



# Rosedale Hotel Holdings Limited 珀麗酒店控股有限公司

(Incorporated in Bermuda with limited liability) (Stock Code : 1189)  
(於百慕達註冊成立之有限公司)(股份代號：1189)

## 2018

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



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## Scope and Reporting Period 範圍及報告期

This is the third ESG report of Rosedale Hotel Holdings Limited (the “Company”), highlighting the Environmental, Social and Governance (the “ESG”) performance of the Company and its subsidiaries (collectively referred to as the “Group”), 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 (“Main Board Listing Rules”).

This ESG report covers the Group’s overall performance in two subject areas, namely, Environmental and Social of its hotel operations (that contributing to a total of approximately 88% of the Group’s consolidated revenue in 2018) in Hong Kong (the “Hong Kong Operation”), Guangzhou (the “Guangzhou Operation”) and Shenyang (the “Shenyang Operation”), the People’s Republic of China (“PRC”) from 1 January 2018 to 31 December 2018, unless otherwise stated.

Total floor area coverage for the Group was 99,358m<sup>2</sup> with a total 1,023 hotel rooms and an average occupancy rate of approximately 83%.

本報告是珀麗酒店控股有限公司（「本公司」）的第三份ESG報告，重點匯報本公司及其附屬公司（統稱「本集團」）於環境、社會及管治（「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（「主板上市規則」）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報告涵蓋本集團從二零一八年一月一日至二零一八年十二月三十一日，其於中華人民共和國（「中國」）香港、廣州及瀋陽的酒店營運（分別為「香港營運」、「廣州營運」及「瀋陽營運」）（約佔本集團二零一八年綜合收益合共約88%）在環境及社會兩項主要範疇的整體表現。

本集團的總樓面面積為99,358平方米，共有1,023間客房，平均入住率約為83%。



# 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 board members, senior management, frontline staff to gain further insights on ESG material aspects and challenges in the reporting period. Through meetings and surveys, the Group and its stakeholders identified the following top five material aspects:

- Hospitality and others management;
- Labour standards;
- Supplier management;
- Customer privacy; and
- Development and training.

With respect to the top concerned aspect of "Hospitality and others management", the Group has tightened its requirement on service quality and management process. The Group has also conducted service training on every aspect to raise the service standard.

The Board understands that it has overall responsibility for the Group's ESG strategy and reporting. ESG-related risk 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.

本集團重視持份者的意見及反饋，因他們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。通過會議及調查，本集團及其持份者已識別以下五個重要方面：

- 酒店及其他管理；
- 勞工準則；
- 供應商管理；
- 客戶私隱；及
- 發展及培訓。

對於最備受關注的「酒店及其他管理」，本集團已收緊對服務質素及管理程序的要求。本集團亦已就各方面進行服務培訓，藉以提高服務標準。

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. Its administration department and the finance division 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 us via email at [info@rhh.com.hk](mailto:info@rhh.com.hk)

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我們的ESG方針及表現提出意見。歡迎閣下透過電郵至 [info@rhh.com.hk](mailto:info@rhh.com.hk) 向我們提供建議或分享看法。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### MISSION AND VISIONS

The mission of the Group is to put hospitality services on the highest priority. To delight our guests by creating engaging experiences; to create personal experiences for our guests that they will treasure, enhance customer satisfaction and to become the preferred choice of accommodation for business clients and leisure travellers.

### STRATEGIES

We engage in sustainable practices that conserve natural resources and reduce environmental impact. We use and constantly introduce environmentally friendly technologies, policies and processes in order to maintain the balance with nature and also meet the needs of our clients' expectation. To inspire and motivate the employees, to achieve excellent financial results.

### ACCREDITATION AND CERTIFICATION

The Group adopts a progressive approach in its management. It complies with various standard and enhance credibility through third-party accreditation. Certifications include:

- Quality water supply scheme for buildings – Fresh water (management system) Gold award of Hong Kong Water Department
- The Hong Kong Island Region Project WeGuard Partnership Commitment co-organised by Hong Kong Police Force and Hong Kong Hotels Association

### 使命和願景

本集團的使命為將酒店服務放於首位，透過體驗令客人愉快、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。

### 策略

我們致力於保護天然資源和減低環境影響的可持續實踐措施。我們使用並持續引入環保技術、政策和流程，以在滿足客戶預期需要的同時與大自然保持平衡，並激勵和獎勵員工，以實現亮麗的財務業績。

### 認可及認證

本集團在管理上精益求精，符合多項國際標準，並通過第三方認證提高認受性。有關認證包括：

- 香港水務署大廈優質供水認可計劃－食水(管理系統)金獎
- 由香港警務處與香港酒店業協會共同舉辦的港島總區共衛計劃夥伴約章

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### 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 by the business operations, through more efficient use of raw materials and resources, in particular water and energy, as well as improving the existing waste management system, to further reduce waste generation and the burden to landfill. The Group will continue identifying areas to better manage and improve the overall control and monitoring measures by the operational activities.

#### A1. Emissions

##### A1.1 Air Emissions

During the reporting period, nitrogen oxides ( $\text{NO}_x$ ), sulphur oxides ( $\text{SO}_x$ ) and respiratory suspended particles (PM) were emitted from fuel consumption for laundry and catering service and company vehicles. At catering service, the kitchen's oily fume emissions and waste gas were being filtered with proper exhaust system before discharging into open atmosphere.

##### **Gaseous Fuel Consumption**

During the reporting period, natural gas and town gas were used for the hotels' kitchen and laundry rooms, contributing to 47.66 kg of  $\text{NO}_x$  emission and less than 0.24 kg of  $\text{SO}_x$  emission.

### 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。

本集團旨在透過更有效率地使用原材料及資源（尤其是水及能源）以及改善現有的廢棄物管理系統，盡量減少業務營運對環境的影響，以進一步減少產生廢棄物和降低對堆填區的負擔。本集團將會繼續找出更妥善管理及改善整體管控的範疇，以及繼續監察經營活動的措施。

#### A1. 排放

##### A1.1 空氣排放

於報告期內，洗衣及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。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，然後才排放到大氣中。

##### **氣體燃料消耗**

於報告期內，天然氣及煤氣被用於酒店的廚房及洗衣房，產生47.66千克的氮氧化物排放和少於0.24千克的硫氧化物排放。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### A. ENVIRONMENTAL (CONTINUED)

#### A1. Emissions (CONTINUED)

##### A1.1 Air Emissions (CONTINUED)

###### Vehicle Operation

The Group engaged external vehicle companies for providing free shuttle bus service to hotel guests to go to major districts around the city, and only owned a few passenger cars and light goods vehicles, which meet the EURO III or IV emission standards, for internal use during the reporting period, results in emission of 3.76 kg of NO<sub>x</sub>, almost 0 Kg of SO<sub>x</sub> and less than 0.19 kg of PM.

