



**CENTURY GINWA RETAIL HOLDINGS LIMITED**  
**世紀金花商業控股有限公司**

*(Incorporated in Bermuda with limited liability)*

*(於百慕達註冊成立之有限公司)*

**(Stock Code 股份代號：162)**

**Century Ginwa Retail Holdings Limited**      世紀金花商業控股有限公司

**Environmental, Social and  
Governance Report**

**環境、社會及  
管治報告**

**For the Year Ended 31 December 2025**      截至2025年12月31日止年度

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## I. ABOUT THIS REPORT

### Overview

The board of directors (the “Board”) of Century Ginwa Retail Holdings Limited (the “Company”) is pleased to present the Environmental, Social and Governance (hereinafter called “ESG”) Report (the “Report”) of the Company and its subsidiaries (collectively as the “Group” or “we”) for the year ended 31 December 2025 (the “Reporting Period”). The Report outlines the policies, sustainability strategies, management approach and initiatives implemented by the Group and the performance of the Group in environmental and social aspects of its business.

### Reporting Scope

The Report covers the Group’s businesses in operating department stores, shopping centers and supermarkets in. During the Reporting Period, there were no significant changes to the scope of reporting.

### Reporting Basis

The Report discloses the required information under the “comply or explain” provisions of the Environmental, Social and Governance Reporting Code as set out in Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEX”). The relevant provisions and details are set out at the end of the ESG Report.

### Reporting Principles

The Group adheres to the following reporting principles as the basis for the preparation of the Report.

#### 1. **Materiality**

The threshold at which ESG issues determined by the Board are sufficiently important to investors and other stakeholders of the Group that they should be reported, details of which are set out in the sections headed “Stakeholders’ Engagement” and “Materiality Assessment” below for more details. Information about climate-related risks and opportunities that could reasonably be expected to affect the cash flows, access to finance or the cost of capital over the short, medium or long term of the Group is disclosed.

## 一、關於本報告

### 概述

世紀金花商業控股有限公司（「本公司」）董事會（「董事會」）欣然發表本公司及其附屬公司（統稱「本集團」或「我們」）截至二零二五年十二月三十一日止年度（「報告期內」）之環境、社會及管治（「ESG」）報告（「本報告」）。本報告概述了本集團在旗下業務之環境及社會範疇所實行的政策、可持續發展策略、管理方針及措施以及本集團在這方面之表現。

### 報告範圍

本報告涵蓋本集團於中國內地經營百貨商場、購物中心及超級市場之業務。於報告期內，本報告範圍沒有重大改變。

### 報告基準

本報告披露載於香港聯合交易所有限公司（「聯交所」）證券上市規則附錄C2的《環境、社會及管治報告守則》之「不遵守就解釋」條文所規定之資料。有關條文及詳情載於ESG報告書的結尾。

### 匯報原則

本集團遵循以下匯報原則，作為編製本報告的基礎。

#### 1. **重要性**

當董事會釐定有關ESG事宜會對本集團的投資者及其他持份者產生重要影響時，本集團就應作出匯報，有關詳細內容已於「持份者參與」及「重要性評估」部分披露。披露合理預期可能影響本集團在短期、中期或長期現金流量、融資渠道或資本成本的氣候相關風險和機遇。

## I. ABOUT THIS REPORT (continued)

### 2. Quantification

The quantified environmental and social key performance indicators (“KPIs”) are disclosed in the Report to give stakeholders of the Group a comprehensive picture of the Group’s ESG performance. The information is accompanied by a narrative, explaining its purposes and impacts.

### 3. Balance

Every effort has been made in the Report to reflect the performance of the Group’s ESG activities impartially and avoid selection, omission or presentation format that might inappropriately influence the decision or judgment of the readers of the Report.

### 4. Consistency

As far as is reasonably practicable, the Group has used consistent methodologies to allow for meaningful comparisons of ESG data over time.

## II. MANAGEMENT OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE

### Board Statement

The Board takes overall responsibility for ESG-related (including climate-related) matters and integrates such matters into the management approaches and strategies of the Group. It guides the management and monitors ESG-related (including climate-related) matters that have been identified as relevant to the Group, and reviews the progress made against ESG-related (including climate-related) goals and targets. For the disclosures about the supervision of the Board over ESG-related (including climate-related) matters, the ESG-related (including climate-related) management policies and strategies and the review progress of the Board made against ESG-related (including climate-related) goals and targets and their relationship with the business of the Group, please refer to other disclosures in the section headed “Management of Environmental, Social and Governance”, which form part of the Board statement.

## 一、關於本報告 (續)

### 2. 量化

本報告中披露經量化的環境及社會關鍵績效指標，讓本集團的持份者全面了解本集團於ESG方面的表現。信息附有敘述，以解釋其目的和影響。

### 3. 平衡

本報告已儘量不偏不倚地反映本集團於ESG方面的各項工作表現，並避免可能會不恰當地影響本報告讀者的決策或判斷的選擇、遺漏或報告格式。

### 4. 一致性

本集團已在合理可行的情況下儘量使用一致的披露統計方法，使ESG數據日後可作有意義的比較。

## 二、環境、社會及管治的管理

### 董事會聲明

董事會全面負責ESG相關(包括氣候相關)事宜，並將該等事宜融入本集團的管理方針及策略內，以指引管理層並監控已識別與本集團ESG相關(包括氣候相關)事宜，並根據ESG相關(包括氣候相關)的目標及指標審閱所取得的進展。有關董事會對ESG相關(包括氣候相關)事宜的監管、ESG相關(包括氣候相關)管理方針及策略，以及董事會按ESG相關(包括氣候相關)目標檢討進度及其與本集團業務相關之披露，請見本「環境、社會及管治的管理」章節的其他披露，該等披露構成董事會聲明的一部分。

## II. MANAGEMENT OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE *(continued)*

### Report of Chairman

The Group is committed to corporate social responsibility and balancing environmental, social and economic benefits. It also aims to balance its business development with the interests of its key stakeholders and operates its business in a sustainable manner. To achieve this vision, the Group has set a sustainability framework that focuses on environmental protection, resource management, employee and community well-being and guides its sustainability efforts to ensure that sustainability elements are integrated into every business process and all business decisions.

Global warming is a major concern of governments worldwide. As a socially responsible corporate, the Group is committed to mitigating its environmental impact and integrating responsible environmental practices into its businesses. Meanwhile, the Group endeavours to foster a sense of environmental stewardship within the Company, with an aim to make joint efforts with employees to build an environment-friendly and resource-saving enterprise.

## 二、環境、社會及管治的管理 (續)

### 主席報告

本集團一直心繫企業社會責任，矢志兼顧環境、社會和經濟效益，以及希望在業務發展與主要持份者的利益之間取得平衡，並以可持續發展的方式經營業務。為實現這一願景，本集團建立了一個可持續發展框架，重點關注環境保護、資源管理、員工和社會福祉，並指引本集團可持續發展工作，以確保可持續發展要素融入各個營運環節和所有業務決策。

全球暖化是世界各國政府關注的主要問題，作為一家具有社會責任感的企業，本集團致力於減輕對環境的影響，並將環保責任的實踐融入其業務中。同時，本集團努力在公司內部樹立環保意識，與員工共同努力構建環境友好型與資源節約型的企業。

## II. MANAGEMENT OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE *(continued)*

### Report of Chairman *(continued)*

During the Reporting Period, heightened economic uncertainties in the globe and China have led to an increased market volatility. In addition, the pace of economic recovery was slower than expected, posing challenges to the business of the Group. In response to these challenges, the Group continues to take proactive steps, including strengthening of its review process on ESG-related (including climate-related) risks and opportunities, adapting to changes caused by the external environment and continuing to promote measures to revitalize the business of the Group. Aside from this, the Group still pays attention to the employee remuneration and benefits, career development opportunities and provides a safe working environment, so that employees can work proactively and enthusiastically, and realize their self-worth in the home of “Century Ginwa”. Besides, the Group keeps the initial aim of embracing corporate social responsibility, actively participates in public welfare undertakings; continues to allocate resources to optimise the equipment and facilities using natural resources and set an example, respond to the environmental protection measures of local governments, and promote various environmental protection activities in shopping malls, shopping centers and supermarkets, so as to contribute positively to the global climate change. At the same time, the Group continues to assess climate risks and study various adaptation methods to help coping with potential challenges. By doing these, we can seize opportunities in the face of crisis during hard time.

## 二、環境、社會及管治的管理 (續)

### 主席報告 (續)

於報告期間，受到全球及中國經濟前景不明朗因素帶來的影響，使市場波動加劇，加上經濟復甦速度比預期緩慢，為本集團業務帶來諸多挑戰。有鑑於此，本集團在當下的商業環境中持續採取積極措施，包括加強ESG相關（包括氣候相關）風險與機會的審查流程，適應外部環境引致的變化，繼續推動本集團業務振興的措施。除此之外，本集團始終關注員工的薪酬福利、職業發展機會，以及提供安全的工作環境，讓員工積極地和熱情地工作，於「世紀金花」這個家實現自我價值。此外，本集團堅守承擔企業社會責任的最初目標，積極參與公益事務，持續投入資源優化使用天然資源的設備與設施，並以身作則，響應地方政府的環保措施，於商場、購物中心及超級市場推廣各類環保活動，為全球氣候帶來正面改變。同時，本集團持續評估氣候風險，研究調適方法，協助應對潛在挑戰，透過這些舉措，我們得以在危機當中把握機遇，共克時艱。

## II. MANAGEMENT OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE *(continued)*

### Report of Chairman *(continued)*

To achieve this vision, the Board has set a number of environmental and social KPIs and taken a top-down approach to disintegrate the KPIs into the functional departments. The Board not only improved the well-being of the employees but also urged the employees to make changes in different areas, such as reducing greenhouse gas emissions and making good use of resources. During the Reporting Period, the Group has made achievements by actively supporting the Group's sustainable development strategies and objectives from the management team and all employees. The relevant scope, progress and achievements relating to the environmental and social KPIs are disclosed in the Report.

The Group aims to become the first group army in the commercial sector in Central and Western China and a respectable retail enterprise. Going forward, the Group serves to enhance its business performance through implementation of sustainable development strategies and to generate more meaningful long-term value for the enterprise and its stakeholders.

## 二、環境、社會及管治的管理 (續)

### 主席報告 (續)

為實現上述願景，董事會設定了一系列環境和社會關鍵績效指標，並採用自上而下的方法將關鍵績效指標分發到各職能部門。董事會不僅改善了員工的福利，而且還敦促本集團員工在減少溫室氣體排放和善用資源等不同領域作出改變。於報告期內，在管理層和全體員工對本集團可持續發展戰略和目標的積極支援下，本集團取得了一定的成績。環境和社會關鍵績效指標的範圍、進展和成果將在本報告中披露。

本集團以躍居中國中西部商業版塊第一集團軍，成為受人尊敬的零售企業為目標，希望透過實踐可持續發展策略，提升業務表現，為企業及持份者創造更多更有意義的長遠價值。

## II. MANAGEMENT OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE (continued)

### Governance Structure

The Board believes that sound ESG strategies can create investment value for the Group and deliver long-term returns to its stakeholders. The establishment of an appropriate governance framework is critical to the successful implementation of the ESG sustainability strategies of the Group. Therefore, the Group establishes ESG Committee with clear duties and responsibilities. ESG Committee is chaired by the Chief Executive Officer of the Group. The committee members include representatives from major departments, including Human Resources and Administration Center, Internal Control & Legal Department, Brand Development Center, Operations Management Center and Engineering Management Center, etc.. The Board sets long-term policies and strategies for all sustainability matters, reviews the implementation status and progress of ESG work annually. The ESG Committee will follow the requirements of laws and regulations; and to conduct business following appropriate best practices; to set ESG-related (including climate-related) targets, policies, procedures and guidelines. In order to promote our Group's business and the long-term sustainable development of the local community of our business locations, we improve our corporate governance, protect the environment, engage our stakeholders and to contribute to the society. We have five ESG Task Forces under the ESG Committee, with keys members from the related departments assisting the ESG Committee to supervise and monitor the progress of various ESG-related (including climate-related) activities, to coordinate in setting up key performance indicators, to regularly assess the effectiveness, and to hold seminars to enhance the staff awareness in environmental protection. The Group also collects the appeal and feedbacks of stakeholders through various channels. For example, customers, suppliers/brands and shareholders can make their recommendations via Operations Management Center, Human Resources and Administration Center/ Brand Development Center, and general meeting of listed companies. The Group also set up suggestion box to collect employees' suggestions which are directly sent to the management. The management implements the relevant suggestions after evaluating the feasibility.

## 二、環境、社會及管治的管理 (續)

### 管治架構

董事會相信完善的ESG策略能增加本集團的投資價值，並為持份者帶來長遠回報。建立適當的管治框架，對本集團成功，實施ESG方面的可持續發展策略至關重要，因此，本集團成立ESG委員會，並制定明確的職責和責任。ESG委員會由本集團行政總裁擔任主席，成員包括本集團各主要部門的代表，分別來自人力行政中心、內控法務部、品牌發展中心、運營管理中心、工程管理中心等。董事會針對所有可持續發展事宜制定長遠方針及策略，ESG委員會會按法例要求和合適的最佳慣例，制定ESG相關（包括氣候相關）的目標、政策、程序及指引，透過提升企業管治、保護環境、促進持份者關係和回饋社會行動，以推動本集團業務和業務所在社區的長遠可持續發展。ESG委員會屬下設五個ESG小組，小組成員來自各有關部門的骨幹，分別負責協助ESG委員會監督各部門推展ESG相關（包括氣候相關）事宜，協助制定關鍵績效指標及定期評估成效，並舉辦講座及組織活動以提升員工對環境保護的意識。本集團還透過多個渠道收集持份者的訴求及建議，例如：客戶可向運營管理中心、供貨商／品牌商可向人力行政中心／品牌發展中心、股東可於上市公司股東大會中提出建議；本集團還設置員工建議箱，收集員工建議，郵件直接發送至管理層，管理層先參考建議的可行性，然後實施有關建議。ESG委員會負責定期向董事局彙報執行情況及提出優化建議。

## II. MANAGEMENT OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE (continued)

### Governance Structure (continued)

The terms of reference, organizational structure, reporting line and members of the ESG Committee are as follows:

**Environmental, Social and Governance Committee**  
**Leader: Chief Executive Officer**  
**(Secretary of the Committee: Company Secretary of the Group)**  
 環境、社會及管治委員會  
 領導：行政總裁  
 (委員會秘書：公司秘書)

**Environmental, Social and Governance Committee Convenor**  
 環境、社會及管治委員會召集人

Community and Shareholders/ Investors Focus Task Force 投資者和社會關注小組 Human Resources and Administration Center and Internal Control & Legal Department 人力行政中心及內控法務部	Employees and Occupational Safety Focus Task Force 員工和職安關注小組 Human Resources and Administration Center and Internal Control & Legal Department 人力行政中心及內控法務部	Suppliers Focus Task Force 供應商關注小組 Human Resources and Administration Center and Brand Development Center 人力行政中心及品牌發展中心	Customers Focus Task Force 客戶關注小組 Operations Management Center 運營管理中心	Environmental Focus Task Force 環境保護關注小組 Human Resources and Administration Center and Engineering Management Center 人力行政中心及工程管理中心
<ul style="list-style-type: none"> <li>To maintain good communication with shareholders and other stakeholders, and to enhance shareholders' value in the long run</li> <li>To care for the community and people in need; to ensure that the interests of the community are considered in conducting business activities</li> <li>與股東和其他持份者保持良好的溝通，提高股東的長遠價值</li> <li>關心社會及有需要人士，確保業務活動會考慮社區的利益</li> </ul>	<ul style="list-style-type: none"> <li>To care for our people, from recruitment, training to developing our employees</li> <li>To maintain good communication and interactions with the management team</li> <li>To give appropriate encouragement and recognition to employees</li> <li>To provide a safe working environment</li> <li>To prevent bribes, extortion, frauds and money laundering</li> <li>關注員工的招聘、培育和發展</li> <li>與管理團隊作良好的溝通和互動</li> <li>對員工給予適當的鼓勵及肯定</li> <li>提供安全的工作環境</li> <li>關注賄賂、勒索、欺詐及洗黑錢的防避</li> </ul>	<ul style="list-style-type: none"> <li>To pay attention to product safety from suppliers</li> <li>To focus on the procurement procedures and the practice in supplier selection</li> <li>To maintain good communication and interactions with suppliers and to build up trust; so as to keep the good reputation, integrity and sustainable development of the Group</li> <li>關注供應商商品安全</li> <li>關注採購程序和聘用供應商的慣例</li> <li>與供應商保持良好的溝通和建立互信，以促進集團的聲譽、誠信和可持續性發展</li> </ul>	<ul style="list-style-type: none"> <li>To concern about the customers' service quality expectations</li> <li>To maintain good communication and interactions with customers and to build up trust; so as to keep the good reputation, integrity and sustainable development of the Group</li> <li>To focus on protecting our customers' rights and interests; and their privacy</li> <li>關注顧客服務質素及期望</li> <li>與顧客保持良好的溝通和建立互信，以促進集團的聲譽、誠信和可持續性發展</li> <li>關注智慧財產權和客戶私隱的保護</li> </ul>	<ul style="list-style-type: none"> <li>To cultivate a corporate culture in promoting energy conservation, to prevent pollution, to reduce emissions and to reduce wastes</li> <li>To pay attention to the environmental protection related policies, measures and effectiveness (including setting up of KPIs and performance evaluation)</li> <li>鼓勵節約能源、防止污染、減少碳排放、保護天然資源和減少浪費的企業文化</li> <li>關注環保政策、措施和成效(包括關鍵績效指標的制定及評估成效)</li> </ul>

## 二、環境、社會及管治的管理 (續)

### 管治架構 (續)

ESG委員會的職權範圍、組織架構、彙報管道及成員如下：

## II. MANAGEMENT OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE (continued)

### Governance Structure (continued)

The Board has appointed an independent consultant to provide advice on the ESG-related (including climate-related) matters and assist in collecting data and information for conducting various analyses and providing improvement recommendations on ESG-related (including climate-related) performance. The Group has also collected the views of key stakeholders on ESG-related (including climate-related) matters during daily operations and conducted a materiality assessment to identify important ESG-related (including climate-related) issues for the Group, details of which are disclosed in the sections headed “Stakeholders’ Engagement” and “Materiality Assessment” below. To effectively lead the ESG-related (including climate-related) process of the Group, the Board monitors the work of all departments to ensure that they work closely together to achieve the sustainable development goals of operational compliance and social responsibility.

