



婚宴專門店
Wedding Banquet Specialist

PALACE BANQUET HOLDINGS LIMITED 首灃控股有限公司

(Incorporated in the Cayman Islands with limited liability)
(於開曼群島註冊成立的有限公司)
Stock code 股份代號 : 1703

Environmental, Social and Governance Report

2020 環境、社會及管治報告



Contents 目錄

ABOUT THE REPORT 2

關於本報告

OUR RESPONSE TO COVID-19 4

我們應對COVID-19的工作

OUR ESG MANAGEMENT AND STRATEGY 7

環境、社會及管治管理及策略

ENVIRONMENTAL PROTECTION 10

環境保護

EMPLOYMENT AND LABOUR PRACTICES 19

僱傭及勞工常規

OPERATING PRACTICES 27

經營常規

COMMUNITY INVESTMENT 31

社區投資

HKEX ESG GUIDE CONTENT INDEX 34

聯交所環境、社會及管治報告指引內容索引



1. ABOUT THE REPORT

Palace Banquet Holdings Limited and its subsidiaries (the “**Group**” or “**we**”) are pleased to present our Environmental, Social and Governance Report (the “**ESG Report**”). The report concerns environmental and social impacts, policies and initiatives of the Group to demonstrate our long-term commitment to ensuring our activities, at all levels, are economically, socially and environmentally sustainable to stakeholders. Additional information in relation to the Group’s corporate governance and financial performance can be referred to our annual report for the year ended 31 March 2020.

1.1. Scope and Reporting Boundary

The scope of the ESG Report covers the environmental and social performances of the principal operating activities of the Group, namely the business of offering Cantonese dining service and banquet service, including wedding banquet service in Hong Kong, spanning over the period from 1 April 2019 to 31 March 2020 (the “**Reporting Year**”). Part of the content may look back upon the performance of the Group in past years with a view to presenting the report in a more informative and comparable manner. The reporting boundary includes all operating entities in Hong Kong.

1.2. Reporting Guidelines

The “Environmental, Social and Governance Reporting Guide” (the “**ESG Reporting Guide**”) which is set out in Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (the “**HKEX**”) serves as the reporting guidelines of this report.

1.3. Reporting Principles

The reporting principles of this ESG Report are governed by “materiality” and “quantitative”. With respect to “materiality”, we ensure that ESG issues discussed in this report are sufficiently important and material to investors and stakeholders including clients, communities, employees, institutions, governments, non-governmental organizations, shareholders, subcontractors, suppliers and industry associations. With respect to “quantitative”, Key Performance Indicators (“**KPI**”) required by the ESG Reporting Guide are measurable such that the effectiveness of our ESG policies and management systems can be evaluated and validated continuously.

1. 關於本報告

首豐控股有限公司及其附屬公司（「**本集團**」或「**我們**」）欣然提呈我們的環境、社會及管治報告（「**環境、社會及管治報告**」）。本報告涉及本集團在環境及社會方面的影響、政策及舉措，由此展現我們確保我們在各層面的活動均對持份者達致經濟、社會及環境可持續發展的長期承諾。有關本集團企業管治及財務表現的其他資料，請參閱我們截至2020年3月31日止年度的年報。

1.1 報告範圍

本環境、社會及管治報告的範圍涵蓋本集團於2019年4月1日至2020年3月31日期間（「**報告年度**」）的主要經營活動（即在香港提供粵式餐飲服務及宴會服務，包括婚宴服務）的環境及社會表現。為使報告的呈列能提供更多有用資訊及更易於比較，部分內容可能會回顧本集團過去幾年的表現。報告範圍包括在香港的全部經營實體。

1.2 報告指引

香港聯合交易所有限公司（「**聯交所**」）證券上市規則附錄二十七所載《環境、社會及管治報告指引》（「**環境、社會及管治報告指引**」）乃本報告的報告指引。

1.3 報告原則

本環境、社會及管治報告的報告原則受「重要性」及「量化」所監管。就「重要性」而言，我們確保本報告中討論的環境、社會及管治問題對於投資者及持份者（包括客戶、社會、僱員、機構、政府、非政府組織、股東、分包商、供應商及行業協會）充分反映其重要性。就「量化」而言，環境、社會及管治報告指引規定的關鍵績效指標（「**關鍵績效指標**」）屬可衡量，故可持續評估及驗證環境、社會及管治政策及管理系統的有效性。

The Group is determined to be a responsible enterprise and is committed to perfecting its business and improving the local community. In order to determine what issues are relevant and material to our business with respect to sustainability, the Group is aware that the key is to understand what issues are of most concern to our stakeholders. We define our stakeholders as people who affect our business or who are affected by our business. In our daily business, we actively exchange information with our stakeholders through our transparent platform while we are devoted to continuous improvement of our communication system. In addition, we are committed to maintaining a long-term partnership with our stakeholders and are actively engaged in addressing their concerns with timely follow-up actions. The Group is working to create a sustainable growth for the benefit of all our stakeholders.

1.4. Reporting Framework

With reference to the ESG Reporting Guide and the Group's business operation, the presentation of our ESG Report divides the relevant aspects and KPI, which are considered to be relevant and material to the Group, into four subject areas: Environmental Protection, Employment and Labour Practices, Operating Practices and Community Investments. Independent expert was engaged to provide assurance to the content of this ESG Report and verify the relevant disclosure of KPIs in this report.

A complete index in compliance with the ESG Reporting Guide is also available at the end of this report for reference. Except for provisions that the Group considers are inapplicable to its operations, for which explanations have been given on the rightmost column in the said index, this report is compliant with all the "comply or explain" provisions set out in the ESG Reporting Guide.

1.5. Data Collection

Data in this report are extracted from the Group's internal management system and statistics, and part of the data collected in previous years. Unless otherwise stated, HKD is used in this report as its functional currency.

本集團矢志成為負責任的企業，並致力完善旗下業務，同時改善本地社區。為確定對我們的業務在可持續發展方面屬相關及重要的事宜，本集團知悉其關鍵在於了解持份者最關注的事項。我們將持份者界定為影響我們業務或受我們業務影響的人士。在日常業務中，我們透過公開透明的平台與持份者積極交流資訊，同時致力持續改善通訊系統。此外，我們亦承諾與持份者維持長期夥伴關係，並及時採取跟進行動積極解決彼等關注的事項。本集團致力於為所有持份者的利益創造可持續增長。

1.4 報告框架

參照環境、社會及管治報告指引及本集團的業務營運，本環境、社會及管治報告的呈列將被視為對本集團屬相關及重大的層面及關鍵績效指標分為四大主要範疇：環境保護、僱傭及勞工常規、營運慣例及社區投資。我們已委聘獨立的專家就本環境、社會及管治報告的內容提供保證，並核查本報告內關鍵績效指標的相關披露資料。

本報告的最後部分亦載有根據環境、社會及管治報告指引的完整索引，以供參考。除本集團認為不適用於其業務的條文外（有關解釋載於上述索引的最右一欄）外，本報告已遵守環境、社會及管治報告指引所載的所有「不遵守就解釋」條文。

1.5 數據收集

本報告的數據摘錄自本集團的內部管理系統及統計資料，以及過往年度收集的部分數據。除另有訂明外，否則港元於本報告中用作其功能貨幣。

1.6. Report Availability

This report is accessible in electronic version from <https://www.palace-rest.com.hk>

1.7. Contact

We welcome all sorts of comments and suggestions from our stakeholders with respect to this ESG Report or our sustainability performance. Comments or views can be sent to cfo@palacewedding.hk or by post to us.

2. OUR RESPONSE TO COVID-19

In 2020, the outbreak of the novel coronavirus epidemic (COVID-19) has brought exceptional challenges to Hong Kong, particularly, the retail and restaurant and food services industries. Risks to the restaurant and catering service industry have increased dramatically as the effort to contain COVID-19 results in reduced serving capacity, restaurant closures, changes in dining habits, etc. Our restaurants and dining and banquet services were no exception, severely impacted by the pandemic.

The health and well-being of all our customers and employees, as well as their families and friends, is our utmost priority in these challenging times. In order to combat the spread of COVID-19 together with the community, the Group has been strictly following the latest health advice and regulations issued by the government, has undertaken prompt actions and adopted various preventive and hygiene measures for employees and customers since early January 2020.

2.1 Employee Health and Safety

The Group remains obligated to provide our employees with a safe and healthy working environment during the COVID-19 pandemic, maintaining a firm grasp of all applicable obligations (whether mandated or voluntary). The Group has taken the following precautionary measures at our workplaces to minimise the risk of transmission of COVID-19.

- We establish a designated working team to enhance implementation of hygienic measures in all restaurants and provide guidance to strengthen employees care for frontline employees;

1.6 獲取報告途徑

本報告的電子版已上載至<https://www.palace-rest.com.hk>以供閱覽。

1.7 聯絡

我們歡迎持份者對本環境、社會及管治報告或我們的可持續性表現提出各種意見及建議。評論或意見可發送至 cfo@palacewedding.hk 或郵寄予我們。

2. 我們應對 COVID-19 的工作

2020年，新型冠狀病毒(COVID-19)疫情為香港，特別是零售和酒樓及餐飲服務行業帶來無比的挑戰。酒樓及餐飲服務行業的風險驟然上升，因控制COVID-19疫情的工作導致服務能力減低、酒樓關閉、用餐習慣改變等。我們的酒樓和餐飲及宴會服務亦不例外，同樣深受這次大流行的影響。

客戶及僱員，以及其家人和朋友的健康和福祉是我們在這個充滿挑戰的時期的最優先考慮。為與社區共同對抗COVID-19疫情蔓延，本集團一直嚴格遵循政府發佈的最新衛生建議及規例，並自2020年1月初起已迅速採取行動及為僱員及客戶實行各種預防性衛生措施。

2.1 僱員健康及安全

本集團有責任在COVID-19大流行期間向僱員提供一個安全及健康的工作環境，切實履行所有適用責任（不論是強制或自願）。本集團已於工作場所採取下列預防措施，以將COVID-19的傳播風險減至最低。

- 我們成立專責工作小組，在旗下所有酒樓加強實行衛生措施，並提供指引，以加強前線員工的員工關懷計劃；

- We inspect ventilation systems on a regular basis to ensure they are operating properly;
- We provide adequate amount of surgical mask to employees, while advising all staff members to maintain good personal hygiene and to avoid touching eyes, mouth and nose before cleaning hands;
- We provide 70-80% alcohol-based handrub to employees for hand sanitization;
- Employees are recommended to rub hands with liquid soap for at least 20 seconds when washing;
- Any person who accesses to the workplace and restaurant must wear a face mask and would be invited for a temperature screening procedure;
- Any person who has symptoms of fever, or other respiratory symptoms would be advised to seek medical advice and would be refused entry to workplace and restaurants;
- Common areas such as toilets are disinfected with 1 in 99 diluted bleaching agents at least twice daily;
- Porous materials in common areas should be covered with materials which can be clean and disinfect easily as far as possible;
- Cleansing employees should wear appropriate personal protective equipment including: surgical mask and latex gloves;
- Friendly message of upkeeping personal and environmental hygiene, health and safety as individual's own responsibility are posted on workplace and restaurants; and
- 我們定期檢查通風系統，確保其正常運作；
- 我們向僱員提供充足數量的外科口罩，同時提醒所有職員保持良好的個人衛生，避免未經清潔就以雙手觸碰眼、口和鼻；
- 我們向僱員提供70%-80%酒精搓手液以清潔雙手；
- 建議僱員洗手時以視液揉擦雙手最少20秒；
- 任何人士如進入工作場所及酒樓均必須佩戴口罩及將會被邀請進行體溫檢測；
- 任何人士如有發燒或其他呼吸道疾病症狀，我們會建議其前往求醫，並拒絕其進入工作場所及酒樓；
- 公共範圍（如洗手間）每天以1比99稀釋漂白水最少消毒兩次；
- 公共範圍的多孔物料應盡量以易於清潔及消毒的物料覆蓋；
- 清潔員工應佩戴適當的個人防護裝備，包括：外科口罩及乳膠手套；
- 在工作場所及酒樓張貼友善信息，提醒保持個人及環境衛生、健康和安人人有責；及

