



英皇鐘錶珠寶有限公司
EMPEROR WATCH & JEWELLERY LIMITED

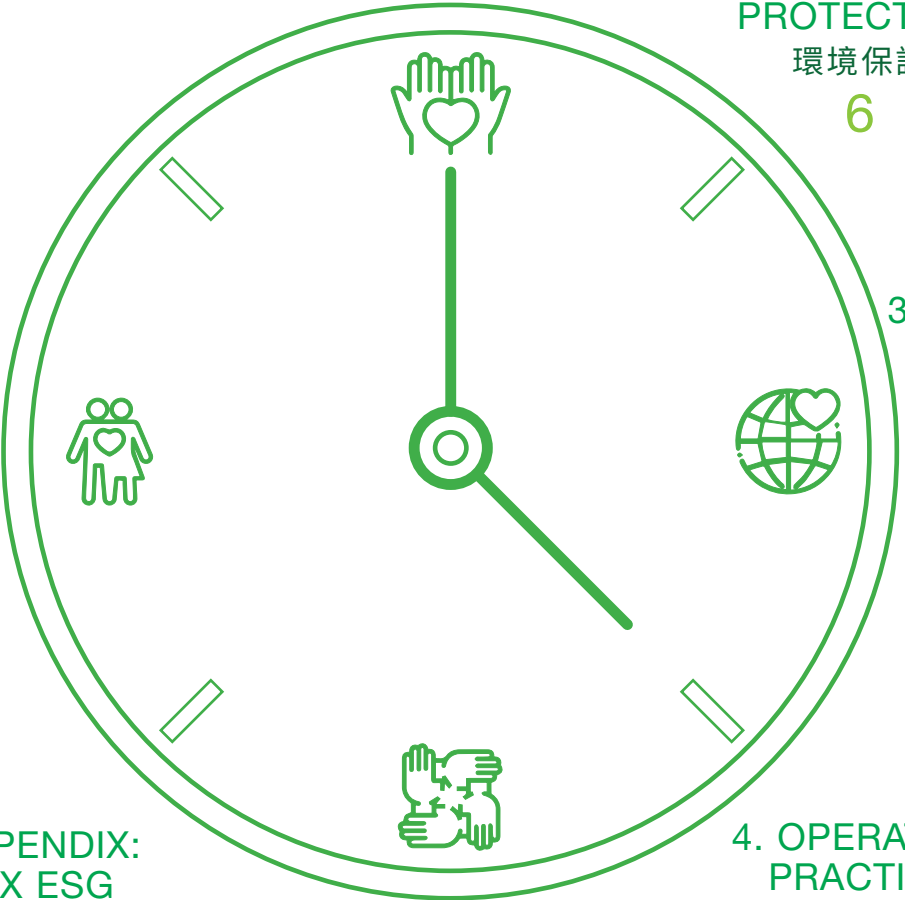
於香港註冊成立之有限公司 (股份代號：887)

Incorporated in Hong Kong with limited liability (Stock Code: 887)



2022
ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE
REPORT
環境、社會及管治報告

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The clock face diagram features icons at each hour position: 12 o'clock shows two hands holding a heart; 1 o'clock shows a globe with a heart; 3 o'clock shows two hands shaking; 6 o'clock shows two hands holding a heart; 9 o'clock shows two people holding hands. The hands of the clock are positioned at approximately 12:00 and 4:30.

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Emperor Watch & Jewellery Limited (“Company”) and its subsidiaries (collectively referred to as “Group”) are principally engaged in the sale of European-made internationally renowned watches and fine jewellery products under its own brand, “**Emperor Jewellery**”. It acknowledges the significance of effective environmental, social and governance (“ESG”) initiatives at operational level. By adopting environmental and social initiatives into its business operations, the Group can enhance its cost efficiency and risk management, and make informed decisions by engaging with the stakeholders of the Group. By so doing, the Group can operate in a responsible and sustainable manner.

This report describes the ESG values and initiatives of the Group for the financial year ended 31 December 2022 (“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 2022 Annual Report, in particular the Directors’ Report and Corporate Governance Report sections therein.

This report is available on the websites of the Company (<https://www.EmperorWatchJewellery.com>) and Hong Kong Exchanges and Clearing Limited (“HKEX”) news website (<https://www.hkexnews.hk>).

Board Statement

The board of directors of the Company (“Board”) has the overall responsibility for ensuring effectiveness of the Company’s ESG strategy and reporting with an aim that the Group can operate its businesses in a responsible and sustainable manner.

Our ESG processes and procedures focus on non-financial indicators that outline the Company’s approach towards sustainability and has taken into account ESG-related issues covering different aspects including operations, legal and compliance, internal control, human resources, as well as marketing and communications. To reinforce the Board’s ESG management approach and strategy as well as further enhance ESG governance, the Board has adopted an ESG Policy whereby the ESG Work Team (comprising representatives from operations and supporting departments)

英皇鐘錶珠寶有限公司(「本公司」)及其附屬公司(統稱為「本集團」)主要從事銷售享譽國際之歐洲製腕錶及旗下「**英皇珠寶**」品牌之高級珠寶首飾。其深明有效的環境、社會及管治舉措在經營層面的重要性。通過於業務營運實施環境和社會舉措，本集團將可提升其成本效益及風險管理，並透過與本集團利益持份者溝通以作出明智決策。藉此，本集團將可以負責任及可持續的方式營運。

本報告闡述本集團於截至2022年12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2022年報一併閱讀，尤其是其中的董事會報告及企業管治報告部分。

本報告可於本公司的網站(<https://www.EmperorWatchJewellery.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。

董事會聲明

本公司董事會(「董事會」)對於確保本公司環境、社會及管治策略和報告的有效性負有全面責任，以讓本集團以負責任及可持續的方式營運其業務。

我們的環境、社會及管治流程和程序專注於非財務指標，概述了本公司就可持續發展的方法，並已考慮與環境、社會及管治相關議題，涵蓋多個方面，包括營運、法律合規、內部監控、人力資源以及營銷和通訊。為了加強董事會的環境、社會及管治管理方法及策略，並進一步提升對環境、社會及管治的管治，董事會採納了環境、社會及管治政策，並授予環境、社會及管治工作小組(由營運及支

and the Executive Committee of the Company (“Executive Committee”) are delegated the power and authority to handle all ESG-related matters. Their respective roles and functions are as follows:

ESG Work Team

- Works through the key performance indicators and the right tools and resources to handle the ESG issues
- Formulates and executes action plans and ensures execution by respective teams so as to achieve the ESG-related goals and targets set by the Board and Executive Committee

The ESG Work Team reports to the Executive Committee on the progress of the above action plans.

Executive Committee

- Provides recommendations to the Board on setting ESG-related goals and targets in relation to the Group’s businesses as well as management approach and strategy
- Oversees formulation and implementation of action plans by the ESG Work Team
- Monitors and evaluates effectiveness of action plans in achieving ESG-related goals and targets relating to the Group’s businesses including the key performance indicators
- Reviews the effectiveness of ESG risk management and internal control systems and makes recommendations to the Board

The Executive Committee reports at least once a year to the Board on the implementation and the progress made towards achieving ESG objectives.

Based on the recommendations from the Executive Committee, the Board reviewed the progress made towards achieving the ESG-related goals and targets as well as effectiveness of the management approach and strategy.

援部門的代表組成)及本公司執行委員會(「執行委員會」)權力及權限處理所有與環境、社會及管治相關的事宜。其各自的角色和職能如下：

環境、社會及管治工作小組

- 通過關鍵績效指標及正確的工具和資源來處理環境、社會和治理事宜
- 制定及實施執行計劃，並確保各團隊的執行以達致董事會及執行委員會制定的環境、社會和管治相關目標

環境、社會及管治工作小組向執行委員會報告上述執行計劃的進展情況。

執行委員會

- 就本集團業務的環境、社會及管治相關目標的設定，以及管理方式和策略向董事會提出建議
- 監督由環境、社會及管治工作小組制定及實施的執行計劃
- 監測和評估執行計劃在達致與本集團業務有關的環境、社會和管治相關目標方面的有效性，包括關鍵績效指標
- 檢視環境、社會及管治風險管理和內部監控系統的有效性，並向董事會提出建議

執行委員會將至少每年向董事會報告一次就達致環境、社會及管治目標的執行及進展情況。

根據執行委員會的建議，董事會已檢視在達致環境、社會及管治相關目標方面取得的進展，以及管理方法及策略的有效性。

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. The Group maintains active engagement with its stakeholders, and collects their feedback through various communication channels to understand and address their concerns in order to improve the Group's operation and practices accordingly.

