



# 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)

## 2017

**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 second 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 of 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 business operations (that contributing to a total of approximately 88% of the Group’s consolidated revenue in 2017) in Hong Kong, Guangzhou and Shenyang, the People’s Republic of China (“PRC”) from 1 January 2017 to 31 December 2017, unless otherwise stated.

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

本報告是珀麗酒店控股有限公司（「本公司」）的第二份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報告涵蓋本集團從二零一七年一月一日至二零一七年十二月三十一日，其於中華人民共和國（「中國」）香港、廣州及瀋陽的業務營運（約佔本集團二零一七年綜合收益合共約88%）在環境及社會兩項主要範疇的整體表現。

於報告期內，佔本集團總樓面面積為99,358平方米，共有1,023間客房，平均入住率為83%。

## Stakeholder Engagement and Materiality

### 持份者參與及重要性

In order to identify the most significant aspects for the Group to report on for this ESG report, key stakeholders including investors, shareholders and employees have been involved in regular engagement sessions to discuss and to review areas of attention which will help the business meets its potential growth and be prepared for future challenges.

為了讓本集團能於本ESG報告匯報最重要的範疇，主要持份者（包括投資者、股東及僱員）已定期參與會議，以討論及檢討有助發揮業務潛在增長及裝備應付未來挑戰的注意事項。

## Stakeholders' Feedback

### 持份者的反饋

The Group welcomes stakeholders' feedback on our Environmental, Social and Governance approach and performance. Please send us your suggestions related to this report or share your views with us via email to [info@rhh.com.hk](mailto:info@rhh.com.hk).

本集團歡迎持份者就我們的環境、社會及管治策略及表現提出意見。請發送電郵至 [info@rhh.com.hk](mailto:info@rhh.com.hk)，告訴我們你對本報告的建議或分享你的觀點。

# The Company's Mission and Vision on Sustainability Commitment

## 本公司對可持續發展承諾的使命和願景

### 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.

#### 1. Emissions

##### (i) Air Emission

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 services and company vehicles. At catering service, the kitchen's oily fume emissions and waste gas are 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' kitchens and laundry rooms, contributing to 50 kg of  $\text{NO}_x$  emission and less than 1 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、在水域及土地的排放，以及有害及非有害廢棄物產生的任何重大不合規情況。

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。

#### 1. 排放

##### (i) 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50公斤的氮氧化物排放和少於1公斤的硫氧化物排放。



# The Company's Mission and Vision on Sustainability Commitment

## 本公司對可持續發展承諾的使命和願景

### A. ENVIRONMENTAL (CONTINUED)

#### 1. Emissions (CONTINUED)

##### (i) Air Emission (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 9 kg of NO<sub>x</sub>, less than 1 kg of SO<sub>x</sub> and less than 1 kg of PM.

##### (ii) Greenhouse Gas (GHG) 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 Emissions (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	468	5
	Town Gas 煤氣	28	
	Diesel 柴油	45	
Combustion of Fuel for Mobile Source 流動來源之燃料燃燒	Petrol 汽油	8	
Scope 2 Energy Indirect Emissions 範圍2 能源間接排放			
Purchased Electricity 外購電力		10,223	93
Purchased Natural Gas and Town Gas 外購天然氣及煤氣		155	
Scope 3 Other Indirect Emissions 範圍3 其他間接排放			
Water Consumption 耗水量		153	2
Wastewater Treatment 廢水處理		72	
Paper Waste Disposal 紙廢棄物處置		26	
Business Air Travel 航空差旅		6	
Total 合共		11,184	100

### A. 環境 (續)

#### 1. 排放 (續)

##### (i) 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，期內導致排放了9公斤的氮氧化物，少於1公斤的硫氧化物，以及少於1公斤的懸浮顆粒。

##### (ii) 溫室氣體排放

# The Company's Mission and Vision on Sustainability Commitment

## 本公司對可持續發展承諾的使命和願景

### A. ENVIRONMENTAL (CONTINUED)

#### 1. Emissions (CONTINUED)

##### (ii) Greenhouse Gas (GHG) Emissions (CONTINUED)

Notes:

- Emission factors were made reference to Appendix 27 of 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.
- Scope 1 emission for the combustion of natural gas and diesel were calculated with emission factors from Greenhouse Gas Protocol Tool for Energy Consumption in China, provided by the Greenhouse Gas Protocol.