### A. 環境 (續)

#### A1. 排放 (續)

##### A1.1 空氣排放 (續)

###### 車輛運作

於報告期內，本集團聘用外部車輛公司為酒店客人提供免費穿梭巴士服務前往市內的主要地區，並僅擁有數輛符合歐洲三號或四號排放標準的客車及輕型貨車供內部使用，導致排放了3.76千克的氮氧化物，近0千克的硫氧化物，以及少於0.19千克的懸浮顆粒。

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 and Laundry rooms 廚房及洗衣房	47.66	N/A 不適用	0.24
Petrol and diesel 汽油及柴油	For vehicles 車輛	3.76	0.19	0
TOTAL 合計		51.42	0.19	0.24



# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### A. ENVIRONMENTAL (CONTINUED)

#### A1. Emissions (CONTINUED)

##### A1.2 Greenhouse Gas Emissions

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) 排放量 (以噸二 氧化碳當量計)	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	Town Gas 煤氣	633.79	8.6
	Diesel 柴油	53.96	
Combustion of Fuel for Mobile Source 流動來源之燃料燃燒	Petrol 汽油	1.98	
	Diesel 柴油	4.11	
Refrigerants 製冷劑		305.37	
Scope 2 Energy Indirect Emissions 範圍2 能源間接排放			
Purchased Electricity 外購電力		10,273.46	89
Purchased Natural Gas and Town Gas 外購天然氣及煤氣		140.01	
Scope 3 Other Indirect Emissions 範圍3 其他間接排放			
Fresh Water Treatment 食水處理		149.46	2.4
Waste Water Treatment 廢水處理		80.58	
Paper Waste Disposal 紙廢棄物處置		47.3	
Business Air Travel 航空差旅		5.09	
Total 合共		11,695.11	100

Notes:

- Emission factors were made reference to Appendix 27 to the Main Board Listing Rules and their referred documentation, unless stated otherwise.
- Combined margin emission factor of 0.63 tCO<sub>2</sub>/MWh and 0.78 tCO<sub>2</sub>/MWh were used for purchased electricity in southern and north-eastern Mainland China respectively.

備註：

- 除非另有說明，排放系數乃參考主板上市規則附錄二十七及其提述的文件得出。
- 合併邊際排放系數每兆瓦時0.63噸二氧化碳當量及每兆瓦時0.78噸二氧化碳當量已分別用於中國內地南部和東北部的外購電力。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### A. ENVIRONMENTAL (CONTINUED)

#### A1. Emissions (CONTINUED)

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

There were 11,695 tonnes of carbon dioxide equivalent (carbon dioxide, methane, nitrous oxide and hydrofluorocarbons) emitted during the reporting period.

##### a. Scope 1 – Direct Emissions

*Combustion of fuel for stationary combustion source (natural gas, town gas and diesel)*

236,709 m<sup>3</sup> of natural gas, 11,536 m<sup>3</sup> of town gas and 20,620 litres of diesel oil were used for the hotels' laundry service, kitchen fuel and secondary cooling support, resulted in 687.75 tonnes of carbon dioxide equivalent emissions. For laundry service, the operation minimises the amount of natural gas used by washing in proper methods and operating washing machines at minimum temperatures.

*Combustion of fuel for mobile source (petrol)*

During the reporting period, passenger cars and light goods vehicles were utilised in which employees must follow the Group's policy on car sharing arrangement. The Group consumed a total of 700.2 litres of petrol and 1,486.5 litres of diesel, results in 6 tonnes of carbon dioxide equivalent emissions.

### A. 環境 (續)

#### A1. 排放 (續)

##### A1.2 溫室氣體排放 (續)

於報告期內，排放的二氧化碳當量（二氧化碳、甲烷、氧化亞氮、氫氟碳化合物）為11,695噸。

##### a. 範圍1—直接排放

*固定燃燒來源（天然氣、煤氣及柴油）之燃料燃燒*

236,709立方米的天然氣、11,536立方米的煤氣及20,620升的柴油用於酒店的洗衣服務、廚房燃料及二次冷卻支援，產生了687.75噸二氧化碳當量排放。洗衣服務方面，本集團在營運時採用了適當的洗滌方法及以最低溫度運作洗衣機，以盡量減少使用天然氣份量。

*流動來源（汽油）之燃料燃燒*

於報告期內，僱員使用客車及輕型貨車時，必須遵守本集團關於汽車共享安排的政策。本集團合共消耗了700.2升汽油及1,486.5升柴油，產生了6噸二氧化碳當量的排放。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### A. ENVIRONMENTAL (CONTINUED)

#### A1. Emissions (CONTINUED)

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

###### b. Scope 2 – Energy Indirect Emissions

###### *Purchased Electricity*

Electricity consumption by the Group is supplied by Hong Kong Electric in Hong Kong and national electricity grid in Mainland China. During the reporting period, the Group consumed 14,703,309 kWh of electricity, emitting 10,273.46 tonnes of carbon dioxide equivalent.

###### *Purchased Natural Gas and Town Gas*

During the reporting period, the Group consumed 236,709 m<sup>3</sup> of natural gas and 11,536 m<sup>3</sup> of town gas, which were supplied by local gas companies, emitting 140 tonnes of carbon dioxide equivalent.

###### c. Scope 3 – Other Indirect Emissions

###### *Water and Wastewater Discharge*

During the reporting period, a total of 371,325 m<sup>3</sup> of water was consumed by the Group, contributing to an emission of 230 tonnes of carbon dioxide equivalent. All the water discharged was handled and treated by the local municipal sewage treatment plant.

###### *Paper*

During the reporting period, a total of 9,854.25 kg of paper was estimated to be disposed at landfills (under the assumption that all paper, whether was stored or purchased within the organization boundary, was disposed at landfills unless collected and recycled), contributing to an emission of 47.3 tonnes of carbon dioxide equivalent.

