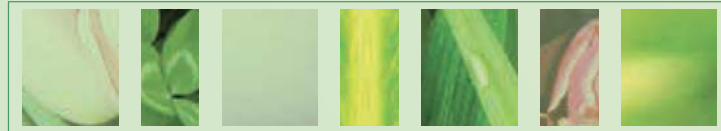




英皇娛樂酒店有限公司  
Emperor Entertainment Hotel Limited

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

2019 / 2020

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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 operational 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 2020 (the “Year”). The contents of this report provide its 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 2019/20, 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2020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。本報告的內容為其持份者概述本集團在日常營運對環境、社會及管治方面的影響所作出的努力。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2019/20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 through various communication channels to understand and address their concerns. The engagement channels with stakeholders include general meetings, corporate website, community activities, regular dialogue with employees, performance appraisal interviews and networking with suppliers.

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

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。本集團與其持份者保持緊密聯繫，並透過各種溝通渠道收集其反饋意見，以了解與回應其關注點。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。

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將於本報告內討論。

## Material Topics 重要議題

### Environment

- Energy conservation
- Waste management
- Waste recycling

### Workplace

- Employment and labour practices
- Diversity and equal opportunities
- Training and development
- Occupational health and safety
- Work-life balance

### Operating Practices

- Services quality
- Customer privacy protection
- Anti-corruption
- Compliance with laws and regulations

### Community

- Employee volunteering
- Community fundraising

### 環境

- 能源節約
- 廢物管理
- 廢物循環利用

### 工作場所

- 僱傭及勞工慣例
- 多元共融和平等機會
- 培訓和發展
- 職業健康與安全
- 工作與生活平衡

### 經營常規

- 服務質素
- 客戶私隱保護
- 反貪污
- 遵守法例及法規

### 社區

- 員工志願服務
- 社區籌款

## 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.

本集團秉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。

## 2. ENVIRONMENTAL PROTECTION 環境保護

### 2.1 Environmental Policies 環境政策

During the Year, the Group continued making 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 resource use, minimise waste and increase recycling, and promote environmental protection in its supply chain and marketplace. These measures are discussed 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，務求將該等影響盡可能減至最低。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 an effort to reduce energy consumption and carbon emissions, the Group actively promotes efficient use of energy and adopts green technologies. To identify energy efficiency opportunities, the Group measures and records the energy consumption intensity from time to time.

全球暖化及氣候變化已成為全球各地關注的主要環境議題。本集團的碳足跡主要來自空調及照明。為降低能源消耗及碳排放，本集團積極推行節能並採納綠色科技。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。

The Group has implemented the following environmental initiatives in Grand Emperor Hotel, and achieved positive results, with obvious improvements in energy efficiency:

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

The Group continues improving 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 which effectively reduced liquefied petroleum gas consumption at Grand Emperor Hotel.

#### 節能措施概覽

- 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

本集團持續改善其空調系統，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，有效降低英皇娛樂酒店的液化石油氣消耗。





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.

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 for maximising recycling as well as 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措施概覽

#### 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以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 Waste 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 環境保護績效概要

A significant portion of the Group's revenue is derived from Grand Emperor Hotel located at 288 Avenida Commercial De Macau, Macau. To demonstrate a commitment to greater transparency of reporting, quantitative data has been collected from Grand Emperor Hotel to illustrate the Group's sustainability performance. Grand Emperor Hotel occupies a gross floor area of approximately 60,770 square metres.

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。為貫徹提高報告透明度的承諾，本集團已向英皇娛樂酒店收集量化數據，以闡述本集團之可持續發展表現。英皇娛樂酒店所佔建築面積約為60,770平方米。

Environmental performance data of Grand Emperor Hotel during the Year are as below: 於本年度英皇娛樂酒店的環境表現數據如下：

