



WANG ON GROUP LIMITED

宏安集團有限公司

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:1222



位元堂



環境、社會及管治報告
ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

2021

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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ABOUT THE GROUP

Wang On Group Limited (the “**Company**” and its subsidiaries, collectively referred to as the “**Group**”, stock code: 1222) was listed on the Main Board of The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”) in 1995 and its principal activities include the management of fresh market, financial investment and other investment projects. Meanwhile, it is engaged in operation of property development and investment business through its subsidiary, Wang On Properties Limited (“**WOP**”, stock code: 1243), as well as the production of Chinese and Western pharmaceutical and retail business by incorporating two medical and health brands into Wai Yuen Tong Medicine Holdings Limited (“**WYTH**”, stock code: 897) and management and sales of properties in agricultural produce exchange markets in the PRC through China Agri-Products Exchange Limited (“**CAP**”, stock code: 149). As of today, the Group has developed into a leading comprehensive enterprise, with its business spread across Hong Kong and the mainland China.

關於本集團

宏安集團有限公司(「**本公司**」及其附屬公司，統稱「**本集團**」)(股份代號：1222)，一九九五年於香港聯合交易所有限公司(「**聯交所**」)主板上市，主要業務包括鮮活市場管理、金融投資及其他投資項目。同時，透過附屬公司宏安地產有限公司(「**宏安地產**」)(股份代號：1243)營運的物業發展及投資業務、以及擁有兩個醫療保健品牌之位元堂藥業控股有限公司(「**位元堂藥業**」)(股份代號：897)經營的中西藥生產及零售業務，以及透過中國農產品交易所有限公司(「**中國農產品**」，股份代號：149)管理及銷售於中國之農產品交易所市場物業。至今，本集團已發展成具領導地位的綜合企業，業務遍及香港和內地。

BUSINESS SEGMENTS

業務分類

Property development

WOP has been actively involved in Hong Kong property market, offering a wide range of boutique apartments, luxury residential accommodations and commercial buildings in the local property market to meet the needs of different investors and users. The Group also engaged in the sales of properties in agricultural produce exchange markets in the PRC.

物業發展

宏安地產積極參與香港房地產市場，為本地物業市場提供精品式住宅、豪宅及商廈，推出不同系列以迎合不同投資者及用家需求。本集團並在中國從事農產品交易所市場的物業銷售業務。

Property Investment

The Group's acquisition of already available properties for sale or lease is a both offensive and defensive strategy that will lead to a more stable business development in the long run.

物業投資

本集團購入現成物業作銷售或出租，攻守兼備，長遠而言，可令業務更趨穩健發展。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

BUSINESS SEGMENTS (continued)

業務分類(續)

Fresh market, butchery business and agri-products exchange market

街市，屠宰業務及農產品交易市場

The Group has further expanded its business since 1996 by playing an active role in fresh market and property management. Committed to becoming one of the largest Chinese market leasing operators in Hong Kong, it owns two local market brands “Allmart” and “Day Day Fresh”. The Group has also introduced the modern operation model to mainland China, With the rich experience of our team, we have successfully promoted our Chinese market management approach under the brand “Huimin” in mainland China. Moreover, the Group managed agricultural produce exchange markets in the PRC through CAP, a 53.37%-owned listed subsidiary of WYTH.

自一九九六年起，本集團進一步開拓業務，積極參與鮮活市場及物業管理，擁有兩個本地街市品牌「萬有街市」及「日日•食良」，致力成為本港最大的中式街市租賃營運商之一。本集團更引入現代化營運模式到國內，憑著團隊豐富經驗，成功於國內建立「惠民」品牌的中式街市管理。而且，本集團在中國透過中國農產品(為位元堂藥業擁有53.37%的上市附屬公司)管理農產品交易市場。

Production and sale of pharmaceutical and health food products

生產及銷售醫藥及保健食品產品

From 2001 to 2003, the Group targeted the high value-added pharmaceutical market, selling pharmaceutical and healthcare products worldwide with a view to increase its share in the healthcare market. In parallel, the Group also actively explored the e-commerce market by connecting physical stores with online sales platforms.

於二零零一至二零零三年期間，本集團瞄準高增值的藥業市場，於全球各地銷售藥物及保健產品，致力提升醫療保健市場佔有率。同時，本集團亦積極開拓電商市場，將實體店與網上銷售平台連線。

Treasury management

財資管理

In recent years, the Group has been actively investing in financial services. We strive to provide customized one-stop financial services to our customers with our diversified financial services covering corporate and personal financing.

近年，本集團積極投放資源在金融服務上。多元化的金融服務涵蓋企業及個人融資服務，致力為客戶提供度身訂造的一站式金融服務。

With our sophisticated and adaptive professional management team, the Group will continue to grow our business while maintaining a prudent and forward-looking investment strategy. We will firmly uphold our commitment of development with care and compassion, as well as the good reputation we have built up over the years, bringing new highs to the Group's business.

本集團憑藉經驗豐富及靈活專業的管理團隊，同時，秉持審慎、具前瞻性的投資策略，將繼續強化業務。並堅守以「愛」用「心」的發展承諾，鞏固建立多年的良好信譽，令本集團基業再創高峰。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ABOUT THE REPORT

The fifth Environmental, Social and Governance (“ESG”) Report (the “Report”) issued by the Group focuses on reporting the ESG performance of the Group from 1 April 2020 to 31 March 2021 (the “Year”). The Group regularly publishes the ESG Report to help various stakeholders understand the Group’s policies, measures and effectiveness on ESG issues. The Report has been prepared in both Chinese and English and uploaded to the HKEXnews website of the Stock Exchange (www.hkexnews.hk) and the website of the Group (www.wangon.com) under “Investor Relations”.

Reporting scope

As WOP, WYTH and CAP are listed separately and will issue an ESG Report respectively, the Report focuses on major measures and performance of the Group in the fresh market business in respect of environmental protection and social care during the Year. The treasury management business primarily comprises financing and investing activities, the income of which accounts for only 9.2% of the Group’s total income, and is excluded from the scope of the Report.

The disclosure of the Report focuses on the head office of the Group in Hong Kong and the operation of 12 “Allmart” branded fresh markets, two “Day Day Fresh” fresh markets and 11 meat stalls. Compared with the 2020 ESG Report, the operation of two newly opened fresh markets in Wu Kai Sha and Tai Wai respectively, and four meat stalls are added to the scope of the Report.

The Group plans to gradually expand the scope of the report based on the principle of materiality in the future.

關於本報告

本集團發表的第五份《環境、社會及管治報告》（「本報告」），重點匯報本集團於二零二零年四月一日至二零二一年三月三十一日（「本年度」）的環境、社會及管治（「環境、社會及管治」）表現。本集團定期發佈《環境、社會及管治報告》，以幫助各類持份者了解本集團於環境、社會及管治等相關議題上的政策、措施及成效。本報告以中、英文編寫，並已上載至聯交所披露易(www.hkexnews.hk)及本集團網站(www.wangon.com)中「投資者關係」一欄。

報告範圍

由於宏安地產、位元堂藥業及中國農產品為獨立上市並將分別發佈《環境、社會及管治報告》，本報告聚焦本集團街市業務於本年度在環境保護及關懷社會的主要舉措和績效。財資管理業務主要為融資及投資活動，佔本集團總收入僅9.2%，故不納入本報告範圍。

本報告的披露聚焦本集團位於香港之總部辦公室，以及12個「萬有」品牌街市、兩個「日日•食良」品牌街市及11個肉檔的營運。與二零二零年度《環境、社會及管治報告》相比，本報告範圍新增兩個分別位於烏溪沙及大圍新開張的街市及四個肉檔的營運。

本集團計劃在未來按重要性原則逐步擴大報告範圍。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ABOUT THE REPORT (continued)

Reporting standards

The Report is prepared in accordance with Appendix 27 Environmental, Social and Governance Reporting Guide (the “**Guide**”) to the Rules Governing the Listing of Securities on the Stock Exchange (the “**Listing Rules**”), and discloses information related to “Comply or Explain” provision. In addition, certain important social key performance indicators under “Recommended Disclosures” set out in the Guide are disclosed in the Report. A complete content index is appended in the last chapter of this Report for easy comprehension with reference to the Guide.

In preparing the Report, the Group adheres to the four principles of materiality, quantitative, balance and consistency.

關於本報告(續)

報告準則

本報告遵從聯交所證券上市規則(「**上市規則**」)附錄二十七《環境、社會及管治報告指引》(「**指引**」)編制，並披露有關「不遵守就解釋」的資訊。此外，部分《指引》中「建議披露」的關鍵績效指標已於本報告披露。本報告最後一章附有完整索引，以便讀者按《指引》閱讀本報告。

在編寫本報告時，本集團遵循重要性、量化、平衡及一致性四項匯報原則。

Reporting

principle 匯報原則

Definition 釋義

The Group's response 本集團的回應

Materiality	The report should reflect the organisation's significant influences on environment and society, or aspects that substantively affect stakeholders' assessment and decision on organisation.	The Board identifies and recognizes the significant environmental and social impacts of the Group's operations and the important issues to the stakeholders by considering the nature of the Group's business and operation approach. Please refer to the section headed “Important Issues” for further details.
重要性	本報告應反映機構對環境及社會的顯著影響，或實質上影響持份者對機構評估及決定的範疇。	透過考慮本集團的業務性質及營運方式，董事會識別及確認本集團營運對環境和社會的重大影響，及對持份者重要的事宜。詳細請參閱「重要議題」章節。
Quantitative	The report should disclose key performance indicators in a measurable manner.	The Group records and discloses environmental and social key performance indicators in a quantitative manner, provides comparisons with previous years' performance, and commissions independent professional consultants to conduct carbon assessments in accordance with local guidelines and international standards.
量化	本報告應以可以計量的方式披露關鍵績效指標。	本集團以量化的方式記錄和披露環境及社會關鍵績效指標，提供與往年績效作比較，並委託獨立專業顧問根據本地指引及國際標準進行碳評估。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ABOUT THE REPORT (continued)

關於本報告(續)

Reporting standards (continued)

報告準則(續)

Reporting

principle

Definition

The Group's response

匯報原則

釋義

本集團的回應

Balance

The organisation should prepare the report in an unbiased manner, to ensure it gives a clear picture of positive and negative impacts, enabling stakeholders to reasonably evaluate the overall performance of the organisation

The Group provides an accurate, objective and fair description of its sustainability performance covering the Group's performance, challenges and solutions, which render readers able to reasonably assess the Group's overall performance.

平衡

機構應以不偏不倚的態度籌備報告，確保清晰說明其正面及負面影響，讓持份者可合理地評估機構的整體績效。

本集團以準確、客觀及持平的態度描述可持續發展表現，闡述本集團的績效、所面對的挑戰及解決方案，使讀者可合理地評估本集團的整體績效。

Consistency

The disclosure in the report should adopt consistent methodologies, so that stakeholders can analyse and evaluate the performance of the organisation during different periods. The organisation should provide explanations in respect of any change in the methods of disclosure.