### A. 環境 (續)

#### A1. 排放 (續)

##### A1.2 溫室氣體排放 (續)

###### b. 範圍2 – 能源間接排放

###### *外購電力*

本集團消耗的電力由香港港燈及中國內地國家電網提供。於報告期內，本集團消耗電量14,703,309千瓦時，排放10,273.46噸二氧化碳當量。

###### *外購天然氣及煤氣*

於報告期內，本集團消耗了由當地燃氣公司提供的天然氣236,709立方米及煤氣11,536立方米，排放了140噸二氧化碳當量。

###### c. 範圍3 – 其他間接排放

###### *用水及廢水排放*

於報告期內，本集團共消耗了371,325立方米用水，導致排放了230噸二氧化碳當量。排放的所有用水均由當地市政污水處理廠處理。

###### *用紙*

於報告期內，估計共有9,854.25公斤的用紙棄置在堆填區（假設除非被收集並回收，所有用紙不論是否在機構體系內儲存或購買，已棄置在堆填區），導致排放了47.3噸二氧化碳當量。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### A. ENVIRONMENTAL (CONTINUED)

#### A1. Emissions (CONTINUED)

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

###### c. Scope 3 – Other Indirect Emissions (CONTINUED)

###### *Business Air Travel*

The Group keeps tracks of employees' business travelling and their relative carbon emission throughout the year. During the reporting period, the Group's business air travel contributed to a total 5 tonnes of carbon dioxide equivalent emissions, and mostly for sales trips from the Group's sales department.

##### A1.3. Hazardous Waste

For hazardous waste, a total of 189 kg of batteries were used and were collected by the government designated institute in the Guangzhou Operation during the reporting period.

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

The Group generated a total of 470,250 kg of domestic waste which was mainly composed of food waste generated from the restaurants operated by the hotels and general refuse. During the reporting period, the Hong Kong Operation has reported 408,750 kg of wasted wooden furniture disposal which was collected by a designated operator in December 2018.

### A. 環境 (續)

#### A1. 排放 (續)

##### A1.2 溫室氣體排放 (續)

###### c. 範圍3 – 其他間接排放 (續)

###### *航空差旅*

本集團記錄了僱員全年的差旅及相關碳排放。於報告期內，本集團的航空差旅產生了合共5噸二氧化碳當量排放，當中主要是本集團銷售部的銷售差旅。

##### A1.3. 有害廢棄物

在有害廢棄物方面，於報告期內，合共使用了189公斤電池，其由廣州營運業務所在地的政府指定機構收集。

##### A1.4. 非有害廢棄物

本集團產生了合共470,250公斤生活廢棄物，主要包括酒店經營的餐廳所產生的食品廢棄物及一般垃圾。於報告期內，香港營運棄置了408,750公斤廢棄木傢俬，其已於二零一八年十二月由指定營運商收集。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### A. ENVIRONMENTAL (CONTINUED)

#### A1. Emissions (CONTINUED)

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

The Group has tried hard to mitigate all types of emissions in the last few years. No further mitigation measures have been introduced in the reporting period.

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

The Group actively practices waste sorting and recycling, and aims to reduce the use of disposable items and replace them with recyclable ones. In the office, employees are encouraged to use recycled paper and recyclable printing cartridges. In the Shenyang Operation, waste oil and food waste are collected by licenced waste companies for handling. In Hong Kong, the operation engages licensed recycler to collect and recycle waste edible oil as bio-diesel fuel. During the reporting period, there were roughly 16 litres of waste oil was collected and recovered. The Hong Kong Operation has joined the Causeway Bay and Wan Chai Society for Recycling Project during the reporting period and the result was extremely encouraging, 36,900 plastic bottles were recycled which contribute to a reduction of 2 tonnes of carbon dioxide emission.

### A. 環境 (續)

#### A1. 排放 (續)

##### A1.5. 減低排放量的措施

本集團於過去數年一直努力減低各類排放。於報告期內並無加入其他減排措施。

##### A1.6. 減少廢棄物及措施

本集團積極實行廢棄物分類回收工作，旨在減少使用即棄用品，並以可回收的用品代替。我們鼓勵辦公室僱員使用再造紙及可循環使用的打印墨盒。瀋陽營運方面，廢油及食品廢棄物由持牌的廢棄物公司收集處理；而香港營運方面則聘用持牌回收商收集廢棄的食用油並循環再作為生物柴油燃料。於報告期內，已收集並回收了約16升廢油。於報告期內，香港營運已參加銅鑼灣及灣仔區社區回收計劃，並取得令人極之鼓舞的結果：成功回收了36,900個膠樽，二氧化碳排放量減少了2噸。



# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### A. ENVIRONMENTAL (CONTINUED)

#### A1. Emissions (CONTINUED)

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

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

The Group encourages paper reduction for daily office operation. Double-sided printing practices are adopted in the office and recycled paper is used. During the reporting period, the Guangzhou Operation has introduced a practice on their procurement system for all requisitions including all modules such as daily market list, purchase request, store information and approval process. The system greatly reduced paper usage. Besides, the Group has also developed an electronic circular and reporting system to achieve our paperless goal.

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

Amount of food purchase is carefully calculated to reduce wastage. Signs are displayed at each table of the restaurants in the hotel operations to remind guests not to waste food and promote no leftovers after the meal. The Guangzhou Operation has established the "Kitchen Trash Control Policy" which monitors the portion of food waste from the restaurant kitchen and canteen kitchen everyday. Portion of food waste per tray is also restricted in the two main meals in the canteen to further reduce the waste disposal.

### A. 環境 (續)

#### A1. 排放 (續)

##### A1.6. 減少廢棄物及措施 (續)

###### **減少廢紙**

本集團鼓勵於辦公室日常運作中減少用紙，於辦公室採用雙面列印及使用再造紙。於報告期內，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個部分所有要求的方法。該系統大大減少了用紙量。此外，本集團亦已開發一個電子傳閱及報告系統以達到無紙化目標。

###### **減少員工飯堂及餐廳廢棄物**

所採購的食物數量均經過審慎計算以減少浪費。就酒店營運而言，餐廳內各餐桌上均有展示標誌，提醒客人不要浪費食物，並提倡在進膳後不要剩下食物。廣州營運已制定「餐廚垃圾控制政策」，用以監察餐廳廚房及員工飯堂廚房每日的食品廢棄量。我們亦限制員工飯堂兩餐正餐的每盤食品廢棄量以進一步減少廢物。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### A. ENVIRONMENTAL (CONTINUED)

#### A2. Use of Resources

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

##### A2.1. Energy Consumption

###### Energy Consumption Sources 能源消耗來源

Diesel (vehicle)  
Diesel (stationary combustion)  
Electricity  
Natural Gas and Town Gas  
Petrol (vehicle)  
Total

柴油(汽車)  
柴油(固定燃燒來源)  
電力  
天然氣及煤氣  
汽油(汽車)  
合計

The Group's business operations resulted in a total energy consumption of 16,913,112.54 kWh from the use of diesel, electricity, natural gas, town gas and petrol.