### Stakeholders’ Engagement

The Group is committed to maintaining the sustainable development of its business. While achieving both economic and social benefits, we actively shoulder the social responsibilities and uphold the corporate philosophy of “grace for the times and sincerely contributing to the society”, and support environmental protection at the communities where the business operates. The Group maintains a close tie with its stakeholders, including government/regulatory organizations, shareholders/investors, employees, customers, suppliers, community, etc. and strives to balance their opinions and interests through constructive communications in order to determine the directions of its sustainable development. The Group continues to identify, understand, assess and determine its environmental, social and governance risks in response to the needs and expectations of various above-mentioned stakeholders, and ensures that the relevant risk management measures and internal control systems are operating effectively. The following table shows the communication channels, management response to the stakeholders’ expectations and concerns:

## 二、環境、社會及管治的管理 (續)

### 管治架構 (續)

董事會已委聘獨立顧問公司為ESG相關(包括氣候相關)事宜,進行數據和資料收集及分析工作,並就ESG相關(包括氣候相關)績效表現提供改善建議。本集團已收集和分析主要持份者對ESG相關(包括氣候相關)事宜的意見,並進行重要性評估以識別本集團的重要ESG相關(包括氣候相關)議題,有關詳細內容已於下文「持份者參與」及「重要性評估」部分披露。為有效領導本集團的ESG相關(包括氣候相關)進程,董事會持續監察各部門的工作,確保各部門之間緊密合作,共同達至合規營運和肩負社會責任的可持續發展目標。

### 持份者參與

本集團致力維持業務的可持續發展,在取得經濟社會雙重效益的同時,我們積極承擔社會責任,秉承「恩澤惠於時代,摯誠饋於社會」的企業理念,多年來為環保及業務所在的社區提供支持。本集團與政府/監管組織、股東/投資者、員工、客戶、供應商、社區等持份者保持密切聯繫,力求透過建設性交流平衡意見與利益,從而確定本集團的可持續發展方向。本集團持續針對上述各個持份者的需求與期望,進行識別、理解、分析、評估及釐定ESG風險,確保相關風險管理及內部監察系統妥善及有效地運行。有關持份者的期望與要求、溝通渠道及管理層的回應如下表:

## II. MANAGEMENT OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE (continued)

### Stakeholders' Engagement (continued)

Stakeholders 持份者	Expectations and concerns 期望與要求	Communication channels 溝通渠道	Management response 管理層回應
Government/regulatory organizations 政府／監管組織	<ul style="list-style-type: none"> <li>➢ Compliance in applicable laws and regulations</li> <li>➢ Fulfill tax obligation</li> <li>➢ Cooperation</li> </ul>	<ul style="list-style-type: none"> <li>➢ Periodic report/interim announcement</li> <li>➢ Correspondence</li> <li>➢ Field investigation</li> <li>➢ Process business via government website or application</li> <li>➢ 定期報告／臨時公告</li> <li>➢ 往來函件</li> <li>➢ 實地調研</li> <li>➢ 透過政府政務網站或應用程序辦理公務</li> </ul>	<ul style="list-style-type: none"> <li>➢ Uphold integrity and compliance in operations</li> <li>➢ Pay tax on time, and in return contributing to the society</li> <li>➢ Establish comprehensive and effective internal control system</li> <li>➢ Respond to government's policies and to build a harmonious society together</li> <li>➢ 於營運中秉持誠信及合規</li> <li>➢ 按時繳稅以回饋社會</li> <li>➢ 建立全面有效的內部控制體系</li> <li>➢ 回應政府政策共同構建和諧社會</li> </ul>
Shareholders/investors 股東／投資者	<ul style="list-style-type: none"> <li>➢ Return on investment</li> <li>➢ Information transparency</li> <li>➢ Corporate governance system</li> <li>➢ 投資回報</li> <li>➢ 資訊公開透明</li> <li>➢ 經營風險管理</li> </ul>	<ul style="list-style-type: none"> <li>➢ Information disclosed on the HKEX website</li> <li>➢ The Company's official website</li> <li>➢ Annual general meeting and other shareholders' meetings</li> <li>➢ 於本公司及聯交所網站披露之信息</li> <li>➢ 本公司網站</li> <li>➢ 股東大會及其他股東會議</li> </ul>	<ul style="list-style-type: none"> <li>➢ Management possesses relevant experience and professional knowledge in business sustainability</li> <li>➢ Ensure transparent and effective communications by dispatching information on the websites of HKEX and the Company</li> <li>➢ Set up an investor hotline to maintain close and effective communication with the market and investors</li> <li>➢ Continue to improve the internal control system and risk management</li> <li>➢ 管理層具有相關經驗和專業知識，確保業務的可持續性</li> <li>➢ 透過於聯交所及本公司網站定期發放資訊，確保透明度及有效溝通</li> <li>➢ 設置投資者熱線保持與市場及投資者緊密及有效溝通</li> <li>➢ 盡力不斷改善內部監控及風險管理</li> </ul>
Employees 員工	<ul style="list-style-type: none"> <li>➢ Labor rights</li> <li>➢ Career development</li> <li>➢ Compensation and welfare</li> <li>➢ Health and workplace safety</li> <li>➢ Care for employees</li> <li>➢ 勞工權益</li> <li>➢ 事業發展</li> <li>➢ 待遇和福利</li> <li>➢ 健康及安全</li> <li>➢ 關懷員工</li> </ul>	<ul style="list-style-type: none"> <li>➢ Staff activities</li> <li>➢ Employee performance evaluation</li> <li>➢ Induction and on the job training</li> <li>➢ Internal meetings and announcements</li> <li>➢ Contact via email, employees' mail box, phone and communication applications</li> <li>➢ Employees' reasonable recommendation management measures</li> <li>➢ 員工活動</li> <li>➢ 員工績效考核</li> <li>➢ 入職與在職培訓</li> <li>➢ 內部會議及通告</li> <li>➢ 通過電子郵件、員工郵箱、電話及溝通應用程序聯絡</li> <li>➢ 員工合理化建議管理辦法</li> </ul>	<ul style="list-style-type: none"> <li>➢ Set up contractual obligations to protect labor rights</li> <li>➢ Establish a fair, reasonable and competitive remuneration scheme</li> <li>➢ Pay attention to occupational health and safety</li> <li>➢ Organize leisure activities to enhance cohesion</li> <li>➢ 制定合約責任以保護勞工權益</li> <li>➢ 建立公平、合理和具競爭力的薪酬體系</li> <li>➢ 注重職業健康及安全</li> <li>➢ 舉辦員工活動以增強凝聚力</li> </ul>

## 二、環境、社會及管治的管理 (續)

### 持份者參與 (續)

## II. MANAGEMENT OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE (continued)

### Stakeholders' Engagement (continued)

Stakeholders 持份者	Expectations and concerns 期望與要求	Communication channels 溝通渠道	Management response 管理層回應
Brands/Consumers	<ul style="list-style-type: none"> <li>➢ Integrity and contractual obligation</li> <li>➢ High quality products</li> <li>➢ Intimate service and experience</li> <li>➢ Privacy protection</li> </ul>	<ul style="list-style-type: none"> <li>➢ Business visit</li> <li>➢ Through Brand Development Center/Operations Management Center</li> <li>➢ Contact via email and phone call</li> <li>➢ Customer satisfaction survey and customer comment cards</li> <li>➢ Advertising media</li> </ul>	<ul style="list-style-type: none"> <li>➢ Ensure proper contractual obligations are in place</li> <li>➢ Actively communicate with the brands to set a reasonable payment settlement schedule, to reach mutual agreement with partners and gain confidence from brands, and to create favorable condition for the company and stakeholders working together</li> <li>➢ Continuously introduce quality brands and enhance service quality to satisfy customers; and focus on shop positioning so as to make each store have its own characteristics and to reduce competition among shops having the same brands, and to achieve virtuous cycle of differentiated operations</li> <li>➢ Establish uniform labels and set prices for products, and strive to eliminate fake and inferior products to protect consumers' rights and interests</li> <li>➢ Establish communication channels through interviews, phone surveys, hotline and complaint mailboxes</li> <li>➢ Organize customer satisfaction survey to improve service quality</li> <li>➢ Develop a comprehensive members' information confidentiality mechanism and carry out regular information system maintenance</li> </ul>
品牌商／消費者	<ul style="list-style-type: none"> <li>➢ 誠信履約</li> <li>➢ 高品質商品</li> <li>➢ 貼心服務與體驗</li> <li>➢ 保護私隱</li> </ul>	<ul style="list-style-type: none"> <li>➢ 商務拜訪</li> <li>➢ 品牌發展中心／運營管理中心</li> <li>➢ 通過電子郵件及電話聯絡</li> <li>➢ 客戶滿意度調查及顧客意見卡</li> <li>➢ 媒體宣傳廣告</li> </ul>	<ul style="list-style-type: none"> <li>➢ 確保履行合約責任</li> <li>➢ 積極與品牌商溝通，合理地安排還款期限，與各類合作方取得共識，樹立品牌商的信心，營造各利益方與公司協同共進的良好局面</li> <li>➢ 持續引入優質品牌與提升服務質素以滿足客戶，同時實施「一店一策」規劃理念，真正使各門店各具特色，減少門店共有品牌的競爭，實現差異化經營的良性循環</li> <li>➢ 為商品設立統一標識、訂明價格，極力杜絕假冒偽劣商品，以保障消費者權益</li> <li>➢ 通過面談、電話回訪、設置熱線電話及投訴信箱等建立良好的溝通渠道</li> <li>➢ 進行客戶滿意度調查工作以改善服務質素</li> <li>➢ 制定全面的會員資料保密機制及定期維護信息系統</li> </ul>

## 二、環境、社會及管治的管理 (續)

### 持份者參與 (續)

## II. MANAGEMENT OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE (continued)

### Stakeholders' Engagement (continued)

Stakeholders 持份者	Expectations and concerns 期望與要求	Communication channels 溝通渠道	Management response 管理層回應
Suppliers	<ul style="list-style-type: none"> <li>➢ Stable demand</li> <li>➢ Fair and open tender</li> <li>➢ Corporate reputation</li> </ul>	<ul style="list-style-type: none"> <li>➢ Business visit</li> <li>➢ Contact via email and phone call</li> <li>➢ Through Procurement Center/ Brand Development Center</li> </ul>	<ul style="list-style-type: none"> <li>➢ Ensure proper contractual obligations are in place</li> <li>➢ Establish policy and procedures in supply chain management</li> <li>➢ Establish and maintain strong and long-term relationship with suppliers, to build up confidence of suppliers, and to create a good situation in which all interested parties and the company work together</li> <li>➢ Strengthen the procurement management system continuously and brand business system</li> </ul>
供應商	<ul style="list-style-type: none"> <li>➢ 需求穩定</li> <li>➢ 公平及公開招標</li> <li>➢ 企業信譽</li> </ul>	<ul style="list-style-type: none"> <li>➢ 商務拜訪</li> <li>➢ 通過電子郵件及電話聯絡</li> <li>➢ 採購中心／品牌發展中心</li> </ul>	<ul style="list-style-type: none"> <li>➢ 確保履行合約責任</li> <li>➢ 制定供應鏈管理的政策和程序</li> <li>➢ 保持強大與長期的合作關係，建立供應商的信心，營造各利益方與公司協同共進的良好局面</li> <li>➢ 持續加強採購管理制度及品牌招商制度</li> </ul>
Community	<ul style="list-style-type: none"> <li>➢ Environmental protection</li> <li>➢ Reduce waste generation</li> <li>➢ Community contribution</li> <li>➢ Economic development</li> </ul>	<ul style="list-style-type: none"> <li>➢ The Company's official website and information publicity website of government department</li> <li>➢ Community activities</li> <li>➢ Promotional activities</li> <li>➢ Publicity booths and posters</li> </ul>	<ul style="list-style-type: none"> <li>➢ Pay attention to climate change</li> <li>➢ Continuously invest resources in environmental protection</li> <li>➢ Actively promote the sorting of garbage</li> <li>➢ Encourage employees to actively participate in charitable activities and voluntary services</li> <li>➢ Maintain good and stable financial performance and business growth</li> <li>➢ Respond to government's appeal of stimulating business growth so as to drive the economic development of the community</li> </ul>
社區	<ul style="list-style-type: none"> <li>➢ 環境保護</li> <li>➢ 減少廢棄物的產生</li> <li>➢ 社區參與</li> <li>➢ 經濟發展</li> </ul>	<ul style="list-style-type: none"> <li>➢ 本公司網站及政府部門信息公示網站</li> <li>➢ 社區活動</li> <li>➢ 促銷活動</li> <li>➢ 宣傳攤位及海報</li> </ul>	<ul style="list-style-type: none"> <li>➢ 關注氣候變化</li> <li>➢ 持續於環境保護方面投入資源</li> <li>➢ 積極宣傳垃圾分類的工作</li> <li>➢ 鼓勵員工積極參與慈善活動和志願服務</li> <li>➢ 確保良好的財務業績和業務增長</li> <li>➢ 響應政府呼籲，刺激各營運地點消費，帶動社區的經濟發展</li> </ul>

## 二、環境、社會及管治的管理 (續)

### 持份者參與 (續)

## II. MANAGEMENT OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE (continued)

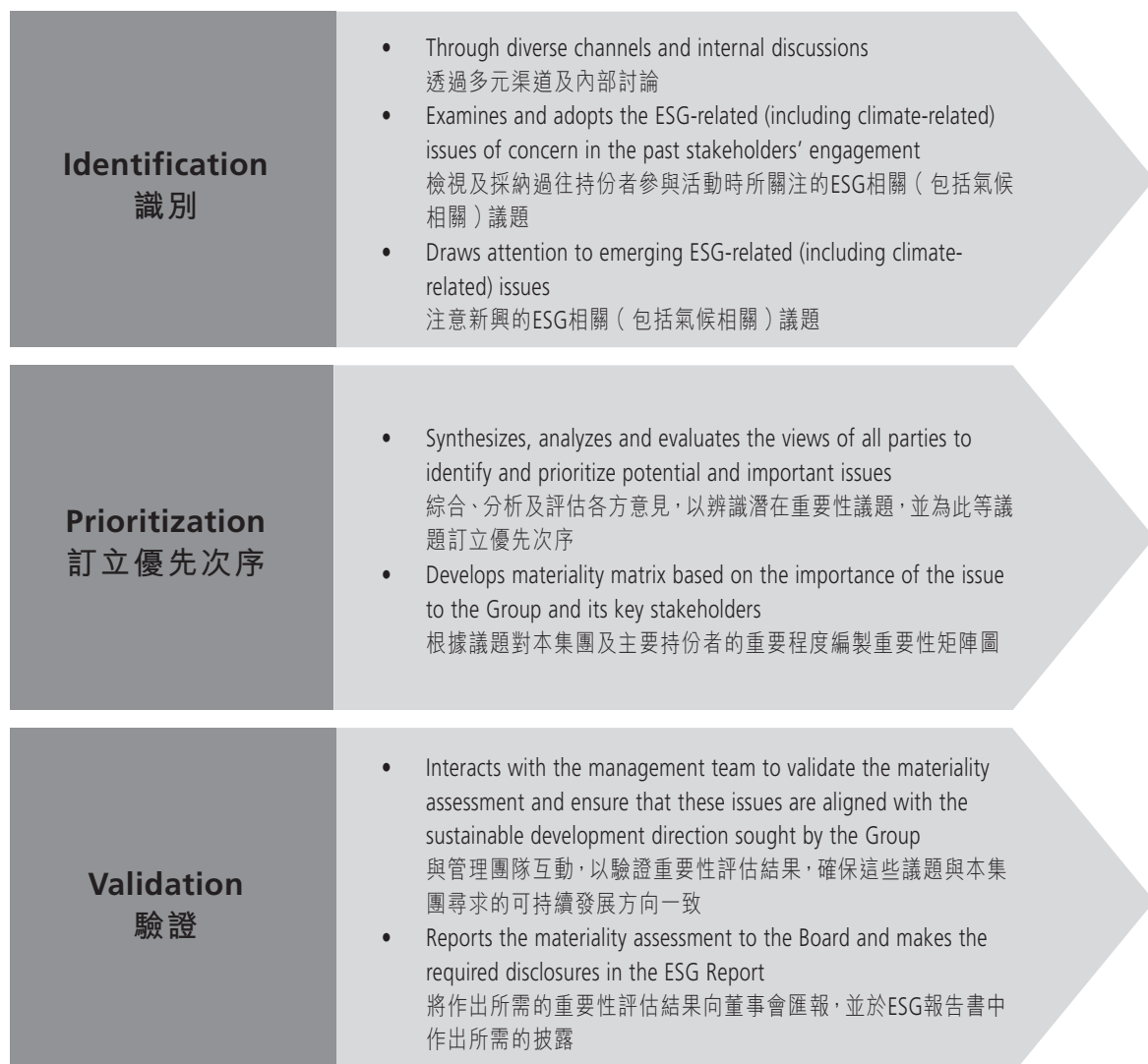
### Materiality Assessment

During the Reporting Period, the Group held discussions with the management and conducted materiality assessment through various channels to identify ESG-related (including climate-related) issues in which both the Group and its key stakeholders are interested and assessed the level of concern as viewed by them so as to select the relatively important ESG issues. For the materiality assessment, the Group has adopted the following three processes:

## 二、環境、社會及管治的管理 (續)

### 重要性評估

於報告期內，本集團與管理層進行討論及透過不同渠道，進行重要性評估，列出主要持份者與本集團所關心的ESG相關（包括氣候相關）項目，再評估雙方對各項目的重視程度，從而選擇出相對重要的ESG議題。對於重要性評估，本集團已採取以下三個流程：



## II. MANAGEMENT OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE (continued)

### Materiality Assessment (continued)

Materiality assessment helps the Group to ensure its business objectives and development direction are in line with the expectations and requirements of its stakeholders. The matters of concern of the Group and shareholders are presented in the following materiality matrix:

## 二、環境、社會及管治的管理 (續)

### 重要性評估 (續)

重要性評估有助本集團確保業務發展能夠滿足持份者的期望與要求。本集團和持份者所關心的事項均列載於以下的重要性矩陣圖內：

		Materiality Matrix 重要性矩陣		
Importance to Stakeholders 對持份者的重要性		High 極	Medium 中	Low 低
		Low 低	Medium 中	High 高
Importance to Stakeholders 對持份者的重要性	High 極	<ul style="list-style-type: none"> <li>◆ Anti-discrimination</li> <li>◆ Labor rights protection</li> </ul> <ul style="list-style-type: none"> <li>◆ 反歧視</li> <li>◆ 保障人權</li> </ul>	<ul style="list-style-type: none"> <li>◆ Talent management</li> <li>◆ Staff training and promotion</li> <li>◆ Staff compensation and welfare</li> </ul> <ul style="list-style-type: none"> <li>◆ 人才管理</li> <li>◆ 員工培訓與晉升</li> <li>◆ 員工報酬與福利</li> </ul>	<ul style="list-style-type: none"> <li>➢ Customers' satisfaction</li> <li>➢ Product and service quality</li> <li>➢ Anti-corruption</li> <li>➢ Stimulation of consumption</li> <li>➢ Protection of the people's livelihoods</li> <li>➢ Market volatility</li> <li>➢ 客戶滿意度</li> <li>➢ 商品與服務質量</li> <li>➢ 反貪污</li> <li>➢ 刺激消費</li> <li>➢ 民生保障</li> <li>➢ 市場波動</li> </ul>
	Medium 中		<ul style="list-style-type: none"> <li>◇ Greenhouse gas emissions</li> <li>◇ Energy consumption</li> <li>◆ Occupational health and safety</li> <li>➢ Community involvement</li> <li>➢ Intellectual property rights</li> <li>◇ 溫室氣體排放</li> <li>◇ 能源使用</li> <li>◆ 職業健康與安全</li> <li>➢ 社會參與</li> <li>➢ 知識產權</li> </ul>	<ul style="list-style-type: none"> <li>➢ Operational compliance</li> <li>➢ Customers' privacy measures and protection</li> <li>➢ Suppliers management</li> <li>➢ 營運合規</li> <li>➢ 保護客戶隱私</li> <li>➢ 供應商管理</li> </ul>
	Low 低	<ul style="list-style-type: none"> <li>◆ Preventive measures for child and forced labor</li> <li>◇ Exhaust air emission</li> <li>◇ Sewage discharge</li> <li>◇ Generation of non-hazardous wastes</li> <li>◆ 預防童工及強制勞工的措施</li> <li>◇ 廢氣排放</li> <li>◇ 廢水排放</li> <li>◇ 無害廢棄物排放</li> </ul>	<ul style="list-style-type: none"> <li>◇ Water resources utilization</li> <li>◇ 水資源使用</li> </ul>	
		Low 低	Medium 中	High 高
		Importance to the Group 對本集團的重要性		

◇ Environmental  
◇ 環境方面

◆ Employee  
◆ 員工方面

➢ Operation  
➢ 營運方面

### III. ENVIRONMENTAL PROTECTION

The Group strictly complies with the laws and regulations on environmental protection at operating locations, including the “Law of the People’s Republic of China on Environmental Protection”, the “Law of the People’s Republic of China on the Prevention and Control of Water Pollution”, the “Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste”, the “Law of the People’s Republic of China on the Prevention and Control of Environmental Noise Pollution”, the “Energy Conservation Law of the People’s Republic of China” of Chinese Mainland and the applicable laws and regulations of the provincial and municipal bureau in ecology and environment. The Group always paid great attention to energy conservation, emission reduction and environmental protection, and adheres to the management philosophy of sustainable development to achieve green operation and balanced development; in response to the global environmental protection trends, the Group implements energy conservation and environmental protection measures to mitigate the environmental risks and negative impacts from the Group’s business activities. The ESG Committee plays a critical decision-making role on various measures, including environmental protection, customers’ service, supply chain, employees’ and investors’ concerns, and gradually enhances the Group’s sustainability performance. Besides, we strictly adhere to the applicable environmental laws and regulations and support the government in various actions to protect the environment, and hopes to fulfill the expectations and concerns of both the Group and its stakeholders in business development and environmental protection.

