五常法的講座，五常法為源自日本的一套工作環境管理常規，代表整理 (Seiri)、整頓 (Seiton)、清掃 (Seiso)、清潔 (Seiketsu) 及修養 (Shitsuke)，意指常組織、常整頓、常清潔、常規範及常自律。本集團希望五常法能夠令員工正確整理及儲存物品，提高空間使用效率，並建立一個良好的工作環境及一個穩健的管理系統，以減少工作環境內發生的事故。



Work and Health Seminar

The Group invited the Occupational Safety and Health Department of the Macau Labour Affairs Bureau to hold a seminar on work and health, to introduce staff to the impact of work on health, and provide them with a deeper understanding of occupational health.



工作及健康講座

本集團邀請澳門勞工事務局的職業安全健康廳舉行有關工作及健康的講座，以向員工說明工作對健康的影響，並令彼等對職業健康有更深入的了解。



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。

Macau Special Olympics Basketball Charity Game

Organised by Macau Hotel Association and supported by Macau Special Olympics, this charity game broadened the horizons of hotel practitioners, and enhanced their communications, whilst promoting social harmony and fostering social integration of able-bodied and disabled persons. The Group's employees participated as a team in supporting the event.



澳門關愛特奧籃球慈善比賽

本慈善比賽由澳門酒店協會主辦並獲澳門特殊奧運會的支持，在促進社會和諧及培養健全人士與殘疾人士的社會交融的同時，並擴大酒店從業員的視野以及促進彼等之間的交流。本集團的員工組成隊伍參賽，以支持本次活動。

Cotai Ecological Protection Park Visit

To raise environmental protection awareness, the Group organised a visit to Cotai Ecological Protection Park for its staff, so they could observe the animals and plants, and understand the importance of environmental protection.

路氹城生態公園遊

為提高環保意識，本集團為其員工組織參觀路氹城生態保護區，讓彼等能夠觀察動植物，並了解環保的重要性。



3.5 Development and Training 發展及培訓

Recognising the importance of skilled and professionally trained employees, the Group supports its staff to develop and enhance their knowledge, skills and work capability. The Group encourages and provides subsidies to employees at all levels 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 for full performance.

The Group conducted various training sessions covering occupational safety, customer servicing skills, communication and conflict management skills, personal and food hygiene, big data application, etc. During the Year, the Group arranged for its staff to attend the Hotel General Managers Advanced Management Programme, organised by the School of Hotel and Tourism Management under The Chinese University of Hong Kong Business School, providing them with a valuable learning experience to develop strategic mindsets, gain up-to-date industry knowledge and connect with industry peers from around the region.

本集團明白技能熟練及經專業培訓的僱員之重要性，並支持員工發展及提升其知識、技能及工作能力。本集團鼓勵並資助各級員工進修或參與培訓機會，以實現其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。

本集團舉辦各種培訓環節，內容涵蓋職業安全、客戶服務技巧、溝通及衝突管理技能、個人及食物衛生及大數據應用等。於本年度，本集團安排其員工參加由香港中文大學商學院的酒店及旅遊管理學院組織的酒店總經理高級管理研修課程，為彼等提供一個難能可貴的學習體驗，以發展戰略思維、獲取最新行業知識並與該地區的同業建立關係。



Team Adventure Experience Camp

This experience camp, with the theme “Team Adventure”, enabled staff to explore themselves and excel to their full potential, boosted their communication and management skills, and strengthened team spirit.



歷奇•團隊體驗營

這個以「歷險•團隊」為主題的體驗營使員工能夠自我探索、激發個人潛能、提升溝通和管理技能，並增強團隊精神。




MORS Gold Pin Competition

The Institute for Tourism Studies holds the Macao Occupational Skills Recognition System (“MORS”) Gold Pin Competition annually, and the Group supports participation by staff in order to enhance their skills and techniques. During the Year, more than 350 practitioners from the hotel sector participated in the competition; the Group sent eight colleagues to join.



澳門職業技能認可基準金襟針大賽

本集團鼓勵員工參加由旅遊學院每年舉辦的澳門職業技能認可基準（「MORS」）金襟針大賽，以提升他們的技能和技巧。於本年度，逾350名酒店從業員參加比賽；本集團派出了8名同事參加。



The Group also provides professional training programs to hotel operations' frontline staff under the MORS certification scheme, to enhance their occupational proficiency. As at 31 March 2019, 104 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's employees devoted around 23,000 hours to training, representing approximately 20 hours per employee.