### A. 環境(續)

#### A2. 資源使用

減少使用能源、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

###### Consumption 消耗量 (in kWh) (千瓦時)

14,979.26  
246.29  
14,703,309.00  
2,188,195.86  
6,382.13  
16,913,112.54

本集團就業務營運使用柴油、電力、天然氣、煤氣及汽油而產生的能源消耗合共為16,913,112.54千瓦時。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### A. ENVIRONMENTAL (CONTINUED)

#### A2. Use of Resources (CONTINUED)

##### A2.2. Water Consumption

Water is supplied by Water Supplies Department in Hong Kong, and water supply companies in Guangzhou and Shenyang. There was no significant issue regarding sourcing water that is fit for purpose. Laundry service is outsourced in the Hong Kong Operation, and it is conducted internally in the Guangzhou Operation and the Shenyang Operation. The Guangzhou Operation also has an indoor swimming pool which required regular maintenance. Hence its consumption of water was relatively higher than those in Hong Kong and Shenyang during the reporting period.

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

Electricity consumption by the Group is supplied by Hong Kong Electric in Hong Kong and national electricity grid in Mainland China. During the reporting period, the Group consumed 14,703,309 kWh of electricity, emitting 10,273 tonnes of carbon dioxide equivalent.

The Group understands electricity contributes to the majority of total carbon emission, thus several energy saving initiatives have been adopted, such as:

- Set an annual energy budget
- Collect and monitor energy data daily and monthly
- Implement energy consumption control and management systems

### A. 環境 (續)

#### A2. 資源使用 (續)

##### A2.2. 用水消耗

用水由香港水務署以及廣州和瀋陽的供水公司供應。本集團在採購適合用作本集團用途的用水方面並無遇到重大問題。香港營運的洗衣服務已外判，而廣州營運及瀋陽營運則由內部處理。廣州營運亦設有一個室內游泳池，需要定期保養，因此其於報告期內的耗水量與香港及瀋陽營運相比相對較高。

##### A2.3. 能源使用效益措施

本集團消耗的電力由香港燈及中國內地國家電網提供。於報告期內，本集團消耗電量14,703,309千瓦時，排放10,273噸二氧化碳當量。

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

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### A. ENVIRONMENTAL (CONTINUED)

#### A2. Use of Resources (CONTINUED)

##### A2.3. Energy Use Efficiency Initiatives (CONTINUED)

- Adopt building management system (BMS) for automatically switching off lights along the corridors between 01:00 to 06:00 (saving 12 kWh per day)
- Use heat pump for air conditioning unit
- Use LED lights for all guest rooms
- Implement key card system to switch off electricity of individual guest room when no key card is inserted

Moreover, the Group has internal energy conservation policy, guidelines and measures, which include:

- Turn off the external light decoration starting 23:00 every night
- Turn off PAU system, ventilation fans and lightings after close of restaurants and kitchens
- Monitor and report regularly by the employees (e.g. energy consumption report, BMS report, P&L report)
- Set the air conditioning to 25 degrees at office in summer

### A. 環境 (續)

#### A2. 資源使用 (續)

##### A2.3. 能源使用效益措施 (續)

- 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)
- 將熱泵用於空調機組
- 所有客房使用LED燈
- 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

此外，本集團設有內部節能政策、指引及措施，包括：

- 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
- 僱員負責定期監測及匯報 (例如能源消耗報告、樓宇管理系統(BMS)報告、損益(P&L)報告)
- 夏天時，將辦公室的空調設置為25度

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### A. ENVIRONMENTAL (CONTINUED)

#### A2. Use of Resources (CONTINUED)

##### A2.4. Water Use Efficiency Initiatives

At laundry service, washing machines were operated in full load with sorted contents to conserve water; Greywater system was installed in the flushing system of the bathrooms; and engineering department is responsible for regularly monitoring the water consumption, and to repair and fix any water leakage when detected.

The Group continuously promotes water conservation among hotel guests, in which "Environmental Protection Information Card" and "Hotel Room Towel Change Notification Card" are displayed inside each hotel room to advise and remind hotel guests to re-use towels and bed linen. 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 for wastewater treatment by the local government authorities, resulting in an emission of 80.58 tonnes of carbon dioxide equivalent. To ensure quality of discharged wastewater and better protect the environment, wastewater and waste oil were properly collected and treated before discharging into the local foul sewer, and grease traps are cleaned regularly. Cleaning products used in the operations were 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

洗衣服務方面，衣物會作分類並在洗衣機滿載後才操作，從而節約用水。浴室的沖水系統安裝了灰水裝置。工程部負責定期監測耗水量，並在發現任何漏水情況時進行修理。

本集團一直向酒店客人推廣節約用水，在每間酒店房內均展示「環保資訊卡」及「酒店房毛巾更換通知卡」，以建議及提醒酒店客人重覆使用毛巾及床單枕套。酒店房間亦配備了省水馬桶。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在排放後均由當地政府當局進行廢水處理，期間導致排放了80.58噸二氧化碳當量。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。



# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### 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 to shift all bathroom amenity packaging into environmentally friendly material; all the packaging material has been significantly reduced as well.

#### A3. The Environment and Natural Resources

The Group consumes a reasonable amount of natural resources throughout the operation process. The Group tries their 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，並且已大幅減少所有包裝物料。

#### A3. 環境及天然資源

本集團在整個營運過程中消耗大量天然資源。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。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### B. SOCIAL

#### 1. Employment and Labour Practices

##### B1. Employment

###### Total Employees and Turnover

The Group had a total number of 598 employees employed under the hotel operations defined under the scope as of 31 December 2018.

