



WANG ON GROUP LIMITED

宏安集團有限公司

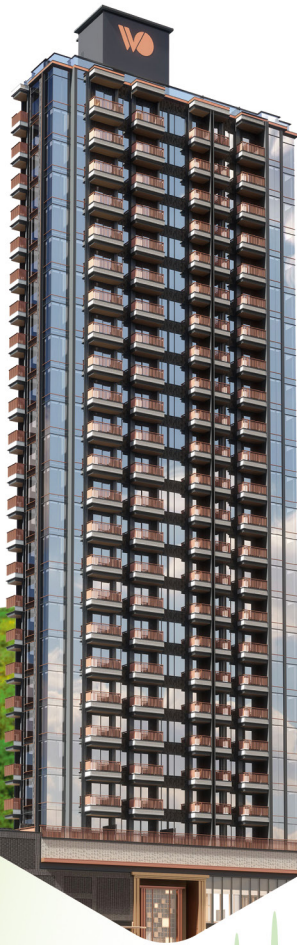
Incorporated in Bermuda with limited liability

於百慕達註冊成立之有限公司

Stock Code 股份代號: 1222

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2024

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

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

DREAM BIG TO BUILD BIG – A PASSION FOR BUILDING A PROSPEROUS FUTURE

The business of Wang On Group symbolises the dreams of Hong Kong people: the dreams of owning one's home, starting a business, enhancing public health, and passing our successes on to our descendants. Our enterprise reflects the spirit of “Dream Big for Big Achievements” – that is, to achieve success by upholding one's vision and being committed to fulfilling it.

Our Vision

Based in Hong Kong, the Group's vision is “A Passion for Building a Prosperous Future”. We are determined to work hard for the dreams of Wang On and Hong Kong people together to achieve ideal business development.

Our Mission

Prudent management, striving for perfection. Rally the dream of the public, gather the strength of the Group, be united as one and further expand the business domain and ambition.

Our Value

Be professional and highly efficient; we achieve progress while maintaining stability. Always stay connected with the public. With love and from the heart, we strive to build homes in Hong Kong.

有夢•始宏大 – 因夢想凝聚動力•創建宏遠未來

宏安集團的業務涵蓋香港人的置業夢、創業夢、醫者夢，乃至傳承夢，展現「人因夢想而偉大」的精神，集合有志者的夢想與理想，放眼高處，矢志實現宏願，步步建立宏圖。

我們的宏願

扎根香港，本集團本著「因夢想凝聚動力•創建宏遠未來」的願景，矢志與香港人一同逐夢，共建理想宏業。

我們的宏圖

審慎管理，力臻完美。凝聚大眾夢想，結集本集團上下力量，眾志一心，拓展宏圖遠志。

我們的宏旨

專業高效、穩中求進，緊繫大眾所需。堅持「用心用愛」，力求為大眾建家樂業。

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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

ABOUT THIS REPORT

Report Overview

This Environmental, Social and Governance Report (the “**Report**” or the “**ESG Report**”) provides an overview of the initiatives, plans and performance of Wang On Group Limited (“**Wang On**”, the “**Group**”, the “**Company**” or “**We**”) in the aspect of Environmental, Social and Governance (“**ESG**”), demonstrating its commitment to sustainable development. The Group has always regarded ESG as an important task, contributing to the Group’s sustainable development.

Reporting Period

This Report describes the ESG activities, challenges and measures taken by the Group during the year ended 31 March 2024 (the “**Reporting Period**”, the “**Year**” or “**2024**”).

Reporting Framework

This Report has been prepared in accordance with the ESG Reporting Guide as set out in Appendix C2 to the Rules Governing the Listing of Securities on Main Board of The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”).

關於本報告

報告概述

本《環境、社會及管治報告》(「**本報告**」或「**環境、社會及管治報告**»)概述宏安集團有限公司(「**宏安**」、「**本集團**」、「**本公司**」或「**我們**»)在環境、社會及管治(「**環境、社會及管治**»)上的倡議、計劃及績效，表明其在可持續發展方面的承諾。本集團始終將環境、社會及管治視為重要任務，為本集團的可持續發展作出貢獻。

報告期間

本報告描述本集團於截至二零二四年三月三十一日止年度(「**報告期間**」、「**本年度**」或「**二零二四年**»)所開展的環境、社會及管治活動、面臨的挑戰及採取的措施。

報告框架

本報告乃根據香港聯合交易所有限公司(「**聯交所**»)主板證券上市規則附錄C2所載的環境、社會及管治報告指引編製。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

ABOUT THIS REPORT (continued)

關於本報告(續)

Reporting Principles

報告原則

During the preparation of this ESG report, the Group has applied the reporting principles stipulated in the ESG Reporting Guide as follows:

於編製本環境、社會及管治報告的過程中，本集團所應用環境、社會及管治報告指引規定的報告原則如下：

<p>Materiality:</p>	<p>The materiality assessment was conducted to identify material issues during the Reporting Period, thereby adopting the confirmed material issues as the focus for the preparation of the ESG Report. The materiality of issues was reviewed and confirmed by the ESG Committee. Please refer to the sections headed “Stakeholder Engagement” and “Materiality Assessment” for further details.</p>
<p>重要性：</p>	<p>進行重要性評估以識別報告期間的重要議題，從而採納已確認的重要議題作為編製環境、社會及管治報告的重點。環境、社會及管治委員會已審閱及確認議題的重要性。有關進一步詳情，請參閱「持份者參與」及「重要性評估」章節。</p>
<p>Qualitative:</p>	<p>Supplementary notes are added along with quantitative data disclosed in the ESG Report to explain any standards, methodologies, and sources of conversion factors used during the calculation of emissions and energy consumption.</p>
<p>量化：</p>	<p>環境、社會及管治報告所披露的量化數據已加入補充附註，以解釋計算排放及能源消耗時所使用的任何標準、方法及轉換系數的來源。</p>
<p>Consistency:</p>	<p>The preparation approach of this ESG Report was substantially consistent with the previous year, and explanations were provided regarding data with changes in the scope of disclosure and calculation methodologies.</p>
<p>一致性：</p>	<p>本環境、社會及管治報告的編製方法大致與上年度一致，並就披露範圍及計算方法變動的數據作出解釋。</p>
<p>Balance:</p>	<p>This Report aims to provide a holistic and fair view of the sustainability performance of the Group and has not omitted any information related to material ESG topics.</p>
<p>平衡：</p>	<p>本報告旨在對本集團的可持續發展表現提供全面及公平的看法，並無遺漏任何與環境、社會及管治主題相關的重大信息。</p>

Forward-looking Statement

前瞻性陳述

This ESG Report contains forward-looking statements which are based on the current expectations, estimations, projections, beliefs, and assumptions of the Group about the businesses and the markets in which it operates. These forward-looking statements are not guarantees of future performance and are subject to market risks, uncertainties, and factors beyond the control of the Group. Therefore, actual outcomes may differ from the assumptions made and the statements contained in this ESG Report.

本環境、社會及管治報告載有前瞻性陳述，該等陳述乃基於本集團目前對其業務及經營所在市場的預期、估計、預測、信念及假設而作出。該等前瞻性陳述並非對未來表現的保證，並受市場風險、不確定因素及本集團無法控制的因素所影響。因此，實際結果可能與本環境、社會及管治報告所作假設及所載陳述有差異。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

ABOUT THIS REPORT (continued)

關於本報告(續)

Reporting Scope and Boundary

報告範圍及界限



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

ABOUT THIS REPORT (continued)

The Group's subsidiaries involved in property development in Hong Kong, pharmaceutical and Agri-products exchange businesses in the PRC, which are also listed in Hong Kong and have published their own ESG reports. This ESG Report primarily emphasises on the Group's key operations in the fresh market business, encompassing the following operation locations:

- Head office in Kowloon Bay
- 8 "Allmart" branded fresh markets in Hong Kong*
- 2 "Day Day Fresh" branded fresh markets in Hong Kong
- 12 Pork stalls, 2 Frozen stalls and 1 Fish stall in Hong Kong

Confirmation and Approval

This ESG Report was endorsed by the ESG Committee (the "ESG Committee") and approved by the board of directors (the "Board") of the Company.

Contact and Feedback

Your feedback is valuable to our continuous improvement, and we welcome any comments and suggestions you may have on this report or our future ESG strategy in general. Please share any comments or suggestions regarding the Group's ESG performance at pr@wangan.com.

* Note:

Although Tin Chak Fresh Market ceased operations in February 2024, the market's ESG data was still collected and disclosed in the Report, ensuring a comprehensive overview of the Group's ESG performance.

