



歲寶百貨

# Shirble Department Store Holdings (China) Limited 歲寶百貨控股（中國）有限公司

(incorporated in the Cayman Islands with limited liability) (於開曼群島註冊成立的有限公司)

Stock code 股份代號：312

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

# 2022 環境、社會及管治報告



# CONTENTS

## 目錄

- 2 ABOUT SHIRBLE 關於歲寶
- 4 ABOUT THIS REPORT 關於本報告
- 7 ESG GOVERNANCE 環境、社會及管治的管理
- 14 ADHERENCE TO BUSINESS STANDARD 堅持商業標準
- 23 EPIDEMIC PREVENTION FIRST 防疫為重
- 25 INTERGROWTH WITH PARTNERS 與夥伴共榮
- 29 FOSTERING COMMUNITY CONNECTIONS 促進社會連結
- 30 TALENT-ORIENTED 以人才為本
- 36 COEXIST WITH NATURE 與自然共生
- 52 PERFORMANCE INDICATORS SUMMARY 績效指標總覽
- 60 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX  
《環境、社會及管治報告指引》內容索引





# ABOUT SHIRBLE

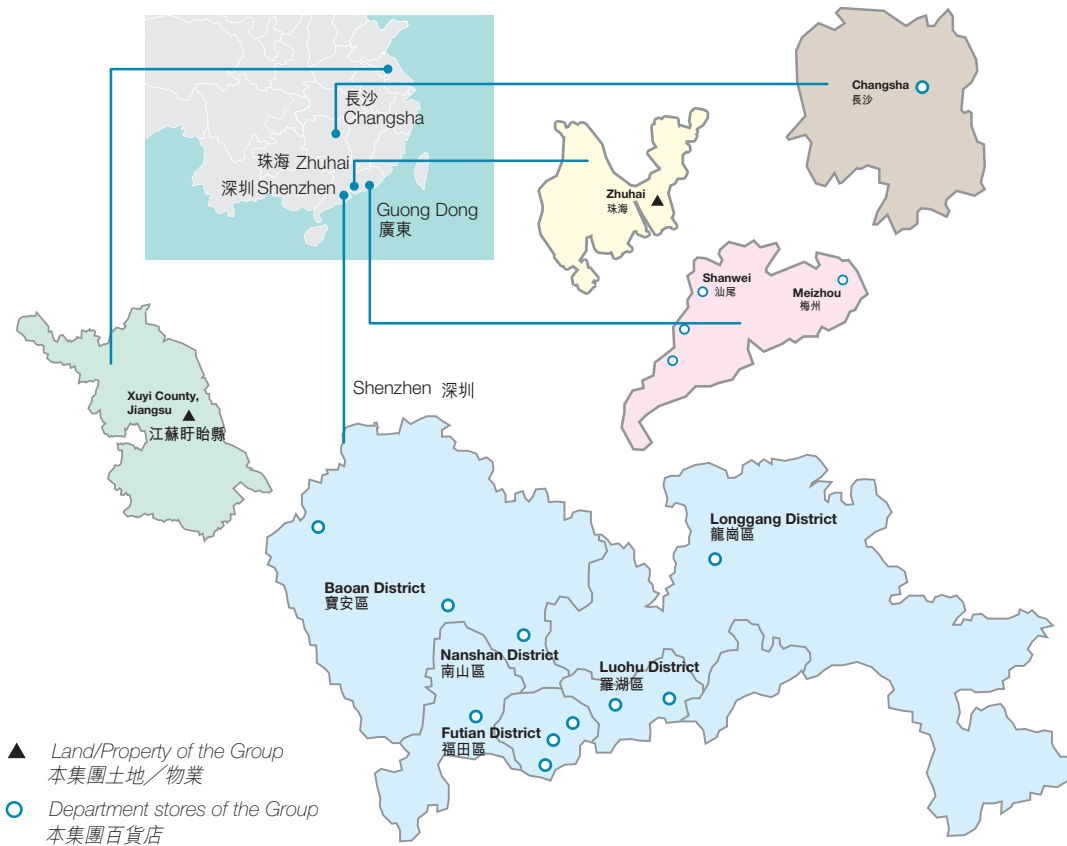
## 關於歲寶

Shirble Department Store Holdings (China) Limited (“Shirble”, together with its subsidiaries, the “Group”) is a Shenzhen-based department store chain targeting the mid-market segment, which runs its department stores under the “歲寶百貨” and “Shirble Plaza” brands. As of 31 December 2022, the Group operated and/or managed 15 department stores, which cover regions including Shenzhen, Shanwei, Meizhou and Changsha, with a total gross floor area of approximately 253,730 square meter (“sq.m.”), of which 36.4% are self-owned properties.

歲寶百貨控股(中國)有限公司(「歲寶百貨」, 連同其附屬公司統稱「本集團」)是一家以深圳為基地的百貨連鎖企業, 專攻中檔市場階層, 並於「歲寶百貨」及「歲寶廣場」品牌旗下營運其百貨店。截至2022年12月31日, 本集團經營及/或管理15家百貨店, 覆蓋地區包括深圳、汕尾、梅州及長沙, 總建築面積約為253,730平方米, 其中36.4%為自有物業。

### DEPARTMENT STORE NETWORK

### 百貨店網絡



# ABOUT SHIRBLE

## 關於歲寶



### VISION AND MISSION

#### 願景及使命



#### VISION 願景

- Creating a retail service platform with modern lifestyle
- 創造時尚品質生活的零售服務平台



#### MISSION 使命

- Satisfying the demand for diversified scenario consumption and experience
- 滿足多元化場景消費及體驗需求



#### CORPORATE CULTURE 企業文化主題

- Maintaining integrity and pursuing excellence
- 誠信融合及共創卓越

### SUMMARY OF BUSINESS DEVELOPMENT

#### 業務發展概要

Department store business	<p>Upgraded its traditional department store business and endeavour to achieve more efficient operating results for the Group</p> <ul style="list-style-type: none"> <li>• Meet the demand of the middle-class population for high-quality food, merchandise and services</li> <li>• Broaden the range of products and services at its stores and bring in diversified consumption scenarios for its stores</li> </ul>
百貨店業務	<p>已升級傳統百貨店業務，努力為本集團創造更高效的經營業績</p> <ul style="list-style-type: none"> <li>• 滿足中產階級對優質食品、產品消費和服務的需求</li> <li>• 拓闊門店的產品及服務種類，為門店引入多樣化的消費場景元素</li> </ul>
Property business	<p>Sold/leased in due course for the existing property projects</p> <ul style="list-style-type: none"> <li>• Acquired a parcel of land in Jinwan District, Zhuhai City in November 2019. The land has been developed into a two-building complex</li> <li>• Obtained the completion certificate in 2021 and will be sold/leased in due course</li> </ul>
房地產業務	<p>適時出售／出租現有房地產項目</p> <ul style="list-style-type: none"> <li>• 於2019年11月收購的珠海市金灣區地塊，現已發展成由兩棟樓宇組成的綜合大樓</li> <li>• 於2021年已取得竣工證書，可適時出售／出租</li> </ul>



# ABOUT THIS REPORT

## 關於本報告

This report is the seventh Environmental, Social and Governance (“ESG”) Report issued by Shirble (the “Report”), which mainly focuses on the sustainable performance of the Group from 1 January 2022 to 31 December 2022 (the “Year” or “reporting period”). Shirble issues the ESG Report on a regular basis to facilitate various stakeholders’ understanding of the Group’s policies, measures and effectiveness on relevant issues of environmental, social and governance. The Report is prepared in Chinese and English and has been uploaded to the website of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and the Group (<http://shirblehk.com/>).

### REPORTING SCOPE

Unless otherwise stated, the contents disclosed in the Report mainly include the environmental, social and governance information of the department store business. The reporting scope primarily covers the offices in Hong Kong and Shenzhen and five major department stores, namely Jingtian Store, Jufu Store, Longgang Store, Yitian Store and Longzhu store<sup>1</sup>. As no revenue generated from property business during the reporting period, it is excluded from the reporting scope. The Report has not covered the remaining 10 department stores of the Group. In 2023, the Group planned to extend the reporting scope under the principle of materiality to align with the financial report.

### REPORTING STANDARD

The Report is in compliance with the mandatory disclosure standards and “comply or explain” provisions in Appendix 27 - “Environmental, Social and Governance Reporting Guide” (the “Guide”) of the Listing Rules issued by the Stock Exchange. The Report has been prepared on the basis of four reporting principles set out in the Guide — Materiality, Quantitativeness, Balance and Consistency. A complete index is appended in the last chapter of the Report for easier reference to the Guide.

<sup>1</sup> Longzhu store is newly added to the Report for the year.  
龍珠店是本年度新加入此報告

本報告為歲寶百貨發表的第六份《環境、社會及管治報告》(「本報告」)，重點匯報本集團於2022年1月1日至2022年12月31日(「本年度」)的可持續發展表現。歲寶百貨定期發佈《環境、社會及管治報告》，以幫助各類持份者瞭解本集團於環境、社會及管治等相關議題上的政策、措施及成效。本報告以中、英文編寫，並已上載至香港聯合交易所有限公司(「聯交所」)及本集團網站(<http://shirblehk.com/>)。

### 報告範圍

除非另有說明，本報告披露的內容主要包括百貨店業務的環境、社會和治理資訊。匯報範圍主要涵蓋香港和深圳的辦事處，以及五個主要的百貨店，包括景田店、聚福店、龍崗店、益田店及龍珠店<sup>1</sup>。由於房地產業務在報告期內沒有產生收入，因此被剔除在本報告範圍。本報告目前尚未覆蓋本集團其餘10間百貨店。在2023年，本集團將按重要性原則擴大報告範圍，與財務報告一致。

### 報告準則

本報告遵守聯交所頒佈的上市規則附錄二十七《環境、社會及管治報告指引》(「《指引》」)中有關強制披露標準及「不遵守就解釋」的規定，並以其載列的四項匯報原則—重要性、量化、平衡及一致性，作為本報告編寫的基礎。本報告最後一章附有完整索引，以便讀者按《指引》閱讀本報告。

# ABOUT THIS REPORT

## 關於本報告



Reporting principles 匯報原則	Definition 釋義	Response 回應
Materiality  重要性	<p>The issuer should report on ESG issues with material impact on the investors and other stakeholders.</p> <p>發行人應就對投資者及其他持份者產生重要影響的環境、社會及管治議題作出匯報。</p>	<p>The Group has conducted a questionnaire which the members of the Board have identified the important ESG issues based on, among others, the Group's business nature and stakeholders' expectation.</p> <p>本集團已進行問卷調查，由董事會成員基於本集團業務性質及持份者期望等因素識別重要的環境、社會及管治議題。</p>
Quantitative  量化	<p>Key Performance Indicators of historical data need to be measurable. The issuer should set targets to reduce a particular impact, so that the effectiveness of ESG policies and management systems can be evaluated and validated.</p> <p>Quantitative information should be accompanied by a narrative, explaining its purpose, impacts and giving comparative data where appropriate.</p> <p>歷史數據的關鍵績效指標須可予計量。發行人應訂下減少個別影響的目標，使其環境、社會及管治政策及管理系統的效益可被評估及驗證。</p> <p>量化資料應附帶說明，闡述其目的及影響，並在適當的情況下提供比較數據。</p>	<p>Data on social key performance indicators of the Group are derived from the statistics of relevant departments. In addition, to ensure the accuracy of environmental key performance indicators, the Group has engaged a professional consultancy firm to conduct a carbon assessment in accordance with the guidelines prepared by the Environmental Protection Department and Electrical and Mechanical Services Department of Hong Kong, with reference to ISO14064-1 and international standards such as Corporate Accounting and Reporting Standards of Greenhouse Gas Accounting System.</p> <p>The Group includes forward-looking statements in the Report when applicable. Quantitative information is accompanied by a narrative and standards, method, assumptions and/or calculating tools adopted.</p> <p>本集團的社會關鍵績效指標的數據來源於相關部門的統計。此外，為確保環境關鍵績效指標的準確性，本集團已委託專業顧問公司根據香港環境保護署及機電工程署編製的指引、以及參考ISO14064-1和溫室氣體核算體系企業核算與報告標準等國際標準進行碳評估。</p> <p>在適用的情況下，本集團在本報告中納入前瞻性的聲明，量化資料附有敘述及所採用的標準、方法、假設及／或計算工具。</p>



# ABOUT THIS REPORT

## 關於本報告

Reporting principles 匯報原則	Definition 釋義	Response 回應
Balance  平衡	The issuer should provide an unbiased picture of its performance. The report should avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.  發行人應當不偏不倚地呈報其表現，避免可能會不恰當地影響報告讀者決策或判斷的選擇、遺漏或呈報格式。	The Group covers the entire scope of its ESG performance in the Report to avoid giving biased information.  本集團在報告中全面匯報環境、社會及管治的範圍表現，避免發放偏頗的資訊。
Consistency  一致性	The issuer should use consistent methodologies to allow for meaningful comparisons of ESG data over time.  發行人應使用一致的披露統計方法，令環境、社會及管治數據日後可作有意義的比較。	Unless otherwise stated, the Group adopted largely the same methodologies as the previous year in the Report's preparation, and will ensure that consistent methodologies are used to make statistics on future ESG data, for comparisons with those from the current and past years.  除非另有說明，本集團編備本報告的方式大致與往年無異，並確保採用一致的方法統計未來的環境、社會及管治數據，以跟本年度及過往數據作比較。

### CONFIRMATION AND APPROVAL

The Group has established procedures for internal control and formal review to make sure all information in the Report is accurate and reliable. The Report has been reviewed and approved by the Board on 31 March 2023.

### FEEDBACKS

The Group places high emphasis on the feedbacks of its stakeholders. Your advice and suggestions enable the Group to formulate more detailed and comprehensive sustainable development strategies in the future. If you are in doubt or have any recommendations in regards to the content or the presentation of the Report, you are most welcome to contact our investor relations at [ir@shirble.net](mailto:ir@shirble.net).

### 確認及批准

本集團已成立內部監控及正式審查程式，竭力確保本報告所有呈現的資料均準確可靠。本報告已於2023年3月31日獲董事會審閱及批准。

### 意見反饋

本集團重視持份者的意見。閣下的意見與建議，有助本集團未來建立更仔細和健全的可持續發展策略。如閣下對本報告的內容或匯報形式有任何疑問或建議，歡迎透過 [ir@shirble.net](mailto:ir@shirble.net) 與投資者關係部門聯絡。

# ESG GOVERNANCE

## 環境、社會及管治的管理



### BOARD'S OVERSIGHT OF ESG ISSUES

#### Board's overall vision and strategy in managing ESG issues

The Board has a primary role in overseeing the management of the Group's sustainability issues. During the reporting period, the Board and the ESG related internal departments spent significant time in evaluating the impacts of ESG-related risks of our operation and formulating relevant policies in dealing with the risks. The oversight of the Board is to ensure that the management can have all the right tools and resources to oversee the ESG issues in the context of strategy and long-term value creation.

To demonstrate our commitment to transparency and accountability, our Group has clear terms of reference that set out the powers delegated to the specific departments by the Board. We highly value the opinions of each stakeholder and treat them as the cornerstone for the development of the Group. During the reporting period, the Board, investor relations department and company secretarial department, audit supervision center and internal audit department, and Chief Executive office are responsible for reviewing and supervising the ESG process and risk management of the Group time by time.

#### Board's ESG management approach and strategy for material ESG-related issues

In order to better understand the opinions and expectations of different stakeholders on our ESG issues, materiality assessment is conducted annually. We ensure various platforms and channels of communication are used to reach, listen and respond to our key stakeholders. Through general communication with stakeholders, the Group understands the expectations and concerns from stakeholders. The feedbacks obtained allow the Group to make more informed decisions, and to better assess and manage the resulting impacts.

### 董事會對環境、社會及管治議題的監督

#### 董事會在管理環境、社會及管治問題上的整體願景和策略

董事會在監督集團可持續發展議題的管理方面發揮著主要作用。於報告期內，董事會及環境、社會及管治相關的內部部門花費大量時間評估環境、社會及管治相關風險對我們營運的影響，並製定相關政策應對風險。董事會的監督是為了確保管理層能夠擁有所有正確的工具和資源，以在戰略和長期價值創造的背景下監督環境、社會及管治議題。

為了表明我們對透明度和問責制的承諾，本集團有明確的職權範圍，其中規定了董事會授予特定部門的權力。我們高度重視各持份者的意見，並將其視為集團發展的基石。於報告期內，董事會、投資者關係部及公司秘書部、審計監察中心及內部審計部、總裁辦公室負責不時檢討及監督本集團環境、社會及管治的流程及風險管理。

#### 董事會針對重大環境、社會及管治相關議題的環境、社會及管治管理方法和策略

為了更好地了解不同持份者對我們環境、社會及管治問題的意見和期望，我們每年都會進行重要性評估。我們確保使用各種平台和溝通渠道來接觸、傾聽和回應我們的主要持份者。通過與持份者的一般溝通，本集團了解到持份者的期望和關注點。獲得的反饋使本集團能夠做出更明智的決策，並更能評估和管理由此產生的影響。





# ESG GOVERNANCE

## 環境、社會及管治的管理

The Group has evaluated the materiality and importance in ESG aspects through the following steps:

### Step 1: Identification – Industry Benchmarking

- Relevant ESG areas were identified through the review of relevant ESG reports of the local and international industry peers.
- The materiality of each ESG areas was determined based on the importance of each ESG area to the Group through internal discussion of the management and the recommendation of the Guide.

### Step 2: Prioritization – Stakeholder Engagement

- The Group discussed with key stakeholders on key ESG areas identified above to ensure that all the key aspects were covered. Please refer to the above table for details.

