



GREATER BAY AREA  
DYNAMIC GROWTH HOLDING LIMITED  
大灣區聚變力量控股有限公司

Incorporated in Bermuda with Limited Liability 於百慕達註冊成立之有限公司  
Stock Code 股份代號 :1189

Environmental, Social and  
Governance Report  
環境、社會及管治報告  
**2020**



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## Scope and Reporting Period 範圍及報告期

GREATER BAY AREA DYNAMIC GROWTH HOLDING LIMITED (the “Company”) is pleased to publish the Environmental, Social, and Governance (the “ESG”) report, highlighting its ESG performance, with disclosure reference made to the ESG Reporting Guide as set out in Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (the “Listing Rules”).

This ESG report covers the Group’s overall performance in two subject areas, namely, Environmental and Social of its hotel operations in Guangzhou (the “Guangzhou Operation”) and Shenyang (the “Shenyang Operation”), the People’s Republic of China (the “PRC”) from 1 January 2020 to 31 December 2020 (the “Reporting Period”), unless otherwise stated. The lease of the property known as “Rosedale Hotel Hong Kong” located at 8 Shelter Street, Causeway Bay, Hong Kong expired on 31 December 2020, and thus it is excluded in this report. The total floor area coverage for the Group was 89,866 m<sup>2</sup> with a total 724 hotel rooms.

大灣區聚變力量控股有限公司(「本公司」)欣然發佈其環境、社會及管治(「ESG」)報告，重點匯報其於ESG方面的表現，而當中的披露事項乃經參考香港聯合交易所有限公司證券上市規則(「上市規則」)附錄二十七所載之《環境、社會及管治報告指引》後作出。

除非另有說明，本ESG報告涵蓋本集團於二零二零年一月一日至二零二零年十二月三十一日(「報告期」)在中華人民共和國(「中國」)廣州及瀋陽的酒店營運(分別為「廣州營運」及「瀋陽營運」)在環境及社會兩項主要範疇的整體表現。位於香港銅鑼灣信德街8號的「香港珀麗酒店」物業的租約已於二零二零年十二月三十一日屆滿，因此本報告已剔除有關酒店。本集團的總樓面面積為89,866平方米，共有724間客房。

## The Group's Mission, Visions and Strategies

### 本集團的使命、願景和策略

The mission of the Group is to put hospitality services on its highest priority. The Group aims at delighting its guests by creating engaging experiences, creating personal experiences for its guests that they will treasure, enhancing customer satisfaction and becoming the preferred choice of accommodation for business clients and leisure travellers.

本集團的使命為將酒店服務放於首位，目標是透過體驗愉悅客人、為客人營造珍貴的個人體驗、提高客戶滿意度，並成為商務客戶和休閒旅客的首選住宿選擇。

The Group is committed to long-term sustainability of the environment and communities in which it engages from time to time. It is achieved through rational resources utilisation and strict compliance with applicable environmental laws and practices of environmental protection, health and safety, workplace conditions and employment. The Group continues to improve the environmental performance as an integral and fundamental part of its business strategy and operating approach. The Group believes that its employees are the most important and valuable assets. It creates employment opportunities for local people and promotes the economic development of the community. The Group also strives to develop long-term relationship with its stakeholders and seek to contribute to community development.

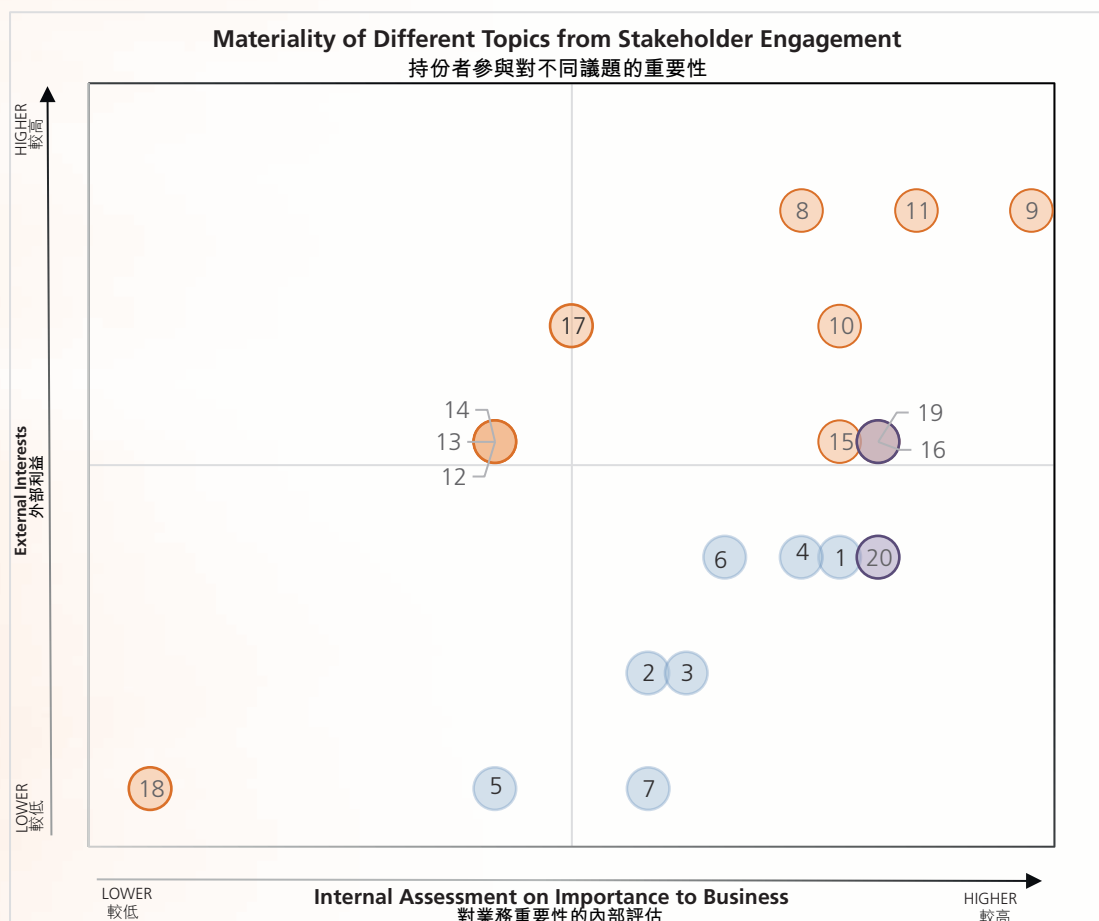
本集團不時致力實現環境及社區的長期可持續性，透過合理運用資源及恪守有關環保、健康與安全、工作地點狀況及僱傭的適用環保法律及常規實現有關目標。本集團一直提升環保表現，以作為業務策略及營運方針中不可或缺的關鍵部分。本集團相信員工是最重要及寶貴的資產，並為當地居民創造就業機會及推動該區的經濟發展。本集團亦致力與持份者建立長期關係，力求為社區發展作出貢獻。

# Stakeholder Engagement and Materiality

## 持份者參與及重要性

The Group values input and feedback of its stakeholders as they have substantial contribution to the Group's business. Internal and external stakeholders have been involved in regular engagement activities to share views regarding the Group's operations and performances. The Group has specifically engaged the members of the Board of Directors, senior management, frontline staff to gain further insights on ESG material aspects and challenges during the Reporting Period. Based on the feedback collected from different groups of stakeholders, a materiality matrix was developed.

本集團重視持份者的意見及反饋，因持份者對集團的業務有重大貢獻。內部及外部持份者一直定期參與活動以分享彼等對本集團業務營運和表現的意見。於報告期內，本集團已特別指派董事會成員、高級管理層及前線員工，以取得有關ESG重要方面和挑戰的進一步見解。本集團已根據向不同持份者團體收集到的反饋制定重要性矩陣。



# Stakeholder Engagement and Materiality

## 持份者參與及重要性

### A. Environmental

#### A. 環境

- 1 Energy
- 1 能源
- 2 Water
- 2 用水
- 3 Emissions
- 3 排放
- 4 Effluent and Waste
- 4 污水及廢棄物
- 5 Other Raw Materials Consumption
- 5 其他原材料消耗
- 6 Environmental Protection Policies
- 6 環保政策
- 7 Climate Change
- 7 氣候轉變

### B. Social

#### B. 社會

- 8 Employment
- 8 僱傭
- 9 Occupational Health and Safety
- 9 職業健康與安全
- 10 Development and Training
- 10 發展及培訓
- 11 Labour Standards
- 11 勞工準則
- 12 Supply Chain Management
- 12 供應鏈管理
- 13 Intellectual Property Rights
- 13 知識產權
- 14 Customer Data Protection
- 14 客戶資料保障
- 15 Customer Service
- 15 客戶服務
- 16 Product/Service Quality
- 16 產品／服務質量
- 17 Anti-corruption
- 17 反貪污
- 18 Community Investment
- 18 社區投資

### C. Others

#### C. 其他

- 19 Food Health and Safety
- 19 食品健康與安全
- 20 Hospitality and Other Management
- 20 酒店及其他管理

# Stakeholder Engagement and Materiality

## 持份者參與及重要性

The most material issues are listed below:

- Occupational Health and Safety;
- Labour Standard;
- Employment;
- Development and Training;
- Product/Service Quality; and
- Food Health and Safety.