Unless otherwise stated, the Group adopts consistent statistical methodology to facilitate year-on-year comparison of the Group's performance by stakeholders. Please refer to the section headed "Overview of Key Performance Indicators" for details.

一致性

報告披露應採用一致的披露統計方法，以便持份者可分析及評估機構於不同時間的績效。機構應就任何方法的變化作出解釋。

除特別注明外，本集團的數據統計方法保持一致，以便持份者對本集團的表現作逐年比較。詳情請參閱「關鍵績效指標總覽」章節。

Confirmation and approval

確認及批准

All the information cited in the Report is sourced from the Group's official documents, statistical data and management and operational information collected under the Group's system, in order to ensure the accuracy and reliability of the data presented in the Report. The Report was reviewed and approved by the Board.

本報告引用的所有資料均來自本集團的官方文件、統計數據及根據本集團制度所收集的管理和運營資料，竭力確保本報告所呈現的資料均準確可靠。本報告已獲董事會審閱及批准。

Opinion and feedback

意見反饋

Opinions and recommendations from stakeholders can help the Group to establish sustainability strategies for the future. If you have any questions or suggestions, you are welcome to contact the Company via email (pr@wangon.com).

持份者的意見及建議有助本集團制訂未來的可持續發展策略。如閣下有任何疑問或建議，歡迎透過電郵(pr@wangon.com)與本公司聯絡。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

SUSTAINABILITY PERFORMANCE AT A GLANCE 可持續發展績效一覽

Environment

環境

Emissions

排放物

Total greenhouse gas emissions	溫室氣體排放總量	2,410.0 tCO ₂ e	2,410.0公噸二氧化碳當量
Total non-hazardous waste generated	產生無害廢棄物總量	21,682.7 tonnes	21,682.7公噸

Use of resources

資源使用

Total energy consumption	能源消耗總量	4,485.8 MWh	4,485.8兆瓦時
Total water consumption	耗水總量	14,114.2 m ³	14,114.2立方米

Society

社會

Staff

員工

Number of employees	僱員數目	142
Male to female ratio	男性：女性比例	1.54:1

Customer

During the pandemic, the Group monitor closely with its development trend and with the government's regulations on pandemic prevention as well as enhance the cleaning and disinfection of markets with an aim to protect customers' health.

顧客

疫情期間，密切關注其發展趨勢及政府防疫規例，加強街市清潔及消毒，保障顧客健康。

Community¹

Donated a total of approximately HK\$134,000

社區¹

共捐款約港幣 134,000 元

A total of 98 volunteers

共 98 名義工

A total of 80 hours of volunteer hours

共 80 小時義工時數

¹ Including WOP's donations as well as number of volunteers and volunteer hours.

¹ 包括宏安地產之捐款及義工人數和時數。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

MESSAGE FROM THE BOARD

Since the beginning of 2020, the COVID-19 pandemic has posed unprecedented challenges to business around the world. During the pandemic, the Group implemented stringent preventive measures to safeguard the health and safety of employees and customers, and actively responded to the disease prevention and control measures taken by various local governments. Despite the tremendous shock on businesses from the pandemic, the Group strives to respond promptly to the changing social and market needs under the severe and volatile operating environment, and remains cautiously optimistic about its business performance and prospects.

The Group acknowledges that under the “new normal” emerged from the pandemic, corporate sustainability is of greater importance. In order to establish good corporate governance, the Board is responsible for supervising and monitoring the work of each department, including reviewing ESG approaches and approving ESG reports. Looking ahead, the Group will gradually establish a sustainability governance system and set up a sustainability committee to give direction to the Group in monitoring its ESG performance.

While it is critical to respond to the pandemic, the crisis of climate change should not be overlooked. In the past year, many national and regional governments have announced carbon neutrality or net-zero emission targets to promote a low carbon economy, for instance, the Hong Kong government is dedicated to achieve net-zero emission targets by 2050. In view of this, the Group has stepped up its effort in combating climate change in its industry by formulating policies related to climate change, reviewing the crisis related to climate change in a timely manner and continuously improving the environmental management of its operations.

Looking ahead, the Group seeks to maintaining close communication with stakeholders and hopes to involve employees in the stakeholder survey to understand their views on ESG issues, in a bid to effectively enhance its sustainability performance.

董事會寄語

自二零二零年年初起，新冠肺炎疫情大流行為全球企業帶來前所未有的挑戰。在疫症期間，本集團採取嚴格防疫措施，保證員工及顧客的健康及安全，並積極響應各地政府為控制疫情所採取的措施。縱使疫情的肆虐使各行各業遭受重大衝擊，本集團致力在嚴峻多變的經營環境下，迅速回應社會市場的需求變化，對業務表現及前景仍持審慎樂觀的態度。

本集團明白，在疫情「新常態」下，企業的可持續發展顯得更為重要。為建立良好企業管治，董事會負責負責督導及監察各部門工作，包括審視環境、社會及管治方針，並審批環境、社會及管治報告。展望將來，本集團將逐步建立可持續發展管治體系，成立可持續發展委員會，以指導本集團監測其環境、社會及管治表現。

應對疫情固之然重要，但氣候變化的危機也不容忽視。在過去一年，多個國家及地區政府宣布碳中和或淨零排放目標，藉此推動低碳經濟，例如，香港政府將致力爭取於二零五零年前實現淨零排放目標。有見及此，本集團努力在其行業為應對氣候變化出一分力，並已制定有關氣候變化的相關政策，適時審視氣候變化相關的危機，並持續改善營運的環境管理。

展望未來，本集團致力與持份者保持緊密溝通，期望將員工納入持份者問卷調查，了解他們對環境、社會及管治議題的意見，更有效提升其可持續發展表現。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

SUSTAINABILITY GOVERNANCE

The Group regards good corporate governance as the foundation of its operations. The Group recognizes that each of its business segment has varying degrees of environmental and social impacts in daily operations. The Board shall be responsible for managing ESG issues, supervising and monitoring the work of each department, including reviewing ESG approaches, approving ESG reports, and establishing a sustainable governance system in gradual pace. Responsible officers of various principal departments hold regular business meetings to discuss ESG issues.

It is seen higher expectations from the community and stakeholders on the ESG performance of businesses. In view of this, the Group plans to establish a sustainability committee to assist the Board in monitoring environmental and social policies and initiatives and the related objectives, reviewing the effectiveness, and to report to the Board on a regular basis.

Risk management

The Board understands that it is fully responsible for maintaining a sound and effective risk management and internal control system. With the assistance of the Audit Committee, the Board will review and oversee our corporate risk management and internal control systems on an on-going basis. The Board authorizes the management to take charge of the design, maintenance, implementation and control of relevant system. Annual review will be carried out by the Board to our system and procedures, covering all material areas, including finance, operation and compliance, to ensure the effectiveness of our risk management system. In addition, the Group engages the external consultant company examines the effectiveness and efficiency of its risk management and internal control system, whose findings and recommendations are furnished to the Audit Committee and the Board.

可持續發展管治

本集團視良好的企業管治為營運基礎。本集團明白各業務在日常營運中均對環境及社會有著不同程度的影響，而董事會需承擔其於管理環境、社會及管治事宜的責任，負責督導及監察各部門工作，包括審視環境、社會及管治方針，並審批環境、社會及管治報告，並逐步建立可持續發展管治體系。各個主要部門則負責定期舉行業務會議，商討環境、社會及管治事宜。

社會及持份者對企業的環境、社會及管治表現期望愈來愈高。有見及此，本集團正計劃成立可持續發展委員會，負責協助董事會監管有關環境及社會的政策及措施、相關目標和檢視其成效，並定期向董事會匯報。

風險管理

董事會明白其承擔維持健全及有效的風險管理及內部監控系統的全部責任，並在審核委員會協助下持續檢討及監管企業風險管理及內部監控系統。董事會授權管理層負責有關系統的設計、維護、實施及監控。董事會每年對系統及程序進行檢討，涵蓋所有重要範疇，包括財務、經營及合規，確保風險管理系統的有效性。同時，本集團聘請外部諮詢公司審查內部的風險管理及內部監控系統的有效性與效率，向審核委員會及董事會提供調查結果及建議。

SUSTAINABILITY GOVERNANCE (continued)

Risk management (continued)

Risk management is critical to maintaining good corporate governance and enhancing the long-term operating capabilities of the Group. The Group has established an internal control system and developed relevant policies and procedures, including risk determination, risk assessment, risk management measures, and risk control and review, to ensure that the risk is controlled within an acceptable level of risk area. Management will conduct a risk assessment on the possible impact of various issues, such as politics, economy, technology, environment, society and employee, on the business of the Group, and work out risk management strategies, including risk suppression and reduction, risk prevention, risk sharing and diversification and risk transfer. For details of risk management and internal control system, please refer to page 85 and page 86 of the Annual Report.

Looking ahead, the Group plans to incorporate ESG issues related to its operations into its risk management system, aiming to gain profound understanding of the key emerging risks threatening its business development and to seize new opportunities for the Group's sustainable development.

Compliance management

Compliance with laws and regulations is the basic requirement of the Group's operations. The Group attaches utmost importance to the effectiveness of compliance management. Therefore, the Group implements different policies, standards, practices and measures to ensure compliance with the highest standards of accountability and business integrity. To enable a balanced and sound development of each of the Group's business segment, the Group has reviewed and identified the impact of non-compliance with relevant laws and regulations on the Group's operations, including:

可持續發展管治(續)

風險管理(續)

風險管理對保持良好企業管治及提升本集團長期營運能力至為關鍵。本集團設立內部控制系統，制定相關政策及程序，包括風險釐定、風險評估、風險管理措施以及風險控制及審查，確保將風險控制在可接受水平的風險區域。管理層亦以政治、經濟、技術、環境、社會及員工等不同議題，對本集團業務可能造成的影響進行風險評估，制定風險管理策略，包括風險抑制及減少、風險規避、風險分擔及多樣化及風險轉移。有關風險管理及內部監控系統的詳情，請參閱年報第85頁及86頁。

展望未來，本集團計劃將涵蓋營運相關的環境、社會及管治議題納入風險管理體系，以深入了解威脅其業務發展新興的主要風險，並把握新機遇，使本集團得以持續發展。

合規管理

遵守法律法規是本集團營運的基本要求。本集團高度重視合規管理的有效性。因此，本集團實施不同的政策、準則、慣例和措施，以確保遵守最高的問責制和業務誠信標準。為使本集團的各業務均可平衡穩健地發展，本集團已審視及確定違反相關法律法規對本集團營運的影響，包括：

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SUSTAINABILITY GOVERNANCE (continued)

可持續發展管治(續)

Compliance management (continued)

合規管理(續)

Aspect 層面	Major relevant laws and regulations 主要相關法律法規
Emissions 排放物	Air Pollution Control Ordinance Water Pollution Control Ordinance Waste Disposal Ordinance 《空氣污染管制條例》 《水污染管制條例》 《廢物處置條例》
Employment and labour standards 僱傭及勞工準則	Employment Ordinance Employees' Compensation Ordinance Sex Discrimination Ordinance Disability Discrimination Ordinance Family Status Discrimination Ordinance Personal Data (Privacy) Ordinance 《僱傭條例》 《僱員補償條例》 《性別歧視條例》 《殘疾歧視條例》 《家庭崗位歧視條例》 《個人資料(私隱)條例》
Health and safety 健康與安全	Occupational Safety and Health Ordinance Employees' Compensation Ordinance 《職業安全及健康條例》 《僱員補償條例》
Product responsibility 產品責任	Private Markets Regulation Personal Data (Privacy) Ordinance 《私營街市規例》 《個人資料(私隱)條例》
Anti-corruption 反貪污	Prevention of Bribery Ordinance 《防止賄賂條例》

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SUSTAINABILITY GOVERNANCE (continued)

Compliance management (continued)

The Group has not identified any laws or regulations that have a significant impact on the Group to ensure that the Group's daily operations are legal and compliant and to avoid fines or litigation arising from non-compliance. During the Year, no material cases of non-compliance relating to emissions, employment, health and safety, labour standards, product liability and corruption were identified. The Group will continue to monitor the relevant laws and regulations and their possible significant impact on the Group.