本集團致力與主要持份者群組進行持續互動。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，了解與回應其關注點，從而改善本集團的營運和實踐。

Major Communication Channels 主要溝通渠道

Customers 顧客		Employees 員工		Shareholders and Investors 股東及投資者	
- Onsite communications 現場溝通 - Social media 社交媒體 - Emails 電郵 - Customer service hotlines 顧客服務熱線		- Performance appraisal interviews 績效評估訪談 - Employee engagement surveys 員工參與度調查問卷 - Staff activities 員工活動 - Daily communications 日常交流		- General meetings 股東大會 - Corporate websites 企業網站 - Meetings and conference calls 會議及電話會議 - Corporate communication documents 公司通訊文件	
Business Partners and Suppliers 商業夥伴及供應商		Community 社區		Government and Regulatory Bodies 政府及監管機構	
- Daily communications 日常交流 - Assessments 評估 - Meetings 會議		- Community services 社區服務 - Corporate websites 企業網站 - Social media 社交媒體		- Regular dialogues 定期對話 - Meetings 會議 - Forums and conferences 論壇和會議	

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將於本報告內討論。

Material Issues 重要議題

Environment 環境	Workplace 工作場所	Operating Practices 經營常規	Community 社區
- Energy conservation 能源節約 - Waste management 廢物管理 - Waste recycling 廢物循環利用	- Employment and labour practices 僱傭及勞工慣例 - Diversity and equal opportunities 多元共融和平等機會 - Training and development 培訓和發展 - Occupational health and safety 職業健康與安全 - Work-life balance 工作與生活平衡	- Products and services quality 產品及服務質素 - Customer privacy protection 客戶私隱保護 - Anti-corruption/ Anti-money laundering 反貪污／反洗錢 - Compliance with laws and regulations 遵守法例及法規	- Employee volunteering 員工志願服務 - Community fundraising 社區籌款

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. In pursuing sustainability, 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” below.

Besides, the Group has placed fund through a green deposit programme offered by bank, to support environmentally beneficial projects and businesses that promote the transition to a low-carbon, climate-resilient and sustainable economy.

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。為達致可持續發展，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。該等措施載於下列第2.2「資源使用」章節。

此外，本集團將資金存放於由銀行提供的綠色存款計劃，以支持有利於環境的項目和業務，促進低碳、氣候抗逆力和可持續經濟的轉型。

2.2 Use of Resources 資源使用

2.2.1 Energy Saving

Global warming and climate change are among the major environmental concerns in every part of the world. In an effort to reduce carbon footprint and mitigate emissions, the Group actively promotes efficient use of energy and adopts green technologies. In the Group's Hong Kong office and stores, electricity consumption is the primary source of carbon emissions. Several measures have been adopted to reduce energy consumption and enhance overall energy efficiency in the Hong Kong office and part of the stores.

2.2.1 能源節約

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。為減少碳足跡及減少排放，本集團積極推行節能並採納綠色科技。在本集團的香港辦公室及店舖中，電力消耗為最主要的碳排放來源。為減少能源消耗及提高整體能源效益，本集團已在香港辦公室及部分店舖執行若干項措施。

Summary of Energy Saving Initiatives

節能舉措概覽

Hong Kong Office

- Replace low efficiency traditional lighting system with new, high efficiency lighting system
- Higher priority given to purchasing electrical appliances with high energy efficiency grades
- Apply energy-saving modes by default for all electrical appliances
- Require staff to turn off the lights in their zones after work
- Maintain constant room temperature with thermostats in the air-conditioning system
- Remind staff to maintain the room temperature at 25.5°C
- Require staff to switch off the air-conditioning when rooms are not in use
- Switch off some passenger lifts after office hours

香港辦公室

- 更換傳統式低功效照明系統至新式高功效照明系統
- 優先選購高能源效益級別的電器
- 所有電器被預設以電力節省模式運作
- 同事須於下班後關閉各自區域的燈光
- 透過冷氣系統的恆溫器維持穩定室溫
- 提醒同事維持室溫在25.5度
- 同事須在不使用房間時關閉空調
- 於辦公時間後關掉部分乘客升降機



Stores

- Adopt eco-lighting and LED lighting systems in the indoor areas as well as the advertising panels
- Adopt dimmer systems, to turn down the lighting of certain areas to save energy
- Switch off LED advertising panels, light boxes and television screens during non-business hours, to minimise light pollution and reduce energy consumption

店舖

- 室內空間以及廣告牌內採用節能LED照明系統
- 採用調光系統，藉以調低部分範圍的照明而節省能源
- 在非營業時間內關掉LED廣告牌、燈箱及電視螢幕，以減少光污染及降低能源消耗

To identify opportunities for increasing energy efficiency, the Group monitors the energy consumption intensity across its operations from time to time.

In terms of packaging, the packaging boxes of watches are made from quality materials including wood, cardboard and plastics, which are provided by watch suppliers. For its in-house branded “**Emperor Jewellery**”, the Group offers customised, elegant gift boxes to customers. To cater for the luxury watches and fine jewellery, these gift boxes are generally long-lived, so there is a low level of solid waste from their disposal. As an alternative to gift boxes, the Group also provides customers with pouches, which are more eco-friendly and easily reusable.

本集團不時在其經營範圍監察能源消耗情況，以發掘提升能源效率的機會。

包裝方面，由鐘錶供應商提供之鐘錶包裝盒由優質的木材、紙板及塑膠等製成。就自家品牌「**英皇珠寶**」，本集團向顧客提供度身訂造、優雅的禮物盒。為迎合名貴腕錶及高級珠寶之性質，一般而言這些禮物盒得以長期保全，故此所棄置的固體廢物量較低。本集團並為顧客提供錦袋以代替禮物盒，相對更環保及方便重複使用。

Walkthrough Energy Audit by CLP Power

During the Year, CLP Power Hong Kong (“CLP Power”) conducted a walkthrough energy audit (covering the air conditioning systems and lighting equipment) in two of the Group’s stores in Tsim Sha Tsui. The audit aimed to identify energy saving opportunities and assess the stores’ indoor environments.

In the audit, several existing energy saving initiatives carried out by the Group were endorsed by CLP Power. CLP Power also provided recommendations to the Group covering high efficiency lamps, air curtains, variable refrigerant flow / volume units, lighting systems, indoor room air temperature thermostats, energy management systems, etc, all of which would help enhance energy efficiency, lower energy bills and improve the indoor environments.

中華電力能源審核

於本年度，中華電力有限公司（「中華電力」）在本集團位於尖沙咀的兩間店舖進行了能源審核（涵蓋空調系統及照明設備）。該審核旨在辨認節能機會，並評估店舖的室內環境狀況。

在審核過程中，中華電力認可本集團現有的一些節能措施。中華電力並向本集團提供了建議，包括高效能燈管、空氣幕、可變製冷劑流量／體積裝置、照明系統、室內空氣溫度調節器、能源管理系統等，這些都有助於提高能源效益、降低能源開支和改善室內環境。

2.2.2 Waste Reduction and Management

The Group engages employees in their waste behaviours and encourages recycling practices in the workplace. In the office building, the building's property management company has appointed recycling contractor to collect and recycle used papers, plastic bottles, aluminium, glasses, fluorescent tubes and computer equipment. Recycled bags are also put in the Hong Kong office to collect waste papers for recycling.



2.2.2 減少及管理廢物

本集團讓員工參與廢物處理，並鼓勵他們在工作場所進行回收。在辦公大樓，大廈之物業管理公司已委聘回收承包商收集及回收使用過的紙張、塑膠瓶、鋁、玻璃、光管以及電腦設備。香港辦公室並放置了回收袋以收集廢紙作循環利用。

2.2.3 Paper Reduction

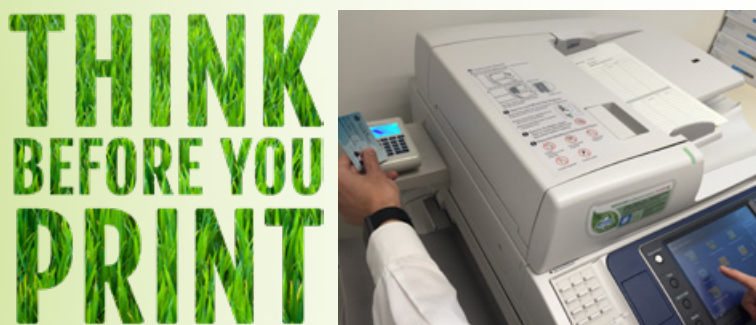
Office paper is the main non-hazardous wastes produced in the Group's operations. The Group continues to encourage a paperless working environment which not only reduces environmental damage but also fits commercial goals, as it can save physical space, facilitate information sharing via IT networks, and reduce complicated documentation procedures. In recent years, the Group has implemented paperless internal human resources processing such as employee time sheets, payrolls, leave applications, surveys, assessment papers, inspection forms and many more. From time to time, the Group shares tips on paper reduction with colleagues – such as utilising used envelopes for internal correspondences, and using laptops or tablets instead of paper for meetings. Besides, electronic devices instead of paper are now typically used in promotional activities.