關於本報告(續)

本集團涉及位於香港的物業發展、藥業以及位於中國的農產品交易市場業務之附屬公司均於香港上市並已刊發其自身之環境、社會及管治報告。本環境、社會及管治報告主要聚焦本集團街市業務的主要運營，包括以下營運點：

- 九龍灣辦公室
- 8個香港「萬有」品牌鮮活街市*
- 2個香港「日日•食良」品牌鮮活街市
- 香港的12個肉類檔位、2個冷凍食品檔位及1個鮮魚檔位

確認與審批

本環境、社會及管治報告獲環境、社會及管治委員會(「環境、社會及管治委員會」)確認，並經由本公司董事會(「董事會」)批准。

聯絡及反饋

閣下的反饋對我們持續進步具有價值，我們歡迎閣下對本報告或對我們未來環境、社會及管治策略提出任何的意見和建議。有關本集團環境、社會及管治表現的任何意見或建議，可聯絡 pr@wangan.com。

* 附註：

雖然天澤鮮活街市已於二零二四年二月終止營運，本報告仍收集並披露該街市的環境、社會及管治數據，以確保全面了解本集團的環境、社會及管治表現。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

ESG GOVERNANCE

Board Statement

The Board is pleased to present the ESG Report that summarises the ESG initiatives, plans, and performances of the Group, demonstrating its commitment to sustainable development. The Group sincerely commits towards long-term sustainable growth goals and strives to be a responsible corporation. The Board is also responsible for ensuring the effectiveness of the Group's risk management and internal controls. The Group has developed an ESG governance framework to ensure the alignment of ESG governance with our strategic growth while advocating for the integration of ESG into our business operations. The structure of our corporate social responsibility is divided into two main components, namely, the Board and the ESG Committee.

環境、社會及管治的治理

董事會聲明

董事會欣然呈報環境、社會及管治報告，當中概述本集團在環境、社會及管治方面的倡議、計劃及績效，表明其在可持續發展方面的承諾。本集團真誠致力於實現長期可持續發展目標，並力爭成為一間負責任的企業。董事會亦負責確保本集團風險管理及內部監控的成效。本集團已制定環境、社會及管治的治理框架，以確保環境、社會及管治的治理與我們的策略性增長保持一致，同時提倡將環境、社會及管治融入我們的業務經營。我們的企業社會責任架構分為兩個主要部分，即董事會及環境、社會及管治委員會。



The Board - Decision-making Level

- Oversee all ESG-related policies, plans, strategies, objectives and performance
- Evaluate ESG risks and opportunities
- Approve all of the disclosures in the ESG Report

董事會 — 決策層面

- 監督所有環境、社會及管治相關政策、計劃、策略、目標及表現
- 評估環境、社會及管治風險與機遇
- 批准環境、社會及管治報告中的所有披露



ESG Committee - Management and Implementation Level

- Formulate ESG goals and directions
- Identify significant ESG issues, risks and opportunities that may affect business
- Supervise ESG practices, framework and management
- Report ESG-related issues to the Board

環境、社會及管治委員會 — 管理及執行層面

- 制定環境、社會及管治目標及方向
- 識別可能影響業務的重大環境、社會及管治事宜、風險及機遇
- 監督環境、社會及管治常規、框架及管理
- 向董事會匯報環境、社會及管治相關事宜

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

ESG GOVERNANCE (continued)

The Board

The Board assumes the responsibility of overseeing all ESG matters within the Group, including the Group's ESG management approach, strategy, and policies. To enhance the management of the Group's ESG performance and identify potential risks, the Board conducts regular materiality assessments in collaboration with the ESG Committee. These assessments aim to evaluate and prioritise significant ESG-related issues, considering the perspectives of our stakeholders.

The ESG Committee

The ESG Committee was formed by core members from different departments and operational teams with approval by the Board, assisting the Board with risk assessment and efficient implementation of policies.

The ESG Committee's duties encompass ESG data collection and data analysis for ESG Report preparation. Additionally, the committee is responsible for monitoring and evaluating ESG performance to ensure full compliance with regulations. Regular meetings are conducted to assess the effectiveness of current policies and drive ongoing improvements in ESG aspects. The ESG Committee promptly discusses essential ESG topics, integrating ESG concerns into strategy development for risk management and opportunity optimisation. Through analysis and discussion, the committee establishes diverse ESG goals as part of the sustainable development process, transforming identified threats into opportunities through policy formulation and implementation. The ESG Committee periodically reports to the Board, assisting in assessing and identifying the Group's ESG risks and opportunities, evaluating the implementation and effectiveness of internal control mechanisms, and reviewing the progress of set goals and targets.

環境、社會及管治的治理(續)

董事會

董事會負有監管本集團所有環境、社會及管治事宜的最終責任，包括本集團的環境、社會及管治的管理方法、策略及政策。為改善本集團環境、社會及管治績效管理及識別潛在風險，董事會與環境、社會及管治委員會定期合作，進行重要性評估。該等評估參考持份者的意見後旨在評估及優先處理重大環境、社會及管治相關議題。

環境、社會及管治委員會

環境、社會及管治委員會由來自不同部門及營運團隊的核心成員組成，並獲董事會批准，協助董事會進行風險評估及有效實施政策。

環境、社會及管治委員會的職責包括環境、社會及管治數據收集及數據分析，以編製環境、社會及管治報告。此外，委員會負責監察及評估環境、社會及管治表現，確保全面遵守法規。環境、社會及管治委員會定期舉行會議，以評估現行政策的成效以及持續改進環境、社會及管治方面的工作。環境、社會及管治委員會及時討論重要的環境、社會及管治議題，將環境、社會及管治問題納入策略發展，以進行風險管理及優化機遇。透過分析及討論，委員會制定不同的環境、社會及管治目標，作為可持續發展過程的一部分，並透過政策制定及實施將已識別的威脅轉化為機遇。環境、社會及管治委員會負責定期向董事會匯報、協助評估及識別本集團的環境、社會及管治風險及機遇、評估內部監控機制的實施及成效，檢討所設定目標及指標的進度。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

ESG GOVERNANCE (continued)

Engaging Our Stakeholders

The Group acknowledges the significance of stakeholder engagement and feedback in driving sustainable development. We actively encourage stakeholders to share their valuable input on the Group's strategy through various channels. Our commitment lies in understanding and meeting the evolving expectations of stakeholders, aiming to enhance our ESG performance and generate meaningful value for the broader community.

環境、社會及管治的治理(續)

持份者參與

本集團意識到持份者對推動可持續發展的參與及反饋的重要性。我們積極鼓勵持份者通過不同渠道就本集團的策略表達寶貴意見。我們致力了解及滿足持份者不斷變化的期望，旨在改善環境、社會及管治表現，並繼續為廣大社區創造富含意義的價值。

Major Stakeholders 主要持份者	Key Engagement Channels 主要參與渠道
Government and Regulatory Authorities 政府及監管機構	<ul style="list-style-type: none"> Routine reports Written or electronic correspondence Visits and government inspections 例行報告 書面或電子通訊 視察及政府檢查
Shareholders and Investors 股東及投資者	<ul style="list-style-type: none"> General meetings and other shareholders' meetings Annual and interim reports Announcements and circulars Company website 股東大會及其他股東大會 年度及中期報告 公告及通函 公司網站
Employees 僱員	<ul style="list-style-type: none"> Training, seminars, and briefing Employee suggestion boxes Company internal emails Regular general meetings Internal memos 培訓、研討會及簡報會 僱員意見箱 公司內部電郵 定期全體會議 內部備忘錄

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

ESG GOVERNANCE (continued)

環境、社會及管治的治理(續)

Engaging Our Stakeholders (continued)

持份者參與(續)

Major Stakeholders 主要持份者	Key Engagement Channels 主要參與渠道
Customers 客戶	<ul style="list-style-type: none"> Customer service hotline and emails Shopping and site visits Social media Employees questionnaire 客戶服務熱線及電郵 購物及實地視察 社交媒體 僱員問卷
Suppliers 供應商	<ul style="list-style-type: none"> Tender selection Evaluation system Business meetings and discussion 投標選擇 評估系統 商務會議及討論
Media and the Public 媒體及公眾	<ul style="list-style-type: none"> ESG Report Newsletters on company websites Reports and announcements 環境、社會及管治報告 公司網站上發佈通訊 報告及公告
Community 社區	<ul style="list-style-type: none"> Community activities Employee voluntary activities Community welfare subsidies Charitable donations 社區活動 僱員志願活動 社區福利補貼 慈善捐贈

