



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

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

於香港註冊成立之有限公司 (股份代號: 887)



**ENVIRONMENTAL,  
SOCIAL AND  
GOVERNANCE  
REPORT 2020**

環境、社會及管治報告 2020

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Emperor Watch and Jewellery 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 December 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 2020, in particular the Corporate Governance Report and Directors’ Report sections therein.

This report is available on the website of the Company (<https://www.emperorwatchjewellery.com/en/investor-relations.php>) and Hong Kong Exchanges and Clearing Limited (“HKEX”) news website (<https://www.hkexnews.hk>).

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」)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2020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.emperorwatchjewellery.com/zh/investor-relations.php>)及香港交易及結算所有限公司(「港交所」)的披露易網站(<https://www.hkexnews.hk>)查閱。

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

The Group is committed to making proactive efforts to continuously interact with key stakeholder groups, which comprise its customers, employees, investors, shareholders, suppliers and the community. The Group maintains active engagement with its stakeholders, and collects their feedback 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.

本集團致力與主要持份者群組包括客戶、僱員、投資者、股東、供應商及社區進行持續互動。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。

Based on the stakeholders' feedback, the material issues were identified below. The Group's performance regarding these issues is 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 Topics 重要議題

Environment 環境	Workplace 工作場所	Operating Practices 經營常規	Community 社區
<ul style="list-style-type: none"> <li>• Energy conservation 能源節約</li> <li>• Waste management 廢物管理</li> <li>• Waste recycling 廢物循環利用</li> </ul>	<ul style="list-style-type: none"> <li>• Employment and labour practices 僱傭及勞工慣例</li> <li>• Diversity and equal opportunities 多元共融和平等機會</li> <li>• Training and development 培訓和發展</li> <li>• Occupational health and safety 職業健康與安全</li> <li>• Work-life balance 工作與生活平衡</li> </ul>	<ul style="list-style-type: none"> <li>• Products and services quality 產品及服務質素</li> <li>• Customer privacy protection 客戶私隱保護</li> <li>• Anti-corruption 反貪污</li> <li>• Compliance with laws and regulations 遵守法例及法規</li> </ul>	<ul style="list-style-type: none"> <li>• Employee volunteering 員工志願服務</li> <li>• Community fundraising 社區籌款</li> </ul>

## 1.2 ESG Committee 環境、社會及管治委員會

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

本集團秉行良好的企業管治準則，致力將環境、社會及管治舉措融入業務策略及管理模式之中。環境、社會及管治委員會已獲成立，負責就環境、社會及管治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環境、社會及管治活動，以確保本公司妥善履行其環境、社會及管治承諾。該委員會全面負責本公司環境、社會及管治政策的實施、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

Global warming and climate change are among the major environmental concerns in every part of the world. The Group aims to maximise energy conservation in its stores and offices by promoting efficient use of resources and adopting green technologies. To enhance overall energy efficiency, the Group continually upgrades its lighting and air-conditioning systems. For instance, the stores on Russell Street in Causeway Bay, Hong Kong, have adopted eco-lighting and LED lighting system to optimise cost efficiency. They have also adopted dimmer system to turn down the lighting of certain areas of the stores to save energy. In addition, LED advertising panels, light boxes and television screens are switched off during non-business hours, to minimise light pollution and reduce energy consumption. In the head office, the Group has placed copies of light zone plan by light switches, and staff are required to turn off the lights in respective working zones after work. Air-conditioning is also required to be switched off when rooms are not in use.

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

#### 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。本集團藉著促進善用資源及採納綠色科技，旨在使旗下店舖及辦公室積極實踐節約能源。為提高整體能源效益，本集團不斷為其照明及空調系統進行升級。例如，於香港銅鑼灣羅素街的店舖採用了節能照明及LED照明系統，以優化成本效益。該等店舖亦採用了調光系統，藉著調低店內部分地方的照明而節省能源。此外，LED廣告牌、燈箱及電視螢幕在非營業時間內關掉，以減少光污染及降低能源消耗。在總辦事處，本集團在電燈開關掣旁放置了照明裝置區域圖，員工下班後需關掉各自工作區域的電燈。同時，在不使用房間時需關閉空調。

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。

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.