Indicator 指標		FY2018/19 年度	FY2019/20 年度
<b>GHG Emissions<sup>1</sup> 溫室氣體排放物<sup>1</sup></b>			
Scope 1 GHG emissions (kgCO <sub>2</sub> e)	範疇1溫室氣體排放 (每公斤二氧化碳當量)	52,513	<b>61,969</b>
Scope 2 GHG emissions (kgCO <sub>2</sub> e)	範疇2溫室氣體排放 (每公斤二氧化碳當量)	18,832,878	<b>16,814,511</b>
Scope 3 GHG emissions (kgCO <sub>2</sub> e)	範疇3溫室氣體排放 (每公斤二氧化碳當量)	47,218	<b>37,766</b>
Total (Scope 1, 2 & 3) GHG emissions (kgCO <sub>2</sub> 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)	18,932,609	<b>16,914,247</b>
GHG emissions intensity (kg/m <sup>2</sup> )	溫室氣體排放強度(公斤/平方米)	311.5	<b>278.3</b>
<b>Energy Consumption<sup>2</sup> 能源消耗<sup>2</sup></b>			
Direct energy consumption (GJ)	直接能源消耗(千兆焦耳)	69	<b>44</b>
Indirect energy consumption (GJ)	間接能源消耗(千兆焦耳)	79,144	<b>74,809</b>
Total energy consumption (GJ)	能源消耗總量(千兆焦耳)	79,213	<b>74,853</b>
Total energy consumption intensity (GJ/m <sup>2</sup> )	能源消耗強度(千兆焦耳/平方米)	1.3	<b>1.2</b>
<b>Waste Management 廢物管理</b>			
General refuse disposed to landfills (kg)	棄置於堆填區的一般廢物(公斤)	60,721	<b>51,068</b>
General refuse disposed to landfills intensity (kg/m <sup>2</sup> )	棄置於堆填區的一般廢物密度 (公斤/平方米)	1.0	<b>0.8</b>
Total recycled waste (kg)	回收廢物總量(公斤)	91,087	<b>76,759</b>
Recycled waste intensity (kg/m <sup>2</sup> )	回收廢物密度(公斤/平方米)	1.5	<b>1.3</b>
<b>Water Consumption 耗水量</b>			
Water consumption (m <sup>3</sup> )	耗水量(立方米)	279,253	<b>264,841</b>
Water consumption intensity (m <sup>3</sup> /m <sup>2</sup> )	耗水量密度(立方米/平方米)	4.6	<b>4.4</b>

1 The Group does not directly create emissions with pollutants such as Sulphur Oxide (SO<sub>x</sub>) and Nitrogen Oxide (NO<sub>x</sub>)

2 Based on the amount of electricity consumed

1 本集團並無直接排放污染物，如硫氧化物(SO<sub>x</sub>)以及氮氧化物(NO<sub>x</sub>)

2 基於用电量

Due to the outbreak of coronavirus disease (COVID-19; the "Pandemic") in early 2020, the occupancy level of Grand Emperor Hotel has decreased during the Year, and the overall energy consumption level decreased accordingly.

由於2020年年初爆發冠狀病毒病(COVID-19; 「大流行」)，本年度英皇娛樂酒店的入住率有所下降，整體能源耗水平也相應下降。

### 3. WORKPLACE QUALITY

### 工作場所質素

#### 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，積極主動且具均衡比例之員工團隊，是建立可持續經營模式及帶來長遠回報的關鍵元素。

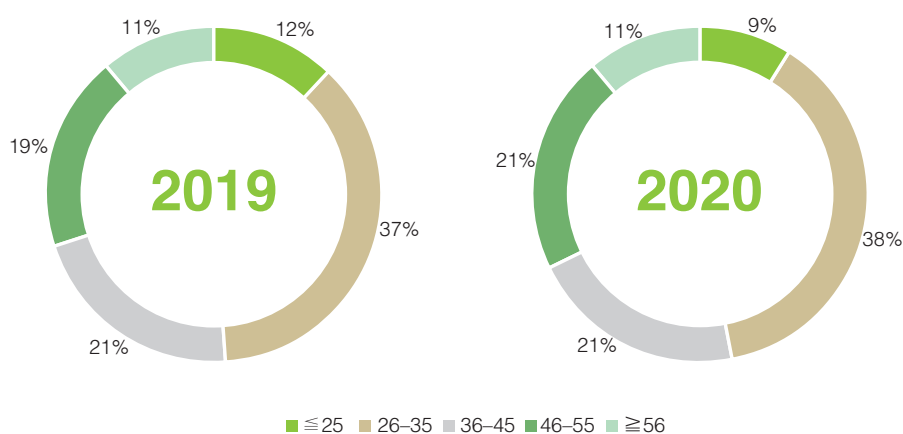
As at 31 March 2020, the permanent employees of the Group totalled 949 (2019: 1,143), working in the hotel and gaming operations in Macau.