2.2 Adapted Management

- We review, update and modify crisis management plans, as needed, and ensure that our employees follow these plans during the pandemic;
- We ensure that we comply with operational and monitoring requirements imposed by law, permit conditions and consent orders;
- We communicate regularly and frequently (e.g., weekly or biweekly) with key compliance personnel, such as facility-level staff; environmental, health and safety managers; in-house and external counsel;
- We ensure that key employees have access to and/or knowledge about critical records and recordkeeping requirements;
- We ensure that emergency and security protocols remain in place for shuttered facilities or those operating with reduced staff to ensure the health and safety of employees remaining on site and the nearby community; and

2.3 Customer Health and Safety

During the current COVID-19 crisis, we take responsibility of our products and services, and strictly follow health advice, regulatory requirements, industry guidelines and internal procedures to improve customer health and safety.

- We modify seating arrangements to avoid table sharing, to reduce direct face-to-face encounter and to allow sufficient distance between tables, preferably at least 1.5 metre;
- We provide 70-80% alcohol-based handrub to customers for hand sanitization;
- Customers are recommended to rub hands with liquid soap for at least 20 seconds when washing;
- We arrange employees to work, rest and have meals in batches;

2.2 適應性管理

- 如有需要，我們會檢討、更新及修改危機管理計劃，並確保僱員於疫情期間遵循該等計劃；
- 我們確保遵守法例、許可條件及在同意下作出的法院命令所規定的營運及監察要求；
- 我們定期和緊密（如每星期或每兩星期）與主要合規人員（如設施部門職員）、環境、健康及安全經理、內部及外部顧問溝通；
- 我們確保主要僱員可存取及／或知悉重要記錄及記錄規定；
- 我們確保關閉的設施或縮減運作人員的設施遵循緊急情況及保安守則，以確保現場僱員及鄰近社區的健康及安全；及

2.3 客戶健康及安全

於目前的COVID-19危機當中，我們承擔產品和服務的責任，並嚴格遵循衛生建議、監管要求、行業指引及內部程序以改善客戶健康及安全。

- 我們更改座位安排以避免共用餐桌、減少直接面對面接觸及餐桌與餐桌之間維持足夠距離（以最少1.5米為宜）；
- 我們向客戶提供70%-80%酒精搓手液以清潔雙手；
- 建議客戶洗手時以視液揉擦雙手最少20秒；
- 我們安排僱員分批工作、休息及用膳；

- We encourage customers to order takeaway as an option of the social distancing measures;
- We frequently clean and disinfect food contact surfaces such as tableware;
- We ensure that the tools for serving food are not used to collect used tableware and food debris on the table;
- Some of our restaurants are required to operate at reduced capacity in order to observe the social distancing measures imposed by the government;
- Friendly message of upkeeping personal and environmental hygiene, health and safety as individual's own responsibility are posted in restaurants.
- 我們鼓勵客戶訂購外賣，作為社交距離措施的其中一個選項；
- 我們加緊清潔及消毒食物接觸表面，如餐具；
- 我們確保上菜的用具不會用於收集用過的餐具及餐桌上的殘餘食物；
- 我們的部分酒樓須縮減營運，以遵守政府實施的社交距離措施；
- 在酒樓張貼友善信息，提醒保持個人及環境衛生、健康和人人有責。

The Group emphasizes that the health and well-being of all our customers and employees, as well as their families, is our utmost priority. We will continue to monitor and assess the situation, keeping all employees and customers posted. The resolve, dedication, commitment and hard work of the Group and its all employees to fight this unprecedented threat to mankind are strong and undeterred. We will remain resilient and responsive during these exceptionally challenging times, ensuring our ability to maintain our operations as smoothly and efficiently as possible.

本集團強調客戶及僱員以至其家人的健康及福祉是我們的最優先考慮。我們將繼續監察及評估情況，讓所有僱員及客戶知悉。本集團及其全體僱員對抗擊這次人類前所未見的威脅的決心、投入和承擔是強大且堅定不移的。我們在這個充滿無比挑戰的時期將依然能抵受衝擊和回應客戶所需，確保我們能夠盡量維持營運暢順和有效率。

3. OUR ESG MANAGEMENT AND STRATEGY

3.1 "GO GREEN"

While the impact of global sustainability issues like climate change, plastic pollution, ecological and ethical footprints is increasingly prominent, the Group is aware that consumers are gradually becoming more sensitive to those issues which start to influence the purchasing decisions of average consumers. Where once customer would rarely question how a product was made or what it was made of, corporates are now expected to clearly state where products come from and how the ESG policies inform their choice of processes, materials and deployment of human resources. The change of consumer mentality is progressively transforming the purchasing decisions.

3. 環境、社會及管治管理及策略

3.1 奉行「綠色」原則

隨著全球可持續發展議題，如氣候變化、塑膠污染、環境及道德需求區域的影響日趨顯著，本集團明白客戶逐漸對該等議題變得敏感，開始影響著普遍客戶的購買決定。以往客戶甚少問及產品的生產方式或其成份，但現時會期望企業清楚列明產品的原產地以及環境、社會及管治政策如何影響其生產流程、材料及人力資源運用的選擇。客戶心態改變正逐步促成購買決定的轉變。

As such, it has never been more important for the Group to implement good ESG practices into our business model. We are committed to instilling and indoctrinating the consciousness of resources conservation, the low-carbon concept and environmental protection into the work and life of every employee. We continue to seek business partners who share our philosophy, commitment to environment conservation and compliance with the applicable environmental laws and regulations.

Although change is always difficult and requires careful management, we firmly believe that these initiatives will become part of our competitiveness and are capable of reflecting our commitment to offering our customers the best quality of services with the least adverse impact on our planet, building a greener and healthier environment together with all the members of the community.

3.2 Our Recent ESG Achievements

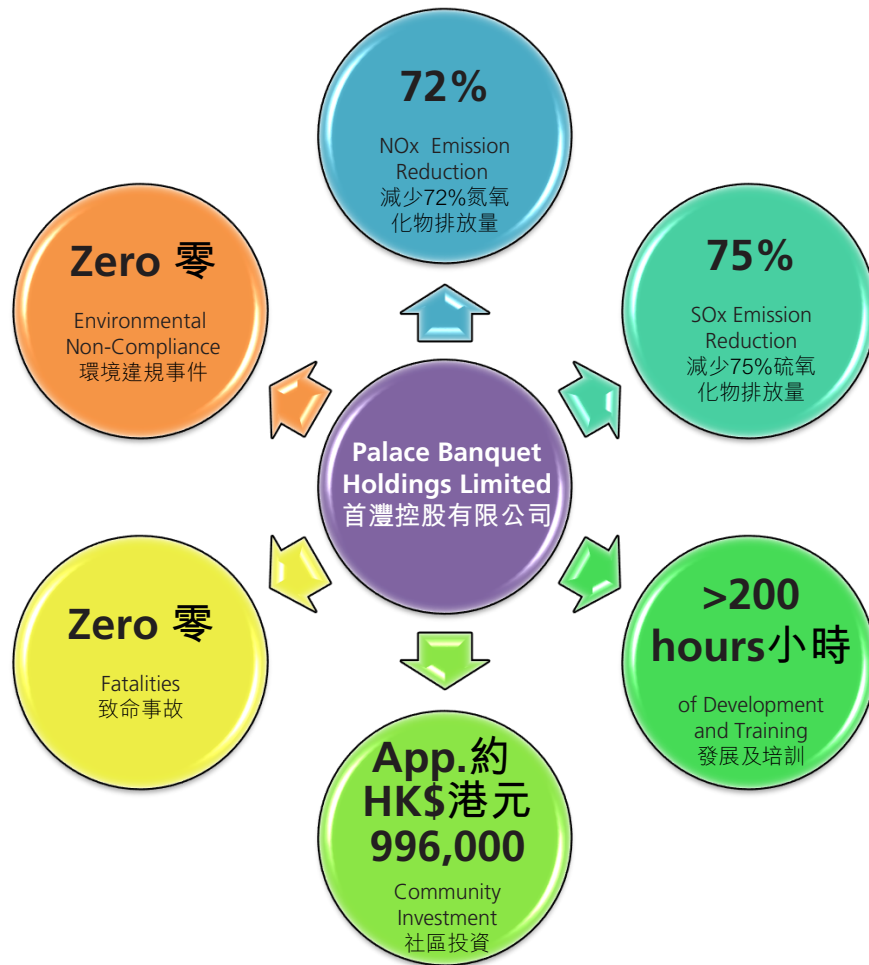
The Group contemplates that ESG is an integral part of our principal business and also our ability to succeed in a relentlessly competitive market. As such, the Group has been continuously contributing remarkable efforts to address various aspects of ESG, including greenhouse gas reduction, environmental compliance, health and safe work environment for employees, development and training opportunities for employees, customer satisfaction, and community investments.

因此，本集團在業務模式中實行良好的環境、社會及管治常規變得空前重要。我們致力將資源保護意識、低碳概念及環保深入灌輸到每位僱員的工作和生活中。我們繼續物色與我們的理念、對環境保護的承擔及遵守適用環保法例及法規一致的業務夥伴。

雖然轉變總會有困難及需要謹慎的管理，我們堅信上述舉措將成為我們競爭力的一部分，並能展示我們的承諾：向客戶提供最優質服務而僅對地球造成極少負面影響，與社區各界人士共同建設更為綠化和健康的環境。

3.2 近期的環境、社會及管治成果

本集團認為，環境、社會及管治是我們主要業務中不可或缺的一部分，亦是我們在競爭激烈的市場上取得成功的一種能力。因此，本集團一直持續貢獻其一分一力，以應對環境、社會及管治的各方各面，包括減少溫室氣體、環境合規、提供健康及安全工作環境予僱員、僱員的發展及培訓機會、客戶滿意度以及社區投資。



In addition, the Group was awarded the Gold Award as a recognition to the Group's contribution to the "Charter on External Lighting" launched by the Environment Bureau of the Hong Kong government in 2019 in order to promote reduction of light nuisance and energy wastage with a better power management practice in the community.