In order to implement the Group’s environmental protection policy effectively, we have set up Property Safety and Security Department at each mall for monitoring the daily environmental and resources conservation management work within the mall and office areas; and demand our employees to strictly follow the Group’s internal guidelines to collect, classify, store and dispose of wastes; hope to reduce waste and to avoid resources wastage through various measures. Please refer to the details in the “Management of Emissions” and “Management of Resources Utilization” sections below.

### 三、環境保護

本集團嚴格遵守營運地點的環境保護的法律法規，包括中國內地的《中華人民共和國環境保護法》、《中華人民共和國水污染防治法》、《中華人民共和國固體廢物污染環境防治法》、《中華人民共和國環境噪聲污染防治法》、《中華人民共和國節約能源法》及有關省市生態環境局的法律法規。本集團長期以來非常注重節能減排及綠色環保，秉持著可持續發展的管理理念，實現綠色經營及均衡發展，並因應全球的環保趨勢，開展各項節能環保措施，將本集團對環境所帶來的風險及影響降至最低。ESG委員會於各項措施中擔當重要的決策角色，從環境保護、客戶服務、供應鏈、員工及投資者等多個層面考慮，逐步提升本集團可持續發展的表現。此外，我們一直嚴格遵循與本集團業務有關的環保法律法規，支持及響應政府各項的環保行動，希望在保護環境的同時，能夠滿足持份者對本集團業務發展的期望與要求。

為了有效地實施本集團的環境保護政策，我們於各商場中設立物業安保部門，負責監督商場及辦公室範圍內的日常環境與節約使用資源的管理工作；嚴格規定員工需按照本集團的內部指引，收集、分類、存放及處置各類廢物；希望藉著不同措施以減少產生污染物及避免浪費資源。有關措施將於下文「排放物的管理」及「資源使用管理」部分詳細描述。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 1. Management of Emissions

The Group integrates green operation into our development strategies to monitor and manage various environmental factors and their impacts on the environment, with an aim to build a strong environmental management system. The Group's economic and trading business does not involve any production activities, and its environmental impacts mainly comes from use of natural resources, generation of solid wastes (Please refer to the "Management of Disposal of Solid Waste" section below for details) and discharge of domestic wastewater from office, shopping mall and supermarket operations, and never produced any solid or liquid hazardous wastes. The use of natural resources (including gasoline, diesel, natural gas and electricity) will produce air pollutants and greenhouse gases (Please refer to the "Management of Resource Utilization" section below for details); and domestic wastewater is discharged to the local wastewater treatment plant through the urban wastewater pipeline.

#### **Management of Disposal of Solid Wastes**

The solid waste generated by the Group can be divided into two types, recyclable and non-recyclable, which mainly include the waste paper, waste plastic, kitchen waste and domestic garbage. In order to reduce waste production and the negative impacts on the environment, we encourage the shops to use bio-degradable plastic bags and packaging paper, and strictly implement the plastic bag levy system; we donate slow-moving consumable goods to the people in need; encourage employees to take food at right portions and reduce food waste; post environmental slogans in the malls and organize activities in the theme of environmental protection so as to enhance the public awareness in saving the environment.

### 三、環境保護 (續)

#### 1. 排放物的管理

本集團將綠色經營納入我們的發展策略當中，監察及管理各環境要素及它們為環境帶來的影響，期望構建一個強大的環境管理體系。本集團的商貿業務並沒有涉及任何生產活動，對環境的影響主要來自辦公室、商場、購物中心及超級市場營運中使用天然資源、產生固體廢物（詳細資料請參考下文「固體廢物處置管理」部分）及排放生活污水；當中並沒有涉及產生任何有害固體或液體排放物。使用天然資源（包括汽油、柴油、天然氣及電力）會產生空氣污染物及溫室氣體（詳細資料請參考下文「資源使用的管理」部分）；而生活污水通過城市排污管網，排放至當地污水處理廠。

#### **固體廢物處置管理**

本集團所產生的固體廢物可分為可回收和不可回收兩類，主要有廢紙、廢塑料、廚餘及生活垃圾等。為減少廢物及對環境的負面影響，我們鼓勵品牌商使用可自然分解的塑膠袋、包裝紙，嚴格執行使用塑膠購物袋徵費制度；將滯銷產品轉贈有需要的基層人士；鼓勵員工用膳時按需取量以減少廚餘；在商場張貼不同的環保標語，舉辦以環保為主題的活動，以增強大眾的環保意識。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 1. Management of Emissions (continued)

##### **Management of Disposal of Solid Wastes** (continued)

The Group always advocates the belief in green environmental protection, actively promotes wastes classification and resources recycling for relieving the pressure on the environment and to spread messages on important measures for improving the living environment, continue to instill knowledge of wastes classification to employees and customers and to explain how people's behaviors have been damaging the environment and facilities and to illustrate the correct way of implementation. The Group has set up recycle bin for hazardous wastes, kitchen wastes, recyclable wastes and non-recyclable wastes and to share wastes recycling knowledge at promotion booths inside shopping malls; so as to actively promote the knowledge on wastes recycling and classification, and to advocate "mixed wastes is garbage and classification turns wastes into resources", hope to raise the proportion of the recyclable wastes; and at the same time, assist the local government to promote wastes classification; and to cultivate people's habit to live a "low-carbon" life; and produce less wastes.

For the wastes generated from equipment repairs and maintenance inside the shopping malls and supermarkets, and the construction wastes produced by shops when they move in or undergo renovation, we follow the local urban waste disposal management requirements to arrange wastes collection by construction companies or the local government sanitation department; and illegal dumping of waste is forbidden. The Group implemented the relevant measures relating to the production, disposal and reduction of domestic wastes and organized environmental protection trainings at appropriate times to enhance employees' awareness of environmental protection. With the active support of our employees, the Group's environmental management system has been enhanced progressively, and will continuously optimize various re-use and wastes reduction measures. The Group focuses not only on its own business operations, but also actively promotes the global sustainable development trend.

### 三、環境保護 (續)

#### 1. 排放物的管理 (續)

##### **固體廢物處置管理 (續)**

本集團一直倡導綠色環保理念，積極宣傳垃圾分類與資源回收，緩解對環境構成壓力，改善生活環境等重要舉措的訊息，持續向員工及顧客灌輸垃圾分類知識，對他們損壞環境設施的行為進行勸導及告知他們正確使用的方法。本集團的商場內設置有害垃圾、廚餘垃圾、可回收垃圾及不可回收垃圾的回收箱，擺放垃圾回收知識的宣傳攤位，積極向客戶推廣垃圾分類知識，提倡「混裝是垃圾，分類是資源」的概念，希望在增加可回收利用垃圾的回收率之餘，亦能協助當地政府推廣垃圾分類，培養市民「低碳」生活的習慣，從而減少廢物的產生。

對於商場、購物中心及超級市場內維修保養設備及品牌商進駐或裝修時所產生的工程垃圾，我們按照當地城市管理的相關廢物處置規定，統一交由工程公司或當地政府環衛部門進行收集及處置，絕不非法傾倒任何廢物。本集團推行有關生活垃圾產生、處置及減廢的措施；並適時舉辦環境保護的培訓，增強員工對環保的意識。有賴員工的積極支持，本集團的環境管理體系已逐漸完善，並將繼續優化各項廢物再利用與減廢措施，本集團旨在於營運的同時，亦能積極推動全球可持續發展的大趨勢中。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 1. Management of Emissions (continued)

##### **Management of Disposal of Solid Wastes** (continued)

During the Reporting Period, the Group generated approximately 2,352.65 tonnes of non-hazardous solid waste, representing a slight decrease of 78.49 tonnes or 3.23% as compared with the previous year. The Group set a target at the beginning of the Reporting Period to reduce the generation of non-hazardous solid waste by 3% as compared with the previous year which is aligned with the result. The Group has achieved the targets set for the current year. Please refer to the "Summary of Environmental Data and Performance" section below for the relevant data.

##### **Compliance**

During the Reporting Period, the Group strictly abides by the environmental laws and regulations of the State and local ecology and environmental bureaus, and the Group did not involve in any confirmed violations or non-compliance incident relating to emissions that had a significant impact on the Group.

### 三、環境保護 (續)

#### 1. 排放物的管理 (續)

##### **固體廢物處置管理 (續)**

於報告期內，本集團產生無害固體廢物約2,352.65噸，較上年度輕微減少約78.49噸或3.23%。本集團於報告期初訂立目標，與上年度比較，將本年度的無害固體廢物產生量密度增加3%。並符合預期。有關數據請參閱下表及下文「環境數據表現摘要」一節。

##### **合規性**

於報告期內，本集團嚴格遵守國家及當地環境生態局的環境法律法規，沒有涉及任何與排放相關並對本集團有重大影響的已確認違法、違規事件。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 2. Management of Resources Utilization

The Group has been strictly complied with the “Regulations on Energy Conservation in Shaanxi Province”, the “Regulations on Energy Conservation in Public Authority” and the applicable energy-saving policies and requirements of each city, carried out the energy-saving and emission-reduction projects on shopping centers, continuously enhanced the projects by adopting various measures to conform with the national environmental protection policy of energy-saving and emission-reduction. The Group clearly understands the use of resources not only increased the operating costs, but also has impact on the environment. Therefore, the Group strictly monitors and manages ESG data. In order to operate as a conservation-oriented enterprise, green management is implemented throughout the Group to correct our wasteful behavior in daily work and living. Besides, we have also established “Employees’ Suggestion Rationalization Management Measures” to provide direct communication channel between employees and the management in order to advocate employees to participate in operation management. We hope that employees can raise up different effective recommendations relating to their familiar working environment and to formulate efficient energy-saving and emission-reduction policy, further promote and implement measures in energy-saving, emission-reduction and efficient use of resources, thereby reducing operating costs, creating publicity and atmosphere of energy-saving and emission-reduction in the working environment, and minimizing the Group’s negative impact on the environment.

### 三、環境保護（續）

#### 2. 資源使用的管理

本集團一直嚴格遵守《陝西省節約能源條例》、《公共機構節能條例》，以及各市相關節能的政策與要求，開展針對各購物中心重點的節能減排方案，實施多方面措施及持續優化專案，以配合國家對節能降耗與減排方面的環境政策。本集團清楚了解資源消耗除了會增加營運成本外，亦會對環境造成影響，因此本集團實行嚴格的ESG資料監控與管理，為了建設節約型企業，於本集團上下推行綠色管理，以糾正日常工作與生活中的浪費行為。此外，我們還制定《員工合理化建議管理辦法》，建立一個讓員工與管理層直接溝通的渠道，倡導全員參與營運管理，希望員工能於熟悉的工作環境，提出各種有效的建議，以制定高效的節能減排政策，進一步推廣節能減耗與有效利用資源的工作，藉此降低營業成本，營造節能減耗的工作環境和宣傳氛圍，將本集團對環境的不良影響降至最低。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 2. Management of Resources Utilization (continued)

##### **Management of Diesel, Gasoline and Natural Gas Consumption**

Diesel and gasoline fuel-based vehicles are mainly used for guest pick-up, business trips and materials transportation. We analyze the monthly fuel consumption data to regulate our employees on the usage of vehicles. If abnormalities are found, the vehicle administrators are required to provide explanation. Drivers must plan the routes before using the vehicles and use the shortest route and the fastest way to reach the destination. We also require the driver to stop the engine to prevent engines idling; conduct regular repairs and maintenance to reduce extra fuel consumption and waste gas emissions due to part failure. Besides, we also promote and publicize the “low carbon travel” emission-reduction measures, encourage employees to use public transportations or the shared bikes within the urban area to reduce use of vehicles, thereby reducing emissions and greenhouse gas. We hope the employees could deliver the message of “Living Green” to their family and friends; and to motivate more people to build an ecological civilization together.

### 三、環境保護 (續)

#### 2. 資源使用的管理 (續)

##### **柴油、汽油及天然氣使用的管理**

柴油與汽油主要用於接送客人、業務出差及運送物料的車輛。我們透過分析各車輛每月的用油數據，以規範員工使用汽車狀況，如發現不正常使用的情況，車輛管理人需提供解釋。司機用車前必須預先規劃路線，以最短及最快捷路線到達目的地；我們還要求司機停車熄火防止引擎空轉；定期保養維修車輛，減少因零件故障而額外消耗及產生不必要的燃油及廢氣。此外，我們亦推廣宣傳「低碳出行」的減排措施，鼓勵員工使用公共交通工具或市內的共享單車作為代步工具，減少使用汽車的次數，從而減少廢氣及溫室氣體的產生。我們希望員工向他們的朋友及親屬傳遞「綠色生活方式」的理念，讓更多人行動起來，共同建設生態文明。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 2. Management of Resources Utilization (continued)

##### **Management of Diesel, Gasoline and Natural Gas Consumption** (continued)

The drop in the sales of supermarkets during the year resulted in less delivery services. In addition, supermarkets gradually switched to third party delivery companies. Therefore, the consumption of diesel of the Group during the Reporting Period decreased by approximately 1,431.35 liters or 53.98% as compared with the previous year, with a total of approximately 1,220.04 liters of diesel consumed. In order to reduce costs and carbon emissions, the frequency of vehicles for business reception was reduced during the year. Therefore, the consumption of gasoline of the Group during the Reporting Period decreased by approximately 2,226.42 liters or 48.63% as compared with the previous year, with a total of 2,352.15 liters of gasoline consumed. The Group set targets at the beginning of the Reporting Period to reduce the consumption intensity for diesel and gasoline by 45% as compared with the previous year, and this year's targets have been achieved. Please refer to the below table and the "Summary of Environmental Data and Performance" section below for the relevant data.

Natural gas is mainly used in heating. We stipulate that the heating system could only be used when temperature fell below certain degree so as to avoid over-usage or waste of natural gas due to the use of heating system under inappropriate temperature. During the Reporting Period, the Group consumed approximately 28,519.00 cubic meters ("m<sup>3</sup>") of natural gas, representing a decrease of approximately 8,489.00 m<sup>3</sup> or 22.94% as compared with the previous year. The Group set a target at the beginning of the Reporting Period to reduce the consumption intensity<sup>1</sup> for natural gas by 20% as compared with the previous year, and this year's target has been achieved. Please refer to the below table and the "Summary of Environmental Data and Performance" section below for the relevant data.

### 三、環境保護 (續)

#### 2. 資源使用的管理 (續)

##### 柴油、汽油及天然氣使用的管理 (續)

超級市場銷售量減少，配送服務次數因而減少，加上超級市場逐漸改用第三方配送公司進行配送，以致本集團於報告期內的柴油使用量較上年度減少約1,431.35公升或53.98%，共使用柴油約1,220.04公升。為了降低成本及減少碳排放，本年度的商務接待用車減少，以致本集團於報告期內的汽油使用量較上年度減少約2,226.42公升或48.63%，共使用汽油約2,352.15公升。本集團於報告期初訂立目標，與上年度比較，將本年度的柴油及汽油用量密度均減少45%，並已於本年度達成目標。有關數據請參閱下表及下文「環境數據表現摘要」一節。

天然氣主要用於供暖，供暖系統需在規定溫度之下才可開啟，以避免在不適當的溫度開啟供暖系統而消耗過量或浪費天然氣。於報告期內，本集團使用天然氣約28,519.00立方米，較上年度減少約8,489.00立方米或22.94%。本集團於報告期初訂立目標，與上年度比較，將本年度的天然氣使用量密度1減少20%，並已於本年度達成目標。有關數據請參閱下表及下文「環境數據表現摘要」一節。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 2. Management of Resources Utilization (continued)

##### Management of Diesel, Gasoline and Natural Gas Consumption (continued)

During the Reporting Period, the Group's use of energy and Scope 1 greenhouse gas emitted are as follows:

	2025 2025年度	CO <sub>2</sub> equivalent emissions (Tonnes) 二氧化碳 當量排放量 (噸)	2024 2024年度	CO <sub>2</sub> equivalent emissions (Tonnes) 二氧化碳 當量排放量 (噸)
Consumption 使用量			Consumption 使用量	
<b>Direct Use of Energy:</b> 直接使用能源：				
Diesel 柴油	1,220.04 Liters 公升	3.38	2,651.39 Liters 公升	7.35
Gasoline 汽油	2,352.15 Liters 公升	6.37	4,578.57 Liters 公升	12.40
Natural Gas 天然氣	28,519.00 m <sup>3</sup> 立方米	52.23	37,008.00 m <sup>3</sup> 立方米	67.78
<b>Greenhouse Gas Emission</b> 溫室氣體排放總量		<b>61.98</b>		87.53
<b>Greenhouse Gas Emission Intensity</b> <sup>2</sup> 溫室氣體排放量密度 <sup>2</sup>		<b>0.22</b>		0.30

Notes:

- Natural gas is only used in one of the shops of the supermarket at Xianyang. The consumption intensity for natural gas referred here is calculated based on the floor area of this shop of the supermarket at Xianyang instead of the total floor area of the Group.
- The Group's greenhouse gas emission intensity is calculated based on 0.001 square meters (m<sup>2</sup>) of the floor area of the shopping malls and offices. During the Reporting Period, there was no significant expansion in the shopping malls, supermarkets and offices nor relocation or demolition project related to the business.