於2020年3月31日，本集團於澳門的酒店及博彩業務合共僱有949（2019年：1,143）名全職僱員。

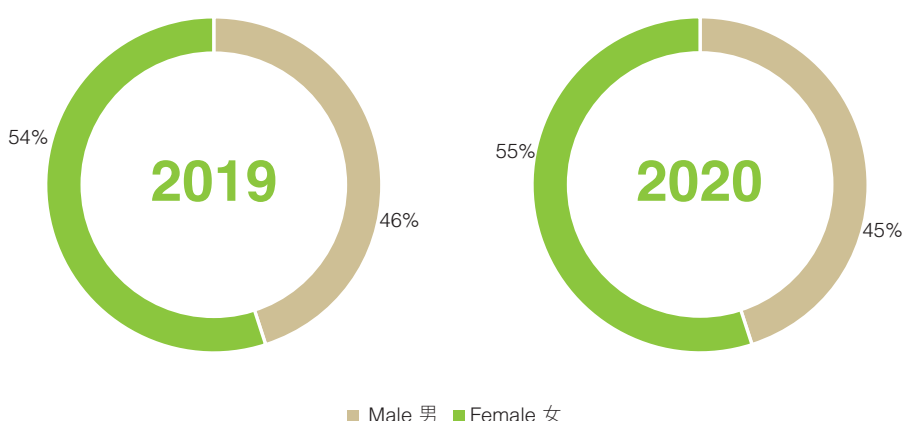
The demographics of the Group's workforce as at 31 March 2020 are summarised below:

本集團員工於2020年3月31日的分佈資料概列如下：

By Age 按年齡



By Gender 按性別



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 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，提供多元化的觀點及各種程度的技能，為本集團的成功作出貢獻。本集團一直堅守兩性平等原則，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 talent with diverse backgrounds for achieving sustainable growth. As at 31 March 2020, 53% (2019: 46%) of the staff had worked for the Group for five years or more. Staff turnover rate among managerial positions is relatively low, reflecting a high level of employee satisfaction and engagement with the Group.

### 3.2 Labour Standard 勞工標準

The Group strictly complies with the Employment Ordinance (Cap. 57, Laws of Hong Kong) and Macau Labour Relations Law (Law No. 7/2008, Laws of Macau), and other statutory requirements regarding employment and labour practices. The Group is dedicated to providing equal opportunities in all aspects of employment and ensure the workplace is free from discrimination. The Group ensures employees receive fair and competitive remuneration packages in accordance with their experience, qualifications, performance and market rates, and are being reviewed on a regular basis. To attract and retain talent, comprehensive benefits are provided by the Group, such as employer's voluntary MPF contributions, medical coverage, life insurance and paid leave. In addition, each employee is entitled to one day of birthday leave, providing each employee with an additional day off in lieu of a birthday gift.

To ensure the staff clearly understand their rights and obligations, the employee handbook and other policies and guidelines are in place covering the areas of 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. Also, a set of grievance procedures is also in place, to provide staff with a channel to confidentially escalate complaints and concerns to the Human Resources Department.

The Group fully complies with relevant laws and regulations in related regions concerning 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.

管理層相信，員工乃本集團之重要資產，致力吸引並挽留不同背景的人才，以達致可持續增長。於2020年3月31日，53%（2019年：46%）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，反映出員工對本集團的滿意度及歸屬感處於高水平。

本集團嚴格遵守《僱傭條例》（香港法例第57章）及《澳門勞動關係法》（澳門法律第7/2008號），以及其他有關僱傭及勞工慣例的法定規定。本集團致力於在就業的各方面提供平等機會，並確保工作場所不存在歧視。本集團確保僱員基於其經驗、資歷、表現及市場工資水平獲得公平及具競爭力的薪酬待遇，並定期檢討有關待遇。為吸引和挽留人才，本集團提供全面的福利，例如僱主的自願性強積金供款、醫療保險、人壽保險及有薪假期。此外，每名員工均可享有一日生日假期，為每名員工提供了額外的休息日以代替生日禮物。

為確保員工清楚了解自己的權利和義務，已制定員工手冊及其他政策及指引，涵蓋薪酬及解僱、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範疇。本集團不時檢討其相關政策，以確保本集團符合最新法定要求。另外，已制定申訴程序，為員工提供渠道，使員工可以保密方式向人力資源部提出投訴和關注事項。

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及法規。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。

### 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. Health and safety training is provided to employees on induction. 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 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.

Highlights of occupational health and safety training programmes during the Year are as follows:

#### 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.



本集團致力為員工提供安全、高效及舒適之工作環境，並引以為豪。於入職時，員工需接受健康及安全培訓。本集團定期舉辦不同主題的學習工作坊及研討會，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。每宗工傷事故（如有）需彙報至人力資源部，以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。

於本年度，職業健康及安全培訓項目亮點如下：

#### 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。

#### Hotelier Occupational Safety Seminar 酒店從業員職業安全講座

The Group arranged for some colleagues to participate in the Hotelier Occupational Safety Seminar organised by the Labour Affairs Bureau of Macau ("DSAL Macau") during the Year. The seminar mainly introduced the hazards of common accidental injuries that hotel employees may face, including slipping, tripping, cuts, sprains and burns, as well as the precautions, with an aim of reducing the occurrence of work accidents.