### Step 3: Validation – Determining Material Issues

- Based on the discussion with key stakeholders and internal discussion among the management, the Group's management ensured that all the key and material ESG areas, which were important to the business development, were reported and in compliance with the Guide.

During the reporting period, the above processes enhanced the understanding of their degree and change of attention to each significant ESG issue, and enables us to more comprehensively plan our sustainable development direction in the future. Those important and material ESG areas identified during our material assessment were discussed in this Report.

### Board review progress against ESG-related goals and targets

The progress of target implementation and the performance of the goals and targets should be closely reviewed from time to time. Rectification may be needed if the progress falls short of expectation. Effective communication about the goals and targets with key stakeholders such as employees is essential, as this enables them to be engaged in the implementation process, and to feel they are part of the change that the company aspires to achieve.

Setting long-term strategic goals for the future enables the Group to develop a roadmap and focus on results of achieving the visions.

本集團通過以下步驟評估了環境、社會及管治方面的實質性和重要性：

### 第1步：識別－行業基準

- 通過審閱本地和國際同行的相關環境、社會及管治報告，識別相關環境、社會及管治範疇。
- 各環境、社會及管治範疇的實質性乃根據各環境、社會及管治範疇對本集團的重要性，通過管理層內部討論及《指引》的建議而釐定。

### 第2步：優先次序－持份者的參與

- 本集團與主要持份者就上述關鍵環境、社會及管治範疇進行討論，以確保涵蓋所有關鍵方面。詳情請參考上表。

### 第3步：驗證－確定重要議題

- 基於與主要持份者的討論和與管理層的內部討論，本集團管理層確保所有對業務發展重要的關鍵和重要環境、社會及管治範疇已報告，並遵守《指引》。

於報告期內，以上過程加強了解他們對每個重大環境、社會及管治議題的關注程度和變化，並使我們能夠更全面地規劃未來的可持續發展方向。本報告討論了我們在重大評估期間確定的那些實質性和重要性的環境、社會及管治範疇。

### 董事會審查與環境、社會及管相關的目標和指標進展情況

應不時密切審查目標執行及目標和指標績效的進展。如果進展不及預期，可能需要整改。與員工等主要持份者就目標和指標效進行有效溝通至關重要，因為這使他們能夠參與實施過程，並感受到他們是公司渴望實現變革的一部分。

為未來設定長期的戰略目標使本集團能夠制定藍圖，並專注於實現願景的結果。

# ESG GOVERNANCE

## 環境、社會及管治的管理



Setting targets require the internal involved parties to carefully examine the attainability of the targets which should be weighed against the company's ambitions and goals. During the reporting period, our Group set targets on an absolute basis.

The board's reviewed the company's progress made against ESG targets, discussed the results of such review with the management and considered the achievements of ESG targets were satisfactory during the reporting period.

### RISK MANAGEMENT

The Group is committed to building a robust risk management system to meet expectations of stakeholders. The Group has a multi-level risk management structure with relevant mechanisms for the exercise of authority, decision-making and supervision, to effectively identify, assess, mitigate, report and monitor various major risks of the Group, which allows for more prudent strategy formulation and project execution to achieve better business performance.

- The Board is responsible for the final oversight of risk management.
- The investor relations department and company secretarial department are responsible for assisting the Board in reviewing the design and effectiveness of the Group's risk management and to explain the relevant ESG risks faced by the Group for the Board.
- The audit supervision center consists of legal team, internal monitoring team, internal audit department and operation audit team, and is independent from other operating departments and the finance department which responsible for formulating the control system for ongoing operation, supervising and examining the effectiveness of internal controls, regularly identifying and assessing risks, and formulating corresponding measures based on the findings of risk assessment.

The Group has set up a risk database that covers five types of major risks, in which specific risks are grouped into high, medium and low levels, with reference to the Group's current internal control and operation level, to facilitate ongoing follow-up.

設定目標需要內部相關方仔細檢查指標的可實現性，並應與公司的雄心和目標進行權衡。於報告期內，本集團設定的目標均為在絕對基礎上。

董事會審查了公司在環境、社會及管治指標方面取得的進展，並與管理層討論了審查結果，認為於報告期內環境、社會及管治指標的實現令人滿意。

### 風險管理

本集團致力構建穩健的風險管理系統，以符合持份者期望。本集團設有多層級的風險管理架構，就行使權力、制定決策及實施監督等建立相關機制，可有效識別、評估、紓緩、彙報、監察集團各類主要風險，藉此更審慎地訂立策略及執行項目，達至更佳的業務表現。

- 董事會負責風險管理最終監督。
- 投資者關係部及公司秘書部負責協助董事會審閱集團風險管理的設計及成效，及向董事會解釋集團所承受的有關環境、社會及管治的風險水準。
- 審計監察中心下設法務組、內部監察組、內部審計部及運營稽核組，並獨立於其他營運部門及財務部，負責制定監控系統以持續運作，監督檢查內部監控的有效性，並定時識別及評估的風險，以及根據評估結果制定應對措施。

本集團建立了風險資料庫，涵蓋五類大風險，並結合本集團現行的內控及操作水準，把具體風險分為高、中、低級，以便持續跟進。



# ESG GOVERNANCE

## 環境、社會及管治的管理

Type of risk 風險類別	Description 描述
Strategic 戰略	Wrong strategic decisions, commercial decisions or inappropriate implementation could cause long-term impacts on the Group's development. 錯誤的戰略決策、商業決定或不正確的執行，引致對集團發展的長期影響。
Market 市場	Market competition and changes in consumers' decisions could pose risks to the marketing environment of corporations. 因市場競爭及消費者決策轉變，對企業營銷環境造成的風險。
Operation 營運	Inadequate or ineffective internal operation and management measures and incompatibility with partners could incur risks to the operation of corporations. 不充分或失效的內部運營和管理措施，與合作夥伴的不協調，均可能對企業營運造成的風險。
Financial 財務	Risks related to financing and operation, including budget management, financial audit, capital and cash flow management, investment, financing and taxation. 與財務運營相關的風險，包括預算管理、財務核算、資金及現金流管理、投資、融資、稅務等風險。
Legal 法律	Risks that may expose the Group to compliance issues or litigation regarding to operational business. 可能導致集團面臨合規問題或營運業務訴訟的風險。

In 2022, the outbreak of a pandemic was continued to be one of the Group's major risks. It has an impact on all aspects of the Group's business. For details of the corresponding countermeasures formulated by the Group, please refer to the section "Epidemic Prevention First".

在2022年，大流行病的爆發仍然是本集團的主要風險之一。它對集團業務的各個方面都有影響。本集團制定了相應的應對措施，請參考章節「防疫為重」。

### Future Action Plan 未來行動計劃

Looking ahead to the coming year, the Group will continue to strengthen its existing risk management system by incorporating potential environmental and social risks affecting the Group into the identification and assessment process so that corresponding countermeasures can be formulated.

展望來年，本集團會繼續加強現有風險管理系統，把對本集團產生影響的潛在環境及社會議題風險納入識別、評估的過程，以便制定相應對方案措施。

# ESG GOVERNANCE

## 環境、社會及管治的管理



### STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

The Group firmly believes that the stakeholder engagement in the formulation of our corporate direction is fundamental to the long-term development of our business and a prerequisite for the formulation of the Group's strategic development goals. Therefore, we are committed to establishing a good mechanism for mutual trust and communication among stakeholders. The Group adopts an open-door policy and encourages stakeholders to make suggestions or express their opinions through various communication channels. The following are the communication methods and channels between the Group and its stakeholders:

### 持份者參與及重要性評估

本集團堅信持份者參與方針的制定是企業長遠發展的基礎，也是集團戰略發展目標制定的先決條件。因此，我們致力於建立良好的持份者互信與溝通機制。集團採取開放政策，鼓勵持份者通過各種溝通管道，提出建議或表達意見。以下為本集團與持份者的溝通方式與管道：

Stakeholders 持份者	Communication Channels 溝通管道
Staff	The Group maintains communication with staff from each department and store through internal communication channels such as internal mail, business meetings and online platforms. The Company established an online platform, "Feedback Wall", that allows staff to submit their queries and suggestions to the Company, and the relevant departments of the headquarter will make corresponding response and follow up actions.
員工	本集團透過內部郵件、業務例會及網絡平臺等內部溝通管道，與各部門及門店員工保持溝通。公司設有網絡平臺「回音壁」讓各員工提出自己對公司的問題及建議，從而讓總部的相關部門進行有關的回覆及跟進。
Supplier	Suppliers are regularly organized to keep abreast of the latest development in national laws and regulations and make use of the Group's website and WeChat official account to promote further and raise the environmental and social awareness of the suppliers. The Group maintains regular communication with suppliers. For details, please see "MUTUAL BENEFITS WITH TENANTS AND SUPPLIERS" under the section "INTERGROWTH WITH PARTNERS".
供應商	定期組織供應商學習國家法律法規，並利用集團網站、微信公眾號等，加強對供應商環境及社會意識的宣傳引導。與供應商保持定期溝通，詳見「與夥伴共榮」內「與商戶、供應商互利共贏」。
Tenant	The Group maintains communication with tenants and regularly distributes relevant information on safety and environmental protection to tenants. For details, please see "MUTUAL BENEFITS WITH TENANTS AND SUPPLIERS" under the section "INTERGROWTH WITH PARTNERS".
商戶	與商戶保持溝通，定期向商戶發放有關安全及環境保護訊息。詳見「與夥伴共榮」內「與商戶、供應商互利共贏」。



# ESG GOVERNANCE

## 環境、社會及管治的管理

Stakeholders 持份者	Communication Channels 溝通管道
Customer  客戶	Feedback collection channels and handling mechanisms are established to ensure that opinions and complaints from customers can be properly handled. For details, please see “Customer Experience Improvement” under the section “INTERGROWTH WITH PARTNERS”.  設有意見收集管道和處理機制，確保客戶的意見和投訴得以妥善處理。詳見「與夥伴共榮」內「提升客戶體驗」。
Investor  投資者	The Group provides investors with relevant information and maintains communication through general meetings as well as announcements, financial reports and circulars published on the Hong Kong Stock Exchange. The Group held general meetings, published its annual report online, and held various investor’s meetings from time to time.  通過股東會議、於香港交易所發佈公告、財務報告及通函等管道，為投資者提供集團相關資訊，保持溝通。本集團舉行股東會議，並於網上發佈集團年報，以及不時舉行不同投資者會議。
Community  社區	Staff is encouraged to make contributions to the development of the community and maintain communication with community groups to understand local needs. The Group will endeavor to serve the community through different methods. For details, please see “Fostering Community Connections”.  鼓勵員工為社區發展貢獻力量。同時與各社區團體保持溝通，以瞭解當區需要。本集團努力透過不同方式關懷社區。詳見「促進社區連結」。

Through general communication with key stakeholders, the Group understands the expectations and concerns from key stakeholders. The feedbacks obtained allow the Group to make more informed decisions, and to better assess and manage the resulting impact.

The Group has adopted the principle of materiality in the ESG reporting by understanding the key ESG issues that are important to the business of the Group. All the key ESG issues and key performance indicators (KPIs) are reported in the Report according to the recommendations of the Guide.

通過與主要持份者的一般溝通，本集團了解到主要持份者的期望和關注點。獲得的反饋使本集團能夠做出更明智的決策，並更能評估和管理由此產生的影響。

通過了解對本集團業務重要的環境、社會及管治關鍵議題，本集團在環境、社會及管治報告中採用了重要性原則。本報告根據《指引》的建議，在報告中報告了所有環境、社會及管治關鍵議題和關鍵績效指標（「關鍵績效指標」）。

# ESG GOVERNANCE

## 環境、社會及管治的管理



To identify the most significant ESG issues of concern and respond in a targeted manner in this report, the Group continued to assign an external sustainability consultant to assist with the annual materiality assessment during the year. To identify issues related to the Group, the external sustainability consultant reviewed industry-related issues and made reference to the relevant ESG reporting standards. The Board members considered the importance of each issue to the Board and the extent to which the Group will have an impact on the environment and society. The following is a list of material issues for 2022, the top three being labour standard, anti-corruption and community investment.

為判定最為關注的重大環境、社會及管治事宜、並有針對性地在本報告中進行回應，本年度繼續委託外部可持續發展顧問協助開展了年度重要性評估。為了識別與本集團相關的議題，外部可持續發展顧問檢視了行業相關的議題，並參考了相關環境、社會及管治報告標準。董事會成員考慮每個議題對董事會的重要性及本集團對環境及社會的影響程度。以下為2022年的重要議題清單，首三位為勞工準則、反貪污及社區投資。

**Labour Standard**  
勞工準則



**Anti-corruption**  
反貪污



**Community Investment**  
社區投資



### Future Action Plan 未來行動計劃

The Group will continue to adopt an open-door policy. To determine more comprehensive impact of ESG issues on the Group and its stakeholders, the Group will, from time to time, participate in more meetings and actively communicate with internal and external stakeholders on material ESG issues.

本集團會繼續採取開放政策，為了更全面釐定有關環境、社會及管治事宜對本集團及持份者的影響，將不時加入更多會談，積極與內部和外部持份者對重大環境、社會及管治事宜溝通。



# ADHERENCE TO BUSINESS STANDARD

## 堅持商業標準

Adherence to business standard is the foundation of the Company's prosperity and success. The Group does not only comply with laws and regulations, but we are committed to conduct business ethically and create value for its customers.

### INTEGRITY IN GOVERNANCE

The Group has established an honesty-based policy based on its business philosophy of integrity, transparency and accountability and has established a good corporate governance and risk control mechanism. The Group entered into the following:

- “Staff Manual” was formulated to specify the definition of gifts and the way should be handled and reported, and employees are prohibited from accepting or soliciting bribes. In addition, the Group has formulated and implemented the “Integrity Ordinance of Shirble”, requiring all employees to understand the Ordinance and sign the “Integrity Pledge”.
- For suppliers, the “Anti-Commercial Bribery Agreement” was formulated to govern the conduct of the Group with suppliers to prevent corruption in the procurement process.
- “Anti-Fraud Management Measures” was formulated to explain clearly the concepts and forms of corruption, the attribution of responsibility and prevention and control measures, etc. so that employees can have a better understanding of the measures implemented by the Group.
- “Incentives Policy for Reporting Issues Regarding Employees' Integrity Internally” was formulated to facilitate the implementation of anti-fraud measures, and with which an effective whistle-blowing process and incentives measures were put in place.

堅持商業標準是公司蓬勃發展和成功的基礎。本集團不僅遵守法律和規章制度，我們更致力於以道德的方式開展業務，並為其客戶創造價值。

### 廉潔管治

本集團的經營理念是本於廉潔、透明及負責任，制定以誠信為基礎之政策，建立良好之公司治理與風險控管機制。本集團訂立以下：

- 《員工手冊》明確闡述禮物饋贈的定義、處理及呈報方式，員工不得收受或索取賄賂。於入職時，員工需簽署承諾遵守此等規定。此外，本集團制定實施《歲寶廉政條例》，要求所有員工需瞭解該條例及並簽署《廉政承諾書》。
- 對於供應商，本集團的《反商業賄賂約定》規範了其與供應商的行為操守，預防在採購程式中出現貪污舞弊行為。
- 《反舞弊管理制度》明確闡述舞弊的概念及形式、責任歸屬、預防和控制辦法等，供員工進一步瞭解本集團所落實的措施。
- 《員工誠信問題內部舉報獎勵政策》輔助落實反舞弊工作，建立有效的舉報流程和獎勵措施。

# ADHERENCE TO BUSINESS STANDARD

## 堅持商業標準



### WHISTLEBLOWING SYSTEM

Staff can report fraud and other dishonest behaviors to the internal monitoring team through various channels, including hotline, report mailbox and mail. Once a report is received, the internal monitoring team will conduct an investigation and verification on it and provide handling advice, while the confidentiality of the whistleblower will be maintained. To enhance transparency, the Group provides a whistleblowing and complaint channel on the official website of Shirble.

The audit supervision center who is in-charge of internal monitoring team, is required to report to the Group at least once a year on anti-fraud work for the management to review the assessment of fraud risk regarding the Group, its work plan and report. Anti-corruption training materials are provided to each of the Directors and employees of the Group to raise overall integrity awareness.

The Group has appointed the internal monitoring team as a permanent division for anti-fraud work, which is responsible for organizing and implementing relevant management policies and measures, including assisting each department in conducting fraud risk assessments and anti-fraud promotion activities as well as processing fraud reports and organizing investigations. The internal audit department will instruct the work against corruption.

### 舉報制度

員工可通過各種管道向內部監察組舉報舞弊等不誠信行為，包括舉報熱線、舉報信箱及郵件等。內部監察組接收舉報後，負責對舉報案件進行調查核實，提出處理意見，並對報案人的資訊進行保密。為提高透明度，本集團在歲寶百貨官網提供舉報投訴方式。

管理內部監察組的審計監察中心必須每年至少一次向本集團報告其反舞弊工作情況，並由管理層審核本集團舞弊風險評估及其工作計劃和報告。為增強整體廉潔意識，本集團向董事和每位員工提供反貪污培訓材料。

本集團委任內部監察組為反舞弊工作的常設機構，負責組織及執行相關管理政策及措施，包括協助各部門進行舞弊風險評估，開展反舞弊宣傳活動，受理舞弊舉報及組織調查等；並由內審部分擔反舞弊行為的指導工作。

### Case Study

#### 案例

The Group provided anti-corruption training to Directors and employees. In 2022, the Group continued to offer its training program named “Integrity Ordinance of Shirble” on its proprietary online training platform “Shirble Micro-Class”. The Group conducted regular inspections in its department stores and conducted integrity tests on site for its staff. In addition to staff promotion, the Group also put up posters in its department stores to promote the “Integrity Ordinance of Shirble” to the general public and tenants.