### 三、環境保護 (續)

#### 2. 資源使用的管理 (續)

##### 柴油、汽油及天然氣使用的管理 (續)

於報告期內，本集團使用能源及所排放的範圍一溫室氣體的情況如下表：

	2025 2025年度	CO <sub>2</sub> equivalent emissions (Tonnes) 二氧化碳 當量排放量 (噸)	2024 2024年度	CO <sub>2</sub> equivalent emissions (Tonnes) 二氧化碳 當量排放量 (噸)
Consumption 使用量			Consumption 使用量	
<b>Direct Use of Energy:</b> 直接使用能源：				
Diesel 柴油	1,220.04 Liters 公升	3.38	2,651.39 Liters 公升	7.35
Gasoline 汽油	2,352.15 Liters 公升	6.37	4,578.57 Liters 公升	12.40
Natural Gas 天然氣	28,519.00 m <sup>3</sup> 立方米	52.23	37,008.00 m <sup>3</sup> 立方米	67.78
<b>Greenhouse Gas Emission</b> 溫室氣體排放總量		<b>61.98</b>		87.53
<b>Greenhouse Gas Emission Intensity</b> <sup>2</sup> 溫室氣體排放量密度 <sup>2</sup>		<b>0.22</b>		0.30

附註：

- 天然氣只用於咸陽超級市場的其中一間分店，在此所指的天然氣使用量密度是按照此咸陽超級市場分店的建築面積進行計算，而非本集團的總建築面積進行計算。
- 本集團溫室氣體的排放量密度是按商場及辦公室的建築面積的0.001平方米進行計算，而於報告期內與業務相關的商場、購物中心、超級市場及辦公室沒有進行重大擴建或遷拆工程。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 2. Management of Resources Utilization (continued)

##### **Management of Electricity Consumption**

The Group has always concerned about the impact of its business operations on the environment. However, due to the nature of our business, high demand of electricity consumption in shopping malls, mainly used in lighting and air-conditioning. In order to balance the energy-saving and emission-reduction target and satisfying the customers' needs, we strengthen the management of electricity use within malls and the publicizing effort of energy-saving and emission-reduction in various aspects. We hope to maximize the efficiency in electricity use, and at the same time, build up habit in energy conservation in our business environment.

### 三、環境保護 (續)

#### 2. 資源使用的管理 (續)

##### **電力使用的管理**

本集團一直關注業務營運為環境帶來的影響，但基於業務性質，商場對電力的需求量很大，主要是用於照明及空調系統當中。為了能平衡節能減排工作與滿足消費者的需求，我們從多方面著手以加強商場電力使用的管理及節能減排的宣傳工作，希望在充分發揮電力的效能時，亦於經營環境中樹立節約思想。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 2. Management of Resources Utilization (continued)

##### **Management of Electricity Consumption** (continued)

For the management of lighting system, Property Safety and Security Department strictly controls the electricity consumption during renovation of new brands and the existing brands, controls the use of high-energy lighting, and at the same time, recommend the use of LED energy-saving lighting. The brands have to control their electricity load, and turn off the lights when there is no one in the shops. We conduct detailed inspection and acceptance procedures on different aspects, such as industrial art, fire prevention, safety, design, resources and energy consumption when the renovation is completed. These measures can effectively control the energy consumption of the brands in future operation. For the electricity management of existing brands and the public areas of the malls, other than continue to request the brands to use LED energy-saving lighting, we also adopt various electricity conservation measures, for example, we only switch on the monitoring lights and emergency lights during non-business hours; the brands must apply in writing and pay the extra electricity charges if they demand additional electricity during non-business hours. We will not provide additional electricity if the brands or external units did not submit the application and pay the extra electricity charges. We implement regional lighting arrangements, and turn off unnecessary lights in some areas, adjust the running time of the escalator to avoid unnecessary wastage, thereby reducing the electricity consumption from lighting in the malls. Apart from electricity use for lighting, supermarkets need to store a variety of fresh food and goods in 24-hour freezer facilities for preservation purposes. These facilities consume huge amounts of electricity, so we take various measures to reduce electricity consumption. For example, we carry out targeted maintenance and repairs for the equipment; plan to carry out innovative and intelligent management of the equipment so that the equipment can adjust its temperature automatically according to the detected temperature and the product type, and to switch intelligently its operation mode (such as sleep mode at night); provide alert or signal in case of equipment failure so that the responsible departments can carry out repairs as soon as possible and to reduce the failure rate of the equipment.

### 三、環境保護 (續)

#### 2. 資源使用的管理 (續)

##### **電力使用的管理 (續)**

在照明系統管理方面，物業安保部門嚴格控制新進品牌裝修時及原有品牌重新裝修時的用電量，控制高能耗燈具的使用，同時建議使用節能的LED燈，品牌商必須自我管控其用電負荷，無人時關掉商舖內的電燈；工程竣工時會對工藝、消防、安全、設計、資源及能源消耗方面進行詳細的驗收流程，該等措施能有效地控制品牌商日後營運時的能源消耗。對於現有品牌商及商場公共區域的電力管理，我們除了繼續要求品牌商更換LED節能燈具外，亦採取了多項節電措施，例如：我們於非營業時間內僅開啟最低監控照明及應急照明；如品牌商於非營業時間內需要額外送電，品牌商必須以書面申請並同時繳納有關電費，商場的管理人員才會安排送電；對於沒有申請、沒有繳費的品牌商及外來單位，我們一律不予送電；我們實施區域性照明安排，關掉部分區域不必要的燈具；調整自動電梯的運行時間，以避免不必要的浪費，從而減少商場的照明用電量。超級市場除了照明用電外，還須將各種新鮮食材及貨物儲存於24小時運行的冷凍設備內以作保鮮用途，該等設備用電量巨大，因此我們採取不同的措施以減少用電量，例如：不時為設備進行針對性的保養與維修；計劃對設備進行創新智能化管理，讓設備能夠根據溫度與商品結構調節設備內的溫度，以及改變設備的運行狀態（如夜間休眠狀態）；在設備故障時提供即時反饋，讓有關部門能夠盡快進行維修，減少設備的故障率。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 2. Management of Resources Utilization (continued)

##### **Management of Electricity Consumption** (continued)

For the electricity management of air-conditioning, we conduct regular repair and maintenance and monitor the operation of air-conditioning equipment inside the malls, clean the facilities regularly, and carry out appropriate energy-saving re-engineering for the facilities, thereby increasing their output rate, and reducing the additional electricity consumption from abnormal operation. Besides, we adopt appropriate measures to control the temperature, timing difference and air volume of the air-conditioning equipment, such as, we reasonably adjust the temperature according to seasonal change, real-time temperature data feed from the monitoring system inside the malls and the feedback from on-site personnel. We also adjust on/off time of the facilities and the ratio of fresh air supply, aiming at satisfying the comfort needs of customers, and at the same time, achieving the goal of energy-conservation.

The Group has established a strict review and approval procedure for selecting suppliers of power facilities and equipment, the suppliers have to provide qualification certificates and product manual. We compare the qualification among different suppliers and evaluate different criteria about the equipment (including energy consumption, quality, function, etc.) prior to purchase so as to reduce unnecessary energy consumption due to unsuitable facilities and equipment. Property Safety and Security Department is responsible for the daily inspection of offices and shopping malls, and the organization, planning, execution and inspection of energy-saving and consumption reduction work, and the maintenance staff conducts regular repairs and maintenance on electrical facilities and equipment. When faults or abnormal operations are found, immediate repair is carried out to reduce energy consumption and to avoid accidents. We also actively conduct energy-saving technological transformation for electrical appliances to improve the power efficiency of the unit.

### 三、環境保護 (續)

#### 2. 資源使用的管理 (續)

##### 電力使用的管理 (續)

在空調用電管理方面，我們採取恆常性的維修保養，監控商場內空調設備的運行狀況，定期清洗空調設備中的污垢，對設備作出適當的節能改造，從而增加空調設備的輸出率，以及減少空調設備不正常運作而消耗額外電力。此外，我們對空調設備使用方面作出適當的溫度、時差及風量的控制措施，例如：根據季節、商場的實時溫度以及現場人員的反饋，合理地設定空調溫度；根據季節更改空調設備的開關時間及調節新風送給的比例，旨在滿足消費者的舒適需求下，達到節能降耗之目的。

本集團對電力設施與設備的供應商制定了嚴謹的審批流程，供應商需要提供有關的資質證明、產品說明書等。我們比較不同供應商的資質及衡量設備使用的不同因素（包括耗電量、質素、功能等）才進行採購，以減少因採購不適合的設施與設備而造成不必要的能源消耗。物業安保部門負責辦公室、商場及購物中心的日常巡檢及節能降耗工作的組織、計劃、落實和檢查，維修人員定期維護及保養電力設施與設備，當發現故障或不正常運作，需立即進行維修以減少能源消耗及避免事故發生；我們亦積極展開節能技術改造，以提高機組用電效率。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 2. Management of Resources Utilization (continued)

##### **Management of Electricity Consumption** (continued)

For the electricity management in office, we post different energy-saving promotional slogans in the offices; increase the natural lighting capacity of the work place; encourage employees to change their habit in use of electrical appliances by turning off the unnecessary lights and electrical appliances during lunch break and after work, the computer and the printer are set to automatic sleep mode. Restricted use of air conditioners according to seasonal and temperature changes, the temperature setting of the air conditioner in summer and winter cannot be lower than 26°C and not higher than 20°C respectively, air conditioner should be turned off 15 minutes before the end of office hours; doors and windows must be closed when air conditioners are turned on.

The Group believes that publicity and education is also an important part of energy-saving and emission-reduction work. Within the corporate, we remind our employees to abide by the energy-saving measures during the morning assembly, so as to enhance their awareness in energy-saving, and hope that employees can understand that everyone must work together to remain competitive under the fierce market competition. We also hope that employees can start from every little thing and are determinant to avoid resource wastage, thereby enhancing their environmental protection awareness in work and life through participation in energy-saving and emission-reduction activities. Besides, we post various energy-saving slogans in shopping malls, use electronic displays to publicize energy-saving tips. We organize different promotional activities in shopping malls to educate the public about the relationship between energy usage and the sustainability of the planet.

### 三、環境保護 (續)

#### 2. 資源使用的管理 (續)

##### **電力使用的管理 (續)**

對於辦公室的能耗管理方面，我們於辦公場所張貼不同的節能宣傳標語；增加辦公場所的自然採光能力；鼓勵員工改變其使用電器的習慣，中午休息及下班時必須關掉不必要電燈與電器的電源；將電腦及印表機設定為自動休眠模式；空調機按季節及氣溫變化情況限時使用，空調機夏季及冬季的溫度設定分別不能低於26°C及不能高於20°C；辦公時間結束前15分鐘關掉空調機，嚴禁於開空調機時打開門窗。

本集團相信宣傳教育亦是節能減排工作重要的一環；於企業內部，我們於早會交接班時間提醒員工貫徹遵守節能措施，讓員工意識到節約能耗的重要性，並希望員工明白在激烈的市場競爭下，大家必須同心協力才能保持競爭力；我們亦透過員工共同參與節能減排活動，希望員工能從身邊每一件小事做起，堅決拒絕資源浪費的現象，以提升大家在工作和生活中的環保意識。此外，我們於商場及購物中心內，張貼不同的節能標語，使用電子顯示屏播放節能小常識，舉辦不同的宣傳活動，藉此教育大眾能源使用與地球可持續性的關係。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 2. Management of Resources Utilization (continued)

##### **Management of Electricity Consumption** (continued)

The outdoor temperature this summer was lower than last year, resulting in a shorter air conditioning operating time. Additionally, one of the branches of the shopping mall at Xianyang ceased operation this year, further reducing electricity consumption. However, the Xintiandi shopping mall was under renovation from January to April 2024, thus increasing electricity consumption as compared with the previous year. For all these reasons, the Group's electricity consumption during the Reporting Period decreased by approximately 3,354.73 MWh or 8.41% as compared with the previous year, with a total electricity consumption of approximately 36,532.40 MWh. The Group set a target at the beginning of the Reporting Period to reduce the consumption intensity for electricity by 3% as compared with the previous year, and this year's target has been achieved. Please refer to the below table and the "Summary of Environmental Data and Performance" section below for the relevant data.

### 三、環境保護 (續)

#### 2. 資源使用的管理 (續)

##### 電力使用的管理 (續)

本年度夏季的室外溫度較上年度低，縮短了空調開啟時長，加上，購物中心咸陽店的其中一間分店於本年度已經停止營業，用電量因而減少，但購物中心新天地店於2024年1月至4月處於裝修階段，因此，本年度的用電量較上年度增加。綜合上述原因，本集團於報告期內的用電量較上年度減少約3,354.73兆瓦時或8.41%，共使用電力約36,532.40兆瓦時。本集團於報告期初訂立目標，與上年度比較，將本年度的用電量密度減少3%，並已於本年度達成目標。有關數據請參閱下表及下文「環境數據表現摘要」一節。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 2. Management of Resources Utilization (continued)

##### Management of Electricity Consumption (continued)

During the Reporting Period, the Group's use of energy and Scope 2 greenhouse gas emitted are as follows:

	2025 2025年度		2024 2024年度	
	Consumption (MWh) 使用量 (兆瓦時)	CO <sub>2</sub> equivalent emissions (Tonnes) 二氧化碳 當量排放量 (噸)	Consumption (MWh) 使用量 (兆瓦時)	CO <sub>2</sub> equivalent emissions (Tonnes) 二氧化碳 當量排放量 (噸)
<b>Indirect Use of Energy:</b> 間接使用能源：				
Electricity 電力	36,532.40	19,603.29	39,887.13	24,335.14
<b>Greenhouse Gas Emission</b> 溫室氣體排放總量		19,603.29		24,335.14
<b>Greenhouse Gas Emission Intensity</b> <sup>1</sup> 溫室氣體排放量密度 <sup>1</sup>		70.79		82.95

Note:

1 The Group's greenhouse gas emission intensity is calculated based on 0.001 square meters (m<sup>2</sup>) of the floor area of the shopping malls and offices. During the Reporting Period, there was no significant expansions in the shopping malls, supermarkets and offices nor relocation or demolition project related to the business.

### 三、環境保護 (續)

#### 2. 資源使用的管理 (續)

##### 電力使用的管理 (續)

於報告期內，本集團使用能源及所排放的範圍二溫室氣體的情況如下表：

	2025 2025年度		2024 2024年度	
	Consumption (MWh) 使用量 (兆瓦時)	CO <sub>2</sub> equivalent emissions (Tonnes) 二氧化碳 當量排放量 (噸)	Consumption (MWh) 使用量 (兆瓦時)	CO <sub>2</sub> equivalent emissions (Tonnes) 二氧化碳 當量排放量 (噸)
<b>Indirect Use of Energy:</b> 間接使用能源：				
Electricity 電力	36,532.40	19,603.29	39,887.13	24,335.14
<b>Greenhouse Gas Emission</b> 溫室氣體排放總量		19,603.29		24,335.14
<b>Greenhouse Gas Emission Intensity</b> <sup>1</sup> 溫室氣體排放量密度 <sup>1</sup>		70.79		82.95

附註：

1 本集團溫室氣體的產生量密度是按商場及辦公室的建築面積的0.001平方米進行計算，而於報告期內與業務相關的商場、購物中心、超級市場及辦公室沒有進行重大擴建或遷拆工程。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 2. Management of Resources Utilization (continued)

##### **Management of Water Resources Consumption**

The Group uses government-supplied water sources in shopping malls and offices. Although we do not encounter any water supply problem during the Reporting Period, we clearly understand the importance of water resources for business operations and living needs; therefore, we implement various measures to enhance water resource use efficiency and to avoid wastage. Property Safety and Security Department of each mall regularly collects and analyzes the statistical data of water consumption to monitor the water usage. We educate and promote the concept of “green life” to our employees and customers by way of slogans, training and publicity activities. We have implemented a number of measures and retrofitted the equipment in the malls; for the purpose of reducing water use as long as the comfort of the customers is not compromised. For example, adjust the operating frequency of the water pump motors flexibly so as to minimize the electricity and water consumption, strengthen water pipes inspection to avoid running, dripping, leaking and long flowing water; re-use condensed water from air-conditioning equipment in the cooling tower, as the temperature of condensed water is low enough to reduce the temperature of the cooling tower less energy is consumed, and at the same time, reduced the frequency of water replenishment into the cooling tower; install water-saving faucets and reasonably adjust the volume of water outflow; use foot valve manual flushing to replace automatic induction flushing; regularly check the water facilities to prevent water leakage; immediately repair or replace when problem is found, and keep detailed records. The Group persistently instilling its employees about the importance of the conservation culture, and puts up posters of different resource saving methods in the office area, and demands the employees to control the water flow at low level, water tap should be turned off after use.

### 三、環境保護 (續)

#### 2. 資源使用的管理 (續)

##### **水資源使用的管理**

本集團所使用的水資源由當地政府提供，主要用於百貨商場、購物中心及辦公室。於報告期內，我們雖然沒有就取得適用水源上遇到任何問題，但我們清楚了解水資源對業務營運及生活需要的重要性，因此我們實施各項增加水資源效用的措施，以避免浪費水資源。各個商場的物業安保部門定期統計及分析用水量，以監控用水情況；我們亦以標語、培訓及宣傳活動的方式對員工及顧客進行教導與宣傳，以推廣綠色生活的概念。於商場內實施多項措施及改造設備，以不影響顧客的舒適度為前提，減少水資源的使用，例如：靈活調整水泵電機的運行頻率，盡可能降低水泵用電量及水量，加強水管檢查，杜絕跑、冒、滴、漏及長流水現象；將空調設備的冷凝水回用於冷卻塔，由於冷凝水的溫度較低能夠降低冷卻水塔的溫度，因此能減少能源消耗之餘，亦能減少補充水資源至冷卻塔的次數；安裝節水型水龍頭並合理調節出水量；洗手間使用腳踏式代替電子感應式設備沖洗廁所；定期檢查用水設施，杜絕漏水現象，如發現問題，應立即修理或更換，並作出詳細記錄。本集團持續將節約文化的重要性灌輸予每一位員工，在辦公區域張貼節約資源方法的海報，並要求員工洗手時控制水流，水龍頭盡量開小，用完隨手關閉等。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 2. Management of Resources Utilization (continued)

##### Management of Water Resources Consumption (continued)

Customer traffic at shopping malls and supermarkets decreased. One of the branches of the shopping mall at Xianyang ceased operation this year. Part of the supermarkets at Xianyang ceased operation for renovation. In addition, some brands successively withdrew from the Xintiandi shopping mall. Property Safety and Security Department shut down some water facilities, strengthened water management, increased inspections of public water equipment, recorded daily water consumption and analyzed abnormalities, promptly replaced problematic water pipes, and strictly prevented leaks. Therefore, the Group's water consumption during the Reporting Period decreased by approximately 59,604.99 m<sup>3</sup> or 21.35% as compared with the previous year, with a total of water resource consumption of approximately 219,528.10 m<sup>3</sup>. The Group set a target at the beginning of the Reporting Period to reduce the consumption intensity for water by 15% as compared with the previous year, and this year's target has been achieved. Please refer to the below table and the "Summary of Environmental Data and Performance" section below for the relevant data.

During the Reporting Period, the Group's use of water resources is as follows:

##### Water Resources

###### 水資源

Total

總量

Intensity<sup>1</sup>

密度<sup>1</sup>

Note:

<sup>1</sup> The Group's greenhouse gas emission intensity is calculated based on 0.001 square meters (m<sup>2</sup>) of the floor area of the shopping malls and offices. During the Reporting Period, there was no significant expansions in the shopping malls, supermarkets and offices nor relocation or demolition project related to the business.