The Board of Directors understands that it has overall responsibility for the Group's ESG strategy and reporting. ESG-related risks are identified through the risk control procedure and the identified material aspects are strictly managed through the Group's policies and guidelines. Management of the aspects have been described in separate sections below. The Group will continue to identify areas of improvement for the concerned aspects and keep close communication with its stakeholders to share and exchange ideas for advancing the Group's ESG management.

最重大議題載列如下：

- 職業健康與安全；
- 勞工準則；
- 僱傭；
- 發展及培訓；
- 產品／服務質量；及
- 食品健康與安全。

董事會明白其須對本集團ESG策略及報告承擔整體責任，並通過風險控制程序識別ESG相關風險及按本集團的政策和指引嚴格管理所識別的重要範疇。有關管理該等範疇的詳情已於下文章節另行闡述。本集團將會繼續查找不足之處以期改善有關範疇，並與持份者保持密切溝通，藉分享及交流意見以提升本集團在ESG方面的管理工作。



## Stakeholders' Feedback 持份者的反饋

The Group is committed to continuous improvement of its ESG management. The Administration Department and the Finance Department keep track of the environmental and social data and report to the members of the Board of Directors for periodic review. The Group also welcomes stakeholders' feedback on its ESG approach and performance. Please give your suggestions or share your views with the Group via email at [info@gbadynamic.com](mailto:info@gbadynamic.com).

本集團致力持續改善在ESG方面的管理工作。行政部門及財務部門密切監察有關環境及社會的數據，並向董事會成員匯報以供定期檢討。本集團亦歡迎持份者就其ESG方針及表現提出意見。歡迎閣下透過電郵至 [info@gbadynamic.com](mailto:info@gbadynamic.com) 向本集團提供建議或分享看法。



# Environmental 環境

## A. ENVIRONMENTAL

The Group did not note any cases of material non-compliance relating to air and greenhouse gas emissions, discharge into water and land, and the generation of hazardous and non-hazardous waste during the Reporting Period.

The Group aims to minimise the environmental impacts of its business operations. The Group strives to utilise raw materials and resources, particularly water and energy, more efficiently. The Group is also committed to improving its existing waste management system to further reduce waste generation and the burden on landfill. The Group will continue identifying areas to better manage and improve the overall control and monitoring measures for its operations.

### A1. Emissions

#### A1.1. Air Emissions

During the Reporting Period, nitrogen oxides (NO<sub>x</sub>), sulphur oxides (SO<sub>x</sub>) and respiratory suspended particles (PM) were emitted from fuel consumption for catering service and company vehicles. The Group outsourced its shuttle bus service to external vehicle companies. Such emission is therefore not included in the reporting scope. Its air emissions were summarised in the table below.

Air emissions (non-GHG) from stationary and mobile combustion 來自固定來源及流動來源燃燒的空氣排放 (非溫室氣體)				
Fuel Source 燃料來源	Use of Fuel 燃料用途	NO <sub>x</sub> (in kg) 氮氧化物 (千克)	PM (in kg) 懸浮顆粒 (千克)	SO <sub>x</sub> (in kg) 硫氧化物 (千克)
Natural gas 天然氣	Kitchen 廚房	24.8	N/A 不適用	0.06
Petrol 汽油	Vehicles 車輛	0.12	0.015	0.02
TOTAL 合計		24.92	0.015	0.08

## A. 環境

於報告期內，本集團並無發現有關空氣及溫室氣體排放、在水域及土地排放，以及產生有害及非有害廢棄物的任何重大不遵守個案。

本集團旨在減低其業務營運對環境造成的影響。本集團致力以更有效率的方式使用原材料及資源 (尤其是水及能源)，亦努力改善現有的廢棄物管理系統，以進一步減少產生廢棄物和降低對堆填區造成的負擔。本集團將會繼續找出需要更妥善管理及改善整體管控的範疇，以及繼續監察其營運相關措施。

### A1. 排放

#### A1.1. 空氣排放

於報告期內，餐飲服務以及公司車輛的燃料消耗排放了氮氧化物、硫氧化物及可吸入懸浮顆粒。本集團將穿梭巴士服務外判予外部車輛公司，因此相關排放並無計入報告範圍內。下表概述其空氣排放資料。

## A. ENVIRONMENTAL (CONTINUED)

### A1. Emissions (CONTINUED)

#### A1.2. Greenhouse Gas (GHG) Emissions

Direct GHG emissions are generated from the combustion of fuel in stationary and mobile sources, and the fugitive emissions. Indirect GHG emissions were generated from the consumption of purchased electricity, processing of freshwater and sewage, landfilling of waste papers, and business air travel.

There were 7,819.20 tonnes of carbon dioxide equivalent emitted, with an intensity of 0.09 tonnes carbon dioxide equivalent per m<sup>2</sup>, during the Reporting Period. Due to the high electricity consumption, scope 2 emission contributed to 90% of its total emissions. The table below summarises the GHG emissions of the Complex from different emission sources:

## A. 環境 (續)

### A1. 排放 (續)

#### A1.2. 溫室氣體排放

直接溫室氣體排放乃來自固定和流動來源之燃料燃燒及逸散性排放；間接溫室氣體排放則自消耗外購電力、食水和廢水處理、廢紙填埋及航空差旅產生。

於報告期內，本集團排放了7,819.20噸二氧化碳當量，密度為每平方米0.09噸二氧化碳當量。由於耗電量高，範圍2之排放量佔總排放量的90%。下表概述綜合大樓源自不同排放源的溫室氣體排放量：

# Environmental 環境

## A. ENVIRONMENTAL (CONTINUED)

### A1. Emissions (CONTINUED)

#### A1.2. Greenhouse Gas (GHG) Emissions (CONTINUED)

Scope of Greenhouse Gas Emissions 溫室氣體排放範圍	Emission Sources 排放來源	Emission (in tonnes of CO <sub>2</sub> e) <sup>1</sup> 排放量 (以噸 二氧化碳 當量計) <sup>1</sup>	Total Emission (in percentage) 總排放量 (百分比)
Scope 1 Direct Emissions 範圍1 直接排放			
Combustion of Fuel for Stationary Source 固定來源之燃料燃燒	Natural Gas 天然氣	330.02	8%
	Diesel 柴油	75.31	
Combustion of Fuel for Mobile Source 流動來源之燃料燃燒	Petrol 汽油	3.39	
Refrigerants 製冷劑		218.67	
Scope 2 Energy Indirect Emissions 範圍2 能源間接排放			
Purchased Electricity <sup>2</sup> 外購電力 <sup>2</sup>		7,068.95	90 %
Scope 3 Other Indirect Emissions 範圍3 其他間接排放			
Freshwater Processing 食水處理		80.88	2%
Wastewater Treatment 廢水處理		26.71	
Paper Waste Disposal 紙廢棄物處置		14.91	
Business Air Travel <sup>3</sup> 航空差旅 <sup>3</sup>		0.36	
Total 合共		7,819.20	100%

## A. 環境 (續)

### A1. 排放 (續)

#### A1.2. 溫室氣體排放 (續)

## A. ENVIRONMENTAL (CONTINUED)

### A1. Emissions (CONTINUED)

#### A1.2. Greenhouse Gas (GHG) Emissions (CONTINUED)

Notes:

Note 1: Emission factors were referred to Appendix 27 to the Listing Rules and their referred documentation, unless stated otherwise.