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

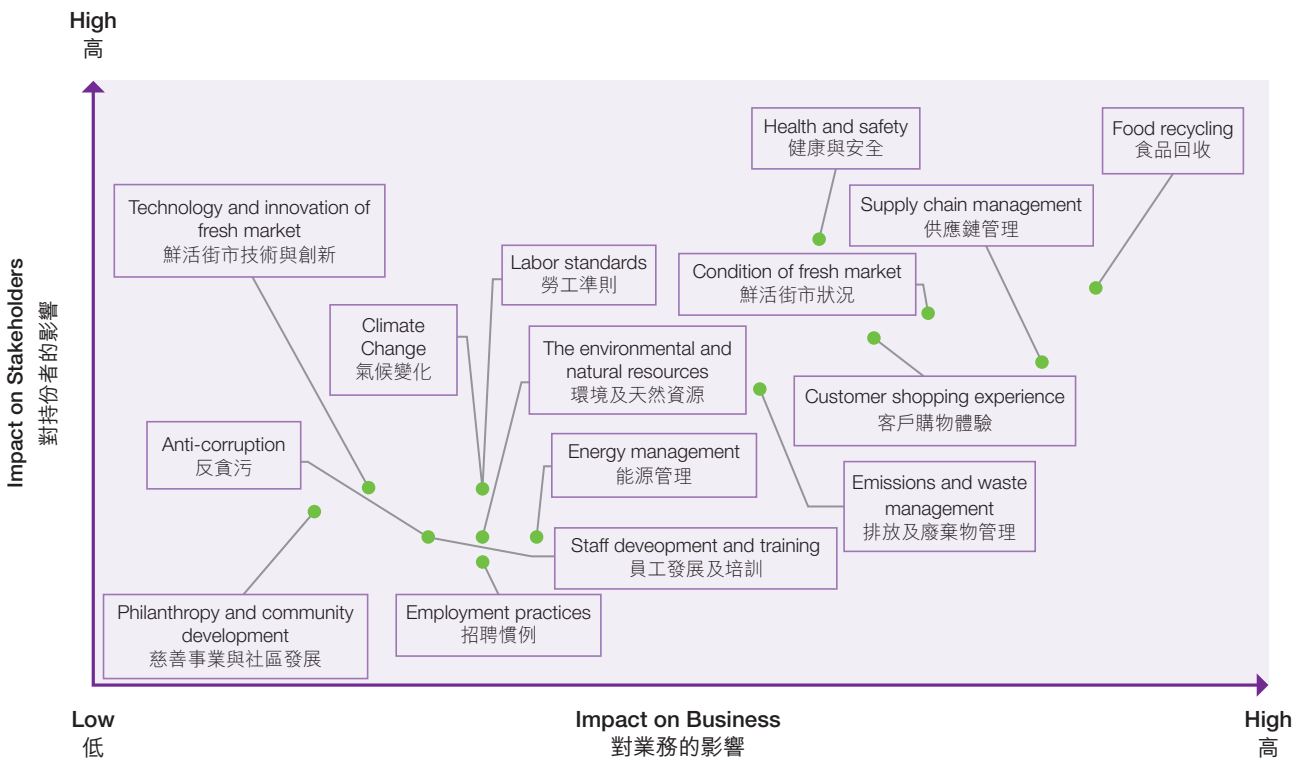
MATERIALITY ASSESSMENT

The ESG Committee has actively contributed to the Report's preparation, aiding the Group in reviewing its operations, identifying pertinent ESG issues, and evaluating their significance to the Group's businesses and stakeholders. Material assessments were conducted, considering industry trends and benchmarks to identify these issues. The matrix below provides a concise overview of the Group's material ESG topics featured in this Report. The results of the materiality analysis underwent a thorough review and received the Board's endorsement.

重要性評估

環境、社會及管治委員會積極參與編製本報告，以協助本集團檢討其營運及識別相關環境、社會及管治事宜，並評估相關事宜對本集團業務及持份者的重要性。重要性評估乃基於行業趨勢及基準進行，以識別有關事宜。以下矩陣概述本報告所載本集團的重大環境、社會及管治議題。重要性分析的結果已經董事會審閱及批核。

Materiality Matrix of the Group
本集團的重要性矩陣



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

WANG ON GROUP'S ESG APPROACH

Our Path to a Sustainable Future

At Wang On, we have always sought to build our business in a way that is not just beneficial for us and our shareholders but also for society and the planet. Sustainability is woven into the framework of our everyday decision-making as a business. Our path towards a sustainable future is underpinned by our commitment to collaborative efforts, in order to make a lasting impact towards Hong Kong, a place we call home.

宏安集團的環境、社會及管治方法

通往可持續未來之道路

宏安的發展方式不僅考慮我們及股東的利益，亦顧及社會及地球的好處。可持續發展融入我們日常業務決策的框架。我們攜手努力，在我們的家園 — 香港作出深遠影響，為通往可持續未來奠定基礎。



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

WANG ON GROUP'S ESG APPROACH (continued)

Targets and Progress

In pursuit of our long-term sustainability objective, the Group has established a series of ESG targets. Through effective implementation, translating our purpose into action, we have made significant progress in meeting our 5-year waste reduction and recycling targets from 2021 to 2026.

宏安集團的環境、社會及管治方法(續)

目標及進展

為追求長期可持續發展目標，本集團制定一系列環境、社會及管治目標。通過有效實施相關項目，我們將目標轉化為行動，就二零二一年至二零二六年的五年減少廢物和循環再用的目標達成重大進展。

Area 範疇	Targets 目標	Status 狀態
 Electricity Consumption 用電	Reduce 5% in electricity consumption intensity by 2026, using 2023 as base year 至二零二六年降低用電密度5% (以二零二三年作為基準年份)	In Progress 進展中
 Water Consumption 耗水	Reduce 5% in water consumption intensity by 2026, using 2023 as base year 至二零二六年降低耗水密度5% (以二零二三年作為基準年份)	In Progress 進展中
 Greenhouse Gas ("GHG") Emissions 溫室氣體(「溫室氣體」)排放	Reduce 5% in GHG emissions intensity by 2026, using 2023 as base year 至二零二六年降低溫室氣體排放密度5% (以二零二三年作為基準年份)	In Progress 進展中
 Waste Production 廢棄物產生	Reduce solid waste generated by market operations by 10% from 2021 to 2026 Recycle a total of 500 fluorescent tubes in operating markets from 2021 to 2026 自二零二一年起至二零二六年減少10%街市營運產生的固體廢棄物 自二零二一年起至二零二六年回收共500支街市營運所用的熒光燈管	In Progress In Progress 進展中 進展中

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

WANG ON GROUP'S ESG APPROACH (continued)

Community Well-being

As a Hong Kong-based company, we have thrived alongside the city's urban development and vibrant economic growth throughout the past few decades. We consider it both our responsibility and privilege to contribute to the welfare of the community of which we originate, as well as the place where our employees work and reside.

We empower our employees to serve, give back, and forge strong connections with the local community. Throughout the Reporting Period, we have been actively engaged in a diverse array of community activities and charitable events. These endeavours prove mutually rewarding, benefiting both the Group and our dedicated employees.

宏安集團的環境、社會及管治方法(續)

社區福祉

作為一家香港公司，過去數十年，我們因城市發展及強勁經濟增長而蓬勃發展。我們相信，為發源及員工工作生活的社區福祉作出貢獻乃我們的責任和福氣。

我們的員工能為當地社區服務、奉獻及加強聯繫。於整個報告期間，我們積極參與廣泛的社區活動及慈善活動。該等活動乃互惠互利，對本集團以及盡忠職守的員工均為有益。



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

JOURNEY TO CARBON NET ZERO

In line with the Paris Agreement, the Government introduced Hong Kong's Climate Action Plan 2030+ in 2017, outlining the ambitious goal of reducing Hong Kong's carbon intensity by 70% by 2030 and attaining carbon neutrality by 2050.

The pursuit of carbon neutrality before 2050 presents significant challenges that necessitate collective community engagement. As a responsible corporate entity, the Group is committed to actively participating in the attainment of more ambitious decarbonisation targets. We integrate sustainability into our business operations and implement a range of mitigation measures to effectively reduce carbon emissions. By doing so, we strive to contribute to a greener and more sustainable future.

Combating Climate Change

The Group is aware of the threat posed by climate change and is actively doing its part by offsetting its carbon footprint. The Group recognises the importance of the identification and mitigation of significant climate-related issues, therefore closely monitors the potential impact of climate change on our business and operations, being closely committed to managing the potential climate-related risks which may impact the Group's business activities.

Climate-related impacts can be classified into two main categories: physical risks and transition risks. The Group conducts risk assessment exercises to identify and mitigate these climate-related risks.

淨零碳排放之旅

為響應《巴黎協定》，政府於二零一七年公佈《香港氣候行動藍圖2030+》，決心於二零三零年前將香港的碳密度減少70%，並於二零五零年前實現碳中和。

在二零五零年前實現碳中和極具挑戰性，需要整個社區的參與。作為負責任的企業實體，本集團致力於積極參與實現更宏偉的減碳目標。我們在業務營運中融入可持續發展元素，實施一系列緩和措施，以有效減少碳排放。我們就此努力為綠色及可持續未來作出貢獻。

應對氣候變化

本集團意識到氣候變化帶來的威脅，並為抵銷其碳足跡積極作出貢獻。本集團深明識別及應對重大氣候相關事宜的重要性，因此密切監察氣候變化對我們業務及營運的潛在影響，密切致力管理可能影響本集團業務活動的潛在氣候相關風險。

氣候相關影響分為實體風險及過渡風險兩個類別。本集團進行風險評估以識別及緩和該等氣候相關風險。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

JOURNEY TO CARBON NET ZERO (continued)

淨零碳排放之旅(續)

The risks from climate change and our mitigating measures are outlined below: 氣候變化風險及我們的緩和措施列示如下：