### 2.2.2 Waste Reduction and Management

The Group engages employees in their waste management 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 office to collect waste papers for recycling.



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。

### 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。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

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. 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.



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. During the Year, the Group reduced the number of copiers and printers in the head office, which helped decreased paper, toner and electricity consumption. In turn, the reduced toner dust and volatile organic compounds (VOC) will result in better indoor air quality in the head office.

The Company strongly recommends shareholders to access its corporate communications, including financial reports, through the websites of the 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.

### 2.2.3 減少用紙

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。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。於本年度，本集團減少了總辦事處的影印機及打印機的數量，有助減少紙張、碳粉及電力的消耗，從而減少碳粉粉塵和揮發性有機化合物，使總辦事處的室內空氣有更好的品質。

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 Environmental Performance Summary 環境保護績效概要

During the Year, nearly 50% 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<sup>(1)</sup> and Causeway Bay<sup>(2)</sup> and occupy a total of 589 square metres, were selected (the "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 more than a quarter of the Group's segmental profit in Hong Kong during the Year.

於本年度，本集團收入近50%來自香港市場。香港兩間旗艦店(分別位於尖沙咀<sup>(1)</sup>及銅鑼灣<sup>(2)</sup>)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超過四分之一。

Indicators 指標		FY2019年度	FY2020年度
<b>GHG Emissions 溫室氣體排放</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排放)	660,677	<b>629,790</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排放)	1,354	<b>696</b>
Total GHG emissions (kgCO <sub>2</sub> e)	溫室氣體排放總量 (每公斤二氧化碳當量排放)	662,031	<b>630,486</b>
GHG emissions intensity (kg/m <sup>2</sup> )	溫室氣體排放強度(公斤/平方米)	1,124	<b>1,070</b>
<b>Energy Consumption 能源消耗</b>			
Total energy consumption (GJ)	能源消耗總量(千兆焦耳)	3,266	<b>3,197</b>
Energy consumption intensity (GJ/m <sup>2</sup> )	能源消耗強度(千兆焦耳/平方米)	5.5	<b>5.4</b>

(1) G/F, Nos. 4-8 Canton Road, Tsim Sha Tsui  
尖沙咀廣東道4-8號地下

(2) Shop B, G/F, Nos. 50-52 Russell Street & G/F, Nos. 54-56 Russell Street, Causeway Bay  
銅鑼灣羅素街50-52號地下B店及羅素街54-56號地下



Indicators 指標		FY2019年度	FY2020年度
<b>Water Consumption 耗水量</b>			
Water consumption (m <sup>3</sup> )	耗水量(立方米)	922	<b>652</b>
Water consumption intensity (m <sup>3</sup> /m <sup>2</sup> )	耗水量密度(立方米/平方米)	1.6	<b>1.1</b>
<b>Packaging Material Consumption 包裝物料消耗</b>			
Total packaging material used (kg)	所用包裝材料總量(公斤)	657	<b>212</b>

Disposal of general waste produced at the Group's head office, such as daily consumables is managed by a licensed operator. The waste management data regarding the Group's head office is as follows:

本集團經持牌營運商處置旗下總辦事處產生的一般廢物，如日常消耗品。有關本集團總辦事處的廢物管理數據如下：

Indicators 指標		FY2019年度	FY2020年度
<b>Waste Management 廢物處理</b>			
General refuse disposed to landfills (kg)	棄置於堆填區的一般廢物(公斤)	2,805	<b>3,074</b>
General refuse intensity (kg/m <sup>2</sup> )	一般廢物密度(公斤/平方米)	3.2	<b>3.5</b>
Total recycled waste (kg)	回收廢物總量(公斤)	962	<b>687</b>
Recycled waste intensity (kg/m <sup>2</sup> )	回收廢物密度(公斤/平方米)	1.1	<b>0.8</b>

The COVID-19 pandemic adversely impacted the Group's business operations during the Year, which was the major reason for a decrease in overall energy consumption.