### 三、環境保護 (續)

#### 2. 資源使用的管理 (續)

##### 水資源使用的管理 (續)

購物中心及超級市場的客流量減少，購物中心咸陽店的其中一間分店於本年度已經停止營業，超級市場咸陽店的部分地方停止營業而進行裝修，加上，購物中心新天地店的部分品牌相繼撤櫃，物業安保部門關閉部分用水設施，加強水管管控，增加公共用水設備巡檢，記錄每天的用水量並分析異常情況，及時更換出現問題的水管，嚴防跑冒滴漏問題發生。因此，本集團於報告期內的用水量較上年度減少約59,604.99立方米或21.35%，共使用水資源約219,528.10立方米。本集團於報告期初訂立目標，與上年度比較，將本年度的用水量密度減少15%，並已於本年度達成目標。有關數據請參閱下表及下文「環境數據表現摘要」一節。

於報告期內，本集團的用水情況如下表：

	2025 2025年度 (Cubic Meters) (立方米)	2024 2024年度 (Cubic Meters) (立方米)
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219,528.10

279,133.09

792.70

951.46

附註：

<sup>1</sup> 本集團耗水量密度是按商場及辦公室的建築面積的0.001平方米進行計算，而於報告期內與業務相關的商場、購物中心、超級市場及辦公室沒有進行重大擴建或遷拆工程。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 2. Management of Resources Utilization (continued)

##### Management of the Use of Packaging Materials

The packaging materials used by the Group mainly include packaging materials used for supermarket stock up and packaging of fresh food. We encourage customers to use them as needed. We have also promoted the concept of "green lifestyle" to the public, and posted promotional slogans at various sales areas, appealed consumers to reduce the use of plastic products and use more biodegradable materials to reduce the impact on the environment due to incorrect or excessive use of packaging materials. Shopping bags were originally defined as packaging materials. However, starting from January 2025, the government implemented plastic restriction order, requiring customers to purchase shopping bags at a cost. Consequently, the definition of shopping bags was changed to that of a commodity. In addition, sales level declined this year. Therefore, the consumption of packaging materials of the Group during the Reporting Period decreased by approximately 21.02 tonnes or 67.65% as compared with the previous year, with a total of packaging materials of approximately 10.05 tonnes.

During the Reporting Period, the Group's use of packaging materials is as follows:

##### Packaging Materials

###### 商品所用包裝材料

Total  
總量

Intensity<sup>1</sup>  
密度<sup>1</sup>

Note:

1 The Group's greenhouse gas emission intensity is calculated based on 0.001 square meters (m<sup>2</sup>) of the floor area of the shopping malls and offices. During the Reporting Period, there was no significant expansions in the shopping malls, supermarkets and offices nor relocation or demolition project related to the business.

### 三、環境保護 (續)

#### 2. 資源使用的管理 (續)

##### 包裝材料使用的管理

本集團所使用的包裝物主要有用於超級市場備貨與包裝新鮮食品的包裝物，我們鼓勵顧客按需使用。我們還向大眾推廣「綠色生活方式」的理念，在各銷售場所貼上宣傳標語，呼籲消費者減少使用塑料製品的，多使用生物可降解材料，以減少因不正確或過量使用包裝物而對環境帶來的負荷。購物袋原定義為包裝物，自2025年1月起，政府實施限塑令，顧客按照規定需付費購買購物袋，而購物袋定義改為商品，加上，本年度的銷售量下降，本集團於報告期內的包裝物使用量較上年度減少約21.02噸或67.65%，共使用包裝物約10.05噸。

於報告期內，本集團的包裝物使用情況如下表：

2025 2025年度 (Tonnes) (噸)	2024 2024年度 (Tonnes) (噸)
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10.05

31.07

0.04

0.11

附註：

1 本集團包裝物使用量密度是按商場及辦公室的建築面積的0.001平方米進行計算，而於報告期內與業務相關的商場、購物中心、超級市場及辦公室沒有進行重大擴建或遷拆工程。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 2. Management of Resources Utilization (continued)

##### **Management of Paper Consumption**

In order to reduce the impact of our daily office operation on the environment, the Group actively promotes the “Paperless Office” policy, sets up office automation system to enable each department to distribute information and documents in electronic format; paper purchase by the procurement center and set up an office paper distribution registration management system; demand employees to check the format of the document before copying or printing; reduce the font size of the file to make full use of the paper without affecting the legibility; fully utilize paper by reusing single-sided papers, and collect double-sided printed papers to qualified recycler for handling. We have also introduced different electronic payment methods in various department stores and supermarkets to speed up the implementation of paperless payment, and to carry out promotion activities through online digital marketing channels and reduced use of printed materials. During the Reporting Period, the Group consumed approximately 4.43 tonnes of paper, representing a decrease of approximately 2.48 tonnes or 35.89% as compared with the previous year.

#### 3. Environment and Natural Resources

The Group has always been actively bringing environmental responsibility into its daily operations, energy consumption and waste production is monitored and managed over the years, and will continue to monitor, identify and disclose the impact of our business activities on the environment. The major impact on the environment and natural resources from shopping malls and offices operations mainly come from waste gas, greenhouse gas, wastewater and solid waste generated from the use of natural resources (including electricity, natural gas, fuel, water, paper, etc.), and the construction wastes and domestic wastes generated from the operation of shopping malls.

### 三、環境保護 (續)

#### 2. 資源使用的管理 (續)

##### **紙張使用的管理**

為減輕日常辦公室運作對環境產生的影響，本集團積極推廣「無紙化辦公室」，設置辦公室自動化系統，讓各部門能夠使用電子形式傳遞信息及文件；紙張由採購中心統一採購並建立辦公室用紙發放登記管理制度；要求員工檢查文件格式沒有出錯才影印或列印；在不影響閱讀的前提下，將文件字體縮小以盡量充分利用紙張；循環使用單面列印的紙張，將兩面都已使用過的廢紙放入再造紙收集箱，並交由有資質的回收商處理。我們亦於各百貨中心及超級市場引入各種電子付款方式，加快無紙化支付進程，並利用線上營銷渠道進行推廣，減少使用印刷品。於報告期內，本集團使用紙張約4.43噸，較上年度減少約2.48噸或35.89%。

#### 3. 環境及天然資源

本集團向來積極將環境責任融入到企業日常營運當中，隨著多年來對能源消耗及廢物產生的監察與管理，並持續留意、辨識及披露業務活動對環境所造成的影響。商場營運與辦公室運作對環境及天然資源的重大影響主要來自使用天然資源（如電力、天然氣、燃油、水、紙張等）所產生的廢氣、溫室氣體、廢水及固體廢物，以及商場營運所產生的工程垃圾及生活垃圾。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 3. Environment and Natural Resources (continued)

Heightened economic uncertainties in the globe and China have led to an increased market volatility. In addition, the pace of economic recovery was slower than expected, posing challenges to the business of the Group. Faced with the decline in profits of physical retail corporates, the Group's determination to environmental protection and green operations has not diminished. With years of accumulated environmental protection work experience, we have effectively reduced operating costs, allowing us to invest more resources and implement various measures to increase resource efficiency. Besides, the Chinese government provides preferential policies and tax reductions for various industries, which indirectly provides great support to the Group's environmental protection work and reduces economic pressure. We will continue to advocate the concept of conservation, manage resource utilization and enhance the employees' awareness of environmental protection.

#### 4. Climate-related Risks

##### **Governance**

The governance process, controls and procedures the Group uses to monitor, manage and oversee climate-related risks and opportunities are described in the section headed "Governance Structure" of "Management of Environmental, Social and Governance" above.

##### **Strategy**

The Group understands that climate-related issues affect its businesses, strategy, and financial planning over the short, medium and long term. Therefore, the Group has identified climate-related risks and opportunities it encounters over various time horizons. We determined climate risks based on the assessment methodology explained in the section headed "Risk Management" below, and has developed respective management approaches and action plans to enhance its resilience to climate change.

### 三、環境保護 (續)

#### 3. 環境及天然資源 (續)

受到全球及中國經濟前景不明朗因素帶來的影響，使市場波動加劇，加上經濟復甦速度比預期緩慢，為本集團業務帶來諸多挑戰。在面對實體零售企業利潤下滑的情況下，本集團對環境保護的決心及綠色營運的堅持仍未有減退，憑藉累積多年的環保工作經驗，有效地降低營運成本，讓我們投放更多資源，推行各種增加資源效益的措施。此外，中國政府對各行各業提供優惠政策與稅收減免，間接為本集團的環保工作給予很大的支持，減低經濟壓力，我們將繼續在企業文化宣傳中，宣傳成本控制觀念，讓員工自覺節約使用資源，同時加大宣傳力度，向員工宣導節約的觀念，從源頭管理資源耗用及提升員工的環保意識。

#### 4. 氣候相關風險

##### **管治**

本集團用於監察、管理及監督氣候相關風險和機遇的管治流程、監控措施及程序於上文「管治架構」部分中詳細描述。

##### **策略**

本集團深明氣候相關問題會影響其短期、中期及長期的業務、策略及財務規劃。因此，本集團已識別其於不同時間段遇到的氣候相關風險和機遇。我們根據下文「風險管理」部分的評估方法釐定氣候風險，並制定相應的管理方針和行動計劃，以增強對氣候變化的抵禦能力。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 4. Climate-related Risks (continued)

##### Strategy (continued)

The climate risks identified, their time horizon, trend, and the potential financial impacts affecting the Group are described below:

	Climate Risks 氣候風險	Time Horizon 時間段	Trend 趨勢	Potential Financial Impact 潛在財務影響
Physical Risks 物理風險	Acute 急性	Long term 長期	Increase 上升	The increase in frequency and severity of extreme weather (such as flooding, heatwave, etc.) may cause damage to property, resulting in an increase in the cost of operations and depreciation of facilities. The increased severity of extreme weather events may also threaten the safety of employees working at the premises, causing disruptions to human resources and supply chains. 極端天氣(如洪災、熱浪等)的頻率及嚴重程度的增加,可能對物業和設備造成損壞,導致營運成本及設備折舊增加。極端天氣事件的嚴重性增加,亦可能威脅在該處所工作的僱員的安全,造成人力資源和供應鏈中斷。
	Chronic 慢性	Long term 長期	Increase 上升	Longer-term shifts in climate patterns can increase capital costs, operating costs, costs of human resources and increased insurance premiums and potential for reduced availability of insurance on assets in locations with high exposure to natural disasters. 氣候模式的長期變化可能會增加資本成本、營運成本、人力資源成本,並使位處於較受自然災害威脅的高風險地區的資產的保險費及無法投購保險的可能性增加。
Transition Risk 過渡風險	Policy and Legal 政策及法律	Long term 長期	Increase 上升	Governments may revise the related policies, laws and regulations to address climate change. Therefore, the Group may also need to adjust its internal policies and measures to comply with the relevant evolving laws and regulations, which may increase operating costs. 政府可能會修訂相關政策、法律和法規以應對氣候變化。因此,本集團也可能需要調整內部政策和措施,以符合不斷變化的相關法律法規,這可能會增加營運成本。

### 三、環境保護(續)

#### 4. 氣候相關風險(續)

##### 策略(續)

以下是已識別的氣候風險、其時間段、趨勢及本集團所面臨的潛在財務影響:

### III. ENVIRONMENTAL PROTECTION (continued)

#### 4. Climate-related Risks (continued)

##### **Risk Management**

An ESG risk assessment was conducted based on assessing the possibility and impact of each identified risk. Risks are then prioritised and classified into three risk levels: high, medium and low. The overall risk level was determined depending on the overall possibility and impact of the risks.

### 三、環境保護 (續)

#### 4. 氣候相關風險 (續)

##### **風險管理**

環境、社會及管治風險評估是於評估各項已識別風險可能發生的概率及其影響的基礎上進行。風險其後會經過排序，並分為高、中及低三個風險級別。整體風險級別按風險整體可能發生的概率及其影響而釐定。

<b>Risk Levels</b> 風險級別	<b>Definition of the Overall Risk Levels</b> 整體風險級別的定義
High 高	Risks at this level may have serious consequences. It is highly likely that there will be some impacts to the Group and hindrance for the Group to achieve strategic goals. 此級別的風險可能會帶來嚴重後果。其極可能對本集團造成一定影響，阻礙本集團實現策略目標。
Medium 中	Risks at this level may have serious consequences, but they are less likely to occur. Conversely, the consequences could be minor in nature, but the probability of occurrence is higher. 此級別的風險可能會帶來嚴重後果，但發生的概率較低。反之，後果可能輕微，但發生的概率較高。
Low 低	Risks at this level have limited harm and consequences for the Group to achieve its strategic goals, and the probability of occurrence is low. 此級別的風險對本集團實現其策略目標所造成的損害及後果有限，且發生的概率低。

### III. ENVIRONMENTAL PROTECTION (continued)

#### 4. Climate-related Risks (continued)

##### **Risk Management** (continued)

The major climate physical and transition risks identified, their overall risk levels and the Group's management approach are described below. The Group will prioritise resources to manage climate risks with high risk levels.

Climate Risks 氣候風險		Overall Risk Level 整體風險級別	Management Approach 潛在財務影響
Physical Risks 物理風險	Acute 急性	High 高	<ul style="list-style-type: none"> <li>➤ To formulate disaster recovery plans to enhance resilience to natural disasters 制定了災難復原計劃，以增強對自然災害的抵禦能力</li> <li>➤ To train employees on emergency procedures 向有關員工提供緊急應變程序培訓</li> <li>➤ To provide guidance for the rapid and smooth restoration of services 為服務的快速及平穩恢復提供指引</li> </ul>
	Chronic 慢性	High 高	
Transition Risk 過渡風險	Policy and Legal 政策及法律	Low 低	

##### **Metrics and Targets**

The Group establishes the ESG governance structure. The Board sets long-term policies and strategies for all sustainability matters, reviews the implementation status of progress of ESG work annually. The ESG Committee sets ESG-related (including climate-related) targets, policies, procedures and guidelines. The climate-related targets include scope 1, scope 2 and scope 3 greenhouse gas emissions, total greenhouse gas emissions and greenhouse gas emission intensities. The GHG emission data and targets set are shown in the section headed "Summary of Environmental Data and Performance".

##### **指標及目標**

本集團建立了ESG管治架構。董事會針對所有可持續發展事宜制定長遠方針及策略，每年審視ESG相關工作的執行情況與進展。ESG委員會制定ESG相關（包括氣候相關）的目標、政策、程序及指引。氣候相關的目標包括範圍1、範圍2及範圍3溫室氣體排放量、溫室氣體排放總量及溫室氣體排放密度。溫室氣體排放數據及所訂目標可見「環境數據表現摘要」一節。

### 三、環境保護（續）

#### 4. 氣候相關風險（續）

##### **風險管理**（續）

以下是已識別的主要氣候物理及過渡風險，其整體風險級別及本集團的管理方針。本集團將優先分配資源於管理高風險級別的氣候風險。

#### IV. EMPLOYMENT AND LABOR PRACTICES

Employees are our valuable assets and the key driver for the Group's sustainable and long-term business development. We devote to create a non-discrimination, equal, harmonious and safe workplace and establish a comprehensive talent management mechanism. In order to adhere to our governance philosophy of attracting talent by means of "compensation", "relationship", "career" and "working platform", we offer equal opportunities of advancement and providing commensurate remuneration and various benefits. The Group has strictly complied with the relevant laws and regulations on employment and Labor of Chinese Mainland and Hong Kong, including the "Constitution of the People's Republic of China", the "Labor Law of the People's Republic of China", the "Law of the People's Republic of China on Protection of Minors", the "Provisions on the Special Protection on Minor Workers", the "Provisions on the Prohibition of Using Child Labor", the "Law of the People's Republic of China on the Protection of Women's Rights and Interests", the "Insurance Law of the People's Republic of China", the "Labor Contract Law of the People's Republic of China", the "Social Insurance Law of the People's Republic of China", the "Regulations on Work-Related Injury Insurances", the "Trade Union Law of the People's Republic of China", the "Employment Promotion Law of the People's Republic of China", the "Labor Dispute Mediation and Arbitration Law of the People's Republic of China", the "Law of the People's Republic of China on the Protection of Disabled Persons", the "Individual Income Tax Law of the People's Republic of China", the "Implementing Regulations of the Labor Contract Law of the People's Republic of China", the "Prevention and Treatment of Occupational Diseases Law of the People's Republic of China" of Chinese Mainland, and the "Employment Ordinance", the "Employees' Compensation Ordinance", the "Mandatory Provident Fund Schemes Ordinance", the "Minimum Wage Ordinance", the "Sex Discrimination Ordinance", the "Disability Discrimination Ordinance", the "Family Status Discrimination Ordinance", the "Race Discrimination Ordinance", the "Occupational Safety and Health Ordinance" of Hong Kong and other local government requirements and standards. Relevant information will be described in detail in the sections headed "Employment", "Health and Safety" and "Labor Standards" below.

#### 四、僱傭及勞工常規

本集團一直視員工為最寶貴的資產，對業務可持續和長遠發展起著關鍵作用。我們致力打造非歧視、平等、和諧及安全的工作環境；我們在內部營造平等的競爭機制，規範員工晉升和晉級的流程，並藉著具有競爭力的薪酬和各項福利，體現「以待遇留人」、「以情感留人」、「以事業留人」及「以平台留人」的理念來吸納人才。本集團嚴格遵守中國內地及香港有關僱傭及勞工的法規，包括中國內地的《中華人民共和國憲法》、《中華人民共和國勞動法》、《中華人民共和國未成年工保護法》、《未成年工特殊保護規定》、《禁止使用童工規定》、《中華人民共和國婦女權益保障法》、《中華人民共和國保險法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》、《工傷保險條例》、《中華人民共和國工會法》、《中華人民共和國就業促進法》、《中華人民共和國勞動爭議調解仲裁法》、《中華人民共和國殘疾人保障法》、《中華人民共和國個人所得稅法》、《中華人民共和國勞動合同法實施條例》、《中華人民共和國職業病防治法》，以及香港的《僱傭條例》、《僱員補償條例》、《強制性公積金計劃條例》、《最低工資條例》、《性別歧視條例》、《殘疾歧視條例》、《家庭崗位歧視條例》、《種族歧視條例》、《職業安全及健康條例》及其他當地政府的要求與標準。有關資料將於下文「僱傭」、「健康和安全」及「勞工準則」部分中詳細描述。

## IV. EMPLOYMENT AND LABOR PRACTICES (continued)

### 1. Employment

The Group has established an internal management system which specifies the requirements for recruitment, promotion, dismissal, working hours, rest periods, compensation, welfare and other benefits.

#### **Recruitment, Promotion, Dismissal, Equal Opportunity, Diversity and Anti- discrimination**

The Group is a fair opportunity employer and respects personal privacy, and established related policy in this area. During the recruitment process, the department head determines the job positions' responsibilities and requirements, and the Human Resources Department assesses and screens applicants according to the requirements. We adhere to the merit system principles and fair recruitment. The appropriate candidates would be selected based on their morality, knowledge, abilities and job requirements, and regardless of their nationality, gender, age, geographical, religious beliefs. The policy applies to all phases of the employment relationship, including but not limited to, hiring, promotion, performance appraisal, training, personal development and termination. The Group handles dismissal and compensation in accordance with the local laws and regulations.

In order to enhance work quality and employee competencies, the Group conducts periodic performance appraisal and fairly assess the level of awards, salary increment and/or promotion recommendations based on a number of criteria, including working experience, seniority, knowledge and skills, performance, contributions, etc.. In the performance appraisal process, the department head communicates and discusses with employees about their achievements, suggest areas for improvement, and setting objectives and performance indicator for the next appraisal period, so as to motivate the employees for continuous improvement and to develop their potential.