此外，本集團於2019年參與香港政府環境局發起的「戶外燈光約章」，並榮獲金獎，以表彰本集團在其中的貢獻，該約章旨在推動減少光滋擾及能源浪費，在社區內建立最佳的能源管理模式。

4. ENVIRONMENTAL PROTECTION

4.1 Corporate Environmental Policy and Compliance

Tremendous efforts in recent years have been made by the Hong Kong government and numerous corporates in the city to promote the construction of a green and low carbon environment and ecological civilisation for the community. The Group, as a member of this community, is committed to upholding high environmental standards and to disseminating the concept of sustainable and green development via reducing waste discharge, carbon footprint and resource consumption, devoting human and financial resources for environmental conservation and promoting a harmonious and sustainable development among people, society and the environment.

As a company principally engaged in offering Cantonese dining service and banquet service in Hong Kong, our operation in general does not consume extensive natural resources nor produce a significant amount of greenhouse gas (GHG) emissions. Nevertheless, we endeavour to protect this planet and to build a sustainable future for our next generations. The Group formulated relevant rules and regulations for a sound and effective management of energy consumption, greenhouse gas (“GHG”) emission, as well as discharge of domestic waste and sewage and other pollutants, highlighted as below.

- Actively promote a culture of environmental sustainability among customers, workforce, and supplier, encouraging their participation in green initiatives;
- Comply with applicable environmental protection laws and regulations;
- Define appropriate goals, objectives and targets on a regular basis for our ESG management approach;
- Continuously improve the ESG management system and maintain rigorous standards; and
- Communicate our environmental performance to stakeholders and seek their involvement wherever applicable.

4. 環境保護

4.1 企業環境政策與合規

近年來，香港政府及本港許多企業在推動為社區建設綠色低碳環境及生態文明建設方面付出重大努力。本集團作為社區的一分子，致力秉持高環保標準，藉着減少廢物排放、碳足跡及資源消耗，由此傳播可持續發展及綠色發展的理念，投入人力及財務資源以促進環境保護及促進人類、社會及環境的和諧及可持續發展。

作為一家主要從事在香港提供粵菜餐飲服務及宴會服務的公司，我們的業務一般不會消耗大量自然資源，亦不會排放大量溫室氣體。然而，我們致力保護這個地球，為下一代建立可持續的未來。本集團已制訂相關規則及規例，以穩妥和有效管理能源消耗、溫室氣體（「溫室氣體」）排放以及家居廢物和污水及其他污染物的排放，摘要見下文。

- 積極在客戶、員工及供應商中推動環境可持續文化，鼓勵彼等參與環保倡議；
- 遵守適用環保法律及法規；
- 定期確立適當的總體目標、具體目標和指標，作為環境、社會及管治方針；
- 持續改善環境、社會及管治管理體系及維持嚴格標準；及
- 向持份者闡述我們的環保績效及適當尋求彼等的參與。

During the Reporting Year, the Group complied with relevant laws and regulations relating to air and GHG emissions, discharge into water and land, and generation of hazardous and non-hazardous waste. The Group did not violate any environmental protection laws or regulations of the region where we operate, nor was it subject to significant fines, non-monetary penalties and litigation relating to environmental protection.

4.2 Energy Efficiency Management

Our Group's business, by nature, does not generate a significant amount of exhaust gas and GHG directly throughout its operation. However, our daily operation and office administration inevitably involve consumption of fossil fuel directly or indirectly, which releases Nitrogen Oxides (NOx), Sulphur Oxides (SOx), and Carbon Dioxide (CO2) into the air. The Group is highly aware that such GHG emission is one of the major sources of global warming. Therefore, we strive to reduce our carbon and ecological footprint and adopt practices that are sustainable to the environment and minimize negative impact on the environment. The sustainable measures adopted by the Group includes:

- Migration to product materials with a longer durability and a low carbon footprint whenever possible;
- Maintaining indoor temperature at an optimal level for comfort;
- Encouraging employees to switch off machines and devices, such as computers and monitors when not in use;
- Providing on-off and zoning control of ventilation system in the workplace according to the operation schedule;
- Procuring energy efficient electrical appliances (such as those with grade 1 energy labels, fridge with door and LED lighting systems) whenever practical;
- Encouraging employees to make the best use of modern telecommunication system to avoid unnecessary travel arrangement;

於報告年度，本集團已遵守有關空氣及溫室氣體排放、向水及土地排放，以及產生有害及無害廢棄物的相關法律及法規。本集團並未違反我們經營所在地區的任何環境保護法律或法規，亦無牽涉有關環境保護的重大罰款、非金錢處罰或訴訟。

4.2 能源效益管理

本集團的業務本質上不會在營運中直接產生大量廢氣及溫室氣體。然而，我們的日常營運及辦公室運作不可避免牽涉直接或間接的化石燃料消耗，其會向空氣釋出氮氧化物(NOx)、硫氧化物(SOx)及二氧化碳(CO2)。本集團深知溫室氣體排放是導致全球暖化的主要源頭之一。因此，我們致力減少碳足跡及生態足跡，並採取對環境具有可持續性的常規及將對環境的負面影響減至最低。本集團採取的可持續措施包括：

- 在可能情況下轉用較佳耐用度及低碳足跡的產品材料；
- 保持舒適的室內溫度；
- 鼓勵僱員關閉閒置的機器及設備，例如電腦及顯示器；
- 根據營運時間表，在工作場所提供通風系統開關及區域控制；
- 在可行情況下採購具有能源效益的電器（例如貼有1級能源標籤的電器、有門冰箱）及LED照明系統；
- 鼓勵僱員多加利用現代通訊系統，以避免不必要的差旅安排；

- Placing “green message” reminders on office equipment and workplace to further enhance employees’ environmental awareness;
- Organizing training sessions including case studies to improve awareness of energy efficiency and GHG saving and to engage staff to adopt energy saving practices together;
- Retrofitting lights to more energy efficient lights, such as LED and T5 fluorescent lamp in our banquet halls and offices;
- Continuous replacement of aged air handling unit by more energy efficient ones with variable frequent drive control; and
- Replacing fluorescent tube in its banquet halls by led panel for signage.
- 在辦公室設備及工作場所張貼「綠色信息」告示貼，進一步提高僱員的環保意識；
- 籌辦個案研究等培訓課程，以提高能源效益及溫室氣體減排的意識，並促使員工共同採取節能措施；
- 在宴會廳及辦公室內加裝更具能源效益的燈具，例如LED及T5日光燈；
- 持續將老化的空氣處理機組更換為具有變頻驅動控制且更節能的機組；及
- 以LED面板燈取代宴會廳內的日光燈管，以作標牌之用。

The Group believes that the adoption of the above mitigation measures will help change the behaviour of the use of energy in the workplace and finally achieve the goal of reducing GHG emission and protecting our environment.

本集團相信，採用以上緩解措施將有助改變工作場所內使用能源的做法，最終達成減少溫室氣體排放及保護環境的目標。

4.3 Exhaust Gas and GHG Emissions

Our Group’s business inevitably involves consumption of fossil fuel, which directly or indirectly, releases Nitrogen Oxides (NOx), Sulphur Oxides (SOx), and Carbon Dioxide (CO2) into the air. The Group is highly aware that such GHG emission is one of the major sources of global warming. In accordance with the ESG Reporting Guide set out by HKEX, our environmental performance of “Emissions” during the Reporting Year is tabulated below.

4.3 廢氣及溫室氣體排放

本集團的業務不可避免牽涉直接或間接的化石燃料消耗，其會向空氣釋出氮氧化物(NOx)、硫氧化物(SOx)及二氧化碳(CO2)。本集團深知溫室氣體排放是導致全球暖化的主要源頭之一。於報告年度，根據聯交所編製的環境、社會及管治報告指引，我們於「排放」方面的環境績效表列如下。

		Table 1 – Emission 表1 – 排放		
		Unit 單位	FY2020 2020 財政年度	FY2020 Intensity (per restaurant) 2020 財政年度密度 (每間酒樓)
GHG Emissions	溫室氣體排放	CO2e (kg) 二氧化碳當量 (千克)	17,886,140	851,721.0
Nitrogen Oxides	氮氧化物	g 克	310,360.0	14,779.2
Sulphur Oxides	硫氧化物	g 克	1,390	66.3
Particulate Matter	顆粒物質	g 克	4,881.5	232.5

During the Reporting Year, the Group complied with the requirements in relation to emissions of oily fume pursuant to the Air Pollution Control Ordinance (Chapter 311 of the Laws of Hong Kong). Control measures adopted by the Group included installation of purifying facilities and venting equipment which were capable of reducing oily fume emission to the surrounding community.

4.4 Waste Management

Waste Management Policy

Waste reduction is the focus of our emission control efforts. The Group's principal waste management policy endeavours to achieve a green and paperless operation and a minimal generation of food waste during our operation wherever possible and practical. The Group, through the following measures and objectives, strives to achieve the target of reducing the amount of waste generated and aims at waste management from the source.

- We endorse the '4-R Principles – Reduce, Reuse, Replace and Recycle' as our key policy of waste management;
- During the Reporting Year, the Group participated in the "Food Wise Hong Kong Campaign" driven by the Environmental Protection Department to promote awareness of the community on the food waste reduction in Hong Kong so as to lessen the long-term burden on landfills;
- We reduce the amount of waste disposed of such as paper usage, plastic bottles, cooking oil and remained amenities;
- We extend our commitment to using sustainable products into every aspect of the business – including the furniture;
- We generally do not provide plastic straws to customers unless plastic straws are specifically requested;
- We encourage all employees to reduce paper usage through duplex printing, paper recycle and frequent use of electronic information systems for material sharing or internal administrative documents;

於報告年度，本集團遵循香港法例第311章《空氣污染管制條例》中對油煙排放的要求。本集團採取的管控措施包括安裝淨化設施及通風設備等，可減少對周圍社區的油煙排放。

4.4 廢物管理

廢物管理政策

減廢是我們排放控制工作的焦點。本集團的主要廢物管理政策致力在我們的營運中盡可能實現綠色無紙化操作及產生最少數量的殘餘食物。通過以下措施及目標，本集團致力實現減少所產生廢物數量的目標，旨在從源頭實現廢物管理。

- 我們秉承「環保四用原則－減少使用、物盡其用、替代使用及循環再用」，作為廢物管理的主要政策；
- 於報告年度，本集團參與由環境保護署推動的「惜食香港運動」，以提高香港社會對減少食物浪費的意識，從而舒緩堆填區的長期負荷；
- 我們減少廢物棄置量，例如用紙、塑料瓶、廢棄食用油及剩餘日用品；
- 我們將使用可持續產品的承諾擴展至業務的所有範疇，包括家具；
- 我們普遍不向客戶提供塑膠飲管，除非客戶特別要求塑膠飲管；
- 我們鼓勵所有僱員利用雙面打印、循環再用紙張及多加使用電子資訊系統作資料分享或內部行政文件用途，從而減少用紙；

- We encourage increased use of reusable product, such as envelopes, and better separation of waste streams for recycling;
 - We maintain 100% recycling of used toner cartridges by collecting and returning all used cartridge to recycling agents;
 - We encourage minimal consumption of paper towels;
 - We strengthen our employee's awareness in environmental management, waste reduction and waste recycle, encourage them to be equipped with appropriate skills and knowledge with respect to the practice of sustainable development; and
 - We closely keep up with the latest government's initiatives and policies in relation to waste management, waste reduction and recycle campaigns in order to allocate resources and formulate strategy in a timely manner.
- 我們鼓勵增加使用可重用產品（如信封）及改善廢物分類，以實行循環再造；
 - 我們收集所有用完的碳粉匣並交予回收代理商，維持舊碳粉匣100%回收率；
 - 我們鼓勵盡量減少使用紙巾；
 - 我們加強僱員在環境管理、減廢及廢物循環方面的意識、鼓勵彼等掌握有關實踐可持續發展方面的適當技能和知識；及
 - 我們密切留意政府有關廢物管理、減廢及循環再造活動的最新倡議和政策，務求適時分配資源和制訂策略。

Hazardous Waste

Given our business nature, the Group does not directly produce hazardous waste throughout the operation. To reduce the impact of chemical agents used in our operation, our cleaning contractors use environmentally friendly detergents and cleaning products. In addition, we encourage waste recyclers to collect electronic waste such as old computers from us wherever practical, ultimately reducing both the monetary and environmental costs involved in disposal of these electrical parts that may become hazardous waste.