During the reporting period, the Group remained in the “Corporate Anti-Fraud Alliance” of the Guangdong Enterprise Institute for Internal Controls to share knowledge among and learn from its peers in the fight against corruption.

本集團向董事及員工提供的反貪污培訓。於2022年，本集團繼續提供在其專有的線上培訓平台——「歲寶微課堂」上「歲寶廉政條例」培訓項目。本集團在百貨店進行定期檢查，並在現場對員工進行誠信文化測試。除了向員工宣傳外，本集團同時在旗下的百貨店張貼海報，向大眾及租戶宣傳「歲寶廉政條例」。

於報告期內，本集團仍然是廣東省內控協會「企業反舞弊聯盟」，與同業分享知識和互相學習，共同打擊貪污。





# ADHERENCE TO BUSINESS STANDARD

## 堅持商業標準

### BUSINESS ETHICS

The Group ensures that all communications with the public reflect the truth and that there is no misleading information. The marketing department and legal department of the Group are responsible for regulating and managing online and offline advertising campaigns. The Group avoids carrying out advertising campaigns on platforms with legal complications or containing sensitive topics such as hate speech, pornography and violence, and conducts assessment in accordance with principles such as corporate culture, vision and mission. The Group regularly reviews the standards of approval to strive for advancement and safeguard consumer rights.

### PROTECTING INFORMATION PRIVACY AND INTELLECTUAL PROPERTIES

The Group aims to protect data and prevent leakage in all units within the company, and all data management, including access and storage, is effectively managed. To protect customer's personal information and privacy, the Group has specified in the "Staff Manual" that employees are prohibited from disclosing any proprietary information of customers and partners. In addition, the Group strives to protect intellectual property rights by working closely with merchants and implementing preventive measures to avoid selling products that are considered to be infringing on intellectual property rights.

### 行銷道德

本集團確保所有與公眾的溝通都反映真實情況，沒有誤導資訊。本集團的市場部及法務部負責規範及管理線上及線下的廣告宣傳活動。本集團會避免選用有潛在法律問題、仇恨歧視文化及色情暴力等敏感議題的平臺進行廣告宣傳活動，並根據企業文化、願景及使命等原則進行審核。本集團定期檢討審核準則，力求以與時俱進，保障消費者權益。

### 保障資料私隱及知識產權

本集團的目標是保護其企業內部各單位的資料和防止洩漏，所有的資料管理，包括訪問、存儲，都得到了有效的管理。為保護客戶的個人資料及私隱，本集團於《員工手冊》要求員工不得洩露客戶及合作夥伴的任何專有資料。此外，本集團努力保護智慧財產權，與商家緊密合作，並實施預防措施，避免銷售被認為是侵犯智慧財產權的產品。

# ADHERENCE TO BUSINESS STANDARD

## 堅持商業標準



### LABOR STANDARDS

Child labor and forced labor are prohibited within the Group. The human resources department will check the identification documents of applicants during recruitment to avoid hiring minors. In addition, employment contracts are signed and amended with employees based on the principles of equality, willingness and agreement, and there is no event of forced labor. The Group has clearly stated the working hours of employees in the “Guidelines on Employees’ Rest System”. Employees who need to work overtime shall apply in advance and obtain approval from their superiors. The overtime hours must not exceed the monthly limit as stipulated in the Labor Law of the People’s Republic of China. The Group has arranged compensatory leave for overtime workers to ensure they are offered reasonable rest time.

### LEGAL AND REGULATORY COMPLIANCE

Compliance with regulations is an underlying requirement for the Group’s ongoing operations. Our legal department is responsible for managing the compliance of laws and regulations that have a significant impact on the operation of the Group, conducts periodic review on the relevant laws and regulations and maintains regular communication with relevant departments to ensure the legality and compliance of the Group’s daily operation. The following aspects are the laws and regulations identified by our legal department that have a significant impact, including legal proceedings or payment of penalties, on the Group. Any violation of the relevant laws and regulations could damage the Group’s reputation and may have a material adverse effect on its business, results of operation or financial condition.

### 勞工準則

本集團禁止使用童工和強制勞工。為防止意外聘用未成年人，人力資源部在招劬時會檢查應徵者的身份證明文件。此外，集團與員工在簽訂和變更勞動合同時，遵循平等自願、協商的原則，不存在脅迫員工的情況。本集團在《關於規範員工作休息制度的指引》中向員工明確說明工作時間。若員工需要加班工作，必須提前申請並獲得上級領導批准不得超過《中華人民共和國勞動法》所規定的每月加班時限。本集團設為加班工作者安排調休，確保他們獲合理休息時間。

### 合法守規

遵守法規是本集團繼續營運的基本要求。本集團的法務部負責管理對本集團營運有重大影響的法律及規例的合規事宜，亦定時審視相關法律及規例，並定期與各相關部門溝通，以確保本集團日常運作合法、合規。以下層面為法務部已識別對本集團造成重大影響（包括訴訟或罰款）的法律及規例。如有違反相關法律及規例，均可能損害本集團聲譽，並對其業務、經營業績或財政狀況造成重大不利影響。



# ADHERENCE TO BUSINESS STANDARD

## 堅持商業標準

Aspect 層面	Laws and regulations that have a significant impact on the Group 對本集團造成重大影響的法律及規例	Management approach and compliance status 管理方法及合規情況
Emissions	<ul style="list-style-type: none"> <li>• “Air Pollution Control Ordinance” (Cap. 311 Laws of Hong Kong)</li> <li>• “Waste Disposal Ordinance” (Cap. 354 Laws of Hong Kong)</li> <li>• “Water Pollution Control Ordinance” (Cap. 358 Laws of Hong Kong)</li> <li>• “Noise Control Ordinance” (Cap. 400 Laws of Hong Kong)</li> <li>• “Ozone Layer Protection Ordinance” (Cap. 403 Laws of Hong Kong)</li> <li>• “Environmental Impact Assessment Ordinance” (Cap. 499 Laws of Hong Kong)</li> <li>• “Hazardous Chemicals Control Ordinance”(Cap. 595 Laws of Hong Kong)</li> <li>• “Product Eco-responsibility Ordinance” (Cap. 603 Laws of Hong Kong)</li> <li>• “Environmental Protection Law of the People’s Republic of China”</li> <li>• “Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste”</li> <li>• “Regulations of the Shenzhen Special Economic Zone on Environmental Protection”</li> <li>• “Air Pollution Prevention and Control Law”</li> </ul>	<p>The Group has prepared an environmental emergency response plan, improved its environmental protection system and strengthened supervision and inspection to identify and rectify non-compliant issues in a timely manner. For example, during the renovation process and operation of shopping malls, priority is given to the use of clean energy, the adoption of energy-efficient and less polluting processes, equipment and technologies for the comprehensive utilization of waste and harmless treatment, as a measure to minimize environmental pollution by reducing pollutants, preventing and controlling waste gas, wastewater, waste residues, dust and noise.</p> <p>During the Year, the Group did not violate relevant laws and regulations that have a significant impact on the Group.</p>
排放物	<ul style="list-style-type: none"> <li>• 香港法例第311章《空氣污染管制條例》</li> <li>• 香港法例第354章《廢物處置條例》</li> <li>• 香港法例第358章《水污染管制條例》</li> <li>• 香港法例第400章《噪音管制條例》</li> <li>• 香港法例第403章《保護臭氧層條例》</li> <li>• 香港法例第499章《環境影響評估條例》</li> <li>• 香港法例第595章《有毒化學品管制條例》</li> <li>• 香港法例第603章《產品環保責任條例》</li> <li>• 《中國人民共和國環境保護法》</li> <li>• 《中華人民共和國固體廢物污染防治法》</li> <li>• 《深圳經濟特區環境保護條例》</li> <li>• 《大氣污染防治法》</li> </ul>	<p>本集團制定突發環境事件應急預案，完善環保制度，加強監督檢查，及時發現並糾正違規問題。例如，在商場裝修過程和經營中，優先使用清潔能源，採用高能源效益、低污染的工藝、設備和廢棄物綜合利用技術和無害化處理技術，減少污染物的產生，防治廢氣、廢水、廢渣、粉塵、噪聲等，減少對環境的污染。</p> <p>本集團於本年度並沒有違反相關對本集團造成重大影響的法律及規例。</p>

# ADHERENCE TO BUSINESS STANDARD

## 堅持商業標準



Aspect 層面	Laws and regulations that have a significant impact on the Group 對本集團造成重大影響的法律及規例	Management approach and compliance status 管理方法及合規情況
Employment	<ul style="list-style-type: none"> <li>• “Employment Ordinance” (Cap. 57 Laws of Hong Kong)</li> <li>• “Employees’ Compensation Ordinance” (Cap. 282 Laws of Hong Kong)</li> <li>• “Minimum Wage Ordinance” (Cap. 608 Laws of Hong Kong)</li> <li>• “Social Insurance Law of the People’s Republic of China”</li> <li>• “Labour Contract Law of the People’s Republic of China”</li> <li>• “Regulations for the Implementation of the Labor Contract Law of the People’s Republic of China”</li> </ul>	<p>The Group has established a labour contract system in accordance with the laws and regulations to ensure the sound development of human resources, and conducted regular inspections on the legal compliance of the Group’s employment, so as to safeguard the legal rights and interests of labours.</p> <p>During the Year, the Group did not violate relevant laws and regulations that have a significant impact on the Group.</p>
僱傭	<ul style="list-style-type: none"> <li>• 香港法例第57章《僱傭條例》</li> <li>• 香港法例第282章《僱員補償條例》</li> <li>• 香港法例第608章《最低工資條例》</li> <li>• 《中華人民共和國社會保險法》</li> <li>• 《中華人民共和國勞動合同法》</li> <li>• 《中華人民共和國勞動合同法實施條例》</li> </ul>	<p>本集團按法規建立勞動合同制度，保障人力資源的良性發展，定期檢查本集團用工的合法合規性，保障勞動者的合法權益。</p> <p>本集團於本年度並沒有違反相關對本集團造成重大影響的法律及規例。</p>



# ADHERENCE TO BUSINESS STANDARD

## 堅持商業標準

Aspect 層面	Laws and regulations that have a significant impact on the Group 對本集團造成重大影響的法律及規例	Management approach and compliance status 管理方法及合規情況
Health and Safety	<ul style="list-style-type: none"> <li>• “Occupational Safety and Health Ordinance” (Cap. 509 Laws of Hong Kong)</li> <li>• “Employees’ Compensation Ordinance” (Cap. 282 Laws of Hong Kong)</li> <li>• “Social Insurance Law of the People’s Republic of China”</li> <li>• “Law of the People’s Republic of China on the Prevention and Treatment of Occupational Diseases”</li> <li>• “Law of the People’s Republic of China on Prevention and Treatment of Infectious Diseases”</li> <li>• “Frontier Health and Quarantine Law of the People’s Republic of China”</li> <li>• “Fire Control Law of the People’s Republic of China”</li> </ul>	<p>The Group has established a sound firefighting system under the policy of “focus on prevention and combine and elimination measures” and enhanced training for fire-fighting technicians to improve their capabilities in fire prevention, fire-fighting and emergency rescue.</p> <p>In response to COVID-19, the Group has implemented various prevention and control measures as an administrator of public venues and enhanced epidemic prevention and emergency response plan in accordance with the national and legal requirements after taking into consideration the practical circumstances.</p> <p>During the Year, the Group did not violate relevant laws and regulations that have a significant impact on the Group.</p>
健康與安全	<ul style="list-style-type: none"> <li>• 香港法例第509章《職業安全及健康條例》</li> <li>• 香港法例第282章《僱傭補償條例》</li> <li>• 《中華人民共和國社會保險法》</li> <li>• 《中華人民共和國職業病防治法》</li> <li>• 《中華人民共和國傳染病防治法》</li> <li>• 《中華人民共和國衛生檢疫法》</li> <li>• 《中華人民共和國消防法》</li> </ul>	<p>本集團以「預防為主、防消結合」的方針，建立健全消防工作制度，加強消防技術人員的培訓，提高防火、滅火和應急救援能力。</p> <p>針對新冠肺炎，本集團作為公共場所的管理者，按照國家和法律要求結合實際情況，落實各類防控工作，完善防控和應急處置預案。</p> <p>本集團於本年度並沒有違反相關對本集團造成重大影響的法律及規例。</p>

# ADHERENCE TO BUSINESS STANDARD

## 堅持商業標準



Aspect 層面	Laws and regulations that have a significant impact on the Group 對本集團造成重大影響的法律及規例	Management approach and compliance status 管理方法及合規情況
Labour Standards	<ul style="list-style-type: none"> <li>• “Employment Ordinance” (Cap. 57 Laws of Hong Kong)</li> <li>• “Employment of Young Persons and Children at Sea Ordinance” (Cap. 58 Laws of Hong Kong)</li> <li>• “Employee’s Compensation Ordinance” (Cap. 282 Laws of Hong Kong)</li> <li>• “Occupational Deafness (Compensation) Ordinance” (Cap. 469 Laws of Hong Kong)</li> <li>• “Labour Contract Law of the People’s Republic of China”</li> <li>• “Law of the People’s Republic of China on the Protection of Minors”</li> <li>• “Regulations on prohibiting the use of child labor”</li> <li>• “Regulations on penalty standards for using child labor”</li> </ul>	<p>The Group improved its labour contract management system by standardizing the execution, performance, change and termination of labour contracts to effectively safeguard the legal rights and interests of labours.</p> <p>During the Year, the Group did not violate relevant laws and regulations that have a significant impact on the Group.</p>
勞工準則	<ul style="list-style-type: none"> <li>• 香港法例第57章《僱傭條例》</li> <li>• 香港法例第58章《青年及兒童海上工作僱傭條例》</li> <li>• 香港法例第282章《僱傭補償條例》</li> <li>• 香港法例第469章《職業性失聰(補償)條例》</li> <li>• 《中華人民共和國勞動合同法》</li> <li>• 《中華人民共和國未成年人保護法》</li> <li>• 《禁止使用童工規定》</li> <li>• 《使用童工罰款標準的規定》</li> </ul>	<p>本集團完善勞動合同管理制度，規範勞動合同的簽訂、履行、變更和解除，切實維護勞動者的合法權益。</p> <p>本集團於本年度並沒有違反相關對本集團造成重大影響的法律及規例。</p>



# ADHERENCE TO BUSINESS STANDARD

## 堅持商業標準

Aspect 層面	Laws and regulations that have a significant impact on the Group 對本集團造成重大影響的法律及規例	Management approach and compliance status 管理方法及合規情況
Product Responsibility  產品責任	<ul style="list-style-type: none"> <li>“Law of the People’s Republic of China on Product Quality”</li> <li>“Law of the People’s Republic of China on Product Patent”</li> <li>“Law of the People’s Republic of China on Data Safety”</li> <li>Articles 1032 to 1039 of Chapter VI of “Civil Code of the People’s Republic of China” (which stipulate the legal provisions on the right to privacy and the protection of personal information)</li> </ul> <ul style="list-style-type: none"> <li>《中華人民共和國產品質量法》</li> <li>《中華人民共和國專利法》</li> <li>《中華人民共和國資料安全法》</li> <li>《中華人民共和國民法典》第六章第1032條至1039條關於隱私權與個人資訊保護的法律規定</li> </ul>	<p>The Group implemented targeted regulation and management of online and offline advertising campaigns.</p> <p>During the Year, the Group did not violate relevant laws and regulations that have a significant impact on the Group.</p> <p>本集團針對線上及線下廣告宣傳活動均有規範管理。</p> <p>本集團於本年度並沒有違反相關對本集團造成重大影響的法律及規例。</p>
Anti-corruption  反貪污	<ul style="list-style-type: none"> <li>“Prevention of Bribery Ordinance” (Cap. 201 Laws of Hong Kong)</li> <li>“Criminal Law of the People’s Republic of China”</li> <li>“Interim Provisions of the State Administration for Industry and Commerce on the Prohibition of Commercial Bribery”</li> </ul> <ul style="list-style-type: none"> <li>香港法例第201章《防止賄賂條例》</li> <li>《中華人民共和國刑法》</li> <li>《國家工商行政管理局關於禁止商業賄賂行為的暫行規定》</li> </ul>	<p>During the Year, the Group had not been subject to any case regarding corrupt practices against us or our employees, nor did it violate relevant laws and regulations that have a significant impact on the Group.</p> <p>本集團於本年度內並沒有收到對企業或僱員提出的貪污訴訟案件，亦沒有違反對集團有重大影響的相關法律及規例。</p>

# EPIDEMIC PREVENTION FIRST

## 防疫為重



The outbreak of COVID-19 continued to affect the communities in 2022, the Group closely monitors the development and the local government's instructions for disease prevention. The Group strives to protect the health of its staff and customers to combat the COVID-19. The Group adopts a series of stringent preventive and control measures in all of our department stores and office premises to curb the spread of infectious diseases.

於2022年，新冠肺炎的疫情依然持續影響社區，本集團密切關注其發展趨勢及當地政府防疫指示。本集團致力對抗新冠肺炎來保障員工及顧客的健康。本集團已在各百貨店及辦公場所採取一連串嚴格的預防及控制措施以遏止傳染病的傳播。

### Customers and merchants

#### 顧客、商戶

Protecting the health and well-being of our customers is the Group's top priority. The Group is committed to implementing high standards of safety and hygiene measures on all fronts to prevent the risk of potential viral infections.

The Group regularly cleans and disinfects contact surfaces, communal items and the floors in our department stores. To remind customers to stay alert and maintain good personal hygiene at all times, the Group displays epidemic prevention information in all public areas as required by the government.