本集團於本年度安排了部份員工參加由澳門勞工事務局舉辦的酒店從業員職業安全健康講座。該講座主要介紹酒店員工可能面對的各種常見意外受傷的危害，包括滑倒、絆倒、切割傷、扭傷及灼傷，以及預防方法，旨在減少工作意外的發生。

## Chemical Safety Seminar 化學品安全使用講座

Some staff are often exposed to various chemicals in their daily work. Improper use of chemicals may endanger the safety and health of individuals or others. In order to ensure that staff clearly understand the hazards of chemicals and methods to protect themselves and others, the Group has arranged for relevant employees to participate in the Chemical Safety Seminar organised by DSAL Macau, so they could acquire basic knowledge on the safe use of chemicals and avoid related work accidents and occupational diseases.

部份員工在日常工作中經常接觸到各式各樣的化學品，不當使用化學品可能危及個人或他人的安全及健康。為了讓員工清楚了解化學品的危害和方法以保護自己及他人，本集團安排有關員工參與由澳門勞工事務局舉辦之化學品安全使用講座，以讓他們獲得安全使用化學品的基本知識，避免相關的工作意外及職業病的發生。



## Conflict Management Seminar

As frontline staff may face physical and mental stress due to the threats of various conflicts and violence, the Group has specially arranged for employees to participate in conflict management seminars organised by DSAL Macau, enabling staff to learn conflict handling skills.

The Pandemic has been declared a Public Health Emergency of International Concern in early 2020. In light of the situation, the Human Resources Department immediately convened emergency meetings and formulated contingency plans. Human resources issues have been discussed, and precautionary measures have been put in place, to safeguard the health and well-being of the Group's staff and customers.

## 衝突處理講座

有見及前線員工可能因為面對各種衝突及暴力的威脅而對其身心造成壓力，本集團特意安排員工參加由澳門勞工事務局舉辦之衝突處理講座，以讓員工了解及學習處理衝突的技巧。

大流行於2020年年初被列為國際公共衛生緊急事件。有見及此，人力資源部立即召開了緊急應變會議並制定了應變計劃。已就人力資源問題作出討論，並確保設有妥善的預防措施以維護其員工和客戶的健康和福祉。

## Precautions Against the Pandemic 大流行預防措施

**集團與大家一同抗疫!**

為保障員工的健康以及向員工表示愛心和關懷，本集團向每位員工派發「抗疫心意包」，其中包括消毒搓手液、消毒濕紙巾、消毒噴霧及維他命產品。本集團並承擔員工從澳門政府購買的外科口罩的費用。

**「抗疫心意包」**

內容包括：

- 1. 消毒搓手液 (Disinfectant Hand Sanitiser)
- 2. 消毒濕紙巾 (Disinfectant Wet Wipes)
- 3. 消毒噴霧 (Disinfectant Spray)
- 4. 維他命產品 (Vitamin Products)
- 5. 外科口罩 (Surgical Masks)

派發時間表如下：

- 2020年 03/02
- 2020年 03/03
- 2020年 03/04

To safeguard the health of its staff and express its love and care, the Group has distributed an "Epidemic Prevention Bag" to each staff member, including disinfectant hand sanitisers, disinfectant wet wipes, disinfectant spray and vitamin products. The Group also covered the cost of surgical masks which staff purchased from the Macau Government.

為保障員工的健康以及向員工表示愛心和關懷，本集團向每位員工派發「抗疫心意包」，其中包括消毒搓手液、消毒濕紙巾、消毒噴霧及維他命產品。本集團並承擔員工從澳門政府購買的外科口罩的費用。



In addition, the Group actively promotes the prevention of the disease, including by posting health advice posters at eye-catching locations on the staff notice boards, and in the staff canteen, staff changing rooms and staff dormitories, and measuring the body temperatures of everyone entering or leaving the company, in order to reduce the chance of infected persons entering the office building. The Group also further strengthened the disinfection and cleaning of the workplace, including meeting room facilities, washrooms, elevator buttons, table tops, and door handles, to maintain good environmental hygiene.

