



信和酒店(集團)有限公司
Sino Hotels (Holdings) Limited

可持續發展概覽

Sustainability Review

2018



About This Sustainability Review

關於本可持續發展概覽

Sino Hotels (Holdings) Limited ('Sino Hotels') (1221) is pleased to present the Sustainability Review 2018 ('Review') which highlights its commitment to achieving environmental and social sustainability.

The sixth annual Sustainability Review outlines the sustainability initiatives in the operation and management of its hotels. This Review is prepared in accordance with the 'Environmental, Social, and Governance Reporting Guide' under Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited, covering the reporting period from 1 July 2017 to 30 June 2018.

This Review, together with additional information regarding the financial and corporate governance performance of Sino Hotels which is available in its Annual Report, can be accessed on corporate website www.sino.com.

We value your feedback on our sustainability performance. Please send your comments to us at ExecutiveOffice@sino-hotels.com.

信和酒店(集團)有限公司(「信和酒店(集團)」)(1221)欣然發表《可持續發展概覽2018》(「本概覽」)，以介紹我們促進環境和社會可持續發展的承諾。

這是信和酒店(集團)發表的第6份年度可持續發展概覽，概述我們在酒店業務管理及發展上推行的可持續發展舉措。本概覽乃依據《香港聯合交易所有限公司證券上市規則》附錄二十七的《環境、社會及管治報告指引》編製，報告期涵蓋2017年7月1日至2018年6月30日。

本概覽以及載於年報上的財務和企業管治額外資料，均已上載至我們的網站www.sino.com以供閱覽。

我們歡迎閣下對我們在可持續發展方面的表現提供寶貴意見及建議。有關意見可電郵至ExecutiveOffice@sino-hotels.com。



About Sino Hotels (Holdings) Limited

關於信和酒店(集團)有限公司

As a responsible corporate citizen, Sino Hotels (Holdings) Limited ('Sino Hotels') strives continuously to incorporate sustainability initiatives into the operations and management of our hotels. We place the highest priority on corporate social responsibilities by maintaining high level of corporate governance standards, engaging in green initiatives, serving the community, promoting social integration and supporting heritage conservation.

With the objective of becoming the preferred choice of customers, investors and employees, Sino Hotels endeavours to establish a high reputation in the hospitality and tourism industry and promises to deliver a high standard of services to our guests.

作為負責任的企業公民，信和酒店(集團)有限公司(「信和酒店(集團)」)不斷致力將可持續發展的理念融入旗下酒店的業務發展及運營當中。我們非常重視企業社會責任，堅持良好企業管治、推動環保措施、關懷社區、推廣傷健共融及保育歷史文物。

信和酒店(集團)期望成為顧客、投資者及僱員的首選。我們積極於酒店及旅遊業內樹立優良信譽，並承諾為旅客提供卓越服務。



Environmental, Social and Governance Report

環境、社會及管治報告

Sino Hotels (Holdings) Limited ("Company") is pleased to present this Environmental, Social and Governance ("ESG") Report ("ESG Report") which summarizes the ESG policies, initiatives and performance of the Company and its subsidiaries (collectively, "Group") as well as demonstrates its commitment in achieving environmental and social sustainability for the year ended 30th June, 2018.

信和酒店(集團)有限公司(「本公司」)欣然發表本環境、社會及管治報告(「本報告」)，概述本公司及其附屬公司(統稱「本集團」)截至二零一八年六月三十日止年度的環境、社會及管治政策、措施及表現，並展示其在達至環境及社會可持續發展方面的承諾。

REPORTING FRAMEWORK AND SCOPE

報告框架及範圍

This ESG Report is prepared in accordance with the 'Environmental, Social and Governance Reporting Guide' under Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. It covers the management approach for the material sustainability aspects of the Group's core businesses in hotel investment, operation and management. The focus of this ESG Report is to summarize the environmental and social sustainability performance and initiatives of City Garden Hotel and The Royal Pacific Hotel & Towers. Information relating to the Group's corporate governance practices can be found in the Corporate Governance Report on pages 16 to 39.

本報告依照《香港聯合交易所有限公司證券上市規則》附錄二十七《環境、社會及管治報告指引》編製，涵蓋集團核心業務在重大可持續發展範疇所採取的管理方針，當中包括酒店投資、營運及管理。本報告主要概述城市花園酒店及皇家太平洋酒店在環境和社會可持續發展方面的表現及措施。有關集團企業管治常規的資料，請參閱第16頁至第39頁的「企業管治報告」。

APPROACH, STRATEGY TO ESG AND REPORTING

環境、社會及管治的 方針、策略及報告

As a responsible corporate citizen, the Group's ESG approach is to incorporate sustainability initiatives into the operations and management of its hotels. The Group holds corporate social responsibilities in high regard as the Group maintains high level of corporate governance standards and operates in a way to protect the environment, serve the community, promote social integration and support heritage conservation. With the objective of becoming the preferred choice of customers, investors and employees, the Group endeavours to establish a high reputation in the hospitality and tourism industry and promises to deliver a high standard of services to its guests.

作為負責任的企業公民，本集團的環境、社會及管治方針是將可持續發展措施融入其酒店營運及管理之中。集團維持優秀企業管治，堅守企業社會責任，於營運的同時保護環境、服務社區、促進社會共融及支持文物保育。為成為客戶、投資者及員工的首選，集團致力於酒店及旅遊業打造良好聲譽，承諾為賓客提供優質服務。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

STAKEHOLDER ENGAGEMENT

持份者參與

To better understand stakeholders' concerns and expectations, the Group has adopted a multi-pronged approach to engage its key stakeholders, including customers, staff, shareholders, investors, non-governmental organizations ("NGOs"), partners (suppliers and contractors, academia and the government), local communities and mass media, on a regular basis through various channels.

為更了解持份者關注的事項和期望，本集團已採取多管齊下的方法，通過各種渠道定期接觸包括顧客、員工、股東、投資者、非政府機構、合作夥伴(供應商及承辦商、學者及政府)、當地社區和傳媒等關鍵持份者。

STAKEHOLDERS

持份者

Channels to engage

溝通渠道

Customers
顧客

- Customer Service Hotline
- Regular Gatherings
- Social Media
- Daily Personal Contact
- 客戶服務熱線
- 定期聚會
- 社交媒體
- 日常親身接觸

Staff
員工

- Town Hall Meetings and Monthly Mini-Town Hall Meetings
- Staff Magazine (*InSino*)
- New Hire Orientation
- SinoNet (Intranet)
- Staff Suggestion Award Scheme
- Quality Improvement Champion Scheme
- 員工溝通大會及每月小型座談會
- 員工雜誌(知信集)
- 迎新課程
- 集團內聯網
- 員工建議獎勵計劃
- 質量優化大使計劃

Shareholders
股東

- Annual General Meetings
- Annual and Interim Reports
- Press Releases, Announcements and Circulars
- 股東周年大會
- 年報及中期報告
- 新聞公布、公告及通函

Investors
投資者

- Investor Conferences
- Site Visits
- Analyst Briefings
- 投資者會議
- 實地視察
- 分析員簡報會

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

STAKEHOLDER ENGAGEMENT (Continued) 持份者參與 (續)

STAKEHOLDERS 持份者

NGOs
非政府機構

Partners (suppliers
and contractors,
academia and
the government)
合作夥伴 (供應商及
承辦商、學者及
政府)