Physical Risks 實體風險	Transition Risks 過渡風險
<p>The increased frequency and severity of extreme weather events such as typhoons, storms, heavy rains, and extreme cold or heat pose acute and chronic physical risks to the Group's business. The Group's capacity and productivity will be reduced under extreme weather events as the safety of our employees is threatened, while our operational sites may become damaged as a result, which leads to a direct negative impact on the Group's revenue.</p> <p>颱風、風暴、暴雨及極端寒冷或酷熱等極端天氣事件的頻率及嚴重程度增加，對本集團的業務構成急性及慢性實體風險。由於我們的員工安全受到威脅，本集團的產能及生產力將於極端天氣事件下下降，而營運地點亦可能受損，從而對本集團的收入造成直接負面影響。</p> <p>We have established mitigation plans to minimise potential risks and hazards, including flexible working arrangements and precautionary measures during bad weather conditions such as typhoons, floods, and black rainstorms. The Group will improve emergency plans to reduce the vulnerability of our fresh markets to extreme weather events.</p> <p>我們已制定緩解計劃，以盡量降低潛在風險及危害，包括靈活的工作安排及於惡劣天氣狀況(如颱風、洪水及黑色暴雨)期間的防範措施。本集團將優化應急計劃，以降低街市在極端天氣事件中的受影響程度。</p>	<p>To achieve the global vision of carbon neutrality, the Group expects the evolution of the regulatory, technological and market landscape due to climate change, including the tightening of national policies, the emergence of environmentally-related taxes, and the shifting of customer preference to an eco-friendlier operation.</p> <p>為實現全球碳中和的願景，本集團預期氣候變化將導致監管、技術及市場格局的進展，包括國家政策收緊、環境相關稅項出台及客戶偏好轉向更環保的業務。</p> <p>In response to transition risks, we have been constantly monitoring the updates of environmental regulations and global trends on climate change to avoid cost increments, non-compliance fines or reputational risks due to the violation of laws. In addition, we have been taking comprehensive environmental protection measures, including GHG reduction, carbon trading and the adoption of clean energy.</p> <p>為應對過渡風險，我們持續監察環境法規的更新及全球氣候變化的趨勢，以避免因違反法律而導致成本增加、違規罰款或帶來聲譽風險。此外，我們一直採取全面的環境保護措施，包括減少溫室氣體排放、碳交易及採用清潔能源。</p>

JOURNEY TO CARBON NET ZERO (continued)

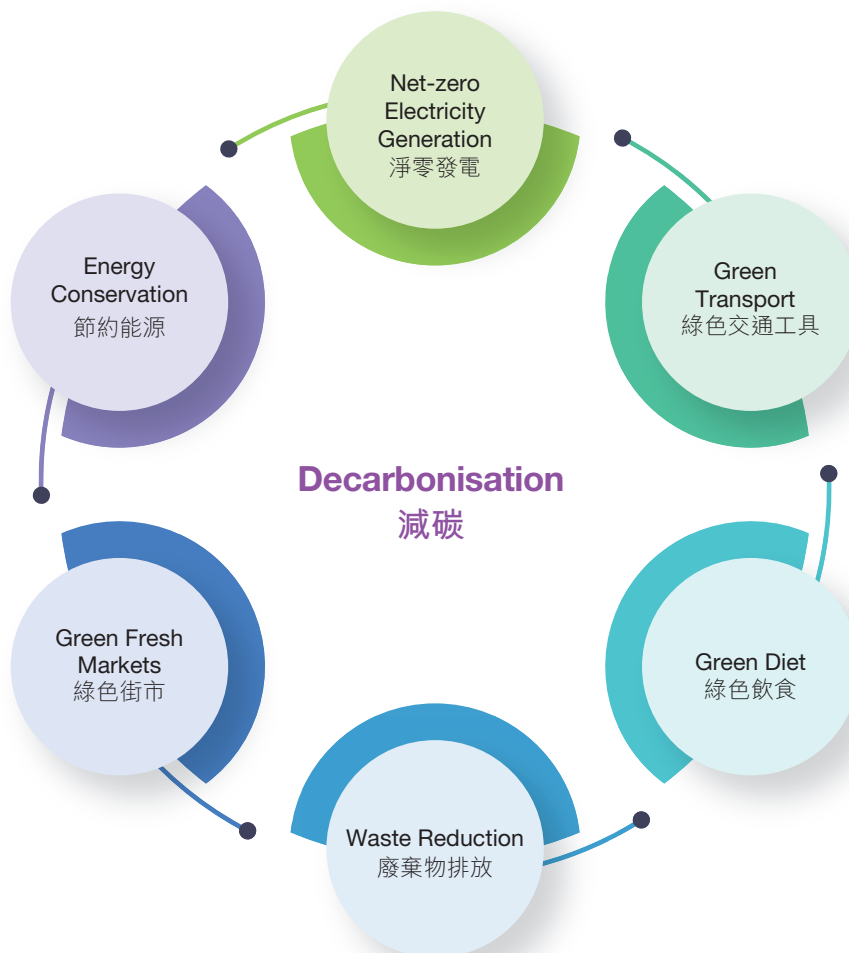
Our Decarbonisation Strategies and Actions

The Group has established an accountability system and actively adopts environmental protection measures to tackle the environmental impacts generated by our operations. We are committed to promoting a green environment by introducing sustainable business practices, educating employees to enhance their awareness of environmental protection, and complying with the relevant environmental laws and regulations. To combat climate change, the Group has formulated different strategies as below:

淨零碳排放之旅(續)

我們的減碳策略及行動

本集團已建立問責制度，並積極採取環境保護措施，以應對我們營運中產生的環境影響。我們致力透過引入可持續業務常規、教育員工以提高彼等的環保意識及遵守相關環境法律法規，推廣綠色環境。為應對氣候變化，本集團已制定以下不同策略：



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

JOURNEY TO CARBON NET ZERO (continued)

Our Decarbonisation Strategies and Actions (continued)

The Group maintains strict adherence to all relevant environmental protection laws and regulations. During the Reporting Period, the Group was not aware of any material non-compliance with environmental-related laws and regulations in relation to air and greenhouse gases (“GHG”) emissions, water and land discharges, and the generation of hazardous and non-hazardous waste that would have a significant impact on the Group.

Greenhouse Gas (“GHG”) Emissions

The major sources of the Group’s GHG emissions are direct GHG emissions (Scope 1) from petrol combustion for transportation, and energy indirect GHG emissions (Scope 2) from purchased electricity. To control the GHG emissions, the Group has taken different measures on the efficient use of energy as described in the section headed “Use of Resources” below:

淨零碳排放之旅(續)

我們的減碳策略及行動(續)

本集團嚴格遵守所有相關環保法律法規。於報告期間，本集團並無錄得與廢氣及溫室氣體(「溫室氣體」)排放、向水及土地的排放、因有害及無害廢棄物，而導致有關及重大違反本地環境法律法規且對本集團產生重大影響的情況。

溫室氣體(「溫室氣體」)排放

本集團溫室氣體排放的主要來源為運輸用汽油燃燒產生的直接溫室氣體排放(範圍1)及購買電力產生的間接溫室氣體排放(範圍2)。為控制溫室氣體排放，本集團已採取下文「資源使用」一節所述有關有效使用能源的不同措施：

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

JOURNEY TO CARBON NET ZERO (continued)

淨零碳排放之旅(續)

Our Decarbonisation Strategies and Actions (continued)

我們的減碳策略及行動(續)

Greenhouse Gas (“GHG”) Emissions (continued)

溫室氣體(「溫室氣體」)排放(續)

Greenhouse gas emissions (GHG)			
溫室氣體排放			
Different Scope of GHG 不同範圍的溫室氣體	Unit ¹ 單位 ¹	FY2024 (approximate) 二零二四財年 (概約)	FY2023 (approximate) 二零二三財年 (概約)
Scope 1 範圍一	tCO ₂ e 公噸二氧化碳當量	27.32	28.28
Scope 2 範圍二	tCO ₂ e 公噸二氧化碳當量	1,007.44	2,386.73
Scope 3 範圍三	tCO ₂ e 公噸二氧化碳當量	18.53	32.32
Total GHG Emissions 溫室氣體排放總量	tCO ₂ e 公噸二氧化碳當量	1,053.29	2,447.33
Reduction in GHG from Recycled Food Waste 回收廚餘減少的溫室氣體排放量	tCO ₂ e 公噸二氧化碳當量	41.84	28.64
Total GHG after Reduction 減少後的溫室氣體排放總量	tCO ₂ e 公噸二氧化碳當量	1,011.45	2,418.69
Intensity ² 密度 ²	tCO ₂ e/ft ² 公噸二氧化碳當量 ／平方呎	0.006	0.012

*Note:

* 附註：

- GHG emissions data is presented in terms of carbon dioxide equivalent and are based on, including but not limited to, “The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards” issued by the World Resources Institute and the World Business Council for Sustainable Development, “How to prepare an ESG Report – Appendix II: Reporting Guidance on Environmental KPIs” issued by The Stock Exchange of Hong Kong Limited and the “2022 Sustainability Report” published by HK Electric Investments Limited.
- As of 31 March 2024, the floor area under the Reporting Scope is approximately 185,471 sq. ft. (2023: approximately 197,636 sq. ft.). The data is also used for calculating other intensity data.
- Scope 3 includes other indirect GHG emissions generated due to electricity used for freshwater processing, sewage treatment and office paper production.
- Due to a reduction in water and sewage consumption compared to 2023, the Scope 3 data indicates a significant decrease.