於本年度，新冠病毒疫情負面地影響本集團的業務營運，成為整體能源耗水平下降的主要原因。

## 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.

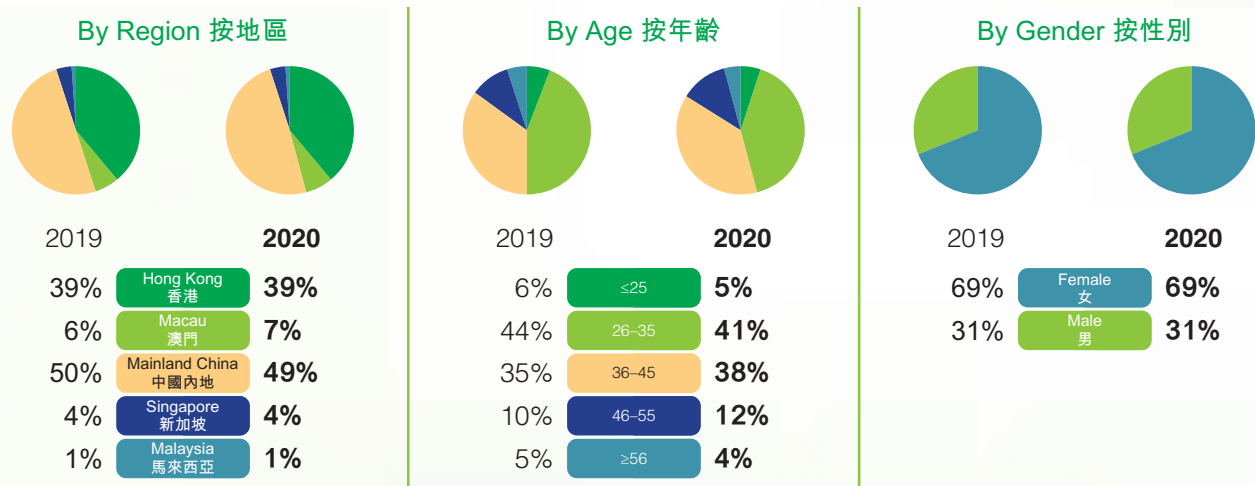
本集團深信，積極主動且具均衡比例之員工團隊，是建立可持續經營模式及帶來長遠回報的關鍵元素。

As at 31 December 2020, the permanent employees of the Group totalled 865 (2019: 1,052), working at the headquarters in Hong Kong, and in retail outlets and regional offices in Hong Kong, mainland China, Macau, Singapore and Malaysia.

於2020年12月31日，本集團合共僱有865 (2019: 1,052)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 2020 are summarised below:

於2020年12月31日，本集團之員工分佈資料概述如下：



The Group has a diverse workforce in terms of gender and age, providing a variety of ideas and levels of competencies that contribute to the Group's success. The Group is firmly committed to gender equality, and 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性別及年齡層，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 and maintaining a stable turnover rate. As at 31 December 2020, 43% (2019: 35%) 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.

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。於2020年12月31日，43% (2019: 35%)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。

### 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 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, Investigation Committee or the Group Internal Audit Director.

The Group fully complies with relevant laws and regulations in related regions concerning prevention of child or forced 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 child or forced labour.

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，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童工或強迫勞動的法律及法規。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童工或強迫勞動。

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具私穩的空間，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 (“OHS”) 職業健康及安全(「職安健」)

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 OHS issues for employees.

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. During the Year, an AED awareness training course was held for the staff, to reinforce their techniques in the resuscitation processes. 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 head office whenever needed.

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，及加強僱員對職安健方面的意識。

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。於本年度，本集團已為員工舉辦AED意識培訓課程，以加強其急救技巧。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總辦公室為其他員工提供急救治療。



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.

本集團定期審查職安健措施，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。

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. There were 284 (2019: 437) days lost due to work injuries, and the rate of accidents and injuries was 0.35% (2019: 0.57%) during the Year. No fatality nor critical incidents was reported.

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。本年度因工傷損失工作日數為284(2019: 437)天，意外及工傷率0.35%(2019: 0.57%)。概無接獲死亡或重大事故的報告。

In May 2020, the head office, along with many other units of the 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.

In this regard, multiple air purifiers were purchased by the Group and placed in multiple locations in the Hong Kong office.