## 四、僱傭及勞工常規 (續)

### 1. 僱傭

本集團制定了內部管理制度，並對招聘、晉升、解僱、工作時數、假期、薪酬、福利及其他待遇等方面作出明確要求。

#### **招聘、晉升、解僱、平等機會、 多元化及反歧視**

本集團主張平等機會及尊重個人私隱，並制定了相關政策。在招聘過程中，部門主管確定崗位的工作責任與要求，人力資源部門會按照要求篩選合適的應聘者。我們堅持以擇優錄取、公平任用為原則；並以品德、學識、能力及崗位要求為僱用標準，為不同民族、性別、年齡、地域、宗教信仰的人士給予平等的僱用機會。此等政策適用於不同階段的僱傭關係，包括但不限於招聘、晉升、績效考核、培訓、個人發展及終止聘用。如解僱員工或因此而需要作出賠償，本集團亦會按照當地的法律法規處理。

為了提升員工的工作質素與辦事效率，本集團定期進行系統化的績效考核並按照多項標準作出評估，包括工作經驗、年資、知識技能、表現及貢獻等，以使公平地發放員工獎金、調整薪酬及／或考慮晉升建議。於績效考核的過程中，部門主管與下屬員工溝通與討論，主要是為了肯定員工的成績，提出改進建議及為員工制訂下一個考核週期的績效計劃和工作目標，以激勵員工持續改進及引發員工潛能。

#### IV. EMPLOYMENT AND LABOR PRACTICES (continued)

##### 1. Employment (continued)

##### **Recruitment, Promotion, Dismissal, Equal Opportunity, Diversity and Anti- discrimination (continued)**

On the basis of equality, the Group hopes to identify talents who are committed and dedicated to work, willing to take responsibility, keep learning, continuously improving their abilities and willing to move forward with the Group.

At the end of the Reporting Period, the number and distribution of the Group's employees are as follows:

##### **Gender 性別**

Male 男性

Female 女性

##### **Employment Type 僱傭類別**

Full-time 全職

Part-time 兼職

##### **Age Group 年齡組別**

18-30

31-45

46-60

>60

##### **Geographical Region 地區**

Mainland China 中國內地

During the Reporting Period, the Group's average monthly employee turnover rate is as follows:

##### **Gender 性別**

Male 男性

Female 女性

##### **Age Group 年齡組別**

18-30

31-45

46-60

>60

##### **Geographical Region 地區**

Mainland China 中國內地

#### 四、僱傭及勞工常規 (續)

##### 1. 僱傭 (續)

##### **招聘、晉升、解僱、平等機會、 多元化及反歧視 (續)**

在平等的基礎上，本集團期望發掘能投入工作、敬業及勇於承擔責任的人才，並且對不斷學習、持續改善自身能力及願意與集團一同向前發展的員工寄予信心和厚望。

於本報告期末，本集團的僱員人數及分佈情況如下表：

	<b>2025</b> 2025年度	2024 2024年度
<b>Gender 性別</b>		
Male 男性	<b>226</b>	247
Female 女性	<b>335</b>	380
<b>Employment Type 僱傭類別</b>		
Full-time 全職	<b>560</b>	625
Part-time 兼職	<b>1</b>	2
<b>Age Group 年齡組別</b>		
18-30	<b>43</b>	58
31-45	<b>289</b>	332
46-60	<b>228</b>	236
>60	<b>1</b>	1
<b>Geographical Region 地區</b>		
Mainland China 中國內地	<b>561</b>	627

於報告期內，本集團僱員平均每月流失率如下表：

	<b>2025</b> 2025年度	2024 2024年度
<b>Gender 性別</b>		
Male 男性	<b>1.74%</b>	2.23%
Female 女性	<b>2.20%</b>	2.73%
<b>Age Group 年齡組別</b>		
18-30	<b>5.23%</b>	5.44%
31-45	<b>1.73%</b>	2.25%
46-60	<b>1.72%</b>	2.17%
>60	<b>8.33%</b>	-
<b>Geographical Region 地區</b>		
Mainland China 中國內地	<b>2.02%</b>	2.54%

## IV. EMPLOYMENT AND LABOR PRACTICES (continued)

### 1. Employment (continued)

#### **Compensation, Welfare and Other Benefits**

The Group attracts and retains outstanding talents with competitive remuneration packages and regularly assesses their salary levels to ensure it is up to the market standard. The Group benchmarks the up-to-date remuneration data in its industry, and strives to establish a fair, reasonable and competitive remuneration scheme in order to ensure the pay level of general staff is competitive in the region where the Group operates; and the core members are remunerated competitively within the industry. Employees' salaries level is decided based on one's knowledge, skills, experiences and education background relevant to their work requirements, and the Group implements a remuneration system that consists of basic salary and performance-based bonus.

The employees' remuneration package includes basic salary, overtime pay, and so on. Other benefits include birthday gifts, festive gifts, etc.. We provide anti-heatstroke and warm drinks and supplies to special position workers (including security guards, staff canteen's employees, parking crews) during high temperature and cold weather.

Besides, the Group provides social security benefits for all employees following the requirement of the local labor laws and social security laws and regulations. The Group contributes to various social security schemes (endowment insurance, medical insurance, unemployment insurance, work injury insurance and maternity insurance) and housing provident fund for the employees in Chinese Mainland, and contributes to the Mandatory Provident Fund Scheme for the employees in Hong Kong.

## 四、僱傭及勞工常規 (續)

### 1. 僱傭 (續)

#### **薪酬、福利及其他待遇**

本集團以具有競爭優勢的薪酬吸引和保留高質素員工，了解行業勞工市場薪酬情況，力求建立公平、合理、極具競爭力的薪酬體系，並達至通用人才的薪酬水平在營業地區具有競爭力及骨幹核心人員的薪酬水平在同行業具有競爭力。員工的薪酬是按照每一職位所要求的知識技能、經驗和教育程度等因素而釐定，並實行崗位工資和績效獎金相結合的薪酬制度。

員工的工資包括基本工資、加班費等；其他福利包括生日禮品、節日福利品等。在高溫及嚴寒天氣，我們為特殊崗位的員工（包括保安員、員工餐廳員工、泊車員等）提供防暑和保暖飲品及物品，以免員工身體不適。

此外，本集團按照當地的勞動法及社會保障的法律法規，為所有員工提供社會保險福利項目。我們為內地業務員工繳納各項社會保險費（養老保險、醫療保險、失業保險、工傷保險及生育保險）和住房公積金，以及為香港員工的強積金計劃供款。

## IV. EMPLOYMENT AND LABOR PRACTICES (continued)

### 1. Employment (continued)

#### **Working Hours and Rest Periods**

The Group pays attention to its employees' health and encourages everyone to maintain work-life balance, and set up employee work hours according to the requirements of the local labor laws and protects the employee rights to rest days and holidays; so that all employees are entitled to rest days and statutory holidays such as annual leave, maternity leave, funeral leave and work injury leave in accordance with the local labor laws.

### 2. Staff Health and Occupational Safety

The Group pays attention to its employees' health and provides a safe work environment so as to prevent occupational hazards and various incidents from happening. We sign target responsibility statement of "Setup Safe Workplace" with each subsidiary, and formulate safe management team with reference to the company's operation. Management and employees at all levels must clearly understand their own safety responsibilities and strictly perform the requirements as stated on the target responsibility statement.

#### **Safe Business Premises and Working Environment**

The Group establishes a safety management manual to strengthen its fire safety management in its business sites, key departments and offices. Smoking is prohibited for staff and customers; and we target to keep our shopping centers, malls, supermarkets and offices smoke-free. We designated staff to regularly carry out fire prevention patrol every day at all locations and critical departments; and keep patrol records. We take immediate remediation or precautions once fire hazards are found. In compliance with the local fire prevention standards and policies, we have stringent management on fire equipment and facilities; carry out repairs and maintenance, and keep records.

## 四、僱傭及勞工常規 (續)

### 1. 僱傭 (續)

#### **工作時數及假期**

本集團重視員工的健康，鼓勵大家維持工作與生活平衡，並依照當地的勞動法訂立員工工作時數及保障員工休息休假的權利，所有員工均享有休息日及法定假日（如年假、婚假、產假、喪假、工傷假等）。

### 2. 員工健康與職業安全

本集團一向著重員工健康及提供安全的工作環境，避免員工受到職業性的危害，預防各類事故的發生，我們與各附屬公司簽訂「創建平安單位」工作目標責任書，按照各公司的經營狀況，組織治安管理小組，各級管理層和員工必須清楚瞭解自身的安全職責，並嚴格按工作目標責任書履行安全職責。

#### **安全營業場所及工作環境**

本集團制定了安全管理手冊，加強營業現場、各重點部門、辦公室等地方的消防安全的管理。將各購物中心、商場、超級市場及辦公室定為「無煙區域」，任何員工及顧客嚴禁吸煙。我們安排專人每天定時對這些地方和重點部門進行消防巡查，並詳細記錄情況；如發現消防隱患，需立刻提出整改方案或採取防範措施，以確保安全。按照各地方的消防標準和政策，我們對所有消防器材、設施及設備進行嚴格管理，妥善維護及保養，並詳細記錄情況。

## IV. EMPLOYMENT AND LABOR PRACTICES (continued)

### 2. Staff Health and Occupational Safety (continued)

#### **Property Management**

In order to regulate the property management work, we have established property management policies and procedures. Human Resources and Administration Center and Engineering Management Center are responsible for monitoring, inspection, providing guidance and evaluation work. Employees have to report to maintenance staff immediately when repairs (such as electrical equipment, electric power distribution equipment, facilities at shopping malls, air-conditioners, drainage equipment, etc.) are needed for shopping centers, supermarkets and offices so as to ensure the customers' and employees' safety at these locations. Staff of special work types (such as electrician, welders) must possess valid license before they are allowed to work; for example, to get a fire certificate before using fire; carpenter should promptly clean up with the sawdust and shavings after job completion; inflammables, explosive, chemical or dangerous materials are prohibited and no storage is allowed; paint workers should not blend paints on-site or at the locations close to fire or electric source; paints should be covered with lids immediately after use.

## 四、僱傭及勞工常規 (續)

### 2. 員工健康與職業安全 (續)

#### **物業管理**

為了規範物業的管理工作，我們制定了物業項目管理制度，人力行政中心及工程管理中心負責監督、檢查、指導及考評工作。如發現購物中心、超級市場及辦公室需要維修，例如：電器設備、配電設備、商場設施、空調機、排水設備等，員工應立即通知維修人員進行維修，以確保客戶與員工於購物中心、超級市場及辦公室的安全。重點工種的員工（如電工、電氣焊工）必須持證上崗，他們必須按章工作，例如：用火前應事先辦理動火證；木工應及時清理鋸末、刨花；嚴禁於作業場所點火及存放易燃易爆的化學危險物品；油漆工不得在場內調配油漆，嚴禁於場外調配油漆時點火及於電源周圍作業，使用完油漆桶後應立即蓋緊蓋子。

#### IV. EMPLOYMENT AND LABOR PRACTICES (continued)

##### 2. Staff Health and Occupational Safety (continued)

###### **Safety Training**

Training topics are mainly related to workplace safety and occupational health. The Group raises its employees' safety awareness by providing appropriate occupational health and safety training to introduce the corporate development plan, enhance their awareness on safety and continuously strengthen their consciousness, improve their professional skills, especially for those job positions under significant potential safety hazards, and enable them to perform their duties in a safe environment. Employees have to report to the management immediately when incident occurs or aware of any potential hazards. Safety education and training work plays an important role to ensure the workplace is safe. New hires must receive safety training prior to put into work. This is to make sure that staff have the necessary safety knowledge in their position; familiar and able to master the safety techniques required. Key and special positions (such as fire control center) have to take professional training and pass the examination before they are assigned to take up the role. Firefighters have to be familiar with and master the use of various types of fire prevention facilities to ensure that they can operate with the equipment for fighting fire. During the Reporting Period, we organized various fire safety training activities and fire evacuation drill.

During the Reporting Period, the number of lost days due to work injury are as follows:

Lost Days Due to Work Injury 因工傷損失工作日數

There was no work-related fatality occurred in each of the past three years (including the Reporting Period) within the Group.

#### 四、僱傭及勞工常規 (續)

##### 2. 員工健康與職業安全 (續)

###### **安全培訓**

培訓工作與安全工作環境、職業健康有著密不可分的關係，本集團通過適當的安全意識教育，使員工了解企業方針，增強安全意識和持續改進的自覺性、提高員工的專業技能，尤其是負責存在重大安全隱患崗位的員工，使其能於安全的環境下履行職責；如發現事故及安全隱患，需立即向管理層報告。安全教育培訓工作對提供安全的工作環境起著重要的作用，員工上崗前，必須接受安全培訓，以確保員工具有崗位的安全知識，熟悉和掌握崗位的安全技能；重點及特殊崗位（如消控中心等）的員工需接受專業培訓，考試合格後，方能上任；消防人員需熟悉並掌握各類消防設施的使用技巧，確保撲救火災過程中操作順利。於報告期內，我們組織了多個消防安全培訓及消防疏散演練。

於報告期內，本集團員工因工傷損失工作日數如下表：

2025 2025年度	2024 2024年度
154 days 天	323 days 天

本集團於過去三年（包括報告期內）沒有員工因工亡故。

## IV. EMPLOYMENT AND LABOR PRACTICES (continued)

### 3. Staff Development and Training

In order to align the staff career development with its long-term corporate business plan, the Group sets up staff training policies with reference to the departmental human resources needs. The Human Resources Department established a comprehensive staff training plan with an aim to build an excellent, well-trained and responsible corporate team. This can enhance the staff's knowledge and management capabilities and improve their work ability, performance and efficiency, and raise their enthusiasm in work to activate team spirit.

New employees have to participate in induction training. The training topics include corporate culture, site management, sales skills, membership policies, service etiquette and skills, quality awareness, fire safety (on-site public facilities). They must pass relevant assessments before starting work. On top of providing foundation training, we also provide skills advancement, professional and management training to ensure that staff possess professional theory and knowledge, and new knowledge for overcoming challenges in order to lay a solid foundation for long-term development of employees and the Group.

During the Reporting Period, in addition to the new hire induction training, we also organized various training programmes related to customer service, finance, procurement, human resources, employees' health and work safety (please refer to "Health and Safety" section above for details of employees' health and work safety), etc. The training topics include business etiquette, on-site management and customer complaint training, invoice operation training, procurement management methods, salary management regulations, attendance management system, etc. In order to achieve better results from organizing training programmes, employees are asked to provide feedback and satisfaction level upon completion of training programmes and serve as reference for next year's training plan.

## 四、僱傭及勞工常規 (續)

### 3. 員工發展及培訓

為了配合企業長遠發展及員工職業生涯規劃，本集團為員工訂立了培訓管理制度，結合各部門的人力資源需求，由人力資源部門編制完善的培訓工作計劃，以打造一支優秀、訓練有素及具責任心的企業團隊。這不但能提高員工的知識和管理水平；亦能提升員工履行職責的能力，改善工作表現，增加工作效率；還可提高員工的工作熱情，培養團隊精神。

新員工需接受職前培訓，內容包括企業文化、現場管理、銷售技巧、會員政策、服務禮儀及技巧、品質意識、消防安全（現場公共設施），他們需通過考核才能上任。除了基礎培訓，我們還針對不同崗位，為員工提供技能培訓、專業培訓及管理培訓，使員工掌握專業理論，具備專業知識和迎接挑戰所需的新知識，為員工及集團的長遠發展打好基礎。

於報告期內，除了新員工之職前培訓，我們還組織了多項與商場客戶服務、財務、採購、人力資源、員工健康與安全工作（員工健康與安全工作培訓的詳細資料請參考上文「健康與安全」部分）等方面相關的培訓課程，如商務禮儀、現場管理與客戶投訴培訓、發票業務操作培訓、採購管理辦法、薪酬管理規定、考勤管理制度等。為了提升培訓課程的效果，於培訓課程完成後，詢問員工對培訓課程的滿意度和意見，作為下年度培訓計劃的參考依據。

#### IV. EMPLOYMENT AND LABOR PRACTICES (continued)

##### 3. Staff Development and Training (continued)

During the Reporting Period, the percentage of the Group's employees trained <sup>1</sup> is as follows:

###### Gender 性別

Male 男性

Female 女性

###### Employee Category 職級組別

Senior management 高級管理層

Middle management 中級管理層

Ordinary staff 普通員工

During the Reporting Period, the average training hours per the Group's employee <sup>2</sup> are as follows:

###### Gender 性別

Male 男性

Female 女性

###### Employee Category 職級組別

Senior management 高級管理層

Middle management 中級管理層

Ordinary staff 普通員工

Notes:

1 "The percentage of the Group's employees trained" refers to the number of Group's employees trained within the Reporting Period divided by the sum of Group's number of employees at the end of the Reporting Period and the number of departing employees within the Reporting Period.

2 "The average training hours per the Group's employee" refers to the number of training hours provided by the Group to its employees within the Reporting Period divided by the sum of Group's number of employees at the end of the Reporting Period and the number of departing employees within the Reporting Period.

#### 四、僱傭及勞工常規 (續)

##### 3. 員工發展及培訓 (續)

於報告期內，本集團的受訓員工百分比<sup>1</sup>如下表：

	2025 2025年度	2024 2024年度
<b>Gender 性別</b>		
Male 男性	25.45%	27.76%
Female 女性	49.07%	57.00%
<b>Employee Category 職級組別</b>		
Senior management 高級管理層	29.63%	33.33%
Middle management 中級管理層	23.68%	55.88%
Ordinary staff 普通員工	42.33%	44.92%

於報告期內，本集團僱員的平均受訓時數<sup>2</sup>如下表：

	2025 2025年度 (Hours) (小時)	2024 2024年度 (Hours) (小時)
<b>Gender 性別</b>		
Male 男性	2.51	1.88
Female 女性	4.80	5.22
<b>Employee Category 職級組別</b>		
Senior management 高級管理層	1.28	1.72
Middle management 中級管理層	1.65	7.47
Ordinary staff 普通員工	4.31	3.53

附註：

1 「受訓員工百分比」是指本集團於報告期內受訓員工人數除以本集團年底員工人數及於報告期內離職員工人數總和。

2 「平均受訓時數」是指本集團於報告期內為員工提供培訓的總時數除以本集團年底員工人數及報告期內離職員工人數總和。

## IV. EMPLOYMENT AND LABOR PRACTICES (continued)

### 4. Labor Standards

The Group cherishes human rights and protects labor rights and interests, and does not allow to hire child labor and forced labor. The Human Resources Department of the Group conducts background checks and reference checks in its hiring process to prevent any child labor. Besides, the Group has also implemented various measures to prevent any forms of forced labor, including prisoners, indentured servitude, bonded labor. For example, labor contract is signed by the employee on a fair and voluntary basis, ensure employees do not need to bear any onboarding costs, never deduct wages, benefits or property of employees, detention of employee's identity card or other identification documents is strictly prohibited, any form of physical abuse, assault, body search or insult, or forcing an employee to work by means of violence, threat or unlawful restriction of personal freedom are all forbidden. Employees' consent for work overtime is required to avoid involuntary overtime work, and the employees are compensated as appropriate in accordance with the applicable labor laws and regulations. During the Reporting Period, the Group did not involve in any violation of the laws and regulations related to the child and forced labor. In case any possible violations are found, the Group will immediately take countermeasures to rectify and eliminate such violations as soon as possible so as to ensure compliance operations.