2.2.3 減少用紙

於本集團的營運中，辦公用紙為其主要的無害廢棄物。本集團繼續鼓勵無紙化的工作環境，不僅可減少對環境的破壞，亦具有多重商業裨益，包括節省空間、促進資訊科技網絡信息共享及減省繁複的文書程序等。近年來，本集團已實行內部人力資源無紙化流程，例如僱員工時表、糧單、假期申請、意見調查、評估報告及檢查表格等。本集團不時與同事分享減少用紙的建議，例如利用已使用的信封作內部文件往來及使用平板或手提電腦代替紙張開會等。此外，於宣傳活動通常使用電子器材以取代紙張。



Partnering with its printing solutions provider, the Group has adopted “Follow You” print solution in the Hong Kong office, helping the Group becoming more cost efficient through smarter printing. The print solution enables the Group to achieve environmental objectives by reducing unclaimed printing, as printing is released only upon presentation of a staff card from that particular staff who gives the printing instruction. Moreover, duplex printing and copying has become the norm within the Group, greatly reducing paper consumption and saving costs. Usage data of office printing machines is regularly collected and assessed for monitoring the efficiency of the paperless environment.



The Company strongly recommends shareholders to access its corporate communications, including financial reports, through the websites of HKEX and the Company, instead of receiving printed form. By introducing electronic means of corporate communications to shareholders, the quantity of printed materials has been considerably reduced. This paperless practice thus helps to protect the environment, as well as save costs for stationery, printing and administrative charges, etc.

本集團與列印方案供應商合作，在香港辦公室處採用「Follow You」列印方案，透過智能列印促使本集團達致更佳的成本效益。由於作出列印指示的指定員工於打印時需要出示員工證方能進行打印，因此可減少無人認領列印的情況，從而使本集團達到環保目的。另外，雙面列印及複印已成為本集團內部慣例，大大減少紙張消耗及節省成本。本集團定期收集及評估辦公室打印機使用數據，以監控無紙化環境之成效。

本公司極力推薦股東利用港交所及本公司網站獲取公司通訊（包括財務報告）而非收取印刷文件。通過向股東引入電子版公司通訊，印刷量大幅減少。此無紙化的做法既可保護環境，亦可節約文儀用品、印刷及行政費用等。

2.3 Climate Change Impact 氣候變化影響

The world's climate has changed significantly in the past decades – global temperatures have increased and extreme weather events are becoming more frequent and severe, which may cause disruptions to business operations globally, and in turn poses adverse effects to the macro economy.

The Group mainly engages in the sale of European-made internationally renowned watches and self-designed fine jewellery products. The increase in global temperature may lead to an increase in energy consumption by the Group's offices and stores. The possible extreme weather may also hinder customers to visit its stores.

The Group will continue to monitor the potential risks of climate change and its impacts on the Group's operations and customers, and devise and implement preventive and emergency measures accordingly. Besides, the Group will continue its efforts to control energy consumption and carbon emissions.

世界氣候在過去數十年發生了重大變化－全球氣溫上升，極端天氣事件越趨頻繁及嚴重，這可能擾亂全球業務營運，從而對宏觀經濟構成不利影響。

本集團主要從事銷售享譽國際之歐洲製腕錶及自家設計的高級珠寶首飾。全球氣溫上升可能會使本集團辦公室及店舖的能源消耗有所提升。可能出現的極端天氣或會阻礙顧客到訪其店舖。

本集團將繼續監察氣候變化的潛在風險及對本集團的營運和客戶的影響，並制定及推行相應的預防和緊急應對措施。此外，本集團亦會繼續致力於控制能源消耗及碳排放。

2.4 Environmental Performance Summary 環境保護績效概要

During the Year, approximately 45% of the Group's revenue was derived from the Hong Kong market. Two flagship stores in Hong Kong, which are located on the prime shopping streets in Tsim Sha Tsui⁽¹⁾ and Causeway Bay⁽²⁾ and occupy a total of 589 square metres, were selected ("Selected Stores") to collect quantitative data and illustrate the Group's sustainability performance. The Selected Stores are the Group's signature stores, and accounted for approximately a quarter of the Group's segmental profit in Hong Kong during the Year.

於本年度，本集團收入約45%來自香港市場。香港兩間旗艦店（分別位於尖沙咀⁽¹⁾及銅鑼灣⁽²⁾的主要購物街道，合共佔地589平方米）獲選定（「選定店舖」）為收集量化數據的地點，以呈列本集團之可持續表現。選定店舖為本集團的重點店舖，佔本集團於本年度的香港分部溢利約四分之一。

Indicators 指標	FY2021年度	FY2022年度
GHG Emissions 溫室氣體排放		
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排放)	N/A 不適用	N/A 不適用
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排放)	392,920	341,432
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排放)	1,049	1,181
Total (Scope 1, 2 & 3) GHG emissions (kgCO ₂ e) 溫室氣體排放總量 (範疇1,2及3) (每公斤二氧化碳當量排放)	393,969	342,613
GHG emissions intensity (kg/m ²) 溫室氣體排放強度 (公斤／平方米)	669	582
Energy Consumption 能源消耗		
Direct energy consumption (GJ) 直接能源消耗 (千兆焦耳)	N/A 不適用	N/A 不適用
Indirect energy consumption (GJ) 間接能源消耗 (千兆焦耳)	2,394	2,104
Total energy consumption (GJ) 能源消耗總量 (千兆焦耳)	2,394	2,104
Energy consumption intensity (GJ/m ²) 能源消耗強度 (千兆焦耳／平方米)	4.1	3.6
Water Consumption 耗水量		
Water consumption (m ³) 耗水量 (立方米)	585	358
Water consumption intensity (m ³ /m ²) 耗水量密度 (立方米／平方米)	1.0	0.6
Packaging Material Consumption 包裝物料消耗		
Total packaging material used (kg) 所用包裝材料總量 (公斤)	298	510
Waste Management 廢物處理⁽³⁾		
General refuse disposed to landfills (kg) 棄置於堆填區的一般廢物 (公斤)	3,731	2,600
General refuse intensity (kg/m ²) 一般廢物密度 (公斤／平方米)	4.3	3.0
Total recycled waste (kg) 回收廢物總量 (公斤)	783	585
Recycled waste intensity (kg/m ²) 回收廢物密度 (公斤／平方米)	0.9	0.7

(1) G/F, Nos. 4-8 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong

(2) Shop B, G/F, Nos. 50-52 Russell Street & G/F, Nos. 54-56 Russell Street, Causeway Bay, Hong Kong

(3) Data collected from its Hong Kong office at 25/F, Emperor Group Centre, 288 Hennessy Road, Wan Chai, Hong Kong

(1) 香港九龍尖沙咀廣東道4-8號地下

(2) 香港銅鑼灣羅素街50-52號地下B店及羅素街54-56號地下

(3) 數據來自位於香港灣仔軒尼詩道288號英皇集團中心25樓之香港辦公室

The decrease in GHG emissions and energy consumption level during the Year was mainly due to the adoption of eco-lighting and LED lighting systems in the indoor areas as well as the advertising panels.

於本年度，溫室氣體排放及能源消耗水平下降是由於室內空間以及廣告牌內採用了節能LED光管。

The Group has set a target to reduce energy consumption by 5% in the above-mentioned stores by FY2026 or before, with FY2021 as the baseline.