###### Workforce by Employment Type (%)

Full-time  
Part-time

###### Workforce by Employment Category (%)

Senior Management  
Middle Management  
Frontline Staff & Other Employees

###### Workforce by Age Group (%)

18-25  
26-35  
36-45  
46-55  
56 or above

###### Workforce by Gender (%)

Male  
Female

###### Workforce by Geographical Region (%)

Hong Kong  
Mainland China

### B. 社會

#### 1. 僱傭及勞工慣例

##### B1. 僱傭

###### 僱員總數及流失率

根據二零一八年十二月三十一日所界定的範圍，本集團就酒店營運聘用合共598名僱員。

###### 按僱傭性質劃分的僱員總數 (%)

全職	100
兼職	0

###### 按僱傭類別劃分的僱員總數 (%)

高級管理層	4.0
中級管理層	8.2
前線員工及其他僱員	87.8

###### 按年齡組別劃分的僱員總數 (%)

18-25	13.2
26-35	17.2
36-45	25.9
46-55	34.8
56或以上	8.9

###### 按性別劃分的僱員總數 (%)

男性	47.2
女性	52.8

###### 按地理區域劃分的僱員總數 (%)

香港	17.9
中國內地	82.1

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### B. SOCIAL (CONTINUED)

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

##### B1. Employment (CONTINUED)

###### Total Employees and Turnover (CONTINUED)

The Group did not note any cases of material non-compliance in relation to employment during the reporting period. The Group has standard employee handbook for specifying various employment related rules and regulation. Employees are provided with standard types of leave and insurance coverage, as stated in the employment contract and in accordance with the local laws and regulations.

The Group values equal opportunity and has implemented internal control and detailed guidelines and procedures based on applicable laws related to sex discrimination.

###### Turnover

The overall annual turnover rate was 40% with 241 employees left the Group in 2018. In a long term, training and staff development plan will be implemented for employees to create better staffing stability and more supportive environment for their career growth. The annual turnover rates by age group, gender and geographical region during the reporting period were as follows:

###### Annual Turnover Rate by Age Group (%)

18-25
26-35
36-45
46-55
56 or above

### B. 社會 (續)

#### 1. 僱傭及勞工慣例 (續)

##### B1. 僱傭 (續)

###### 僱員總數及流失率 (續)

於報告期內，本集團並無發現與僱傭相關的任何重大不合規事件。本集團設有標準員工手冊，當中列明與僱傭相關的各項規則及規例。我們根據僱傭合同以及當地法律法規，為僱員提供了標準類型的休假及保險。

本集團重視平等機會，並且已按照有關性別歧視的適用法律實施內部監控及詳盡指引和程序。

###### 流失率

於二零一八年，本集團有241名僱員離職，整體年度流失率為40%。長遠而言，本集團將會為僱員推行培訓及員工發展計劃，以提高員工穩定性，以及為其職業發展創造更有利的環境。於報告期內，按年齡組別、性別及地理區域劃分的年度流失率如下：

###### 按年齡組別劃分的年度流失率 (%)

18-25	142
26-35	51
36-45	21
46-55	13
56或以上	32

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### B. SOCIAL (CONTINUED)

### B. 社會 (續)

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

#### 1. 僱傭及勞工慣例 (續)

##### B1. Employment (CONTINUED)

##### B1. 僱傭 (續)

##### Turnover (CONTINUED)

##### 流失率 (續)

##### Annual Turnover Rate by Gender (%)

##### 按性別劃分的年度流失率 (%)

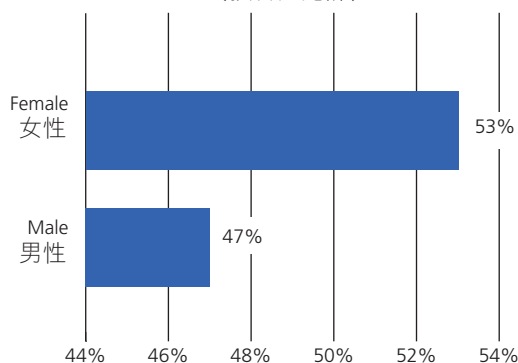
Male	男性	40
Female	女性	40

##### Annual Turnover Rate by Geographical Region (%)

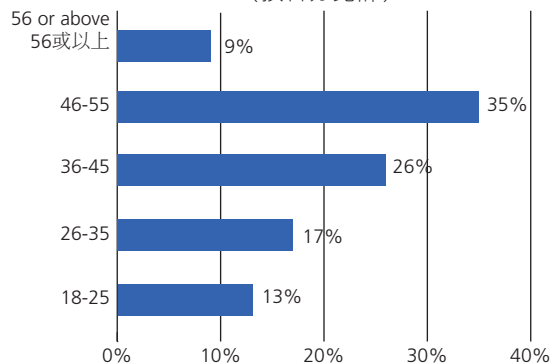
##### 按地理區域劃分的年度流失率 (%)

Hong Kong	香港	46
Mainland China	中國內地	39

Workforce by Gender  
(in percentage)  
按性別劃分的僱員總數  
(按百分比計)



Workforce by Age Group  
(in percentage)  
按年齡組別劃分的僱員總數  
(按百分比計)



# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### B. SOCIAL (CONTINUED)

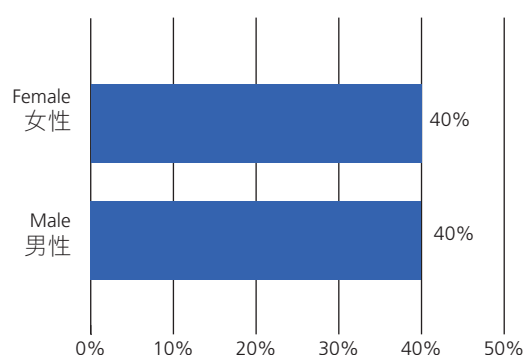
#### 1. Employment and Labour Practices (CONTINUED)

##### B1. Employment (CONTINUED)

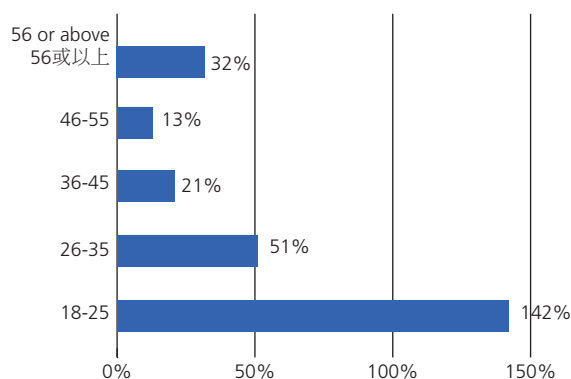
###### Turnover (CONTINUED)

A total of 1,003 employees left the Group during the reporting period (average turnover rate: 50.9%).