- 溫室氣體排放數據乃按二氧化碳當量呈列，並參照包括但不限於世界資源研究所及世界可持續發展工商理事會刊發的《溫室氣體盤查議定書：企業會計與報告標準》、香港聯合交易所有限公司刊發的《如何準備環境、社會及管治報告—附錄二：環境關鍵績效指標匯報指引》、港燈電力投資有限公司刊發的《二零二二年可持續發展報告》。
- 截至二零二四年三月三十一日，報告範圍的建築面積約為185,471平方呎(二零二三年：約197,636平方呎)。該數據亦用於計算其他密度數據。
- 範圍三包括用於淡水處理、污水處理及辦公用紙生產的電力所產生的其他間接溫室氣體排放。
- 由於用水及污水消耗量較二零二三年減少，故範圍三數據所示顯著減少。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

JOURNEY TO CARBON NET ZERO (continued)

Our Decarbonisation Strategies and Actions (continued)

Air Emissions

Air emissions primarily originate from the Group's fleet of Company vehicles. To address and mitigate these emissions, the Group prioritises regular maintenance to ensure the vehicles remain in optimal condition. Additionally, conscientious practices such as turning off engines during idle periods are implemented to minimise air pollution. Furthermore, the Group is actively exploring the adoption of electric vehicles as a sustainable solution to further reduce exhaust gas generation. The air emissions generated during the Reporting Period are outlined below:

淨零碳排放之旅(續)

我們的減碳策略及行動(續)

廢氣排放

廢氣排放主要來自本集團的公司車隊。為解決及減緩該等排放，本集團優先進行定期保養，確保車輛維持最佳狀態。此外，我們實行在空置期間熄火等的自覺做法，最大限度減少空氣污染。再者，本集團主動探索採用電動汽車作為可持續發展方案，進一步減少產生廢氣。於報告期間產生的廢氣排放列示如下：

Air Emissions			
廢氣排放			
Type of Air emissions	Unit	FY2024 (approximate)	FY2023 (approximate)
廢氣排放類別	單位	二零二四財年 (概約)	二零二三財年 (概約)
Nitrogen oxides (NOx) 氮氧化物	kg 千克	6.33	4.95
Sulphur oxides (SOx) 硫氧化物	kg 千克	0.15	0.16
Particulate Matter (PM) 顆粒物	kg 千克	0.47	0.36

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

JOURNEY TO CARBON NET ZERO (continued)

Our Decarbonisation Strategies and Actions (continued)

Waste Management

The Group has implemented an internal waste management guideline that ensures the proper collection and handling of waste in accordance with local laws and regulations. To mitigate waste generation, several measures have been adopted, including the development and implementation of a waste management system focusing on waste reduction at the source. This system adheres to the “5R” principle, encompassing actions such as replacing, reducing, reusing, recycling, and repeating. Additionally, the Group regularly reviews the amount of waste generated, establishes recycling practices, and sets targets for reducing waste emissions. The types of waste generated during the Reporting Period are outlined below:

Non-hazardous Waste 無害廢棄物	Unit 單位	FY2024 (approximate) 二零二四財年 (概約)	FY2023 (approximate) 二零二三財年 (概約)
Total non-hazardous waste produced 所產生無害廢棄物總量	tonne 公噸	20,670	19,828
Non-hazardous waste intensity 無害廢棄物密度	tonne/ft ² 公噸/平方呎	0.11	0.10

During the Reporting Period, no material hazardous waste was generated by the Group due to the Group's business nature of fresh food market management. If hazardous waste is generated, the Group shall engage qualified waste collectors to handle the hazardous waste in accordance with applicable laws.

Food Recycling with Food Angel

The Group is trying to improve the well-being of the local community and promote food conservation. During the Reporting Period, we partnered with the Food Commons Foundation and Food Angel to collect edible surplus food from our tenants in wet markets, and have them prepared as nutritious meals to serve the underprivileged groups in Hong Kong. The food recycling programme promotes food upcycling by sharing food with the needy in the community, relieving the landfill pressure and reduce food waste in Hong Kong.

淨零碳排放之旅(續)

我們的減碳策略及行動(續)

廢棄物管理

本集團已實行內部廢棄物管理準則，確保根據當地法律法規適當收集及處理廢棄物。為減少產生廢棄物，我們已採取若干措施，包括開發及實行專注於源頭減廢的廢棄物管理系統。該系統遵從「5R」原則，包括「替換」、「減少使用」、「重覆再用」、「循環利用」及「重覆使用」等行動。此外，本集團定期檢討廢棄物產量、制定循環使用慣例以及設定減低廢棄物排放的目標。於報告期間產生的廢棄物種類列示如下：

於報告期間，由於本集團生鮮食品市場管理的業務性質，本集團並無產生重大有害廢棄物。若產生有害廢棄物，本集團將聘請合資格廢棄物收集商根據適用法律處理有害廢棄物。

與惜食堂合作食物回收

本集團致力提升本地社區的福祉及促進節約食物的目標。於報告期間，我們與「共享食物基金」和「惜食堂」合作，收集街市租戶仍可食用的剩餘食物，並將其製作成營養豐富的餐點，派發予香港的弱勢社群。食物回收計劃促進食品升級再造，通過與社區有需要的人士分享食物，減輕香港堆填區的負擔和食物浪費。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

JOURNEY TO CARBON NET ZERO (continued)

Our Decarbonisation Strategies and Actions (continued)

Food Recycling with Food Angel (continued)

To facilitate the implementation of the food recycling programme, our staff arranged for designated trolleys at specified locations and promoted the programme at our “Allmart” fresh markets. Throughout the Reporting Period, approximately 4,775 kg of food were successfully recycled. The Group firmly believes that by actively contributing to this meaningful programme, we can raise awareness about the importance of food conservation among the community.

Pilot Scheme (the “Pilot Scheme”) on Food Waste Collection by Environmental Protection Department (“EPD”)

In 2021, the EPD launched an expanded Pilot Scheme on food waste collection, with a focus on food waste generated by both private (commercial and industrial) and public premises. The objective of the Pilot Scheme is to collect source-separated food waste and convert it into energy while also producing compost as a by-product. As part of the Group’s commitment to sustainability, Choi Ming Market and Tin Chak Market of our “Allmart” fresh markets have participated in the Pilot Scheme.

During the Reporting Period, approximately 1,255 tonnes of food waste were successfully recycled through the Pilot Scheme, leading to a reduction of around 41 tonnes of GHG emissions. It is worth noting that the Group’s fresh food market management practices have resulted in no generation of material hazardous waste during the Reporting Period. However, should any hazardous waste be generated in the future, the Group is fully committed to engaging qualified waste collectors to handle such waste in strict accordance with applicable laws and regulations.

淨零碳排放之旅(續)

我們的減碳策略及行動(續)

與惜食堂合作食物回收(續)

為協助實施該項食物回收計劃，我們的員工在「萬有」街市特定位置安排放置所需的手推車，並進行宣傳。我們於報告期間成功回收約4,775公斤食物。本集團堅定相信，透過為這個有意義的計劃積極作出貢獻，我們能夠對社區提升節約食物重要性的意識。

環境保護署(「環保署」)廚餘收集先導計劃(「先導計劃」)

於二零二一年，環保署推展規模更大的廚餘收集先導計劃，專注接收私營(包括工商業)及公眾場地產生的廚餘。先導計劃目的為收集源頭分類廚餘，並轉化為能源，同時生產副產品堆肥。作為本集團對可持續發展承諾的一部分，本集團旗下彩明「萬有」街市及天澤街市已加入先導計劃。

於報告期間透過先導計劃已成功回收約1,255噸廚餘，減少約41噸溫室氣體排放量。在報告期間值得注意的是，本集團的生鮮食品市場管理措施並無產生任何重大有害廢物。然而，倘於未來產生任何有害廢物，本集團致力於聘請合資格廢棄物收集商嚴格遵從適用法律法規處理有關廢棄物。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

JOURNEY TO CARBON NET ZERO (continued)

Our Decarbonisation Strategies and Actions (continued)

Energy Management

The Group is strongly committed to implementing energy-saving and emission-reduction practices throughout its operations. All employees are required to adhere to the adopted measures, which include purchasing energy-efficient products and services, as well as assuming responsibility for enhancing the Group's overall energy efficiency. In the event of any unexpected or abnormal increase in electricity consumption, the Group conducts thorough investigations to identify the root causes. Subsequently, appropriate preventive measures are implemented to address the issue effectively. The detailed breakdown of the Group's energy consumption is provided below:

淨零碳排放之旅(續)

我們的減碳策略及行動(續)

能源管理

本集團堅決承諾於其營運中實踐節能減排理念。所有員工必須遵守已採取的措施，包括購買節能產品及服務，並對提升本集團的整體能源效率負責。倘發生任何意外或異常的用電量增加，本集團將透過調查找出根本原因。其後實施適當預防措施以有效解決問題。本集團的能源消耗詳情如下：

Energy Consumption 能源消耗量	Unit 單位	FY2024 (approximate) 二零二四財年 (概約)	FY2023 (approximate) 二零二三財年 (概約)
Direct Energy Consumption 直接能源消耗量	MWh 兆瓦時		
Petrol 汽油	MWh 兆瓦時	99.55	103.5
Indirect Energy Consumption 間接能源消耗量	MWh 兆瓦時		
Purchased Electricity 購買電力	MWh 兆瓦時	2,583.17	6,119.81
Total Energy Consumption 能源總耗量	MWh 兆瓦時	2,682.72	6,222.86
Intensity 密度	MWh/ft ² 兆瓦時/平方呎	0.015	0.031

* Note:

The renovation of Choi Ming Allmart fresh market in 2023 led to a significant increase in electricity consumption. However, upon completion of the renovation in 2024, electricity usage at the fresh market returned to normal levels.