STAKEHOLDERS ENGAGEMENT

The Group understands that the sustainable development of business relies on maintaining good relationships and working together with various stakeholders to help the Group achieve its long-term development goals and formulate a more comprehensive sustainable development strategy. During the year, the Group listened to the views and expectations of stakeholders on sustainability issues through various communication channels and continued to improve the Group's business strategies, policies and measures.

可持續發展管治(續)

合規管理(續)

本集團並未發現對本集團有重大影響的法律法規，確保本集團日常運作合法合規，避免因不合規而引致的罰款或訴訟。本年度，本集團並無發現與排放物、僱傭、健康與安全、勞工標準、產品責任及貪污的重大違規案件。本集團將持續監察相關法律法規及其可能與本集團構成重大影響的情況。

持份者溝通

本集團明白企業的可持續發展有賴與各持份者維持良好關係及共同合作，有助本集團實現長遠發展目標及制訂更全面的可持續發展策略。本年度，本集團透過各個溝通渠道聆聽持份者對可持續發展事宜的意見及期望，並持續完善本集團的經營策略、政策及措施。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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STAKEHOLDERS ENGAGEMENT (continued)

持份者溝通(續)

Main Stakeholders 主要持份者	Communication Focus 溝通要點	Means of Communications Highlight 溝通方式
Staff 員工	The Group hopes to communicate with its employees to understand their concerned issues, provide a working environment beneficial to their physical and mental health and assist them to fulfil their full potential. 本集團希望透過與員工溝通了解其關注的議題，提供身心健康的工作環境，協助他們發展所長盡展潛能。	<ul style="list-style-type: none"> • Forums and sharing sessions • Regular meetings and email • Internal training • Recreational activities
Customers 顧客	Meeting the expectations and needs of our customers is the key to the Group's operations. 滿足我們的顧客的期望及需求為本集團營運的關鍵。	<ul style="list-style-type: none"> • Questionnaire • Social media • 問卷調查 • 社交媒體
Shareholders/ Investors 股東／投資者	The Group has the responsibility to inform its shareholders and investors its long-term development plans and approaches and to provide them with updates and results. 本集團有責任通知股東及投資者其長期發展計劃及方針，為他們提供最新情況和業績資訊。	<ul style="list-style-type: none"> • Shareholders' meeting • Annual report • Interim report • Company website • Press releases and announcements • 股東大會 • 年度報告 • 中期報告 • 公司網站 • 新聞稿及公告
Suppliers 供應商	The Group works closely with its suppliers to monitor their quality and performance, so as to ensure the provision of quality products and services. 本集團與供應商緊密合作，監控其質量及表現，確保提供高質的產品及服務。	<ul style="list-style-type: none"> • Tender selection • Evaluation system • 招標選擇 • 評估系統
Community 社區	The Group participates in community events organised by different non-profit organisations to better understand the needs of the community and support community development, in order to create long-term benefits for local communities. 本集團參加由不同非牟利機構舉辦的社區活動，以更好了解社區的需求並支持社區發展，為當地社區創造長遠效益。	<ul style="list-style-type: none"> • Community service • Volunteer activities • Fundraising and sponsorship • 社區服務 • 義工活動 • 募捐及贊助

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STAKEHOLDERS ENGAGEMENT (continued)

持份者溝通(續)

Materiality assessment

重要性評估

In addition to the above means of communications, the Group will continue to commission an independent professional consultant to conduct a Board survey to assess the relative materiality of 12 aspects set out in the Guide. Based on the results of the survey, the Group has identified the following seven important sustainability issues, which will be the focus of disclosure in the Report.

除上述溝通方式，本集團亦繼續委託獨立專業顧問進行董事會問卷調查，以評估《指引》中所列出的12個層面的相對重要性，根據問卷調查結果釐定七項重要議題，並以之為本報告的披露重點。

Important issue

The Group's response

重要議題

本集團的回應

Anti-corruption 反貪污	Integrity in operation sets the cornerstone of the Group's operations. The Group requires all employees to comply with the anti-corruption laws and regulations of the countries and regions in which they operate in order to stamp out any corruptions. 廉潔的營運文化是本集團營運的基石。本集團要求所有員工遵守其經營所在國家和地區的反貪污法律法規，以杜絕任何貪腐行為。
Health and safety 健康與安全	The Group spares no efforts to protect the health and safety of its employees and create a happy and comfortable workplace. 本集團致力於保護員工的健康和安全，建立一個幸福和安心的工作場所。
Community investment 社區投資	The Group continues to strengthen its links with local communities and encourages its employees to participate in community charitable activities and donations for supporting livelihood facilities as well as health and poverty alleviation work, thereby bringing positive impact to the areas where it operates. 本集團不斷加強與當地社區的聯繫，鼓勵員工參與社區慈善活動及捐款，支援民生基建、健康和公益扶貧工作，為營運所在地區帶來正面影響。
Labour standards 勞工準則	The Group puts its utmost effort in protecting the rights of its employees and prohibits the employment of child or forced labour in any part of its business, including its business partners. 本集團致力保護員工權益，禁止在企業的任何商業部分，包括其商業夥伴，僱用童工或強迫勞動。

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STAKEHOLDERS ENGAGEMENT (continued)

持份者溝通(續)

Materiality assessment (continued)

重要性評估(續)

Important issue

The Group's response

重要議題

本集團的回應

Development and training

The Group is committed to optimizing its training system and providing the trainings required for different professional development to its employees to build a competitive team.

發展及培訓

本集團致力完善培訓體系，並為員工提供不同專業發展需要的課程，打造具競爭力團隊。

Product responsibility

The Group continuously reviews and improves its quality management system and maintains communication with external stakeholders to ensure the quality of its products and services.

產品責任

本集團不斷檢討和完善質量管理體系，並與外部持份者保持溝通，確保產品及服務質量。

Climate change

The Group has developed its climate change policy to assess the risk and opportunities climate change presented to business and commence climate change management.

氣候變化

本集團已制訂有關氣候變化政策，以便日後評估氣候變化為業務帶來的相關風險及機遇，並開展有關氣候變化管理工作。

Community investment, product responsibility and climate change are the new important issues for the Year. Looking ahead, to enhance communication with stakeholders, the Group will collect their views on sustainability issues through a stakeholder survey to improve the Group's sustainability policies and initiatives.

社區投資、產品責任及氣候變化乃為本年度新增的重要議題。展望未來，為加強與持份者溝通，本集團將透過持份者問卷調查收集他們對可持續發展事宜的意見，以完善本集團的可持續發展政策及措施。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

RESPONSIBLE OPERATION

The Group believes that business ethics and integrity are the cornerstones of building long-term relationships with business partners. The Group believes in “passion and dedication” and continues to optimise fresh market facilities to ensure that the needs of the general public are met. To this end, the Group has set up relevant policies, including ESG Policy, Staff Manual, etc., and measures to standardize anti-corruption management, service responsibilities, and supply chain.

Anti-corruption

The Group regards business integrity as one of the main elements of corporate success. Anti-corruption has long been an important element of the Group's corporate culture. The Group has set up ESG Policy and Staff Manual, maintains integrity and complies with moral principles in the course of ordinary operation, and takes a zero-tolerance approach to any form of bribery, extortion, fraud and money laundering.

The Group set up the anti-fraud and whistleblowing system for the staff to report any misconduct such as commercial bribery, and all reports are handled in a confidential manner. Relevant policies clearly sets out that all office staff shall comply with the Prevention of Bribery Ordinance of Hong Kong. The staff shall avoid accepting gifts from third-party individuals or organisations, including any offer from a tenant, licensed person, service user, customer, business partner, to steer clear of any conflict of interest. If employees accept the gift voluntarily given by business partners based on politeness, they shall report to the General Manager of human resources for prior approval with regard to the acceptance of entertainment. If employees violate the above regulations, they will face internal disciplinary action or termination of employment.

During the Year, the Group provided a total of 28 hours of anti-corruption training to 22 employees.

Looking ahead, the Group will uphold high ethical standard in operations by providing anti-corruption trainings to directors and staff which enable them to gain better understanding of business integrity and knowledge of relevant legislation.

負責任的營運

本集團相信商業道德及誠信為與業務合作夥伴建立長久關係的基石。本集團堅持「用心用愛」，持續優化街市設施，確保滿足大眾所需。為此，本集團設有相關政策，包括《環境、社會及管治政策》、《員工手冊》等，及措施，規範反貪污的管理、服務責任及供應鏈。

反貪腐

本集團視業務誠信為企業成功主要元素之一。反貪腐為本集團長久以來企業文化的重要原素。本集團訂立了《環境、社會及管治政策》及《員工手冊》，在日常運營中遵守廉潔及道德原則，並對任何形式的賄賂、勒索、欺詐及洗黑錢等貪腐行為均採取零容忍態度。

本集團訂立了反欺詐和舉報系統供員工舉報任何商業賄賂等不當行為，所有舉報均以保密形式處理。在有關政策清楚列明所有辦公室員工必須遵守香港《防止賄賂條例》。為避免利益衝突，員工應避免收受來自第三方個人或組織，包括由租戶、持牌人、服務用戶、客戶、業務夥伴的任何饋贈等。如員工基於禮貌原因接受業務夥伴自願提供的禮物，員工須向人力資源總監申報並取得批准，方可接受款待。若員工違反上述條例，則會面臨內部紀律處分或終止聘用。

本年度，本集團為22名員工提供共28小時反貪污培訓。

展望未來，本集團會保持高道德的營運水平，向董事及員工提供反貪污培訓，提升他們對業務誠信的理解及對相關法例的了解。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

RESPONSIBLE OPERATION (continued)

負責任的營運(續)

Service quality

服務質量

The Group attaches great importance to providing customers with quality products and services. The Staff Manual set out matters related to customer health and safety, customer communication and privacy. For fresh market operation, the Group puts in place relevant control measures to improve the quality of its products and services.