Note 2: Combined margin emission factor of 0.8042 tCO<sub>2</sub>/MWh and 1.0826 tCO<sub>2</sub>/MWh were used for purchased electricity in southern, and north-eastern Mainland China respectively.

Note 3: Emissions were calculated using the online tool provided by International Civil Aviation Organisation.

#### A1.3. Hazardous Waste

In the Guangzhou Operation, 169.68 kg waste batteries, representing an intensity of 0.0019 kg/m<sup>2</sup>, were collected by the licenced collectors during the Reporting Period. Other hazardous waste included 335 pieces of toner cartridges.

#### A1.4. Non-hazardous Waste

The Group disposes of non-hazardous waste according to the requirements of the local governments. During the Reporting Period, the Group generated a total of 1,428 tonnes domestic waste, with an intensity of 0.02 tonnes/m<sup>2</sup>, which was mainly composed of food waste, generated from the restaurants operated by the hotels, and general refuse.

## A. 環境 (續)

### A1. 排放 (續)

#### A1.2. 溫室氣體排放 (續)

附註：

附註1：除非另有說明，排放系數乃參照上市規則附錄二十七及其提述的文件得出。

附註2：合併邊際排放系數每兆瓦時0.8042噸二氧化碳及每兆瓦時1.0826噸二氧化碳已分別用於中國內地南部和東北部的外購電力。

附註3：排放量按國際民航組織提供的網上工具計算得出。

#### A1.3. 有害廢棄物

廣州營運方面，於報告期內由持牌回收商回收169.68公斤廢棄電池，相當於密度為每平方米0.0019公斤。其他有害廢棄物包括335個碳粉匣。

#### A1.4. 非有害廢棄物

本集團根據當地政府的規定棄置非有害廢棄物。於報告期內，本集團產生了合共1,428噸生活廢棄物，密度為每平方米0.02噸，主要包括酒店經營的餐廳所產生的食品廢棄物以及一般垃圾。

# Environmental 環境

## A. ENVIRONMENTAL (CONTINUED)

### A1. Emissions (CONTINUED)

#### A1.5. Measures to Mitigate Emissions

The Group understands that the use of energy produces carbon emissions. The Group strives to increase energy efficiency and save energy to minimise carbon footprint. At the catering service, the kitchen's oily fume emissions and waste gas are filtered by proper exhaust system to remove air pollutants before being discharged into the atmosphere. The Group also encourages its employees to take public transports for commuting to work to reduce unnecessary emissions.

## A. 環境 (續)

### A1. 排放 (續)

#### A1.5. 減低排放量的措施

本集團明白使用能源會產生碳排放，因此致力提高能源效益並節約能源，藉以盡量減少碳足跡。在餐飲服務方面，廚房的油煙排放物及廢氣會先以適當的排氣系統過濾空氣污染物，然後才排放到大氣中。本集團亦鼓勵僱員使用公共交通工具通勤，以減少不必要的排放。

## A. ENVIRONMENTAL (CONTINUED)

### A1. Emissions (CONTINUED)

#### A1.6 Waste Handling and Reduction and Initiatives

The Group strives to manage and discard all waste produced in its business activities properly. During the Reporting Period, the Group complied with the laws and regulations of the local governments relating to waste handling. The Group observed the Garbage Classification Policy, separating trash into food waste, recyclable and non-recyclables. The waste was collected by licenced companies regularly.

The Group actively reduces the distribution and use of disposable items and practices waste sorting and recycling. The Group has the following waste reduction initiatives:

##### **Reducing Paper Waste**

The Group encourages paper reduction in office operations. The Group has developed an electronic circular and reporting system to achieve the Group's paperless goal. If printing is inevitable, double-sided printing practices are encouraged and recycled paper is used. The Guangzhou Operation has introduced a guide of procurement system for all requisitions, including daily market list, purchase request, store information and approval process. The system has greatly reduced paper usage.

##### **Reducing Waste from Canteen and restaurant**

The Group carefully forecasts the amount of food ingredients needed to reduce waste at source. Signs are displayed at each table of the restaurants in the hotel operations to remind guests to prevent food waste and promote no leftovers after the meal.

## A. 環境 (續)

### A1. 排放 (續)

#### A1.6 處理和減少廢棄物及措施

本集團致力妥善處理和棄置其業務活動所產生的所有廢棄物。於報告期內，本集團已遵守地方政府有關廢棄物處理的法律和法規。本集團已根據廢棄物分類政策將廢棄物分為食品廢棄物、可回收物及不可回收物。有關廢棄物由持牌公司定期收集。

本集團積極減少派發和使用即棄用品，並實行廢物分類和回收。本集團已實施以下減廢措施：

##### **減少廢紙**

本集團鼓勵於辦公室運作中減少用紙。本集團已建立電子傳閱及報告系統，以達到集團的無紙化目標。倘無可避免地需要列印，則鼓勵採用雙面列印及使用再造紙。廣州營運已在採購系統中引入處理有關每日市場清單、採購要求、店舖資料及批核程序等各種要求的指引。該系統大大減少了用紙量。

##### **減少員工飯堂及餐廳廢棄物**

本集團小心預計所需食材數量，以從源頭減少浪費。就酒店營運而言，餐廳內各餐桌上均有展示標誌，提醒客人避免浪費食物，並提倡在進膳後不要剩下食物。

# Environmental 環境

## A. ENVIRONMENTAL (CONTINUED)

### A1. Emissions (CONTINUED)

#### A1.6 Waste Handling and Reduction and Initiatives (CONTINUED)

##### Recycling Materials

Food waste generated by the Group are collected by licenced waste companies for handing.

### A2. Use of Resources

Reducing energy use, minimising resources consumption and enhancing utilisation efficiency are the Group's principles in managing its use of resources. The Group has management policies regarding the use of energy and resources such as electricity, natural gas, petrol, water and paper.

#### A2.1. Energy Consumption

The Group consumes electricity, natural gas, diesel and petrol for its operation. Electricity is supplied by the national electricity grid in Mainland China. A total of 10,091,777 kWh energy was consumed by the Group, of which the intensity was 112 kWh/m<sup>2</sup>, during the Reporting Period.

## A. 環境 (續)

### A1. 排放 (續)

#### A1.6 處理和減少廢棄物及措施 (續)

##### 回收物料

本集團所產生的食品廢棄物乃由持牌廢棄物公司收集處理。

### A2. 資源使用

減少使用能源、盡量減少消耗資源及提高使用效率是本集團管理資源使用的原則。本集團設有關於使用能源及資源(如電力、天然氣、汽油、水及紙張等)的管理政策。

#### A2.1. 能源消耗

本集團就其營運使用電力、天然氣、柴油及汽油。電力由中國內地國家電網提供。於報告期內，本集團消耗的能源合計為10,091,777千瓦時，密度為每平方米112千瓦時。

Energy Consumption Sources 能源消耗來源	Direct Consumption 直接消耗量	Consumption (in kWh) 消耗量 (千瓦時)
Electricity 電力	8,191,880 kWh 千瓦時	8,191,880
Natural Gas 天然氣	129,273 m <sup>3</sup> 立方米	1,600,858
Diesel (stationary combustion) 柴油 (固定燃燒)	25.47 Tonnes 噸	287,749
Petrol (vehicle) 汽油 (汽車)	1,274 L 升	11,290
Total 合計		10,091,777



## A. ENVIRONMENTAL (CONTINUED)

### A2. Use of Resources (CONTINUED)

#### A2.2. Water Consumption

Water is supplied by water supply companies in Guangzhou and Shenyang. During the Reporting Period, a total of 190,766 m<sup>3</sup> of water was consumed by the Group. The water intensity was 2.12 m<sup>3</sup>/m<sup>2</sup>. All the water discharged was handled and treated by the local municipal sewage treatment plant.

There was no significant issue regarding sourcing water that is fit for purpose during the Reporting Period.