To ensure a safe and healthy shopping environment, the Group provides hand sanitizers at entrances and exits for ready use by those in need. Customers are required to have their body temperature checked and wear a mask before entering the stores.

保障顧客的健康與福祉是本集團的首要任務，本集團致力全方位實施高標準的安全和衛生措施，防止潛在病毒感染風險。

本集團定時在百貨店對接觸的表面、公用物品和地板進行清潔消毒。為提醒顧客時刻保持警覺並維持良好的個人衛生，本集團按政府要求在各公眾場所張貼防疫資訊。

為確保安全健康的購物環境，本集團在出入口提供手部消毒劑以供有需要人士隨時使用。顧客在進入分店前必須檢查體溫，並配戴口罩。





# EPIDEMIC PREVENTION FIRST

## 防疫為重

### Employees

#### 員工

In 2020, the Group has formed a leadership team for prevention and control of the pandemic (the “Team”), which is responsible for monitoring the prevention measures within the office premise to ensure minimal disruption to business operations while providing a healthy and safe working environment for employees. Such Team and controls have been released in early 2023 when China and Hong Kong have optimized virus response and downgrading COVID management, but the previous healthy and safe standards remains to continue.

於2020年，本集團成立疫情防控領導小組（「小組」）負責監管在辦公場所的預防措施，以確保對業務運作減到最低，同時為員工提供健康安全的工作環境。由於中國內地及香港對新冠肺炎的防疫管制逐步放寬，相關小組已於2023年初解散，但故有的健康安全標準仍繼續。

#### Office premise management

In 2022, the closed-management mode continue to implement in the office premise. For the purpose of lowering the risk of infection, staff may not go out during office hours without permission. Unnecessary reception of visitors should be avoided by each department to reduce the contact with external visitors. Any external visitor should get a green QR code and be taken registration. In addition, the Group carries out disinfection work in the office and business premise on a regular basis to ensure satisfactory conditions of ventilation, disinfection and hygiene. Meanwhile, we secure sufficient supplies for pandemic prevention and control such as sanitizer and face mask.

The Group raises the awareness of pandemic prevention of the staff by means of promotion and training. Staff must wear face masks and check their body temperature daily to monitor health condition. Staff must maintain social distance in workplace and avoid gathering during mealtime.

#### 辦公場所管理

於2022年，辦公場所繼續實施封閉式管理。辦公時間時員工未經許可不得擅自外出，以減低感染風險。如非必要，各部門避免接待來訪，以減少人員接觸。如有來訪人員，需持有綠色碼及登記。此外，本集團恆常消毒辦公及營業場所，確保其通風、消毒和衛生情況理想。同時，確保防控物資，如消毒液、口罩等設備準備充足。

本集團通過宣傳和培訓，加強員工的防疫知識。員工必須佩戴口罩，每天檢查體溫，監測健康狀況。員工在工作場所必須保持交距離，避免用餐時聚集。

#### Flexible working arrangements

In 2022, the Group encourages holding meetings via teleconferencing software to maintain a safe working environment. The Group requires that employees from key regions of the epidemic should avoid returning to work. In case of emergency, each department must compile the information of relevant employees in advance and report to the team, and resume work only when approval is obtained. Employees must be isolated individually for 7-14 days before returning to work (personnel between living, working and office areas must not overlap). If an employee is found to has a fever with unknown cause or show symptoms of an upper respiratory tract infection, the respective department must promptly notify the team.

#### 靈活工作安排

於2022年，本集團鼓勵透過遠程會議軟件召開會議，以維護安全的工作環境。本集團規定來自疫情重點區域的員工應避免復工。如有緊急需要，各部門需事先統計相關員工資訊，並上報小組，經同意後方可復工。員工復工前需單獨隔離7至14天（生活、工作與辦公區域人員不得交叉）。如發現有員工出現不明原因發熱或上呼吸道感染症狀，各部門必須及時通報小組。

# INTERGROWTH WITH PARTNERS

## 與夥伴共榮



Partnerships are critical to the Group's drive for sustainable development. The Group is committed to building trusting and mutually beneficial relationships with its partners in order to provide consumers with excellent shopping experience.

### MUTUAL BENEFITS WITH TENANTS AND SUPPLIERS

The Group's partners include tenants in department stores as well as various suppliers who assist in the operation of the department stores.

### SUPPLIER AND MERCHANT MANAGEMENT

Suppliers of the Group primarily provides us with professional services. During the year, the Group had 87 suppliers (2021: 95 suppliers) which were located in the PRC, and 13 suppliers (2021: 13 suppliers) located in Hong Kong. The Group regards every supplier as a valuable partner and makes sure that they comply with legal requirements in product and service provision through a supplier management and assessment system. The Group reviews the service quality and fees and charges of suppliers annually.

To enhance the sustainability awareness of suppliers and other business partners, the Group also actively exchanges environmental protection information with them in daily operation. In addition, the Group remains close communication with its merchants through online platforms like WeChat and websites, to encourage business partners to share their experience.

The Group regularly monitors the performance of suppliers and merchants. The Internal Investigation Department conducts monthly in-person or telephone interviews with suppliers and merchants, monitors and improves the mechanisms of the relevant departments (including business administration, finance and information technology), and revises and refines the contract terms to ensure the authenticity of information.

夥伴協作對於本集團推動可持續發展是至關重要。本集團致力於與合作夥伴建立互惠互利的關係，以便為消費者提供卓越的購物體驗。

### 與租戶、供應商互利共贏

本集團的合作夥伴包括百貨店內的租戶，還有協助百貨店營運的各類供應商。

### 供應商及商戶管理

本集團供應商主要為其提供專業服務。本年度，本集團有87間供應商(2021: 95間)位於中國內地，其餘13間(2021: 13間)位於香港。本集團視每家供應商為重要的合作夥伴，透過供應商管理與評鑑制度，確保供應商在提供產品與服務的過程中符合法令規定。本集團每年對供應商的服務質素及收費價格作出檢視。

為了提升供應商及其他業務夥伴對可持續發展的重視，本集團在日常與交流中亦積極向他們推廣環保訊息。此外，本集團透過微信、網站等線上平臺與商戶緊密溝通，鼓勵業務夥伴分享經驗。

本集團定期監察供應商和商戶表現，內部調查部每月與供應商和商戶進行當面或電話訪談，對相關部門(包括工商管理、財務和資訊技術)的機制進行了監督和改進，並對合同條款進行了修改和完善，以確保資料真確。



# INTERGROWTH WITH PARTNERS

## 與夥伴共榮

In addition, promoting environmentally preferable services when selecting suppliers are considered and monitored throughout our supplier evaluation process.

此外，在供應商評估過程中，我們都會進行考慮和監控，並優先促進環保服務。

### Future Initiatives 未來行動計劃

Looking ahead, the Group will continue to maintain regular communications with its partners and strengthen its efforts to promote social awareness and uphold clean governance. The Group will consider assessing the ESG risks in its supply chain and incorporate green elements into its procurement policies where practicable.

展望未來，集團將繼續與夥伴保持定期溝通，並加強對社會意識的宣傳引導，秉持廉潔管治。集團將考慮評估其供應鏈中的環境、社會和治理風險，並在可行的情況下，將綠色元素納入採購政策。

## CUSTOMER EXPERIENCE IMPROVEMENT

### Treating Customers Right

The Group is committed to maintaining customer relationships and enhancing customer satisfaction. The Group stipulated standards in relation to appearance, attitude and politeness in the “Standards for Customer Service”, with a view to maintaining a high level of service. The Group also values the opinion of every customer. The Group set up diversified online complaint channels, including WeChat official account, Weibo and official website, to collect customer feedbacks and complaints. The Group developed a complaint record system to manage every complaint received in a timely manner and guarantee that complaints are handled and responded to within 24 hours. Depending on the nature and severity of the complaint, relevant departments will conduct investigations, such as personnel interviews, data review and on-site examinations, and respond promptly and record the results of the investigation. The Group will also revisit customers regularly to obtain understanding of their satisfaction of such measures.

During the Year, the department store business received 101 complaint (2021: 92 complaints) related to products or services, which primarily involved service terms and quality. Such complaints were timely and properly handled in accordance with the internal procedures.

## 提升客戶體驗

### 待客有道

本集團致力維繫顧客關係及提升顧客滿意度。本集團的《客戶服務標準》訂明員工於工作時的個人儀容、服務態度及服務禮儀等標準，以維持優質服務水準。同時，本集團非常重視每位顧客的聲音。本集團設立多個網絡投訴管道，包括本集團微信公眾號、微博和官網收集客戶意見及投訴。本集團建立的投訴錄入系統能及時管理接獲的投訴資訊，並保證於24小時內處理及作出回應。視乎投訴性質及嚴重級別，相關部門會進行人員訪談、資料查閱、現場考場等調查工作，並迅速回應及記錄調查處理結果。本集團亦會定期對顧客進行回訪，向顧客瞭解處理措施的滿意程度。

本年度，百貨店業務接到共101宗（2021年共92宗）有關產品或服務的投訴，當中主要與服務條款、質量有關。相關投訴已按內部流程及時跟進，妥善處理。

# INTERGROWTH WITH PARTNERS

## 與夥伴共榮



### SAFE SHOPPING

The Group's department stores are equipped with security and fire safety systems to ensure the safety of our staff, tenants and customers. For more information on our fire safety measures, please refer to "PROMOTE HEALTH AND WELL-BEING" under the section "TALENT-ORIENTED". In addition, in order to enhance the staff's ability to respond quickly to emergencies and maintain smooth and safe operation of our stores, the Group has established a crisis reporting mechanism and issued a "Crisis Incident Quick Reference Manual" to our staff, enabling them to fully understand the crisis handling procedures. The Manual covers various types of emergencies including but not limited to fire, typhoon and rainstorm, emergency power outage, violent outburst, intimidation and blackmail, missing children, casualties, hostage taking, theft, and food poisoning.

In order to be promptly aware of and handle emergency incidents that occur in our department stores, and to resolve or reduce the risk that may arise from such incidents, the Group has formulated a set of internal emergency handling guidelines to provide clear guidance to our staff in this regard. If any person (including staff, tenants or customers) is found fainted for unknown reasons or otherwise injured in our department stores, the Group will follow the standard procedures to apply initial treatment to the patient or send him/her to hospital for treatment depending on his/her condition, and report to the internal alarm call center and the mall operation manager. Meanwhile, the store property management personnel will ensure the safety of the scene, maintain business order and prevent the gathering of onlookers. The Group will continue to follow up on the recovery of the patient to ensure that it is handled to the satisfaction of the customer.

### 安心購物

本集團的百貨店均設有保安及消防系統，以確保員工、租戶及顧客的安全。有關消防安全措施，請參閱「以人才為本」內「促進健康福祉」一章。此外，為提高員工對緊急事故的快速應變能力，維持分店暢順安全營運，本集團已建立危機事件彙報機制，並向員工發放「危機事件速查手冊」，讓其充分瞭解危機處理的程式，內容涵蓋各類緊急事故包括但不限於火災、颱風暴雨、緊急停電、暴力沖突、恐嚇勒索、丟失兒童、人員傷亡、人質劫持、盜竊、食物中毒。

為能及時掌握及處理顧客於百貨店發生之緊急意外事件，進而化解或降低意外事件可能產生之危機，本集團制定處理突發事件的內部指引，為員工處理各種突發事件提供明確的指導。如本集團發現有人（包括員工、租戶或顧客）在百貨店不明原因的暈倒或其他原因受傷。本集團會按標準程式處理，視乎患者情況為其進行初步處理或送往醫院就醫，並向內部報警中心和商場運營經理報告。同時，門店物管部人員確保現場環境安全，維持營業秩序，避免顧客聚集圍觀。本集團將持續跟進該患者康復情況，確保顧客對本集團的處理方式感到滿意。



# INTERGROWTH WITH PARTNERS

## 與夥伴共榮

### EXPERIENCE INNOVATION

The Group actively improves customer experience and adapts to their consumption patterns. By transforming its business model from department store and supermarket to leasing, the Group has introduced a more diversified range of commodities. Meanwhile, the Group proactively developed various new retail solutions, bringing a brand-new shopping experience for customers.

The Group spares no effort in providing attentive services to our customers. The customer service center provides various services such as medical kit for first aid and umbrella rental service. In addition, the customer service center provides menstrual products for women who need urgent care at special times.

### 創新體驗

本集團積極提升顧客體驗及迎合其消費者模式，本集團由百貨及超市模式轉型為租賃模式，納入更多元化商品。本集團同時積極發展不同的新零售解決方案，為顧客帶來全新購物體驗。

本集團竭誠為顧客提供貼心服務，客服中心提供各種服務包括醫藥箱作急救處理、愛心雨傘租借等。此外，客服中心為在特殊時期有緊急需要的女士提供生理期日用品。

# FOSTERING COMMUNITY CONNECTIONS

## 促進社會連結



By leveraging on the resources and strengths of our network of department stores, the Group is able to connect with a wide range of community resources to care for the local community. The Group's "Corporate Social Responsibility Policies" demonstrate the Group's commitment and support to community education and environmental protection development. The Group encourages our staff to participate in community volunteering activities to create value for the community, fulfil its social commitment and become a driving force for social progress. The Group will continue to address the needs of local residents and explore and promote community investment plans of different scope to increase the engagement and impact of Shirble in communities.

本集團透過發揮百貨店網路的資源和優勢，連結社會各界資源，關愛當地社區。本集團《企業社會責任政策》表明本集團對社區教育及環境保護發展的承諾與支持。本集團鼓勵員工參與社區義工活動，為社區創造價值，履行社會承諾，成為推動社會進步的力量。集團繼續聆聽社區居民需要，研究及推廣不同範圍的社區投資計劃，增加歲寶百貨在社區的投入度及影響力。

### Community Care

- **“First Shirble Neighborhood Festival”**  
Yitian Shop, Jingtian Store, Jufu Store, Longgang Store and Longzhu store and another store co-organised a community activity to provide free breakfast for local residents.
- **“Sweet August”**  
Longgang Store held Qixi Xiang party, knowledge lectures, parent-child DIY activities for local to build harmony in the community.
- **“Happy September”**  
Jufu Store organised a parent-child animal park for the kids and pets to promote the love for the little ones.
- **“Intangible Cultural Heritage Exhibition”**  
Jingtian Store held intangible cultural heritage exhibition in 2022 to promote the importance of intangible cultural heritage culture and hope to spread those cultures to the next generations.

### 社區關懷

- **「首屆歲寶鄰里節」**  
益田店、景田店、聚福店、龍崗店及龍珠店與其他門店聯合舉辦社區活動，以免費提供早餐予本地居民。
- **「甜寵8月」**  
龍崗店舉辦相親派對、知識講座、益智親子手作，以共建社區居民的和諧。
- **「9耀嗨皮」**  
聚福店舉辦了家庭親子寵物樂園給小孩和寵物，以宣傳愛及小家伙們。
- **「非遺展演」**  
於2022年，景田店舉辦非遺展演，以宣傳非遺文化的重要性及希望將非遺文化傳承轉給下一代。



# TALENT-ORIENTED

## 以人才為本

Our staff are the key driving force for the Group's development. The Group is committed to build an ideal workplace where employees can achieve job satisfaction in their work. The Group has established a clear training and promotion mechanism to nurture the talents required for the Group's development, and a performance appraisal system to ensure a healthy metabolism of the organisation's workforce. Meanwhile, the Group offers better remuneration than our peers to ensure that our employees enjoy competitive remuneration packages and move towards a healthy and sustainable workplace.

### CREATING AN IDEAL WORKPLACE

A comprehensive employment system allows all employees to work in an equal and inclusive environment where they can fully capitalize on their talents to create value for the Group, thus achieving a win-win situation for both the Company and its employees. The Group's "Staff Manual" specifies the Group's policies on recruitment, promotion, dismissal, working hours, remuneration and benefits, equal opportunity, diversity and anti-discrimination, details of which are set out below.

### AN EQUAL, INCLUSIVE AND DIVERSIFIED WORKING ENVIRONMENT

The Group strives to create an equal and inclusive working environment for its employees. The "Staff Manual" states the Group's concern for equal opportunity, diversity and anti-discrimination and the Group agrees that everyone should be free from discrimination regardless of their race, gender, age, disability, marital status, sexual orientation or religious belief. Staff could make representations through corporate WeChat under the column of "I have something to say" in the event that they encounter any discrimination or inequality. Our human resources department will then commence follow-up investigation to ensure all staff members are treated equally and with respect.

The Group has devised an objective internal job evaluation policy and performance indicator system to ensure that employees are treated equally in terms of promotion, transfer, training, career development, dismissal and layoff.

員工是本集團發展的關鍵動力。本集團致力建設理想職場，讓員工在工作中獲得工作滿足感。本集團建立明確培訓及晉升機制，培育本集團發展所需人才，亦透過績效考核制度，讓組織人力健康地代謝，同時提供優於同業的薪酬，確保員工獲得具競爭性的待遇，邁向健康永續的職場。

### 建設理想職場

完善僱傭制度使每位員工都能在平等、尊重的環境中安心工作，充分發揮才能，為本集團創造價值，達到企業與員工雙贏。本集團的《員工手冊》列明本集團對於招聘、晉升、解僱、工作時數、薪酬和福利平等機會、多元化及反歧視的政策，詳情如下。

### 平等尊重、多元的工作環境

本集團努力為員工營造平等、尊重的工作環境。《員工手冊》明確表示本集團對平等機會、多元化及反歧視的關注，任何人都不會因種族、性別、年齡、殘疾、婚姻狀況、性取向或宗教信仰等原因而受到歧視。如員工遭遇任何歧視或不平等待遇問題，可以通過企業微信欄目「我有話想說」進行反映，人力資源部將跟進調查，確保所有員工得到平等對待和尊重。

本集團制定了內部客觀的工作評價政策和績效指標體系，確保員工在晉升、調動、培訓、職業發展、解聘、裁員等方面得到平等對待。

# TALENT-ORIENTED

## 以人才為本



Employees with diversified backgrounds could contribute to the Group with various skills, experience and diverse perspectives and substantially enhance our development potential. The Group has fulfilled the principle of diversity in employment by hiring ethnic minorities.