There were 11,184 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)*

247,927 m<sup>3</sup> of natural gas, 10,774 m<sup>3</sup> of town gas and 16,780 litres of diesel oil were used for the hotels' laundry service, kitchen fuel and secondary cooling support, resulted in 540 tonnes of carbon dioxide equivalent emissions. For laundry service, the Group minimises the amount of natural gas used by washing in proper methods and operating washing machines at minimum temperatures.

### A. 環境 (續)

#### 1. 排放 (續)

##### (ii) 溫室氣體排放 (續)

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。
- 天然氣及柴油燃燒的範圍1排放量由《溫室氣體議定書》規定的中國能源消耗溫室氣體議定書工具的排放系數計算得出。

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11,184噸。

##### a. 範圍1 – 直接排放

*固定燃燒來源之燃料燃燒（天然氣、煤氣及柴油）*  
247,927立方米的天然氣、10,774立方米的煤氣及16,780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540噸二氧化碳當量排放。洗衣服務方面，本集團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。



# The Company's Mission and Vision on Sustainability Commitment

## 本公司對可持續發展承諾的使命和願景

### A. ENVIRONMENTAL (CONTINUED)

#### 1. Emissions (CONTINUED)

##### (ii) Greenhouse Gas (GHG) Emissions (CONTINUED)

###### a. Scope 1 – Direct Emissions (CONTINUED)

###### *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 3,052 litres of petrol, results in 8 tonnes of carbon dioxide equivalent emissions.

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

###### *Purchased Electricity*

Electricity consumption by the Group is supplied by Hong Kong Electric and national electricity grid in Mainland China. During the reporting period, the Group consumed 14,635,239 kWh of electricity, emitting 10,223 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
- Adopting building management system (BMS) for automatically switching off lights along the corridors between 01:00 to 06:00 (saving 12 kWh per day)

### A. 環境 (續)

#### 1. 排放 (續)

##### (ii) 溫室氣體排放 (續)

###### a. 範圍 1 – 直接排放 (續)

###### *流動來源之燃料燃燒 (汽油)*

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3,052升汽油，產生了8噸二氧化碳當量的排放。

###### b. 範圍 2 – 能源間接排放

###### *外購電力*

本集團消耗的電力由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14,635,239千瓦時，排放10,223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
- 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)

# The Company's Mission and Vision on Sustainability Commitment

## 本公司對可持續發展承諾的使命和願景

### A. ENVIRONMENTAL (CONTINUED)

#### 1. Emissions (CONTINUED)

##### (ii) Greenhouse Gas (GHG) Emissions (CONTINUED)

##### b. Scope 2 – Energy Indirect Emissions (CONTINUED)

###### *Purchased Electricity (CONTINUED)*

- Use of heat pump for air conditioning unit
- Use of LED lights for all guest rooms
- Implementation of 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
- Employees are responsible for regular monitoring and reporting (e.g. energy consumption report, BMS report, P&L report)
- Set the air conditioning to 25 degrees at office in summer

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

During the reporting period, the Group consumed 247,927 m<sup>3</sup> of natural gas and 10,774 m<sup>3</sup> of town gas, which were supplied by local gas companies, emitting 155 tonnes of carbon dioxide equivalent.

### A. 環境 (續)

#### 1. 排放 (續)

##### (ii) 溫室氣體排放 (續)

##### b. 範圍 2 – 能源間接排放 (續)

###### *外購電力 (續)*

- 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開始關掉外面的裝飾燈具
- 餐廳及廚房關閉後，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

###### *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247,927立方米及煤氣10,774立方米，排放了155噸二氧化碳當量。

# The Company's Mission and Vision on Sustainability Commitment

## 本公司對可持續發展承諾的使命和願景

### A. ENVIRONMENTAL (CONTINUED)

#### 1. Emissions (CONTINUED)

##### (ii) Greenhouse Gas (GHG) Emissions (CONTINUED)

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

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

During the reporting period, a total of 376,196 m<sup>3</sup> of water was consumed by the Group, contributing to an emission of 153 tonnes of carbon dioxide equivalent. 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 of the Group. Laundry service is outsourced in Hong Kong operation, and it is conducted internally in Guangzhou and Shenyang operations. 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.