本集團已訂立了目標，以2021年度為基準，於2026年度或之前在上述店舖減少能源消耗5%。

3.1 Workforce Distribution and Diversity 員工分佈及職場多元化

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。

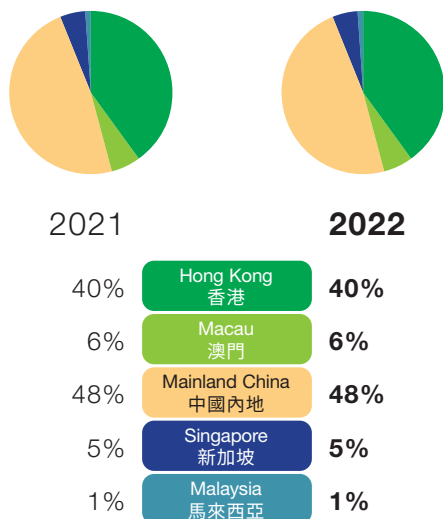
As at 31 December 2022, the permanent employees of the Group totalled 839 (2021: 857), working at the headquarters in Hong Kong, and in retail outlets and regional offices in Hong Kong, mainland China, Macau, Singapore and Malaysia.

於2022年12月31日，本集團合共僱有839（2021年：857）名全職僱員，於香港的總部以及香港、中國內地、澳門、新加坡及馬來西亞的零售店舖及區域辦事處任職。

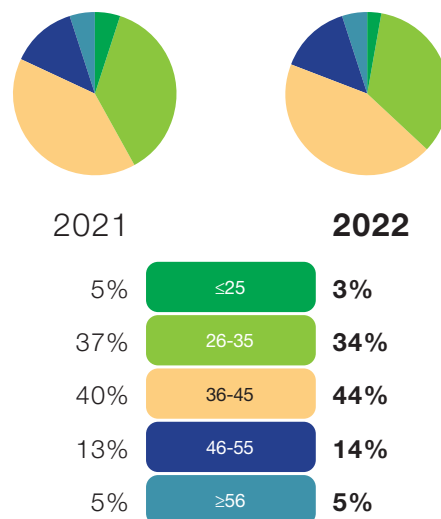
The demographics of the Group's workforce as at 31 December 2022 are summarised below:

於2022年12月31日，本集團之員工分佈資料概述如下：

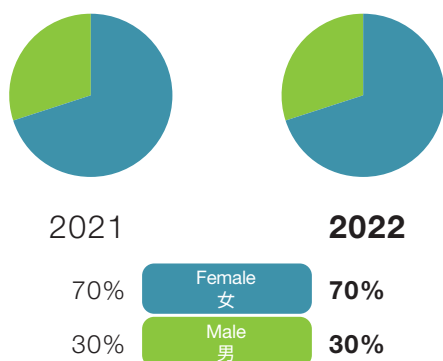
By Region 按地區



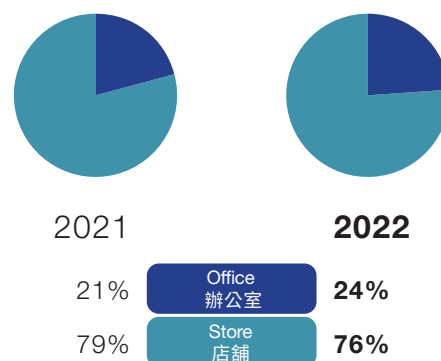
By Age 按年齡



By Gender 按性別



By Function 按職能



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.

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 and maintaining a stable turnover rate. The turnover rates of the Group's workforce during the Year are listed in the tables below.

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。

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，以達致可持續增長及維持穩定的流失率。本集團於本年度之員工流失率已載列於下表。

By Region 按地區		By Age 按年齡	
Hong Kong 香港	40%	≤25	75%
Macau 澳門	16%	26-35	44%
Mainland China 中國內地	43%	36-45	36%
Singapore 新加坡	23%	46-55	33%
Malaysia 馬來西亞	25%	≥56	30%
By Gender 按性別		By Function 按職能	
Female 女	42%	Office 辦公室	32%
Male 男	34%	Store 店鋪	42%

3.2 Labour Standard 勞工標準

The Group strictly complies with the Employment Ordinance (Cap. 57, Laws of Hong Kong) 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 extra paid annual leave. Each Hong Kong employee is also entitled to one day of birthday leave, providing them 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 or Investigation Committee or the Group Internal Audit Director.

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. The ages and identities of its employees are verified, and employment contracts are entered into with all employees.

本集團嚴格遵守《僱傭條例》(香港法例第57章)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、人壽保險及額外有薪年假。每名香港員工並可享有一日生日假期，為他們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，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、調查委員會或集團內部審計總監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。其僱員的年齡和身份均得到核實，並與所有僱員簽訂了僱傭合同。

The Group values workplace wellness practices that support employees' health and well-being. The Group encourages breastfeeding and provides a designated private space in the office building to support breastfeeding female employees to express breastmilk according to their schedule during working hours. These "Breastfeeding Friendly Workplace" measures demonstrate the Group's commitment to the well-being of its employees and their families.

本集團注重健康的工作場所，使員工體魄強健。本集團鼓勵母乳餵哺，並於辦公大樓提供特定的私人空間，以支援女性員工在工作時間內按照其時間表擠母乳。該等「母乳餵哺友善工作間」措施兌現本集團維護僱員及其家庭成員福祉的承諾。



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. Besides, occupational health and safety ("OHS") measures are regularly reviewed by the Group to ensure their effectiveness. A dedicated team has also been established to deal with OHS matters, and to react promptly if there are issues, to ensure a healthy and safe work environment.

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。此外，本集團定期審查職業健康及安全（「職安健」）措施，以確保其有效性。同時成立了一個專門小組處理職安健事宜，以便在問題出現時迅速作出反應，確保一個健康和安全的工作環境。

The Group enhances emergency preparedness and ensures there are well-stocked first-aid kits in offices, warehouse and retail outlets to protect the health and safety of employees, in the event that they are injured at work. An automated external defibrillator ("AED") has been placed in the office building to rescue potential victims of sudden cardiac arrest. Besides, the Group has arranged staff who had received the Standard First Aid Certificate from the Hong Kong Red Cross to provide First Aid treatment to colleagues in the Hong Kong office whenever needed. During the Year, the Group invited a first-aid instructor from Hong Kong Red Cross to conduct a Public Education Talk for employees, to enhance their knowledge of first aid, cardiopulmonary resuscitation and AED, as well as raise their safety awareness.

本集團提升應急準備能力及確保辦公室、倉庫及零售店內配備充足的急救箱，以於員工發生工傷時能保障員工的健康及安全。自動體外心臟去顫器（「AED」）已放置在辦公大樓，以供潛在心臟病患者在病發時進行救助。此外，本集團安排了已獲香港紅十字會急救證書之員工於需要時在香港辦公室為其他員工提供急救治療。於本年度，本集團邀請了香港紅十字會急救講師進行公眾急救教育講座，以增強員工對急救、心肺復甦法及AED的知識，並提高其安全意識。



英皇集團
EMPEROR GROUP

公眾急救教育講座

為增強同事對急救的知識，本集團安排公眾急救教育講座予同事參加，同事可以透過講座增強對急救、CPR及AED的知識，並提高大家的安全意識。

講座日期：2022年11月23日（星期三）
講座時間：下午3時至下午5時
學員人數：每班20人（先到先得）
授課語言：廣東話
主講導師：香港紅十字會急救講師
訓練地點：英皇集團中心2樓

講座內容：
急救原則 傷口及出血
傷處處理 燒傷及燙傷
心臟病 CPR及AED

立即參加 費用全免

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. During the Year, the number of lost days due to work injuries was 255 (2021: 228), while the numbers and rate of work-related fatalities during the past 3 years are listed in the table below.

一旦發生工傷事故(如有)，必須通報人力資源部，並根據內部指引程序進行獨立評估。於本年度，因工傷損失工作日數為255（2021年：228）天，而過去3年因工亡故的人數及比率已載列於下表。

Item 項目	FY2020年度	FY2021年度	FY2022年度
Number of work-related fatalities 因工亡故的人數	0	0	0
Rate of work-related fatalities 因工亡故的比率	0	0	0

During the Year, the Group's Hong Kong office, along with many other units of Emperor Group Centre, were awarded an "Indoor Air Quality Certification – Good Class" by the Environmental Protection Department, under its voluntary Indoor Air Quality Certification Scheme for Offices and Public Places.



於本年度，環境保護署根據其自願性辦公室及公眾場所室內空氣質素檢定計劃向本集團的香港辦公室連同英皇集團中心內其他眾多單位頒發「室內空氣質素檢定證書—良好級」。

Covid-19 Pandemic

In response to Covid-19 pandemic, the Group has specially established a committee and formulated contingency plans with the involvement of the senior management team.