### DECENT WORK

- **Recruitment and dismissal**  
The Group upholds the principle of open and fair competition during the recruitment process, and considers competency and the match for position as the criteria of recruitment and promotion. The Group also ensures that the process is open and transparent. The Group specifies arrangements and provisions for dismissal and termination of contracts in the relevant policies and labor contracts.
- **Remuneration and benefits**  
The Group actively recruits and attracts potential talents and offers employees with diversified remuneration and benefits to maintain a stable labor structure. Staff remuneration is determined based on a number of factors including qualifications, ranking, working experience, educational background and performance. Remuneration adjustments are made according to employees' job responsibilities, educational background and working experience, competence, potential and performance. In addition, the Group provides its employees with various benefits including gifts on festive occasions or upon their retirement in recognition of their contribution to the Group.
- **Promotion**  
The Group offers a variety of career development paths. By providing opportunities for internal recruitment, job transfer and promotion, the Group motivates its employees to develop their talents to the fullest extent and demonstrate their abilities. The Group's internal promotion policy provides guidelines on promotion requirements and details of the probation period for staff.

多元化的員工隊伍為本集團帶來不同的技能、經驗和多元化的思想，為本集團注入更大的發展潛力。本集團通過聘用少數族裔員工，落實就業多元化原則。

### 體面工作

- **招聘及解僱**  
本集團在招聘中遵循公開、公平競爭的原則，以能力和是否適合崗位作為招聘和晉升的標準，並確保招聘過程透明、公開。本集團在相關政策和勞動合同中規定了解僱和終止合同的安排和規定。
- **薪酬及福利**  
本集團積極招募及吸引具備潛力的人才，提供給員工多元的薪酬福利，以維持人力結構的穩定性。員工薪酬是根據資歷、職級、工作經驗、教育背景及表現等因素制定。薪酬調整亦須依據員工崗位職責、教育背景和工作經驗、能力、潛力及表現而確定。此外，本集團提供不同類型的福利包括於節日或員工退休時向員工贈送小禮品，以表彰他們對本集團的貢獻。
- **晉升**  
本集團提供多種職業發展途徑。本集團通過內部招聘、調任和晉升機會，鼓勵員工努力發展自己的才能，展現自己的能力。本集團的內部晉升政策為員工提供了晉升要求的指引和晉升試用期的細節。





# TALENT-ORIENTED

## 以人才為本

- **Working hours and holidays**  
Employees' benefits and rights have always been the key concern of the Group. The Group has specified working hours and holiday arrangement for each job position in the "Staff Manual" and contracts, including work arrangement for contingencies. The Group has also formulated the "Management System in Relation to Maternity and Paternity Leave of Staff", providing clear guidelines on staff's maternity and paternity leave and work arrangement.
- **Listen attentively to employees**  
The Group actively engages with its employees and communicates with them through management mechanism and different channels such as internal mail systems and meetings. The Group has set up a column "I have something to say" in corporate Wechat account to collect and respond to employees' opinions, through which our employees can put forward their opinions and recommendations to the Group on an anonymous basis. Employees have also proactively made use of the channel to present their opinions on staff activities and benefits, while the Group has responded to all the staff members by using "Feedback Wall".
- **Promote a warm team climate**  
The Group regularly formulates Plans of Staff Activity, specifying the budget of the activity and holding staff activities regularly. Staff members from different stores are encouraged to participate in activities with a view to enhancing their loyalty and dedication to the Group. The Group provides gifts to employees during festivals such as Chinese New Year, Mid-Autumn Festival and Women's Day to show our care.
- **工作時數與假期**  
本集團關注員工權益，致力本集團於《員工手冊》及合約中訂明各崗位的工作時間及假期安排，包括突發情況下的應變工作安排。本集團也制定了《公司員工生育假期管理制度》，為員工生育假期及工作安排提供清晰指引。
- **認真傾聽員工聲音**  
本集團積極和員工對話，透過管理機制和不同渠道如內部郵件系統、會議等形式與員工溝通。本集團於企業微信設置的「我有話想說」欄目，蒐集與回饋員工意見。員工可以以匿名的方式向本集團提出意見和建議。員工也積極利用這一渠道反映對員工活動和福利的意見。本集團則利用「回音壁」，向全體員工作出回應。
- **增進溫暖的團隊氣氛**  
本集團定期制定員工活動方案，為員工年度活動經費訂立標準，定期組織員工活動，鼓勵各門店員工參加，增強歸屬感及投入感。本集團在農曆新年、中秋節、婦女節等節日期間向員工提供禮物，以表達我們的關懷。

# TALENT-ORIENTED

## 以人才為本



### PROMOTE HEALTH AND WELL-BEING

Safeguarding staff safety and health is a top priority of the Group. In order to effectively manage occupational safety and health, the Group has formulated a series of measures and policies, with the relevant safety guidelines set out in the “Staff Manual” and the “Safety Manual”. The Group regularly conducts safety risk assessment and provides occupational health and safety training for its staff.

#### Occupational Safety

The Group has established the Fire Safety Committee and set up fire safety teams in stores, in which the store manager, as the primary responsible person, is fully responsible for the fire protection work of stores to safeguard our staff and guarantee the fire safety of stores. Due to the business nature of the Group's stores, our stores attract a high flow of customer and numerous cooperative merchants and provide over 10,000 kinds of commodities, thus severe impact will arise in the event of fire accidents. The Group has specified safety and fire protection provisions in the “Staff Manual”, formulated contingency plans, set up emergency teams and arrangement for equipment deployment, as well as organized safety and fire protection education and fire drills. Each store will be provided with different training on fire protection and safety annually, so as to ensure that each staff member is well aware of handling approach of safety accidents.

The “Safety Manual” compiled by the Group encompasses a series of well- rounded and detailed guidelines on the safety management of store operation, including fire safety, heavy lifting, personal protection, chemical disposal, use of electrical appliance and machinery, accident handling and response to adverse weather, so that our staff could have a clear understanding of the necessary safety measures for daily operation.

### 促進健康福祉

保障員工的安全和健康是本集團首要任務，為有效管理職業安全和健康，本集團已制定一系列措施及政策，於《員工手冊》和《安全手冊》載列相關安全的指引。本集團會定期進行安全風險評估，並為員工提供職業健康安全培訓。

#### 職業安全

本集團設有安全消防委員會及於商店設立安全消防小組，由總經理擔任第一責任人，全面負責門店的消防工作，以保障員工及門店防火安全。本集團門店業務性質關係，門店客流量大，且合作商戶眾多，商品多達萬餘種。一旦發生火災事故，將造成極大影響。本集團於《員工手冊》列明安全與防火細則及制定應急預案，建立應急隊伍及器具配置，並組織安全及防火教育及消防演習。本集團每年為各門店組織不同消防及安全培訓，務求讓每位員工了解發生安全事故時的處理方式。

本集團所制定的《安全手冊》內容涵蓋一系列全面、詳細門店營運的安全管理指引，包括消防安全、搬運重物、個人防護、化學物處理、電器機械使用、意外處理、惡劣天氣應對等，讓員工清晰了解日常營運時所需的安全措施。



# TALENT-ORIENTED

## 以人才為本

In addition, tenants of department stores carry out sporadic internal refurbishment from time to time. To safeguard the safety of customers and other personnel, the Group requires tenants to strengthen safety measures during construction, including setting up fences to enclose the construction area or requiring that construction shall be conducted during non-business hours. Employees of the Group conducts construction inspection in different intervals of a day to prevent accidents.

### Physical and mental health

The Group cares about the physical and mental health of its employees and organizes various recreational and sports activities, as well as continuously improving the quality of the working environment. Air purifiers were installed in the Group's Hong Kong office to improve the air quality of the office working environment. In addition, the Group provides healthy snacks and meals for the staff of the Shenzhen head office and organizes activities such as the psychological course to relax the staff and strengthen a sense of corporate belonging.

### NURTURING AND DEVELOPING TALENTS

The Group has established a comprehensive talent development system whereby the Group's Human Resources Department coordinates the management of staff training and planning of training needs. The Group provides targeted training to employees at different stages of their careers and professional needs, including training programs for new recruits, skills enhancement training for existing employees, and training on specific topics for individual positions, such as leadership management training. The Group regularly collects feedback from staff via training satisfaction surveys and uses this as the basis for formulating annual training programs, so as to develop various training programs to meet the training needs of staff.

此外，百貨店內的租戶不時進行零星的內部裝修。為保證顧客及其他人員的安全，本集團要求租戶在施工期間加強安全措施，包括設置圍欄包圍施工區域或要求在非營業時間施工。本集團員工每天會不時檢查施工情況，避免發生意外。

### 身心健康

本集團關注員工身心健康，並舉辦不同康體活動，以及持續提升工作環境質素。本集團香港辦公室設置空氣清新機，提升辦公室工作環境空氣質素。此外，本集團為深圳總公司員工提供健康的零食及膳食，亦舉辦心理課程等活動使員工放鬆心情及加強企業歸屬感。

### 培養發展人才

本集團建立全面人才發展系統，由本集團的人力資源部統籌員工的培訓管理及計劃培訓需求。本集團為員工不同職業階段及專業需求提供針對性的訓練，包括為新入職僱員提供培訓課程、為現職員工提供技能提升的培訓、為個別崗位提供特定主題的培訓，如領導管理培訓。本集團會定期收集員工於培訓滿意度調查的意見，並以此為年度培訓計劃的基礎，制定各項培訓項目，滿足員工培訓需要。

# TALENT-ORIENTED

## 以人才為本



The Group has a performance assessment policy and appraisal system in place and employees are subject to annual performance appraisals. Relevant performance appraisal is also used as a basis for promotion.

本集團設有工作評核政策及考核制度，員工需接受年度工作表現評核。相關評核表現也會作為晉升的依據。

### Case Study

#### 案例

To keep up with the trend of digitalisation and to cope with the new normal, the Group has a proprietary online training platform - Shirble Micro Courses - to help staff learn about shopping centre operation and management, as well as to acquire job-specific knowledge and skills in 2022.

In May 2022, in order to improve the efficiency of the work process, the group also updated OA installation and new system practical training for all employees of the Shenzhen headquarter.

In July 2022, in order to solve the psychological difficulties faced by employees in the post-epidemic era and improve their mental health, a professional team is hereby invited to hold a public welfare psychological course for employees.

Other course content on Shirble Micro Courses includes:

- Retail information: information on community shopping centres to create community business value
- Marketing: knowledge of marketing methods, customer experience, user profiling, etc.
- Job skills: consolidating professional skills in various positions
- Leadership: building leadership charisma and high performance teams
- Personal growth: methods and tools for self-growth
- Office software: enhancing skills in the use of office software

為了趕上數位化的趨勢和應對新常態，本集團有專有的線上培訓平台—歲寶微課堂，以助員工學習購物中心經營管理知識，同時掌握崗位相應的知識技能。2022年的課程內容包括：

於2022年5月，為了提高工作處理的效率，本集團在深圳總部更新辦公自動化系統，並為員工提供新系統練習訓練。

於2022年7月，為了解決企業員工後疫情時代面臨的心理困境，以及支持員工的心理健康水平提升，本集團安排了專業的培訓團隊到公司舉行公益心理課程。

在歲寶微課堂的其他課程內容包括：

- 零售資訊：社區購物中心資訊，共創社區商業價值
- 市場行銷：行銷方法、客戶體驗、使用者畫像等知識
- 崗位技能：鞏固各崗位專業技能
- 領導力：塑造領導魅力，打造高績效團隊
- 個人成長：自我成長的方法和工具
- 辦公軟體：提升使用辦公軟體技能



## COEXIST WITH NATURE 與自然共生

The Group's department stores create green values from the details of daily operations, actively build a green operation culture, and implement the spirit of low carbon and environmental protection. We are committed to creating a win-win relationship between department store operations and environmental sustainability, building eco-friendly department stores that are both sustainable and stylish for consumers, and making our own contribution to fight against global warming and climate change.

The Group relies on valuable natural resources for its operation and green operation plays an important role in corporate sustainability. The Group adopts a three-pronged approach, namely reducing pollutant emissions, optimising use of resources and addressing climate change, in promoting green operation. The Group's "Environmental Policy" specifies that while it strives to improve operating efficiency, it also works towards mitigating the environmental impact of its business operation and actively promotes corporate sustainability. The Group has established and implemented a series of measures to reduce resource consumption and enhance the efficiency of use of resources, thereby minimising potential impact on the environment, boosting green awareness of employees and contributing to sustainable development of the society.

本集團百貨店從日常營運細節做起，創造綠色價值，積極打造綠色營運的文化，落實低碳環保的精神。我們致力在百貨經營與環境永續之間創造雙贏關係，為消費者構築永續與時尚兼具的環保百貨，為全球暖化與氣候變遷善盡一己之力。

本集團的營運依賴大自然珍貴資源，綠色營運是企業可持續發展的重要一步。本集團致力透過減少排放污染、優化資源使用及應對氣候變化三大方向推動綠色營運。本集團《環境政策》訂明在其提高營運效率的同時，亦致力減低其業務運作對環境影響，積極推動企業的可持續發展。本集團制定及執行一系列減少資源耗用、提高資源使用效率等措施，盡力降低可能對環境造成的影響，提升員工的環保意識，為社會的可持續發展作出貢獻。

# COEXIST WITH NATURE

## 與自然共生



Strategy Focus 策略重點	Objective 目標	Future Action Plans 未來行動計劃
Emission of pollution 排放污染	Reduce air pollutant emission and waste generation 減少空氣污染物排放及廢棄物產生	Encourage recycling and encourage employees to avoid traveling by conducting teleconferences or video conferences. Furthermore, the Group targets to reduce the emission of air pollutants by around 5% by 2035. 鼓勵回收及鼓勵員工藉進行電話會議或視像會議避免出差。此外，本集團目標於2035年減少空氣污染排放量約百份之五。
Optimize resource using 優化資源使用	Reduce energy use 減少使用能源	Adopt energy-efficient equipment in department stores and offices. 在百貨店及辦公室採用節能設備。
Cope with climate change 應對氣候變化	Reduce greenhouse gas emission and address climate risks 減少溫室氣體排放，應對氣候風險	Adopt energy-efficient equipment in department stores and offices, and assess the associated climate risks time by time to update the Climate Change Policy. 在百貨店及辦公室採用節能設備，並評估相關氣候風險以適時更新《氣候變化政策》。



# COEXIST WITH NATURE

## 與自然共生

### MANAGING ENVIRONMENTAL FOOTPRINTS

With respect to emission and resource consumption arising from the Group's business activities, the Group does not directly pose material impact on the environment and natural resources in general. Nevertheless, the Group has taken the actions described in the following sections to manage environmental footprints associated with its operation.

The Group maintains good communication with business partners, including tenants and suppliers, and encourages them to bring in green products to reduce the negative impacts of their operation on the environment. Moreover, the Group pledges to actively convey environment-friendly information to its business partners. To boost green awareness of business partners and employees and support environmental protection efforts, the Group shares knowledge on environmental protection through various channels including mail, official website and online social platforms (such as WeChat).

The Group proactively promotes corporate sustainable development as well as provides guidelines on measures in relation to emission of exhaust, greenhouse gas and waste. The Group implements following action plans for reducing emission of exhaust, greenhouse gas and waste arising from its operation.