### Compliance

During the Reporting Period, the Group did not involve in any non-compliance incidents relating to employment, health and safety, and labor standards that have significant impact on the Group.

## 四、僱傭及勞工常規 (續)

### 4. 勞工準則

本集團重視人權及保護勞工權益，不容許僱用童工及強制勞工。本集團之人力資源部門在招聘過程中進行背景及諮詢審查，以防止聘請童工。此外，本集團還嚴格執行各種措施，以防止任何形式的強制勞工，包括囚工、契約勞工、抵債勞工，例如在平等自願的基礎上與員工簽訂勞動合同；確保員工入職時不需承擔任何僱傭費用；絕不剋扣員工的工資、福利或財產；絕不扣留身份證或其他身份證明文件；嚴禁任何形式的體罰、毆打、搜身或侮辱行為，或以暴力、威脅或非法限制人身自由等手段強迫員工勞動。為了避免非自願性加班，任何加班安排必須獲得員工同意，並按照適用法律法規給予員工補償。於報告期內，本集團沒有違反任何與童工和強制勞工有關的法律法規。於報告期內，本集團沒有違反任何與童工和強制勞工有關的法律法規。如發現任何可能的違規情況，本集團將迅速採取應對措施進行整改，盡快消除違規情況，確保合規經營。

### 合規性

於報告期內，本集團沒有涉及與僱傭、健康與安全及勞工準則相關並對本集團有重大影響的已確認違法、違規事件。

## V. OPERATING PRACTICES

### 1. Supply Chain Management

The Group conveys its concern on environmental issues to its suppliers and business partners, and expects them to implement similar practices. The Group also serves to maintain long-term, stable and strategic cooperative relationships with leading suppliers, and co-develops with its suppliers on the basis of equality and win-win situation.

We have established procurement management measures and procurement management implementation rules to strictly control and monitor the procurement process relating to materials, engineering work and services. We have set up strict processes and requirements in respect of the management of suppliers, procurement methods, quality improvement, procurement contract, whether the procured goods and services are environmentally friendly, etc.. in order to ensure the procurement processes are carried out following the principles of fairness, justice, openness, effectiveness, integrity and ethics, and to enhance efficiency and ensure good product and service quality. The centralized procurement team is responsible for establishing procurement policy and carrying out daily procurement work. The audit team conducts qualification evaluation and reviews the procurement process. The supervision team monitors the compliance of procurement process, handles reports and appeals relating to the procurement process, corrects violated behaviors and penalizes the employees for breaches.

## 五、營運慣例

### 1. 供應鏈管理

本集團向供應商及業務夥伴傳達我們對環保事宜所採取的措施及期望，冀盼大家能配合本集團對社會履行社會責任。我們希望與有實力的供應商建立長期、穩定的戰略合作關係，與供應商在平等、雙贏的基礎上共同發展業務。

我們制定了集中採購管理辦法和採購管理實施細則，嚴格控制和監管採購物資、工程與服務的過程，對於供應商、採購方式、質量改善、採購合同、採購的商品和服務是否對環境友好等方面的管理皆設有嚴謹的流程與要求，務使採購過程能符合公平、公正、公開、效益、誠信、廉潔的原則，提升效率及確保產品與服務的品質。集中採購領導小組負責制定採購政策及日常採購工作，審核小組對採購過程進行資格評定與審核，監察小組監督採購過程的合規性，處理與採購過程有關的舉報與申訴，糾正違紀行為及處罰違紀的員工。

## V. OPERATING PRACTICES (continued)

### 1. Supply Chain Management (continued)

To accept new suppliers, we will pay visits to their business sites, and evaluate their certifications, internal management policies documents, work manual, operational status, etc. to make sure that they possess the capabilities in fulfilling the obligations. We also establish strict evaluation procedures for renewal of merchandise suppliers, and regularly compile statistics and review the performance of our suppliers, assess their capability, business status and operational results; in order to grasp the product sales situations and make appropriate adjustment to our strategies. The evaluation includes reviewing of their market position, their overall capability, product quality, supply performance, sales performance, quality service, business results, environmental and social responsibilities; and conduct a comprehensive evaluation based on a combination of scores and text comments. The evaluation result is sent to management to ensure that the selected suppliers are competitive and possess recognized qualifications and good internal control system, stable quality, on-time delivery, laws and regulations compliance. We have established policies and procedures in supply chain management and provided various reporting channels for employees, suppliers, customers and other business partners to report any violations and suspected abuse one's authority for own interest. During the Reporting Period, the Group did not have significant issues relating to violations in this respect.

## 五、營運慣例 (續)

### 1. 供應鏈管理 (續)

於挑選新供應商時，我們需實地考察供應商的業務地點，審核它們的資質證明、內部管理制度文件、工作指引、營運狀況等，確保它們具有實力履行責任。對於銷售商品供應商的續用，我們亦設有嚴格的評審制度，我們定期對供應商的業績進行統計及調查，並對其能力、發展狀況及營運業績等進行考核，以便掌握商品銷售情況，作出相應戰略調整。考核內容包括行業地位、綜合實力、商品品質、供貨業績、銷售業績、品質服務、營業表現、環境與社會責任等，結合計分制度和文字描述對供應商進行全方位評估，經審核檢查後上報管理層，確保所選用的供應商具有競爭力、具認可資格、有良好的內部管理制度、品質穩定、準時交貨、合法合規等。對於供應鏈系統管理，我們設有嚴謹的程序，讓員工、供應商、客戶與我們業務有關的人士舉報任何懷疑利用職務違法、違規的行為。於報告期內，本集團並無收到任何有關這方面的嚴重違規報告。

## V. OPERATING PRACTICES (continued)

### 1. Supply Chain Management (continued)

During the Reporting Period, the number and geographical distribution of the main suppliers that have business with the Group are as follows:

Chinese Mainland 中國內地  
Hong Kong 香港  
Oversea 海外

### 2. Product and Service Responsibility

The Group realizes that the department store and shopping center business not only need to guarantee high-quality goods, but also need to provide customers with high-quality services and establish good corporate image. Therefore, we follow the operating strategies and goals of each operating location, and observe the requirements of laws and regulations, market conditions, customers' needs and expectations and other information to establish our policy relating to quality. The Group pays attention to customers' needs, wins customers' confidence with high-quality and distinctive products; cares about customers' feelings, provides services that exceed customers' expectations, and creates surprises for customers; protect its own image, promotes business innovation, and insists on adopting innovative methods to enhance customers' service experience; focus on trends; while leading the trend and advocating consumer spending on the mainstream culture, we also pay attention to the customers' experience. Every department, every employee of the Group, everything they did, and every word they said, altogether built the "Century Ginwa" brand. Both the front-line employees and back-office personnel uphold the Group's core value of "To do the best, and never change ", consistently implement each quality policy, provide customers with high-quality services and products, and instill the thoughts of "our action is customers' needs driven" among employees, so as to achieve a first-class enterprise brand image.

## 五、營運慣例 (續)

### 1. 供應鏈管理 (續)

於報告期內，與本集團有業務往來的主要供應商數量及地理分佈如下表：

	2025 2025年度	2024 2024年度
Chinese Mainland 中國內地	462	547
Hong Kong 香港	11	13
Oversea 海外	—	1

### 2. 商品和服務責任

本集團意識到百貨商場與購物中心業務不僅要保證商品質素，更需要為顧客提供優質服務和樹立良好企業形象，因此我們根據各營運地點的經營方針與目標，並結合法律法規要求、市場狀況、消費者需求與期望等信息，定立質量方針。本集團關注顧客需求，以品質優良、具特色的商品贏取顧客信心；關心顧客感受，提供超越顧客期望的服務，為顧客創造驚喜的體驗；關愛自身形象，推動業務創新，堅持採用創新方法以提升顧客服務體驗；注重推崇時尚，在引領時尚、倡導消費主流文化的同時，使顧客得到享受。本集團各個部門、每位員工所做的每一件事、說的每一句話都是在努力締造「世紀金花」的品牌，無論是前線員工或後勤人員都秉持著本集團「至真至極，始終不渝」的核心價值觀，貫徹執行每個質量方針，為客戶提供優質服務和高品質商品，於員工之間樹立「顧客的需求是我們的行動指南」的思想，以成就一流企業的品牌形象。

## V. OPERATING PRACTICES (continued)

### 2. Product and Service Responsibility (continued)

#### Customer Service

In order to build up an image of excellent service, we established employees' handbook to strictly require our staff to pay attention to their appearance, phone manner, reception etiquette, conduct and behavior, dressing, job descriptions and requirements, and service greetings, etc. We have established service quality monitoring system to accurately evaluate the company's service quality, to promptly remediate problems found, and to provide customers with satisfactory services meeting their needs. When serving customers, every employee must abide by the Group's professional ethics, serve customers with sincerity, respect customers' national customs and religious beliefs, and should not judge people by appearance or comment on customers.

During the Reporting Period, the number of products and service related complaints received are as follows:

Complaints received 接獲的投訴

#### Product Quality

The Group strictly implements the price policy, hoping to achieve "Fair trade, genuine products at fair price, and adequate measurement". In order to strengthen the quality management of merchandise and maintain the reputation of the malls, we have established the "Merchandise Quality Control Regulations" according to the national product safety standards. Before each type of merchandise are placed on the counter, the relevant departments have to check and accept the brand products according to the acceptance standards, and the supervisory departments monitors the merchandise acceptance process including the appearance, shelf life, labels, safety, instructions for use, etc., to ensure the products provided by the suppliers comply with the national standards and our requirements, and at the same time, to prevent the inflow of fake or inferior merchandise and to protect the legitimate rights and interests of consumers.

## 五、營運慣例 (續)

### 2. 商品和服務責任 (續)

#### 顧客服務

為塑造優質的服務形象，我們制定了員工手冊，嚴格規範員工儀容儀表、接聽電話禮儀、來客接待禮儀、行為舉止、服裝、各個工作崗位的工作規範及服務用語等。為準確評價公司的服務品質，及時糾正不合格服務，向顧客提供符合要求的服務，制定服務品質控制規範。每位員工於服務顧客時必須遵守本集團的職業道德規範，以誠待客、尊重顧客的民族風俗和宗教信仰、不可以貌取人，不可對顧客評頭品足。

於報告期內，本集團接獲關於產品及服務的投訴數目如下表：

2025 2025年度	2024 2024年度
235	201

#### 產品質量

為了加強銷售商品的品質管理及維護商場的信譽，我們按照國家的商品安全標準，制定了「商品品質管制規範」；我們針對不同類別的商品，於上櫃前，相關部門嚴格按照驗收標準對商品進行驗收，並由監督部門監督商品的驗收流程，驗收內容包括外觀、品質、保質期、標籤、安全、使用說明等，以確保供應商提供的商品均能符合國家和我們的要求，同時杜絕假冒或劣質商品流入及保護消費者的合法權益。

## V. OPERATING PRACTICES (continued)

### 2. Product and Service Responsibility (continued)

#### **Quality of Brand**

In order to continuously strengthen the brand products quality monitoring, to maintain our reputation, to eliminate fake and shoddy goods, and to protect the consumer rights and interests by the Group; we follow the applicable local laws and regulations in brands and goods selection; and monitor and manage closely the brands and suppliers that we work with. We also establish supplier renewal system to ensure that the suppliers' merchandises are continuously keeping at high quality.

#### **Customers' Complaints**

Besides, continuous improvement is one of the key principles of the Group's quality management. We actively seek various opportunities to improve the quality of products and services, correct and reduce the adverse impact on the Group, to meet customer requirements. We, from time to time, conduct customer satisfactory survey to obtain feedbacks on our malls' reputation, merchandise and service quality, shopping environment, service facilities, goods pricing, etc. in the form of phone calls and on-site visit. We regularly review the number of customers' complaints received, analyze and evaluate our customers' comments and suggestions; and to formulate improvement plan to enhance our service quality. We remind our employees of the service image requirements and customers' feedback during morning assembly. We also use the customers' complaints as case sharing and employee training materials to strengthen the responsiveness of employees to customers' complaints and to give the customer better impression.

#### **Recall of Merchandises**

When customer service center of supermarkets receives product return request from customer, and after understanding the situation and finding that the product is defective, it will quickly report to the merchandise department and remove the product from the shelves. During the Reporting Period, the Group has no product sold or shipped subject to recalls for safety and health reasons.

## 五、營運慣例 (續)

### 2. 商品和服務責任 (續)

#### **經營品牌品質**

本集團持續加強對我們經營品牌的品質監督，維護我們的信譽，杜絕假冒偽劣商品的流入，保護消費者權益，按照當地有關商品品質、保護消費者權益等法律法規，在挑選品牌及商品時，我們對合作品牌和所屬供應商及其商品的資質管理作出嚴謹的管理；我們亦制定審核供應商續用的制度，確保現有供應商的商品能持續保持高水平。

#### **顧客投訴**

此外，持續改進是本集團質量管理的重要原則之一，我們積極尋求各種改進產品與服務質素的機會，糾正及減少對本集團的不利影響，以滿足顧客的要求。我們不時就商場信譽、商品及服務質量、購物環境、服務設施、商品價格等，透過如電話回訪及現場攔訪的方式進行顧客滿意度問卷調查，定期統計顧客投訴個案，對顧客的意見和建議進行分析，制定改進方案，以改善我們的服務質素；我們於每天門店的晨會亦提醒員工有關服務形象的要求及顧客對我們的意見，亦會將所收集到的顧客投訴個案，作為案例分享與員工培訓材料，以加強員工在遇到顧客投訴時的應變能力，以及提高顧客對我們的印象。

#### **回收商品**

當超級市場客戶服務中心收到顧客的退貨要求，如於了解情況後並發現是問題商品，便迅速反饋商品部並對商品進行下架。於報告期內，本集團沒有已售或已運送產品中因安全與健康理由而須回收的產品。

## V. OPERATING PRACTICES (continued)

### 2. Product and Service Responsibility (continued)

#### **Intellectual Property Rights and Portrait Rights**

The daily operations of the Group in shopping malls often involve the use of the others' intellectual property rights and portrait rights. In order to prevent infringement behaviors, we have established "Management Regulations Involving the Use of Others' Intellectual Property Rights and Portrait Rights in Propaganda", strictly regulate the pictures, celebrities portraits, copyrighted emoticons, text materials, fonts, video and audiovisual materials used by us and brand owners in promotion inside and outside the shopping malls, and through different media. Any promotion without the authorization from the owners are strictly prohibited. We also regularly organize training relating to the "Law of the People's Republic of China on Advertising", the "Law of the People's Republic of China on Copyright" and the applicable laws to strengthen the professional skills and litigation awareness of the employees.

#### **Customers' Data Privacy**

In order to strengthen our connection with customers, we have set up membership system since 2000, member services and concessions are given by member class; a customer service consultant is assigned to each of our senior members and focus on meeting the customer's personal preferences and needs; and we become the pilot enterprise in the Northwest Region. Confidentiality is one of the Group's core values. We set up management policies relating to information security, information system network, set up access right with information system to handle and store customers' information diligently and confidentially, and to protect customers' privacy. All employees are strictly prohibited to disclose any such information to third parties without proper authority unless there is a legal or professional right or duty to do so.

#### **Compliance**

During the Reporting Period, the Group's products and services did not involve in significant issues relating to violations nor did the Group receive any complaints concerning breaches of customer privacy, loss of customer data, intellectual property rights and portrait rights.

## 五、營運慣例 (續)

### 2. 商品和服務責任 (續)

#### **知識產權與肖像權**

本集團於商場日常的經營中，經常會涉及到使用他人的知識產權及肖像權，為防範各種可能會引致侵權的行為，我們制定了「宣傳推廣中涉及使用他人智慧財產權及肖像權管理規範」，嚴格規管我們及品牌商在商場內外及各種媒體中宣傳時所使用的圖片、明星肖像、有版權表情、文字資料、字體、影視與影音資料等，禁止任何未經持權方授權的宣傳；我們亦定期組織開展《中華人民共和國廣告法》、《中華人民共和國著作權法》等相關法律培訓，強化員工專業技能和法律意識。

#### **顧客資料私隱**

為加強與顧客的聯繫，本集團早於二零零零年開始設立會員制度，按照會員等級提供服務和優惠，由客服顧問對高級會員帳戶進行一對一維護，切合他們的個人喜好和需求，成為西北區域的先導企業。保密是本集團的核心價值之一，對於信息安全、信息系統網絡、信息系統權限等方面，我們制定了相關的管理制度，嚴謹及機密處理與儲存龐大的會員資料和保障顧客的私隱，除非是擁有法律或專業權限或職責需要，在未獲得適當授權下，員工不得向第三方披露任何資料。

#### **合規性**

於報告期內，本集團沒有涉及與商品及服務責任相關並對本集團有重大影響之已確認違法、違規事件，亦沒有收到關於違反顧客私隱、遺失顧客資料、知識產權與肖像權的投訴。

## V. OPERATING PRACTICES (continued)

### 3. Anti-corruption

Maintaining an ethical working environment is one of the Group's core values. We have adopted a zero-tolerance approach for all kinds of corruption, bribery and extortion situation. To comply with the "Criminal Law of the People's Republic of China", the "Prevention of Bribery Ordinance" enforced by the Hong Kong Independent Commission Against Corruption and other applicable laws and regulations, we set up "Anti-fraud and Reporting and Complaint Management Regulations" and "Employee Integrity Regulations" to regulate the conduct of employees. Offenders who request and accept bribes, obtain other illegal interests are heavily penalized, including termination of employment contracts, sent to the judicial authority (if violating local laws and regulations), and so on. Management includes fraud risk assessment in its annual enterprise risk assessment. Management identifies and assesses the significance and likelihood of fraud risks at the corporate level, business unit level and major account level. Each department establishes internal anti-fraud control measures, including approval, authorization, verification, checking, division of responsibilities, performance review and protection of company's asset security. The Group conducts background checks on personnel to be hired or promoted to important positions, such as educational background, work experience, criminal record, etc to minimize the fraud risk. In addition, the Group effectively communicates anti-fraud policies and procedures and related measures to employees in various forms (such as employee handbook, company rules and regulations, publicity or intranet announcements, etc.), and organizes employee training on relevant laws and regulations and professional ethics standards to enable employees to understand the concepts involved in the code of conduct. All employees must be aware of the company's serious attitude towards preventing fraud and their own responsibilities in anti-fraud, and consciously strive to improve their anti-fraud knowledge and skills.