本集團亦為酒店前線員工提供MORS認證計劃的專業培訓課程，以提升員工之職業技能水平。於2019年3月31日，104名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，本集團員工於培訓方面投入約23,000小時，相當於每名僱員參與約20小時之培訓。

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 evaluated 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:

- *TripAdvisor* Hall of Fame, 2019
- *TripAdvisor* Certificate of Excellence Award, 2012–2019
- *Booking.com* Guest Review Awards, 2016–2018
- *Dianping* Customer Review Awards, 2018
- *Ctrip* Best Hotel Awards — Gold Award, 2017
- *Ctrip* Best Service Award, 2016
- *SKYSCAPE Magazine* Most Influential Entertainment Hotel Brand Award, 2018
- *Agoda* Guest Review Awards, 2016
- *Macao Environmental Protection Bureau* Macao Green Hotel Award — Certificate of Merit, 2019–2021

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：

- 貓途鷹2019年名人堂
- 貓途鷹2012–2019年卓越獎
- *Booking.com* 2016–2018年住客評分卓越獎
- 大眾點評2018年度好評商戶
- 攜程2017年度最受歡迎酒店金獎
- 攜程2016年度最佳服務典範獎
- 鳳凰天空雜誌2018年最具影響力娛樂酒店品牌大獎
- *Agoda* 2016年度好評住宿獎
- 澳門環境保護局2019–2021年度澳門環保酒店獎—優良獎




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, safekeeping, use and retention 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、保管、使用及保存客戶、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 without limitation to “Grand Emperor”, “英皇” and “”. 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 upon 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「」)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／反洗錢

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 as well as interacting with government officials was established to outline acceptable and unacceptable conduct in employees’ daily business activities. It targets to ensure every employee adheres 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. The Group has adopted an Anti-money Laundering and Counter-Terrorist Financing Policy and Procedure (“AML Policy”) for years. The AML Policy establishes the general framework for combating crime against money laundering and financing of terrorism and provides guideline to prevent the Group’s employees and clients, customers, suppliers, vendors and contractors from being misused for money laundering, terrorist financing or other financial crime. The AML Policy has set out some indications of potentially suspicious transactions or activities for employees’ reference. 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.

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。這旨在確保每位員工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。本集團多年來一直採納打擊洗錢及恐怖分子資金籌集政策及程序(「打擊洗錢政策」)。打擊洗錢政策確立了打擊洗錢及恐怖主義資金籌集罪行的整體框架，並提供指引防止本集團的員工及客戶、顧客、供應商、賣方及承包商被誤用於洗錢、恐怖主義資金籌集或其他金融罪行。打擊洗錢政策已列出部分潛在可疑交易或活動的指標，供員工參考。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。

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.

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 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 “Anti-Money Laundering and Counter-Terrorist Financing Ordinance” (Cap. 615, Laws of Hong Kong), “Prevention of Bribery Ordinance” (Cap. 201, Laws of Hong Kong), “Companies Ordinance” (Cap. 622, Laws of Hong Kong), “Legal Framework for the Operations of Casino Games of Fortune” (Law No. 16/2001, Laws of Macau) and “Macau Labour Relations Law” (Law No. 7/2008, Laws of Macau), which have significant impacts on the Group. Details on the work of the Corporate Governance Committee can be found from page 44 of the Corporate Governance Report in the Company’s Annual Report 2018/19.

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 Legal Department works to provide an in-house legal and compliance service that effectively supports various operation units in their duties and day-to-day operation to comply with all 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.

企業管治委員會由董事會委派，以審核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《打擊洗錢及恐怖分子資金籌集條例》(香港法例第615章)、《防止賄賂條例》(香港法例第201章)、《公司條例》(香港法例第622章)、《娛樂場幸運博彩經營法律制度》(澳門法律第16/2001號)及《澳門勞動關係法》(澳門法律第7/2008號)。企業管治委員會之工作詳情載於本公司2018/19年報企業管治報告第44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。

本法律部旨在提供內部法務及合規服務，有效支援多個營運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。

COMMUNITY INVESTMENT 社區投資

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 mobilizing staff to join all these activities, which are held in tandem with its commitment to sustainable development.

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.

本集團榮獲由香港社會服務聯會頒發的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。

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 Charitable Sponsorship and Donations 慈善贊助及捐贈



Orbis Raffle, March to May 2018

During the Year, the Group actively supported the Orbis Raffle, with all proceeds supporting Orbis’s paediatric sight saving work worldwide, to help kids see the colours of the world.