Non-hazardous Waste

Non-hazardous waste generated by the Group are mainly food waste or alternatively known as kitchen waste, paper towels and napkins. Designated containers are used for separation and temporary storage of disposed food waste before collected by authorized waste collection contractors. The Group has been a partner with the "Food Wise Hong Kong Campaign" promoted by the HKSAR Government since 2015 and undertakes to continue its dedication to food waste reduction.

有害廢棄物

基於我們的業務性質，本集團的營運不會直接產生有害廢棄物。為減少我們的營運中所用化學劑的影響，我們的清潔承辦商採用環保清潔劑及清潔產品。此外，我們鼓勵回收商在可行情況下向我們收集舊電腦等電子廢物，最終減少棄置此等或會變成有害廢棄物的電子零件所涉及的金錢和環境成本。

無害廢棄物

本集團產生的無害廢棄物主要為食物渣滓（或稱為廚餘）、紙巾及餐巾。我們使用指定的容器，方便分隔和暫時儲存須棄置的食物渣滓，再由認可的廢物收集承辦商收集。本集團自2015年起成為香港特區政府推廣的「惜食香港運動」的合作夥伴，並承諾繼續致力減少食物浪費。

Food waste, used cooking oil and grease trap waste are properly separated and collected by authorised service provider of waste collection. The Group assigned personnel for food waste management and regularly review the effectiveness of the food production, processing and final disposal procedures adopted. "Food Wise" signs are available at the Group's banquet halls to promote the culture of eating wisely. Statistics of food waste disposal are gathered and analysed on a monthly basis, so as to evaluate the effectiveness of our food waste management.

Wastewater Discharge

The Group's operation consumes a significant amount of water for sanitary and dining restaurants. With respect to wastewater management, waste water is pre-treated with oil separation before discharge. Sewage service is contracted out to a qualified service provider for proper handling. Furthermore, the Group conducts regularly inspection of its banquet halls' water facilities to ensure no water leakage. The Group ensures all domestic sewage is properly discharged into the urban sewage pipe network for subsequent sewage treatment. During the Reporting Year, the Group complied with the Water Pollution Control Ordinance (Chapter 358 of the Laws of Hong Kong).

食物渣滓、已使用的食用油及隔油池廢物會被隔離，由經授權的廢物收集及回收承包商回收。本集團指派人員專責食物渣滓管理，並定期審查所採用的食品生產、加工及最終棄置程序的有效性。本集團的宴會廳內展示「惜食」標誌，以宣傳明智的飲食文化。每月收集及分析食物渣滓處理統計數據，以評估食物渣滓管理的成效。

廢水排放

本集團的營運消耗大量用水，用於衛生及酒樓。在廢水管理方面，廢水於排放前會進行油分離的預先處理。污水處理服務由一名合資格的服務供應商承辦，作出妥善處理。此外，本集團定期檢查其宴會廳的供水設施，以確保沒有出現漏水。本集團確保所有生活污水均妥善排放至市區污水渠網絡，以作後續的污水處理。於報告年度，本集團已遵守《水污染管制條例》（香港法例第358章）。

Table 2 – Waste Discharge

表2 – 廢棄物排放

		Unit	FY2020 2020 財政年度	FY2020 Intensity (per restaurant) 2020 財政年度密度 (每間酒樓)
		單位	財政年度	財政年度密度 (每間酒樓)
Non-hazardous Waste	無害廢棄物	L 公升	18,003	857.3

4.5 Use of Resources

In light of finite earth's resources, the Group considers the conservation of natural resources as an indispensable component of our sustainable business. Through actively promoting various environmentally friendly measures, we encourage an efficient use of resources, including energy, paper, water and other raw materials. As such, the Group initiated polices to raise

4.5 資源運用

鑑於地球資源有限，本集團認為保護自然資源是可持續業務不可或缺的組成部分。我們通過積極推廣各項環保措施，鼓勵有效利用資源，包括能源、紙張、水及其他原材料。因此，本集團制訂政策以提高節約

the awareness of electricity conservation and taken energy saving measures throughout our daily operation as elaborated in the section of “Energy Efficiency Management” of this ESG Report.

Water Consumption

With respect to water conservation, we encourage all employees and customers to develop the habit of conserving water consciously. The Group endeavors to minimize water consumption and consume water responsibly throughout operations. To this end, the Group has established various environmental initiatives which are highlighted as below:

- Installing low-flow faucets or taps that operate from a motion sensor, which save water massively in the long run;
- Encouraging customers to use less towel paper;
- Promoting an awareness and urgency of water conservation;
- Introducing jet sprays for dish washing;
- Ensuring an operation of fully loaded dish washers and washing machines;
- Encourage all employees and customers to develop the habit of conserving water consciously;
- Utility facilities are maintained regularly for service, to ensure that water seepage or leaking pipelines are replaced or repaired on a timely manner;
- Promoting the use of waterless urinals and water-efficient toilets; and
- Pantry, washrooms of workplaces and restaurants are posted with environmental messages to remind employee the importance and urgency of water conservation.

Packaging Material

Given our business nature, the Group does not have manufacturing facilities and does not consume significant amount of packaging materials. However,

用電意識，並在本環境、社會及管治報告的「能源效益管理」一節詳細闡述在日常運作中採取的節能措施。

用水消耗

在節約用水方面，我們鼓勵所有員工及客戶養成有意識地節約用水的習慣。本集團盡力在營運中減低耗水量及以負責任的方式用水。為此，本集團已制定各種環保舉措，重點如下：

- 安裝由動態感應器操作的低流量水龍頭，長遠可大為節省用水；
- 鼓勵客戶少用毛巾紙；
- 提高保護水資源的意識及迫切性；
- 引入壓力噴灑器以用於清洗餐具；
- 確保洗碗機及洗衣機於滿載下運作；
- 鼓勵所有員工及客戶養成自覺地節約用水的習慣；
- 定期維修公用設施，以確保滲水或洩漏的管道得到及時更換或修理。
- 推廣使用無水尿廁及節水型廁所；及
- 在茶水間、工作場所的洗手間及酒樓張貼環保信息，提醒僱員節約用水的重要及迫切性。

包裝材料

基於我們的業務性質，本集團並無生產設施，且不會消耗大量包裝材料。然而，本集團致力與供應商合作，以減少包裝材料，

the Group is dedicated to engage suppliers to reduce packaging materials, to adopt an eco-friendly packaging design and to explore alternative eco-friendly material to replace conventional packaging.

採用環保包裝設計，並探索替代傳統包裝的替代環保材料。

(i) *Eco-friendly packaging design*

- Simple packaging – excessive packaging is not recommended and packaging should be available for recycling with the fundamental principle of protecting the content from damage;
- Reusable design concept – the reuse of packaging materials should be promoted through careful design of the packaging and its material (such as reusable red pocket); and
- Gift-packaging integration – wherever possible, the packaging should be incorporated as a part of the gift so as to raise their utilization and minimize waste generation (such as thermal bags used for the storage of Chinese -style sticky rice dumplings).

(i) 環保包裝設計

- 簡單的包裝 – 不建議過度包裝，包裝應可循環使用，其基本原則是保護其內的物件免受損壞；
- 可重複使用的設計理念 – 通過仔細設計包裝及其材料，促進包裝材料的再利用（如再用紅封包）；及
- 禮品包裝一體化 – 在可能情況下，包裝應融合為禮品的一部分，以提高其利用並盡量減少廢物產生（如用於盛載中式粽子的保溫袋）。

(ii) *Eco-friendly packaging material*

- 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-environmentally friendly materials with low recyclable values (such as PVC plastic or plastic foam);
- Eco-friendly or fully biodegradable packaging materials (such as biodegradable bag for take-away); and
- Biodegradable bathroom amenities packaging.

(ii) 環保包裝材料

- 可回收的包裝材料，特別是含有回收成分（例如再造紙）或環保認證產品（如FSC紙）的材料，並盡量減少使用具有低回收價值的非環保材料（如聚氯乙烯塑料或泡沫塑料）；
- 環保或完全可生物降解的包裝材料（如可生物降解的外賣袋）；及
- 可生物降解的洗手間設施包裝。

Environmental Performance

In accordance with the ESG Reporting Guide set out by HKEX, our environmental performance of “Energy Use and Emissions” and “Resources Use” during the Reporting Year are tabulated below.

環保績效

於報告年度，根據聯交所訂明的《環境、社會及管治報告指引》，我們於「能源使用及排放」及「資源使用」方面的環保績效表列如下。

Table 3 – Energy and Resources Use

表3 – 能源及資源運用

		Unit	FY2020	FY2020 Intensity (per restaurant)
		單位	2020 財政年度	2020 財政年度密度 (每間酒樓)
Electricity	電力	kWh 千瓦時	15,269,975	727,142
Purchased Gas	外購天然氣	kg 千克	1,409,884	67,137
Unleaded Petrol	無鉛汽油	L 升	n/a 不適用	n/a 不適用
Diesel	柴油	L 升	5,871.6	280
Paper	紙張	kg 千克	8,040.0	383
Water	水	m ³ 立方米	523,399	24,924

4.6 Resources Conservation

The Group is committed to building a cleaner environment when carrying out our business, actively managing adverse impacts on the environment and natural resources by adopting green purchasing food in our dining service. In addition to compliance with relevant environmental laws and regulations to properly preserve the natural environment, the Group has integrated the concept of environmental protection into its internal management and daily operation with an objective of achieving environmental sustainability.

During the Reporting Year, the Group implemented “Sustainable Dining Policy” to preserve the Earth’s resources and to avoid purchasing unsustainable food. In conformity with the ‘Sustainable Seafood Guide’ issued by the World Wildlife Fund and Marine Stewardship Council, we purchased seafood that is sustainability-labelled and certified from socially and environmentally considerate suppliers.

During the Reporting Year, the Group encouraged customers to use alternative dishes to substitute shark fin at all of its banquet halls to ensure that the Group provides food that is not only in the best quality but environmentally sound.