Turnover Rate by Gender  
(in percentage)  
按性別劃分的流失率  
(按百分比計)



Turnover Rate by Age Group  
(in percentage)  
按年齡組別劃分的流失率  
(按百分比計)



### B. 社會 (續)

#### 1. 僱傭及勞工慣例 (續)

##### B1. 僱傭 (續)

###### 流失率 (續)

於報告期內，本集團合共有1,003名僱員離職（平均流失率：50.9%）。



# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### B. SOCIAL (CONTINUED)

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

##### B1. Employment (CONTINUED)

###### **Employee Benefits and Welfare**

The Group abides by the Labour Law, Social Protection Law and Labour Contract Law of the PRC and Hong Kong. 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. The regular work hours are 40 hours per week, with overtime compensation pay calculated according to the specified equations in the employee handbook and the human resources management policy. Salary adjustment is performed annually according to the financial results of the Group, work performance of individual employees and the market trend. Frontline staff of the hotels working for the Group over three months are entitled to monthly financial reward which will be increased with increasing period of service. Employees are entitled to casual leave, annual leave, marriage leave, maternity leave, paternity leave, lactation break, sick leave and compassionate leave; and are provided with share option and subsidised meals if necessary. Any employee leaving the Group needs to provide a written notice with the noticing period in accordance with the employee handbook as a formal process to terminate the employment contract with the Group. The employee will be provided with certification of resignation after carrying out the handover and resignation procedures according to the employee handbook and the Labour Contract Law of the PRC. To protect legitimate rights and interests of employees, the Guangzhou Operation and the Shenyang Operation have also set up a labour union in accordance with the Trade Union Law of the People's Republic of China.

### B. 社會 (續)

#### 1. 僱傭及勞工慣例 (續)

##### B1. 僱傭 (續)

###### **僱員權益及福利**

本集團遵守中國及香港的《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。正常工作時間為每週40小時，並根據員工手冊及人力資源管理政策規定的方式計算超時工作補償。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。受僱於本集團超過三個月的酒店前線員工可每月獲得隨著工作年資增長的工資獎勵。員工有權放事假、年假、婚假、產假、侍產假、授乳時段、病假及恩恤假；如有必要，員工更可享受有認股權和膳食補貼。本集團任何離職員工均須根據員工手冊並按照正式程序，於通知期內提交書面通知以終止與本集團之間的僱傭合同。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，本集團會為員工提供離職證明。為保障員工的合法權利及權益，廣州營運及瀋陽營運亦已根據《中華人民共和國工會法》成立工會。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### B. SOCIAL (CONTINUED)

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

##### B1. Employment (CONTINUED)

###### Employee Benefits and Welfare (CONTINUED)

During the reporting period, the Guangzhou Operation and the Shenyang Operation had updated the employee handbook with feedback from the labour union and the worker's representative congress incorporated. The maternity leave has been extended to 178 days while paternity leave has been extended to 15 days. No material non-compliance in relation to compensation and dismissal, recruitment and promotion, working hours, rest periods and other benefits and welfare was recorded.

###### Equal Opportunity

When there is a job vacancy, the Group recruits internally before recruiting externally. 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 on the basis of race, nationality, religion, physical condition, disability, gender, pregnancy, sexual orientation, political status, age and any other discrimination prohibited by applicable law. Employees shall not act in discriminatory manner or they can be subject to disciplinary actions. No material non-compliance in relation to relevant laws and regulations that have a significant impact on the Company 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)

###### 僱員權益及福利 (續)

於報告期內，廣州營運及瀋陽營運更新了員工手冊，當中採納了工會和職工代表大會的反饋意見。產假已延長至178天，而待產假則延長至15天。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。

###### 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、政治地位、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公司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。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### 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 for standardized communication management. The guideline helps new employees adapt to the work environment, existing employees acquire adequate support and the Group gain feedback and suggestions from departing employees. The Group communicates with 100% of all types of employee 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. The sampling or interview rate is maintained at or higher than 20%.

##### B2. Employee Health and Safety

###### Occupational Health and Safety

The Group did not note any cases of material non-compliance in relation to health and safety laws and regulations during the reporting period.

Employees with some job nature are required to do a pre-employment medical check-up. Employees are entitled to regular body check and insurance related to work injury. Personal protective equipment (PPE) and supplies are provided for employees working 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.

### 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，與不同階層的員工保持定期溝通。有關指引既有助新入職員工適應工作環境，亦讓現職員工獲得足夠支援，同時有助本集團向離職員工收集意見和建議。本集團與所有類別的所有員工（包括新入職、現職及離職員工）溝通。標準化溝通方法包括培訓、個別及小組面談，以及電話會談；並透過問卷抽查和面談來檢討溝通是否充分；抽查或面談率維持於20%或以上。

##### B2. 僱員健康與安全

###### 職業健康與安全

於報告期內，本集團並無發現與健康與安全法律法規相關的任何重大不遵守個案。

若干工作性質的僱員須進行職前體檢。僱員有權獲得定期身體檢查及工傷相關保險。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和用品，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。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### B. SOCIAL (CONTINUED)

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

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

###### Occupational Health and Safety (CONTINUED)

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

The Group also establishes a staff relation committee and safety committee to conduct health and safety related implementation and monitoring works. Every two months, the safety committee inspects all areas of hotel operations to ensure good compliance with safety measures and all specifications are met and satisfied. In case of any work-related injury, a formal review meeting shall be held to discuss the concerned injury case, and to identify improvement area and preventive measures. Fire drills are organized irregularly to keep employees alert and prepared. The Guangzhou Operation conducts a monthly safety production inspection for the entire hotel to complies with the local jurisdiction requirement.

#### Occupational Health and Safety Data in 2018 二零一八年職業健康與安全數據

Work Related Fatality	工作相關的死亡事故	0
Lost Days due to Work Injury	因工傷損失工作天數	92*
Work injury cases caused more than 3 lost days	導致損失工作天數超過三天的工傷個案	7
Work injury cases caused less than 3 lost days	導致損失工作天數少於三天的工傷個案	8

\* Note: The lost day due to work injury contributed to less than 1% of total man-day among total number of employees.