### 管理環境足跡

綜觀本集團的業務活動產生的排放及使用的資源，本集團整體沒有對環境及天然資源直接構成重大影響。縱然如此，本集團已執行以下各章節所描述的行動，以管理其營運相關的环境足跡。

本集團與業務夥伴(包括商戶及供應商)保持良好溝通，並鼓勵他們引入綠色產品，以減少營運對環境帶來的負面影響。此外，本集團承諾積極向業務夥伴推廣環保訊息。為使更多業務夥伴及員工提升環保意識，支持環保工作，本集團透過郵件、官方網站、網上社交平台(如微信)等渠道宣傳環保知識。

本集團積極推動企業的可持續發展，並為其廢氣、溫室氣體及廢棄物排放的措施提供指引。本集團針對營運產生廢氣、溫室氣體及廢棄物排放，實施以下減排行動計劃。

Aspect 層面	Action Plan 行動計劃
Exhaust handling  廢氣處理	The main source of exhaust emission is vehicle. To reduce vehicle emissions, the Group has replaced its vehicles with those compliant with Euro 5 emission standards and conducts regular inspection and maintenance for vehicles. In addition, the Group installs oily fume purifying equipment in newly renovated stores.  廢氣排放主要來自車輛。為了減少車輛的排放，本集團已更換車輛為歐盟五期排放標準汽車，並定期檢查和保養車輛。此外，本集團於新裝修的門店使用排油煙淨化設備。

# COEXIST WITH NATURE

## 與自然共生



Aspect 層面	Action Plan 行動計劃
Greenhouse gas management 溫室氣體管理	<p>To reduce greenhouse gas emissions, the Group uses sensor energy-saving sanitary ware and light emitting diodes (LED) energy-saving lightings. All four of the Group's department stores use LED energy-saving lightings. To minimize fugitive emissions of the Group, Jufu Store has switched to the use of environmental-friendly refrigerants. Furthermore, the Group targets to reduce the GHG emission by around 5% by 2035.</p> <p>為減少溫室氣體排放，本集團使用感應節能型潔具、發光二極管(LED)節能燈具等。本集團四家的百貨店均使用LED節能燈具。為減低本集團逸散性氣體排放，聚福店已改用環保型製冷劑。此外，本集團的目標定在2035年減少溫室氣體排放量約百份之五。</p>
Waste management 廢物管理	<p>Wastes produced by the Group are primarily non-hazardous wastes, including food waste and other domestic waste produced by offices and department stores, which is cleaned up and handled by waste operators. Meanwhile, hazardous wastes produced in the course of renovation are collected, transported and handled by qualified contractors. Furthermore, the Group targets to reduce the generation of non-hazardous waste by around 5% by 2035.</p> <p>The Group encourages its staff to use fewer disposable items. Hazardous wastes and non-hazardous wastes generated from operation are separately stored and disposed of. Battery recycling bins have also been set up at the Group's headquarters to collect used batteries for disposal by qualified processors. Domestic wastes are collected and handled by professional cleaning companies.</p> <p>本集團產生的廢物主要為無害廢棄物，包括辦公室和百貨店生產的廚餘及其他生活垃圾，均交廢棄物處理商清運和處理。此外，在裝修期間產生有害廢棄物均交由合資格承辦商收集和運走處理。另外，本集團目標於2035年減少產生有害廢棄物約百份之五。</p> <p>本集團鼓勵員工減少使用即棄物品，並將營運所產生有害及無害廢棄物分類存放及處理。本集團總部亦設有電池回收箱，收集廢舊電池並交由合資格的處理商處置。而日常生活垃圾則由專業清潔公司收集處理。</p>

### Case Study 案例

In 2022, the Group's headquarter offices in Hong Kong has moved to new address for improving the working environment. All reusable items from the old offices are resold and given as gifts to preserve resources and reduce the generation of hazardous and non-hazardous waste during the moving.

於2022年，本集團的香港總部辦公室遷至新地址以改善工作環境。為珍惜資源、減少有害及無害廢棄物的產生，已於搬遷期間，將舊辦公室可重用的物件轉售及贈送。





# COEXIST WITH NATURE

## 與自然共生

### ADDRESSING CLIMATE CHANGE

#### Governance

Our Group addresses climate-related risks based on the nature of the risk to our operations. The physical impacts of climate change, including extreme weather events, or damage to facilities have immediate operational impacts and are treated as operational risks. Long-term challenges, such as emerging ESG issues and climate-related risks and opportunities, may be discussed by the Board and the related departments which provides effective governance for integrating and addressing ESG issues, including climate change, within our business.

Supported by the Board and the related department oversees climate-related issues and risks regularly during board meetings and ensures that they are incorporated into our strategy.

To ensure our Board to keep up with the latest trend of climate-related issues, we seek professional advice from external experts when necessary to better support the decision-making process.

The Board is responsible for reviewing and approving relevant ESG targets for the Group. Moreover, all the ESG related departments work closely to each other, with an aim to develop consistent and enhanced approaches on addressing ESG risk issues, commissioning an ESG benchmarking, performing gap analysis exercise to identify gaps in both disclosure and policy relative to best practice standards timely and reports to the Board on time if discover any material issues.

### 應對氣候變化

#### 管治

本集團根據運營風險的性質來應對氣候相關風險。氣候變化的物理影響，包括極端天氣事件或設施損壞，會對運營產生直接影響，並被視為運營風險。董事會和相關部門可能會討論新出現的環境、社會及企業管治問題和與氣候相關的風險和機遇等長期挑戰，從而為在我們的業務中整合和解決環境、社會及企業管治問題（包括氣候變化）提供有效的治理。

在董事會和相關部門的支持下，定期在董事會會議期間監督與氣候相關的問題和風險，並確保將其納入我們的戰略。

為確保董事會能銜接氣候相關問題的最新趨勢，我們在有需要時將會尋求專家的專業建議，以更有效地支持決策過程。

董事會負責審閱及批核環境、社會及企業的相關目標。此外，本集團的所有不同運營部門密切合作，旨在製定一致和增強的方法來解決環境、社會及企業管治風險問題，並委託進行相關基準測試，不時進行差距分析，以確定與最佳實踐標準相關的披露和政策方面的差距，及就所得的重大資料及時向董事會報告。

# COEXIST WITH NATURE

## 與自然共生



### Risk Management

Climate change risk forms part of our overall risk profile through its role in increasing the frequency and intensity of certain diseases, and the health and mortality impacts resulting from natural disasters. We assess the overall level of risk by taking into consideration a range of diverse risk factors across the many categories in our services range. This diversity of risk is combined with our business strategy, and broad geographic footprint helps us distribute risk and provide protection against the impacts of short-term climate change effects. Our services continue to provide protection for people in our communities against weather and heat-related disease.

The Group will explore the expected and potential climate change risks regularly to monitor whether the existing risk management strategies under climate change of the Group are applicable

### Significant Climate-related Issues

In the face of the challenges of global climate change, it has become a consensus among governments and enterprises to address climate change. In line with China's vision of "3060" dual carbon goals, the Group is in a position to actively explore ways to improve resilience against climate risks and reduce carbon emissions. Climate risks can be divided into two main aspects, namely physical risks and transition risks. Physical risks are mainly caused by extreme weather and changes in weather patterns. Transition risks are those arising from changes in policies and market and technological developments in the transition to a low carbon economy.

Physical risks will not only affect the operation of stores and in-store tenants but also the safety of customers. In addition, physical risks also affect suppliers, shipping and individual segments of other retail value chains, thus affecting customers' desire to shop and missing out on a seamless shopping experience.

During the Reporting Period, the significant climate-related physical risks and transitional risks, which have impacted and/or may impact our Group, as well as the steps taken to manage these risks, were as follows:

### 風險管理

氣候變化風險透過增加某些疾病的頻率和強度以及自然災害造成的健康和死亡率影響而構成我們整體風險狀況的一部分。我們通過考慮服務範圍內許多類別的一系列不同風險因素來評估總體風險水平。風險多樣性與我們的業務戰略相結合，廣泛的地理足跡有助於我們分散風險，並針對短期氣候變化影響提供保護。我們的服務繼續為我們社區的人們提供保護，使其免受天氣和熱相關疾病的侵害。

本集團會定時去了解預期和潛在氣候變化風險，以監督本集團現有氣候變化下的風險管理策略是否適用。

### 重大氣候相關問題

面對全球氣候變化的挑戰，應對氣候變化已成為各國政府和企業的共識。結合中國「3060」雙碳目標的願景，本集團積極探索提高氣候風險抵禦能力和減少碳排放的途徑。氣候風險可以分為兩個主要方面，即實體風險和轉型風險。實體風險主要由極端天氣和天氣模式的變化引起。轉型風險是指在向低碳經濟轉型的過程中，政策、市場和技術發展的變化所產生的風險。

實體風險不僅會影響商店和店內租戶的運營，還會影響顧客的安全。此外，實體風險還影響供應商、運輸和其他零售價值鏈的各個環節，從而影響顧客的購物慾望並錯失無縫的購物體驗。

在報告期內，重大氣候所產生的實體風險和轉型風險已經影響和／或可能影響本集團，因此我們在管理這些風險所採取的措施如下：



# COEXIST WITH NATURE

## 與自然共生

Detailed description of risks 風險的詳細描述	Financial Impact 財務影響	Steps taken to manage the risks 風險管理的步驟
<p><b>Physical Risk</b> Acute physical risks</p> <ul style="list-style-type: none"> <li>Severe climate changes such as typhoons and floods will cause extreme weather or natural disasters, which may affect the normal operation of the Group's stores and warehouses, thereby affecting the Group's business.</li> </ul>	<ul style="list-style-type: none"> <li>Operating cost and repairing expense increase</li> </ul>	<ul style="list-style-type: none"> <li>Therefore, the Group has formulated responsive measures such as providing various services at the front desk of the Customer Service Centre, including a medical kit for first aid, increasing the frequency of store patrol by property management staff to be promptly aware of the situation and needs of our retail tenants.</li> <li>Sewers must be cleared in a timely manner when there is flooding in the properties. Also, the Group has made preparation for extreme weather conditions such as typhoon and rainstorm, including examining and repairing walls, roofs, pipelines and doors and windows of leased areas in advance.</li> </ul>
<p><b>實體風險</b> 急切實際風險</p> <ul style="list-style-type: none"> <li>受颱風、洪水等劇烈氣候變化會引發極端天氣或自然災害，可能影響本集團門店及倉庫的正常運營，進而影響本集團業務。</li> </ul>	<ul style="list-style-type: none"> <li>增加營運成本及維修開支</li> </ul>	<ul style="list-style-type: none"> <li>因此，本集團制定了應對措施，如在客戶服務中心前台提供各種服務，包括急救藥箱，增加物業管理人員巡店頻率，及時了解情況租戶的需求。</li> <li>當物業發生水浸時，必須及時疏通下水道。此外，本集團已做好應對颱風、暴雨等極端天氣的準備，包括對租賃區域的牆壁、屋頂、管線、門窗等進行提前檢查和維修。</li> </ul>

# COEXIST WITH NATURE

## 與自然共生



Detailed description of risks 風險的詳細描述	Financial Impact 財務影響	Steps taken to manage the risks 風險管理的步驟
		<ul style="list-style-type: none"> <li>Our property management personnel have also paid particular attention to whether the doors and windows and glasses were securely mounted to prevent them from falling due to strong winds and examined the utility facilities in time. The Group has maintained good communication with tenants and reminds them to prevent rainwater leaking into the properties so as to protect their personal and property safety.</li> <li>物業管理人員還特別注意門窗和玻璃是否安裝牢固，以防止它們因強風而掉落，並及時檢查公用設施。本集團與租戶保持良好溝通，並提醒租戶防止雨水滲入物業，以保障租戶的人身及財產安全。</li> </ul>



# COEXIST WITH NATURE

## 與自然共生

Detailed description of risks 風險的詳細描述	Financial Impact 財務影響	Steps taken to manage the risks 風險管理的步驟
<p><b>Chronic physical risks</b></p> <ul style="list-style-type: none"> <li>Changes in precipitation patterns and extreme variability in weather patterns. Frequent extreme weather events and rising in sea levels are likely to pose disruptions to communities over the long term, affecting economic output and business productivity.</li> <li>Governments that have been pushing for new regulation to reduce GHG emission will pose a threat to financial performance of a business and increase regulatory risk.</li> </ul> <p><b>慢性實際風險</b></p> <ul style="list-style-type: none"> <li>降水模式的變化和天氣模式的極端變化。從長遠來看，頻繁的極端天氣事件和海平面上升可能對社區造成破壞，影響經濟產出和企業生產力。</li> <li>一直在推動新法規以減少溫室氣體排放的政府將對企業的財務業績構成威脅並增加監管風險。</li> </ul>	<ul style="list-style-type: none"> <li>Revenue reduces</li> <li>Operating cost increases</li> </ul>	<ul style="list-style-type: none"> <li>Planned to reduce energy consumption by introducing control measures, such as turning off non-essential equipment during non-business hours and using energy-saving equipment.</li> </ul>
<p><b>Transitional Risk</b></p> <p><b>Policy risk</b></p> <ul style="list-style-type: none"> <li>As a result of energy efficiency requirements, the carbon-pricing mechanisms by the PRC Government, which increase the price of fossil fuels.</li> </ul> <p><b>過渡風險</b></p> <p><b>政策風險</b></p> <ul style="list-style-type: none"> <li>由於能效要求，中國政府的碳定價機制提高了化石燃料的價格。</li> </ul>	<ul style="list-style-type: none"> <li>Operating cost increases</li> <li>增加營運成本</li> </ul>	<ul style="list-style-type: none"> <li>Monitor the updates of the relevant environmental laws and regulations against existing products and services, to avoid the unnecessary increase in cost and expenditure due to non-compliance.</li> <li>關注現有產品和服務符合相關環境法律法規的更新情況，避免因不合規而增加不必要的成本和開支。</li> </ul>

# COEXIST WITH NATURE

## 與自然共生



Detailed description of risks 風險的詳細描述	Financial Impact 財務影響	Steps taken to manage the risks 風險管理的步驟
<p><b>Legal risk</b></p> <ul style="list-style-type: none"> <li>Exposure to litigation risk. We have to adapt the tightened law and regulations imposed by the government due to climate change, as well as bear the risk of potential litigation once we fail to obligate the new regulations.</li> </ul>	<ul style="list-style-type: none"> <li>Operating cost increases</li> </ul>	<ul style="list-style-type: none"> <li>Monitored the updates of environmental laws and regulations and planned to engage professional to carry out ISO9001 audit in advance.</li> <li>Continued monitoring of the ESG reporting standards of the Hong Kong Listing Rules.</li> </ul>
<p><b>法律風險</b></p> <ul style="list-style-type: none"> <li>當面臨訴訟風險。我們必須適應政府因氣候變化而實施的更嚴格的法律法規，並承擔一旦未能遵守新法規的潛在訴訟風險。</li> </ul>	<ul style="list-style-type: none"> <li>增加營運成本</li> </ul>	<ul style="list-style-type: none"> <li>密切關注環境法律法規的更新。</li> <li>持續留意香港上市規則的環境、社會及管治報告標準。</li> </ul>
<p><b>Market risk</b></p> <ul style="list-style-type: none"> <li>More customers are concerned about climate-related risks and opportunities, which may lead to changes in customer preference.</li> <li>The introduction of relevant policies such as carbon neutrality has given rise to the market demand for climate-friendly products or services and thus the businesses of the Company and its suppliers will face market risks.</li> </ul>	<ul style="list-style-type: none"> <li>Revenue decreases</li> <li>Operating cost increases</li> <li>Production cost increases</li> </ul>	<ul style="list-style-type: none"> <li>Fulfilled the climate-related regulations by the government.</li> </ul>
<p><b>市場風險</b></p> <ul style="list-style-type: none"> <li>隨著更多的客戶關注與氣候相關的風險和機遇，這可能導致客戶偏好發生變化。</li> <li>碳中和等相關政策的出台，市場對氣候友好型產品或服務的需求增加，公司及供應商業務將面臨市場風險。</li> </ul>	<ul style="list-style-type: none"> <li>減少收入</li> <li>增加營運成本</li> <li>增加生產成本</li> </ul>	<ul style="list-style-type: none"> <li>履行政府氣候相關規定。</li> </ul>



# COEXIST WITH NATURE

## 與自然共生

Detailed description of risks 風險的詳細描述	Financial Impact 財務影響	Steps taken to manage the risks 風險管理的步驟
<p>Reputational risk</p> <ul style="list-style-type: none"> <li>Negative press coverage related to support of our Group's business projects or activities with negative impacts on the climate (e.g., GHG emissions and energy conservation), which may affect our reputation and image.</li> </ul> <p>商譽風險</p> <ul style="list-style-type: none"> <li>與支持本集團對氣候有負面影響（例如溫室氣體排放和節能）的業務項目或活動有關的負面新聞報導，這可能會影響我們的聲譽和形象。</li> </ul>	<ul style="list-style-type: none"> <li>Revenue decreases</li> <li>Operating costs increases</li> </ul> <ul style="list-style-type: none"> <li>減少收入</li> <li>增加營運成本</li> </ul>	<ul style="list-style-type: none"> <li>Fulfilled the social responsibility by organizing more public relation activities to show how our Group places importance on climate change.</li> </ul> <ul style="list-style-type: none"> <li>履行社會責任，組織更多公關活動，展示本集團對氣候變化的重視。</li> </ul>

During the reporting period, the primary climate-related opportunities and the corresponding financial impacts were as follows:

於報告期內，主要的氣候相關機遇和相應的財務影響如下：

Detailed description of opportunities 機遇的詳細描述	Financial Impact 財務影響
<p>Resource efficiency</p> <ul style="list-style-type: none"> <li>Use of electronic tools for meetings instead of physical transport</li> <li>Use of recycling</li> </ul> <p>資源效率</p> <ul style="list-style-type: none"> <li>使用電子工具開會，而不使用實際交通工具</li> <li>回收利用</li> </ul>	<ul style="list-style-type: none"> <li>Operating cost reduces through efficiency gains and cost reductions</li> </ul> <ul style="list-style-type: none"> <li>通過提高效率 and 降低成本來降低運營成本</li> </ul>

# COEXIST WITH NATURE

## 與自然共生



Detailed description of opportunities 機遇的詳細描述	Financial Impact 財務影響
<p>Services</p> <ul style="list-style-type: none"> <li>Industry exchanges related to climate changes will help improve the Group's ability to respond to climate risks and seize climate opportunities, and enhance the brand image of fulfilling social responsibilities.</li> </ul> <p>服務</p> <ul style="list-style-type: none"> <li>與氣候變化相關的行業交流，將有助於提升本集團應對氣候風險和把握氣候機遇的能力，提升履行社會責任的品牌形象。</li> </ul>	<ul style="list-style-type: none"> <li>Revenue increases through the diversity of business activities</li> <li>通過業務活動的多樣性增加收入</li> </ul>

### Metrics and Targets

Our Group adopts the key metrics to assess and manage climate-related risks and opportunities. The energy consumption and greenhouse gas (GHG) emissions indicators are the key metrics used to assess and manage relevant climate-related risks where we consider such information is material and crucial for evaluating the impact of our operations on global climate change during FY2022.

Our Group strives to track our energy consumption and greenhouse gas emissions indicators regularly to assess the effectiveness of emission reduction initiatives, as well as set targets to contribute our effort to have minimal impact on global warming. The details are described in the sections "A1. Emissions" and "A2. Use of Resources" of this Report. Our Group has adopted practical targets to manage climate-related risks, opportunities and performance.