4.6 保護資源

本集團進行業務時，致力建設更清潔的環境，通過在餐飲服務上選用所採購的綠色食品，積極管控對環境及自然資源造成的不利影響，並致力採取措施，盡量減少其營運可能產生的負面影響。除遵守相關環境法律及法規以妥善保護自然環境外，本集團已將環保理念融入內部管理及日常運作，以達致環境可持續發展。

於報告年度，本集團已落實「可持續餐飲政策」，以保護地球資源，避免購買不可持續的食品。根據世界野生動物基金會及海洋管理委員會頒佈的《可持續海鮮指南》，我們向關心社會及環境的供應商購買具有可持續發展標識及認證的海鮮。

於報告年度，本集團鼓勵客戶在所有宴會廳採用其他菜式代替魚翅，以確保本集團提供的食品不僅達致最佳質量，而且對環境無害。

5. EMPLOYMENT AND LABOUR PRACTICES

5.1 Recruitment

The Group fully understands that our corporate development and long-term growth are largely driven by the continued quality services delivered by our experienced and competent workforce. As such, it is of paramount importance for us to proactively manage our talent pipeline and career development for the employees. The Group is determined to uphold an open, fair, just and reasonable recruitment and human resource policies, with respect to equal opportunities, diversity and anti-discrimination.

We encourage differences and individuality in employees, with the philosophy that diversity can bring new ideas, dynamics and challenges to our operations. We discourage all forms of discrimination on gender, age, family status, sexual orientation, disability, race and religion. Our employment policy encourages hiring of talented people with physical or mental disabilities. We are committed to supporting our employees to maintain a family-friendly work environment because we respect their roles and responsibilities in their families. We strive to make sure employees and business partners comply with laws and regulations, follow ethical business practices and respect equal opportunity in employment. We bring in new recruits and equip them with necessary skill sets to develop a long-term rewarding career with us.

During the Reporting Year, we strictly observed the applicable laws and regulations and follow our employment policies relating to recruitment and promotion, compensation and dismissal, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare, by providing competitive remuneration package and internal promotion opportunities, so as to recruit and retain experienced employees.

5.2 Employment

In order to attract and retain our employees, which are our most valuable assets, the Group offers competitive wages, maternity leave and other compensation to our employees. The Group decides the remunerations payable to its staff based on their duties, work experience and the prevailing market practices. Apart

5 僱傭及勞工常規

5.1 招聘

本集團深明，企業發展及長期增長著實有賴我們資深能幹的工作團隊持續提供優質服務。因此，積極管理員工的專才產業鏈及職業發展對我們極其重要。本集團矢志在平等機會、多元化及反歧視方面維護公開、公平、公正及合理的招聘及人力資源政策。

我們支持僱員多樣性及具備個人特質，多元化的理念能夠為業務營運帶來全新想法、活力及挑戰。我們禁止任何形式的性別、年齡、家庭地位、性取向、殘疾、種族及宗教歧視。我們的僱傭政策鼓勵聘用肢體或精神殘障的人才。我們致力支持僱員，維持如家庭一般友好的工作環境，乃因我們尊重僱員在家庭擔當的角色及承擔的責任。我們努力確保僱員及業務夥伴遵守法律及法規，遵守道德商業做法及尊重僱傭中的平等機會。我們聘用新員工，培訓彼等具備必要技能，以與我們共同發展長期且回報豐碩的事業。

於報告年度，我們嚴格遵守適用法律及法規，並遵守我們有關招聘與晉升、補償與解僱、工作時間、休息時間、平等機會、多元化、反歧視及其他待遇和福利的僱傭政策，透過提供具競爭力的薪酬待遇及內部晉升機會，以招聘及保留資深員工。

5.2 僱傭

為吸引及保留我們最寶貴的資產——員工，本集團向員工提供具競爭力的工資、產假及其他補償。本集團根據員工的職責、工作經驗及現行市場慣例釐定應付員工的薪酬。除基本薪酬外，我們會參考本集團

from basic remuneration, share options may be granted to eligible employees by reference to the performance of the Group and individual employees.

During the Reporting Year, the Group re-structured its workforce in response to the social unrest in Hong Kong in later half of 2019 and the COVID-19 pandemic in 2020. The Group complied with the Labour Law of Hong Kong and relevant employment laws and regulations throughout the Reporting Year, including the Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong) by participating in the Mandatory Provident Fund retirement benefit scheme (the “MPF Scheme”) for our eligible employees, Minimum Wage Ordinance (Chapter 608 of the Laws of Hong Kong), Employment Ordinance (Chapter 57 of the Laws of Hong Kong) (the “EO”) and Employees’ Compensation Ordinance (Chapter 282 of the Laws of Hong Kong) (the “ECO”).

In accordance with the ESG Reporting Guide set out by HKEX, details of the Group’s workforce during the Reporting Year and for the financial year ended 31 March 2019 (“FY2019”) are tabulated as well as presented in charts below.

及個別員工的表現向合資格僱員授出購股權。

於報告年度，本集團因應2019年下半年發生的香港社會動盪事件及2020年爆發的COVID-19疫症重組其員工團隊。本集團於整個報告年度遵守《香港勞工法》及相關僱傭法例及規例，包括香港法例第485章《強制性公積金計劃條例》（為合資格僱員參與強制性公積金計劃（「強積金計劃」））、香港法例第608章《最低工資條例》、香港法例第57章《僱傭條例》（「僱傭條例」）及香港法例第282章《僱員補償條例》（「僱員補償條例」）。

根據香港交易所制定的環境、社會及管治報告指引，本集團於報告年度及截至2019年3月31日止財政年度（「2019財政年度」）的員工詳情表列及圖列如下。

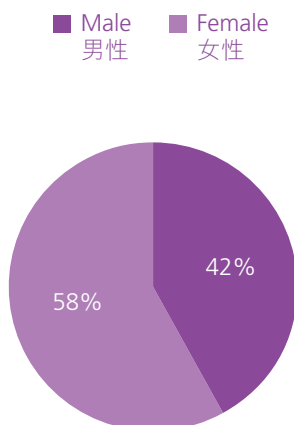
Table 4 – Our Workforce
表4 – 我們的員工

		FY2020 2020財政年度	FY2019 2019財政年度
Total Number of Full-Time Employees*	全職僱員總數*	278	880
Turnover Rate by Gender	按性別劃分的僱員流失比率		
Male	男性	243%	56.6%
Female	女性	183%	35.6%
Turnover Rate by Age	按年齡劃分的僱員流失比率		
Under 30 years old	30歲以下	267%	56.1%
30 – 50 years old	30歲至50歲	193%	50.7%
over 50 years old	50歲以上	219%	39.5%

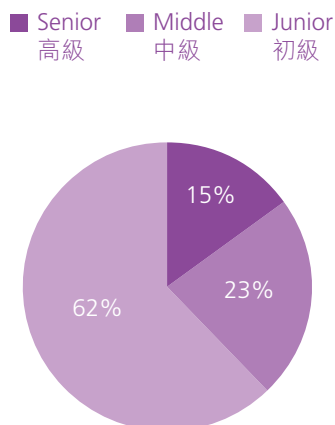
* The Group re-structured its workforce in response to the social unrest in Hong Kong in later half of 2019 and the COVID-19 pandemic in 2020 during the Reporting Year resulting in a high turnover-rate.

* 本集團於報告年度因應2019年下半年發生的香港社會動盪事件及2020年爆發的COVID-19疫症重組其員工團隊，導致流失比率高企。

Total Workforce by Gender as of 31 March 2020
於2020年3月31日
按性別劃分的員工總數

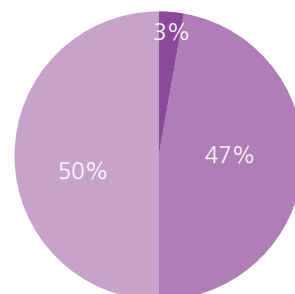


Total Workforce by Employment Level as of 31 March 2020
於2020年3月31日
按僱傭層級劃分的員工總數



Total Workforce by Age Group as of 31 March 2020
於2020年3月31日
按年齡組別劃分的員工總數

- Age below 30 Years Old 三十歲以下
- Age between 30 and 50 Years Old 三十歲至五十歲
- Age above 50 Years Old 五十歲以上



5.3 Occupational Safety and Health (“OSH”)

The Group is highly aware that employees’ safety and health is of paramount importance to our operation and therefore, the Group is determined to attaching great importance to a healthy, comfortable and safe working environment for our employees which protects them from potential occupational hazards, health and safety risks, in order to achieve zero tolerance of accidents and injuries. The goals of our OSH policy are highlighted as below.

- The OSH management system aims at identification, prevention and management of risks and hazards throughout the workplaces as well as follow-up actions for accidents or personal injuries;
- The OSH management system defines appropriate objectives and targets on a regular basis;
- Zero tolerance of accidents and injuries;
- Promotion of a safety culture among employees;
- Commitment to the provision of a safe and healthy working environment for the employees;
- Commitment to human and financial resources for the OSH management system;

5.3 職業安全與健康（「職安健」）

本集團深知員工安全與健康對我們的營運至關重要，因此本集團決心為員工提供健康、舒適及安全的工作環境，保護員工免受潛在職業危害、健康及安全風險，以實現對事故及工傷的零容忍態度。職安健政策的目標概述如下。

- 職安健管理系統旨在識別、預防及管理工作場所的風險及危害，以及針對事故或員工受傷的跟進行動；
- 職安健管理系統定期確認適當的目標及指標；
- 零容忍意外及工傷；
- 向員工推廣職安文化；
- 承諾為員工提供安全及健康的工作環境；
- 承諾為職安健管理系統投入人力及財政資源；

- Communication of our health and safety performance with stakeholders and seek their involvement wherever applicable;
- Encouraging contractors to align with our OSH standards and develop an OHS management system based on hazard analysis and risk assessment of their projects or operations; and
- Compliance with applicable laws and regulations in relation to occupational safety and health.

To achieve the goals of our OSH policy, the following measures are adopted.

- Installing air purifiers in relatively crowded areas;
- Prohibiting smoking and abuse of alcohol and drugs in the workplace;
- Providing clean and tidy rest area such as corridors and pantry;
- Ensuring sufficient ventilation and lighting system in the offices and workplaces;
- Providing adjustable chairs and monitors for eye protection;
- Setting up posters of proper working postures and lifting method accessible at appropriate locations in offices;
- Organizing daily cleaning procedures by internal employees and engaging external cleaning companies to provide regular services such as pest control, garbage collection, carpet cleaning, aquarium cleaning, grease tank cleaning and air-conditioning systems;
- Conducting fire drills to raise the staff's awareness of fire prevention;
- Improving the fire evacuation plans by providing first aid kits and fire extinguishers in workplace in response to emergencies;

- 知會持分者有關我們的健康及安全績效，並在適當情況下讓彼等參與其中；

- 鼓勵承包商遵守我們的職安健標準，並基於對項目或營運作出的危害分析及風險評估發展職安健管理系統；及

- 遵守有關職業安全與健康的適用法律及法規。

為實現職安健政策的目標，我們採取以下措施。

- 在相對擁擠的地方安裝空氣淨化器；

- 禁止在工作場所吸煙及濫用酒精和藥物；

- 提供乾淨整潔的休息區，例如走廊及茶水間；

- 確保辦公室及工作場所的通風及照明系統充足；

- 提供可調節的椅子及顯示屏以保護眼睛；

- 於辦公室適當位置備存及張貼正確工作坐姿及搬運重物方式的海報；

- 內部僱員組織進行日常清潔程序，並委聘外部清潔公司提供滅蟲、垃圾收集、地毯清洗、魚缸清洗、油箱清潔及空調系統等定期服務；

- 進行消防演習以提高員工的防火意識；

- 在工作場所設置急救箱及滅火器以應對緊急情況，由此改進消防疏散預案；

- Assigning competent and skilled employee to handle works with critical hazards or impacts related to OSH;
- Promoting the safety culture through various communication channels such as safety campaigns, discussion and sharing sessions;
- Requiring contractors or sub-contractors to assist in the implementation of policies, procedures and practices related to OSH at work;
- Organizing induction programs and safety training programs to new employees such that they can be familiar with our corporate policies in relation to health and safety matters as quickly as they can;
- Conducting review on the performance of the OSH measures on a regular basis so that their effectiveness and reliability can be maintained; and
- Our 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.
- 指派合格的高技術僱員處理具重大危害或職安健相關影響的工作；
- 透過安全運動、討論及分享環節等不同溝通渠道推廣職安文化；
- 要求承包商或分包商協助在工作中實施有關職安健的政策、程序及常規；
- 為新員工安排入職培訓計劃及安全培訓計劃，使他們盡快熟悉有關健康與安全事宜的企業政策；
- 定期檢討職安健措施的表現，確保其行之有效和可靠；及
- 職安健措施包括進行日常檢查、制定緊急應對計劃、進行風險評估及改善事故調查機制，以確保符合法例，並將職安健相關風險降至最低。

During the Reporting Year, the Group complied with the Occupational Safety and Health Ordinance, by ensuring that the employees are working in a safe environment in respect of health, hygiene, ventilation, gas safety, building structure and means of escape. The Group did not record any accidents that resulted in death or serious physical injury. No material non-compliance with laws and regulations relevant to accidents, health and safety of employees were identified during the Reporting Year. Summary of work-related fatalities and injuries are shown in the table below.