* 附註：

彩明萬有街市於二零二三年進行翻修，導致用電量大幅增加。然而，在二零二四年完成翻修後，街市的用電量回復至正常水平。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

JOURNEY TO CARBON NET ZERO (continued)

淨零碳排放之旅(續)

Our Decarbonisation Strategies and Actions (continued)

我們的減碳策略及行動(續)

Energy Management (continued)

能源管理(續)

The Group actively implements measures to conserve electricity and save energy, aiming to reduce GHG emissions. To achieve the goals of electricity savings and efficient utilisation, the Group has established comprehensive rules and regulations.

本集團積極採取節電及節能措施，以減少溫室氣體排放。本集團已制定全面規則及規例，以達致節約用電及有效用電的目標。



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

JOURNEY TO CARBON NET ZERO (continued)

Our Decarbonisation Strategies and Actions (continued)

Water Management

Wang On primarily utilises water in its fresh markets for cleaning and sanitisation purposes. During the Reporting Period, the Group has no difficulties in sourcing water suitable for our geographical location. In our commitment to water conservation, we employ several practices. Wang On consistently monitors our water consumption, conducts inspections of water usage in fresh markets, promptly identifies and addresses any abnormal consumption, or adheres to the following measures:

淨零碳排放之旅(續)

我們的減碳策略及行動(續)

水資源管理

宏安的耗水量主要來自街市清潔及消毒。於報告期間，由於本集團業務所在的地理位置，我們在求取適合用途的水源上並無任何問題。我們就節水承諾已採取多項措施。宏安持續監察自身的用水情況，監察街市的用水，並及時識別和解決任何異常耗水或執行下列措施：



WATER CONSERVATION MEASURES 節水措施

- Improve water efficiency by installing water-saving equipment;
- Standardise wastewater treatment methods by developing a wastewater discharge management system;
- Inspect water pipe quality regularly;
- Educate employees about the importance of reducing water consumption; and
- Research and introduce more advanced wastewater reuse facilities to increase wastewater reuse rates.
- 安裝節水設備，提高用水效率；
- 通過開發廢水排放管理系統，標準廢水處理方法；
- 定期檢查水管質量；
- 教育員工減少用水的重要性；及
- 研究引進更先進的廢水重用設施，提高廢水重用率。

Water Consumption 耗水量	Unit 單位	FY2024 (approximate) 二零二四財年 (概約)	FY2023 (approximate) 二零二三財年 (概約)
Total Water Consumption 總耗水量	m ³ 立方米	18,637.2	39,217.7
Intensity 密度	m ³ /ft ² 立方米/平方呎	0.10	0.20

* Note:

When calculating the Group's water consumption, it is important to note that certain fresh market water charges are already included in the management fees, and therefore will not be considered in the calculation. Furthermore, since the COVID-19 pandemic has passed, there has been a significant reduction in the cleaning frequency of the fresh markets compared to 2023. Moreover, the fresh markets actively conduct regular inspections and implement a rigorous leak detection programme. Any leaks or wasted water are promptly repaired to ensure that water resources are not unnecessarily wasted.

* 附註：

本集團的水耗量統計中，因為有些街市的水費已包含在管理費內，因此在統計過程中並未納入計算範圍。此外，由於新冠肺炎疫情已經過去，用水清潔頻率減少，因此，用水量相較於二零二三年有顯著的減少。除此之外，街市積極進行定期檢查，並實施嚴格的洩漏檢測計畫。任何發現的洩漏或浪費水的情況都會及時修復，確保水資源不會被不必要地浪費。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

JOURNEY TO CARBON NET ZERO (continued)

Conservation of Natural Resources

Natural resources play a crucial role in the survival of humanity. Unfortunately, factors (such as rapid economic growth, population expansion and urbanisation) have significantly depleted these resources over the years. In response to this pressing issue, the Group has implemented a range of strategies to mitigate such environmental impacts. These approaches include the following measures aimed at sustainable resource management and preservation:

- In the tenant selection process, prioritisation is given to those who use locally-sourced food materials, aiming to reduce carbon emissions from long-distance transportation and minimise the need for additional packaging;
- Promote the consumption of sustainable food, specifically those that are free from genetic modification, preservatives, and chemicals;
- Purchase environmentally-friendly office supplies as far as possible, such as paper that has been certified by the Forest Stewardship Council (FSC); and
- Ensure thorough surveillance of the packaging materials utilised, including shopping bags, containers, cans, and cardboard boxes.

淨零碳排放之旅(續)

保護自然資源

自然資源對人類的生存至關重要。然而，多年來，種種因素(例如經濟快速增長、人口增長及城鎮化)導致該等資源已嚴重枯竭。為應對此緊急問題，本集團已採取一系列措施，旨在盡量減低對環境的影響。該等方法包括下列旨在可持續資源管理及保護的措施：

- 於選擇租戶過程中，將優先考慮使用本地食材的租戶，就此減少因長途運輸而產生的碳排放及所需的額外包裝；
- 推動食用可持續食物，尤其是並無基因改造、防腐劑及化學物的食物；
- 盡可能採購環保的辦公用品，如經森林管理委員會(FSC)認證的紙張；及
- 確保密切監控所使用的包裝材料，包括購物袋、容器、罐及紙板箱。

Use of Packaging Materials 包裝材料使用	Unit 單位	FY2024 (approximate) 二零二四財年 (概約)	FY2023 (approximate) 二零二三財年 (概約)
Total Consumption of Packaging Materials 包裝材料消耗總量	Tonnes 公噸	N/A 不適用	0.11
Intensity 密度	Tonnes/ft ² 公噸/平方呎	N/A 不適用	<0.0001

* Note:

Since tenants are responsible for their own packaging materials this year, so the Group does not record the relevant data.

* 附註：

由於租戶自行負責今年的包裝材料，所以本集團沒有記錄相關數據。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

VEGETARIANISM PROMOTION

In line with our commitment to combat climate change, the management of our Group acknowledges the numerous advantages that vegetarianism can bring to both the environment and humans' well-being. The production of livestock significantly contributes to GHG emissions and can result in water pollution in our rivers, streams and oceans due to the discharge of livestock waste. Such pollution poses a threat to aquatic ecosystems, degrades topsoil and contaminates the air, leading to habitat destruction and the loss of biodiversity. By reducing livestock production and promoting a decrease in meat consumption, we can effectively lower GHG emissions, mitigate the pace of climate change, and help preserve wildlife habitats.

Mr. Tang Ching Ho (the chairman of Wang On) advocated the idea of adopting a "less meat and more vegetables" approach to consumption in internal emails addressed to employees. Employees were encouraged to embrace a plant-based diet and considered transitioning to vegetarianism, promoting both healthy living and environmental sustainability.

CREATING A HARMONIOUS WORKING ENVIRONMENT

Employee Practices

Wang On recognises that human resources are its most valuable asset and a fundamental source of competitive advantage, forming the foundation for its sustainable development. As a result, the Group is dedicated to enhancing its employment policies to attract, nurture, and retain talented individuals. It upholds a people-oriented approach, valuing and safeguarding the legitimate rights and interests of all employees, while implementing effective labour management practices to protect their occupational health and safety. During the Reporting Period, Wang On was not aware of any material non-compliance with employment-related laws and regulations that would have had a significant impact on the Group. The breakdown of employee structure of the Group is as follows:

素食推廣

為符合我們對抗氣候變化的承諾，本集團管理層認識到素食可以為人類和環境帶來多項裨益。牲畜生產是溫室氣體排放的主要來源，牲畜糞便的排放可導致河流、溪流及海洋的水質污染。這種污染損害水生生態系統，破壞表土，污染空氣，導致棲息地受破壞和生物多樣性的損失。通過減少牲畜生產和推廣減少食用肉類有助於減少溫室氣體排放，減緩氣候變化的速度，從而保護野生動物的棲息地。

鄧清河先生(宏安主席)透過內部電子郵件向僱員宣揚「少肉多菜」的理念，鼓勵員工實踐植物性飲食，轉向素食主義，以促進健康生活及環境的可持續發展。

創造和諧的工作環境

僱員慣例

宏安意識到人力資源乃其最寶貴的資產及競爭優勢的基本來源，形成本集團可持續發展的基礎。因此，本集團致力完善其僱傭政策，以吸引、發展及挽留人才。本集團堅持以人為本的原則，尊重及保障所有員工的合法權利及權益，施行有效勞工慣例常規，保障職業健康與安全。於報告期間，宏安並不知悉任何嚴重違反僱傭相關法律法規而對本集團造成重大影響的情況。本集團員工架構明細如下：

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

CREATING A HARMONIOUS WORKING ENVIRONMENT (continued)

創造和諧的工作環境(續)

Employee Practices (continued)

僱員慣例(續)

Breakdown of Employees 員工明細	FY2024 二零二四財年	FY2023 二零二三財年
Total 總計	107	133
By Gender 按性別劃分		
Male 男性	61	77
Female 女性	46	56
By Age 按年齡劃分		
Below 30 30歲以下	6	7
Aged 30 to 50 30至50歲	51	63
Above 50 50歲以上	50	63
By Geographical Location 按地區劃分		
PRC 中國	3	2
Hong Kong 香港	104	131
By Employment Category 按僱傭類別劃分		
Full-time 全職	106	129
Part-time 兼職	1	4

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

CREATING A HARMONIOUS WORKING ENVIRONMENT (continued)

創造和諧的工作環境(續)

Employee Turnover

員工流失率

Wang On's overall employee turnover rate during the Reporting Period was approximately 60.8%. The breakdowns of employees according to gender group and age group are as follows:

於報告期間，宏安的整體員工流失率約為60.8%。按性別及年齡劃分的員工組別如下：

Employee Turnover Rate (approximate %) 員工流失率(概約%)	FY2024 二零二四財年	FY2023 二零二三財年
Total 總計	60.8%	50.4%
By Gender 按性別劃分		
Male 男性	54.0%	36.4%
Female 女性	70.0%	69.6%
By Age 按年齡劃分		
Below 30 30歲以下	133.0%	128.6%
Aged 30 to 50 30至50歲	59.0%	65.1%
Above 50 50歲以上	54.0%	27%

* Note:

Employee turnover rate by category is calculated by the number of employees in that specific category who had left employment during the Reporting Period by the total number of employees in that specific category at the end of the Reporting Period.