### 指標和目標

本集團採用關鍵指標來評估和管理與氣候相關的風險和機遇。能源消耗和溫室氣體排放指標是用於評估和管理相關氣候相關風險的關鍵指標，我們認為此類信息對於評估2022財政年度，以至運營對全球氣候變化的影響至關重要。

本集團致力定期追蹤能源消耗及溫室氣體排放指標，以評估減排措施的成效，並設定目標以盡量減少對全球變暖的影響。詳情在「A1.排放」和「A2.本報告的資源使用」。本集團採用了切實可行的目標來管理與氣候相關的風險、機遇和績效。





# COEXIST WITH NATURE

## 與自然共生

### Plans for Future Action

#### 未來行動計劃

In order to identify and address the impact of climate change-related risks on our business from a more holistic perspective, the Group formulated a Climate Change Policy in early 2022 to identify significant climate-related issues that affect the Group and take responsive actions to address them.

為了從更全面的角度識別和應對氣候變化相關風險對我們業務的影響，本集團已在2022年初制定氣候變化政策，以識別影響本集團的重大氣候相關問題，並採取應對措施應對。我們將繼續提高對氣候變化的認識，並及時審查政策。

### CHERISHING NATURAL RESOURCES

The Group is committed to reducing energy, paper, water and other resources consumed in business operations by changing the working habits of its employees. The Group has implemented the following action plans to reduce resources consumption in the offices of its department stores.

### 珍惜自然資源

本集團致力透過改變員工的工作習慣，減少業務營運中對能源、紙張、水及其他資源的消耗。本集團已實施以下行動計劃以減少其百貨公司辦公室的資源消耗。

Aspect 層面	Action Plan 行動計劃
Energy conservation	<ul style="list-style-type: none"> <li>Changing computer settings and activating the standby or sleep modes under which displays are automatically switched off or shifts to the power saving mode upon prolonged idling of computers;</li> <li>Switching off personal computers (including displays) after business hours;</li> <li>Replacing old low efficiency air-conditioning systems with those high energy efficiency;</li> <li>Choosing refrigerators with energy labels of a high grading level; and</li> <li>Reviewing and updating the policy on environmental protection regularly.</li> </ul> <p>Furthermore, the Group targets to reduce energy consumption by around 5% by 2035.</p>
節能減排	<ul style="list-style-type: none"> <li>更改電腦設置並啟動待機或睡眠模式，在這些模式下顯示器會自動關閉或在電腦長時間閒置時切換到省電模式；</li> <li>下班後關閉個人電腦（包括顯示器）；</li> <li>用高能效取代舊的低效空調系統；</li> <li>選擇高等級能效標籤的雪櫃及</li> <li>定期檢討及更新環保政策。</li> </ul> <p>此外，本集團的目標是在2035年將能源消耗量減少約百分之五。</p>

# COEXIST WITH NATURE

## 與自然共生



Aspect 層面	Action Plan 行動計劃
Water-saving	<p>The Group mainly consumes water for cleaning and sanitation. We have educated and encouraged all employees to develop the habit of water conservation. We have been strengthening our water-saving promotion, posting water saving reminders, and guiding employees to use water reasonably. The following are some measures we have implemented to improve the utilisation efficiency of water resources:</p> <ul style="list-style-type: none"> <li>• Fix dripping taps immediately and avoid any leakage of the water supply system;</li> <li>• Strengthen the inspection and maintenance on water tap, water pipelines and water storage;</li> <li>• Carry out regular leakage tests on water taps, washers and other defects in the water supply system;</li> <li>• Use water-saving equipment; and</li> <li>• Advocate the virtue of preserving water and instill the concept of “Water Preservation” in employees.</li> </ul> <p>Furthermore, the Group targets to reduce water consumption by around 5% by 2035.</p>
節省水源	<p>本集團主要用水進行清潔和衛生。我們教育和鼓勵全體員工養成節約用水的習慣。我們不斷加強節水宣傳，張貼節水提示，引導員工合理用水。以下是我們為提高水資源利用效率而採取的一些措施：</p> <ul style="list-style-type: none"> <li>• 立即修好滴水龍頭，避免供水系統漏水；</li> <li>• 加強對水龍頭、輸水管道、蓄水池的檢查和維修；</li> <li>• 定期對供水系統的水龍頭、洗衣機和其他問題進行滲漏測試；</li> <li>• 使用節水設備；及</li> <li>• 倡導節約用水的美德，向員工灌輸「節約用水」的理念。</li> </ul> <p>此外，本集團的目標是在2035年將用水量減少約百分之五。</p>



# COEXIST WITH NATURE

## 與自然共生

Aspect 層面	Action Plan 行動計劃
<p>Reducing paper use</p> <p>減少使用紙張</p>	<ul style="list-style-type: none"> <li>• Selecting double-sided printing as default setting for printers and photocopiers;</li> <li>• Using the unused side of papers for drafting, printing and receiving facsimile messages;</li> <li>• Recycling used envelopes and folders for delivering internal documents and letters;</li> <li>• Adopting electronic communication and electronic filing; and</li> <li>• Implement the practice of paperless office by making full use of electronic communication devices (e.g. the Company has been using the Office Automation (OA) system for approval to reduce the consumption of printing paper for approval).</li> </ul> <ul style="list-style-type: none"> <li>• 選擇雙面打印作為打印機和影印機的默認設置；</li> <li>• 使用紙張未使用的一面作草稿、打印及接收傳真。</li> <li>• 回收用過的信封和文件夾，用於發送內部文件和信件；</li> <li>• 採用電子通訊和電子歸檔；及</li> <li>• 推行無紙化辦公，充分利用電子通訊設備（例如公司一直採用辦公自動化審批系統，減少審批打印紙的消耗）。</li> </ul>

# COEXIST WITH NATURE

## 與自然共生



The consumption of water resources was mainly from the operation of our department store business that are supplied from municipal water supply. The Group considers that there were no difficulties in sourcing water resources (including the amount of water consumed and water quality) that are required for our business operation. The Group mainly adopts the following action plans to save water:

水資源消耗主要來自我們百貨業務的運營，由市政供水供應。本集團認為，在獲取業務營運所需的水資源（包括耗水量及水質）方面並無困難。本集團主要採取以下行動計劃節約用水：

Aspect 層面	Action Plan 行動計劃
Bringing about behavioural change of employees and customers 改變員工和客戶的行為	<ul style="list-style-type: none"> <li>Raising the awareness of saving water among employees and customers by posting promotional signs about saving water</li> <li>張貼節水宣傳標語，喚起員工和客戶的節水意識</li> </ul>
Re-designing procedures 重新設計程序	<ul style="list-style-type: none"> <li>Checking whether there is leakage from faucets and pipelines regularly and arrange maintenance works when necessary</li> <li>定期檢查水龍頭及管道是否滲漏，當有需要時安排維修工作。</li> </ul>
Replacing and improving equipment 更換和改進設備	<ul style="list-style-type: none"> <li>Installing sensor-activated faucets at the restrooms of our stores</li> <li>Replacing central air-conditioning cooling tower with water-saving cooling tower at Jingtian Store</li> <li>在商場門店的洗手間安裝感應式水龍頭</li> <li>景田店中央空調冷卻塔已更換為節水型冷卻塔</li> </ul>



# PERFORMANCE INDICATORS SUMMARY

## 績效指標總覽

### Energy Consumption, Greenhouse Gas Emissions (“GHG”) and Air Pollutant Emissions

The increase in energy consumption, GHG Emissions air pollutant emissions in 2022 was mainly attributable to the increased vehicle fuel use for more frequency business travelling and the increase in purchased electricity consumed by the tenants for longer opening hours as a result of reduced tighten control on less serious COVID-19 during the reporting period. The Group has set inclusive total energy consumption reduction, GHG Emissions air pollutant emissions target by around 5% by 2035.

### Hazardous Waste and Non-hazardous Waste

During the reporting period, the increase in recycling of hazardous waste in 2022 is mainly due to the relocation of Hong Kong offices and the disposal of electronic CRT/LCD monitors. On the other hand, the effective implementation of non-hazardous waste management strategies led to a decrease in the amount of non-hazardous waste generated in 2022. The Group has set comprehensive reduction target by around 5% reduction in both hazardous and non-hazardous waste generation by 2035.

### Water Consumption

During the reporting period, the slight increase in water consumption was mainly attributable to the increase in water use for office cleaning and adoption of sterilization measures for coping with continuous outbreak of COVID-19 pandemic in 2022. The Group has set a reduction target of around 5% in water consumption by 2035.

### 能源消耗、溫室氣體排放(「GHG」)和空氣污染物排放

2022年能源消耗量、溫室氣體排放量和空氣污染物排放量增加主要由於疫情控制力度減弱後，而令商務出行頻率增加導致車輛燃料使用量增加，以及新冠肺炎租戶營業時間延長所消耗的外購電力增加所致。本集團制定了到2035年將能源消耗總量、溫室氣體排放和空氣污染物排放量減少約百份之五的目標。

### 危險廢物和非危險廢物

於報告期內，2022年回收危險廢物增加主要由於香港辦公室搬遷棄置陰極射線管／液晶顯示器。另一方面，有效實施無害廢棄物管理策略使2022年無害廢棄物產生量減少。本集團制定了到2035年，將有害及無害廢棄物垃圾產生量均減少約百份之五的綜合減排目標。

### 耗水量

於報告期內，用水量略有增加主要為應對2022年持續爆發的新冠肺炎而增加辦公室清潔用水量及採取消毒措施所致。本集團制定了到2035年將水量減少約百分之五的目標。

# PERFORMANCE INDICATORS SUMMARY

## 績效指標總覽



The details of the Group's environmental key performance indicators including air pollutant emissions greenhouse gas emissions energy consumption, hazardous waste and non-hazardous waste, and water consumption during the reporting period were summarized as follows:

於報告期內，本集團大氣污染物排放量、溫室氣體排放量、能源消耗量、危險廢棄物和無害廢棄物、用水量等環境關鍵績效指標具體情況如下：

	Unit 單位	Hong Kong headquarters 香港總部	Department store business <sup>2</sup> 百貨店業務 <sup>2</sup>	2022 Total 2022年整體	2021 Total 2021年整體
<b>Type of emissions and respective emission data</b> 排放物種類及相關排放數據					
Nitrogen oxides 氮氧化物	kg 千克	1.72	-	<b>1.72</b>	0.55
Sulfur oxides 硫氧化物	kg 千克	0.02	-	<b>0.02</b>	0.01
Respirable suspended particulates 可吸入懸浮粒子	kg 千克	0.13	-	<b>0.13</b>	0.04
<b>Total greenhouse gas emissions and intensity</b> 溫室氣體總排放量及密度					
Scope 1 <sup>3</sup> 範圍1 <sup>3</sup>	tonnes of CO <sub>2</sub> -e 二氧化碳當量公噸	3.82	-	<b>3.82</b>	1.20
Total Scope 2 <sup>4</sup> 範圍2 <sup>4</sup>	tonnes of CO <sub>2</sub> -e 二氧化碳當量公噸	4.53	19,267.56	<b>19,272.09</b>	5,982.70
Total greenhouse gas emissions 溫室氣體排放總量	tonnes of CO <sub>2</sub> -e 二氧化碳當量公噸	8.35	19,267.56	<b>19,275.91</b>	5,983.90

<sup>2</sup> Including Shenzhen headquarters and five department stores: Jingtian Store, Jufu Store, Longgang Store, Yitian Store and Longzhu store.

<sup>3</sup> Scope 1: Direct emission from sources that are owned or controlled by the Group.

<sup>4</sup> Scope 2: Indirect emissions from purchased electricity consumed by the Group and tenants.

<sup>2</sup> 包括深圳總部及五間百貨店：景田店、聚福店、龍崗店、益田店及龍珠店。

<sup>3</sup> 範圍 1：來自集團擁有或控制的來源的直接排放。

<sup>4</sup> 範圍 2：集團和租戶消耗的外購電力的間接排放。

# PERFORMANCE INDICATORS SUMMARY

## 績效指標總覽

	Unit 單位	Hong Kong headquarters 香港總部	Department store business <sup>2</sup> 百貨店業務 <sup>2</sup>	2022 Total 2022年整體	2021 Total 2021年整體
<b>Total hazardous waste produced and intensity</b> 所產生無害廢棄物總量名密度					
Total hazardous waste recycled	tonnes	0.0265	-	<b>0.0265</b>	-
所回收有害廢棄物總量	公噸				
Total hazardous waste disposed to landfill	tonnes	-	0.0010	<b>0.0010</b>	0.011
所棄置於堆填區有害廢棄物總量	公噸				
Hazardous waste produced intensity (in floor area)	tonnes/ '000 sq.m.	0.00001	0.00002	<b>0.00001</b>	0.00001
產生有害廢棄物密度(以面積計算)	公噸/千平方米				
Hazardous waste recycled intensity (in floor area)	tonnes/ '000 sq.m.	0.00001	-	<b>0.00001</b>	-
回收有害廢棄物密度(以面積計算)	公噸/千平方米				
<b>Total non-hazardous waste produced and intensity</b> 所產生無害廢棄物總量及密度					
Total Non-hazardous waste produced	tonnes	0.04	1,151.62	<b>1,151.66</b>	1,800.14
所產生無害廢棄物總量	公噸				
Non-hazardous waste intensity (in floor area)	tonnes/ '000 sq.m.	0.0001	0.0159	<b>0.0156</b>	0.02
無害廢棄物密度(以面積計算)	公噸/千平方米				
<b>Total direct/indirect energy consumption and intensity by type</b> 按類型劃分的直接/間接能源總耗量及密度					
Direct energy consumption	MWh	12.76	-	<b>12.76</b>	4.20
直接能源耗量	兆瓦時				
Indirect energy consumption	MWh	8.50	31,580.99	<b>31,589.49</b>	28,925.90
間接能源耗量	兆瓦時				
Total Energy consumption	MWh	21.26	31,580.99	<b>31,602.25</b>	28,930.10
能源總耗量	兆瓦時				
Energy consumption intensity (in floor area)	MWh/sq.m.	0.0192	0.44	<b>0.43</b>	0.40
能源耗量密度(以面積計算)	兆瓦時/平方米				
<b>Total water consumption and intensity</b> 總耗水量及密度					
Total water consumption	cubic m	-	230,803	<b>230,803</b>	227,834
總耗水量	立方米				
Water consumption intensity (in floor area)	cubic m/sq. m	-	1.27	<b>1.25</b>	3.20
耗水密度(以面積計算)	立方米/平方米				

# PERFORMANCE INDICATORS SUMMARY

## 績效指標總覽



### SOCIAL PERFORMANCE EMPLOYMENT COMPOSITION SUMMARY

### 社會績效 僱傭組成 概況

	Unit 單位	Hong Kong headquarters 香港總部	Department store business <sup>5</sup> 百貨店業務 <sup>5</sup>	2022 Total 2022年整體	2021 Total 2021年整體
<b>Total number of employees<sup>6</sup></b> 員工總數 <sup>6</sup>	Person 人	8	161	<b>169</b>	175
By gender 按性別劃分					
Male 男性	Person 人	5	99	<b>104</b>	96
Female 女性	Person 人	3	62	<b>65</b>	79
By age group 按年齡組別劃分					
Under 30 years old 三十歲以下	Person 人	3	31	<b>34</b>	34
30-50 years old 三十至五十歲	Person 人	2	109	<b>111</b>	125
Over 50 years old 五十歲以上	Person 人	3	21	<b>24</b>	16
By rank group 按職級組別劃分					
Senior management 高級管理層	Person 人	6	11	<b>17</b>	20
Middle management 中級管理層	Person 人	2	54	<b>56</b>	58
General staff 一般員工	Person 人	-	96	<b>96</b>	97
By employment category 按僱傭類型劃分					
Full-time 全職	Person 人	8	161	<b>169</b>	175
Part-time 兼職	Person 人	-	-	<b>-</b>	-
By region 按地區劃分					
Hong Kong 香港	Person 人	8	-	<b>8</b>	4
Mainland China 中國內地	person 人	-	161	<b>161</b>	171

<sup>5</sup> Including Shenzhen headquarters and five department stores: Jingtian Store, Jufu Store, Longgang Store, Yitian Store and Longzhu store.

<sup>6</sup> Number of full-time and part-time employees as of the end of the Year.

<sup>5</sup> 包括深圳總部及五間百貨店：景田店、聚福店、龍崗店、益田店及龍珠店。

<sup>6</sup> 截至本年度末的全職及兼職員工。



# PERFORMANCE INDICATORS SUMMARY

## 績效指標總覽

### NUMBER OF EMPLOYEES LOST AND TURNOVER RATE

### 流失員工人數及流失比率

	Unit 單位	Hong Kong headquarters 香港總部	Department store business <sup>7</sup> 百貨店業務 <sup>7</sup>	2022 Total 2022年整體	2021 Total 2021年整體
<b>Total number of employees lost and overall turnover rate<sup>8</sup></b>	Person%	13%	43%	<b>41%</b>	45%
總流失員工人數及整體流失比率 <sup>8</sup>	人%				
By gender 按性別劃分					
Male 男性	Person%	–	35%	<b>34%</b>	41%
Female 女性	Person%	33%	55%	<b>54%</b>	51%
By age group 按年齡組別劃分					
Under 30 years old 三十歲以下	Person%	–	48%	<b>53%</b>	79%
30-50 years old 三十至五十歲	Person%	50%	44%	<b>65%</b>	38%
Over 50 years old 五十歲以上	Person%	–	29%	<b>25%</b>	25%
By rank group 按職級組別劃分					
Senior management 高級管理層	Person%	17%	100%	<b>71%</b>	52%
Middle management 中級管理層	Person%	–	28%	<b>27%</b>	43%
General staff 一般員工	Person%	–	45%	<b>45%</b>	32%
By employment category 按僱傭類型劃分					
Full-time 全職	Person%	13%	43%	<b>41%</b>	40%
Part-time 兼職	Person%	–	–	–	–
By region 按地區劃分					
Hong Kong 香港	Person%	13%	–	<b>13%</b>	25%
Mainland China 中國內地	Person%	–	43%	<b>43%</b>	46%

<sup>7</sup> Including Shenzhen headquarters and five department stores: Jingtian Store, Jufu Store, Longgang Store, Yitian Store and Longzhu store.