於2020年5月，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總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」。

就此而言，本集團購買了多部空氣淨化器並放在香港辦事處的多個位置。



## Precautions Against COVID-19

The Group prioritises its staff and customers at all times. In light of the COVID-19 which started since January 2020, the Group has specially established a committee and formulated contingency plans with the involvement of the senior management team. Human resources issues have been discussed, and precautionary measures have been put in place.

The Group actively monitored the preventive measures taken by the office building's property management company, including posting health advice posters at eye-catching locations in the office building, and installing infrared temperature sensors in the lobby to check the body temperatures of everyone entering and leaving the building, to reduce the chance of infected persons entering the office building. Besides, the Group specially purchased and placed more air purifier in various locations in the Hong Kong office to keep the workplace clean and safe. The Group also further strengthened the disinfection and cleaning of the workplace, including meeting room facilities, table tops, and door handles, to maintain good environmental hygiene. Deep cleaning of the workplace with antimicrobial cleansers was also arranged on a regular basis.

In view of the severity of COVID-19 in Hong Kong and to ensure the safety of its staff, the Group took further measures and arranged its staff to work from home according to the operational needs. In addition, the Group has specially provided lunch boxes to the staff in the Hong Kong office during the severe Pandemic period as a temporary arrangement in order to safeguard the health of its staff.

In December 2020, a confirmed COVID-19 case was identified in the office building. The Group promptly arranged a deep cleaning and thorough disinfection in the head office, to ensure a safe work environment for its staff.



## 新冠病毒疫情預防措施

本集團一直將其員工及顧客放在首位。有見及於2020年1月開始的新冠病毒疫情，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，已就人力資源問題作出討論，並確保設有妥善的預防措施。

本集團積極監察辦公大樓之物業管理公司的防疫工作，包括在辦公大樓當眼處貼上健康指引海報、於辦公大樓大堂設置紅外線體溫探測儀器，以對出入大廈的所有人士探測體溫，減低染疫人士進入辦公大樓的機會。本集團特意購買更多空氣淨化器並放置於香港辦公室的多個位置，以確保工作場所清潔及安全。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、桌面、門柄等，以保持良好的環境衛生。同時，定期安排使用抗菌清潔劑為工作場所進行深層清潔。

因應新冠病毒疫情於香港的嚴重性並為了確保員工的安全，本集團採取了進一步的措施，根據業務需要安排員工在家工作。此外，作為臨時安排，本集團於新冠病毒疫情嚴峻時特別向香港辦公室的員工提供午飯，以保障其員工的健康。

於2020年12月，於本辦公大樓發現一個新冠病毒確診個案。本集團迅速在總辦公室安排了深層清潔和徹底消毒，以確保其員工享有安全的工作環境。





### 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.

During the Year, most staff activities were suspended due to COVID-19. The Group therefore established an online platform to share information on work-life balance, aiming to boost staff morale and foster a harmonious working environment.

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。

於本年度，由於新冠病毒疫情的影響而暫停了大部分員工活動。本集團因此建立了一個網上平台，分享工作與生活平衡的訊息，目的為提高員工士氣及促進和諧的工作環境。



#### Mid-Autumn Festival Delicacies, September 2020

Mooncakes provided by The Emperor Hotel, were given and shared among employees as a token of appreciation and to celebrate the Mid-Autumn Festival.

#### 佳餚美饌賀中秋，2020年9月

員工獲贈並一同分享由英皇駿景酒店所提供的月餅，以表達心意及慶祝中秋節。

#### Halloween Party, November 2020

To celebrate Halloween, employees dressed themselves with Halloween costumes and participated in mini games and candy party. The employees had an enjoyable afternoon.

#### 萬聖節派對，2020年11月

為慶祝萬聖節，員工們穿上萬聖節服裝，並一同參與遊戲和糖果派對。員工們度過了一個愉快的下午。



### 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。

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.