### 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)

為減少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，以提高有關意識。

本集團亦成立了僱員關係委員會及安全委員會，負責健康與安全相關的實施及監察工作。安全委員會每兩個月檢查酒店營運的所有範圍一次，以確保符合安全措施並且遵照和符合所有規格。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，並識別須改善的地方及預防措施。我們不定期舉行消防演習，以讓僱員保持警覺及有所準備。廣州營運每月就整幢酒店是否符合地方司法規定進行安全生產檢查。

\* 備註：因工傷損失工作天數佔全部僱員工作日總數不到1%。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### B. SOCIAL (CONTINUED)

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

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

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

The Group follows its own regulations regarding canteen management, hygiene and safety management to ensure that food served in the canteen is of high quality and is safe to eat. It only purchases food materials that are fresh, hygienic, clean and in compliance with all applicable national standards and regulations. 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. There were no complaints regarding food quality in the reporting period. All the three hotels have stringently complied with the local food hygiene and safety regulations and requirements, but with an even more strict in-house control measures to ensure the food hygiene and safety standard far better than normal level.

##### B3. Development and Training

Trainings are usually conducted according to the local laws and regulations. Nearly 3,000 training hours were conducted 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 were also provided. The Group's management shall review and look into developing policies regarding development and training in the coming years.

### B. 社會 (續)

#### 1. 僱傭及勞工慣例 (續)

##### B2. 僱員健康與安全 (續)

###### **食物健康與安全**

本集團謹守有關員工飯堂管理、衛生和安全管理之內部規定，確保員工飯堂所供應的食物質素優良，可安全食用。員工飯堂只購買新鮮、清潔、衛生的食材，並符合所有適用的國家標準和法規。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。於報告期內，本集團並無接獲關於食物質素的投訴。全部三間酒店均嚴格遵守地方食物衛生及安全法規和規定，同時亦遵守更嚴格的內部控制措施，以確保食物衛生及安全標準遠較一般水平為高。

##### B3. 發展及培訓

培訓通常根據當地法律法規進行。於報告期內，培訓時數接近3,000小時。除本集團為新聘僱員提供迎新計劃外，各部門亦定期提供在職培訓計劃，另外亦提供職業健康與安全培訓。本集團管理層將於未來數年檢討及研究有關發展及培訓的發展政策。



# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### B. SOCIAL (CONTINUED)

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

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

People are the most treasurable assets of the Group. Investing in people is one of the Group's focuses and a key factor contributing to the Group's continuous growth. The Group therefore provides comprehensive 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 on the first day of work;
- 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 participate in continuous personal, vocational and other technical skills development; and
- 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.

The Group arranges trainings according to needs of employees, which are identified annually by individual departments. Apart from classroom trainings, e-learning system is also in place to cater for different needs of employees.

### B. 社會 (續)

#### 1. 僱傭及勞工慣例 (續)

##### B3. 發展及培訓 (續)

人才為本集團最寶貴的資產。投放資源培養英才本集團的重點之一，亦是推動本集團持續增長的一個重要元素。因此，本集團為旗下員工提供全面的培訓和發展機會：

- a. 迎新培訓－讓員工在首個工作天先熟悉本集團的目標、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的個人、職業及其他技術發展；及
- 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。

本集團每年按個別部門的檢討結果，根據員工的需要安排培訓。除課堂培訓之外，本集團亦設有電子學習系統以滿足員工的不同需求。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### B. SOCIAL (CONTINUED)

### B. 社會 (續)

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

#### 1. 僱傭及勞工慣例 (續)

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

##### B3. 發展及培訓 (續)

##### Training and Development Data in 2018

##### 二零一八年培訓及發展數據

Total number of employees got trained	受訓僱員總數	576
Total training hours	總培訓時數	3,719.44
Percentage of employees trained by Gender	按性別劃分的受訓僱員百分比	
– Male	– 男性	93%
– Female	– 女性	100%
Percentage of employees trained by employment category	按僱員類別劃分的受訓僱員百分比	
– Senior management	– 高級管理層	71%
– Middle management	– 中級管理層	100%
– Frontline and other employees	– 前線及其他僱員	85%
Average training hours completed per employee by gender	按性別劃分的每名僱員平均已完成培訓時數	
– Male	– 男性	7.3
– Female	– 女性	7
Average training hours completed per employee by employee category	按僱員類別劃分的每名僱員平均已完成培訓時數	
– Senior management	– 高級管理層	4.9
– Middle management	– 中級管理層	5.9
– Frontline and other employees	– 前線及其他僱員	7.3

##### B4. Labour Standards

##### B4. 勞工準則

During the reporting period, the Group did not note any cases of material non-compliance relating to child and forced labour. The Group strictly complies with local labour laws and regulations in terms of recruitment and employment. All candidates must present identification card to verify their identity and age are in line with the relevant local laws and regulations. The Group also regularly reviews the recruitment process to ensure compliance. In case of violation, manager and on-site supervisor must be informed immediately.

於報告期內，本集團並無發現與聘用童工及強制勞工相關的任何重大不遵守個案。本集團在招聘及僱傭方面嚴格遵守當地勞動法律及法規。所有求職者必須出示身份證以核實身份及確認其年齡符合相關地方法律及法規。本集團亦定期檢討招聘程序以確保合規。如發生違規事件，必須即時通知經理及現場主管。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### B. SOCIAL (CONTINUED)

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

##### B4. Labour Standards (CONTINUED)

In compliance with the employment contract, the Group's regulations and policies, the Labour Law and other related national laws of the PRC, there was no child labour nor forced labour working in the Group during the reporting period. The job application requirement specifies that job applicants must be at least 18 years old. To ensure that job applicants can meet the age requirement, identities of job applicants are verified against their valid identity documents, relevant permits and certificates. The human resources department is required to carry out background checks to authenticate information provided by job applicants and is required to fill in forms that confirm hired employees have met the age requirement. No non-compliance in relation to laws and regulations that have a significant impact on the Company 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 (續)