Local Communities
當地社區

Mass Media
傳媒

Channels to engage 溝通渠道

- Regular Meetings with Green and Community Partners
- Joint Activities
- 與環保團體及社區夥伴定期會面
- 聯合活動
- Tendering Process
- Meetings and Conferences
- Exhibitions
- Site Visits
- 招標程序
- 會議及研討會
- 展覽
- 實地視察
- Volunteering Opportunities
- Charitable Events
- Art Exhibitions and Functions
- 義工機會
- 慈善活動
- 藝術展覽及活動
- Press Conference and Luncheons
- Press Releases
- 新聞發布會及午間聚會
- 新聞公布

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

SUSTAINABILITY GOVERNANCE 可持續發展管治

The sustainability management framework of the Group aims to create accountability for sustainability at all levels. The Group set up a Sustainability Committee in 2010 to drive the planning and implementation of the Group's strategies for building a more sustainable business. The committee members include Mr. Daryl Ng Win Kong, the Deputy Chairman, together with other committee members drawn from key executives of various business units across the Group. The committee provides overall strategic direction in sustainability across the Group and facilitates the implementation of the policies and programmes related to corporate sustainability. It formulates environmental policy of the Group which outlines the Group's long-term corporate plan to guide the environmental management systems and standards for different business units.

At the monitoring and execution level, a dedicated team, namely the Employee Safety and Health Committee, comprising senior executives from all key business units, has been established to administer the health and safety management system of the Group and to ensure that the principles are adopted in day-to-day operations. The committee also reviews injury cases for loss control and prevention. In recognition of the genuine need to tackle the environmental impact brought about by plastic waste, a Steering Committee has been set up to formulate strategies and action plans on plastic reduction across the business units.

An information and data collection template is adopted and used for collection of ESG information and data from relevant departments and business units of the Group based on the material ESG aspects. The ESG Report is prepared based on the information and data so collected and the key performance indicators relating to the Group's business operations are highlighted in the paragraphs below.

本集團的可持續發展管理架構旨在讓所有職級為可持續發展負責。集團於二零一零年成立可持續發展委員會，以促進集團制定和實行更可持續發展業務之策略。委員會由副主席黃永光先生及來自集團不同業務單位的主要行政人員組成。委員會為集團訂立可持續發展的整體策略方向，以及促進與企業可持續發展相關政策和項目的實施，並制定集團的環保政策，概述集團長遠企業規劃，以助發展環境管理制度和為各業務單位訂立標準。

在監察及執行層面方面，集團成立了一個名為僱員安全及健康管理委員會的專門團隊，由來自各主要業務單位的高級管理人員組成，確保在日常業務上落實執行集團健康及安全管理系統的各項原則。委員會亦會檢視工傷個案，從而控制及預防意外發生。集團深明必須解決塑膠廢物為環境帶來的影響，並已成立督導委員會，以制定各業務單位減少塑膠的策略和執行計劃。

集團根據重大環境、社會及管治範疇編製資料數據收集問卷，向相關部門及業務單位收集有關資料數據。本報告按收集所得之資料數據編製。下文闡述與本集團業務營運有關的關鍵績效指標。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

ENVIRONMENTAL

環境

Building a Sustainable Environment

建構可持續發展的環境

The Group is well aware of the importance of environmental management and sustainable development and is devoted to reduce its ecological footprint throughout its operations. Under its environmental policy, the Group pledges to:

- proactively cultivate a culture of environmental sustainability among the guests, staff and business partners and join hands with them to involve in green initiatives;
- spread the message of environmental protection through determination to achieve energy conservation, waste minimization and pollution prevention;
- implement and regularly review its environmental measures to ensure effectiveness and advocating sustainable green living; and
- manage and oversee its hotels to ensure full compliance with applicable legislation in relation to environmental protection.

By adhering to the environmental policy, the Group affirms its commitment to improving and maintaining high standards of environmental protection. The Group endeavours to reduce energy consumption, control greenhouse gas ("GHG") emissions, mitigate water pollution, enhance waste management and minimize food wastage in promoting low carbon living and green corporate culture.

本集團深明環境管理和可持續發展至關重要，致力減少營運的生態足跡。集團根據其環保政策，承諾：

- 積極向賓客、員工以及業務夥伴推廣環境保護訊息，並身體力行，與他們攜手親身參與綠色項目；
- 銳意節約能源、減少廢物、防止污染，宣揚環保理念；
- 推行及定期檢討環保措施，確保行之有效，促進可持續綠色生活；及
- 管理及監察旗下酒店，確保全面遵守適用的環保法例。

透過緊遵環保政策，集團力臻完善環保表現，並致力節約能源、控制溫室氣體排放、減少水污染、提升廢物管理及減少廚餘，推廣低碳生活及綠色企業文化。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

ENVIRONMENTAL

(Continued)

環境 (續)

Emissions

排放

Control and Minimization

監控及減少

The Group's major objectives are to reduce its carbon and ecological footprint and adopt practices that are sustainable to the environment. Through careful planning, the Group strives to minimize energy consumption and improve energy efficiency in its hotels. The Group has incorporated various sustainable energy measures that have resulted in reducing energy consumption in its daily operations. Below are the highlights of some of the key initiatives:

- retrofitting lights to more energy efficient lights, such as LED and T5 fluorescent lamps;
- continuous replacement of aged air handling unit by more energy efficient ones with variable frequent drive control;
- replacing T5 fluorescent tube in its hotels by LED panel for signage;
- installation of new energy efficient water boiler to save significant operation costs; and
- installation of electric vehicle chargers at its hotels.

Apart from energy saving signs which are visible for guests and staff, high-efficiency energy appliances and the key card system have been installed in controlling the Group's carbon footprint.

The Company participated in the Carbon Footprint Repository for Listed Companies in Hong Kong under the Carbon Reporting Website developed by the Environmental Protection Department to enhance the carbon data transparency and to raise the public awareness on climate change issues. The Repository is a carbon disclosure initiative to allow available information on GHG emissions reported directly by the listed companies in Hong Kong as a result of their business operations, together with other related information such as their carbon reduction programmes on combating climate change.

本集團的主要目標為減少碳排放及生態足跡，並採取可持續的環境保護措施。集團透過仔細規劃，竭力於旗下酒店節約能源及提升能源效益，並採取各種綠色節能措施以降低日常營運的能源消耗，其中主要包括：

- 改用更加節能的照明設施，例如發光二極管(LED)及T5熒光燈；
- 持續替老化的空調裝置更換備有變頻驅動控制器的更高效能系統；
- 以LED顯示屏代替T5熒光燈管作酒店指示牌用途；
- 安裝新型節能鍋爐以大幅節省營運成本；及
- 在酒店設置電動車充電設施。

除了以節能標誌鼓勵賓客及員工節約能源，集團亦安裝了高效能設備及電子感應卡系統以控制碳足跡。

為提高碳數據的透明度及引起大眾對氣候變化議題的關注，本公司參與了由環境保護署設立的碳披露網站「香港上市公司碳足跡資料庫」。該資料庫為環境保護署的碳披露倡議，讓香港的上市公司直接對外公佈由其業務運作產生的溫室氣體排放數據，以及其他相關資訊，例如對抗氣候變化的減碳計劃。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

ENVIRONMENTAL

(Continued)

環境 (續)

Emissions (Continued)

排放 (續)