此外，本集團積極推動防疫工作，包括在員工壁報板、員工飯堂、員工更衣室及員工宿舍等當眼處貼上健康指引海報，以及對出入公司的所有人士探測體溫，以減低染疫人士進入辦公大樓的機會。本集團亦進一步加強工作場所之消毒及清潔工作，包括會議室設施、洗手間、升降機按鈕、桌面、門柄等，以保持良好的環境衛生。



In regard to the Group's hotel operations, the Group has adopted measures including the following: (1) providing disinfectant hand sanitisers for guests at hotel main entrance; (2) installation of body temperature scanner at hotel main entrance for checking body temperature of guests; (3) regular disinfection work in public areas; (4) regular disinfection work on shuttle buses; (5) ensuring staff wear surgical masks and protective gloves at work; (6) providing mask holders for guests when having meals in restaurants; and (7) centralised collection and handling of used surgical masks of staff.

關於本集團之酒店營運，本集團已採取以下措施：(1)在酒店正門入口為客人提供消毒搓手液；(2)在酒店正門入口安裝人體溫度掃描儀以檢查客人的體溫；(3)定期在公共場所進行消毒工作；(4)定期於穿梭巴士進行消毒工作；(5)確保工作人員在工作時佩戴外科口罩和防護手套；(6)為在餐廳用膳之客人提供口罩存放夾；以及(7)集中收集並處理員工使用過的外科口罩。

### 3.4 Work-life Balance 工作與生活的平衡

The Group believes that maintaining work-life balance is essential for sustainability and a sound body and mind for every employee. To support employees in maintaining work-life balance and creating team spirit amongst employees, the Group continued to organise a number of activities for its employees during the Year.

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。為支持員工維持工作與生活的平衡及培養員工的團隊精神，本集團於本年度持續為員工舉辦多個活動。

#### Beauty Course 彩妝速成班

April 2019  
2019年4月



Building a good and professional image is one of the important workplace etiquettes. Through this course, employees could discover and master makeup suitable for their work, together with daily cleaning routines and face care knowledge, helping boost their self-confidence and self-worth, in turn enhancing the hotel's professional image.

建立良好及專業的形象是十分重要的職場禮儀之一。透過該課程，員工可以發掘及掌握適合其上班的妝容以及日常清潔和面部護理知識，樹立自信，增添自我價值，從而提升酒店的專業形象。

## Tray Race Organised by 澳門旅遊局 Macau Government Tourism Office 托盤比賽

September 2019  
2019年9月

To celebrate World Tourism Day, Macau Government Tourism Office organises the Tray Race at the Ruins of St. Paul's on 27 September each year. During the Year, the race attracted over 200 industry players to participate, and the Group sent staff to take part. Dressing in distinctive costumes and each holding a tray with a bottle of beer, participants set off in front of the Ruins of St. Paul's and crossed the streets of Historic Centre of Macau, aiming to deliver the bottle of beer intact to the finishing point at Senado Square as fast as possible. The race was exciting and attracted a large number of citizens and tourists to watch along the route.

澳門旅遊局每年9月27日都會在大三巴牌坊舉行托盤比賽以響應世界旅遊日。於本年度，該比賽吸引逾200名餐飲從業員參與，本集團亦派出員工參與其中。參賽者穿上特色服飾，每位手持承載一瓶啤酒的托盤在大三巴牌坊前出發，穿越「澳門歷史城區」街道，目標以最快速度將該瓶啤酒完好地送到位於議事亭之終點。比賽緊張刺激，賽道沿途吸引大批市民及旅客觀看。



## Staff BBQ Gathering 員工燒烤樂

November 2019  
2019年11月



This activity was for employees to enjoy food and group activities with colleagues in a relaxed atmosphere, after hectic work. Along with being a leisure activity and strengthening communication between colleagues, it helped to improve work efficiency.

該活動旨在讓員工在緊張繁忙的工作後，能與同事在輕鬆的氣氛下享用美食和進行集體遊戲。此休閒活動可加強同事之間的交流，同時有助提高工作效率。

## Staff Birthday Party 員工生日會

April 2019 to March 2020  
2019年4月至2020年3月

The Group holds a birthday party each month for employees whose birthdays are in that month, strengthening communication and enriching interpersonal relationships through games, enabling employees to truly integrate into the hotel like a family and enhancing their sense of belonging to the Group.

本集團每月均會為該月生日的員工舉行一個生日會，通過遊戲加強溝通、加強人際關係，使員工真正融入酒店的大家庭，提升他們對本集團的歸屬感。



All these activities helped strengthen relationships between employees, boosted their morale and promoted a harmonious working environment.