<sup>8</sup> Turnover rate = Number of employees lost/Number of employees as of the end of the year x 100%

<sup>7</sup> 包括深圳總部及五間百貨店：景田店、聚福店、龍崗店、益田店及龍珠店。

<sup>8</sup> 流失比率 = 流失員工人數 / 截至該年度末的員工人數 x 100%

# PERFORMANCE INDICATORS SUMMARY

## 績效指標總覽



### OCCUPATIONAL HEALTH AND SAFETY

### 職業健康與安全

	Unit	Hong Kong headquarters	Department store business <sup>9</sup>	2022 Total	2021 Total
	單位	香港總部	百貨店業務 <sup>9</sup>	2022年整體	2021年整體
Number and rate of work-related fatalities <sup>10</sup>	Person%	-	-	-	0%
因工亡故的人數及比率 <sup>10</sup>	人%				
Number of work-related injury cases	case	-	-	-	1
工傷個案數目	宗				
Rate of work-related accidents per 1,000 employees <sup>11</sup>	%	-	-	-	5.71%
每千名員工計工傷意外率 <sup>11</sup>	%				
Lost days due to work-related injury	day	-	-	-	7
因工傷損失工作日數	日				
Rate of lost days due to work-related injury <sup>12</sup>	%	-	-	-	0.02%
因工傷損失工作日數比率 <sup>12</sup>	%				

<sup>9</sup> Including Shenzhen headquarters and five department stores: Jingtian Store, Jufu Store, Longgang Store, Yitian Store and Longzhu store.

<sup>10</sup> Number and rate of work-related fatalities = Number of work-related fatalities/Number of employees as of the end of the reporting period x 100%, the number and rate of work-related fatalities for 2019 and 2020 are both 0 (0%).

<sup>11</sup> Rate of work-related accidents per 1,000 employees = Number of work-related injuries/Number of employees as of the end of the reporting period x 1000

<sup>12</sup> Rate of lost days due to work-related injury = (Lost days due to work-related injury/Total number of working days) x 100%; During the reporting period, total scheduled working days for each full-time employee are estimated as 5 days x 50 weeks = 250 days.

<sup>9</sup> 包括深圳總部及五間百貨店：景田店、聚福店、龍崗店、益田店及龍珠店。

<sup>10</sup> 因工亡故的人數及比率 = 因工亡故的人數 / 報告期末員工人數 x 100%，2019 及 2020 的因工亡故的人數及比率均為 0(0%)。

<sup>11</sup> 每千名員工計工傷意外率 = 工傷個案數目 / 報告期末工人人數 x 1000

<sup>12</sup> 因工傷損失工作日數比率 = (因工傷損失工作日數 / 總工作總日數) x 100%；報告期內假設每位全職正式員工的原定總工作日數 = 5 天 x 50

# PERFORMANCE INDICATORS SUMMARY

## 績效指標總覽

### TRAINING AND DEVELOPMENT

### 培訓及發展

	Hong Kong headquarters 香港總部		Department store business <sup>13</sup> 百貨店業務 <sup>13</sup>		2022 Total 2022年整體	2022 Total 2022年整體	2021 Total 2021年整體	2021 Total 2021年整體
<b>Number of employees trained<sup>14</sup></b> 培訓人數 <sup>14</sup>	Person 人	% %	Person 人	% %	Person 人	% %	Person 人	% %
Total number and percentage of employees trained 總培訓人數及百分比	7	88%	120	75%	<b>127</b>	<b>75%</b>	145	83%
By gender 按性別劃分								
Male 男性	5	100%	67	68%	<b>72</b>	<b>69%</b>	77	80%
Female 女性	2	67%	53	85%	<b>55</b>	<b>85%</b>	68	86%
By rank 按職級組別劃分								
Senior management 高級管理人員	6	100%	4	36%	<b>10</b>	<b>59%</b>	21	105%
Middle management 中級管理人員	1	50%	36	67%	<b>37</b>	<b>66%</b>	52	90%
General staff 一般員工	-	-	80	83%	<b>80</b>	<b>83%</b>	72	74%
<b>Training hours</b> 培訓時數	hour 小時	per hour 小時/人	hour 小時	per hour 小時/人	per 小時	hour 小時	per 小時	hour 小時
<b>Total training hours and average training hours per employee<sup>15</sup></b> 總培訓時數及每名員工平均培訓時數 <sup>15</sup>	140.00	17.50	1,964.57	12.20	<b>2,104.57</b>	<b>12.45</b>	1,152.7	6.59
By gender 按性別劃分								
Male 男性	100	20.00	1,206.31	12.18	<b>1,306.31</b>	<b>12.56</b>	696.3	7.25
Female 女性	40	13.33	758.26	12.23	<b>798.26</b>	<b>12.28</b>	456.4	5.78
By rank 按職級組別劃分								
Senior management 高級管理人員	120	20.00	18.50	1.68	<b>138.50</b>	<b>8.15</b>	272.5	13.63
Middle management 中級管理人員	20	10.00	414.04	7.67	<b>434.04</b>	<b>7.75</b>	523.3	9.02
General staff 一般員工	-	-	1,532.03	15.96	<b>1,532.03</b>	<b>15.96</b>	356.9	3.68

<sup>13</sup> Including Shenzhen headquarters and five department stores: Jingtian Store, Jufu Store, Longgang Store, Yitian Store and Longzhu store.

<sup>14</sup> Percentage of employees trained = Number of employees trained of the category/Number of employees of the category as at the end of the year x 100%

<sup>15</sup> Average training hours = Training hours of employees of the category/Number of employees of the category as at the end of the year

<sup>13</sup> 包括深圳總部及五間百貨店：景田店、聚福店、龍崗店、益田店及龍珠店。

<sup>14</sup> 培訓百分比 = 該類別員工培訓人數 / 截至該年度末的該類別員工人數 x 100%

<sup>15</sup> 平均培訓時數 = 該類別員工培訓時數 / 截至該年度末的該類別員工人數

# PERFORMANCE INDICATORS SUMMARY

## 績效指標總覽



### ANTI-CORRUPTION

### 反貪污

	Unit 單位	2022 Total 2022年整體	2021 Total 2021年整體
<b>Number and percentage of employees receiving anti-corruption training <sup>16</sup></b>	person	%	%
接受反貪污培訓的人數及百分比 <sup>16</sup>	人數		
Members of the Board 董事會成員	2	<b>40%</b>	100%
Employee 員工	34	<b>20%</b>	22%
By rank 按職級組別劃分			
Senior management 高級管理人員	5	<b>29%</b>	25%
Middle management 中級管理人員	11	<b>20%</b>	28%
General staff 一般員工	18	<b>19%</b>	18%
<b>Anti-corruption training hours</b>		<b>hour</b>	hour
接受反貪污培訓時數		小時	小時
Total training hours of the members of the Board 董事會成員總培訓時數		<b>2.0</b>	30.0
Total training hours of employees 員工總培訓時數		<b>34.0</b>	48.0
By rank 按職級組別劃分			
Senior management 高級管理人員		<b>5.0</b>	7.5
Middle management 中級管理人員		<b>11.0</b>	23.5
General staff 一般員工		<b>18.0</b>	17.0

<sup>16</sup> percentage of employees receiving anti-corruption training = number of employees receiving anti-corruption training / Number of employees of the category as at the end of the year x 100%

<sup>16</sup> 接受反貪污培訓百分比 = 接受反貪污培訓的人數 / 截至該年度末的該類別人數 x 100%



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX

## 《環境、社會及管治報告指引》內容索引

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs) 主要範疇、層面、一般披露及關鍵績效指標		Section 範圍	Pages 頁數
<b>A. Environmental</b>			
<b>A. 環境</b>			
<b>A1: Emissions</b>			
<b>A1: 排放物</b>			
<b>General Disclosure</b>		“Emissions”	18
一般披露		「排放物」	
KPI A1.1	The types of emissions and respective emissions data 排放物種類及相關排放數據。	“Emissions – Air Pollutant Emissions” 「排放物 – 空氣污染排放物」	53
KPI A1.2	Greenhouse gas emissions in total and, where appropriate, intensity 溫室氣體排放量及(如適用)密度	“Emission – Greenhouse Gas Emissions” 「排放物 – 溫室氣體排放物」	53
KPI A1.3	Total hazardous waste produced and, where appropriate, intensity 所產生有害廢棄物總量及(如適用)密度。	Not applicable to our Group’s business. 不適用於本集團業務	N/A 不適用
KPI A1.4	Total non-hazardous waste produced and, where appropriate, intensity 所產生無害廢棄物總量及(如適用)密度。	The Group considered the amount of non-hazardous waste generated was immaterial during the year. 本集團認為年內產生的無害廢物量並不重大。	54
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	“Emissions – Air Pollutant Emissions” 「排放物 – 空氣污染排放物」	37, 52
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction target(s) set and steps taken to achieve them 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	“Emissions – Greenhouse Gas Emissions” 「排放物 – 溫室氣體排放物」 “Emissions – Hazardous and Non-hazardous Wastes” 「排放物 – 有害及無害廢棄物」	53 37, 52

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX

## 《環境、社會及管治報告指引》內容索引



Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs) 主要範疇、層面、一般披露及關鍵績效指標		Section 範圍	Pages 頁數
<b>A2: Use of Resources</b>			
<b>A2: 資源使用</b>			
<b>General Disclosure</b> 一般披露		“Use of Resources” 「資源使用」	48
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity 按類型劃分的直接及／或間接能源總耗量及密度。	“Use of Resources – Energy” 「資源使用 – 能源」	54
KPI A2.2	Water consumption in total and intensity 總耗水量及密度。	“Use of Resources – Water” 「資源使用 – 水源」	54
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	“Use of Resources – Energy” 「資源使用 – 能源」	48
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	“Use of Resources – Water” 「資源使用 – 水源」	49
KPI A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced 製成品所用包裝材料的總量及(如適用)每生產單位估量。	Not applicable to our Group’s business. 不適用於本集團業務	N/A 不適用
<b>A3: The Environment and Natural Resources</b>			
<b>A3: 環境及天然資源</b>			
<b>General Disclosure</b> 一般披露		“The Environment and Natural Resources” 「環境及天然資源」	38
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	No significant impact of activities on the environment and natural resources was noted. 沒有發現對環境和自然資源的重大影響的活動。	N/A 不適用



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX

## 《環境、社會及管治報告指引》內容索引

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs)		Section	Pages
主要範疇、層面、一般披露及關鍵績效指標		範圍	頁數
<b>A4: Climate Change</b>			
<b>A4 : 氣候變化</b>			
<b>General Disclosure</b>		“Climate Change”	40–41
一般披露		「氣候變化」	
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them  描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	“Climate Change” 「氣候變化」	41–47
<b>B. Social</b>			
<b>B. 社會</b>			
<b>Employment and Labour Practices</b>			
僱傭及勞工實踐			
<b>B1: Employment</b>			
<b>B1 : 僱傭</b>			
General Disclosure		“Employment”	30
一般披露		「僱傭」	
KPI B1.1	Total workforce by gender, employment type, age group and geographical region  按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	“Employment” 「僱傭」	55
KPI B1.2	Employee turnover rate by gender, age group and geographical region  按性別、年齡組別及地區劃分的僱員流失比率。	“Employment” 「僱傭」	56

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX

## 《環境、社會及管治報告指引》內容索引



Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs) 主要範疇、層面、一般披露及關鍵績效指標		Section 範圍	Pages 頁數
<b>B2: Health and safety</b> <b>B2：健康與安全</b>			
<b>General Disclosure“Health and Safety”</b> <b>一般披露「健康與安全」</b>			
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year 過去三年（包括匯報年度）每年因工亡故的人數及比率。	“Health and Safety” 「健康與安全」	33
KPI B2.2	Lost days due to work injury 因工傷損失工作日數。	“Health and Safety” 「健康與安全」	57
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	“Health and Safety” 「健康與安全」	33–34
<b>B3: Development and Training</b> <b>B3：發展及培訓</b>			
<b>General Disclosure</b> <b>一般披露</b>			
KPI B3.1	The percentage of employee trained by gender and employee category 按性別及僱員類別劃分的受訓僱員百分比。	“Development and Training” 「發展及培訓」	58
KPI B3.2	The average training hours completed per employee by gender and employee category 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	“Development and Training” 「發展及培訓」	58





# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX

## 《環境、社會及管治報告指引》內容索引

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs) 主要範疇、層面、一般披露及關鍵績效指標		Section 範圍	Pages 頁數
<b>B4: Labour Standards</b>			
<b>B4 : 勞工準則</b>			
<b>General Disclosure</b>		“Labour Standards”	17
一般披露		「勞工準則」	
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour 描述檢討招聘慣例的措施以避免童工及強制勞工。	“Labour Standards” 「勞工準則」	21
KPI B4.2	Description of steps taken to eliminate such practices when discovered 描述在發現違規情況時消除有關情況所採取的步驟。	No concluded legal case regarding child and forced labour was noted. 沒有發現關於童工和強迫勞工的已結法律案件。	21
<b>Operating Practices</b>			
營運慣例			
<b>B5: Supply Chain Management</b>			
<b>B5 : 供應鏈管理</b>			
<b>General Disclosure</b>		“Supply Chain Management”	25
一般披露		「供應鏈管理」	
KPI B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目。	“Supply Chain Management” 「供應鏈管理」	25
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	“Supply Chain Management” 「供應鏈管理」	25
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	“Supply Chain Management” 「供應鏈管理」	25

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX

## 《環境、社會及管治報告指引》內容索引



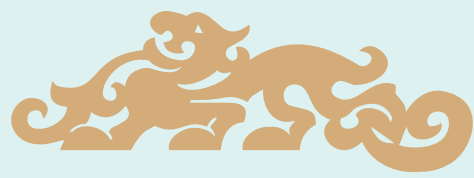
Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs)		Section	Pages
主要範疇、層面、一般披露及關鍵績效指標		範圍	頁數
KPI B5.4	<p>Descriptions of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored</p> <p>描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。</p>	<p>“Supply Chain Management”</p> <p>「供應鏈管理」</p>	25
<b>B6: Product Responsibility</b>			
<b>B6：產品責任</b>			
<b>General Disclosure</b>		“Product Responsibility”	22
<b>一般披露</b>		「產品責任」	
KPI B6.1	<p>Percentage of total products sold or shipped subject to recalls for safety and health reasons</p> <p>已售或已運送產品總數中因安全與健康理由而須回收的百分比。</p>	<p>Not applicable to the Group’s business</p> <p>不適用於本集團業務</p>	N/A 不適用
KPI B6.2	<p>Number of products and service related complaints received and how they are dealt with</p> <p>接獲關於產品及服務的投訴數目以及應對方法。</p>	<p>“Product Responsibility – Customer Satisfaction Management and Complaint Handling”</p> <p>「產品責任－顧客滿意度管理及投訴處理」</p>	26
KPI B6.3	<p>Description and practices relating to observing and protecting intellectual property rights</p> <p>描述與維護及保障知識產權有關的慣例。</p>	<p>“Product Responsibility – Intellectual Property Rights”</p> <p>「產品責任－知識產權」</p>	16
KPI B6.4	<p>Description of quality assurance process and recall procedures</p> <p>描述質量檢定過程及產品回收程序。</p>	<p>“Product Responsibility – Quality Management System”</p> <p>「產品責任－品質管理系統」</p>	27
KPI B6.5	<p>Description of consumer data protection and privacy policies, how they are implemented and monitored</p> <p>描述消費者資料保障及私隱政策，以及相關執行及監察方法。</p>	<p>“Product Responsibility – Personal Data Privacy and Protection”</p> <p>「產品責任－個人資料私隱及保護」</p>	16



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING INDEX

## 《環境、社會及管治報告指引》內容索引

Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs) 主要範疇、層面、一般披露及關鍵績效指標		Section 範圍	Pages 頁數
<b>B7: Anti-corruption</b> <b>B7：反貪污</b>			
<b>General Disclosure</b> <b>一般披露</b>		“Anti-corruption” 「反貪污」	14
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the case 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	No concluded legal case regarding corrupt practices was noted. 沒有發現已審結的貪污訴訟案件。	22
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored 描述防範措施及舉報程序，以及相關執行及監察方法。	“Anti-corruption” 「反貪污」	15
KPI B7.3	Description of anti-corruption training provided to directors and staff 描述向董事及員工提供的反貪污培訓。	“Anti-corruption” 「反貪污」	15
<b>Community</b> <b>社區</b>			
<b>B8: Community Investment</b> <b>B8：社區投資</b>			
<b>General Disclosure</b> <b>一般披露</b>		“Community Investment” 「社區投資」	29
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport) 專注貢獻範疇(包括：教育、環境關注、勞工需求、健康、文化及運動)	“Community Investment” 「社區投資」	29
KPI B8.2	Resources contributed (e.g. money or time) to the focus area 在專注範疇所動用資源(包括：金錢及時間)。	“Community Investment” 「社區投資」	29



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