GHG Emissions Data

溫室氣體排放數據

GHG emissions from the Group's operation

集團業務的溫室氣體排放量

			For the year ended 30th June, 2018 截至二零一八年 六月三十日止年度	For the year ended 30th June, 2017 截至二零一七年 六月三十日止年度
	Unit 單位			
Scope 1 範疇一	Direct GHG emissions 直接溫室 氣體排放量	tonnes CO ₂ equivalent 公噸二氧化碳對等值	36.19	34.23
Scope 2 範疇二	Indirect GHG emissions 間接溫室 氣體排放量	tonnes CO ₂ equivalent 公噸二氧化碳對等值	10,404.31	10,132.53
Scope 3 範疇三	Other indirect GHG emissions 其他間接溫室 氣體排放量	tonnes CO ₂ equivalent 公噸二氧化碳對等值	95.29	181.36
Total GHG Emissions 溫室氣體總排放量		tonnes CO ₂ equivalent 公噸二氧化碳對等值	10,535.79	10,348.12
GHG emissions intensity 溫室氣體排放強度		tonnes CO ₂ equivalent/room night 公噸二氧化碳對等值/ 每晚住客	0.02	0.02

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

ENVIRONMENTAL

(Continued)

環境 (續)

Emissions (Continued)

排放 (續)

Waste Reduction and Recycling

減少和回收廢物

Through the '4-R Principles – Reduce, Reuse, Replace and Recycle', the Group strives to achieve the target of reducing the amount of waste disposed to the landfills. Plastic bottles, paper, cooking oil and remained amenities are the examples of the Group's recycling programme.

The Group is one of the pioneer hospitality groups in Hong Kong to collaborate with Eco-Greenery in the first large scale coffee grounds recycling programme Zero Grounds Coffee Campaign. The campaign aims to promote circular economy through making the best use of the discarded coffee grounds. Coffee grounds have a wide range of usage including the production of upcycling products, such as soap and fertilizers. To introduce food waste recycling into the public's daily lives, a coffee grounds soap making workshop was hosted for the Group's hotel staff so as to promote circular economy and allow them to gain deeper understanding on the rational initiative.

The Group has pledged to achieve a 50% reduction in the consumption of single-use plastics by 2022 from 2017 level. Since June 2018, the Group banned the use of plastic straws and stirring rods and provides eco-friendly alternatives upon customers' request at all the food and beverages outlets operated by the Group. By taking action in banning plastic straws and stirring rods, the Group hopes that the important message about sustainability can be spread and its guests can join the global effort in constructing a greener community.

In response to the Mainland China's tightened requirements for recyclables import, the Environmental Protection Department has launched a new round of clean recycling publicity campaign, which focuses on educating the public to put clean recyclables, including three types of waste paper and two types of waste plastic containers, into residential, workplace or roadside recycling facilities. The Group has been a long-time supporter in raising the awareness of environmental management of its employees. Therefore, a clean recycling training workshop was hosted to consolidate the knowledge of the Group's employees on the practices of clean recycling and to ensure that the staff fully understand the requirements of new environmental regulations.

秉承「環保四法—減少使用，物盡其用，替代使用及循環再用」，集團致力減少運送到堆填區的廢物數量。集團廢物回收計劃的對象包括膠樽、廢紙、廢棄食油及剩餘日用品等。

集團與綠行俠合作，推行首個大型「全城咖啡渣回收運動」，為香港酒店業界的先驅者之一。是次活動旨在透過善用廢棄咖啡渣推廣循環經濟。咖啡渣用途廣泛，包括製作香皂及肥料等升級再造物品。為將廚餘回收融入大眾日常生活，集團為酒店員工組織咖啡渣手工皂工作坊，推廣循環經濟，讓員工更深入了解活動初衷。

集團已承諾於二零二二年或以前，將單次使用即棄塑膠量從二零一七年的水平減少50%。自二零一八年六月起，集團停止於旗下經營的所有餐飲商店派發塑膠飲管及攪拌棒，並按顧客要求提供環保替代品。集團希望透過停用塑膠飲管及攪拌棒宣揚可持續發展的重要訊息，讓顧客與全球共同努力，建設更綠色的社區。

為配合中國內地收緊進口回收物料的要求，環境保護署推出新一輪的乾淨回收宣傳運動，重點教育普羅市民把乾淨的「三紙兩膠」集中放置在家居、工作地點或路邊回收設施。集團長期以來一直致力提高員工的環境管理意識，因此舉辦了乾淨回收培訓工作坊，以加強集團員工在乾淨回收操作方面的知識，並確保員工全面了解新的環保條例規定。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

ENVIRONMENTAL

(Continued)

環境 (續)

Emissions (Continued)

排放 (續)

Waste Disposal Data

廢物棄置數據

Waste Produced from the Group's operation

集團業務的廢物產生量

		Unit 單位	For the year ended 30th June, 2018 截至二零一八年 六月三十日止年度	For the year ended 30th June, 2017 截至二零一七年 六月三十日止年度
Hazardous waste 有害廢物	Disposal 棄置量	kg 公斤	191	172.81
	Intensity 強度	kg/room night 公斤/每晚住客	0.00044	0.00039
Non-hazardous waste 無害廢物	Disposal 棄置量	tonnes 公噸	1,530	1,564
	Intensity 強度	kg/room night 公斤/每晚住客	3.54	3.59

Recycled Materials Data

物料回收數據

Recycled Materials from the Group's operation

集團業務的物料回收量

		Unit 單位	For the year ended 30th June, 2018 截至二零一八年 六月三十日止年度	For the year ended 30th June, 2017 截至二零一七年 六月三十日止年度
Plastic Bottles 膠樽		kg 公斤	717	758
Glass Bottles 玻璃樽		kg 公斤	6,063	5,459
Paper 廢紙		tonnes 公噸	51	55
Aluminum Cans 鋁罐		kg 公斤	112	117
Remained Amenities 剩餘日用品		kg 公斤	200	78
Used Cooking Oil 廢棄食油		litres 公升	9,036	9,118
Used Cartridges 舊墨盒		pieces 個	148	56

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

ENVIRONMENTAL

(Continued)

環境 (續)

Emissions (Continued)

排放 (續)

Food Waste Management

管理廚餘

The Group undertakes to continue its dedication to food waste reduction by supporting the HKSAR Government's food waste reduction programmes and bringing innovative inspirations to the hospitality industry. Since 2013, the Group has established a food waste management task force team to oversee food waste reduction. The task force team, which is led by chefs, stewards, hygiene manager and sustainability manager, performs regular review on the effectiveness of the food production, processing and final disposal procedures in the hotels. The Group has been a partner with the Food Wise Hong Kong Campaign of the HKSAR Government since 2013. Food Wise signs are available in its hotels' buffet lines to promote the culture of eating wisely. Statistics on food waste disposal and recycling are gathered and analyzed on a monthly basis, so as to evaluate the effectiveness and practicality of its hotels' food waste management.

For the year ended 30th June, 2018, 72,420 kg (2017: 73,068 kg) of food waste was collected for recycling and converted into animal feed, representing a reduction by 48% compared to 2014 level (139,320 kg).