該等活動均有助鞏固員工之間的關係、加強員工士氣，並締造和諧的工作環境。

## 3.5 Development and Training 發展及培訓

Recognising the importance of skilled and professionally trained employees, the Group offers comprehensive training to enhance the knowledge, skills and work capability of its staff. 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.

本集團明白技能熟練及經專業培訓的員工之重要性，因此提供全面的培訓以提升員工的知識、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，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，發揮最佳表現。

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.

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。



Highlights of development and training programmes during the Year are as follows: 本年度之發展與培訓項目亮點如下：

## Private Sector Anti-corruption Seminar 私營領域防貪講座

The Group believes that integrity and law-abiding are the core values of society. In order to enhance employees' awareness of anti-corruption, establish a culture of integrity, and create a clean and fair working environment, the Group regularly invites the Commission Against Corruption of Macau to arrange relevant seminars, and encourages all employees to participate.

本集團深信廉潔守法是社會的核心價值。為了提升員工防貪認識、樹立誠信文化、共創廉潔公平的工作環境，本集團定期邀請澳門廉政公署安排相關講座，並鼓勵所有員工參加。



## MORS Gold Pin Competition 澳門職業技能認可基準金襟針大賽

The Institute for Tourism Studies holds the Macao Occupational Skills Recognition System ("MORS") Gold Pin Competition annually, and the Group supports staff participation in order to enhance their skills and techniques. During the Year, more than 300 practitioners from the hotel sector participated in the competition; the Group sent 14 colleagues to join.

The Group also continued to provide professional training programs to hotel operations' frontline staff under the MORS certification scheme, to enhance their occupational proficiency. As at 31 March 2020, 89 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.

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300名酒店從業員參加比賽；本集團派出了14名同事參加。



本集團亦繼續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2020年3月31日，89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。

During the Year, the Group's staff devoted around 16,500 (2019: 23,000) hours to training, representing approximately 17 (2019: 20) hours per employee. During the Year, the number of training hours decreased due to the special arrangement of training during the Pandemic, as well as decrease in the number of new employees.

於本年度，本集團員工於培訓方面投入約16,500（2019年：23,000）小時，相當於每名僱員參與培訓約17（2019年：20）小時之培訓。於本年度，培訓時數減少是由於大流行期間培訓的特別安排，以及新員工數目有所減少。

## 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 sent 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:

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：

- *Macau Environmental Protection Bureau Macao Green Hotel Award – Certificate of Merit, 2019–2021*
- *Hotels.com Loved By Guests Award 2020*
- *Asia Culinary Exchange Gold of Distinction Award, 2019*
- *Tripadvisor Hall of Fame, 2019*
- *Tripadvisor Certificate of Excellence Award, 2012 – 2019*
- *Dianping Customer Review Awards, 2018 – 2019*
- *Booking.com Guest Review Awards, 2016 – 2018*
- *SKYSCAPE Magazine Most Influential Entertainment Hotel Brand Award, 2018*
- *Ctrip Best Hotel Awards – Gold Award, 2017*
- *澳門環境保護局2019 – 2021年度澳門環保酒店獎優良獎*
- *Hotels.com 2020年旅客最喜愛住宿獎*
- *亞洲名廚精英薈2019年至尊金獎*
- *貓途鷹2019年名人堂*
- *貓途鷹2012 – 2019年卓越獎*
- *大眾點評2018 – 2019年度好評商戶*
- *Booking.com 2016 – 2018年住客評分卓越獎*
- *鳳凰天空雜誌2018年最具影響力娛樂酒店品牌大獎*
- *攜程2017年度最受歡迎酒店金獎*




### 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, handling 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. In addition, access to the customer database is limited to authorised staff, whilst authentication is required before accessing the data. To reduce the risk of identity theft, the Group takes appropriate measures to dispose of documents that contain customer information.

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，對保障彼等的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，保障個人資料免被未經授權挪用或存取。本集團亦確保客戶個人資料獲安全妥善地儲存，並只會按收集時指定的用途處理。本集團根據資料私隱保護適用法律向相關員工提供充足培訓，以加強彼等的意識及保障個人資料，防止遺失、未經授權獲取、使用、修改或披露。此外，客戶資料庫只容許經授權員工存取，在存取資料前亦須進行驗證。為減低身份盜竊的風險，本集團於處置含有客戶資料的文件方面採取適當措施。

### 4.4 Protection of Intellectual Property 保護知識產權

The Group 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 “”. The Group has registered trademarks in various classes in Hong Kong, Macau, mainland China and other 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「」）保護其知識產權。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前續期。

In November 2019, the trademark “**英皇**” has been recognised as well-known to the relevant public in mainland China and obtained cross-class protection from the National Intellectual Property Administration, affirming the Group's wide acknowledgement in China and its brand value.