To safeguard the health and safety of its employees, and minimise the chances of spread of infection in the workplace, the Group distributed Rapid Antigen Test kits to staff for self-testing on a weekly basis, and arranged deep cleaning with antimicrobial cleanser in the Hong Kong office on a regular basis. The Group also promptly updates its Covid-19 policy according to the government's guidelines. The Group also adopted flexible working hours to enable employees to avoid peak transportation hours, and arranged for its staff to work from home according to operational needs during the Year.

In addition, the Group encourages employees to receive the vaccination, and understanding that the employees may need more rest after the vaccination, the management has specially offered one day of paid vaccination leave for each employee after receiving each dose of vaccination, to show its care for its employees.

新型冠狀病毒感染疫情

面對新型冠狀病毒感染（「新冠感染」）疫情，本集團在高級管理團隊的參與下，專門成立了一個委員會並制定了應變計劃。

為了保障其員工的健康和安全，以及儘量減少於工作場所的感染機會，本集團每週派發快速抗原測試包予員工進行自我檢測，並定期在香港辦公室安排以抗菌清潔劑進行深度清潔。本集團並根據政府的指引及時更新其新冠感染政策。於年內本集團並實施了彈性上班時間，以讓員工避開交通繁忙時段，以及根據業務需要安排員工在家工作。

此外，本集團鼓勵員工接種疫苗，並理解員工在接種疫苗後可能需要更多的休息，因此管理層特別安排每位員工每接種一劑疫苗後便提供一天有薪疫苗假，以表示對員工的關懷。

3.4 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.

Each new frontline staff member is required to take a written test that mainly covers product knowledge and customer services, as well as attend a performance evaluation before passing their probation. This enables the Training Team to decide whether the employee is suitably qualified, as well as understand the thoughts of the new frontline staff, and to follow up if necessary.

To enhance the bonding of staff, prior to a new store's opening, the Training Team arranges full day training sessions for the existing and new employees of the store so they become familiar and communicate with each other, thereby enabling smooth cooperation as the store becomes operational.

With the aim of enhancing the customer service standard of frontline staff, a variety of training programmes were held each month, in turn improving the shopping experience of the Group's prestige customers. The programmes included customer service and selling skill training workshops, complaints handling training workshops, brand ambassador workshops, grooming ambassador workshops and visual merchandising ambassador workshops, etc. During the Year, the Group conducted an Internal Mystery Shopping Program as a measurement tool for enhancing the customer experience. Besides, the Group utilised distance learning tools to perform one-to-one online role play practice for its staff during the work from home period. Learning and development initiatives were reviewed on a quarterly basis to meet the business needs according to the challenging market environment.

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。

每名新入職前線員工均須參加筆試，內容主要涵蓋產品知識及客戶服務，並需於通過試用期前出席表現評估。此舉有助培訓組決定員工是否具備合適資格，並有助了解新入職前線員工的想法及在必要時作出跟進。

為加強員工凝聚力，於新店開張前，培訓組為現有員工及該店之新員工安排全日培訓課程，讓他們相互認識及溝通，從而於店舖開張後能合作順利。

為了提高前線員工的顧客服務水平，每月都會舉辦不同的培訓項目，從而改善其尊貴客戶的購物體驗。其中包括顧客服務和銷售技巧培訓工作坊、顧客投訴處理培訓工作坊、品牌大使工作坊、大使儀容工作坊及視覺營銷大使工作坊等。於本年度，本集團舉行了內部神秘顧客計劃，作為提高客戶體驗的一種測試量工具。此外，本集團利用遠端學習工具，於員工在家工作期間進行一對一的線上角色扮演練習。本集團於每季度就學習和發展措施進行檢討，以滿足在這具挑戰性的市場環境下的業務需求。

Watch Products Service Enhancement Training

To keep the product knowledge of its watch sales staff up-to-date and competitive, the Group organised service enhancement training, to enable them to provide quality customer services to customers of different profiles.



鐘錶產品服務優化培訓

為保持鐘錶銷售人員有最新和具競爭力的產品知識，本集團舉行了服務及優化培訓以讓他們能夠為不同背景的顧客提供優質客戶服務。

Jewellery Products Knowledge Training

The Group organised jewellery product training covering jade, diamonds, gold, etc, to enhance the selling skills and product knowledge of its jewellery sales staff.



珠寶產品知識培訓

本集團舉行了涵蓋玉石、鑽石、黃金等的珠寶產品培訓，以提高其珠寶銷售人員的銷售技巧和產品知識。

Coach-The-Coach Training

During the Year, the Group continued organising coach-the-coach training, in order to instil the coaching culture as well as enable in-store knowledge transfer and skills reinforcement.

During the Year, the Group organised training on appraisal skills for employees of specified grades, in order to enhance people management. The Group also enhanced its training program by organising the New Joiner Workshop at Managerial Grade by the CEO. Besides, the Group launched the Talent Development Program, to enhance the core competencies of its high potential staff, in order to nurture a management pool. At the end of each year, the Group conducts job performance evaluations for each staff member, enabling supervisors to discuss with them their performance during the past year and the work plan for the next year.

導師培訓項目

於本年度，本集團繼續舉行導師培訓項目，以培養培訓文化，並實現店內知識轉移及加強技能。

於本年度，本集團為指定職級之員工舉行了有關評估技巧的培訓，以提升人員管理。本集團還通過舉辦由行政總裁主持的經理級新員工工作坊加強本集團的培訓項目。此外，本集團推出了人才發展計劃以提高高潛力員工的核心競爭力，從而培養一批管理人才。於每年年底，本集團均會為每位員工進行職效評估，讓主管與同事探討過去一年的工作表現及來年的工作計劃。



During the Year, the Group launched the iMBA Learning Platform, which is an eLearning platform developed by Asian Pacific Institute for Strategy to facilitate employees' continuous learning in the new normal. Video clips on six management aspects covering leadership, innovation, time management, persuasion, motivation and emotion management are featured on the platform. Participants can interact, share experience and exchange thoughts on the platform for personal growth.



於本年度，本集團推出了iMBA學習平台，其為由亞太策略研究開發的網上學習平台，以促進員工在新常態下持續學習。平台上提供了六個管理方面的錄像短片，覆蓋領導、創新、時間管理、說服力、激勵和情緒管理。參加者可以在這個平台上互動、分享經驗及交流思想，以促進個人成長。

Anti-money laundering is one of the areas of high concern in the retail sector, hence Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong) is introduced to new staff during the orientation by the Human Resources Department, and subsequent trainings and updated information are provided to its staff regularly. Also, relevant information is shared through the e-learning platform and in stores. Sales staff are regularly assessed by the Group, to ensure they have sufficient understanding of anti-money laundering.

反洗錢是零售業高度關注的範疇之一，因此在新員工入職培訓時，人力資源部會向他們介紹《打擊洗錢及恐怖分子資金籌集條例》（香港法例第615章），並於隨後定期向員工提供培訓和最新資訊。同時，通過電子學習平台和於店內分享相關資訊。本集團定期對銷售人員進行審視，以確保他們對打擊洗錢有充分的了解。

The Group adopts a zero-tolerance approach to all forms of corruption and bribery. This is clearly stipulated in all employees' contracts which prohibits staff from accepting advantages, gifts or entertainment from all business partners. These policies are explained during induction training, and are freely accessible on the Group's intranet. To maintain vigilance against corruption risks, the Group also offers internal refresher training such as talks or seminars on business ethics on a regular basis, delivered by Independent Commission Against Corruption ("ICAC"). During the Year, a virtual talk was organised by ICAC to raise the employees' awareness against corruption temptations in daily work and enhance knowledge of anti-corruption laws, in which all employees were required to participate.



本集團對一切形式的貪污和賄賂採取零容忍的態度。這在所有僱傭合同中均有明確規定，禁止員工接受所有商業夥伴的好處、禮物或娛樂。這些政策已在入職培訓時作出解釋，並可在本集團內聯網上自由查閱。為了保持對貪污風險的警惕性，本集團還定期提供內部進修培訓，如由廉政公署舉辦的商業道德講座或研討會。於本年度，廉政公署舉辦了一次網上講座，以提高員工對日常工作中貪污誘惑的意識，並加強對反貪污法律的知識，所有員工都必須參加。

The numbers of training hours of the staff of the Group are listed in the table below.

於本年度，本集團員工培訓時數已載列於下表。

Item 項目	FY2021年度	FY2022年度
Total training hours 總培訓時數	7,378	12,523
Average training hours per employee 每名員工平均培訓時數	9	15

During the Year, the percentages of employees trained are listed in the tables below.