集團承諾繼續努力減少廚餘，支持香港特別行政區政府的廚餘消滅活動，並為酒店業界引入創新意念。集團自二零一三年起成立廚餘管理專責小組，由廚師、管事員、衛生經理及可持續發展經理攜手帶領，定期檢討酒店食品製作、處理以至最終棄置工序之成效，以監督減少廚餘。集團自二零一三年起一直參與香港特別行政區政府的「惜食香港」運動，於餐桌上擺放提示牌推廣珍惜食物文化。集團每月都會收集及分析廚餘棄置和回收的統計資料，以評估酒店廚餘管理工作成效及實踐情況。

截至二零一八年六月三十日止年度，集團收集了72,420公斤（二零一七年：73,068公斤）廚餘並製成動物飼料，較二零一四年（139,320公斤）的水平減少了48%。

Use of Resources

資源使用

The Group actively pursues for effective water management to consume water responsibly in order to minimize the water consumption throughout its operation. To this end, the Group has established various environmental initiatives from installing water saving devices to adopting water reduction practices. The key water saving measures include:

- encouraging hotel guests to engage in the linen and towel reuse programme;
- promoting an awareness of water conservation among housekeeping and kitchen staff;
- introducing jet sprays for dish washing;
- ensuring an operation of fully loaded dish washers and washing machines; and
- regular inspection on its hotels' water facilities to ensure no water leakage.

The total water consumption of the Group's hotels is registered at least once a month to monitor the water usage.

集團積極追求高效的用水管理，以負責任的態度使用水資源，務求將日常營運的用水量減至最低。據此，集團設有多項環保倡議，如安裝節水裝置及採取節水措施，主要包括：

- 鼓勵酒店住客參與床單和毛巾重用計劃；
- 提高房務部和廚房工作人員的節水意識；
- 採用水流噴射清洗餐具；
- 確保洗碗機及洗衣機每次均滿載才操作；及
- 定期檢查酒店用水設施，以防食水滲漏。

集團最少每月紀錄一次酒店的總用水量，以監察用水情況。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

ENVIRONMENTAL

(Continued)

環境 (續)

Use of Resources

(Continued)

資源使用 (續)

The Group also undertakes to involve and participate in the Energy Saving Charter 2017 organized by the Environment Bureau.

此外，集團承諾參與由環境局舉辦的「節能約章2017」。

Energy and Water

Consumption Data

能源及水資源耗用數據

Energy and Water Consumption from the Group's operation

集團業務的能源及水資源耗用量

		Unit 單位	For the year ended 30th June, 2018 截至二零一八年 六月三十日止年度	For the year ended 30th June, 2017 截至二零一七年 六月三十日止年度
Electricity 電力	Consumption 用量	kWh 千瓦時	15,466,854	14,935,844
	Intensity 強度	kWh/room night 千瓦時/每晚住客	35.81	34.27
Fuel – Towngas 燃料 – 煤氣	Consumption 用量	MJ 兆焦耳	6,351,216	6,363,310
	Intensity 強度	MJ/room night 兆焦耳/每晚住客	14.7	14.6
Water 水	Consumption 用量	m ³ 立方米	236,741	227,836
	Intensity 強度	m ³ /room night 立方米/每晚住客	0.55	0.52

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

ENVIRONMENTAL

(Continued)

環境 (續)

Use of Resources

(Continued)

資源使用 (續)

Use of Packaging Materials

使用包裝物料

The Group also established guidelines on festive packaging design to engage suppliers to use less packaging materials and explore alternative eco-friendly materials to replace conventional packaging. According to the guidelines, suppliers are obligated to adopt the following guiding principles for festive packaging design:

(i) Design of the Packaging

- simple packaging – excessive packaging is not recommended and packaging should be available for recycling with the fundamental principle of protecting the gift from damage;
- reusable design concept – the reuse of packaging materials should be promoted through careful design of the packaging and its material; and
- gift-packaging integration – when possible, the packaging should be incorporated as a part of the gift so as to raise their utilization and minimize waste generation.

(ii) Choice of Packaging Materials

- encouraging the use of single packaging material;
- recommending recyclable packaging materials, especially for those containing recycled constituents (such as recycled paper) or environmentally certified products (such as FSC paper) and minimizing the use of non environmental-friendly materials with low recyclable values (such as PVC plastic or plastic foam); and
- encouraging the use of eco-friendly or fully biodegradable packaging materials (such as using biodegradable transparent gift wrapping film).

For the year ended 30th June, 2018, 3.58 tonnes of material were used for festive packaging.

此外，集團制定了節日包裝設計指引，鼓勵供應商減少使用包裝物料，並探索使用替代環保物料取代傳統包裝。根據指引，供應商須採用下列節日包裝設計原則：

(i) 包裝設計

- 簡約包裝 – 並不建議過度包裝，包裝物料須可回收，並同時以保護禮品為原則；
- 重用設計概念 – 透過精心設計包裝及使用物料，推廣重用包裝物料；及
- 禮品與包裝整合一體 – 包裝應盡可能設計為禮品的一部分，以提升使用率及減少廢物產生。

(ii) 包裝物料的選用

- 鼓勵使用單一包裝物料；
- 建議選用可回收的包裝物料，特別是含回收物料成份（如再造紙）或獲環保認證的產品（如FSC紙），並減少使用不環保及低回收效益的物料（如聚氯乙烯塑膠物料或發泡膠）；及
- 鼓勵選用環保或可完全生物降解的包裝物料（如可生物降解的透明包裝紙）。

截至二零一八年六月三十日止年度，集團使用了3.58公噸物料作節日包裝。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

ENVIRONMENTAL

(Continued)

環境 (續)

The Environment and Natural Resources

環境及天然資源

Sustainable Seafood

可持續海鮮

In support of sustainable seafood and full commitment on marine conservation, the Group has followed the 'Sustainable Seafood Guide' issued by the World Wildlife Fund and Marine Stewardship Council to purchase seafood that is sustainability-labeled and certified. The Group has also ceased serving shark's fin at all of its restaurants and banquets since 2012 to ensure that the Group provides food that is not only in the best quality but environmentally sound.

The Company is not aware of any material non-compliance with relevant laws and regulations relating to air and GHG emissions, discharge into water and land, and generation of hazardous and non-hazardous waste that have a significant impact on the Group for the year ended 30th June, 2018.

為支持可持續海鮮及全力投入海洋生物保育，本集團已遵循由世界自然基金會及海洋管理委員會發布的《可持續海鮮選擇指引》，採購具有環保標籤及認證的海鮮。自二零一二年
起，集團所有餐廳及筵席亦已停止供應魚翅菜式，確保集團提供的食物既優質又環保。

截至二零一八年六月三十日止年度，本公司在空氣及溫室氣體排放、水源及土地排污，以及有害和無害廢物之產生方面，並不知悉任何對集團有重大影響的嚴重違反相關法律及規例的情況。

SOCIAL

社會

Employment and Labour Practices

僱傭及勞工常規

Hospitality industry is both labour and capital intensive. It relies on people to deliver quality service and maintain the facilities in good condition. A team of engaged and well-trained staff is the key contributing factor to building customer loyalty and making the hotels of the Group the preferred choice for its customers.

As a responsible employer, the Group is committed to providing a fair workplace through promoting non-discrimination and diversity to staff, together with competitive remunerations and benefits based on skill, knowledge, responsibilities and involvement in the Group's affairs, as well as opportunities for career development based on merits and performances. With a special emphasis on assuring comprehensive welfares and safeguards for its employees, the remuneration is reviewed annually to reflect employees' performance, experiences and market condition.