At laundry service, washing machines are operated in full load with sorted contents to conserve water; Greywater systems are 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.

### A. 環境 (續)

#### 1. 排放 (續)

##### (ii) 溫室氣體排放 (續)

###### 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376,196立方米用水，導致排放了153噸二氧化碳當量。用水由香港水務署以及廣州和瀋陽的供水公司供應。在採購適合用作本集團用途的用水方面，當中沒有重大問題。洗衣服務在香港營運業務是外判的，而在廣州及瀋陽營運業務是內部處理的。廣州的營運業務有一個室內游泳池需定期保養。因此，其耗水量與香港及瀋陽的營運業務相比相對較高。

洗衣服務方面，衣物經分選並且洗衣機滿載後才操作，以節約用水。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。

本集團持續向酒店客人推廣節約用水，每間酒店房內均展示了「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。

# The Company's Mission and Vision on Sustainability Commitment

## 本公司對可持續發展承諾的使命和願景

### A. ENVIRONMENTAL (CONTINUED)

#### 1. Emissions (CONTINUED)

##### (ii) Greenhouse Gas (GHG) Emissions (CONTINUED)

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

###### *Water and Wastewater Discharge (CONTINUED)*

It was assumed that all water consumed was discharged for wastewater treatment by the local government authorities, resulting in an emission of 72 tonnes of carbon dioxide equivalent. To ensure quality of discharged wastewater and better protect 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.

###### *Paper*

During the reporting period, a total of 5,508 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 26 tonnes of carbon dioxide equivalent.

###### *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 6 tonnes of carbon dioxide equivalent emissions, and mostly for sales trips from the Group's sales department.

### A. 環境 (續)

#### 1. 排放 (續)

##### (ii) 溫室氣體排放 (續)

##### c. 範圍3 – 其他間接排放 (續)

###### *用水及廢水排放 (續)*

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72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經過適當收集及處理，並且會定期清潔隔油池。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。

###### *用紙*

於報告期內，估計共有5,508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26噸二氧化碳當量。

###### *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6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。

# The Company's Mission and Vision on Sustainability Commitment

## 本公司對可持續發展承諾的使命和願景

### A. ENVIRONMENTAL (CONTINUED)

#### 1. Emissions (CONTINUED)

##### (iii) Hazardous Waste and Non-hazardous Waste

For hazardous waste, a total of 195 kg of batteries were used and were collected by the government designated institute in Guangzhou operation during the reporting period.

For non-hazardous waste, the Group mainly generated domestic waste including general refuse, waste oil and food waste. The Group actively practices waste sorting and recycling, and aims to reduce the use of disposable items and replace them with recyclable ones. 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. In the office, employees are encouraged to use recycled paper and recyclable printing cartridges. In Shenyang operation, waste oil and food waste are collected by licenced waste companies for handing; In Hong Kong, the operation engages licensed recycler to collect and recycle waste edible oil as bio-diesel fuel. During the reporting period, there was roughly 16 litres of waste oil was collected and recovered.

### A. 環境 (續)

#### 1. 排放 (續)

##### (iii) 有害廢棄物及非有害廢棄物

在有害廢棄物方面，於報告期內，合共使用了195公斤電池，其由廣州營運業務所在地的市政府指定機構收集。

非有害廢棄物方面，本集團主要產生生活廢棄物，包括一般垃圾、廢油及食品廢棄物。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。酒店營運業務的餐廳的每張桌子均會展示標誌，提醒客人不要浪費食物，並提倡在進膳後不要剩下食物。另外，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。在瀋陽的營運業務方面，廢油及食品廢棄物由持牌的廢棄物公司收集處理；在香港的營運業務方面，聘用了持牌回收商收集及循環再造廢棄的食用油作為生物柴油燃料。於報告期內，已收集並回收了約16升廢油。

# The Company's Mission and Vision on Sustainability Commitment

## 本公司對可持續發展承諾的使命和願景

### A. ENVIRONMENTAL (CONTINUED)

#### 2. Use of Resources

##### (i) Energy Consumption

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

Diesel	柴油
Electricity	電力
Natural Gas and Town Gas	天然氣及煤氣
Petrol	汽油

The Group's business operations resulted in a total energy consumption of 17,386,562 kWh from the use of diesel, electricity, natural gas, town gas and petrol.