本集團重視為顧客提供優質產品及服務。在《員工手冊》中列明有關客戶健康與安全、客戶溝通及私隱事宜。街市營運方面，本集團設有相應管控措施，以提升產品及服務質素。

Customer safety

Fresh market operation:

- Conduct regular market inspection to monitor the operation of the engaged licensed cleaning companies and licensed security companies.
- Require cleaning companies to regularly arrange for high-pressure cleaning of manholes and canals using high-pressure vehicles after the evening market closes to ensure the hygienic condition of fresh market.
- Regularly monitors water quality in the fresh market and improves indoor air quality by regularly checking the air conditioning system and cleaning dust net.
- Equip the fresh markets under the Group with barrier-free facilities for disabled people, such as passageways as well as unobstructed and accessible toilets, to take care of people with reduced mobility and physical disabilities.
- To ensure the safety of the fresh market and prevent theft, the Group has installed 24-hour CCTV surveillance.

Operation of meat stalls:

- Put in place relevant guidelines on the temperature, storage and product handling of trucks and others to maintain the hygiene level of products.

客戶安全

街市營運：

- 定期巡查街市監察受委託持牌清潔及持牌保安公司的運作。
- 要求清潔公司定期安排晚市收市後運用高壓車用高壓清洗沙井渠位，以確保街市的衛生情況。
- 定期監察街市水質，及通過定期檢查空調系統和清洗塵網提升室內空氣質素。
- 旗下的街市設有無障礙傷殘人士設施，如通道及暢通易達洗手間，關顧行動不便及肢體殘疾人士的需要。
- 為確保街市安全及防止盜竊，本集團已安裝24小時閉路電視監控。

肉檔營運：

- 就運輸貨車溫度、儲存及產品處理等設相關指引，以維持產品衛生水平。

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RESPONSIBLE OPERATION (continued)

負責任的營運(續)

Service quality (continued)

服務質量(續)

Customer data privacy

- All employees are prohibited from disclosing customer information to third parties, including but not limited to customer names, contact numbers and addresses, without explicit approval.
- Employees shall not misuse confidential information for monetary gain or personal use.

客戶資料私隱

- 未經明確核准，禁止所有員工將客戶資料向第三方洩露，包括但不限於客戶名稱、聯絡電話及地址。
- 員工不得濫用保密資料，以換取金錢利益或作私人用途。

Customer communication

- The information provided in promotional publications shall be complete, accurate, sufficient and timely. If any promotional publications and labels are found to be inaccurate or misleading, the dedicated staff shall correct and replace them as soon as possible.
- Maintain communication with its customers at all time and sets up different channels for its customers to provide feedback and seek help anytime.
- Conducts occasional customer survey to understand their needs and enhance customer satisfaction.

客戶溝通

- 宣傳刊物須提供完整、正確、充分和及時的資訊。倘若發現宣傳刊物及標籤失實或誤導，專職人員會盡快修正及更換。
- 時刻與其客戶保持溝通，並設有不同渠道，讓客戶隨時提供意見及尋求幫助。
- 不定期進行客戶問卷調查，以了解他們的需要及提升客戶滿意度。

Intellectual property

- All the staff cannot use infringing articles for the purposes of business, including computer software, computer programmes or audiovisual records, and printed works (including books, magazines, newspapers, periodicals or other publications).
- Provide information management personnel with relevant training on the use of genuine software to ensure genuine software used in all operations.

知識產權

- 所有員工不得侵犯版權物品作業務用途，包括電腦軟件、電腦程式或影音紀錄，以及刊印作品(包括書本、雜誌、報章、期刊或其他刊物)。
- 為信息管理人員提供有關使用正版軟件的相關培訓，以確保所有操作均使用正版軟件。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

RESPONSIBLE OPERATION (continued)

Service quality (continued)

COVID-19 Pandemic: Market Preventive Measures

The Group closely monitored the development of COVID-19 pandemic and the government directives on disease prevention, and implemented various measures in each market to provide a shopping environment for customers. Within the market:

- customers and staff are required to wear masks
- measure the body temperature of all customers entering the market
- provide alcohol-based hand rub
- enhance market cleaning and disinfection
- post notices to remind customers and staff to pay attention to cleanliness and hygiene

During the Year, the Group received a total of three complaints regarding market operations, which included stagnant water on the floor and weighing errors of scales. To ensure customer satisfaction, the Group strengthened cleaning work and ensured that passageways were kept dry and clean. To safeguard customers' interests, the Group also provided additional scales for customers to use.

Supply chain management

The success of the Group depends on establishing long-term cooperative relationships with various suppliers. The Group requires suppliers to abide by business ethics and fulfil their corporate social responsibilities to ensure that they meet the Group's requirements in terms of quality, environment and safety standards, jointly building a supply chain that aims at sustainable development.

The Company clearly sets out the management approach in relation to the establishment of procurement standard and procedure and annual performance assessment of suppliers. The Group will continue to communicate with suppliers to identify and review the environmental and social risks of the supply chain in order to enhance supply chain management.

負責任的營運(續)

服務質量(續)

新冠肺炎疫情大流行：街市預防措施

隨著新冠肺炎疫情大流行，本集團密切關注其發展趨勢及政府防疫指示，在各個街市實施各種措施，致力為顧客提供一個購物環境。街市範圍內：

- 要求顧客及工作人員配戴口罩
- 為所有進入街市範圍的顧客量度體溫
- 提供酒精搓手液
- 加強街市清潔及消毒
- 張貼提示以提醒顧客及工作人員注意清潔及衛生

本年度，本集團一共接獲三宗對街市營運的投訴，包括地板積水及磅秤出現誤差。為確保客戶滿意度，本集團加強清潔，確保通道乾爽。本集團另添置公秤供顧客使用，保障顧客利益。

供應鏈管理

本集團的成功有賴於與各供應商建立長遠合作關係。本集團要求供應商恪守商業道德，履行企業社會責任，確保供應商符合集團在質量、環境及安全標準方面的要求，與本集團共同建構以可持續發展為目標的供應鏈。

本公司清楚列明有關建立採購標準和流程，以及進行供應商年度表現評估的管理方針。本集團將持續與供應商溝通，識別及審視供應鏈的環境及社會風險，以加強供應鏈管理。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

RESPONSIBLE OPERATION (continued)

Supply chain management (continued)

Looking ahead, the Group will continue to review and improve existing supplier management practices and procurement-related policies, and consider incorporating environmental and social performance indicators into supplier evaluation factors, with an aim to identify, evaluate and manage potential environmental and social risks in the supply chain more effectively and ensure that suppliers' performance is in line with the Group's sustainable development philosophy.

SUPPORT ON COMMUNITY DEVELOPMENT

The Group's daily operations are rooted in the community by engaging with people from all walks of life. The Group recognizes that building good relationships with the community is key to sustainable operations. The Group's ESG Policy sets out its community investment strategy, which focuses on supporting and contributing to livelihood facilities, health and public welfare. The Group strives to encourage its staff to participate in charitable events in spare time through collaboration with charitable organizations, voluntary activities and strategic sponsorship and donations for the long-term benefit of community development. During the Year, the Group participated in a series of charitable events, details of which are as follows²:

負責任的營運(續)

供應鏈管理(續)

展望未來，本集團將持續檢討及完善現有的供應商管理慣例及檢討現有採購相關政策，並考慮將環境及社會等績效指標納入供應商評估因素，更有效地識別、評估和管理供應鏈中潛在的環境和社會風險，確保供應商符合與本集團的可持續發展理念一致。

支持社區發展

本集團的日常營運植根於社區當中，與不同階層人士接觸。本集團明白與社區建立良好關係是可持續營運的關鍵。本集團的《環境、社會及管治政策》訂明其社區投資策略，專注支持民生基礎設施，健康和公共福利等領域作出貢獻。本集團致力透過慈善團體合作、義工服務和策略性贊助和捐贈，鼓勵員工在公餘時間參加公益活動，為社區發展帶來長遠利益。本年度，本集團參與一系列公益活動，詳情如下²：

² Including WOP's donations as well as number of volunteers and volunteer hours.

² 包括宏安地產之捐款及義工人數和時數。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

SUPPORT ON COMMUNITY DEVELOPMENT (continued)

支持社區發展(續)

Building an inclusive community 構建包容社區

The disparity between the rich and the poor in Hong Kong is getting more serious, and a group of grassroots people are living below the poverty line, suffering from hunger and cold when winter strikes every year. Therefore, the Group fully sponsored the event “Delivering New Year’s Eve Warmth*(除夕送暖大行動)” organized by Hong Kong New Arrivals Services Foundation, during which a total of 250 blankets and Wai Yuen Tong Sea Coconut and Pear Syrup redemption coupons giveaways were distributed to the families of elderly members on New Year’s Eve. 5 employees of the Group participated in this event and volunteer service hours totaled 8 hours.

香港的貧富懸殊日益嚴重，一群基層市民在貧窮線下生活，每年寒冬侵襲時飽受饑寒交迫之苦。因此，本集團全力贊助由香港新來港人士服務基金的「除夕送暖大行動」，在除夕日，贈送一共250張毛氈予長者會員家庭及位元堂海底椰秋梨膏換領券。是次活動本集團一共有5名員工參加，義工服務時數共8小時。

The Group aims to provide different types of assistance to the underprivileged with its edges and strengths. During the Year, the Group once again participated in the Flag Day fund-raising event held by the Tung Wah Group of Hospitals to help raise funds and improve the quality of social services through volunteer flag selling service. A total of 80 employees of the Group participated in this event and volunteer service hours totaled 20 hours.

本集團期望用自身優勢為弱勢社群提供不同類型的幫助。本年度，本集團再繼續參加由東華三院舉辦的賣旗日的籌款活動，透過義工賣旗服務協助東華三院籌款及提升各項社會服務質素。是次活動一共有80名員工參加，義工服務時數共20小時。

The Group hopes to provide support to low-income families. It participated in the “Sham Shui Po Inclusive Community Program (深融社區)” sponsored by Sham Shui Po District Office which aims to help Hong Kong new arrivals in Sham Shui Po integrate into the community. During the event, the volunteers visited low-income sub-divided units households or elderly households in Sham Shui Po. Two packets of rice and anti-epidemic supplies were also given to the visited families by the Group. A total of 13 employees of the Group participated in this event and volunteer service hours totaled 52 hours.

本集團期望為低收入家庭提供支援，並參與了由深水埗民政事務處贊助的深水埗區新來港人士融入社會計劃的「深融社區」，探訪深水埗低收入劏房住戶家庭或長者戶。本集團亦向受訪家庭贈送兩包福米及防疫物資。是次活動一共有13名員工參加，義工服務時數共52小時。

During the Year, the Group also participated in the charitable fund-raising walk “CNY Charity Walk “ organized by Po Leung Kuk, during which the management led a group of staff to complete the walk along the Shing Mun River to raise funds for the disadvantaged groups in the community. All proceeds raised from the event will be used for financing Po Leung Kuk’s various services and development purposes.

本年度，本集團亦參加了由保良局主辦的「新春行大運」慈善步行籌款活動，由管理層帶領一眾同事完成城門河段的步行籌款，支援社會上更多弱勢社群。是次活動所籌得善款將全數用於保良局各項服務經費及拓展用途。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

OUR EMPLOYEES

The Group aims to establish a sound employee system and labour standards, create a safe and comfortable working environment and provide career development, and demonstrate its care to employees through various policies and measures. The Group actively understands the needs of its employees and reviews the effectiveness of its policies and measures timely to ensure the potential of its employees can be fully unleashed.