#### A2.3. Energy Use Efficiency Initiatives

The Group understands that electricity contributes to most of the total carbon emission. Thus, several energy saving policies and initiatives have been adopted, such as:

- Set an annual energy target;
- Collect and monitor energy data daily and monthly;
- Implement energy consumption control and management systems;
- Adopt building management system (BMS) for automatically switching off lights along the corridors between 01:00 to 06:00 (saving 12 kWh per day);
- Replace old appliances with energy efficient ones;
- Use heat pump for air conditioning unit;
- Use LED lights for all guest rooms;

## A. 環境 (續)

### A2. 資源使用 (續)

#### A2.2. 用水消耗

用水由廣州和瀋陽的供水公司供應。於報告期內，本集團共消耗了190,766立方米用水，用水密度為每平方米2.12立方米。排放的所有用水均由當地市政污水處理廠處理。

於報告期內，本集團在取得適合用途的用水方面並無遇到重大問題。

#### A2.3. 能源使用效益措施

本集團理解用電導致大部分的碳排放總量，因此已採納數項節能政策和措施，例如：

- 設定年度能源預算；
- 收集及監測每日和每月的能源數據；
- 實施能源消耗管控系統；
- 採用樓宇管理系統(BMS)，使01:00至06:00間沿著走廊的燈具自動關閉(每天節省12千瓦時電量)；
- 以節能電器取代舊電器；
- 將熱泵用於空調機組；
- 所有客房使用LED燈；

# Environmental 環境

## A. ENVIRONMENTAL (CONTINUED)

### A2. Use of Resources (CONTINUED)

#### A23. Energy Use Efficiency Initiatives (CONTINUED)

- Implement key card system to switch off electricity of individual guest room when no key card is inserted;
- Turn off the external light decoration starting 23:00 every night;
- Turn off PAU system, ventilation fans and lightings after the restaurants and kitchens are closed (saving 120 kWh per day);
- Monitor and report the energy use (e.g. energy consumption report, BMS report, P&L report) regularly by its employees;
- Conduct routine inspections by external professional bodies and mitigate immediately when energy wastage is detected; and
- Set the air conditioning to 25 degrees at office in summer.

## A. 環境 (續)

### A2. 資源使用 (續)

#### A23. 能源使用效益措施 (續)

- 實施鑰匙卡系統，當個別客房沒有插入鑰匙卡時，關閉該客房的電力；
- 每晚23:00開始關掉室外裝飾燈具；
- 餐廳及廚房關門後，關掉鮮風櫃(PAU)系統、抽氣扇及照明燈(每天節省120千瓦時電量)；
- 僱員定期監測及匯報用電量(例如能源消耗報告、樓宇管理系統(BMS)報告、損益(P&L)報告)；
- 由外部專業機構進行例行檢測，並於發現存在浪費能源的情況時立即解決問題；及
- 夏天時，將辦公室的空調設定為25度。

## A. ENVIRONMENTAL (CONTINUED)

### A2. Use of Resources (CONTINUED)

#### A2.4 Water Use Efficiency Initiatives

The Group advocates water conservation and has launched water-saving measures. The Engineering Department is responsible for regularly monitoring the water consumption and repairing water pipes when leakage is detected. The Group operates washing machines in full load with sorted contents to conserve water. Greywater system is also installed in the flushing system of the bathrooms.

The Group continuously promotes water conservation among hotel guests. "Environmental Protection Information Card" and "Hotel Room Towel Change Notification Card" are displayed inside each hotel room to encourage visitors to reduce the frequency of changing towels and bed sheets. Hotel rooms are also equipped with water efficient toilets. Water saving signs are displayed in hotel rooms and employees' bathrooms to further promote water conservation practice.

It is assumed that all water consumed was discharged to the wastewater treatment plants network operated by the local government authorities. To ensure quality of discharged wastewater and better protection of the environment, wastewater and waste oil are properly collected and treated before discharging into the local foul sewer, and grease traps are cleaned regularly. Cleaning products used in the operations are all 90-95% organic, biodegradable, and contained no phosphorus as required by local laws and regulations.

## A. 環境 (續)

### A2. 資源使用 (續)

#### A2.4 用水效益措施

本集團提倡節約用水，並已推行節約用水措施。工程部門負責定期監察用水情況及於發現出現漏水情況時維修水管。本集團會將衣物分類並在洗衣機滿載後方始操作，從而節約用水。浴室的沖水系統亦已安裝灰水裝置。

本集團一直向酒店客人推廣節約用水，在每間酒店房內均放置「環保資訊卡」及「酒店房毛巾更換通知卡」，以鼓勵訪客減少更換毛巾及床單的次數。酒店房間亦配備省水馬桶。酒店房及員工浴室均展示節水標誌，進一步推廣節約用水。

本集團假定所有耗用水均排放至由當地政府當局營運的廢水處理廠網絡。為確保被排放廢水的質量以及更好地保護環境，廢水及廢油在排入當地污水渠之前會經過適當收集及處理，並會定期清潔隔油池。營運業務中使用的清潔產品均為90-95%有機、可生物降解，並且按當地法律法規規定不含有磷。

# Environmental 環境

## A. ENVIRONMENTAL (CONTINUED)

### A2. Use of Resources (CONTINUED)

#### A2.5. Packaging Materials

The Group's business operation did not consume significant amount of packaging materials during the Reporting Period. The Group has implemented environmentally conscious manufacturing process which shift all bathroom amenity packaging into environmentally friendly material.

### A3. The Environment and Natural Resources

The Group consumes a reasonable amount of natural resources throughout the operation process. The Group tries its best to mitigate impacts on the environment by ensuring that day-to-day operations promote and implement responsible environmental practices and continual improvement.

#### A3.1. Significant Impacts of Activities on the Environment

The operation of the Group does not contribute significant impact of activities on the environment. Through careful consideration of the effects that operating systems, materials, and purchasing policies have on the environment, the Group is continually developing new initiatives and procedures to minimise the ecological impact.

## A. 環境 (續)

### A2. 資源使用 (續)

#### A2.5. 包裝物料

於報告期內，本集團的業務營運並無耗用大量包裝物料。本集團已推行環保生產流程，將所有浴室用品包裝轉為環保物料。

### A3. 環境及天然資源

本集團在整個營運過程中消耗適量天然資源。本集團通過確保日常營運推廣和實行負責任的環境實踐和持續改進，盡最大努力減輕對環境的影響。

#### A3.1. 業務活動對環境的重大影響

本集團的業務活動並無對環境構成重大影響。本集團審慎考慮操作系統、物料及採購政策對環境的影響後，持續制定新措施及程序以將對生態造成的影響減至最低。

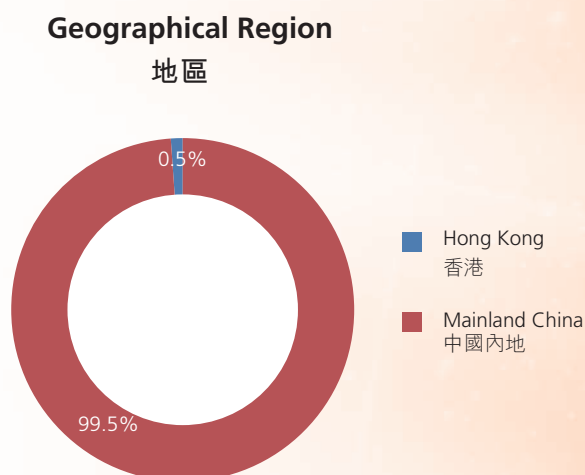
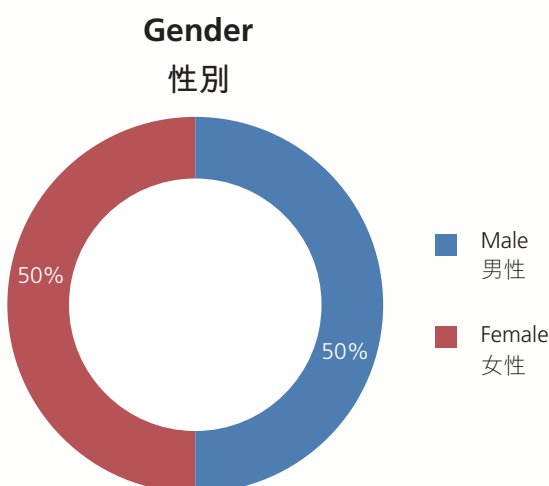
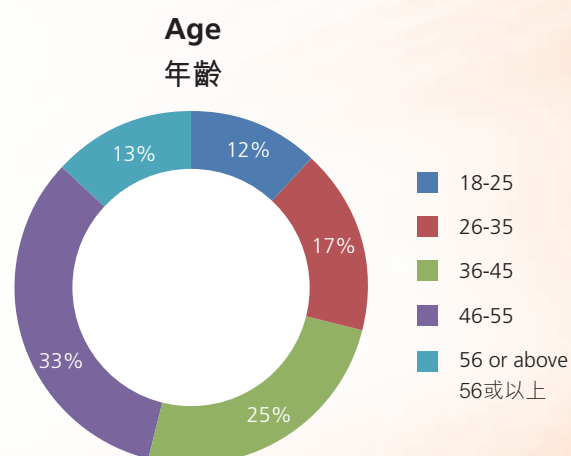
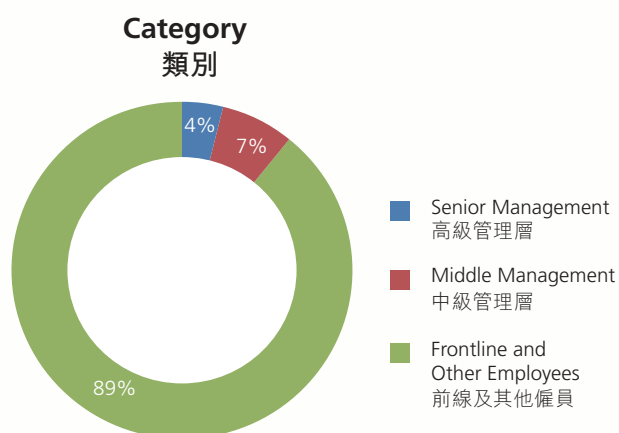
## B. SOCIAL