* 附註：

員工流失率乃根據報告期間離職的特定類別員工人數除以報告期末特定類別員工總數計算。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

CREATING A HARMONIOUS WORKING ENVIRONMENT (continued)

創造和諧的工作環境(續)

RECRUITMENT, PROMOTION AND DISMISSAL

招聘、晉升及解僱

Wang On upholds a transparent and fair recruitment process, ensuring that candidates are selected through open recruitment. Transparency and fairness serve as guiding principles throughout the robust recruitment procedure. The Group is committed to provide all candidates with equal access to information and resources, fostering an environment where capabilities, academic qualifications, practical work requirements, functional knowledge, and language proficiency are considered as recruitment standards.

宏安堅持透明及公平招聘程序，確保候選人透過公開招聘獲選。透明及公平為招聘程序全面的指導原則。本集團承諾為所有候選人平等提供資訊及資源，促進一個以能力、學歷、實際工作要求、職能知識及語言能力為招聘標準的環境。

In terms of employee advancement, Wang On conducts annual performance evaluations with the aid of objective performance indicators. Through constructive discussions between supervisors and employees, effective two-way communication is fostered to facilitate growth and progression. Based on the evaluation outcomes, the Group offers rewards to employees to encourage continuous improvement.

在員工晉升方面，宏安每年使用客觀績效指標進行績效評估。透過主管與員工之間的建設性交談，促進有效雙向溝通，推動成長及進步。本集團根據評估結果向僱員提供獎勵，以鼓勵持續進步。

CREATING A HARMONIOUS WORKING
ENVIRONMENT (continued)

創造和諧的工作環境(續)

REMUNERATION AND BENEFITS
薪酬及福利

The Group places a strong emphasis on providing competitive remuneration, while also recognising the performance and experience of its employees. Our remuneration packages are designed to encompass various benefits and incentives. These include holidays, annual leave, a comprehensive medical scheme, mandatory provident fund contributions, and discretionary bonuses. We are committed to upholding the rights and welfare of our employees, as we believe that this is crucial in attracting and retaining top talent. To ensure equal opportunity, and to promote diversity within our workforce, we have established appropriate policies, regulations, and guidelines.

本集團十分強調提供具競爭力的薪酬，並認可其員工的表現及經驗。我們的薪酬待遇包括各種福利及獎勵。當中包括假期、年假、全面醫療計劃、強制性公積金供款以及酌情花紅。我們承諾維護員工的權利及福利，因我們相信其對吸引及挽留頂尖人才至關重要。我們已建立適當政策、法規及指引，以確保員工之間的公平機會及推動多元化。

In line with the Employment Ordinance, the Group has implemented an attendance management system that effectively manages working hours and rest days. We adhere to these guidelines to maintain a healthy work-life balance for our employees. The well-being of our employees is of utmost importance to us, which is why we provide an extensive range of medical benefits. This includes in-patient medical insurance, outpatient medical benefits, and dental care. Furthermore, our employees can enjoy shopping discounts, preferential prices for participating in physical examinations, and access to the family outpatient medical concession scheme.

為符合僱傭條例，本集團已實行考勤管理系統，從而有效管理工作時數及休息日。我們遵從該等指引以維持員工健康的工作生活平衡。員工的福祉對我們而言最為重要，就此我們提供廣泛醫療福利，包括住院醫療保險、門診醫療福利以及牙科保健。此外，我們的僱員可享有購物優惠、以優惠價參與體檢以及家屬門診醫療優惠計劃。

We also recognise the importance of professional development and growth. Therefore, the Group offers an annual fee subsidy and training subsidy scheme for professional institutes. This allows our employees to enhance their skills and knowledge, ultimately benefiting both their personal growth and the Group's overall success.

我們亦深知專業發展及成長的重要性。因此，本集團就專業院校提供年費補貼及培訓補貼計劃。其可令員工提高技巧及知識，最終有利於個人成長及本集團的整體成功。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

CREATING A HARMONIOUS WORKING ENVIRONMENT (continued)

創造和諧的工作環境(續)

WORKING HOURS AND REST PERIOD 工作時間及休息日

As annual tradition, Wang On organises a Chinese New Year's lunch party for our employees to celebrate the arrival of the New Year. This event serves as a wonderful opportunity to strengthen camaraderie among our workforce and enhance overall engagement in an enjoyable and festive manner.

宏安按照每年傳統均會組織員工開年飯，慶祝農曆新年。該活動為加強員工關係提供一個絕佳機會，並以愉快及喜慶方式提高員工整體參與度。

The Group is committed to ensure fair and ethical employment practices, and we prioritise the well-being and rights of our employees. To eliminate any possibility of forced labour, we clearly stipulate the working days and rest time for employees in their employment contracts. In instances where overtime work is necessary, Wang On strives to comply with legal requirements and provide appropriate compensation for overtime hours worked. Also, employees are entitled to different paid leaves, including annual leave, maternity leave, paternity leave, marriage leave, compassionate leave, examination leave, birthday leave, and statutory holidays.

本集團致力於確保公平及合乎道德的僱傭實踐，並將員工的福祉及權利視為優先事項。為消除任何強迫勞工的可能性，我們於僱傭合約清楚訂明員工的工作天數及休息日。當需要加班時，宏安全力遵守法律規定，並就超時工作時數提供適當補償。同時，員工有權享有各項有薪假期，包括年假、產假、侍產假、婚假、恩恤假、考試假、生日假及法定假期。

CREATING A HARMONIOUS WORKING
ENVIRONMENT (continued)

創造和諧的工作環境(續)

EQUAL OPPORTUNITY AND DIVERSITY
平等機會及多元化

As stated in the “Employee Handbook”, Wang On is committed to provide equal opportunities to all employees throughout different stages of employment, including recruitment, entry, training, promotion and resignation. The Group strictly prohibits any form of discrimination, harassment, or unfair treatment based on factors such as gender, disability, pregnancy, family status, race, skin color, religion, age, sexual orientation or employee's participation in trade unions. Wang On aims to cultivate a sense of inclusivity, while simultaneously recognising outstanding performance, hence we are guided by the principle of “horse for courses” in recruitment. This means that whenever a job vacancy arises, prioritised consideration is given to internal promotion, providing existing employees with the opportunity to advance with Wang On.

誠如《員工手冊》載列，宏安致力於在招聘、入職、培訓、晉升及離職等各個不同聘用階段為所有員工提供平等機會。本集團嚴禁因性別、殘疾、懷孕、家庭狀況、種族、膚色、宗教、年齡、性取向或工會會籍而受到任何形式的歧視、騷擾行為或不公平待遇。宏安旨在培養包容意識及表彰傑出表現，故我們於招聘時遵從知人善用原則。當出現職位空缺時將優先考慮內部晉升，為現職員工提供在宏安晉升的機會。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

CREATING A HARMONIOUS WORKING ENVIRONMENT (continued)

Promoting a Healthy Lifestyle, Caring For the Community

Wang On places a strong emphasis on the well-being of its employees, actively arranging diverse sports events to encourage them to achieve healthy work-life balance. Also, being a staunch supporter of a family-friendly work environment, we extend invitations to family members of our employees to join company events, fostering a greater sense of inclusion and belonging for all.

Employee Engagement

Effective communication with employees is an essential aspect of our commitment to creating a positive work environment within the Group, thereby promoting the physical and mental well-being of our employees and enabling them to unleash their full potential. To foster open communication, we encourage employees to express their opinions or raise any concerns through various channels, including internal mailboxes, emails, and employee surveys. We regularly evaluate these communication mechanisms to ensure their efficiency and effectiveness. If employees are dissatisfied with their work, they can raise complaints with their supervisors or the Human Resources Department. Management team is dedicated to handling these complaints fairly and justly, conducting thorough investigations, and taking appropriate action as appropriate.