Employee health and safety

In the spirit of providing a safe and healthy working environment for our employees, the Group aims to reduce the occupational risks posed by our employees in the workplace through an institutionalized management process. The Group has formulated a series of policies, including the Staff Manual, to provide employees with clear information on health and safety management systems and control measures, thereby reducing the potential risks at the workplace. Once the risk of accident is identified in the working methods or facilities of the workplace, employees are required to report to their supervisors and the human resources department for immediate action by the Group. In parallel, the Group also arranges annual health check for office assistants and drivers.

Provide adequate protective supplies and equipment for employees

為員工提供充足防護用品及裝備

Formulate the notification and handling mechanism for safety incidents to reduce and manage the impact and risk of incidents.

制訂安全事故通報及處理機制，減低和管理事故的影響和風險。

我們的僱員

本集團以建立完善的僱員體系和勞工準則、營造安全而舒適的工作環境以及提供職業發展為目標，及透過各項政策及措施，展現其對員工的關懷。本集團積極了解員工需要，並適時檢視各項政策及措施成效，以確保員工的潛力可充分發揮。

僱員健康與安全

本著為員工提供安全既健康的工作環境的精神，本集團旨在透過制度化的管理流程，減少員工於工作場所帶來的職業風險。本集團已制訂一系列政策，包括《員工手冊》等，為員工提供清晰有關健康與安全管理制度及控制措施，以減低工作環境潛在的風險。一旦發現工作方法或工作場地之設施有可能導致意外，員工需向所屬主管及人力資源部報告，以便本集團採取即時行動。同時，本集團亦為辦公室助理和司機安排每年一次的健康檢查。

Improve employees' health and safety awareness through education and training

透過教育及訓練，提高員工的健康及安全意識

Formulate emergency plans for safety incidents and arrange regular drills to evaluate the effectiveness of the plans.

制訂安全事故應急預案，並安排定期演練，以評核方案的有效性。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

OUR EMPLOYEES (continued)

Employee health and safety (continued)

COVID-19 Pandemic: Office Preventive Measures

- require employees to wear masks
- provide masks to employees in need
- measure body temperature for employees
- enhance office cleaning and disinfection
- provide personal disinfection and hygiene products and post notices to remind employees to pay attention to cleanliness and hygiene
- encourage the use of online or teleconferencing to reduce physical meetings
- provide flexible arrangements for office colleagues, including work from home arrangements
- require employees to complete a health declaration form
- provide additional medical coverage for COVID-19 pandemic

The Group attaches great importance to the mental health of its employees and organizes various recreational activities every year to encourage their active participation. In order to maintain social distance under the influence of COVID-19 pandemic, some recreational activities could not be held as usual during the Year.

During the Year, the Group had four work injury cases, including cuts and muscle strains, where a total of 245 working days were lost due to work-related injuries. After visiting and learning about the employees' work injuries, the Group has reminded relevant departments to pay more attention on their work, regularly advised staff to be more aware of safety, and has provided staff with the "Occupational Safety Brochure" published by the Occupational Safety & Health Council, with an aim to prevent the recurrence of similar accidents.

我們的僱員(續)

僱員健康與安全(續)

新冠肺炎疫情大流行：辦公室預防措施

- 要求員工配戴口罩
- 提供口罩予有需要的員工
- 為員工量度體溫
- 加強辦公室清潔及消毒
- 提供個人消毒清潔衛生用品及張貼提示以提醒員工注意清潔衛生
- 鼓勵使用線上或電話會議，以減少實體會議
- 向辦公室同事提供彈性上下班安排，包括在家工作安排
- 要求員工填寫健康申報表
- 提供額外醫療保障新冠肺炎疫情

本集團重視員工心理健康，每年舉辦各種康樂活動，鼓勵員工踴躍參與。本年度在新冠肺炎疫情大流行影響下為保持社交距離，部分康樂活動未能如常進行。

本年度，本集團發生四宗工傷個案，包括割傷及肌肉拉傷，因工傷共損失245天工作日數。本集團在關心員工傷勢後，提醒相關部門工作需要多加留意，定期提醒員工注意安全，並提供由職業安全訓練局刊登的職業安全小冊子以便員工參閱，防止同類意外再次發生。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

OUR EMPLOYEES (continued)

我們的僱員(續)

Improvement in employment system

完善僱傭制度

Improving the employment system is the foundation of the effective operation of the Group. The Group has formulated the Manual on Human Resources Management and the Staff Manual, which specify management approaches for remuneration and dismissal, recruitment and promotion, working hours, holidays, equal opportunities, diversity, anti-discrimination and other benefits and welfare, and are available for the staff.

完善僱傭制度為本集團有效營運的基石，本集團已制訂《人力資源管理手冊》及《員工手冊》等，規範員工有關薪酬及解僱、招聘與晉升、工作時數、假期、平等機會、多元化、反歧視及其他待遇福利，供員工隨時查閱。

Remuneration and dismissal

The Group has the Staff Manual in place which sets out the procedures for termination of contracts and the conditions of dismissal. Each employee is required to sign a contract before joining, which clearly sets out the terms and conditions of employment. The Group also determines and reviews salaries regularly and makes adjustments based on factors such as employee qualifications, work performance, company policies and market pay trend.

薪酬及解僱

本集團設有《員工手冊》，並列明中止合約程序及解僱條件。每位員工入職前均須簽訂合約，當中清晰訂明僱用條款及條件。本集團亦會定期釐訂及檢討薪酬，並根據員工資歷、工作表現、公司政策及市場薪酬趨勢等因素作出調整。

Recruitment and promotion

The recruitment and appointment process of the Group is based on the objective analysis of the job competence, knowledge of the job, academic and professional qualifications and actual needs of the job applicants and employees.

招聘與晉升

The Group encourages employees to make continuous progress and regularly implements a performance management system and an employee reward and punishment system. The employees' annual performance review is carried out by their direct supervisors who will determine promotion based on their performance. In addition, to strengthen the sense of belonging of employees and to reward employees with outstanding performance, the Group ensures that the principle of "horses for courses" is adopted in recruitment and whenever there is a job vacancy, the Company will first consider filling the vacancy by "internal promotion".

本集團在招聘及委任過程乃根據求職者及員工的工作能力、對工作之認識、學歷及專業資格、實際需求等因素客觀分析。

本集團鼓勵員工不斷進步，並定期實施績效管理制度和員工獎懲制度，員工年度績效檢視由直屬主管根據其表現決定是否升職。此外，為加強員工歸屬感及獎勵表現卓越的員工，本集團確保招聘時採取「知人善任」之原則，每當有職位空缺時，公司會首先考慮以「內部晉升」方法填補空缺。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

OUR EMPLOYEES (continued)

我們的僱員(續)

Improvement in employment system (continued)

完善僱傭制度(續)

Working hours and holidays

The working hours of the Group's employees are in compliance with laws and regulations. The Group also formulates the attendance management system and arranges working hours and rest days in accordance to the Employment Ordinance. The Group will negotiate with employees when overtime is required, and provides compensatory time off or overtime allowance according to laws. In addition to statutory/public holidays and rest days, the Group's employees are entitled to various paid leaves, including annual leave, maternity leave, paternity leave, marriage leave, compassionate leave, examination leave, etc.

工作時數及假期

本集團員工工作時數符合法律法規，並制訂考勤管理制度，按僱傭條例處理工時及休息日的安排。在需要加班的情況下與員工協商，及依法提供補休或加班津貼。除法定公眾假期及休息日外，本集團員工享有各項有薪假期，包括年休假、分娩假、侍產假、婚假、恩恤假、考試假等。

Equal opportunities and anti-discrimination

The Group has equal opportunities clauses in place, which are set out in the Staff Manual to ensure that employees have equal opportunity rights in recruitment, commencement of employment, training, promotion and resignation without discrimination, harassment and unequal treatment in any form related to gender, disability, pregnancy, family status, race, colour, religion, age, sexual orientation, nationality, trade union membership or other conditions.

平等機會及反歧視

本集團於《員工手冊》設有平等機會條款，確保員工在招聘、入職、培訓、晉升至離職時均享有平等機會權利，並不受性別、殘疾、懷孕、家庭狀況、種族、膚色、宗教、年齡、性取向、國籍、工會會籍或其他條件受到任何形式的歧視、騷擾行為和不平等對待。

Diversity

The Group is endeavored to provide a diverse work environment and enhance respect for individual differences among employees. The Group also recruits people with disabilities to promote a culture of integration between the disabled and the able-bodied.

多元化

本集團承諾提供多元化的工作環境，提高員工尊重個人差異。本集團亦招聘殘障人士，推動傷健共融的文化。

Other benefits and welfare

The Group provides employees with in-patient medical insurance, outpatient medical benefits, purchasing discounts for the products of Wai Yuen Tong, preferential price for participation in physical examination, dental care, family outpatient medical concession scheme and annual fee subsidy and training subsidy scheme for professional institutes.

其他待遇福利

本集團向員工提供住院醫療保險、門診醫療福利、位元堂產品購物優惠、以優惠價參與體格檢查、牙科保健、家屬門診醫療優惠計劃、專業學會年費資助及進修資助計劃等。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

OUR EMPLOYEES (continued)

我們的僱員(續)

Improvement in employment system (continued)

完善僱傭制度(續)

Prevention of misuse of child labour

The Group is determined to eliminate any child labor in the workplace. Pursuant to the Manual on Human Resources Management, human resources department is required to verify the original identity document of job applicants to check the age of the applicant, in an effort to prevent the recruitment or appointment of personnel who does not meet the legal working age requirement. If we find that child labour is inadvertently recruited, the contract shall be terminated immediately and the child labour shall be sent to the place where his/her guardian live in as soon as possible.

防止誤用童工

本集團致力杜絕工作場所內任何童工問題。根據《人力資源管理手冊》，人力資源部須檢查應徵者的身份證明文件正本以對其年齡作出審查，防止招聘或任用不符合法定工作年齡的要求的人員，如發現不慎雇用童工，立即解除合同，並儘快將童工送回監護人所在地。

Prohibition of forced labour

The Group prohibits any form of forced labour. To ensure voluntary employment, the Group stipulates relevant provisions on employees' overtime working hours and related compensation arrangement in the Staff Manual to ensure the overtime working hours of employees are in compliance with legal standards and regulations. The Group also respects the right of employees to resign at their will.

禁止強制勞工

本集團禁止任何形式的強制性勞工。為確保自願僱傭關係，本集團於《員工手冊》規定對員工加班時間及相關補償規定的安排，確保員工的加班時間符合法律標準及法規。本集團亦尊重員工自由離職的權利。

Staff communication

員工溝通

The Group believes that good communication with its employees is beneficial to its development. The Group has put in place a diverse communication mechanism to ensure that employees can express opinions or file complaints at liberty and candidly and regularly reviews the effectiveness of the communication mechanism to ensure its effectiveness. Any employee can file complaints to his/her supervisors or the human resources department for any dissatisfaction and views in respect to the employment. The Group will investigate the subject in a fair and impartial manner and take measures to address the complaint.