## 五、營運慣例 (續)

### 3. 反貪污

維持高道德標準的工作環境是本集團核心價值之一，我們對各種貪污、賄賂及勒索情況採取零容忍態度。為了符合《中華人民共和國刑法》、香港廉政公署所執行的《防止賄賂條例》和其他相關國家的法律法規，因此我們制定了《反舞弊與舉報投訴管理規定》和《員工廉潔從業規定》規範員工的行為，對於索取、收受賄賂、獲得其他非法利益等行為訂明嚴厲的罰則，包括被公司終止勞動合同、送交司法機關處理（如違反當地政府的法律法規）等。管理層在進行年度的企業風險評估時，將舞弊風險評估納入其中。管理層在公司層面、業務部門層面和主要會計帳戶層面中識別和評估舞弊風險的重要性和可能性。各部門建立內部的反舞弊控制措施，包括批准、授權、核查、核對、權責分工、工作業績覆核、公司資產安全的保護等。本集團對準備聘用或晉升到重要崗位的人員進行背景調查（如教育背景、工作經歷、犯罪記錄等）以減少舞弊風險。此外，本集團以多種形式（如員工手冊、公司規章制度、宣傳或內聯網公佈等）將反舞弊政策與程序及相關措施有效地與員工溝通，並組織員工進行相關法律法規、職業道德規範的培訓，使員工明白行為準則涉及的概念。所有員工都必須清楚公司對防止舞弊行為的嚴肅態度和員工自身在反舞弊方面的責任，並自覺努力提高反舞弊知識水準和技能。

## V. OPERATING PRACTICES (continued)

### 3. Anti-corruption (continued)

We bring the disciplinary monitoring work in the business process, ensure that there are channels (including for reporting boxes, email and hotline) for reporting suspected cases of obtaining personal interests in carrying out one's job duties, bribes, extortion, fraud, money laundering in breach of policies, regulations, and laws in strict confidence to the Internal Control and Legal Department. We also set up suggestion box and reward employees who make good recommendations. We sign the anti-corruption agreements with suppliers. During the procurement and bidding processes, the Internal Control and Legal Department participates in the procurement and bidding work to monitor the compliance of each department (such as bribery, receiving gifts and mis-behavior in the bidding process, etc.); the Internal Control and Legal Department also participates in the engineering work inspection process, and is responsible for monitoring whether the engineering companies are authorized, their employees' qualification, whether the equipment is consistent with the contract terms, and whether the company has executed the inspection according to the process, and so on. During the Reporting Period, the Group or its employees did not involve in any litigation cases of corruption.

## VI. COMMUNITY INVESTMENT

The Group is committed to building the corporate culture of "open and creative, win-win, grace for the times and sincerely contributing to the society", advocate a green, energy-saving and safe lifestyle, and devoted to charitable activities to show our determination in taking up the social responsibility, to care for the people in need and to push on building a harmonious enterprise. The Group advocates the concept of sustainable development and jointly promotes regional economic development. The Group is a responsible taxpayer and offers job opportunities to local people. We paid "five insurances and housing provident fund" for staff in Chinese Mainland and the mandatory provident fund contributions for staff in Hong Kong. We run our business following good practices; we actively promote green energy-saving and environmental friendly concepts; we set up a role model for the industry; and to some certain extent, we have contributed to social stability and building a harmonious community.

## 五、營運慣例 (續)

### 3. 反貪污 (續)

我們將紀檢監察工作深入到經營過程中，確保在絕對保密的情況下可以通過不同渠道（包括舉報箱、舉報電郵和熱線）向內控法務部通報利用職務謀取個人私利、賄賂、勒索、欺詐及洗黑錢等違紀、違規或違法的個案。而且我們設置員工建議箱，獎勵提出好建議的員工。我們與供應商簽訂反貪腐協議，於採購及招標的流程中，內控法務部會參與採購及招標工作，以監督各個部門的合規性（如賄賂、收取禮物、開標流程不對的行為等）；內控法務部還會參與工程驗收流程，負責監督工程方是否授權單位、工程人員的資質、器材是否與合同一致，以及是否按照公司的驗收流程進行等。於報告期內，並沒有涉及指控本集團或本集團員工貪污的訴訟案件。

## 六、社區投資

本集團秉承「開放創新、攜手共贏、恩澤惠於時代、摯誠饋效社會」的企業文化，倡導綠色節能安全的生活方式，致力於公益事業，彰顯我們勇於承擔社會責任，關愛有需要人士的價值目標，推進和諧企業建設。本集團倡導可持續發展理念，共同促進地區的經濟發展。本集團依法經營納稅，協助緩解當地的就業壓力，不遺餘力；為國內員工繳納五險一金，為香港員工參加強積金計劃。我們一直保持良好的經營、積極推行節能綠色環保理念及營造良好的發展秩序，是行業裡的榜樣，在保持社會穩定、建設和諧社區方面，有一定的貢獻。

## VII. ENVIRONMENTAL PERFORMANCE DATA SUMMARY

## 七、環境數據表現摘要

	Unit 單位	2025 2025年度	2024 2024年度
<b>Greenhouse gas ("GHG") Emissions:</b>			
溫室氣體：			
<b>Scope 1</b> <sup>1,4</sup>		<b>61.98</b>	87.53
範圍一 <sup>1,4</sup>			
<b>Scope 2</b> <sup>2,4</sup>	Tonnes	<b>19,603.29</b>	24,335.14
範圍二 <sup>2,4</sup>	噸		
<b>Scope 3</b> <sup>3,5</sup>	Tonnes	<b>2.98</b>	3.02
範圍三 <sup>3,5</sup>	噸		
<b>Total</b>	Tonnes	<b>19,668.25</b>	24,425.69
總量	噸		
<b>Intensity</b> <sup>6</sup>	Tonnes	<b>71.02</b>	83.26
密度 <sup>6</sup>	噸		
<b>Air Emissions</b> <sup>4</sup> :			
廢氣總排放量 <sup>4</sup> ：			
<b>Nitrogen Oxides</b>	Kilograms	<b>31.55</b>	66.17
氮氧化物	公斤		
<b>Sulfur Oxides</b>	Kilograms	<b>0.05</b>	0.11
硫氧化物	公斤		
<b>Particulate Matters</b>	Kilograms	<b>1.51</b>	3.17
顆粒物	公斤		
<b>Non-hazardous Wastes</b> <sup>7</sup> :			
無害固體廢物 <sup>7</sup> ：			
<b>Total</b>	Tonnes	<b>2,352.65</b>	2,431.14
總量	噸		
<b>Intensity</b> <sup>6</sup>	Tonnes	<b>8.50</b>	8.29
密度 <sup>6</sup>	噸		
<b>Packaging Materials Used for Merchandise:</b>			
商品所用包裝材料：			
<b>Total</b>	Tonnes	<b>10.05</b>	31.07
總量	噸		
<b>Intensity</b> <sup>6</sup>	Tonnes	<b>0.04</b>	0.11
密度 <sup>6</sup>	噸		

## VII. ENVIRONMENTAL PERFORMANCE DATA SUMMARY *(continued)*

## 七、環境數據表現摘要 (續)

	Unit 單位	2025 2025年度	2024 2024年度
<b>Energy and Water Consumption:</b>			
天然資源消耗量：			
<b>Electricity:</b>			
電力：			
<b>Total</b>	MWh	<b>36,532.40</b>	39,887.13
總量	兆瓦時		
<b>Intensity<sup>6</sup></b>	MWh	<b>131.92</b>	135.96
密度 <sup>6</sup>	兆瓦時		
<b>Diesel:</b>			
柴油：			
<b>Total</b>	Liters	<b>1,220.04</b>	2,651.39
總量	公升		
<b>Intensity<sup>6</sup></b>	Liters	<b>4.41</b>	9.04
密度 <sup>6</sup>	公升		
<b>Gasoline:</b>			
汽油：			
<b>Total</b>	Liters	<b>2,352.15</b>	4,578.57
總量	公升		
<b>Intensity<sup>6</sup></b>	Liters	<b>8.49</b>	15.61
密度 <sup>6</sup>	公升		
<b>Natura gas:</b>			
天然氣：			
<b>Total</b>	Cubic meters	<b>28,519.00</b>	37,008.00
總量	立方米		
<b>Intensity<sup>6</sup></b>	Cubic meters	<b>102.98</b>	126.15
密度 <sup>6</sup>	立方米		
<b>Water:</b>			
水資源：			
<b>Total</b>	Cubic meters	<b>219,528.10</b>	279,133.09
總量	立方米		
<b>Intensity<sup>6</sup></b>	Cubic meters	<b>792.70</b>	951.46
密度 <sup>6</sup>	立方米		

## VII. ENVIRONMENTAL PERFORMANCE DATA SUMMARY (continued)

Notes:

- 1 Scope 1 refers to the Group's business direct GHG emission, including combustion of diesel, gasoline and natural gas.
- 2 Scope 2 refers to the Group's business indirect GHG emissions, including consumption of purchased electricity.
- 3 Scope 3 refers to other indirect greenhouse gas emissions generated outside the Group, including greenhouse gas emissions from business travel. Data for other categories of Scope 3 emissions has not yet been collected, and the Group currently does not have the capacity to collect data for such categories; however, the Group will endeavor to allocate resources to complete the disclosure of Scope 3 emissions in due course.
- 4 The carbon emissions are calculated with reference to the emission factors published by the electricity suppliers, the "2019 China Regional Grid Baseline Emission Factors" issued by the Climate Change Department of the Ministry of Ecology and Environment of the PRC and the "Reporting Guidance on Environmental Key Performance Indicators" issued by The Stock Exchange of Hong Kong Limited.
- 5 The carbon emissions generated from business travel are calculated with reference to the carbon emission calculation method of 2060 Zero Carbon Coporation Initiative.
- 6 The above environmental performance data intensity is calculated based on 0.001 square meters (m<sup>2</sup>) of the floor area of the shopping malls and offices.
- 7 During the Reporting Period, the non-hazardous solid waste was the construction waste generated from renovation work and the domestic waste produced by the employees of all shopping malls and offices. Since the construction waste was handled by the construction contractor which did not provide relevant production data. Therefore, we did not disclose the relevant data in this Report. And, domestic waste data is a multiple of average daily weight of waste produced by each person and the number of employees at month end.

## 七、環境數據表現摘要 (續)

附註：

- 1 範圍一是指本集團業務因直接使用燃料而產生的溫室氣體排放，包括燃燒柴油、汽油及天然氣。
- 2 範圍二是指本集團業務內部消耗購回來的電力所引致的「間接能源」溫室氣體排放。
- 3 範圍三是指於本集團外部產生的其他間接溫室氣體排放，包括商務差旅所產生的溫室氣體排放。其他類別的範圍3排放數據尚未收集，且本集團目前並無能力就該等類別收集數據；然而，本集團將努力投入資源，以期適時完成範圍3排放的披露工作。
- 4 碳排放之計算參照電力供應商發佈的排放系數、中國生態環境部應對氣候變化司公佈之《2019中國區域電網基準線排放因子》及香港聯合交易所有限公司《環境關鍵績效指標匯報指引》。
- 5 商務差旅所產生的二氧化碳排放量是參照2060零碳企業行動協議碳排放計算方法計算。
- 6 以上環境表現數據的密度是按商場及辦公室的建築面積的0.001平方米進行計算。
- 7 於報告期內，無害固體廢物包含裝修工程所產生的廢物，以及各商場與辦公室員工所產生的生活垃圾。由於工程廢物由工程承包商負責處置，工程承包商未有提供相關產生量數據，因此我們沒有於此報告中披露相關數據。而生活垃圾數據是按照每人每天平均產生的廢物重量乘以當月底的員工人數計算。

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General

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一般披露／  
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A. Environmental

A.環境

Aspect A1

層面A1

General Disclosure

Emissions

排放物

Information on:

(a) the policies; and  
(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.

*Note: Air emissions include NO<sub>x</sub>, SO<sub>x</sub>, and other pollutants regulated under national laws and regulations. Hazardous wastes are those defined by national regulations.*

一般披露

有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的：

(a) 政策；及  
(b) 遵守對發行人有重大影響的相關法律及規例的資料。

註：廢氣排放包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物。有害廢棄物指國家規例所界定者。

15-18

KPI A1.1

關鍵績效指標A1.1

The types of emissions and respective emissions data.

排放物種類及相關排放數據。

55

KPI A1.2

關鍵績效指標A1.2

Repealed 1 January 2025

於2025年1月1日刪除

N/A

不適用

KPI A1.3

關鍵績效指標A1.3

Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).

所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。

N/A<sup>1</sup>

不適用<sup>1</sup>

KPI A1.4

關鍵績效指標A1.4

Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).

所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。

55

**VIII. "ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING CODE" BY THE STOCK EXCHANGE OF HONG KONG LIMITED (continued)**

**八、香港聯合交易所有限公司的《環境、社會及管治報告守則》(續)**

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<b>A. Environmental (continued)</b> <b>A.環境 (續)</b>		
KPI A1.5 關鍵績效指標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。	16-18
KPI A1.6 關鍵績效指標A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of 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。	16-18
<b>Aspect A2</b> <b>層面A2</b>	<b>Use of Resources</b> <b>資源使用</b>	
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. <i>Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.</i> 有效使用資源（包括能源、水及其他原材料）的政策。 註：資源可用於生產、儲存、運輸、樓宇、電子設備等。	19-32
KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (MWh) and intensity (e.g. per unit of production volume, per facility) 按類型劃分的直接及／或間接能源（如電、氣或油）總耗量（以兆瓦時計算）及密度（如以每產量單位、每項設施計算）。	22, 28, 56
KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度（如以每產量單位、每項設施計算）。	30, 56
KPI A2.3 關鍵績效指標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。	20-28

**VIII. "ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING CODE" BY THE STOCK EXCHANGE OF HONG KONG LIMITED** *(continued)*

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**A. Environmental** *(continued)*

**A. 環境** (續)

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.	29-30
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關鍵績效指標A2.4 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。

KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	31, 55
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關鍵績效指標A2.5 製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位估量。

**Aspect A3**

**層面A3**

General Disclosure

一般披露

**The Environment and Natural Resources**

**環境及天然資源**

Policies on minimising the issuer's significant impact on the environment and natural resources

減低發行人對環境及天然資源造成重大影響的政策。

32-33

KPI A3.1

Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.

32-33

關鍵績效指標A3.1 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。

**Aspect A4**

**層面A4**

General Disclosure

一般披露

**Climate Change Repealed 1 January 2025**

**氣候變化於2025年1月1日刪除**

Repealed 1 January 2025

於2025年1月1日刪除

N/A  
不適用

**VIII. “ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING CODE” BY THE STOCK EXCHANGE OF HONG KONG LIMITED (continued)**

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<b>B. Social</b> <b>B. 社會</b>		
<b>Aspect B1</b> <b>層面 B1</b>		
<b>Employment and Labor Practices</b> <b>僱傭</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的：	37-41
一般披露	(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	
KPI B1.1	Total workforce by gender, employment type (for example, full-or part-time), age group and geographical region.	39
關鍵績效指標B1.1	按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。	
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	39
關鍵績效指標B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	
<b>Aspect B2</b> <b>層面 B2</b>		
<b>Health and Safety</b> <b>健康與安全</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	37, 41-43
一般披露	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	

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**B. Social** *(continued)*

**B. 社會** (續)

KPI B2.1 關鍵績效指標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。	43
KPI B2.2 關鍵績效指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	43
KPI B2.3 關鍵績效指標B2.3	Description of occupational health and safety measures adopted, and 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。	41-43
<b>Aspect B3</b> <b>層面B3</b>	<b>Development and Training</b> <b>發展及培訓</b>	
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. <i>Note: Training refers to vocational training. It may include internal and external courses paid by the employer.</i> 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 註： 培訓指職業培訓，可包括由僱主付費的內外部課程。	44-45
KPI B3.1 關鍵績效指標B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比。	45
KPI B3.2 關鍵績效指標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。	45

**VIII. “ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING CODE” BY THE STOCK EXCHANGE OF HONG KONG LIMITED** *(continued)*

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<b>Aspect B4</b> <b>層面 B4</b>		
<b>Labor Standards</b> <b>勞工準則</b>		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced Labor. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	37, 46
KPI B4.1 關鍵績效指標 B4.1	Description of measures to review employment practices to avoid child and forced Labor. 描述檢討招聘慣例的措施以避免童工及強制勞工。	46
KPI B4.2 關鍵績效指標 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。	46
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<b>Supply Chain Management</b> <b>供應鏈管理</b>		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	47-49
KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	49
KPI B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, 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。	47-48

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**B. Social (continued)**

**B. 社會 (續)**

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關鍵績效指標B5.3	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。	
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	47-48
關鍵績效指標B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	
<b>Aspect B6</b>	<b>Product Responsibility</b>	
<b>層面B6</b>	<b>產品責任</b>	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	49-52
一般披露	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	51
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**VIII. “ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING CODE” BY THE STOCK EXCHANGE OF HONG KONG LIMITED (continued)**

**八、香港聯合交易所有限公司的《環境、社會及管治報告守則》(續)**

<b>General Disclosure/KPIs</b> 一般披露／ 關鍵績效指標	<b>Reporting Guideline</b> 報告指引	<b>Page</b> 頁數
<b>B. Social (continued)</b> <b>B. 社會 (續)</b>		
KPI B6.3 關鍵績效指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	52
KPI B6.4 關鍵績效指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	49-51
KPI B6.5 關鍵績效指標B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	52
<b>Aspect B7</b> <b>層面B7</b>	<b>Anti-corruption</b> <b>反貪污</b>	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	53-54
KPI B7.1 關鍵績效指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 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。	53-54
KPI B7.2 關鍵績效指標B7.2	Description of preventive measures and whistle-blowing procedures, and 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。	53-54

**VIII. "ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING CODE" BY THE STOCK EXCHANGE OF HONG KONG LIMITED** *(continued)*

八、香港聯合交易所有限公司的  
《環境、社會及管治報告守則》  
(續)

**General**

**Disclosure/KPIs**

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**B. Social** *(continued)*

**B. 社會** (續)

KPI B7.3

Description of anti-corruption training provided to directors and staff.

53-54

關鍵績效指標B7.3

描述向董事及員工提供的反貪污培訓。

**Aspect B8**

**層面B8**

General Disclosure

**Community Investment**

**社區投資**

Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.

54

一般披露

有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。

KPI B8.1

Focus areas of contribution (e.g. education, environmental concerns, Labor needs, health, culture, sport).

54

關鍵績效指標B8.1

專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。

KPI B8.2

Resources contributed (e.g. money or time) to the focus area.

54

關鍵績效指標B8.2

在專注範疇所動用資源(如金錢或時間)。

**VIII. "ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING CODE" BY THE STOCK EXCHANGE OF HONG KONG LIMITED (continued)**

**八、香港聯合交易所有限公司的《環境、社會及管治報告守則》(續)**

**General Disclosure/**

**KPIs**

一般披露／

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**C. CLIMATE-RELATED RISKS**

**C.氣候相關風險**

General Disclosure  一般披露	Governance-The governance process, controls and procedures an issuer uses to monitor, manage and oversee climate-related risks and opportunities.  管治—發行人用於監察、管理及監督氣候相關風險和機遇的管治流程、監控措施及程序。	7-9, 33
General Disclosure  一般披露	Strategy-The strategy for managing climate-related risks and opportunities.  策略—發行人管理氣候相關風險和機遇的策略。	33-34
General Disclosure  一般披露	Risk Management-The process an issuer uses to identify, assess, prioritise and monitor climate-related risks and opportunities.  風險管理—發行人用於識別、評估氣候相關風險和機遇，以及釐定當中輕重緩急並持續監察的流程。	35-36
General Disclosure  一般披露及 關鍵績效指標	Metrics and targets-The metrics and targets an issuer uses to understand its performance in relation to climate-related risks and opportunities, including progress towards any climate-related targets it has set, and any targets it is required to meet by law or regulation.  指標及目標—發行人用於了解自己在氣候相關風險和機遇方面表現的指標及目標，包括達致所設定氣候相關目標的進度，以及法例規定須達致的目標。	36, 55-56

Note:

1 The Group's main business is operating department stores, shopping centers and supermarkets. We did not generate any hazardous wastes.

附註：

1 本集團主要業務是經營百貨商場、購物中心及超級市場，因此沒有產生任何有害廢物。