奧比斯慈善獎券，2018年3月至5月

於本年度，本集團積極支持奧比斯慈善獎券，所有獎券收益用作支持奧比斯全球兒童救盲工作，幫助兒童看見色彩繽紛的世界。



Betania Elderly Home Charity Bazaar, October 2018

The Group’s employees actively supported this annual charity bazaar, by donating clothes, stationery and toys, to help people in need.

伯大尼安老院慈善園遊會，2018年10月

本集團員工積極參與此年度慈善園遊會，透過捐贈衣服、文具及玩具幫助有需要的人。

Walk for a Million, December 2018

Around 80 staff and their family members again participated the annual campaign “Walk for a Million”, organised by the Macao Daily News Readers Charity Fund.



公益金百萬行，2018年12月

約80名員工及其家庭成員再度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」。



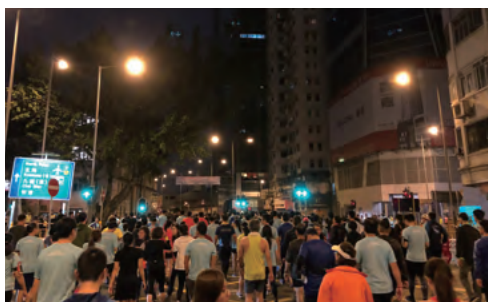
Standard Chartered Hong Kong Marathon 2019, February 2019

This marathon is the largest annual sports event in Hong Kong, and several staff participated in the event, bringing positive energy and a healthy lifestyle to the community. To show support, Emperor Foundation made donation for each participating colleague to Orbis and the Hong Kong Paralympic Committee & Sports Association for the Physically Disabled, to help the physically disabled.



渣打香港馬拉松2019，2019年2月

這項馬拉松賽為香港最大型的年度體育盛事，多名員工參加了此次活動，為社區帶來正能量和健康的生活方式。為表示支持，英皇慈善基金就每位參賽同事向奧比斯和香港殘疾人奧委會暨傷殘人士體育協會捐贈的善款作出捐款，以幫助傷殘人士。



5.2 Environmental Conservation 環境保護

Red Packet Recycling Campaign, February 2019

Many red packets are thrown away every year after the Lunar New Year. To help save the planet, the Group participated in the recycling campaign held by the Macau Environmental Protection Bureau, encouraging its staff to retain unused packets for future use, and place the used packets in the collection box for recycling.



利是封回收活動，2019年2月

每年農曆新年後，大量利是封都會被丟棄。為保護地球，本集團參與了澳門環境保護局舉辦的回收活動，鼓勵員工保留未使用的利是封以備日後使用，並將已使用的利是封放入回收箱進行循環利用。



Electronic Device and Battery Recycling Campaign, 2018-19

Batteries contain materials that are hazardous to people and the environment, whilst also containing valuable materials that can be recovered for use in other products. Therefore, battery waste should be sorted and treated according to battery type, then stored and exported for disposal or recycling. In this regard, the Group participated in the recycling campaign held by the Macau Environmental Protection Bureau, and placed collection boxes in certain locations of the office for collecting unwanted batteries and electronic devices.

電子設備及電池回收活動，2018-19年

電池含有對人和環境有害的物料，但同時亦含有具價值物料可回收再造及再用於其他產品。因此，應根據電池類型對廢棄電池進行分類及處理，然後儲存及運往棄置區域循環再造。因此，本集團參與由澳門環境保護局舉辦的回收活動，並於辦公室的若干地點放置回收箱，以回收不需要的電池及電子設備。



APPENDIX: HKEX ESG REPORTING GUIDE CONTENT INDEX

附錄：港交所環境、社會及管治報告指引內容索引

Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
A. Environmental A. 環境		
Aspect A1: Emissions 層面 A1：排放物		
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
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
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。
KPI A1.4 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
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

Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
Aspect A2: Use of Resources 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
KPI A2.2 指標A2.2	Water consumption in total and intensity. 總耗水量及密度。	2.3
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)每生產單位估量。	Not applicable 不適用
Aspect A3: The Environment and Natural Resources 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

Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
B. Social B. 社會		
Employment and Labour Practices 僱傭及勞工常規		
Aspect B1: Employment 層面B1：僱傭		
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
Aspect B2: Health and Safety 層面B2：健康與安全		
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
Aspect B3: Development and Training 層面B3：發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	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
Aspect B4: Labour Standards 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
Operating Practices 營運慣例		
Aspect B5: Supply Chain Management 層面B5：供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	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

Subject areas 主要範疇	Description 描述	Section of this report 本報告之章節
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
Aspect B6: Product Responsibility 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
Aspect B7: Anti-Corruption 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
Community 社區		
Aspect B8: Community Investment 層面B8：社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解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