##### (ii) Packaging Materials

The Group's business operations did not consume significant amount of packaging materials during the reporting period.

### A. 環境 (續)

#### 2. 資源使用

##### (i) 能源消耗

##### Consumption 消耗 (in kWh) (千瓦時)

167,772
14,635,239
2,556,505
27,046

本集團的營運業務使用柴油、電力、天然氣、煤氣及汽油產生的能源消耗合共為17,386,562千瓦時。

##### (ii) 包裝物料

於報告期內，本集團的業務營運並未消耗大量包裝物料。

### B. SOCIAL

#### 1. Employment and Labour Practices

##### (i) Employment

The Group had a total number of 629 employees as of 31 December 2017.

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

Full-time
Part-time

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

Senior Management
Middle Management
Frontline Staff & Other Employees

### B. 社會

#### 1. 僱傭及勞工慣例

##### (i) 僱傭

於二零一七年十二月三十一日，本集團聘用合共629名僱員。

##### 按僱傭性質劃分的僱員總數(%)

95
5

##### 按僱傭類別劃分的僱員總數(%)

4
7
89



# The Company's Mission and Vision on Sustainability Commitment

## 本公司對可持續發展承諾的使命和願景

### B. SOCIAL (CONTINUED)

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

##### (i) Employment (CONTINUED)

##### 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

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 regulations. Employees are provided with standard types of leave and insurance coverage, as stated in their employment contracts and in accordance to 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.

### B. 社會 (續)

#### 1. 僱傭及勞工慣例 (續)

##### (i) 僱傭 (續)

##### 按年齡組別劃分的僱員總數(%)

18-25	17
26-35	19
36-45	22
46-55	33
56或以上	9

##### 按性別劃分的僱員總數(%)

男性	48
女性	52

##### 按地理區域劃分的僱員總數(%)

香港	18
中國內地	82

於報告期內，本集團沒有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。

# The Company's Mission and Vision on Sustainability Commitment

## 本公司對可持續發展承諾的使命和願景

### B. SOCIAL (CONTINUED)

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

##### (i) Employment (CONTINUED)

###### Turnover

The overall annual turnover rate was 48% with 301 employees left the Group in 2017. During the reporting period, the Group had employed relatively more casual and part-time employees to meet the demand of Group's new operation expansion, thus turnover rate had become higher than average. 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

###### 按年齡組別劃分的年度流失率 (%)

18-25	150
26-35	34
36-45	28
46-55	21
56或以上	28

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

Male  
Female

###### 按性別劃分的年度流失率(%)

男性	49
女性	47

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

Hong Kong  
Mainland China

###### 按地理區域劃分的年度流失率(%)

香港	74
中國內地	42

### B. 社會 (續)

#### 1. 僱傭及勞工慣例 (續)

##### (i) 僱傭 (續)

###### 流失率

於二零一七年，本集團有301名僱員離職，整體年度流失率為48%。於報告期內，本集團聘用了相對較多的臨時工及兼職員工，以滿足本集團新營運擴展的需求，因此流失率高於平均水平。長遠而言，將會為僱員實施培訓及員工發展計劃，以創造更佳的員工穩定性，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：

# The Company's Mission and Vision on Sustainability Commitment

## 本公司對可持續發展承諾的使命和願景

### B. SOCIAL (CONTINUED)

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

##### (ii) 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.

To lower the risk of employees being exposed to occupational disease and safety hazards at work, the Group invites external parties and organizations 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.

### B. 社會(續)

#### 1. 僱傭及勞工慣例(續)

##### (ii) 健康與安全

於報告期內，本集團沒有發現與健康與安全法律法規相關的任何重大不合規事件。

若干工作性質的僱員須進行職前體檢。僱員有權獲提供定期身體檢查及工傷相關保險。我們為在工程、餐飲及保安部工作的僱員提供個人防護設備和用品。我們亦為提供洗衣服務的僱員提供特殊護理用品，以防止炎熱季節出現中暑情況。

為減少僱員在工作期間患上職業病及遇上安全危險的風險，本集團邀請了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。

# The Company's Mission and Vision on Sustainability Commitment

## 本公司對可持續發展承諾的使命和願景

### B. SOCIAL (CONTINUED)

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

##### (ii) Health and Safety (CONTINUED)

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.