酒店業是勞工及資本密集的行業，需要依賴員工為顧客提供優質服務和維持酒店設施於良好狀況。充滿熱誠及受過專業培訓的員工團隊，是得到顧客的長期支持及使集團旗下酒店成為顧客首選之關鍵因素。

作為負責任的僱主，本集團提倡共融及多元文化背景，致力為員工提供公平的工作環境，基於員工的技能、知識、職責及對集團事務的參與程度提供具競爭力的薪酬待遇，並按照員工的表現提供晉升機會。集團對確保員工享有全面的福利及保障特別重視，每年按照員工的工作表現、經驗和市場狀況調整薪酬。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

SOCIAL

(Continued)

社會 (續)

Employment and Labour Practices (Continued)

僱傭及勞工常規 (續)

The Group is devoted to provide equal employment opportunities in relation to all human resources matters including recruitment, training, promotion, transfer, remuneration, etc. regardless of gender, disability, family status, marital status, pregnancy, race, religion, age, national origin, sexual orientation, and employees enjoy the same benefits regardless of their backgrounds. The Group enforces zero tolerance on differential treatment and harassment on grounds of race, disability, sex and family status whereas discrimination, harassment and vilification on the ground of sexual orientation will not be tolerated in the workplace.

The Group's effort in supporting employees' personal development and professional training allows it to attract the right talents that match closely with its operation needs. Its staff handbook outlines a comprehensive framework together with detailed human resources management policies, and also provides information and guidelines to its staff in the areas of working conditions, benefits and remunerations, training and development as well as health and safety. The Group regularly reviews its staff handbook to dovetail with new legal and regulatory requirements so as to offer a supportive and equal workplace for its employees.

The Group also aims to serve the workplace as a platform for employees' enjoyment as well as career development. Therefore, the Group offers various leisure and sports activities including birthday celebrations, sporting competitions and handcraft workshops to light up the office workplace and tighten the bonding among employees. The Group believes that a harmonious working environment and healthy lifestyle can facilitate work-life balance for its employees. A five-day week policy has been adopted since June 2016 for the Group's office staff.

To continue the Group's efforts to promote social integration, the Group collaborates with Hong Chi Association, SILENCE and The Hong Kong Society for Rehabilitation and provides training opportunities and skills sharing workshops for physical impairment members in the society.

集團竭力在所有有關人力資源的事務上，包括招聘、培訓、晉升、調職、薪酬等方面，不論員工的性別、殘疾、家庭崗位、婚姻狀況、懷孕、種族、宗教、年齡、國籍及性傾向，均提供平等就業機會，而不同背景的員工亦享有同等待遇。集團對基於種族、殘疾、性別及家庭崗位而產生的歧視及騷擾採取零容忍的態度，並且絕不容許工作場所出現基於性傾向的歧視、騷擾及中傷。

集團全力支持員工個人發展及專業培訓，藉此吸納合乎營運需求的相關專才。集團的《僱員手冊》包含了完善的框架及詳細的人力資源管理政策，為員工在工作環境、薪酬待遇、培訓和發展，以及健康和安全等方面提供資訊和指引。集團因應新頒布的法例要求定期檢討《僱員手冊》，以為員工締造一個具支援及公正的工作環境。

集團亦希望員工除了於職場發展事業外，亦能找到箇中樂趣，因此舉辦了各種消閒體育活動，包括生日慶祝、運動比賽和手工藝工作坊，為辦公室注入活力，加強員工聯繫。集團相信，和諧的工作環境及健康的生活方式能夠促進員工工作與生活之間的平衡。集團自二零一六年六月起實施辦公室員工五天工作周。

集團與匡智會、龍耳及香港復康會合作，為社會上的傷健人士提供培訓機會及技能分享工作坊，延續集團於推廣傷健共融方面的努力。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

SOCIAL

(Continued)

社會 (續)

Employment and Labour Practices (Continued)

僱傭及勞工常規 (續)

Various transparent communication channels are in place across the Group's business units to ensure effective dialogue between employees and management. Regular staff meetings, staff communication sessions, department sharing sessions and staff suggestion award scheme are hosted for the employees to express their thoughts and opinions so as to enhance interconnections among departments and foster a strong sense of belonging for employees. Moreover, the Group also conducts annual employee experience survey to gather comments from employees and the comments are reviewed by the senior management to ensure they are followed up effectively.

For the year ended 30th June, 2018, the Company is not aware of any material non-compliance with laws and regulations relating to employment and labour practices that have a significant impact on the Group.

集團所有業務單位皆設有各種透明的溝通渠道，確保員工與管理層之間有效對話。集團定期舉行員工會議、員工交流會、部門分享會和員工建議獎勵計劃，讓員工發表意見，加強部門之間的互動，培養員工的強烈歸屬感。此外，集團高級管理層亦會檢討員工於年度「員工體驗調查」提出的意見，確保意見得到有效跟進。

截至二零一八年六月三十日止年度，本公司在僱傭和勞工常規方面，並不知悉任何對集團有重大影響的嚴重違反相關法律及規例的情況。

Health and Safety 健康及安全

Employees' occupational health and safety is an indispensable part of the Group as it recognizes human asset as the cornerstone of a successful organization. In its Occupational Safety and Health ("OSH") Policy Statement, the Group summarizes the practicable principles and reasonable practices at work and covenants to:

- provide and maintain the training, machineries and facilities, material applications, environments, methods and systems at work up to the highest safety and health standards, preventing occupational injuries and diseases;
- assign competent and skilled staff and contractors to handle works with critical hazards or impacts related to OSH;
- promote the safety culture through various communication channels such as safety campaigns, discussion and sharing sessions; and
- require contractors or sub-contractors of its projects to assist in the implementation of policies, procedures and practices related to OSH at work.

集團深明人力資產是企業成功的基石，視員工的職業健康及安全為集團不可或缺的一部分。集團在《職業安全及健康政策》中闡述了於工作中實踐職業安全及健康（「職安健」）的合理原則和常規，承諾：

- 確保員工接受職業安全培訓，提醒員工經常清理及維修各項儀器和設備，確保物料的應用、工作環境以至有關制度等均達安全水平，從而預防職業性受傷及疾病；
- 委派富經驗及相關技能的員工及承辦商處理各項高危類別的工作；
- 透過不同溝通渠道，如安全競賽、討論及分享環節，推廣職安健文化；及
- 要求集團項目的承辦商或分判商協助履行與職安健相關的政策、程序和措施。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

SOCIAL

(Continued)

社會 (續)

Health and Safety

(Continued)

健康及安全 (續)

In order to promote good staff habits to pursue safety standards and enhance employees' safety awareness, the Group hosts regular safety training workshops to provide impetus for the staff to gain a deeper understanding of personal health and safety issues. The Group has also set up an internal risk and safety team, which consists of representatives from various departments including hygiene, engineering and security to promote and advocate a safe working environment for achieving 'zero accident' status.

To ensure the applicability and responsiveness of the OSH measures, the Group also reviews the performance of the measures on a regular basis so that their effectiveness and reliability can be maintained. OSH measures include conducting daily inspections, formulating emergency response plans, conducting risk assessment and refining its accident investigation mechanism so as to ensure legal compliance and minimize risks associated with OSH.

For the year ended 30th June, 2018, the Company is not aware of any material non-compliance with laws and regulations relating to OSH that have a significant impact on the Group.