於2019年11月，「**英皇**」商標於中國內地被相關公眾所熟知，並得到國家知識產權局跨類別的保護，印證其於中國廣泛的認受性和品牌價值。



## 4.5 Anti-corruption/Anti-money Laundering 反貪污／反洗錢

In order to enhance ethical corporate culture and practices, the Group has established policies and procedures for anti-corruption, anti-money laundering and counter-terrorist financing.

It is essential for the Group's employees to acquire a better understanding of bribery, extortion, 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, 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 long adopted an Anti-money Laundering and Counter-Terrorist Financing Policy and Procedure ("AML Policy"). The AML Policy establishes the general framework for combating potential money laundering and financing of terrorism, and provides guidelines for preventing the Group's employees and clients, customers, suppliers, vendors and contractors from being misused for money laundering, terrorist financing or other financial crimes. The AML Policy indicates the kind of potentially suspicious transactions or activities that employees should look out for.

The Group has set out the key provisions relating to anti-corruption legislation. The Group has also adopted a whistle-blowing policy 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.

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

為提升企業道德文化及常規，本集團已建立反貪污、打擊洗錢及恐怖分子資金籌集之政策及程序。

本集團之員工必須對賄賂、勒索、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，或以提供用餐、住宿及娛樂之款待，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。此外，還必須特別注意確保所有與政府官員進行的所有業務往來在不涉及任何形式的舞弊行為的情況下進行。

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潛在洗錢及恐怖主義資金籌集罪行的一般框架，並提供指引防止本集團的員工及客戶、顧客、供應商、賣方及承建商被濫用於洗錢、資助恐怖主義或其他金融罪行。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。

本集團已制定防止貪污法例之主要條文。本集團亦採納一套檢舉政策及程序，讓本集團所有層面及業務之員工可在保密的情況下就任何可能影響本集團之不當事宜（如不當及不法行為）進行舉報。該等政策及程序連同行為守則可於員工手冊內查閱。

於本年度，本集團或其員工並無面對任何有關貪污行為之法律起訴案件。同時，亦無涉及刑事罪行或不當行為之個案被舉報。

## 4.6 Compliance with Relevant Laws and Regulations 遵守相關法律及法規

The Corporate Governance Committee is delegated by the Board to review and monitor the policies and practices on compliance with legal and regulatory requirements, including but not limited to the following ordinances which have significant impact on the Group:

- Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong)
- Companies Ordinance (Cap. 622, Laws of Hong Kong)
- Prevention of Bribery Ordinance (Cap. 201, Laws of Hong Kong)
- Legal Framework for the Operations of Casino Games of Fortune (Law No. 16/2001, Laws of Macau)
- Macau Labour Relations Law (Law No. 7/2008, Laws of Macau)
- 《打擊洗錢及恐怖分子資金籌集條例》(香港法例第615章)
- 《公司條例》(香港法例第622章)
- 《防止賄賂條例》(香港法例第201章)
- 《娛樂場幸運博彩經營法律制度》(澳門法律第16/2001號)
- 《澳門勞動關係法》(澳門法律第7/2008號)

Details on the work of the Corporate Governance Committee can be found on page 40 of the Corporate Governance Report in the Company's Annual Report 2019/20.

企業管治委員會之工作詳情載於本公司2019/20年報企業管治報告第40頁。

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.

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。

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.

本集團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。

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 relevant applicable laws and regulations.

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

The Group has been awarded 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該等活動方面亦擔任重要角色。

### 5.1 Voluntary Services 義工服務

The Group continues building partnerships with non-governmental organisations and charitable organisations, to reach and support needy communities. Highlights of volunteering initiatives during the Year are as follows:

本集團繼續與非政府組織和慈善組織建立夥伴關係，以伸出援手支持有需要幫助的社群。於本年度，主要的義工活動如下：

#### Funing, Jiangsu Volunteering Tour 江蘇省阜寧義工之旅

June 2019  
2019年6月



With the commencement of operation of the Albert Yeung Sau Shing (Funing, China) Elderly Service Centre, various employees of the Group, together with Emperor Entertainment Group artistes Chen Bing and Pang Yunong, and representatives of the local government of Funing County, joined the volunteering tour and passed sincere greetings to the senior citizens.