#### Occupational Health and Safety Data in 2017 二零一七年職業健康與安全數據

Work Related Fatality  
Lost Days due to Work Injury

工作相關的死亡事故  
因工傷損失工作天數

0  
178\*

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

\* 備註：因工傷損失工作天數佔全部僱員工作日總數不到1%。

##### (iii) 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)

##### (ii) 健康與安全 (續)

本集團亦成立了僱員關係委員會及安全委員會，以展開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一次酒店營運業務的所有範圍，以確保符合安全措施並且遵照和符合所有規格。如有任何工傷，我們會舉行正式的檢討會議，以討論有關的工傷個案，並識別出改善範圍及預防措施。我們不定期舉行消防演習，以保持僱員警覺及有所準備。

##### (iii) 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，以及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 Company's Mission and Vision on Sustainability Commitment

## 本公司對可持續發展承諾的使命和願景

### B. SOCIAL (CONTINUED)

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

##### (iv) Labour Standards

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.

#### 2. Operating Practices

##### (i) Supply Chain Management

During the reporting period, a total of 350 suppliers were engaged by the Group for food, equipment, room supplies, construction materials and goods for daily operation. The suppliers are 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 agreements with suppliers, the Group explicitly requires the suppliers 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.

### B. 社會 (續)

#### 1. 僱傭及勞工慣例 (續)

##### (iv) 勞工準則

於報告期內，本集團沒有發現與聘用童工或強制勞工相關的任何重大不合規事件。本集團在招聘及僱傭方面嚴格遵守當地勞動法律法規。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。

#### 2. 營運慣例

##### (i) 供應鏈管理

於報告期內，本集團共聘用350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各省份。酒店營運業務實行中央採購。我們嚴格遵守標準採購程序及審批程序。在為酒店營運業務選擇商品及服務的供應商時，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。本集團在採購程序中採取暫停捕魚措施，並根據魚類和海鮮的季節性修訂菜單。

# The Company's Mission and Vision on Sustainability Commitment

## 本公司對可持續發展承諾的使命和願景

### B. SOCIAL (CONTINUED)

#### 2. Operating Practices (CONTINUED)

##### (ii) Product Responsibility

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.

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 complaints 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.

### B. 社會 (續)

#### 2. 營運慣例 (續)

##### (ii) 產品責任

於報告期內，本集團沒有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合規事件。

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，以確保房間質量符合酒店標準。在餐飲和宴會方面，本集團在計劃食品選擇和菜單時，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、高質量、在交貨時處於總保質期的三分之二以內，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素符合酒店標準，方可為客人提供食品。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。



# The Company's Mission and Vision on Sustainability Commitment

## 本公司對可持續發展承諾的使命和願景

### B. SOCIAL (CONTINUED)

#### 2. Operating Practices (CONTINUED)

##### (ii) Product Responsibility (CONTINUED)

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 deal 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)

##### (ii) 產品責任 (續)

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涉，以確保不會侵犯知識產權。於報告期內，概無發現侵權行為。

# The Company's Mission and Vision on Sustainability Commitment

## 本公司對可持續發展承諾的使命和願景

### B. SOCIAL (CONTINUED)

#### 2. Operating Practices (CONTINUED)

##### (iii) 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.

#### 3. Community Investment

The Group's management will look into developing policy on community engagement to understand the needs of the communities in the coming years.

### B. 社會 (續)

#### 2. 營運慣例 (續)

##### (iii) 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。所有僱員應確保本集團的聲譽不會因欺詐或貪污行為而受損。我們基於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，當中內容為根據政策，其不得從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，以至(並包括)解僱或終止合同，以及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致任何糾紛解決方案；如無法達成調解協議，雙方有權向人民法院提起訴訟。

#### 3. 社區投資

本集團管理層將研究制定有關社區參與的政策，以了解未來數年的社區需要。



## Rosedale Hotel Holdings Limited

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