於報告年度，本集團遵守《職業安全及健康條例》，確保員工在安全環境（就健康、衛生、通風、燃氣安全、建築物結構及逃生途徑而言）中工作。本集團並無錄得任何導致死亡或嚴重身體傷害的事故。於報告年度，未發現任何嚴重違反有關事故、員工健康與安全的法律及法規的情況。因工死亡及受傷的摘要於下表列示。

Table 5 – Health and Safety

表5 – 健康與安全

		FY2020	FY2019
		2020財政年度	2019財政年度
No. of Work-Related Fatalities	因工死亡數目	0	0
Rate of Work-Related Fatalities	因工死亡比率	0	0
No. of Employee Suffered from Injuries at Work	員工工傷數目	17	23
Lost Days due to Injury at Work	因工傷損失的工作日數	227	1,135

To reduce work-related injuries, the Group commenced investigation and filed detailed record of each accident with follow-up action. The investigation result enabled the Group to improve the content of occupational safety training, to increase employees' safety awareness, to improve the workplace safety and to remove potential hazards at source.

為減少工傷個案，本集團開始調查及詳細記錄每次事故，並採取跟進行動。調查結果令本集團得以改善職業安全培訓的內容，提高員工的安全意識，改善工作場所安全，移除潛在危險源。

5.4 Development, Training and Promotion

Realizing that the quality of customer service is always of great importance to the banquet industry, the Group offers comprehensive training programs to our staff to ensure that they possess appropriate qualities and skill-sets when serving our customers – thorough knowledge of their work, good etiquette and manners, effective communication, welcoming personality and willingness to serve. During the Reporting Year, a variety of training programs were organized including specific skillsets development, corporate culture, health and safety, business ethics and corruption prevention. These training programs not only boost the sustainable development of the Group, but also facilitate the career prospect of individual employee.

5.4 發展、培訓及晉升

本集團深明優質的客戶服務對餐飲業一直至關重要，故為員工提供全面的培訓計劃，確保彼等在服務客戶時擁有適當的素質和技能，也就是充分了解工作、儀表態度良好、具備有效溝通能力、性格親和及樂於服務。於報告年度，本集團舉辦特定服務綜合技能發展、企業文化、健康與安全、商業道德及防止貪污等各種培訓計劃。該等培訓計劃不僅能促進本集團的可持續發展，亦有利僱員的個人事業前景。

Considering that each of the positions is of unique professional and technical needs, the Group ensures that every new joiner receives proper orientation training and mentoring in order to help them to adapt to the new working environment affirmatively and quickly. Continuous training is committed by the Group in different ways including internal training programs, comprehensive training for specific skill development, and courses for continuous professional development for relevant employees so as to ensure that they possess the appropriate qualities and skill-sets. Implementation of safety training and comprehensive risk assessments are also one of the most important tasks in the Group.

考慮到每一職位均有獨特的專業及技術要求，本集團確保每位新入職員工接受適當的入職培訓及指導，以幫助彼等完全快速適應新工作環境。本集團以不同方式進行持續培訓，包括內部培訓計劃、特定技能發展綜合培訓及為相關員工而設的持續專業發展課程，以確保彼等具備適當的素質及技能。安全培訓及全面風險評估的實施亦屬本集團最重要的任務之一。

During the Reporting Year, employees at all levels can satisfy their needs of trainings through multiple training programs which not only facilitate the career prospect of individual employee, but also boost the sustainable development of the Group. We regularly organized training sessions and meetings for directors and senior management every other month with topics generally including the corporate development, business strategy and latest market fashion. Monthly meetings were organized for the senior management to enhance their management skill and knowledge, such as complaint management and crisis management. The meeting also updated the senior management with the latest market development. Daily briefing was conducted at all banquet halls with all employees in relation to the issues of occupational safety and health, skillset of customer services and latest corporate development. Thematic training programs were occasionally provided to cover various skillsets, such as organization of wedding banquet and wedding ceremony.

During the Reporting Year, the Group provided, in total, 12 hours of training for directors and senior management, 15 hours of district meeting and development for senior management, 12 hours of daily briefing for all employees of banquet halls, 91 hours of safety training and 12 hours of thematic skillset training.

於報告年度，各級員工可參與多項培訓計劃滿足其培訓需要，此不僅有利員工的個人事業前景發展，亦能促進本集團的可持續發展。我們隔月定期為董事及高級管理人員安排培訓課程及會議，主題一般包括企業發展、業務策略及最新市場走勢。每月為高級管理人員安排會議，以增強彼等的管理技能及知識，例如投訴管理和危機管理。該等會議亦向高級管理人員提供近期市場發展的最新資料。我們就職業安全與健康議題、客戶服務技巧及最新企業發展在所有宴會廳舉行全體員工的每日簡報會。偶爾提供主題培訓計劃，以涵蓋各種技能，例如組織婚宴和婚禮。

於報告年度，本集團總共為董事及高級管理人員提供12小時的培訓、為高級管理人員提供15小時的地區會議及發展活動、為宴會廳全體員工提供12小時的日常簡報會、91小時的安全培訓及12小時的主題技能訓練。



Training and development organized for the management team during the Reporting Year

管理團隊於報告年度舉辦的培訓及發展活動

Apart from training courses, the Group values the long-term career development of employees. As such, a standardised internal promotion scheme has been established to provide clear promotion guidelines for employees. At the same time, the Group is committed to supporting employee career development with systematic training plans to improve their personal value and talent pool building. Specific measures include 1) internal chef training which is intended to train kitchen staff such that they can master the knowledge and skills required as a chef, and 2) seeking potential managerial candidates through special training and career guidance.

5.5 Harmonious Corporate Culture

The Group is strongly convinced that a harmonious corporate culture among the employees and management are always the key drivers to the Group's healthy and prosperous growth. To achieve this, we utilize a variety of channels, including:

- Regular all-staff meetings to update on business performance and the development of key projects; and
- Festive foods, such as mooncakes and fruit, were delivered to employees during certain traditional festivals (such as Lunar New Year and Mid-Autumn Festival) in recognition of their contributions and dedicated work to the Group. Regular and festival gatherings were organised during the Reporting Year to enhance the harmonious spirit of different levels of staff members throughout the Group.

The Group believes that such a corporate culture and harmonic working environment will naturally achieve a synergistic result to facilitate employee retention and to improve productivity.

5.6 Labour Standards

Being fully aware that exploitation of child and forced labour violates human rights and international labour conventions, the Group strictly prohibits the employment of any child labour and forced labour in any form. New employees are required to provide true and accurate personal data when they are onboard.

除培訓課程外，本集團重視員工的長遠職業發展。因此，已設立標準化的內部晉升計劃，為員工提供明確的晉升指引。同時，本集團致力以有系統的培訓規劃支持員工職業發展，提升其個人價值及完善人才梯隊建設。具體措施包括1) 內部廚師培訓，旨在培訓餐廳廚部人員，讓彼等掌握擔任主廚所需的知識和技巧；及2) 藉著特定培訓及職業指導，發掘有潛力的經理候選人等。

5.5 和諧企業文化

本集團深信，員工與管理層之間的和諧企業文化始終是本集團穩健繁榮發展的主要推動力。為此，我們利用各種渠道，包括：

- 定期舉行全體員工會議，以提供業務表現及主要項目發展情況的最新資料；及
- 在若干傳統節日（如農曆新年及中秋節）期間向員工派發月餅及水果等節日食品，以表揚彼等對本集團的貢獻和敬業精神。報告年度曾舉辦定期及節日聚會，以加強本集團不同職級員工之間的和諧精神。

本集團相信，此種企業文化及和諧的工作環境將自然達至協同效應，促進員工留任，提升生產力。

5.6 勞工標準

本集團深明剝削兒童及強迫勞工侵犯人權及違反國際勞工公約，故嚴格禁止以任何形式僱用任何童工及強迫勞工。新員工入職時必須提供真實準確的個人資料。招聘人員嚴格審查入職文件，包括學歷證明及

Recruiters strictly review the entry documents including academic certificates and identity cards. The Group constantly refuse to engage suppliers and contractors, that hire child labour or forced labour in their operations.

During the Reporting Year, the Group strictly complied with the laws and regulations in relation to prevention of child and forced labour, including the Employment Ordinance (Chapter 57 of the Laws of Hong Kong) as well as relevant legislations in the countries that we operate. No material non-compliance with the laws and regulations related to the prevention of child labour or forced labour have been found by the Group.

身份證。本集團絕不聘用在營運過程中僱用童工或強迫勞工的供應商及承包商。

於報告年度，本集團嚴格遵守有關防止童工及強迫勞工的相關法律及法規，包括香港法例第57章《僱傭條例》以及我們營運所在國家的相關法例。本集團並不知悉任何嚴重違反有關防止童工或強迫勞工的法律及法規。

6 OPERATING PRACTICES

As an accountable corporate citizen, the Group is dedicated to disseminating the pursuit of sustainability into our core business. In addition, it is essential for us to encourage all business partners to incorporate those sustainability practices and policies into their operation thoroughly in order to work together in our pursuit of sustainable development.

6.1 Innovation-Driven Development

The Group anticipates that innovation and technology strategies shall play a crucial role in our long-term business development. As such, we are determined to set ourselves in a good position to continuously and proactively introduce products, services and processes derived from high-tech oriented research and development, into our operation and business model wherever commercially feasible and appropriate.

6.2 Supply Chain Management

Supply chain management is constantly one of the key aspects of the Group's operation. As such, economic and commercial benefits are not the only driving factor during the tendering processes whereas our supply chain management team also evaluates the suppliers' and contractors' track record relating to legal and regulatory compliance which include environmental, social and governance aspects.