集團定期舉行安全培訓工作坊，鼓勵員工更深入了解個人健康和 safety 議題，促進員工培養追求安全標準的良好習慣及提高安全意識。集團亦成立了內部風險及安全小組，由衛生、工程和安全等各個部門的代表組成，推廣安全的工作環境，達到「零意外」的目標。

為確保集團的職安健措施適切有效，集團定期檢討有關表現，以維持有效可靠，當中包括進行日常檢查、制定應急計劃、進行風險評估和完善意外調查機制，以確保符合法例要求，將職安健相關風險減至最低。

截至二零一八年六月三十日止年度，本公司在職安健方面，並不知悉任何對集團有重大影響的嚴重違反相關法律及規例的情況。

Development and Training

發展及培訓

The Group encourages lifelong learning at all employee levels as the contributions of its employees are critical to its success. Training programmes are constantly updated and their contents are reviewed and improved based on the feedback from staff and management. During the reporting year, the Group organized various training programmes, including soft skills training, on-job practical training, language classes and experience sharing sessions. The programmes aim to equip the Group's employees with the right skillsets to reach their potential, and to become more efficient and prepared to deliver the best qualified services to customers.

The Group continues to host the training programme, namely LEAD Programme, to develop talents with leadership potential from supervisory to manager level. The programme covers four main aspects of training for the participating employees enhancing their skills on the management of self, team and work, and also the provision of management support such as presentation skills, seminars and English language training. Through the LEAD Programme, the participants can further develop their management skills and pave the way to become professional team leaders. It also enables the participants to have mutual growth with the Group through achieving continuous lifelong learning.

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

SOCIAL

(Continued)

社會 (續)

Development and Training

(Continued)

發展及培訓 (續)

員工熱誠貢獻，企業方得成功。集團鼓勵全體員工終身學習，不斷增加培訓計劃，並根據員工及管理層意見檢討改善培訓計劃內容。於報告年內，集團組織軟性技能培訓、在職實踐培訓、語言課程和經驗分享會等多元化的培訓計劃，旨在培養集團員工的出色才幹以發揮潛力、提高效率，為向客戶提供最優質的服務作好準備。

集團繼續為主管至經理級別的同事舉辦培訓計劃「LEAD」，培養具有領導潛質的優秀人才。該計劃涵蓋四大培訓範疇，旨在提升參與員工於自我、團隊和工作的管理能力，同時提供報告技巧、研討會及英文培訓等管理支援。參與員工可藉著「LEAD」計劃進一步發展其管理技能，邁步成為專業的團隊領袖，並透過持續終身學習，與集團一同成長。

Labour Standards – Anti-child and Forced Labour

勞工準則 – 反童工及強制勞工

The Group adopts a policy of zero tolerance on child labour and forced labour across its operation, and strictly complies with the applicable labour laws in the employment procedures. Apart from applying the standards with consistency in the Group, the Group goes a step further to assess and oversee the code of conduct of its suppliers in accordance with the 'Policies and Procedures for Group Approved Contractors/Suppliers List' including their social and ethical standards. The Group is dedicated to minimize the risks associated with its supply chain and ensure that its suppliers are not engaged in inappropriate labour practices.

For the year ended 30th June, 2018, the Company is not aware of any non-compliance with relevant laws and regulations relating to preventing child or forced labour that have a significant impact on the Group.

本集團對僱用童工及強制勞工採取零容忍政策，在招聘過程中嚴格遵守適用的勞工法例。除了實施集團一貫標準外，集團更進一步按照《集團認可承辦商/供應商的相關政策及程序指引》評核和監督供應商的操守紀律，包括他們的社會和道德標準。集團致力將供應鏈中的相關風險減至最低，確保供應商並沒有涉及不當的勞資措施。

截至二零一八年六月三十日止年度，本公司在防止童工或強制勞工方面，並不知悉任何對集團有重大影響的違反相關法律及規例的情況。

Supply Chain Management

供應鏈管理

The Group proactively collaborates with its business partners to provide quality sustainable products and services to its hotels' customers. It is the Group's aspiration to work with its business partners in order to further promote its green practices and achieve more sustainable consumption and production in the supply chain. To ensure a high quality standard on all suppliers and contractors, the Group has established the 'Policies and Procedures for Group Approved Contractors/Suppliers List' and included other corresponding and supplementary requirements in its standard tender documents. These requirements cover regulatory compliance, labour practices, anti-corruption, environmental measures, green procurement, OSH and other business ethics. The policies allow the Group to manage and oversee the ethical practices of its business partners. New suppliers and contractors are required to submit an application with supporting documents and go through a comprehensive assessment process. Suitable contractors/suppliers will be placed under the 'Approved Contractors/Suppliers List' after a thorough assessment. The Group also has standard approach and criteria to assess the performance of suppliers and contractors. For instance, auditors from various departments will conduct factory audit and due diligence on the approved suppliers/contractors to review and assess their performance. Spot checks will be conducted on a regular basis to ensure full compliance of law and requirements by the suppliers and contractors.

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

SOCIAL (Continued) 社會 (續)

Supply Chain Management (Continued) 供應鏈管理 (續)

本集團積極與其業務夥伴合作，為酒店顧客提供優質可持續的產品及服務。集團矢志與業務夥伴合作，進一步推廣環保措施，讓供應鏈邁向更可持續的消費和生產模式。為確保所有供應商和承辦商均保持高質量標準，集團已制定《集團認可承辦商/供應商的相關政策及程序指引》，並在標準招標文件中列入其他相關及額外要求，其中包括遵守法規、勞資措施、反貪污、環保措施、綠色採購、職安健及其他商業道德要求。有關政策使集團得以管理及監督業務夥伴的道德行為。新的供應商和承辦商必須提交申請，並附上證明文件及通過嚴格的審核程序。經全面評估後，合適的承辦商/供應商將會被列入《認可承辦商/供應商名單》。集團亦制定了評估供應商和承辦商表現之劃一方法及標準，例如各部門的審核員會對認可供應商/承辦商作工場實地視察及盡職調查，以評估其表現，亦會定期安排突擊巡查，確保供應商和承辦商全面遵守法律和其他要求。

Green Procurement Practices 綠色採購措施

It is the Group's intention to integrate environmental considerations into sustainable consumption and production in its supply chain. In 2014, the Group established 'Green Purchasing Guidelines' with the aim of engaging its business partners (contractors and suppliers) to review and assess the environmental impact of their products' life cycle as well as adopting environmental-friendly practices such as offering products with greater durability and greater energy efficiency.

According to the 'Green Purchasing Guidelines', all purchasing units are encouraged to take into consideration the following principles before making a purchase:

- evaluating on the necessity of the product or service to avoid unnecessary consumption and manage demand;
- placing the '4-R Principles – Reduce, Reuse, Replace and Recycle' ahead of the purchase of a replacement product;
- assessing the environmental parameters (emissions, pollutants, energy and water) associated with all stages of the product life cycle, such as manufacturing and disposal;
- avoiding purchasing products comprising hazardous material content;
- considering the end-of-life options, including the reuse, repair, recycling and disposal options; and
- considering the purchase of biodegradable plastic products, such as garbage bags, packaging containers and cutleries.