於本年度，受訓僱員百分比已載列於下表。

By Gender 按性別		By Employee Category 按僱員類別	
Female 女性	67%	Managerial grade or above 經理級別或以上	20%
Male 男性	33%	General staff 一般員工	80%

3.5 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, the Group continued to organise a number of activities for its employees during the Year.

Emperor Group 80th Anniversary Photography Competition and Mobile Photography Workshop, August to September 2022

To celebrate the 80th anniversary of Emperor Group, “The Best of Emperor” photography competition was organised to encourage its staff to appreciate the people and events around them, and to use photography to preserve, spread and pass on the “Best of Emperor”. The winners were awarded with gifts. To tie in with the competition, a mobile photography workshop was also organised to equip the staff with better photography skills.

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團隊精神，本集團於本年度持續為員工舉辦多個活動。

英皇集團80週年攝影比賽暨手機攝影工作坊，2022年8至9月

為慶祝英皇集團成立八十週年，舉辦了「英皇之最」攝影比賽，鼓勵同事欣賞身邊的人與事，用攝影把「英皇之最」留住、傳揚並得以承傳。得獎同事均獲得豐富禮品。為配合是次比賽，還舉辦了手機攝影工作坊，讓同事在攝影技巧上更得心應手。



英皇集團
EMPEROR GROUP

英皇集團80周年攝影比賽

為慶祝英皇集團成立八十周年，集團人力資源部特意舉辦以「英皇之最」為主題的攝影比賽，鼓勵同事在日常生活忙碌之餘，不忘欣賞身邊的英皇人與事，用攝影把「英皇之最」留住、傳揚並得以承傳。為配合是次比賽，公司將舉辦手機攝影工作坊，希望同事在攝影技巧上更得心應手。

主題：「英皇之最」
參賽資格：英皇集團全職員工
參賽日期：2022年8月19日 至 2022年9月8日

Mid-Autumn Festival Delicacies, September 2022

As a token of appreciation and to celebrate the Mid-Autumn Festival, mooncakes provided by The Emperor Hotel were given to and shared among employees in Hong Kong office.



佳餚美饌賀中秋，2022年9月

為表達本集團的心意及慶祝中秋節，香港辦公室的員工獲贈並一同分享由英皇駿景酒店所提供的月餅。

Stretching and Exercising Classes, October 2022

In view of office workers sometimes facing problems such as muscle fatigue, or muscle tension or pain caused by poor posture, the Group organised stretching and exercising classes for employees, so they can relieve any pain through stretching exercises.



伸展舒痛體驗班，2022年10月

有見及辦公室同事常面對如肌肉過勞或因不良姿勢而造成肌肉繃緊或痛症等問題，本集團特意舉辦伸展舒痛體驗班，讓員工透過伸展運動舒緩痛症。

Head, Shoulder and Neck Massage Service, October to December 2022

In view of the long working hours of colleagues in the office, the Group has specially invited masseurs from "Smart Living" of the Employees Retraining Board to provide head, shoulder and neck massage services for its colleagues to help improve blood circulation, relieve chronic pain and promote health, and alleviate work pressures for its staff.



頭肩頸按摩服務，2022年10至12月

考慮到同事平日在辦公室內長時間工作，本集團特意邀請了僱員再培訓局「樂活一站」的按摩員，為同事提供頭肩頸按摩服務，有助血液循環、改善痛症及促進身體健康，並為員工舒緩工作壓力。

Yoga Classes, December 2022

In an effort to maintain employees' physical and mental health, the Group organised yoga classes for employees catering to different needs such as easing stress, improving sleep quality and mental relaxation, as well as strengthening muscles and relieving pain.

Christmas Party, December 2022

The Group held a warm and joyful Christmas party for its staff, to celebrate the festive season together. Relationships between colleagues were also enhanced.



瑜珈體驗班，2022年12月

為保持其員工身心健康，本集團為員工舉辦了針對不同需要的瑜珈班，如舒緩壓力、改善睡眠質素、放鬆精神等，同時有助強化肌肉及改善痛症。

聖誕派對，2022年12月

本集團為其員工舉辦了一個既溫馨又歡樂的聖誕聯歡會，讓員工一起慶祝節日，同事間的關係亦有所增進。

Besides, the Group organised several online talks during the Year, covering topics that aimed to enhance the wellness of its employees. These included the following:

- Tips for losing weight after festive seasons
- How to handle emotions during the pandemic
- Common cancers in women
- Ways to combat high blood pressure, hyperlipidaemia and hyperglycaemia
- Complete guide to healthy diet
- Breast cancer prevention through yoga

此外，本集團於本年度舉辦了一些網上講座，涵蓋的主題均旨在提升員工的健康，包括以下主題：

- 節日後的減磅秘訣
- 如何在「疫」境中照顧自己的情緒
- 女性常見癌症
- 擊退「三高」有妙法
- 健康飲食全攻略
- 乳·您啟程：瑜珈教室



All these activities helped strengthen relationships between employees, boosted their morale and enhanced their physical and mental health, thereby fostering a harmonious and efficient working environment.

此等活動均有助鞏固員工之間的關係、加強員工士氣，以及提升其身心健康，從而締造和諧及有效率的工作環境。

4.1 Supply Chain Management 供應鏈管理

The Group has established solid relationships with numerous European leading watch brands. Backed by worldwide industry leading experts, all these brands are committed to quality and craftsmanship, and their watches are required to comply with stringent manufacturing standards and rigorous testing procedures.

For its in-house design jewellery products, the Group only engages reputable sub-contractors offering good craftsmanship and service standards. The Group maintains high requirements for selection of sub-contractors, and assessment criteria include quality, price and delivery timeliness of the goods and services, as well as capability and experience. Besides, the Group pays regular visit to the sub-contractors to monitor the working progress and ensure the quality of the finished products. The Group not only concerns the craftsmanship and quality of finished products, but also understands and assesses the ESG practices such as occupational health and safety, labour standards, etc, with preference given to potential suppliers that demonstrate their commitment to the environment. The Group's jewellery sub-contractors in mainland China have been awarded relevant environmental approval and certification by regulatory body, an indication that they have addressed the measures of environmental protection ahead. The Group will also be alert as to whether there is unfavourable news regarding its engaged suppliers on the environmental aspect. In the event of such news, the Group will internally discuss the need to change the supplier.

To ensure the suppliers are responsible companies, the Group frequently visits their workplaces, to promote proper labour standards. The Group will also terminate contracts with suppliers who use child or forced labour. The Group will report to relevant departments in case if any cases found.

本集團與眾多歐洲領先鐘錶品牌建立了穩固的合作關係。有賴全球領先的行業專家，所有該等品牌均注重品質及工藝，且其鐘錶須遵守嚴格的生產標準及精密的測試過程。

在自家設計珠寶產品方面，本集團只會委託具信譽及擁有良好技藝和服務標準的外包商。本集團對外包商的甄選具嚴謹要求，評核準則包括產品及服務之質素、價格和送貨及時性，以及實力及經驗等。此外，本集團定期拜訪外包商，以監察工作進度及確保製成品質素。除了著重製成品之技藝及質素，本集團還會了解及評估環境、社會及管治的實踐如職業健康及安全、勞工標準等，潛在供應商若能履行環保者，會獲優先考慮。本集團在中國內地之珠寶外包商均已獲監管部門授予有關環保批覆及認證，足證其對環境保護措施早已作出關注。本集團亦會留意其使用的供應商在環境保護方面有否出現不利新聞。如有發現，本集團會進行內部討論，以決定是否需要更換供應商。

為確保供應商為負責任的公司，本集團經常拜訪其供應商的工作場所，以促進適當的勞動標準。本集團並會終止使用童工或強迫勞動的供應商的合同。如發現任何個案，本集團將向相關部門舉報。

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

“**Emperor Jewellery**” is crafted using quality diamonds, gemstones and precious metals. The raw materials used in the jewellery items are procured from reliable and certified vendors. The Group sources polished diamonds that have been certified by independent and accredited diamond laboratories with guaranteed grading, clarity and colours. Jadeite and gemstones are certified by reputed gem testing institutions. The trademark is permanently engraved on every jewellery item designed by the Group. To ensure the delivery of high quality jewellery items, the finished products are examined and tested according to a list of well-defined parameters including stone setting, scratch resistance and finishing touch before being dispatched to the retail outlets.