In order to strengthen the management of environmental, social, regulatory and business risks associated with suppliers and contractors and to ensure a high-quality food standard, the Group established the 'Policies for Group Approved Contractors/Suppliers List' and included

6 經營常規

身為負責任的企業公民，本集團決心追求可持續發展，將此精神融入核心業務中。此外，我們必須鼓勵所有業務合作夥伴將該等可持續發展常規及政策貫徹納入其營運，以便共同努力實現可持續發展。

6.1 創新驅動發展

本集團預期創新及科技策略將在我們的長期業務發展中舉足輕重。因此，我們整裝待發，一旦商業上屬可行及適當，便奮鬥不懈地將高科技導向型研發的產品、服務及流程引入至我們的營運及業務模式中。

6.2 供應鏈管理

供應鏈管理向來是本集團營運的其中一個關鍵層面。因此，於招標過程中，經濟及商業利益不僅是唯一驅動因素，我們的供應鏈管理團隊亦評估供應商及承包商在遵守法律及法規方面的往績，包括環境、社會及管治層面。

為加強與供應商和承包商有關環境、社會、監管及商業風險方面的管理，並確保高質量的食品標準，本集團制定「本集團認可承包商／供應商名單的政策」，並於標準招標文件中囊括其他相應要求及補

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 and suppliers will be placed under the 'Approved Contractors/Suppliers List' after thorough assessment. Spot checks and on-site visit will be conducted, if deemed necessary, to assess hygiene condition of the manufacturing facilities, process control and implementation of quality system and ensure full compliance with applicable law and requirements by the suppliers and contractors.

The Group formulated the 'Green Purchasing Guidelines' with a goal of avoiding unnecessary consumption and engaging our 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.

We believe that, through the above management system, we can minimize the potential environmental and social risks associated with the supply chain management. During the Reporting Year, the Group engaged 49 food suppliers, 8 beverage suppliers and 60 service providers in total, which were all located in the same geographic region as the Group. We believe that such practice can largely reduce our carbon footprint while maintaining a steady and timely supplies for our operation.

6.3 Product Responsibility

To be a successful banquet service provider, the Group realizes that we are held responsible for the quality of the products and services delivered to our customers. Therefore, we are committed to ensuring that the food ingredients are safe, fresh and of quality upon delivery, in storage and during processing. The Group regularly

充要求。該等要求包括監管合規、勞工常規、反貪污、環保措施、綠色採購、職安健及其他商業道德。該等政策使本集團可管理及監督業務合作夥伴的道德操守。新供應商及承包商必須提交附有證明文件的申請，並進行全面評估。經全面評估後，合適的承包商及供應商將被列入「認可承包商／供應商名單」。倘有需要，我們會進行抽查及實地探訪，以評估生產設施的衛生狀況、過程管控及質控系統的實施，並確保供應商及承包商完全遵守適用的法律及規定。

本集團制定「綠色採購指南」，旨在避免不必要的消耗，並推動承包商及供應商審查及評估其產品生命週期對環境的影響，及採用環保做法，例如提供更耐用及具有更高能源效益的產品。

我們相信，憑藉上述管理體系，我們可將與供應鏈管理相關的潛在環境及社會風險減至最低。於報告年度，本集團共聘用49家食品供應商、8家飲料供應商及60家服務供應商，全部均與本集團位於同一地區。我們相信此做法可顯著減少碳足跡，同時為我們的營運維持穩定與及時的供應。

6.3 產品責任

成為出色的宴會服務供應商，本集團明白我們須對提供予客戶的產品及服務的質量負責。因此，我們致力確保食材在交付、儲存及加工過程中安全、新鮮及高質。本集

carries out assessment of the product quality and keeps abreast of the laws and regulations related to product compliance.

During the Reporting Year, no material complaints or claims on our food were received nor were our banquet halls subject to any investigation with respect to food hygiene by any government authorities or relevant customer protection organizations. The Group, during the Reporting Year complied with relevant laws and regulations relating to advertising, for example, the Trade Description Ordinance (Chapter 362 of the Laws of Hong Kong), by ensuring that there is no false and misleading message in the advertisement and promotion activities of the Group.

6.4 Customer Feedback and Handling

Realizing that our customer needs and expectations should be well addressed, the Group pays attention to the level of satisfaction of customers and their feedback. The Group established various channels to collect customer feedback, including providing a restaurant hotline, setting suggestion boxes in conspicuous locations in restaurants and communicating with customers through the Group's website and social media.

In managing complaints and feedback from customers, a Claim Alert System was established to register and keep track of customer claims and complaints. The Group consolidated and comprehensively analysed the customers' feedback and produced a monthly summary of complaints to be discussed in summary meetings. Follow-up actions will be taken to continuously improve our service in order to satisfy customer demand. Feedback will be provided to the customers in a timely manner. During the Reporting Year, the Group received a total of 46 complaints, most of which involve service, product and hygiene, and had followed up all cases with customers. At the same time, the Group had conducted an internal evaluation and enhanced employee training continuously.

團定期評估產品質量，並一直留意有關產品合規的法律及法規。

於報告年度，我們並無收到任何重大投訴或食物索償，亦無任何政府機關或相關消費者保護組織對我們的宴會廳進行任何食品衛生調查。本集團於報告年度內符合有關宣傳的相關法律及法規，例如香港法例第362章《商品說明條例》，確保本集團的宣傳及推廣活動並無虛假及誤導信息。

6.4 客戶反饋及處理

本集團深明應妥善回應客戶的需求及期望，故關注客戶的滿意程度及反饋。本集團設立各種渠道，以收集客戶反饋，包括設立餐廳熱線電話、在餐廳顯眼位置放置意見箱及透過本集團的網站及社交媒體與客戶溝通。

我們設立索償警報系統，於管理客戶的投訴及反饋時，記錄及追蹤客戶索償及投訴。本集團整合及全面分析客戶反饋，並按月編製投訴摘要，以供於總結會議上討論。我們將會採取跟進行動，務求不斷完善服務，滿足客戶需求。我們亦會及時向客戶提供反饋。於報告年度，本集團共接獲46宗投訴，大部分涉及服務、產品及衛生問題，而本集團已與客戶跟進所有個案。同時，本集團進行內部評估，並不斷加強員工培訓。

Table 6 – Product Recalls and Complaints
表6 – 產品召回及投訴

		FY2020 2020財政年度 (%)
Percentage of sold/shipped products/services recalled due to safety and health reasons	因安全及健康理由而召回的已售／已付運產品／服務的百分比	0
Percentage of complaints received about the products/services related to health and safety issues	與健康及安全問題相關的產品／服務的已接獲投訴百分比	3

6.5 Privacy Protection

The Group is committed to compliance with the privacy laws and regulations. The Group undertakes to strictly comply with the requirements of the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong), to ensure that all data are securely kept in our internal system with access control. The Group also set out data privacy requirements in our corporate policies, under which customer and supplier data would be used exclusively for matters relating to the Group's operation. We strive to ensure all collected data kept is free of unauthorized or accidental access, processing, erasure or other use.

6.6 Anti-Corruption

The Group makes every effort to uphold a high standard of business ethics and prohibition of any forms of bribery and corrupt practices. The Group has developed a series of policies and code-of-conduct with respect to anti-fraud and anti-bribery, which apply to all staff members.

We require our employees to declare any conflict of interest. To avoid any possible conflict with sub-contractors or suppliers, we organise seminars in relation to anti-corruption and avoidance of conflict of interest for our employees. We also encourage all of our business-related parties, including suppliers to observe those principles of the policies and to proactively report any suspected misconduct issues to the Group.

During the Reporting Year, the Group observed the laws and regulations, which have a significant impact on the Group, relating to bribery, extortion, fraud and money laundering, such as the Prevention of Bribery Ordinance (Chapter 201 of the laws of Hong Kong). No cases of anti-corruption were concluded and the Audit Committee identified no complaint from employees during the Reporting Year.

6.5 私隱保障

本集團致力遵守私隱法律及法規。本集團承諾嚴格遵守香港法例第486章《個人資料(私隱)條例》的規定，確保所有資料安全保存於我們的內部系統，並設有查閱控制。本集團亦於企業政策內列明資料私隱規定，據此，客戶及供應商資料僅用於與本集團營運有關的事宜。我們致力確保所收集的全部資料概無被未經授權或意外查閱、處理、刪除或作其他用途。

6.6 反貪污

本集團竭盡全力恪守高標準的商業道德，禁止任何形式的賄賂及貪污行為。本集團設有一系列反欺詐和反賄賂的政策及相關行為守則，全體員工均須遵守。

我們要求員工申報任何利益衝突。為免員工與分包商或供應商發生任何此類潛在衝突，我們為員工舉辦有關反貪污及慎防利益衝突的研討會。我們亦鼓勵所有業務相關方(包括供應商)遵守有關政策原則，並主動向本集團報告任何可疑的不當行為事宜。

於報告年度，本集團遵守有關賄賂、勒索、欺詐及洗黑錢而對本集團有重大影響的法律及法規，例如香港法例第201章《防止賄賂條例》。於報告年度，概無反貪污案件結案，審核委員會亦無接獲員工投訴。

6.7 Whistle-Blowing

In order to encourage our employees to report illegality, irregularity, malpractice, unethical acts or behaviours, inappropriate conducts or actions which may damage the Group's interests, we formulated the "Whistle-Blowing Policy" for our staff and established various channels for reporting suspected fraudulent practices, including a whistle-blowing telephone number, a whistle-blowing mailbox and an email address for external parties (including suppliers and customers) to reflect and report non-compliance with laws or regulations of the Group's employees at work. The policy aims to encourage our employees to report behaviour that is not in line with the principles of ethics and the Group's policy such as events that are non-compliant with the Group's policy, laws, rules, regulations, general practice of financial reporting and internal control.

The Group is committed to addressing the "whistle-blowers" concerns in a fair and reasonable manner and to handling the reports with due care and conducting a comprehensive and independent investigation for each reasonably established report. The Group protects whistle-blowers by prohibiting any form of discrimination or retaliation or hindrance, interference or antagonism against employees participating in the investigation. All "whistle-blowers" who report in good faith are reasonably protected from retaliation or adverse consequence of their employment regardless of whether the allegation is substantiated.

6.8 Intellectual Property Rights

The Group is committed to compliance with relevant laws of intellectual property right by valuing and protecting its intellectual properties through periodic trademark renewals.

7 COMMUNITY INVESTMENT

The Group is dedicated to making a better society through our active involvement and partnership with local non-profit organizations to organize and take part in a variety of charitable activities and actions such as health education and action, poverty relief action, children, elderly, underprivileged groups, animal welfare and environmental protection. We put the best effort and resources in helping the local communities and people in needs through multiple channels including community services and sponsorship programs.