隨著楊受成（中國·阜寧）關愛老年中心開始營運，本集團多名員工與英皇娛樂集團的藝人陳冰和龐雨濃以及阜寧縣地方政府的代表一同參加義工之旅並向長者們致以真摯的祝福。

#### Volunteer Visit to Nursing Home 送暖迎春安老院探訪活動

January 2020  
2020年1月

The Company’s volunteers made a visit to the Asilo de Santa Maria under Caritas de Macau, to show love and care for elderly female residents of the nursing home.

本公司義工前往澳門明愛屬下之聖瑪利亞安老院，為該安老院之女性長者送上愛心及關懷。





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

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

本集團推動員工參與籌款活動，幫助社區弱勢群體。於本年度，主要慈善捐獻及籌款活動包括：

### Fundraising for ORBIS Action for Sight 2019 奧比斯愛眼行動2019募捐

October 2019  
2019年10月



To carry out the Group's philosophy "From the Community, To the Community", the Group has always been supportive towards Orbis' charity events. During the Year, the Group joined the fundraising event, ORBIS Action for Sight, to help those in need.

貫徹本集團「取諸社會，用諸社會」的理念，本集團一直對於奧比斯慈善活動給予支持。於本年度，本集團參與其募捐活動 奧比斯愛眼行動，身體力行支持有需要的人士。

### Alex Fong's 45km Swims Around HK Charity Challenge

### 方力申香港環島泳 45公里慈善挑戰

December 2019  
2019年12月

As the Black Diamond Sponsor, Emperor Foundation supported the Alex Fong's 45km Swims Around HK Charity Challenge, initiated by the charity organisation A Drop of Life, by making a donation. The funds raised was used for providing clean drinking water for 450,000 rural residents who are short of water.

作為活動的黑鑽贊助，英皇慈善基金透過捐款支持由慈善機構點滴是生命發起的方力申45公里香港環島泳慈善挑戰。所籌得的善款用作為45萬名缺水的偏遠山區居民提供潔淨食水。



## Supplies and Funds Donation for Pandemic Prevention Work 捐資捐款支持大流行防疫工作

January 2020  
2020年1月

With the outbreak of Pandemic during the Year, Emperor Group has donated medical protection supplies and funds totalling RMB10 million through the Emperor Foundation to the Hubei Charity Federation and Social Workers Across Borders, to support the emergency epidemic prevention work in Hubei Province and Hong Kong. More than 100 non-invasive ventilators were included, for symptomatic treatment to assist patients with severe illness to effectively improve their respiration. Another 10,000 sets of medical protective equipment were purchased, to provide support and assistance to medical institutions, and its medical staff standing on the front line and patients with severe illness in Hubei Province.

隨著大流行於本年度爆發，英皇集團通過英皇慈善基金向湖北省慈善總會及無國界社工捐贈合共人民幣1,000萬元的醫療防護物資及捐款，以支持湖北省及香港的緊急防疫工作，其中包括過百部無創呼吸機用於支持對症治療，以輔助重病患者有效改善呼吸；另採購10,000套醫療防護裝備，為湖北省醫療單位、前線醫護人員及重病患者提供支持和幫助。



## 5.3 Environmental Conservation 環境保護

The Group is dedicated to promoting environmental awareness through green education. Major environmental conservation initiatives during the Year include:

本集團致力通過綠色教育宣揚環保意識。於本年度，主要環保舉措包括：

### Used Mooncake Boxes Collection Campaign 月餅盒回收活動

September to October 2019  
2019年9月至10月

During the Mid-Autumn Festival, mooncake boxes were collected from the staff for recycling, in order to reduce waste and protect the environment.

在中秋節期間，從員工收集月餅盒以進行循環利用，從而減少廢物及保護環境。

## Red Packet Recycling Campaign 利是封回收活動

January to February 2020  
2020年1月至2月



To help save the planet, the Group encouraged its staff to retain unused packets for future use, and place the used packets in the collection box for recycling.

為保護地球，本集團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 電子設備及電池回收活動

April 2019 to March 2020  
2019年4月至2020年3月

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 has always placed collection boxes in certain locations of the office for collecting unwanted batteries and electronic devices.

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，並長期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。





## 6. 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 章節
<b>A. Environmental 環境</b>		
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 <i>In view of its business nature, the Group does not directly generate any hazardous waste.</i> 不適用 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

Subject areas 主要範疇	Description 描述	Section 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)每生產單位佔量。	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
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 章節
<b>B. Social 社會</b>		
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



Subject areas 主要範疇	Description 描述	Section 章節
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
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

Subject areas 主要範疇	Description 描述	Section 章節
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
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

Subject areas 主要範疇	Description 描述	Section 章節
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
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