集團銳意將環保因素融入供應鏈的可持續消費和生產模式，於二零一四年制定《綠色採購指引》，鼓勵業務夥伴(承辦商和供應商)檢視及評估其產品的生命周期對環境的影響，並採用環保的設計和物料，如更耐用和具更高能源效益的產品。

集團鼓勵所有採購單位根據《綠色採購指引》，於採購前考慮以下原則：

- 評估是否需要該產品或服務，避免不必要的消耗及管理需求；
- 於購買需要替換的產品時先考慮「環保四法－減少使用，物盡其用，替代使用及循環再用」；
- 評估產品生命周期所有階段，如生產及棄置的相關環境參數，包括排放、污染物、能源和用水；
- 避免採購含有害物質的產品；
- 多考慮產品生命周期完結後的處置途徑，包括物盡其用、維修使用、循環再用和棄置等；及
- 考慮採購可生物降解塑膠製品，例如垃圾袋、包裝容器和餐具。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

SOCIAL

(Continued)

社會 (續)

Product Responsibility

產品責任

Customer Engagement

與顧客溝通

The Group puts all efforts on proactively enhancing customer satisfaction and promoting a culture of 'Customer First' and 'Quality Excellence' within the Group. By establishing open communication channels such as daily communication, comments posted online, courtesy calls, online guest electronic surveys, mystery shopper programmes and social media sites, the Group is dedicated to understand the needs of its customers and to continuously evaluate its service quality based on the feedbacks from communication channels. The Group has its Customer Satisfaction and Complaints Handling System and established standards to deal with complaints from the customers so that the Group can address customers' concerns and needs in a timely and professional manner, turning its customers' concerns into learning opportunities for the Group's continuous development.

The Group strictly follows regulatory requirements, industry guidelines and internal procedures to improve customer health and safety, promote responsible marketing and ensure information security of its customers.

To extend the Group's commitment to promote better indoor air quality for the customers, City Garden Hotel and The Royal Pacific Hotel & Towers are two of the pioneer hotels in Hong Kong to go 100% smoke-free. Smoking is prohibited in all the guest rooms, restaurants, common areas and all enclosed facilities. These measures help to provide a health-conscious and smoke sensitive environment for the global travellers, and guarantee the guests to stay out from both the second and lingering third-hand smoke.

本集團矢志積極提高顧客滿意度，並提倡「顧客至上」及「卓越品質」的文化。通過建立開放的溝通渠道，包括日常溝通、網上留言、電話通話、網上顧客電子調查、神秘顧客計劃和社交媒體，集團致力了解顧客的需要，並根據相關回饋持續評估服務質素。集團設有客戶滿意度及投訴處理系統以及既定標準處理顧客的投訴，以適時專業的方式處理顧客的問題及要求，並引以為鑑不斷改進。

集團嚴格遵守法例要求、行業守則和內部程序，以提升顧客的健康與安全、推廣良心營銷和確保顧客的資料安全。

為向顧客提供更佳的室內空氣質素，集團再下一城，於城市花園酒店及皇家太平洋酒店推行全面禁煙，為香港的其中兩間先驅酒店。所有客房、餐廳、公共地方和室內設施一律禁止吸煙。有關措施有助為全部旅客提供一個健康和無煙的環境，確保免受二手煙及游離三手煙的影響。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

SOCIAL

(Continued)

社會 (續)

Product Responsibility

(Continued)

產品責任 (續)

Customer Engagement

(Continued)

與顧客溝通 (續)

To promote social integration and inclusion, the Group is dedicated to cultivate a barrier-free environment and culture at the hotels. The Group is one of the pioneering groups in the hospitality industry to introduce Braille menus for the visually impaired individuals at its hotels' restaurants and support guide dog services. To ensure that its hotels colleagues are capable of catering the needs of customers, the hotels colleagues are required to attend regular guide dog training sessions to attain the required skillsets. In recognition of the Group's effort in advocating social inclusion, The Royal Pacific Hotel & Towers and City Garden Hotel have been honoured to be selected as Barrier-Free Hotels by Hong Kong Council of Social Service since 2013.

集團致力於酒店建立無障礙環境和文化，推廣傷健共融。集團是首批在旗下酒店餐廳為視障人士提供點字餐牌及支持導盲犬服務的酒店集團。為確保酒店員工能照顧顧客的需要，員工須定期參加導盲犬訓練員課程以學習所需知識。為表彰集團在支持傷健共融方面的努力，皇家太平洋酒店及城市花園酒店自二零一三年起獲香港社會服務聯會嘉許為「無障礙友善酒店」。

Protecting Personal Data Privacy and Intellectual Property

保護個人資料私隱及 知識產權

The Group has put in place its 'Internet Privacy Policy' as it understands that it is of paramount importance to safeguard customers' data privacy and handle customers' personal data carefully. The purpose of collecting personal information of the customers on the hotels' website, type of personal information to be collected, the third parties with whom the Group might share such information, and the ways the customers can access or correct the personal information they have provided, are all pinned down in the Group's 'Internet Privacy Policy'. Furthermore, all employees are required to keep abreast of and fully comply with the Personal Data (Privacy) Ordinance at all time when handling customers' personal data.

For the year ended 30th June, 2018, the Company is not aware of any material non-compliance with relevant laws and regulations relating to health and safety, advertising, labeling and privacy matters related to products and services provided and methods of redress that have a significant impact on the Group.

集團深明保障客戶資料私隱及謹慎處理客戶個人資料至關重要，已設立《互聯網私隱政策》，說明在酒店網站上收集客戶個人資料的目的、種類、可能與集團共用該等資料的第三方，以及客戶查閱或更改已提供的個人資料之方法。此外，所有員工於處理客戶的個人資料時須時刻了解《個人資料(私隱)條例》的最新修訂，並全面遵守相關規定。

截至二零一八年六月三十日止年度，本公司在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等方面，並不知悉任何對集團有重大影響的嚴重違反相關法律及規例的情況。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

SOCIAL

(Continued)

社會 (續)

Anti-corruption

反貪污

The success of a company relies on a strong ethical foundation and staff integrity. The Group prohibits, among others, bribery and corruption. Employees are required to conduct themselves with integrity, in an ethical and proper manner, and in compliance with the applicable laws and regulations of the countries in which the Group operates, including anti-bribery laws.

The employees of the Group are required to comply with the 'Code of Conduct' of the Group, which includes, inter alia, policies, rules, guidelines and procedures relating to prevention of bribery, solicitation and acceptance of advantages, conflict of interest, falsifying documents or furnishing false accounting records, and acceptance of gifts and entertainment from third parties.

A confidential and secure mechanism, namely the Business Ethics Committee comprising management staff, is put in place through the introduction of the 'Unethical Conduct Notification Policy and Procedures' ("UCN Policy and Procedures"). The mechanism strives to protect employees against unethical conducts such as dishonesty, fraud or harassment, while assisting the Group in achieving its business commitments and upholding corporation integrity. The Group encourages employees to raise and report any concerns, in confidence, about misconduct, malpractice or irregularities in any matters related to the Group. In situation where an employee identifies any possible breach of the 'Code of Conduct' or misconducts, he can report to the Business Ethics Committee or the Risk and Control Committee through formal whistle-blowing procedures under the 'UCN Policy and Procedures'. The confidentiality of all reporting persons is strictly protected and every reasonable effort will be made to maintain the confidentiality to ensure that no retaliation will result for reports or complaints on reportable misconduct made in good faith. The mechanism will be followed by careful investigation procedures to ensure all complaints are treated promptly and fairly. The 'UCN Policy and Procedures' undergoes regular monitoring and review to assess its effectiveness. Furthermore, relevant trainings for the 'UCN Policy and Procedures' are also conducted from time to time for staff.