6.7 舉報

為鼓勵員工舉報違法、違規、瀆職、不道德的行為或舉動、可能損害本集團利益的行為或行動，我們為員工制定「舉報政策」，另已設立多種舉報疑似舞弊事件的渠道，包括舉報電話、舉報郵箱和電子郵箱供外部人員（包括供應商及客戶）反映和舉報本集團員工在工作時的違法或違規行為。該政策旨在鼓勵員工舉報不符合道德原則及本集團政策的行為，如違反本集團政策、法律、規則、法規、財務報告一般慣例及內部控制等事件。

本集團致力以公平合理的方式處理「舉報人」的問題，並謹慎處理舉報，並對每份合理確定的舉報進行全面獨立調查。本集團保護舉報人，禁止任何形式的歧視或報復行為，亦禁止對參與調查的員工採取任何阻撓、干預或敵對措施。不論指控是否成立，所有真誠舉報的「舉報人」均受合理保護，以免遭受報復或對其僱傭不利的後果。

6.8 知識產權

本集團致力遵守知識產權的相關法律，透過定期重續商標評估及保護其知識產權。

7 社區投資

本集團致力打造美好社會，積極與當地非牟利機構共事和合作，藉以舉辦及參與多項慈善活動及行動，如健康教育及行動、扶貧行動、老幼、弱勢社群、動物福利及環保行動等。我們通過社區服務和贊助計劃等各種途徑，不遺餘力幫助當地社區及有需要人士。

7.1 Community Services

During the Reporting Year, the Group contributed a donation of approximately HKD996,000 to one of the reputable charity organizations in Hong Kong, Pok Oi Hospital, as the Group's continued support to the organization's provision of quality medical, educational and social services for the needy of our society. In addition, the Group also continued to participate in multiple charity events such as “博愛歡樂傳萬家” and “博愛百周年慈善餐舞會” to assist fund-raising for the organization.

7.1 社區服務

於報告年度，本集團向香港著名慈善機構之一博愛醫院捐款約996,000港元，以示本集團繼續支持該機構為社會有需要人士提供優質醫療、教育及社會服務。此外，本集團亦繼續參與「博愛歡樂傳萬家」及「博愛百周年慈善餐舞會」等各項慈善活動，協助機構籌款。



The Group's participation in the event of “博愛歡樂傳萬家”
本集團參與「博愛歡樂傳萬家」活動



The Group's participation in fund-raising events for “Pok Oi Hospital”
本集團參與「博愛醫院」籌款活動

7.2 Food Wise Program

The Group is highly concerned with the issue of food waste that the industry is commonly facing in Hong Kong. To further promote the awareness of the community on food waste reduction, the Group, during the Reporting Year, was actively involved with the “Food Wise Hong Kong Campaign” organized by the Environmental Protection Department as part of the Group’s effort in ‘building a sustainable environment’ and ‘serving the community’.

Going forward, the Group will continue to foster the culture of active participation in community services, encouraging our staff members to be actively engaged in voluntary services and join hands together to disseminate the spirit of services in the community where we all depend on.

7.2 惜食計劃

本集團注重行業在香港經常面對的食物浪費問題。為加強在社區推廣減少食物浪費的認識，本集團於報告年度積極參與由環境保護署舉辦的「惜食香港運動」，乃為本集團實踐「營造可持續發展環境」及「服務社區」目標的舉措。

展望未來，本集團將繼續培養積極參與社區服務的文化，鼓勵員工積極參與義工服務，在我們賴以維生的社區攜手宣揚服務精神。



The Group’s involvement with the “Food Wise Hong Kong Campaign”

本集團參與「惜食香港運動」

8 HKEX ESG GUIDE CONTENT INDEX

8. 聯交所環境、社會及管治報告指引內容索引

Aspects, General Disclosures and KPIs	Description	Relevant sections in the ESG Report	Remarks
層面、一般披露及關鍵績效指標	描述	環境、社會及管治報告有關章節	備註
Aspect A1: Emissions			
層面A1：排放物			
General Disclosure	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	Environmental Protection	
一般披露	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。	環境保護	
KPI A1.1	Types of emissions and respective emissions data	Environmental Protection	
關鍵績效指標A1.1	排放物種類及相關排放數據。	環境保護	
KPI A1.2	Greenhouse gas emissions in total and, where appropriate, intensity	Environmental Protection	
關鍵績效指標A1.2	溫室氣體總排放量及（如適用）密度。	環境保護	
KPI A1.3	Total hazardous waste produced and, where appropriate, intensity	n/a	Defined to be irrelevant to the Group's operation
關鍵績效指標A1.3	所產生有害廢棄物總量及（如適用）密度。	不適用	界定為與本集團的業務無關
KPI A1.4	Total non-hazardous waste produced and intensity	Environmental Protection	
關鍵績效指標A1.4	所產生無害廢棄物總量及（如適用）密度。	環境保護	
KPI A1.5	Description of measures to mitigate emissions and results achieved	Environmental Protection	
關鍵績效指標A1.5	描述減低排放量的措施及所得成果。	環境保護	

Aspects, General Disclosures and KPIs	Description	Relevant sections in the ESG Report	Remarks
層面、一般披露及關鍵績效指標	描述	環境、社會及管治報告有關章節	備註
KPI A1.6	Description of how hazardous and non – hazardous waste are handled, reduction initiatives and results achieved	Environmental Protection	
關鍵績效指標 A1.6	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。	環境保護	
Aspect A2: Use of Resources			
層面 A2：資源使用			
General Disclosure	Policies on efficient use of resources including energy, water and other raw materials	Environmental Protection	
一般披露	有效使用資源（包括能源、水及其他原材料）的政策	環境保護	
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity	Environmental Protection	
關鍵績效指標 A2.1	按類型劃分的直接及／或間接能源總耗量及密度	環境保護	
KPI A2.2	Water consumption in total and intensity	Environmental Protection	
關鍵績效指標 A2.2	總耗水量及密度。	環境保護	
KPI A2.3	Description of energy use efficiency initiatives and results achieved	Environmental Protection	
關鍵績效指標 A2.3	描述能源使用效益計劃及所得成果。	環境保護	
KPI A2.4	Description of whether there is any issue in sourcing water, water efficiency initiatives and results achieved	n/a	Defined to be irrelevant to the Group's operation
關鍵績效指標 A2.4	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。	不適用	界定為與本集團的業務無關
KPI A2.5	Total packaging material used for finished products, and if applicable, with reference to per unit produced	n/a	Defined to be irrelevant to the Group's operation
關鍵績效指標 A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。	不適用	界定為與本集團的業務無關

Environmental, Social and Governance Report

環境、社會及管治報告

Aspects, General Disclosures and KPIs	Description	Relevant sections in the ESG Report	Remarks
層面、一般披露及關鍵績效指標	描述	環境、社會及管治報告有關章節	備註
Aspect A3: The Environment and Natural Resources			
層面A3：環境及天然資源			
General Disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources	Environmental Protection	
一般披露	減低發行人對環境及天然資源造成重大影響的政策	環境保護	
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and actions taken to manage them	Environmental Protection	
關鍵績效指標A3.1	減低發行人對環境及天然資源造成重大影響的政策	環境保護	
Aspect B1: Employment			
層面B1：僱傭			
General Disclosure	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	Employment	
一般披露	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	僱傭	

Aspects, General Disclosures and KPIs	Description	Relevant sections in the ESG Report	Remarks
層面、一般披露及關鍵績效指標	描述	環境、社會及管治報告有關章節	備註
KPI B1.1	Total workforce by gender, employment type, age group and geographical region	Employment	
關鍵績效指標B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數	僱傭	
KPI B1.2	Employee turnover rate by gender, age group and geographical region	Employment	
關鍵績效指標B1.2	按性別、年齡組別及地區劃分的僱員流失比率	僱傭	
Aspect B2: Health and Safety			
層面B2：健康與安全			
General Disclosure	Information on:	Employment	
一般披露	(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：	僱傭	
	(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。		
KPI B2.1	Number and rate of work-related fatalities	Employment	
關鍵績效指標B2.1	因工作關係而死亡的人數及比率	僱傭	
KPI B2.2	Lost days due to work injury	Employment	
關鍵績效指標B2.2	因工傷損失工作日數	僱傭	
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	Employment	
關鍵績效指標B2.3	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	僱傭	

Environmental, Social and Governance Report

環境、社會及管治報告

Aspects, General Disclosures and KPIs	Description	Relevant sections in the ESG Report	Remarks
層面、一般披露及關鍵績效指標	描述	環境、社會及管治報告有關章節	備註
Aspect B3: Development and Training			
層面B3：發展及培訓			
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work.	Employment	
一般披露	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	僱傭	
KPI B3.1	The percentage of employees trained by gender and employee category	Employment	
關鍵績效指標B3.1	受訓僱員百分比及僱員類別	僱傭	
KPI B3.2	The average training hours completed per employee by gender and employee category	Employment	
關鍵績效指標B3.2	按性別及僱員類別劃分，每名僱員完成的平均培訓時數	僱傭	
Aspect B4: Labour Standards			
層面B4：勞工準則			
General Disclosure	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	Employment	
一般披露	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。	僱傭	
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour	Employment	
關鍵績效指標B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工	僱傭	
KPI B4.2	Description of steps taken to eliminate child and forced labour practices when discovered	n/a	No such incidents were reported during the Reporting Year.
關鍵績效指標B4.2	描述在發現違規情況時消除有關情況所採取的步驟	不適用	報告年度內未發生此類事件

Aspects, General Disclosures and KPIs	Description	Relevant sections in the ESG Report	Remarks
層面、一般披露及關鍵績效指標	描述	環境、社會及管治報告有關章節	備註

Aspect B5: Supply Chain Management

層面B5：供應鏈管理

General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain 管理供應鏈的環境及社會風險政策	Operating Practices 營運慣例	
KPI B5.1 關鍵績效指標B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目	Operating Practices 營運慣例	
KPI B5.2 關鍵績效指標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	Operating Practices 營運慣例	

Aspect B6: Product Responsibility

層面B6：產品責任

General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Operating Practices 營運慣例	
KPI B6.1 關鍵績效指標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	n/a 不適用	Not applicable to the Group's core operation 不適用於本集團的核心業務

Environmental, Social and Governance Report

環境、社會及管治報告

Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant sections in the ESG Report 環境、社會及管治報告有關章節	Remarks 備註
KPI B6.2 關鍵績效指標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	Operating Practices 營運慣例	
KPI B6.3 關鍵績效指標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	n/a 不適用	Not applicable to the Group's core operation 不適用於本集團的核心業務
KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures 描述質量保證過程及產品回收程序	Operating Practices 營運慣例	
KPI B6.5 關鍵績效指標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	Operating Practices 營運慣例	
Aspect B7: Anti-corruption			
層面B7：反貪污			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Operating Practices 營運慣例	
KPI B7.1 關鍵績效指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Year and the outcomes of the cases 於報告期間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	Operating Practices 營運慣例	No concluded legal cases regarding corrupt practices during the Reporting Year. 報告年度內概無關於貪污行為的已審結法律案件。

Aspects, General Disclosures and KPIs	Description	Relevant sections in the ESG Report	Remarks
層面、一般披露及關鍵績效指標	描述	環境、社會及管治報告有關章節	備註
KPI B7.2	Description of preventive measures and whistle – blowing procedures, how they are implemented and monitored	Operating Practices	
關鍵績效指標B7.2	描述防範措施及舉報程序，以及相關執行及監察方法	營運慣例	
Aspect B8: Community Investment			
層面B8：社區投資			
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities takes into consideration communities' interests	Community Investment	
一般披露	有關以社區參與來了解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。	社區投資	
KPI B8.1	Focus areas of contribution	Community Investment	
關鍵績效指標B8.1	專注貢獻範疇	社區投資	
KPI B8.2	Resources contributed to the focus areas	Community Investment	
關鍵績效指標B8.2	在專注範疇所動用資源	社區投資	



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