本集團相信與員工建立良好的溝通關係能促進其發展。本集團設有多元化溝通機制，確保員工可以自主和坦誠地表達意見或提出投訴，亦定期檢視溝通機制的成效以確保機制的有效性。員工可就僱傭關係中產生任何不滿及意見向所屬主管或人力資源部作出申訴。本集團將公平公正地對事件作出調查，並採取措施處理投訴事件。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

OUR EMPLOYEES (continued)

Employee development and training

The Group supports employees' personal career development and provides various skills training. The Group has formulated employee training policies such as the Manual on Human Resources Management, which specifies the training management system and regulates the objectives, principles, content and form, process and management, implementation and evaluation, cost and data management of training. The Group also provides training opportunities of various knowledge and skills according to the needs of employees and the business, thereby enhancing employees' skill and helping them give full play to their talents at their positions. To uplift the effectiveness of training, the human resources department is responsible for planning, implementing, monitoring and evaluating training activities. The human resources department also seeks to understand the training and development needs of each department to set more appropriate training objectives and design detailed training programs for employees.

Training activities

During the Year, the Group provided internal and external training, including anti-corruption and induction training for new employees.

培訓活動

本年度，本集團提供內部及外部培訓，包括反貪污、新員工入職培訓。

Performance review

To understand the performance of employees and lead their growth, the Group regularly conducts annual performance reviews to evaluate the work performance and capability of employees, which set the basis to determine their future promotion and training direction.

績效檢視

為掌握員工的工作表現及引領他們成長，本集團定期進行年度績效檢視，以評估員工的工作績效、能力等因素，並作為決定其未來升職及培訓方向。

Career development

To encourages employees to learn continuously, the Group subsidizes the fees of continuing education and training courses certified by Education Bureau. Employees can apply for reimbursement, examination leave and study leave with the human resources department. The Group also provides financial assistance to staff for membership of professional institutes.

專業發展

為鼓勵員工持續進修，本集團資助教育局認可的持續進修及培訓課程費用。員工可向人力資源部申請報銷、申請考試假及進修假。本集團亦為員工提供專業學會會籍資助。

我們的僱員(續)

僱員發展與培訓

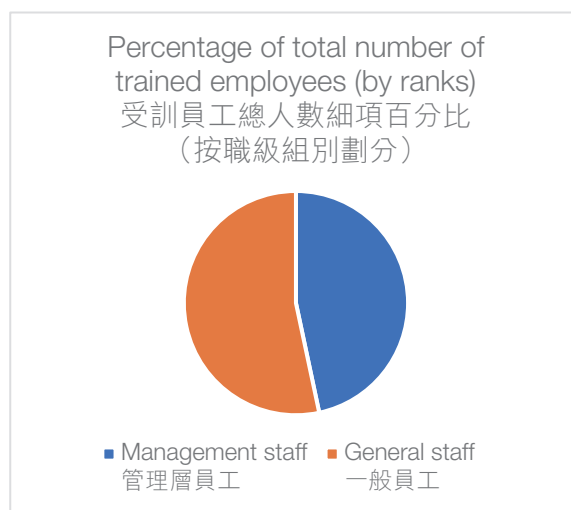
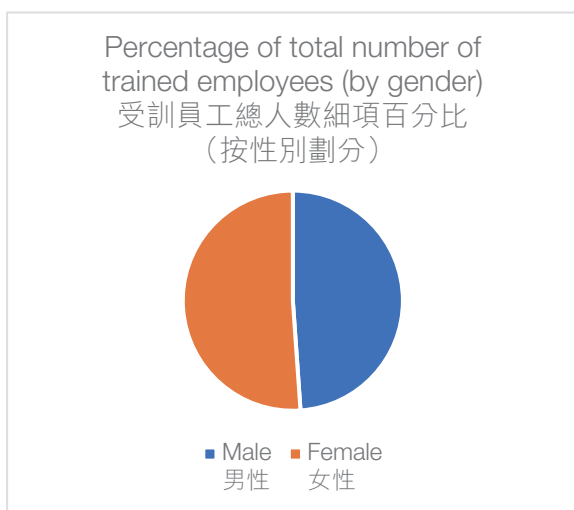
本集團支持員工個人事業發展，提供各項技能培訓。本集團已制定《人力資源管理手冊》等員工培訓政策，當中清楚列明培訓管理制度，規範培訓目標、原則、內容與形式、過程與管理、實施與評估、費用及資料管理等範疇。本集團亦按員工及企業需求提供各種知識及技能的培訓機會，提昇員工的技能及幫助他們在工作崗位發揮所長。為加強培訓成效，人力資源部負責計劃、實施、監督和評估各項培訓活動。人力資源部更向各部門了解其培訓和發展需求，進而訂立更合適員工的培訓目標及設計詳細的培訓課程。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

During the Year, the Group provided trainings for 45 employees, the percentage of employees trained was 32%, with total training hours of 116 hours.

本年度，本集團為45名員工提供培訓，受培訓員工百分比為32%，合共培訓時數為116小時。



ENVIRONMENTAL PROTECTION

The Group recognizes that environmental protection is one of the key issues in fulfilling its social responsibility and is therefore committed to reducing negative impacts on the natural environment. The Group is dedicated to reducing the impact of its operations on the surrounding environment in all aspects of the supply chain and has formulated the policies, which sets out policies on emissions management, resource use, environment and natural resources and climate change. The Group integrates environmental concepts into its business operation and continuously improves its environmental management practices, demonstrating its commitment to environmental protection.

Emissions management

To effectively monitor the emissions generated during operation, the Group has established an emission data collection system, and on this basis, regularly monitors the performance of office and market operations to establish timely and accurate improvement measures.

環境保護

本集團深明保護環境為履行社會責任的重點關注議題之一，因此致力減少對自然環境的負面影響。本集團致力在整個供應鏈的各方面減少營運對周邊環境的影響，並已制訂相關政策，當中列明排放物管理、資源使用、環境和天然資源及氣候變化等政策。本集團在業務營運中注入環保理念，並通過不斷改進其環境管理措施，展示出在保護環境方面的承諾。

排放物管理

為有效地監察營運時所產生的排放物，本集團已建立排放數據收集系統，並以此為基礎，定期監測辦公室及街市營運的表現，以建立及時和準確的改善措施。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ENVIRONMENTAL PROTECTION (continued)

環境保護(續)

Emissions management (continued)

排放物管理(續)

Greenhouse gas emissions

溫室氣體排放

During the Year, the Group continued to commission an independent consultant to conduct a carbon assessment to calculate greenhouse gas emissions (or “**carbon emissions**”) from our operation. The quantitative process is based on the Guidelines³ prepared by Environmental Protection Department and Electrical and Mechanical Services Department and international standards such as ISO14064-1.

本集團本年度繼續委託獨立專業顧問進行碳評估，計算其營運產生的溫室氣體排放(或「**碳排放**」)。量化的過程參考由香港環境保護署、機電工程署編製的指引³以及國際標準如ISO14064-1進行。

Greenhouse gas emissions 溫室氣體排放	Head office emissions (tCO ₂ e) 辦公室排放量 (公噸二氧化碳當量)	Market emissions (tCO ₂ e) 街市排放量 (公噸二氧化碳當量)	Total emissions (tCO ₂ e) 總排放量 (公噸二氧化碳當量)
Scope 1 範圍1	30.8	0	30.8
Scope 2 範圍2	45.6	2,303.3	2,348.9
Scope 3 範圍3	11.2	19.1	30.3
Total greenhouse gases emissions 溫室氣體排放總量	87.6	2,322.4	2,410.0

Intensity of greenhouse gas emissions (by thousand square feet of gross floor area (“GFA”), i.e. tCO₂e/thousand square feet)

溫室氣體排放密度(以每千平方呎建築面積計算，即公噸二氧化碳當量/千平方呎) 11.0

As greenhouse gas emissions are mainly caused by electricity consumption in fresh market operation, the Group has currently adopted the air conditioning system of energy efficiency and lighting system to reduce the greenhouse gases generated by the use of electricity. Please refer to the section headed “Energy consumption” for details.

由於溫室氣體排放的主要來源為街市營運的電力消耗，本集團目前已採用具能源效益的空調系統及照明系統，以減少因電力使用而產生的溫室氣體。有關詳情，請參閱「能源消耗」章節。

³ The Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong

³ 《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的核算和報告指引》

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ENVIRONMENTAL PROTECTION (continued)

環境保護(續)

Emissions management (continued)

排放物管理(續)

Air emissions

廢氣排放

The main source of air emissions generated by the Group's operation are emissions from gasoline vehicles. Air emissions include Nitrogen Oxides (NOx), Sulphur Oxides (SOx) and Respirable Suspended Particulates (RSP). The Group has introduced electric vehicles to reduce exhaust gas generation.

本集團營運所產生的廢氣排放主要來自汽油車輛的排放。廢氣排放包括有氮氧化物、硫氧化物及可吸入懸浮粒子。為減少廢氣排放，本集團已引入電動車。

Air emissions

Emissions (kg)

廢氣排放

排放量(千克)

Nitrogen Oxides (NOx) 氮氧化物	6.9
Sulphur Oxides (SOx) 硫氧化物	0.2
Respirable Suspended Particulates (RSP) 可吸入懸浮粒子	0.5

Waste discharge

廢棄物排放

The Group actively reduces the waste generated during operations and possible pollution to the environment. During the Year, the Group expanded the data collection scope of non-hazardous waste to market operations. Offices and market operations generated 1.7 tonnes and 21,681.0 tonnes of domestic waste respectively. Intensity of non-hazardous waste in offices and market operations were 0.1 tonne/thousand sq. ft. and 0.1 tonne/sq. ft. respectively. All waste generated from the operation of the Group are treated by property management companies.

本集團積極減少於營運時所帶來的廢棄物及對環境可能造成的污染。本年度，本集團擴大無害廢棄物的數據收集範圍至街市營運，辦公室及街市營運分別產生1.7公噸及21,681.0公噸生活垃圾。辦公室及街市營運的無害廢棄物密度分別為0.1公噸/千平方呎及0.1公噸/平方呎。本集團營運產生的廢棄物均交由物業管理公司處理。

The Group has set up 5-year target for waste reduction and recycling:

本集團已訂立廢物減量及循環再造的5年目標：

- Reduce solid waste generated by market operations by 10% from 2021 to 2026.
- Recycle a total of 500 fluorescent tubes in the operating markets from 2021 to 2026.
- 於二零二一年至二零二六年內減少10%街市營運產生的固體廢物。
- 於二零二一年至二零二六年內於營運的街市回收共500支光管。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ENVIRONMENTAL PROTECTION (continued)

Use of resources

The Group is committed to making good use of various resources, improving the efficiency of resource use, and formulating various conservation policies and measures to avoid waste of resources. In order to regulate resource usage management in all aspects of its operations, the Group conducts regular reviews of energy and water resources usage, and the formulation of specific conservation measures. The Group also sets up internal reporting rules, on which base, if abnormal usage is found, related investigation and appropriate action would be conducted. During the Year, the Group expanded the data collection scope of packaging materials, which included the plastic takeaway packaging for meat stall industry, with a total of 2.2 tonnes.