企業的成功全賴鞏固的道德基礎和員工的誠信可靠。本集團禁止在工作和商業往來中出現任何貪污賄賂行為。員工必須以誠信、合乎道德規範的商業操守執行職務，並遵守集團業務所在國家所適用的法律和規例，包括防止賄賂法。

集團員工必須遵守《紀律守則》，包括與防止賄賂、索取及收受利益、利益衝突、造假帳或提供虛假會計文件、接受第三方之饋贈和款待等相關政策、規則、指引及程序。

透過實施《不道德行為舉報政策及程序》，本公司成立了由管理層組成的商業操守委員會。此乃機密及可靠的舉報機制，致力防止任何有違操守的行為，例如欺騙、詐騙或騷擾，以保障員工利益，並協助集團實踐其商業承諾及維持企業誠信。集團鼓勵員工就集團內的任何不當、失職或不尋常行為作出舉報。員工倘發現任何可能有違《紀律守則》或不當行為，可以透過《不道德行為舉報政策及程序》中的正式舉報程序，向商業操守委員會或風險及監控委員會報告。所有告密者的身份會絕對保密，集團將在合理範圍內竭力保護告密者的身份，確保出於誠實的舉報者不會受到報復，並會遵守嚴格的調查程序，確保所有投訴均得到迅速公正的對待。集團定期監察及檢討《不道德行為舉報政策及程序》，以作評估，亦會不時為員工提供相關培訓。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

SOCIAL

(Continued)

社會 (續)

Anti-corruption (Continued)

反貪污 (續)

For the year ended 30th June, 2018, the Company is not aware of any material non-compliance with relevant laws and regulations relating to bribery, extortion, fraud and money laundering that have a significant impact on the Group.

截至二零一八年六月三十日止年度，本公司在賄賂、勒索、欺詐及洗黑錢方面，並不知悉任何對集團有重大影響的嚴重違反相關法律及規例的情況。

Community Investment

社區投資

The Group has launched various programmes and initiatives on corporate social responsibility front with the aim to drive the Group's efforts in 'building a sustainable environment' and 'serving the community'. Certain initiatives in 'building a sustainable environment' has been highlighted in the above sections. Other initiatives relating to 'serving the community' are highlighted below.

The Group believes that spreading love with others through extending support to different types of targets, such as the elderly, the underprivileged and physical impaired, and participating in community services is essential to constructing a better society. Adhering to its sustainability policy, the Group fosters volunteering culture and community service by leveraging the hotels' resources and organizing a number of meaningful and sustainable community programmes for these targets.

本集團推出多項計劃及措施，積極履行企業社會責任，致力推動「建構可持續發展的環境」及「服務社區」。有關「建構可持續發展的環境」的若干計劃已於上文闡述，下文則概述「服務社區」的措施。

集團相信，透過為年長、基層及傷健人士等社群提供支援、傳遞愛心及參與社區服務，定能創建更美好的社區。集團秉承可持續發展政策，充分利用酒店資源，為各社群組織一系列饒富意思及可持續的社區計劃，孕育義工文化及社區服務。

Caring for the Elderly

關懷長者

Through the Hearty Soup Delivery Programme, which was organized in partnership with various community service centres, homemade soup prepared by the hotels chefs are delivered to the elderly people in need regularly. Ad-hoc soup deliveries are also arranged particularly during winter to bring warmth and festive joy to the elderly. Since the launch of the programme in 2011, over 40,600 elderly residents in need across different community districts in Hong Kong are served and over 300 soup delivery events have been organized. To further spread love and care to the elderly, the Group also hosts birthday celebrations in different community service centres so as to foster a caring and harmonious culture.

透過與多個社區服務中心合作舉辦「愛心暖湯行動」，集團定期為有需要的長者派送由酒店大廚精心炮製的愛心暖湯。冬季期間亦特別安排額外的暖湯送贈，為長者送上溫暖及節日歡樂。計劃自二零一一年開展至今，集團共服務了超過40,600名居住在香港不同社區的有需要長者，並舉辦了逾300次的「愛心暖湯行動」。為進一步傳遞愛心及關懷長者，集團亦於不同社區服務中心為長者舉辦生日慶祝活動，倡導關愛和諧的文化。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

SOCIAL

(Continued)

社會 (續)

Community Investment

(Continued)

社區投資 (續)

Caring for Underprivileged Families

關懷基層家庭

The Group has been a long-time supporter for the Food Donation Programme, which was launched since 2011 and in collaboration with various food-related charities such as the Foodlink Foundation and Food Angel. The programme aims to conduct food donation of well-prepared hotels' cooked food to the underprivileged families in the local community every week. The Group's volunteers also visited several community service centres and delivered hotels' food to the residents in need.

For the year ended 30th June, 2018, 1,665 kg of food were distributed to food charities, which is equivalent to 6,687 meal boxes.

During the Mid-Autumn Festival in 2017, the Group delivered the hotels' mooncakes and chef-made festive meals to the underprivileged elderly and families. In partnership with Christian Action, upcycling lantern workshop was also held at The Royal Pacific Hotel & Towers for the children from underprivileged families to show their talent and creativity.

作為「食物捐贈計劃」的長期支持者，集團自二零一一年起與膳心連和惜食堂等食物援助機構合作，每週向本地社區基層家庭派發酒店精心烹調的食物。集團義工亦到訪多家社區服務中心，向有需要居民送上酒店食物。

截至二零一八年六月三十日止年度，集團向食物援助機構捐贈了1,665公斤的食物，相等於6,687個營養飯餐。

集團於二零一七年中秋節期間向基層長者及家庭派送酒店月餅及酒店大廚準備的節日套餐，並與基督教勵行會合作，於皇家太平洋酒店為來自基層家庭的小朋友舉辦環保花燈工作坊，讓他們展示才能及創意。

Caring for the Underprivileged Women

關懷基層婦女

Since 2015, the Group has participated in Soap for Hope Programme to recycle soap bars discarded from its hotels whilst promoting local women empowerment in Hong Kong. Every month, the collected soap bars are sent to members of the Hong Kong Federation of Women's Centres for processing. The processed, eco-friendly soap bars are donated to the underprivileged families and women in Hong Kong and developing countries. This programme aims to provide job opportunities and empowerment to the underprivileged women in the society by helping them to instill and master new skills.

集團自二零一五年起參與「製皂希望計劃」，回收酒店的廢棄肥皂並同時促進香港本地婦女的權益。集團每月把收集到的肥皂送往香港婦女中心協會處理，製成環保肥皂，送予香港及發展中國家的基層家庭和婦女。計劃有助為基層婦女提供就業機會，並讓她們掌握新技能，自我增值。

Environmental, Social and Governance Report (Continued)

環境、社會及管治報告 (續)

SOCIAL

(Continued)

社會 (續)

Community Investment

(Continued)

社區投資 (續)

*Caring for the
Underprivileged Women
(Continued)*

關懷基層婦女 (續)

The Group further collaborates with Hong Kong Federation of Women's Centres and launched a new recycling programme, namely Linen for Life Programme to recycle hotels' guest rooms towels, bed linens and curtains. Through this programme, materials discarded by hotels are converted into new and useful items to support the underprivileged families.

集團與香港婦女中心協會進一步合作，推出一項新的回收利用計劃－「滿布幸福計劃」，以回收酒店客房的毛巾、床單及窗簾。集團透過該計劃，將酒店廢棄物料轉化為全新可用物品，為基層家庭提供援助。

*Caring for the Physical
Impairment Members*

關懷傷健人士

The Group redoubles its commitment in promoting social inclusion and integration by collaborating with Hong Chi Association to organize plastic bottles upcycling workshop. The workshop aims to provide training opportunities and share skills to the physical impairment students from Hong Chi Association, and offers a platform for the students to unleash their creativity and cascade the plastic recycling message.

集團傾力促進社會共融和諧，與匡智會合作舉辦膠樽升級再造工作坊，為傷健學員提供培訓機會及分享技能，讓他們發揮創意，並宣揚回收塑膠的理念。