### 1. Employment and Labour Practices

#### B1. Employment

##### Total Employees and Turnover

The Guangzhou and Shenyang operations had a total number of 409 employees as of 31 December 2020. 99% are full-time employees. The total workforce sorted by employee category, gender, age group, and geographical region are shown below:



## B. 社會

### 1. 僱傭及勞工慣例

#### B1. 僱傭

##### 僱員總數及流失率

於二零二零年十二月三十一日，廣州及瀋陽營運的僱員總數為409人，其中99%為全職僱員。按僱員類別、性別、年齡組別及地區劃分的僱員總數列示如下：

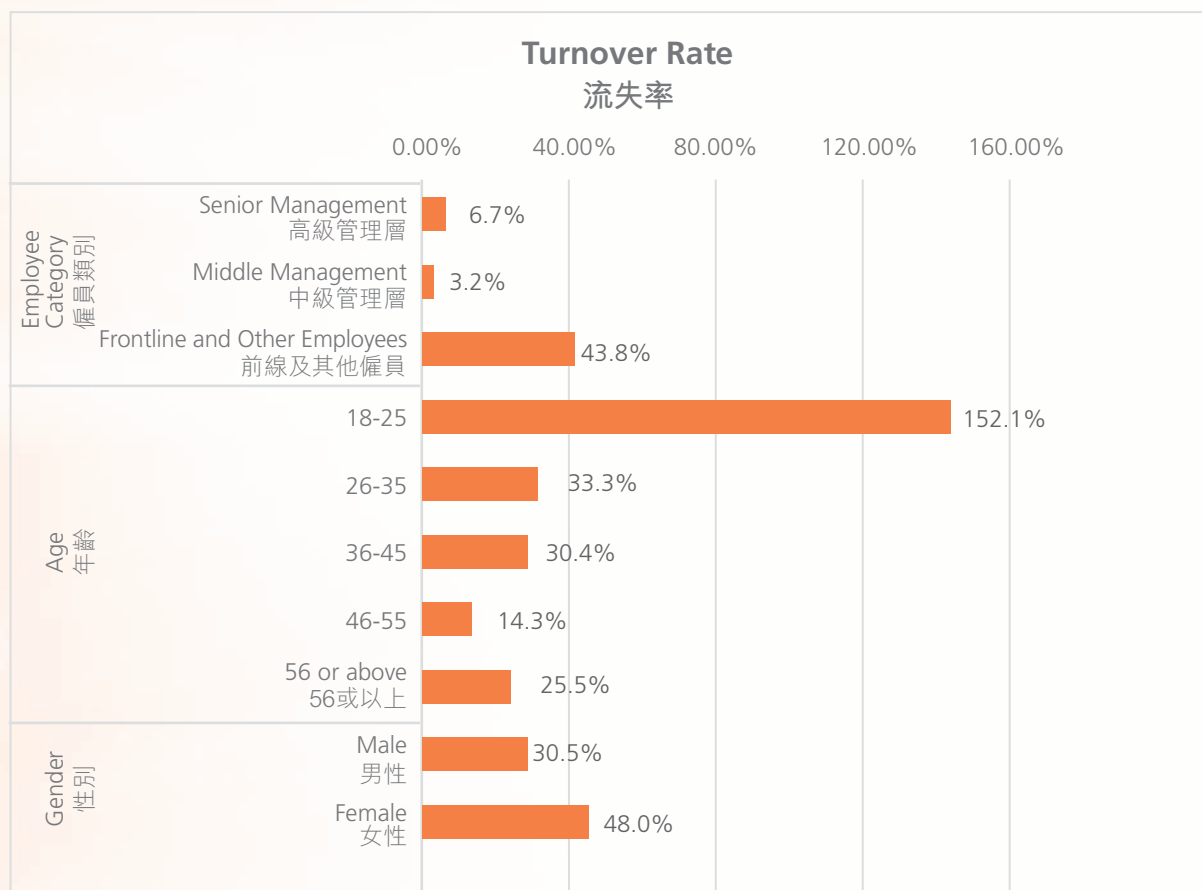
## B. SOCIAL (CONTINUED)

### 1. Employment and Labour Practices (CONTINUED)

#### B1. Employment (CONTINUED)

##### Turnover

The overall annual turnover rate was 39%, with 160 employees left the Group during the Reporting Period. The turnover rate was similar to that of the previous reporting period, which was 41%. The annual turnover rates by age group, gender and employee category are as follows:



## B. 社會 (續)

### 1. 僱傭及勞工慣例 (續)

#### B1. 僱傭 (續)

##### 流失率

於報告期內，本集團有160名僱員離職，整體年度流失率為39%。流失率與上一報告期的流失率(41%)相若。按年齡組別、性別及僱員類別劃分的年度流失率如下：

## B. SOCIAL (CONTINUED)

## 1. Employment and Labour Practices (CONTINUED)

## B1. Employment (CONTINUED)

**Employee Benefits and Welfare**

The Group abides by labour related laws and regulations, including but not limited to the Labour Law, Social Protection Law and Labour Contract Law of the PRC. The Group provides social insurance, subsidies, holidays and other welfare according to the statutory requirement. Employment contract terms are stipulated under the principles of fairness, voluntarism, mutual consent, integrity and credibility. The Group provides employees with competitive compensation and discretionary bonus. Salary is adjusted annually according to the financial results of the Group, work performance of individual employees and the market trend. Employees are entitled to annual leave, marriage leave, maternity leave, paternity leave, lactation break, sick leave and compassionate leave. In addition, share options are granted on a discretionary basis. Subsidised meals are also provided where necessary. Any employee requesting for terminating the contract is required to provide a written notice in accordance with the Employee Handbook. The employees will be provided with Certification of Resignation, after completing the handover and resignation procedures according to the Employee Handbook and the Labour Contract Law of the PRC. To protect the legitimate rights and interests of employees, the Group has also set up labour unions in accordance with the Trade Union Law of the PRC.

No material non-compliance in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods and other benefits and welfare was recorded during the Reporting Period.

## B. 社會 (續)

## 1. 僱傭及勞工慣例 (續)

## B1. 僱傭 (續)

**僱員權益及福利**

本集團遵守勞工相關法律和法規，包括但不限於中國《勞動法》、《社會保障法》及《勞動合同法》。本集團根據法定要求提供社會保險、補貼、假期及其他福利。僱傭合同條款根據公平、自願、雙方同意、誠信及具公信力的原則訂定。本集團為僱員提供具競爭力的薪酬及酌情花紅。本集團會每年根據財務業績、個別員工的工作表現及市場趨勢調整薪酬。員工有權享有年假、婚假、產假、侍產假、授乳時段、病假及恩恤假。此外，本集團會酌情授出購股權，亦會於有需要時提供膳食補貼。要求終止合同的任何員工均須根據員工手冊提交書面通知。在根據員工手冊及《中國勞動合同法》完成離職交接及離職程序後，員工將獲發離職證明。為保障員工的合法權利及權益，本集團亦已根據《中國工會法》成立工會。

於報告期內，本集團並無錄得與補償和解僱、招聘和晉升、工作時間、休息時間及其他權益和福利相關的重大不遵守記錄。



## B. SOCIAL (CONTINUED)

### 1. Employment and Labour Practices (CONTINUED)

#### B1. Employment (CONTINUED)

##### **Equal Opportunity**

When there are job vacancies available, the Group recruits internally before hiring from outside. Recruitment process is carried out according to the Group's regulations on employee recruitment management. The Group provides equal opportunities for employees in respect of recruitment, job advancement, training and development, etc. Employees are not discriminated against or deprived of such opportunities based on their race, nationality, religion, physical condition, disability, gender, pregnancy, sexual orientation, age and any other discrimination prohibited by the applicable laws. Employees shall not act in discriminatory manner, or they can be subjected to disciplinary actions. No material non-compliance in relation to relevant laws and regulations that have a significant impact on the Group regarding equal opportunity, diversity and anti-discrimination was recorded during the Reporting Period.