環境保護(續)

資源使用

本集團致力善用各類資源，提高資源使用效率，及制訂各種節約政策及措施，避免浪費資源。為規範營運各個環節的資源使用管理，本集團定期檢討能源和水資源的使用量，本集團亦設內部匯報規則，若發現異常使用量及制定具體保護措施，將開展調查並採取適當行動。本集團於本年度擴大包裝材料數據收集範圍，包裝材料當中包括肉檔產業的塑膠外賣包裝，共2.2公噸。

ENVIRONMENTAL PROTECTION (continued)

Use of resources (continued)

Energy consumption

The main source of energy consumed of the Group is electricity used in fresh market operation. During the Year, the Group consumed a total of 4,485.8 MWh of energy, which includes 4,379.3 MWh of electricity, with intensity of energy consumption amounting to 0.02 MWh/sq. ft. (GFA). Compared with last year, the increase in energy consumption volume was mainly due to the expansion of reporting scope to the newly opened markets located in Tseung Kwan O, Ma On Shan and Tai Wai in 2020 as well as the Group's several newly opened meat stalls. The Group has assigned employees to regularly monitor the consumption and usage of resources, and conduct monthly monitoring of electricity consumption. The Group has managed electricity consumption through the following measures:

- Introduce equipment to improve energy efficiency, such as the use of electric vehicles and video conference equipment.
- Install lighting system of energy efficiency, such as LED lamp.
- Install motion-sensor to reduce electricity usage in unmanned areas.
- Enhance communication with tenants and publicize and promote energy-saving practices.
- Regularly review electricity consumption and set up goals and measures to improve energy efficiency

Water resource management

The Group actively practices water conservation. It mainly consumes water from fresh markets and does not have any issue in sourcing water that is fit for purpose. The Group consumed a total of 14,114.2 cubic meters of water resources during the Year, with water consumption intensity amounting to 0.06 m³/sq. ft.. Compared with last year, the increase in water consumption volume was mainly due to the expansion of reporting scope and cleaning work was more frequent during the pandemic. In order to further effectively use water resources, the Group has implemented various water conservation measures:

- use of equipment with water usage efficiency (such as new floor cleaning machines)
- regular inspection of water pipe quality
- closing of the water supply system during the market rest period

環境保護(續)

資源使用(續)

能源消耗

本集團的能源消耗主要來自街市營運使用的電力。本年度，本集團共消耗能源4,485.8兆瓦時，當中包括電力4,379.3兆瓦時，能源密度為0.02兆瓦時／平方呎樓面面積。與往年相比，能源消耗量增加主要由於擴大報告範圍至位於將軍澳、馬鞍山及大圍於二零二零年新開張的街市，以及集團新業務的多個肉檔。本集團已分配員工定期監視資源的消耗及使用情況，並進行每月電量監控。本集團已透過以下措施管理電力的消耗：

- 引進設備以提高能源使用效率，如採用電動車及視像會議設備。
- 安裝具能源效益的照明系統，如LED燈具。
- 安裝動作感應器，減少無人區的電力使用。
- 加強與商戶溝通，宣傳及推廣節約能源的實踐。
- 定期檢討用电量，制訂提升能源效率的目標及措施。

水資源管理

本集團積極實踐節約用水。其主要消耗來自街市的用水，在求取適用水源上無任何問題。本集團於本年度共消耗水資源14,114.2立方米，耗水密度為0.06立方米／平方呎。與往年相比，耗水量增加主要由於擴大報告範圍及疫情期間清潔工作更加頻密。為進一步有效利用水資源，本集團已實施各項節水措施：

- 採用具用水效益的設備(如新式洗地機)
- 定期檢查水管質量
- 於休市期間關閉供水系統

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ENVIRONMENTAL PROTECTION (continued)

Environment and natural resources

Although the operation of the Group does not involve serious pollution, the Group is committed to protecting the surrounding environment and natural resources while operating to reduce the negative impact on the environment caused by its operation. For example, in the daily operation of fresh markets, the Group has added considerations such as the sale of local food materials when selecting tenants, with the aim of reducing carbon emissions from long-distance transportation and additional packaging necessary for food materials. The Group also introduces sustainable food, being those without genetic modification, added preservatives and chemicals. In addition, in office operations, the Group purchases environmental-friendly office supplies as practicable as possible, such as paper certified by the Forest Stewardship Council (FSC). It also handles its waste properly to reduce the impact on the environment and natural resources.

Climate Change

Climate change has become a global focus since the Paris Agreement took effect. More frequent extreme weather events brought about by climate change may have a significant impact on the operations of the Group and cause physical risks. The society and stakeholders' attention to climate change leads to changes in lifestyle and consumer behavior, which will bring different risks and opportunities to the Group.

環境保護(續)

環境及天然資源

儘管本集團的營運並不涉及嚴重污染，本集團致力在營運同時保護周邊環境及天然資源以減低因其營運對環境所帶來的負面影響。例如，在街市日常營運中，本集團在選擇租戶時加入售賣本地食材等考慮，旨在減少長途運輸而產生的碳排放及所需的額外食材包裝，並提倡引入可持續發展食物(指不經基因改造、無添加防腐劑及不和化學物)。另外，於辦公室營運中，本集團盡可能採購較環保的辦公用品，如購買經森林管理委員會(FSC)認證的紙張，其亦妥善處理廢棄物，減少對環境及天然資源的影響。

氣候變化

自《巴黎協定》生效後，氣候變化已成為全球的焦點議題。氣候變化帶來更頻繁的極端天氣現象可能會對本集團的營運產生重大影響，造成實體風險。社會及持份者對氣候變化的關注導致生活方式和消費行為的改變將為本集團帶來不同的風險和機遇。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

OVERVIEW OF KEY PERFORMANCE INDICATORS

關鍵績效指標總覽

Environmental Performance ^{4,5}

環境表現 ^{4,5}

Key Environmental Performance

Indicators	Unit	FY2021	FY2020
環境關鍵績效指標	單位	二零二一財政年度	二零二零財政年度

Types of emissions and respective emissions data

排放物種類及相關排放數據

Nitrogen Oxides (NOx)	Kg	6.9	6.9
氮氧化物	千克		
Sulphur Oxides (SOx)	Kg	0.2	0.2
硫氧化物	千克		
Respirable Suspended Particulates	Kg	0.5	0.5
可吸入懸浮粒子	千克		

Greenhouse Gas Emissions

溫室氣體排放

Total Greenhouse Gas Emissions	tCO ₂ e	2,410.0	2,308.5
溫室氣體排放總量	公噸二氧化碳當量		
Scope 1 ⁶	tCO ₂ e	30.8	29.1
範圍1 ⁶	公噸二氧化碳當量		
Scope 2 ⁷	tCO ₂ e	2,348.9	1,996.6 ⁸
範圍2 ⁷	公噸二氧化碳當量		
Scope 3 ⁹	tCO ₂ e	30.3	12.9 ¹⁰
範圍3 ⁹	公噸二氧化碳當量		
Intensity of Greenhouse Gas (by floor area)	tCO ₂ e/thousand sq. ft.	11.0	10.7
溫室氣體密度(以樓面面積計算)	公噸二氧化碳當量/千平方呎		

⁴ As the Group and WOP have shared the same headquarters office, such area is divided by two to measure intensity. As a result, respective data in 2020 has been re-estimated for consistency comparison.

⁵ During the Year, the Group has begun to include its meat stall industry in the disclosing scope.

⁶ Scope 1 includes greenhouse gas emissions released from fossil fuel combustion of mobile sources.

⁷ Scope 2 includes greenhouse gas emissions generated from electricity consumption.

⁸ During the Year, the measurement for Lei Tung Market's electricity greenhouse gas emissions has been changed to HK Electric Investments' emission factors, thus the indirect greenhouse gas emissions of energy in 2020 have been re-estimated and restated for consistency comparison.

⁹ Scope 3 includes greenhouse gas emissions generated by disposal of wastepaper, drinking water and sewage treatment in headquarters office, and the Group's business travel by plane.

¹⁰ During the Year, paper usage includes the usage of paper printed materials such as letterheads, business cards and envelopes, thus greenhouse gas emissions by wastepaper disposal in 2020 have been re-estimated and restated for consistency comparison.

⁴ 由於本集團及宏安地產已共用同一總部辦公室，故將其面積除以二以計算密度。故此，二零二零年相關數據已作重新估算，以作一致性的比較。

⁵ 本集團於本年度已開始將肉檔產業納入披露範圍。

⁶ 範圍1包括移動源化石燃料燃燒時釋放的溫室氣體排放。

⁷ 範圍2包括電力消耗所產生的溫室氣體排放。

⁸ 本年度利東街市的電力溫室氣體排放計算改用港燈電力投資排放因子，故此二零二零年能源間接溫室氣體排放已作重新估算陳述，以作一致性的比較。

⁹ 範圍3包括總部辦公室廢紙棄置、食水和污水處理以及本集團商務旅行搭乘飛機的溫室氣體排放。

¹⁰ 本年度的紙張使用量包括信箋抬頭、名片及信封等紙質印刷品的使用量，故此二零二零年廢紙棄置的溫室氣體排放已作重新估算陳述，以作一致性的比較。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

OVERVIEW OF KEY PERFORMANCE INDICATORS (continued)

關鍵績效指標總覽(續)

Environmental Performance ^{4,5} (continued)

環境表現 ^{4,5} (續)

Key Environmental Performance

Indicators 環境關鍵績效指標	Unit 單位	FY2021 二零二一財政年度	FY2020 二零二零財政年度
Waste ¹¹			
廢棄物 ¹¹			
Non-hazardous Waste produced — Offices 所產生無害廢棄物 — 辦公室	tonnes 公噸	1.7	1.5
Intensity of Non-hazardous Waste — Offices (by floor area) 無害廢棄物密度 — 辦公室 (以樓面面積計算)	tonnes/thousand sq. ft. 公噸/千平方呎	0.1	0.1
Non-hazardous Waste produced — Markets 所產生無害廢棄物 — 街市	tonnes 公噸	21,681.0	N/A 不適用
Intensity of Non-hazardous Waste — Markets (by floor area) 無害廢棄物密度 — 街市 (以樓面面積計算)	tonnes/thousand sq. ft. 公噸/平方呎	0.1	N/A 不適用
Use of energy			
能源使用			
Total Energy Consumption 能源總耗量	MWh 兆瓦時	4,485.8	3,801.7
Direct Energy Consumption 直接能源耗量	MWh 兆瓦時	106.5	103.1
Indirect Energy Consumption 間接能源耗量	MWh 兆瓦時	4,379.3	3,698.6
Intensity of Energy (by floor area) 能源密度(以樓面面積計算)	MWh/sq. ft. 兆瓦時/平方呎	0.02	0.02

¹¹ During the Year, the Group has expanded the data collection scope of non-hazardous waste to market operations.