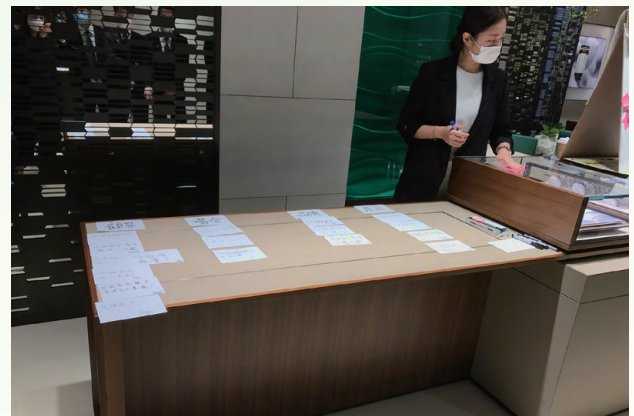
每名新入職前線員工均須參加筆試，內容主要涵蓋產品知識及客戶服務，並需於通過試用期前出席表現評估。此舉有助培訓組決定員工是否具備合適資格，並有助了解新入職前線員工的想法及在必要時作出跟進。

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.

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。

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.

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。



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) are 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.

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.

The number of training hours of the staff of the Group during the Year are set out below. The decrease in the number of hours is mainly due to the delay of training and strict control of the number of participants as a result of COVID-19. In view of this, certain trainings were instead arranged online.

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。

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。

本集團員工本年度的培訓時數如下。培訓時間減少主要是由於新冠病毒疫情使培訓延遲舉行以及嚴格控制出席人數所致。有見及此，部分培訓則安排在線上進行。

### Training Hours 培訓時數

Item 項目		FY2019年度	FY2020年度
Total training hours	總培訓時數	13,585	12,412
Average training hours per employee	每名員工平均培訓時數	13	14



### 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 subcontractors offering good craftsmanship and service standards. The Group maintains high requirements for selection of subcontractors, 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 subcontractors 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. The Group's jewellery subcontractors 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.

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.

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。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。

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。

## 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. In “**Emperor Jewellery**” stores in Hong Kong, around 15% (2019: 15%) of the sales executives are 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 is not aware of any product recall due to safety and health reasons. All complaints are independently investigated and handled according to its internal guidelines. The incidents are attended to diligently and resolved in a timely manner.

「**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。在香港「**英皇珠寶**」門市，約15%（2019：15%）銷售人員為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，本集團概不知悉任何產品因安全及健康理由而需要回收。所有投訴根據其內部指引作出獨立調查及處理。本集團認真處理並及時解決有關事件。

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' & Goldsmiths' Association
- The Quality Gold Mark Scheme
- The Natural Fei Cui Quality Mark Scheme
- The Natural Diamond Quality Assurance 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
- 香港珠寶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
- 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取下列獎項：



Elite Brand Awards 2020, Oriental Daily News  
東方日報－超卓品牌大獎2020



Hong Kong Service Awards 2020, East Week  
東周刊－香港服務大獎2020





The Outstanding Brand Awards 2020, Economic Digest  
經濟一週－實力品牌大獎2020




### 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 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.

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。

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.

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。

### 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 anticorruption, 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.

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，而非使用信用卡或借記卡，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。

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 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 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 operation 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 whistleblowing concerning a criminal offence or misconduct was reported.

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、提供用餐、住宿及娛樂，以及與政府官員交涉制訂一套指引，列明員工日常業務活動中可接受及不可接受的行為。這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)
- 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 can be found on page 42 of the Corporate Governance Report in the Company's Annual Report 2020.

企業管治委員會之工作詳情載於本公司2020年度全年報告企業管治報告第42頁。

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 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.



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 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：

### **Supplies and Funds Donation for COVID-19 Prevention Work, January 2020**

With the outbreak of COVID-19 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.

### **捐資捐款支持新冠病毒疫情防疫工作，2020年1月**

隨著新冠病毒疫情於本年度爆發，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 and 幫助。



**Mooncake Donation Campaign, September 2020**

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，2020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。



**Donation of LED Desk Lamps to Hoops for Hope Basketball Asia, September 2020**

Emperor Foundation donated a number of multi-purpose LED desk lamps to Hoops for Hope Basketball Asia, which were distributed to trainees from its Tin Shui Wai and Sham Shui Po branches, as well as children in need at the Children's Home. Volunteers went to various communities to deliver the LED desk lamps to trainees in person, to help them prepare for the new school year in September, and ensure they have sufficient light for online classes while protecting their eyes.