## B. 社會 (續)

### 1. 僱傭及勞工慣例 (續)

#### B1. 僱傭 (續)

##### **平等機會**

當有職位空缺時，本集團會先進行內部招募，然後才對外招聘。招聘過程按照本集團有關僱員招聘管理的規定進行。本集團在招聘、工作晉升、培訓和發展等方面，均提供平等機會予每一位員工。員工不會因為種族、國籍、宗教信仰、身體狀況、殘障、性別、懷孕、性取向、年齡及適用法律禁止的任何其他歧視，而受到歧視或被剝削機會。同時，員工亦不得作出歧視的行為，否則可能會受到紀律處分。於報告期內，本集團並無錄得對本集團造成重大影響並與平等機會、多樣性及反歧視相關法律法規有關的重大不遵守記錄。

## B. SOCIAL (CONTINUED)

### 1. Employment and Labour Practices (CONTINUED)

#### B1. Employment (CONTINUED)

##### **Employee Relations**

The Group believes that strong communication is a prerequisite for effective management. Regular communication at different levels is maintained in accordance with the Group's Guideline on Standardised Communication Management (the "Guideline"). The Guideline helps new employees in the hotel operations to adapt to the work environment and existing employees acquire adequate support. The Group also gain feedbacks and suggestions from departing employees. The Group communicates with employees from all categories (new employees, existing employees and departing employees). Channels of standardised communication includes trainings, individual and group interviews and phone calls. Adequacy of communication is examined through random sampling surveys and interviews.

## B. 社會 (續)

### 1. 僱傭及勞工慣例 (續)

#### B1. 僱傭 (續)

##### **僱員關係**

本集團相信緊密的溝通是有效管理的基礎。本集團根據標準化溝通管理指引(「該指引」)，與不同階層的員工保持定期溝通。該指引既有助酒店營運的新入職員工適應工作環境，亦讓現職員工獲得足夠支援。本集團亦會向離職員工收集意見和建議。本集團與各類員工(包括新入職、現職及離職員工)溝通。標準的溝通方法包括培訓、個別及小組面談，以及電話會談；並會透過問卷抽查和面談檢討溝通是否充分。

## B. SOCIAL (CONTINUED)

### 1. Employment and Labour Practices (CONTINUED)

#### B2. Employee Health and Safety

##### Occupational Health and Safety

Providing a safe and healthy working environment for all employees is of paramount importance to the Group. Hotel employees are required to do a pre-employment medical check-up to ensure they are physically fit to perform duties. They are also entitled to regular body check and work injury compensation insurance. Personal protective equipment (PPE) is provided to employees who work in the departments of engineering, catering and security. Special caring items are also provided to employees working in the laundry service to prevent heat strokes during hot season.

To lower the risk of employees being exposed to occupational disease and safety hazards at work, the Group invites external parties and organisations to conduct various occupational health talks and seminars for employees. Internal trainings, such as work safety and operational procedures, first aid and cardiopulmonary resuscitation (CPR) training, are also arranged for employees. Occupational health related information is displayed at notice board for promoting workplace health and safety awareness.

## B. 社會(續)

### 1. 僱傭及勞工慣例(續)

#### B2. 僱員健康與安全

##### 職業健康與安全

向全體僱員提供安全健康的工作環境對本集團至關重要。酒店員工須進行職前體檢以確保其身體狀況適合履行職責。僱員亦有權獲提供定期身體檢查及工傷補償保險。本集團為在工程、餐飲及保安部工作的僱員提供個人防護設備，另外亦為負責洗衣服務的僱員提供特殊護理用品，以防止在炎熱季節出現中暑情況。

為減低僱員在工作期間患上職業病及遇上安全危害的風險，本集團會邀請外部組織及機構為僱員舉辦各種職業健康講座和研討會。我們亦為僱員安排內部培訓，例如工作安全及操作程序、急救及心肺復甦法(CPR)訓練。員工告示板亦展示了職業健康相關資訊，以提高工作環境健康和 safety 意識。

## B. SOCIAL (CONTINUED)

## 1. Employment and Labour Practices (CONTINUED)

## B2. Employee Health and Safety (CONTINUED)

**Occupational Health and Safety (CONTINUED)**

The Group has also established a Staff Relation Committee and Safety Committee to conduct health and safety related implementation and monitoring works for hotel operations. The Safety Committee inspects all areas of hotel operations every two months to ensure full compliance with safety measures and specifications. In case of any work-related injury, a formal review meeting shall be held to discuss the concerned injury case, identify areas of improvement, and develop preventive measures. Fire drills and inspection of the fire service equipment are conducted irregularly to safeguard employees. The Shenyang Operation conducts safety production inspection regularly to ensure it complies with the local jurisdiction requirement.

Occupational Health and Safety Data 職業健康與安全數據	2020 二零二零年	2019 二零一九年
Work Related Fatality 工作相關的死亡事故	1	0
Lost Days due to Work Injury 因工傷損失工作天數	131	385
Work injury cases caused more than 3 lost days 導致損失超過三個工作天數的工傷個案	4	13
Work injury cases caused less than or equal to 3 lost days 導致損失少於或相當於三個工作天數的工傷個案	4	8

The Group did not note any cases of material non-compliance relating to the provision of a safe work environment and the protection of employees from occupation hazards during the Reporting Period.

## B. 社會 (續)

## 1. 僱傭及勞工慣例 (續)

## B2. 僱員健康與安全 (續)

**職業健康與安全 (續)**

本集團亦已成立僱員關係委員會及安全委員會，負責酒店營運的健康與安全相關實施及監察工作。安全委員會每兩個月檢查酒店營運的所有範疇一次，以確保完全符合安全措施和規格。如發生任何工傷事故，我們會舉行正式的檢討會議，以討論有關工傷個案、識別有待改善的地方及制定預防措施。我們不定期舉行消防演習及檢查消防裝備，以保障僱員安全。瀋陽營運會定期進行安全生產檢查，以確保符合地方司法規定。

於報告期內，本集團並無發現有關提供安全工作環境及保護僱員避免受到職業傷害的任何重大不遵守個案。

## B. SOCIAL (CONTINUED)

### 1. Employment and Labour Practices (CONTINUED)

#### B2. Employee Health and Safety (CONTINUED)

##### **Food Health and Safety**

The Group has developed and implemented regulations regarding canteen management, hygiene and safety management to ensure that the food served in the canteen is safe and of high quality. It only purchases food materials that are fresh, hygienic, clean and in compliance with all applicable national standards and regulations. Suppliers shall keep the certificate of approval for inspection. Vegetable samples will be collected and tested for pesticide residues. Samples of each dish, rice and soup are kept 48 hours every day for record and testing if necessary. Food premises are sanitised regularly and inspected every day. Not only do both hotels comply with the local food hygiene and safety regulations and requirements, but they also have stricter in-house control measures to ensure high food hygiene and safety standards. There were no complaints regarding food quality during the Reporting Period.