¹¹ 本集團於本年度已擴大無害廢棄物的數據收集範圍至街市營運。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

OVERVIEW OF KEY PERFORMANCE INDICATORS (continued)

關鍵績效指標總覽(續)

Environmental Performance ^{4,5} (continued)

環境表現 ^{4,5} (續)

Key Environmental Performance

Indicators 環境關鍵績效指標	Unit 單位	FY2021 二零二一財政年度	FY2020 二零二零財政年度
Use of Water Resources			
水資源使用			
Total Water Consumption 耗水總量	cubic metre 立方米	14,114.2	6,677.8
Intensity of Water Consumption (by floor area) 耗水密度(以樓面面積計算)	cubic metre/sq. ft. 立方米/平方呎	0.06	0.04
Total amount of Packaging Materials used in Finished Products ¹²			
製成品所用包裝材料的總量 ¹²			
Packaging Materials Consumption 包裝材料耗用量	tonnes 公噸	2.2	N/A 不適用
Intensity of Packaging Materials (by area) 包裝材料密度(以面積計算)	tonnes/thousand sq. ft. 公噸/平方呎	1.0	N/A 不適用

¹² Packaging Materials includes plastic takeaway packaging for meat stall industry.

¹² 包裝材料包括肉檔產業的塑膠外賣包裝。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

OVERVIEW OF KEY PERFORMANCE INDICATORS (continued)

關鍵績效指標總覽(續)

Social Performance

社會表現

Social Key Performance Indicators

社會關鍵績效指標

Unit

單位

FY2021

二零二一財政年度

Workforce 員工	Total headcount 員工人數		142
	By Age Group 按年齡組別劃分		
	Below 30 30歲以下	Number 人數	19
	30—50 30至50歲	Number 人數	60
	Above 50 50歲以上	Number 人數	63
	By Gender 按性別劃分		
	Male 男性	Number 人數	86
	Female 女性	Number 人數	56
	By Professional Profile 按專業類別劃分		
	Management staff 管理層員工	Number 人數	33
	General staff 一般員工	Number 人數	109
	By Employment Type 按僱傭類型劃分		
	Full time 全職	Number 人數	139
	Part time 兼職	Number 人數	3

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環境、社會及管治報告

OVERVIEW OF KEY PERFORMANCE INDICATORS (continued)

關鍵績效指標總覽(續)

Social Performance (continued)

社會表現(續)

Social Key Performance Indicators

社會關鍵績效指標

Unit

單位

FY2021

二零二一財政年度

Ratio of Male to Female Employees 男女員工人數比例		1.54:1
Employee New Hire Rate ¹³ 員工新聘率 ¹³	%	42.3
By Age Group 按年齡組別劃分		
Below 30 30歲以下	%	78.9
30–50 30至50歲	%	45.0
Above 50 50歲以上	%	28.6
By Gender 按性別劃分		
Male 男性	%	37.2
Female 女性	%	50.0

¹³ Employee New Hire Rate (%) = number of newly hired employees of the category/total number of employees of the category X 100%.

¹³ 員工新聘率 (%) = 該類別新聘員工人數 / 該類別員工總人數 X 100%。

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關鍵績效指標總覽(續)

Social Performance (continued)

社會表現(續)

Social Key Performance Indicators

社會關鍵績效指標

Unit

單位

FY2021

二零二一財政年度

Employee Turnover Rate ¹⁴ 員工流失率 ¹⁴		%	30.3
	By Age Group 按年齡組別劃分		
	Below 30 30歲以下	%	36.8
	30—50 30至50歲	%	38.3
	Above 50 50歲以上	%	20.6
	By Gender 按性別劃分		
	Male 男性	%	27.9
	Female 女性	%	33.9
Other employees ¹⁵ 其他員工 ¹⁵	Number of other employees 其他員工人數	Number 人數	76

¹⁴ Employee Turnover Rate (%) = number of turnover of the category/total workforce of the category X 100%.

¹⁵ Other employees include cleaners and security guards.

¹⁴ 員工流失率 (%) = 該類別流失員工人數 / 該類別員工總人數 X 100%。

¹⁵ 其他員工包括清潔工人及保安人員。

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關鍵績效指標總覽(續)

Social Performance (continued)

社會表現(續)

Social Key Performance Indicators

社會關鍵績效指標

Unit

單位

FY2021

二零二一財政年度

Health and Safety ¹⁶ 健康及安全 ¹⁶	Number of work-related deaths and percentage 因工死亡人數及百分比	Number (%) 人數(%)	0 (0.0%)
	Work-related Injuries 工傷事故	Cases 次數	4
	Work-related Injury Rate ¹⁷ 工傷率 ¹⁷	%	2.8
	Lost Days Due to Work-related Injury 因工傷損失工作日數	Days 日數	245
Employee Training 員工培訓	Percentage of Employee Trained ¹⁸ 受訓員工百分比 ¹⁸	%	31.7 ¹⁹
	By Gender 按性別組別劃分		
	Male 男性	%	15.5
	Female 女性	%	16.2
	By Professional Profile 按專業類別劃分		
	Management staff 管理層員工	%	14.8
	General staff 一般員工	%	16.9

¹⁶ Includes other employees.

¹⁷ Work-related Injury Rate = number of employees injured at work/total number of employees X 100%.

¹⁸ Percentage of trained employees = number of trained employees/number of employees X 100%.

¹⁹ The proportion of the category among trained employees = number of trained employees of the category/number of trained employees X 100%. The percentage of total number of trained employees in FY2021 are as follows: By gender: Male (49%) and Female (51%); By rank: Management staff (47%) and General staff (53%).

¹⁶ 包括其他員工。

¹⁷ 工傷率 = 因工受傷員工人數 / 總員工人數 X 100%。

¹⁸ 受訓員工百分比 = 受訓員工人數 / 總員工人數 X 100%。

¹⁹ 受訓員工中相關類別所佔比例 = 該類別員工受訓人數 / 受訓員工人數 X 100%。二零二一財政年度受訓員工總人數細項百分比如下，按性別劃分：男性 (49%) 和女性 (51%)；按職級組別劃分：管理層員工 (47%) 和一般員工 (53%)。

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關鍵績效指標總覽(續)

Social Performance (continued)

社會表現(續)

Social Key Performance Indicators

社會關鍵績效指標

Unit

單位

FY2021

二零二一財政年度

	Average training hours of employees ²⁰ 受訓員工平均時數 ²⁰	Hours 小時	0.83
	By Gender 按性別組別劃分		
	Male 男性	Hours 小時	0.76
	Female 女性	Hours 小時	0.95
	By Professional Profile 按專業類別劃分		
	Management staff 管理層員工	Hours 小時	1.50
	General staff 一般員工	Hours 小時	0.63
	Percentage of employees receiving regular performance and career development reviews 接受定期績效及職業發展檢視的員工百分比	%	69.0
Suppliers 供應商	Number of Suppliers 供應商數目		
	By Region 按地區劃分		
	Hong Kong 香港	Number 數目	21
	Mainland China 中國內地	Number 數目	4
Community Investment ²¹ 社區投資 ²¹	Donations 捐款	HK\$ 港元	134,000
	Volunteers 義工人數	Number 人數	98
	Volunteer hours 義工時數	Hours 小時	80

²⁰ Average training hours of employees = the training hours of employees of the category/total number of employees of the category.

²¹ Includes WOP's donations and number of volunteers and volunteer hours.

²⁰ 受訓員工平均時數 = 該類別員工受訓時數 / 該類別員工總人數。

²¹ 包括宏安地產之捐款及義工人數和時數。

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《環境、社會及管治報告指引》報告內容
索引

Subject Areas 主要範疇	Content 內容	Page Index 頁碼索引
A1 Emissions		
A1 排放物		
General Disclosure 一般披露	Information on: 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) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer 遵守對發行人有重大影響的相關法律及規例的資料。 relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	11-12, 28
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	30, 34
A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	7, 29, 34
A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。	30, 35
A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。	7, 30, 35
A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	29-30
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	30

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Subject Areas 主要範疇	Content 內容	Page Index 頁碼索引
A2 Use of Resources		
A2 資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	28, 31
A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及/或間接能源總耗量及密度。	7, 32, 35
A2.2	Water consumption in total and intensity. 總耗水量及密度。	32, 36
A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	32
A2.4	Description of whether there is any issue in sourcing water that is fit for the purpose, water usage efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	32
A2.5	Total packaging material used for finished products and with reference to per unit produced. 製成品所用包裝材料的總量及每生產單位佔量。	31, 36
A3 Environment and Natural Resources		
A3 環境及天然資源		
General Disclosure 一般披露	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。	28
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	33

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Subject Areas 主要範疇	Content 內容	Page Index 頁碼索引
B1 Employment		
B1 僱傭		
General Disclosure 一般披露	Information on: 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： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer 遵守對發行人有重大影響的相關法律及規例的資料。 relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination and other benefits and welfare.	11-12, 24-25
B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	37-39
B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	39
B2 Health and Safety		
B2 健康與安全		
General Disclosure 一般披露	Information on: 有關提供安全工作環境及保障僱員避免職業性危害的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer 遵守對發行人有重大影響的相關法律及規例的資料。 relating to providing a safe working environment and protecting employees from occupational hazards.	11-12, 22-23

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Subject Areas 主要範疇	Content 內容	Page Index 頁碼索引
B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	40
B2.2	Lost days due to work injury. 因工傷損失工作日數。	23, 40
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	22-23
B3 Development and Training		
B3 發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work; description of training activities. 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。	27-28
B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	28, 40
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。	41
B4 Labour Standards		
B4 勞工準則		
General Disclosure 一般披露	Information on: 有關防止童工或強制勞工的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer 遵守對發行人有重大影響的相關法律及規例的資料。 relating to preventing child or forced labour.	11-12, 26

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Subject Areas 主要範疇	Content 內容	Page Index 頁碼索引
B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	26
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。	26
B5 Supply Chain Management		
B5 供應鏈管理		
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。	19
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	41
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	19-20, 41
B6 Product Responsibility		
B6 產品責任		
General Disclosure 一般披露	Information on: 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) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer 遵守對發行人有重大影響的相關法律及規例的資料。 relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	11-12, 17-19

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Subject Areas 主要範疇	Content 內容	Page Index 頁碼索引
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	N/A 不適用
B6.2	Number of products and service-related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	19
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。	18
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。	N/A 不適用
B6.5	Description of consumer data protection and privacy policies, 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。	18
B7 Anti-corruption		
B7 反貪污		
General Disclosure 一般披露	Information on: 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer 遵守對發行人有重大影響的相關法律及規例的資料。 relating to bribery, extortion, fraud and money laundering.	11-12, 16

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Subject Areas 主要範疇	Content 內容	Page Index 頁碼索引
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。	12
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	16
B8 Community Investment		
B8 社區投資		
General Disclosure 一般披露	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. 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。	20
B8.1	Focus areas of contribution. 專注貢獻範疇。	20-21
B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	7, 20-21, 41



WANG ON GROUP LIMITED

宏安集團有限公司