The frontline team comprises experienced and well-trained sales executives including Gemological Institute of America qualified gemmologists, who can provide invaluable advice to customers. To gather valuable customer feedback, the Group collects customer satisfaction questionnaires in its retail outlets from time to time.

A comprehensive operation manual was developed to provide clear guidelines with regard to in-store activities covering customer service standards, sales accountability, cash handling, store security, product display and inventory control, etc. The daily tasks to be performed are clearly defined to ensure all process and procedures are communicated to all relevant employees. Staff are required to consistently incorporate these procedures into their day-to-day operational routines, resulting in standardisation of job requirements and better operating efficiency.

The Group has earned trusted relationships with its broad customer base through providing dedicated customer services. During the Year, the Group received 2 (2021: 5) customer complaints lodged with the Consumer Council which were diligently assessed and addressed in a timely manner. Besides, none of the sold or shipped products was recalled for safety and health reasons.

「**英皇珠寶**」之產品採用優質鑽石、寶石及貴金屬製作。珠寶貨品選用之原料乃從可靠及經認證的賣方採購。本集團所採購之經打磨鑽石獲獨立認可鑽石化驗所認證，具備等級、淨度及色澤保證。翡翠及寶石則由著名寶石鑑定機構認證。本集團設計之珠寶貨品上均刻有商標。為確保珠寶貨品均為優質，在交付至零售門市前，本集團會根據一系列定義明確的指標對製成品進行檢查及測試，包括寶石鑲嵌、防刮度及最後點綴。

前線的工作團隊擁有經驗豐富及訓練有素之銷售人員，當中包括美國寶石研究院認可的寶石鑑定師，能向客戶提供獨到的意見。為收集客戶之寶貴意見，本集團不時於其零售門市收集客戶滿意度調查問卷。

本集團制訂全面的營運手冊，以就店舖內工作提供明確指引，包括客戶服務標準、銷售員權責制度、現金處理、店舖保安、產品陳列及存貨控制等。營運手冊清晰列明日常處理的工作，以確保所有流程及程序能傳達至所有相關員工。員工須貫徹地將該等程序納入日常營運流程中，務求令工作要求標準化及達致更佳營運效率。

本集團透過提供貼身的客戶服務獲得廣大客戶群之信任。於本年度，本集團收到2（2021年：5）宗由客戶向消費者委員會作出之投訴，並已仔細評估及即時處理有關投訴。此外，並沒有已售或已運送的产品因安全與健康理由而須回收。

In order to provide high quality products and services, and to enhance the protection of its customers' rights, the Company has joined the following associations and schemes:

為提供優質之產品及服務，以及加強保障客戶之權利，本公司已參與下列組織及計劃：

- Quality Tourism Services Association
- The Diamond Federation of Hong Kong, China
- The Hong Kong Jewellers' and Goldsmiths' Association
- The Quality Gold Mark Scheme
- The Natural Fei Cui Quality Mark Scheme
- The Natural Diamond Quality Assurance Mark Scheme
- Reputation Shop Mark Scheme
- No Fake Pledge Scheme
- Phonographic Performance (South East Asia) Ltd
- Composers and Authors Society of Hong Kong Ltd
- Hong Kong Recording Industry Alliance Ltd
- 優質旅遊服務協會
- 香港鑽石總會
- 香港珠石玉器金銀首飾業商會
- 優質足金標誌計劃
- 天然翡翠標誌計劃
- 天然鑽石品質保證標誌計劃
- 珠寶信譽店標籤計劃
- 正版正貨承諾計劃
- 香港音像版權有限公司
- 香港作曲家及作詞家協會有限公司
- 香港音像聯盟有限公司



During the Year, the Group received the following awards for its dedicated services and brand recognition:

憑藉出色的服務及品牌知名度，本集團於本年度內獲頒發下列獎項：

- Quality Service Retailer of the Year of Chain Stores 2022 – Bronze Award, Hong Kong Retail Management Association
- Hong Kong Services Awards 2022, East Week
- The EDigest Brand Award 2022, Economic Digest
- Elite Brand Award 2022, Oriental Daily News
- Elite Enterprise Awards 2022, Oriental Daily News
- 香港零售管理協會 – 2022最佳優質服務零售商連鎖店銅獎
- 東週刊 – 2022香港服務大獎
- 經濟一週 – 2022經一品牌大獎
- 東方日報 – 2022超卓鐘錶珠寶大獎
- 東方日報 – 2022超卓市場營銷企業大獎

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 disclosure, use or access. The Group also ensures that customers' personal data is securely stored, and used only for the purpose for which it has been collected and such other purposes as expressly consented by customers. 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披露、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及經客戶明確同意的其他用途使用。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 without limitation to 英皇, , 英皇鐘錶珠寶 and . The Group's trademarks and domain names are constantly monitored, and renewed prior to their expiration.

In particular, the trademarks 英皇 and  英皇鐘錶珠寶 have been recognised as well-known to the relevant public in mainland China and have obtained cross-class protection from the National Intellectual Property Administration, affirming the Group's wide acknowledgement and its brand value in China.

Besides, the Group immediately takes action against any fake news or infringing articles or materials in relation to the Group.

本集團透過持續使用及註冊域名與各類商標（包括但不限於英皇、、 英皇鐘錶珠寶及 ）保障其知識產權。本集團商標及域名會獲持續監控及於屆滿時續期。

其中，國家知識產權局正式認定英皇和  英皇鐘錶珠寶在中國內地已為相關公眾所熟知，並獲得馳名商標的保護，印證本集團於中國廣泛的認受性和品牌價值。

此外，本集團針對任何與本集團有關的欺詐或侵權物品或材料採取即時行動。

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. For high value transactions conducted in cash, cheques and bank transfers but not using credit or debit cards, shop managers need to go through an evaluation checklist and request customers' information to verify their identities. Such records are required to be kept properly in strict confidentiality.

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, an anti-corruption policy is in place which sets out the guidelines in accepting or offering advantages including 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 make 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 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 also adopted a whistle-blowing policy and reporting procedures for employees and related third parties who have business dealings with the Group (e.g. customers and suppliers) to raise concerns, in confidence and anonymity, about any suspected misconduct or malpractice within the Group. This policy aims to encourage all employees and related third parties who have concerns about any suspected misconduct or malpractice within the Company to come forward and voice those concerns.

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。若大額交易以現金、支票及銀行轉帳形式支付，而非使用信用卡或扣賬卡，店舖經理需完成評估清單及要求客戶資料以核實彼等之身份。有關記錄須高度保密地妥善保存。

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，本集團已訂立反貪污政策就接受或提供利益制定指引，包括贈送及收受禮物、提供用餐、住宿及娛樂，以及與政府官員交涉，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。

本集團亦採納一套檢舉政策及報告流程，讓僱員及與本集團有業務往來的相關第三方（如客戶及供應商），在保密及匿名的情況下就本公司內部任何涉嫌失職或不當行為提出關注。該政策旨在鼓勵所有員工及相關第三方就本公司內任何涉嫌失職或不當行為能挺身而出向本公司作出舉報。

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.

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:

董事會委派企業管治委員會檢視及監察有關法例及法規要求之政策及慣例，包括但不限於以下對本集團有重大影響的法例：

- Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615, Laws of Hong Kong)
- Companies Ordinance (Cap. 622, Laws of Hong Kong)
- Competition Ordinance (Cap. 619, Laws of Hong Kong)
- Employment Ordinance (Cap. 57, Laws of Hong Kong)
- Personal Data (Privacy) Ordinance (Cap. 486, Laws of Hong Kong)
- Prevention of Bribery Ordinance (Cap. 201, Laws of Hong Kong)
- Trade Descriptions Ordinance (Cap. 362, Laws of Hong Kong)
- 《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)
- 《競爭條例》(香港法例第619章)
- 《僱傭條例》(香港法例第57章)
- 《個人資料(私隱)條例》(香港法例第486章)
- 《防止賄賂條例》(香港法例第201章)
- 《商品說明條例》(香港法例第362章)

Details on the work of the Corporate Governance Committee are shown in the Corporate Governance Report, which can be found on page 42 of the Company's 2022 Annual Report.

企業管治委員會之工作詳情載於本公司2022年度報告第42頁中之企業管治報告內。

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。

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

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.



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。

本集團獲香港社會服務聯會頒發10年或以上「商界展關懷」標誌殊榮，表揚其履行企業社會責任的持久承諾。

5.1 Voluntary Services 義工服務

The Group continues its partnerships with non-governmental organisations and charitable organisations, to reach and support needy communities.