本集團遵從僱傭合同、本集團的規定及政策、《勞動法》及中國其他相關國家相關法律，於報告期內並無僱用童工或強迫勞工為本集團工作。本集團在招聘要求上規定求職者必須年滿18歲。為確定求職者符合年齡要求，本集團會核對求職者的有效身份證明文件、相關許可證及證書，以確認身份。人力資源部門必須進行背景調查，以核實求職者所提供的資料，並須填寫表格，確認所僱用的員工符合年齡要求。於報告期內，本集團並無錄得對本公司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。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### B. SOCIAL (CONTINUED)

#### 2. Operating Practices

##### B5. Supply Chain Management

During the reporting period, a total of 275 suppliers were engaged by the Group for food, equipment, room supplies, construction materials and goods for daily operation. The suppliers were mainly from Hong Kong and various provinces in Mainland China. Procurement for the hotel operation is centralized. Standard procurement procedures and approval process are strictly followed. Responsible departments are required to consider criteria such as operating licenses, quality, quantity, estimated delivery date, site visit feedback, testing reports, 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. Moreover, the Group has adopted the fishing moratorium at procurement process and revises catering menu depending on the seasonality of fish and seafood.

##### B6. Product Responsibility

###### 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.

### 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275名供應商為日常營運提供食品、設備、房間用品、建築材料及貨品。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、質量、數量、預計交付日期、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。

##### B6. 產品責任

###### 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。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### B. SOCIAL (CONTINUED)

#### 2. Operating Practices (CONTINUED)

##### B6. Product Responsibility (CONTINUED)

###### Product Assurance and Recall (CONTINUED)

The Group mainly provides hotel accommodation and food and banquets services. In terms of room service, supervisors always check and inspect the room's cleanliness after each cleaning to ensure the quality of room is in line with hotel standards. In terms of food and banquets, the Group often considers food supplied by local suppliers, with high nutrients and fibre contents when designing the food choices and menu. The Group also ensures food supplied are fresh, good quality, within two-third of the total shelf life upon delivery, as well as strictly comply with laws and regulations regarding wild animals protection. Supervisors in kitchen and restaurant managers are required to check and confirm the food quality meeting the hotel standards before serving to the guests. In case of dissatisfaction or complains from the hotel guests, front desk employees shall handle the issues promptly according to the circumstances. There were no service related complaints received during the reporting period.

Responsible department to receive previously 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.

The Group commits to dealing with authorised suppliers to ensure no infringement on intellectual property, and no infringement was identified during the reporting period.

### B. 社會 (續)

#### 2. 營運慣例 (續)

##### B6. 產品責任 (續)

###### 產品保證及回收 (續)

本集團主要提供酒店住宿及餐飲和宴會服務。在客房服務方面，每次清潔房間後，主管人員都會檢查房間的潔淨程度，以確保房間質素符合酒店標準。在餐飲和宴會方面，本集團在設計食品選擇和菜單時，通常會考慮由當地供應商提供的高營養和纖維含量食品。本集團亦確保供應的食品新鮮、優質、在交貨時總保質期仍剩下三分之二，並嚴格遵守有關野生動物保護的法律法規。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從速處理。於報告期內，概無收到與服務有關的投訴。

負責接收先前訂購貨物的部門，必須在到貨時檢查核實交付的貨物，而使用訂購貨物的部門須負責檢查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。

本集團承諾與授權供應商進行交易，以確保不會發生侵犯知識產權的情況。於報告期內，概無發現侵權行為。

# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### B. SOCIAL (CONTINUED)

#### 2. Operating Practices (CONTINUED)

##### B6. Product Responsibility (CONTINUED)

###### Intellectual Property Rights

The Group commits 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.

###### Information Security

The Group has a strict policy on the rights of access to internal information. Any staff has to register and subject to approval before entering the computer room. The Guangzhou Operation and the Shenyang Operation also comply with the instructions by the local police department on internet security control in every single guest room.

###### Complain handling

Hospitality experience is the utmost concern of the Group. Any complaint by the guest will be handled seriously. The Shenyang Operation has received 10 complaints during the reporting period. All the complaints have been handled in a positive and constructive manner.

### B. 社會 (續)

#### 2. 營運慣例 (續)

##### B6. 產品責任 (續)

###### 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。

###### 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。廣州營運及瀋陽營運亦遵循當地警察局就每間客房的互聯網保安控制作出的指示。

###### 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投訴。瀋陽營運於報告期內曾接獲10宗投訴。本集團已以積極及具建設性的方式處理所有有關投訴。



# The Group's Mission, Visions and Strategies

## 本集團的使命、願景和策略

### B. SOCIAL (CONTINUED)

#### 2. Operating Practices (CONTINUED)

##### B7. Anti-corruption

During the reporting period, there was no concluded legal case regarding corrupt practices. The Group deeply believes that integrity, honesty and fairness are vital assets for the Group's business. All employees shall ensure the Group's reputation not to be compromised by fraud or corruption. The Code of Conduct, developed based on Prevention of Bribery Ordinance of the Hong Kong Special Administrative Region of the PRC, 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, in which they shall not receive any goods and gifts from any engaged business partners or personnel as stated in the policy. 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. Both parties, the company and the business related personnel, shall seek mediation for any dispute resolution, or have the right to litigate a lawsuit to the people's court if a mediation agreement cannot be reached.

##### B8. Community Investment

The Group treasures community contribution, the management shall review and look into potential activities for community engagement in the coming years.

### B. 社會 (續)

#### 2. 營運慣例 (續)

##### B7. 反貪污

於報告期內，概無已審結的貪污訴訟案件。本集團深信，誠信、誠實及公平是本集團業務的重要資產。所有僱員會確保本集團的聲譽不會因欺詐或貪污行為而受損。我們依據中國香港特別行政區《防止賄賂條例》制定的《行為守則》，列出了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，根據有關政策，有關人員不得向任何參與業務夥伴或人員收取任何商品及饋贈。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。公司與業務相關人員雙方應尋求調解以達成任何糾紛解決方案；如無法達成調解協議，雙方有權向人民法院提起訴訟。

##### B8. 社區投資

本集團重視社區貢獻，管理層將於未來數年審閱及研究潛在社區參與活動。



Rosedale Hotel Holdings Limited

Room 3401, 34th Floor, Hopewell Centre  
183 Queen's Road East, Wan Chai, Hong Kong

珀麗酒店控股有限公司

香港灣仔皇后大道東183號合和中心34樓3401室

[www.rhh.com.hk](http://www.rhh.com.hk)