## B. 社會 (續)

### 1. 僱傭及勞工慣例 (續)

#### B2. 僱員健康與安全 (續)

##### **食品健康與安全**

本集團已制定及實施有關員工飯堂管理、衛生和安全管理的规定，確保員工飯堂所供應的食品安全、優質。員工飯堂只購買新鮮、衛生、清潔並符合所有適用國家標準和法規的食材。供應商須保留核准認證以備檢查之用。本集團將會收集蔬菜樣本並進行農藥殘留物測試。本集團每天抽取每道菜餚、米飯和湯的樣本並保存48小時，以便在有需要時進行記錄和測試。食肆會定期消毒，並每天進行檢查。兩間酒店不僅均遵守地方食物衛生及安全法規和規定，亦遵守更嚴格的內部控制措施，以確保符合嚴格的食物衛生及安全標準。於報告期內，本集團並無接獲關於食物質素的投訴。

## B. SOCIAL (CONTINUED)

### 1. Employment and Labour Practices (CONTINUED)

#### B3. Development and Training

The Group organises various development and training programmes for its employees based on their operation needs to unleash their potential. The Group provided a total of 3,375.5 hours of training to employees during the Reporting Period. In addition to the Group's orientation programme for newly hired employees and regular on-the-job training programme by respective departments, trainings related to occupational health and safety are also provided. Different departments of the Group identify individual training needs of its employees annually.

The Group provides diverse training and development opportunities to its employees:

- a. Orientation training – To familiarise employees with the Group's objectives, culture, rules and regulations, safety and product-related knowledge;
- b. Pre-job training – To enable new employees or transferred employees to familiarise with their new duties;
- c. Internal and external trainings – To ensure employees participating in continuous personal, vocational and technical skills development programmes;

## B. 社會 (續)

### 1. 僱傭及勞工慣例 (續)

#### B3. 發展及培訓

本集團根據僱員所屬營運的需要為僱員舉辦不同發展和培訓計劃，以讓僱員發揮潛能。於報告期內，本集團為僱員提供合共3,375.5小時的培訓。除本集團為新聘僱員提供迎新計劃及各部門定期提供在職培訓計劃外，另外亦提供職業健康與安全培訓。本集團的不同部門會每年識別僱員的個別培訓需要。

本集團為旗下員工提供多元化的培訓和發展機會：

- a. 迎新培訓 — 讓員工熟悉本集團的目標、文化、守則和規定，以及有關安全和產品的知識；
- b. 職前培訓 — 讓新入職或轉職員工熟悉其新職務；
- c. 內部及外部培訓 — 確保員工能參與持續個人、職業及技能發展計劃；

## B. SOCIAL (CONTINUED)

### 1. Employment and Labour Practices (CONTINUED)

#### B3. Development and Training (CONTINUED)

- d. Key operation training – To ensure designated employees obtained permits (through examinations) before performing key operations. Designated employees are required to take refreshment trainings regularly to maintain their professional competence; and
- e. Sustainability training – To enhance the social and environmental awareness of employees, and to improve their mental health.

During the Reporting Period, the average amount of training that each employee received (if applicable) was 8.3 hours. The tables below present the percentage of employees trained and the average hours of trainings per employee:

## B. 社會 (續)

### 1. 僱傭及勞工慣例 (續)

#### B3. 發展及培訓 (續)

- d. 重要操作培訓 – 確保指定員工在執行重要操作前(通過考試)獲得許可。指定員工必須定期接受複習培訓，以保持專業能力；及
- e. 可持續培訓 – 提高僱員的社會及環保意識，並改善僱員的心理健康。

於報告期內，每名僱員接受的平均培訓時數(倘適用)為8.3小時。下表載列受訓僱員百分比及每名僱員的平均受訓時數：



B. SOCIAL (CONTINUED)

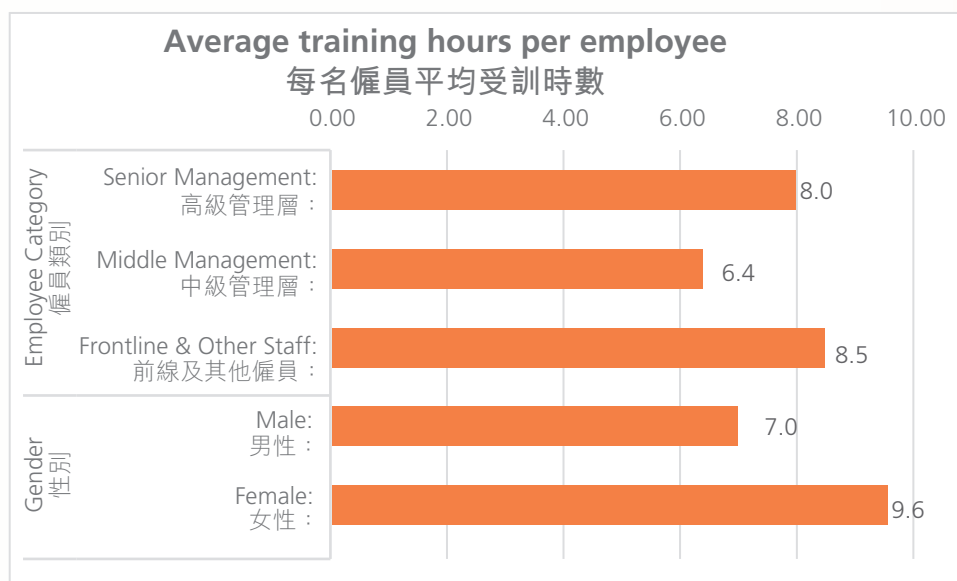
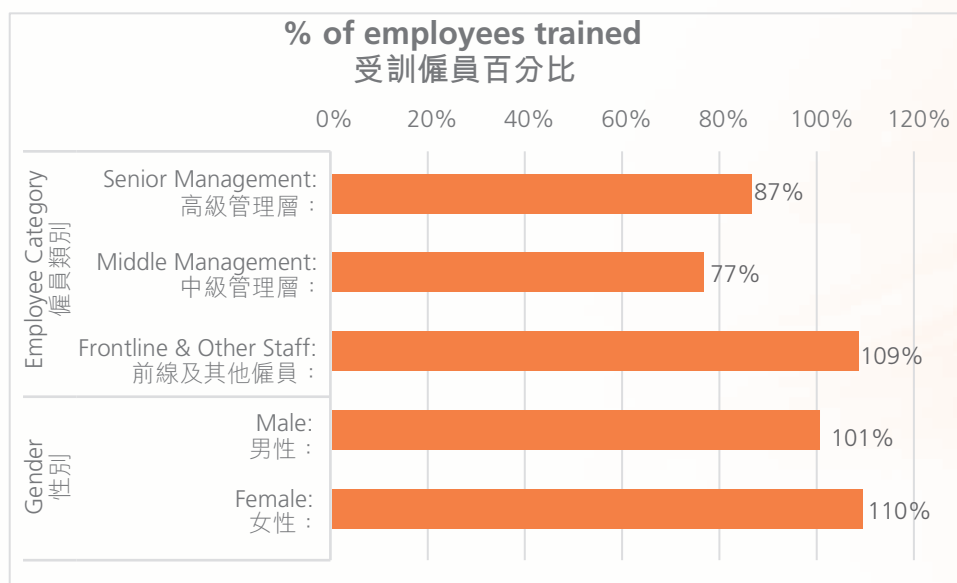
1. Employment and Labour Practices (CONTINUED)

B3. Development and Training (CONTINUED)

B. 社會 (續)

1. 僱傭及勞工慣例 (續)

B3. 發展及培訓 (續)



## B. SOCIAL (CONTINUED)

### 1. Employment and Labour Practices (CONTINUED)

#### B4. Labour Standards

The Group strictly complies with local labour laws and regulations in terms of recruitment and employment. It prohibits any form of child labour and forced labour. The recruitment requirement specifies that job applicants must be at least 18 years old. The Human Resources Department conducts background checks to authenticate information provided by the applicants. The Group also regularly reviews the recruitment process to ensure strict compliance. In case of violation, manager and on-site supervisor must be informed immediately.

No non-compliance in relation to laws and regulations that have a significant impact on the Group regarding prevention of child and forced labour was recorded during the Reporting Period.

## B. 社會 (續)

### 1. 僱傭及勞工慣例 (續)

#### B4. 勞工準則

本集團在招聘及僱傭方面嚴格遵守當地勞動法律及法規，並禁止以任何形式僱用童工及強制勞工。本集團在招聘要求上規定求職者必須年滿18歲。人力資源部門會進行背景調查，以核實求職者所提供的資料。本集團亦定期檢討招聘程序以確保嚴格合規。如發生違規事件，必須即時通知經理及現場主管。

於報告期內，本集團並無錄得對本集團造成重大影響並與防止童工及強制勞工法律法規相關的不遵守記錄。

## B. SOCIAL (CONTINUED)

### 2. Operating Practices

#### B5. Supply Chain Management

During the Reporting Period, a total of 178 suppliers were engaged by the Group for food, equipment, hotel supplies and daily operation essentials. The suppliers were mainly from Hong Kong and various provinces in Mainland China. Procurement for the hotel operations is centralised. Standard procurement procedures and approval process are strictly followed. Responsible departments are required to consider criteria such as operating licenses, site visit feedback, testing reports, and quotation when choosing suppliers for goods and services for the hotel operations. Moreover, when signing the agreement with the supplier, the Group explicitly requires the supplier to meet the national safety standards for the supplied goods.