本集團持續與非政府組織和慈善組織保持夥伴關係，以伸出援手支持有需要幫助的社群。

Bread Run, June to August 2022

In response to Feeding Hong Kong’s call, the Group encouraged its staff to participate in this event by collecting surplus bread from designated bakeries at closing times and bringing them to the food bank of Feeding Hong Kong instantly, in order to provide food to those in need as well as reduce the food waste.



麵包收集活動，2022年6至8月

為響應樂餉社的號召，本集團鼓勵員工參與該活動，於臨近關門時段到指定的麵包店收集剩餘麵包，並隨即送至樂餉社的食物銀行，以提供食物予有需要的人士，同時減少浪費食物。

“Discover Emperor, The Celebration Walk” Virtual Charity Tour – Elderly Session, October 2022

Co-organised with local cultural enterprise “Walk in Hong Kong”, Emperor Group held the Virtual Charity Tour – Elderly Session of “Discover Emperor, The Celebration Walk” at Emperor Cinemas, Citywalk, Tsuen Wan. Emperor Group employed an interactive online broadcast format with an audio-visual guide, combining information on its development with key celebratory moments for Hong Kong people, to enable senior citizens to relive bygone days. Over 80 senior citizens from the beneficiaries, Hong Kong Lutheran Social Service and The Neighbourhood Advice-Action Council, attended the event in person, and over 800 participated online. The Group organised a volunteer team to interact with the senior citizens on site, creating an enthusiastic atmosphere.

**「一喜活現·英皇80年」慈善虛擬導賞活動長者場，2022年10月**

英皇集團於荃灣荃新天地之英皇戲院舉行「一喜活現·英皇80年」慈善虛擬導賞活動長者場，活動由本地文化企業「活現香港」協辦。英皇集團將其發展蹤跡結合香港人生命中值得慶祝的美好時刻，利用線上直播互動形式配合聲畫導航，與公眾重溫懷舊風情。活動邀請到逾80位來自香港路德會社會服務處及鄰舍輔導會的長者出席，同時逾800位長者透過線上參與。本集團組織義工隊在現場與長者互動，氣氛熾熱高漲。

Sending Love and Care to the Elderly, November 2022

Emperor Foundation joined hands with Yan Chai Hospital and organised an activity “Sending Love and Care to the Elderly” in which the Group’s volunteers visited elderly singletons and couples living in Butterfly Estate, Tuen Mun, who are in the care of Yan Chai Hospital. They gave them gift bags and healthy soup packs, showing love and care to the elderly.

**秋日贈暖送福，2022年11月**

英皇慈善基金攜手仁濟醫院籌辦「秋日贈暖送福」活動，由本集團的義工同事逐一登門為由仁濟醫院照顧居於屯門蝴蝶邨的獨居及雙老家庭送上福袋及保健湯包，為他們致送上溫暖的問候。

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，主要慈善捐贈及籌款活動包括：



The Community Chest Virtual Walk for Millions, January 2022

The event aimed to encourage the public to maintain their physical and mental health, at the same time, to raise funds for family and child welfare services supported by The Community Chest of Hong Kong. Each participant can join the virtual walk with anyone such as colleagues, families and friends, by completing 10,000 steps at any place, time or format during the event period. Fund raised from the event are allocated

to the "Family and Child Welfare Services" supported by The Community Chest of Hong Kong. The Group actively encouraged its staff to participate in this event.

公益金線上百萬行，2022年1月

活動旨在鼓勵公眾注意保持身心健康，同時為香港公益金資助的家庭及兒童福利服務籌款。每名參加者可與任何人士如同事、家人及朋友參與線上百萬行，於活動期間內，不限地點、時間或方式完成10,000步。籌得款項均撥捐予香港公益金資助之「家庭及兒童福利服務」。本集團積極鼓勵員工參與該活動。

Mooncake Donation Campaign, September 2022

During the Mid-Autumn Festival, excess mooncakes were collected by the Group from staff and donated to a subsidiary of Pok Oi Hospital. The mooncakes were then given to people from ethnic minorities at Tin Shui Wai, to share the joy and celebrate the Mid-Autumn Festival with them.

愛心月餅募捐大行動，2022年9月

於中秋節期間，本集團向同事們收集過剩月餅，捐贈至博愛醫院屬下機構，然後轉贈天水圍的弱勢社群，與他們分享喜悅，共渡中秋佳節。



Dress Casual Day, October 2022

This year's theme was "we CARE we WEAR". Participating staff members each donated HK\$70 or more to The Community Chest of Hong Kong, and put on casual wear for dress casual day. Employees joined the campaign and showed their support.



公益金便服日， 2022年10月

本年主題為「we CARE we WEAR」，每位參與同事均捐出70港元或以上予香港公益金，便可於便服日穿上便服。員工一同參與活動以示支持。



Love Teeth Day, December 2022

The Group encouraged colleagues to participate in the "Love Teeth Day", reminding them to take care of their own teeth as well as showing their care to beneficiaries at the same time. Participating staff members who each donated HK\$35 or more to The Community Chest of Hong Kong received a "Love Teeth Day Pack" which included a variety of oral care products.

公益愛牙日，2022年12月

本集團鼓勵同事參加「公益愛牙日」，藉由活動提醒同事愛護自己牙齒的同時，亦向受助者送上關懷。每位參與同事凡捐款港幣35元或以上予香港公益金，便可獲得包括有多種口腔護理用品之「愛牙日禮包」一份。



5.3 Environmental Conservation 環境保護

The Group is dedicated to promoting environmental awareness through green education.

本集團致力通過綠色教育宣揚環保意識。

Earth Hour, March 2022

The Group's Hong Kong office joined the millions of people around the globe and turned off its office lights in support of WWF's Earth Hour, an annual event to raise awareness of climate change.

地球一小時，2022年3月

為響應世界自然基金會一年一度的「地球一小時」活動，本集團香港辦公室與全球數百萬人一同參與關閉辦公室照明燈。活動旨在提高人們對氣候變化的意識。



承諾支持世界自然基金會地球一小時
IS COMMITTED TO WWF'S EARTH HOUR

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
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。	2.4
KPI A1.2 指標A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接（範圍1）及能源間接（範圍2）溫室氣體排放量及（如適用）密度（如以每產量單位、每項設施計算）。	2.4
KPI A1.3 指標A1.3	Total hazardous waste produced and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量及（如適用）密度（如以每產量單位、每項設施計算）。	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, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量及（如適用）密度（如以每產量單位、每項設施計算）。	2.4
KPI A1.5 指標A1.5	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	2.2, 2.4

Subject areas 主要範疇	Description 描述	Section 章節
KPI A1.6 指標A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	2.2, 2.4
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 (e.g. electricity, gas or oil) in total and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及／或間接能源（如電、氣或油）總耗量及密度（如以每產量單位、每項設施計算）。	2.4
KPI A2.2 指標A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度（如以每產量單位、每項設施計算）。	2.4
KPI A2.3 指標A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	2.2, 2.4
KPI A2.4 指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	Not applicable <i>The Group did not encounter any problems in sourcing water for its daily operations.</i> 不適用 本集團在日常營運中，在覓水源方面並無遇到任何問題。
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。	2.2, 2.4

Subject areas 主要範疇	Description 描述	Section 章節
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。	2.1, 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
Aspect A4: Climate Change 層面A4: 氣候變化		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	2.3
KPI A4.1 指標A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	2.3
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

Subject areas 主要範疇	Description 描述	Section 章節
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
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 occurred in each of the past three years including the reporting year. 過去三年（包括匯報年度）每年因工亡故的人數及比率。	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
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。	3.4
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。	3.4 <i>Briefly discussed</i> <i>已概括說明</i>
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。	3.4 <i>Briefly discussed</i> <i>已概括說明</i>

Subject areas 主要範疇	Description 描述	Section 章節
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 <i>Briefly discussed</i> 已概括說明
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 <i>Briefly discussed</i> 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 <i>Briefly discussed</i> 已概括說明
KPI B5.3 指標B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	4.1
KPI B5.4 指標B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	4.1

Subject areas 主要範疇	Description 描述	Section 章節
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。	4.2
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
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
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

Subject areas 主要範疇	Description 描述	Section 章節
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
KPI B7.3 指標B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	3.4
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 (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇 (如教育、環境事宜、勞工需求、健康、文化、體育)。	5
KPI B8.2 指標B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源 (如金錢或時間)。	5