**捐贈LED座枱燈予希望種子籃球亞洲，2020年9月**

英皇慈善基金捐贈多台多功能LED座枱燈予希望種子籃球亞洲，並派發給其位於天水圍及深水埗分部的學員，以及兒童之家的有需要學童。義工親身前往多個社區向學員送上LED座枱燈，為9月新學年做好準備，確保他們在網上學習時具備充足光源，並同時使他們的眼睛得到保護。







### **Dress Casual Day, October 2020**

This year's theme was "We We Wear 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，2020年10月**

本年主題為「We We Wear 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。

### **PLAN International "Because I am a girl" Donate a Pencil Campaign, October 2020**

The Group is a long-time supporter of charity campaigns by Plan International Hong Kong. During the Year, the Donate a Pencil Campaign was held online due to COVID-19. The collected pencils were donated to children in Hong Kong and Myanmar.

#### **國際培幼會「愛·女孩」鉛筆捐贈活動，2020年10月**

本集團多年來一直支持國際培幼會(香港)的慈善活動。於本年度，鉛筆捐贈活動因新冠病毒疫情而改為在網上舉行。所籌得之鉛筆已送給香港及緬甸的小孩。



### **Donation of COVID-19 Prevention Bags to Residents of ALL AS ONE Co-living Scheme, November 2020**

Emperor Foundation donated COVID-19 Prevention Bags to families that are moving in under the ALL AS ONE Co-living Scheme, to express its love and care for the residents.

#### **捐贈愛心防疫包予「共·融舍」房屋共享計劃住戶，2020年11月**

英皇慈善基金捐贈愛心防疫包予「共·融舍」房屋共享計劃中陸續遷入的家庭，以向住戶表示愛心和關懷。



## 5.2 Environmental Conservation 環境保護

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

### **Earth Hour, March 2020**

The Group's head 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.

本集團致力通過綠色教育宣揚環保意識。於本年度，環境保護活動包括：

### **地球一小時，2020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，本集團總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。



## 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</b> A. 環境		
<b>Aspect A1: Emissions</b> 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
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



Subject areas 主要範疇	Description 描述	Section 章節
<b>Aspect A2: Use of Resources</b> 層面A2: 資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	2.1, 2.2
KPI A2.1 指標A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總消耗量及密度。	2.3
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
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。	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。	2.3
<b>Aspect A3: The Environment and Natural Resources</b> 層面A3: 環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	2.2
KPI A3.1 指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	2.2

Subject areas 主要範疇	Description 描述	Section 章節
<b>B. Social</b> B. 社會		
<b>Employment and Labour Practices</b> 僱傭及勞工常規		
<b>Aspect B1: Employment</b> 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 <i>Briefly discussed</i> 已概括說明
<b>Aspect B2: Health and Safety</b> 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

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
<b>Aspect B3: Development and Training</b> 層面B3: 發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	3.5
KPI B3.1 指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	3.5 <i>Briefly discussed</i> 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 <i>Briefly discussed</i> 已概括說明
<b>Aspect B4: Labour Standards</b> 層面B4: 勞工準則		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	3.2
KPI B4.1 指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	3.2
KPI B4.2 指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	3.2 <i>Briefly discussed</i> 已概括說明



Subject areas 主要範疇	Description 描述	Section 章節
<b>Operating Practices</b> 營運慣例		
<b>Aspect B5: Supply Chain Management</b> 層面B5: 供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	4.1
KPI B5.1 指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	4.1 <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
<b>Aspect B6: Product Responsibility</b> 層面B6: 產品責任		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.2
KPI B6.1 指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	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

Subject areas 主要範疇	Description 描述	Section 章節
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
<b>Aspect B7: Anti-Corruption</b> <b>層面B7: 反貪污</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	4.5
KPI B7.1 指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	4.5
KPI B7.2 指標B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	4.5
<b>Community</b> <b>社區</b>		
<b>Aspect B8: Community Investment</b> <b>層面B8: 社區投資</b>		
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