The Group also promotes sustainability among its business partners and considers the environmental performance of its suppliers. The Group requires its fuel supplier to sign an agreement and promise that it meets the local standard on emission control. Contractors for the construction and cleaning project must incorporate pollution prevention and proper waste management into the project. The Group has also adopted the fishing moratorium at procurement process and revises catering menu depending on the seasonality of fish and seafood.

## B. 社會 (續)

### 2. 營運慣例

#### B5. 供應鏈管理

於報告期內，本集團共聘用178名供應商提供食品、設備、酒店用品及日常營運必需品。供應商主要來自香港及中國內地多個省份。酒店營運實行中央採購。我們嚴格遵守標準採購程序及審批程序。在為酒店營運篩選貨品及服務供應商時，負責部門須考慮多項標準，例如營運許可證、實地考察意見反饋、測試報告以及報價。此外，本集團與供應商簽訂協議時，會明確要求供應商須就供應品符合國家安全標準。

本集團亦向其業務夥伴推廣可持續性，並將其供應商的環保表現納入考量。本集團要求其燃料供應商簽署協議，並承諾符合當地排放控制標準。建築和清潔項目的承包商必須將污染防治和妥善管理廢棄物納入項目之中。本集團亦已在採購程序中加入休魚期措施，並根據魚類和海鮮的季節性修訂菜單。

## B. SOCIAL (CONTINUED)

### 2. Operating Practices (CONTINUED)

#### B6. Product Responsibility

##### Hospitality and Other Management

The Group guarantees the hotel accommodation and food and banquets services to the highest standard. To ensure the quality of hotel rooms, supervisors inspect the room's cleanliness after cleaning. For safety and security purposes, the Group operates 24-hour Security Surveillance Systems. Most of the communal areas are under CCTV surveillance. To increasing access for people with physical disabilities, barrier-free rooms and facilities are available in the hotel operations.

The Group also ensures food supplied are fresh, of good quality and within two-third of the total shelf life upon delivery. Supervisors in kitchen and restaurant managers are required to check and confirm that the food quality meets the hotel standards before serving to the guests.

In case of dissatisfaction or complains from the hotel guests, front desk employees shall arrange room change and handle the issues promptly according to the circumstances.

## B. 社會 (續)

### 2. 營運慣例 (續)

#### B6. 產品責任

##### 酒店及其他管理

本集團致力確保提供最優質的酒店住宿及餐飲和宴會服務。為確保酒店客房質素，主管人員會於清潔打掃後檢查房間的整潔程度。為保障安全及保安考慮，本集團設有24小時保安監測系統，並以閉路電視監控大部分公共區域。為方便殘疾人士出入，酒店營運亦設有無障礙客房及設施。

本集團亦確保供應的食品新鮮、優質，於交貨時的總保質期仍剩下三分之二。廚房主管及餐廳經理須檢查並確認食品質量符合酒店標準，方可供客人食用。

如酒店客人不滿意或作出投訴，前台員工應根據情況安排更換客房及從速處理。

## B. SOCIAL (CONTINUED)

### 2. Operating Practices (CONTINUED)

#### B6. Product Responsibility (CONTINUED)

##### Product Assurance and Recall

During the Reporting Period, the Group did not note any cases of material non-compliance regarding health and safety, advertising, labelling and privacy matters relating to products and services provided as required by related laws and regulations.

Department who receives pre-ordered goods must check, inspect and verify delivered goods upon arrival, and the department which uses the ordered goods is responsible to check the quality and quantity of the delivered goods. If the goods are found inconsistent with the purchase order, a standard product recall form must be filled after returning to the supplier.

##### Intellectual Property Rights

The Group is committed to using third-party licensed rights and IP assets rightfully without infringement of any applicable laws and regulations. All the software purchased, including Microsoft system, virus scanning system, MBT Check Supply Chain management system and Oracle system are purchased from licensed dealers. Only authorised employees could install the software on the computers.

##### Information Security

The Group has a strict policy on the rights of access to internal information. All staff must register and be subjected to approval before entering the computer room. Personal data will not be collected without consent. The Group also complies with the instructions by the local police department on internet security control in every single guest room.

## B. 社會 (續)

### 2. 營運慣例 (續)

#### B6. 產品責任 (續)

##### 產品保證及回收

於報告期內，本集團並無發現按相關法律法規規定，與提供的產品和服務有關的健康與安全、廣告、標籤及私隱問題的任何相關重大不遵守個案。

接收預訂貨物的部門必須在到貨時檢查核實交付的貨物，而使用所訂購貨物的部門須負責檢查所交付貨物的質量和數量。如發現貨物與採購訂單不一致，則必須在退貨予供應商後填寫標準產品回收表格。

##### 知識產權

本集團承諾正當使用第三方的許可權和知識產權資產，且不會違反任何適用的法律和法規。本集團購買的所有軟件(包括微軟系統、病毒掃描系統、MBT Check供應鏈管理系統及甲骨文系統)均向授權經銷商購買。僅獲授權僱員可於電腦安裝軟件。

##### 資訊安全

本集團就互聯網資訊存取權限訂有嚴格政策。任何員工在進入電腦室前必須登記及取得批准。本集團不會在未經同意的情況下收集個人資料。本集團亦遵守當地警察局就每間客房的互聯網保安控制作出的指示。

## B. SOCIAL (CONTINUED)

### 2. Operating Practices (CONTINUED)

#### B6. Product Responsibility (CONTINUED)

##### Complaint Handling

Hospitality experience is the upmost concern of the Group. Any complaint by the guest will be handled seriously. The Group did not receive any complaints concerning its hospitality service during the Reporting Period.

#### B7. Anti-corruption

The Group deeply believes that integrity, honesty and fairness are vital assets for the Group's business. The Group conducts its business in a fair manner and has adopted measures to fight against any form of corruption and money laundering. The Group has implemented the Code of Conduct, which lists out all the basic disciplines and standard procedure for declaration in case of gift acceptance and potential conflicts of interest. The Group also requires any business-related personnel (including employees and suppliers) to sign an anti-bribery agreement, which strictly prohibits accepting of advantages to or from clients, suppliers and business partners. Any violation may result in written warning, disciplinary measures, up to and including dismissal or termination of contract, and liquidated damages as stated in the policy shall be paid. During the Reporting Period, there was no concluded legal case regarding corrupt practices.

## B. 社會 (續)

### 2. 營運慣例 (續)

#### B6. 產品責任 (續)

##### 處理投訴

酒店體驗是本集團的首要考慮，本集團會嚴肅處理所有客人的投訴。於報告期內，本集團並無接獲任何有關其酒店服務的投訴。

#### B7. 反貪污

本集團深信，誠信、誠實及公平是本集團業務的重要資產。本集團以公平方式經營業務，並已採納措施打擊所有形式的貪污及洗錢行為。本集團設有《行為守則》，列出在接受饋贈及有潛在利益衝突的情況下，作出申報的所有基本紀律和標準程序。本集團亦要求所有業務相關人員（包括僱員及供應商）簽署反賄賂協議，嚴禁向客戶、供應商及業務夥伴提供或收受利益。任何違規行為都可能導致書面警告、紀律處分，甚至（並包括）解僱或終止合同，並須支付政策中規定的算定損害賠償。於報告期內，概無已審結的貪污訴訟案件。

**B. SOCIAL** (CONTINUED)

**2. Operating Practices** (CONTINUED)

*B8. Community Investment*

The Group treasures community contribution. During the Reporting Period, the Group actively participated in social welfare activities and was chosen as the Advanced Unit of Health Campaign in Haizhu District in 2020. The management shall review potential activities for community engagement in the coming years.

**B. 社會** (續)

**2. 營運慣例** (續)

*B8. 社區投資*

本集團重視社區貢獻。於報告期內，本集團積極參與社會公益活動，並獲選為二零二零年海珠區體育運動先進單位。管理層將審閱未來數年中可能進行的社區參與活動。