創造和諧的工作環境(續)

提倡健康生活方式、關愛社區

宏安重視員工福祉，並積極舉辦各類體育活動，鼓勵員工追求健康的工作與生活平衡。此外，作為家庭友善工作環境的堅定支持者，我們邀請員工家屬參與公司活動，為所有人加強相互包容和歸屬感。

僱傭參與

與員工的有效溝通乃我們承諾於本集團內營造積極工作環境的重要一環，從而促進員工身心健康並發揮彼等的全部潛力。為了培養開放式溝通，我們鼓勵員工透過多種渠道表達其意見或提出任何疑慮，其包括內部信箱、電郵及員工調查。我們定期評估該等溝通機制以確保其效率和效果。倘員工對其工作感到不滿，彼等可以向主管或人力資源部門提出投訴。管理層致力於公平公正處理有關投訴，進行徹底調查並在適當情況下採取適當行動。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

CREATING A HARMONIOUS WORKING ENVIRONMENT (continued)

Labour Standards

The Group has zero tolerance and strictly prohibits the use of child labour and forced labour in our operations. In case of any illegal labour practices discovered, the Group will cease employment with complicit employees immediately. An investigation is to be carried out subsequently and the case is to be reported to the relevant authorities. The measures below have been taken to avoid the aforementioned illegal employment practices.

PREVENTION OF CHILD LABOUR 防止童工

During the recruitment process, the Human Resources Department will verify the applicant's identity documents and ensure that they have reached the minimum age for employment. 在招聘過程中，人力資源部會核實應聘者的身份證明文件，確保其達到最低就業年齡。

PROHIBITION OF FORCED LABOUR 禁止強制勞工

The Group specifies overtime compensation provisions in the Employee Handbook. The Group carefully monitors the employee working time and working schedule to ensure they work voluntarily and freely. 本集團在《員工手冊》中列明加班補償規定。本集團嚴格地監控員工的工作時間及工作時間表，以確保彼等可自願自由工作。

During the Reporting Period, the Group was not aware of any material non-compliance with child and forced labour-related laws and regulations that would have a significant impact on the Group.

創造和諧的工作環境(續)

勞工準則

本集團對於營運中使用童工及強迫勞工採取零容忍態度，並嚴格禁止此類行為。一旦發現任何非法勞工事件，本集團將立即停止僱傭相關人員。隨後將進行調查，並向相關當局報告案件。已採取以下措施以避免上述非法僱傭行為。

於報告期間，本集團並不知悉任何有關重大違反童工及強制勞工相關法律法規且對本集團產生重大影響的情況。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

CREATING A HARMONIOUS WORKING ENVIRONMENT (continued)

Health and Safety

The Group considers the management of the fresh market as a core business, and ensuring a safe, efficient, and pleasant work environment for its employees is of utmost importance. To uphold a safe working environment, the Group has implemented safety policies and procedures specifically designed to prevent accidents in fresh markets. Employees are provided with comprehensive information on health and safety management systems and controls through the Group's Human Resources Administration Manual and Employee Handbook. By prioritising safety and equipping employees with the necessary knowledge and resources, the Group strives to maintain a secure workplace environment within the fresh market operations.

Wang On adheres to the occupational health and safety guidelines recommended by the Labour Department and actively encourages employees to participate in relevant workshops and training courses. In the fresh market section, all employees are required to comply with our internal Fresh Market Staff Policy, which outlines specific job responsibilities, prohibited behaviours and emergency protocols. The Group sends monthly occupational health and safety emails to colleagues, delivering valuable safety-related information to increase staffs' safety awareness.

As part of our training initiatives, we provided guidelines on manual handling operations to mitigate the risk of injuries while handling large objects and using hand tools. This information is intended to benefit all employees and can be directly applied in their respective workplaces, effectively reducing the likelihood of accidents. If a work-injury has occurred employees are responsible for recording the incident on a designated form and promptly reporting it to both the Human Resources Department and management. This allows for appropriate action to be taken, ensuring that necessary support and measures are provided. During the Reporting Period, the Group was not aware of any material non-compliance with health and safety-related laws and regulations that would have a significant impact on the Group.

創造和諧的工作環境(續)

健康與安全

本集團認為其核心業務為街市管理，確保為僱員提供安全、高效及舒適的工作環境是本集團的首要關注。為維持安全的工作環境，本集團已制定預防街市意外的安全政策及相關程序。員工通過本集團《人力資源管理手冊》及《員工手冊》獲得有關健康與安全管理體系及控制的全面資訊。本集團將安全放在首位，並為員工提供必要知識及資源，努力維持街市在安全的工作環境中營運。

宏安遵守勞工處推薦的職業健康與安全指引，並積極鼓勵僱員參加相關工作坊及培訓課程。就街市分部，我們要求所有僱員遵守我們的內部街市職員政策，當中訂明具體工作職責、禁止行為及緊急規程。本集團每月向同事發送職業健康與安全電郵，提供寶貴的安全相關資訊，提升員工的安全意識。

作為我們培訓的一部分，我們發出了有關人手處理操作的指引，以幫助僱員避免在搬運大型物件及使用手工具時受傷。所有員工均可獲得此類信息，以從中受益，並可直接應用於各自之工作場所，有效降低類似事故發生。如有任何工傷，員工須負責在指定的表格上記錄事件，並及時向人力資源部及管理層報告。此可採取適當行動，確保提供必要支持及措施。於報告期間，本集團並不知悉任何有關重大違反健康及安全法律法規且對本集團產生重大影響的情況。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

CREATING A HARMONIOUS WORKING ENVIRONMENT (continued)

創造和諧的工作環境(續)

Health and Safety (continued)

健康與安全(續)

Health & Safety Indicators 健康與安全指標	Units 單位	FY 2024 二零二四財年	FY 2023 二零二三財年	FY 2022 二零二二財年
Work-related Fatalities 因工死亡	Numbers 數目	0	0	0
Fatality Rate 死亡率	%	0.0%	0.0%	0.0%
Lost Days Due to Work Injury 因工傷損失工作日數	Days 天	0	24	35
Work-related Injury 因工受傷	Cases 宗	0	1	3

Our Group has achieved zero work-related fatalities for three consecutive years. Compared to the previous year, the number of workdays lost due to work injuries has significantly decreased. We prioritise the safety of our employees and continuously enhance training and supervision to ensure a safe working environment.

本集團已連續三年實現零因工死亡事故，與前一年相比，因工傷損失的工作日大幅減少，我們將員工的安全放在首位，並不斷加強培訓和監督，以確保工作環境的安全性。

Training and Development

培訓與發展

The Group provides a range of training opportunities tailored to meet the specific knowledge and skill requirements of employees and the business. Our training policies, as outlined in the Manual on Human Resources Management, establish a comprehensive framework for managing training initiatives. This manual sets forth guidelines for defining training objectives, principles, content, delivery methods, processes, implementation, evaluation, cost considerations, and data management.

本集團根據僱員及業務需求提供一系列培訓機會以符合特定知識及技巧要求。本集團的培訓政策根據《人力資源管理手冊》訂明乃為建立管理培訓舉措的綜合框架。該手冊列明規範培訓目標、原則、內容、交付方法、流程、實施、評估、成本及數據管理的指引。

The training department is responsible for overseeing the design, implementation, monitoring, and evaluation of training activities. By understanding the unique training and development needs of each department and aligning them with the overall business strategies of the Group, the training department ensures that training efforts are targeted and effective.

培訓部門負責監督培訓活動的設計、實施、監察及評估。培訓部門透過了解各部門的獨特培訓及發展需要以及符合本集團的整體業務策略，從而確保培訓切合需求及有效。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

CREATING A HARMONIOUS WORKING ENVIRONMENT (continued)

創造和諧的工作環境(續)

Training and Development (continued)

培訓與發展(續)

TRAINING PROGRAMME 培訓計劃

During the Reporting Period, Wang On has provided internal and external training, including induction training, anti-corruption training, occupational health and safety training online or face-to-face.
於報告期間，宏安提供了內外部培訓，包括入職培訓、反貪污培訓、線上或面對面的職業健康與安全培訓。

PERFORMANCE REVIEW 績效評估

The Group's employees are regularly evaluated for their work performance and capabilities to make progress and to enhance team competitiveness, which sets the basis for their future promotion and training.
本集團定期評估員工的工作表現及能力，以取得進步及增強團隊競爭力，為員工的未來晉升及培訓奠定基礎。

CAREER DEVELOPMENT 職業發展

Employees are encouraged to pursue continuous education, and the Group facilitates their efforts by subsidising approved continuing education and training courses accredited by the Education Bureau. Through the Human Resources Department, employees can apply for reimbursements, examination leave, or study leave. Furthermore, the Group extends financial assistance to employees for their membership in professional institutes.
我們鼓勵員工繼續進修，本集團透過資助教育局批准的持續進修及培訓課程協助員工。員工可透過人力資源部申請報銷、考試假或進修假。此外，本集團亦向員工提供專業學會會籍的經濟資助。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

CREATING A HARMONIOUS WORKING ENVIRONMENT (continued)

創造和諧的工作環境(續)

Training and Development (continued)

培訓與發展(續)

During the Reporting Period, Wang On provided 593 hours of training with 1,387 attendances recorded. The average training hours completed per employee were approximately 5.5 hours.

於報告期間，宏安提供593小時的培訓，涵蓋1,387人次的員工。每名員工完成的平均培訓時數為約5.5小時。

Training Performance 培訓表現	Percentage of Employees Trained 受訓僱員百分比	Average Training Hours (hours) 平均培訓時數(小時)
By Gender 按性別劃分		
Male 男性	100%	4.70
Female 女性	100%	6.67
By Employee Category 按僱員類別劃分		
Senior Management 高級管理層	100%	6.23
Middle Management 中級管理層	100%	12.38
General Staff 一般員工	100%	4.32

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

STRIVING FOR OPERATIONAL EXCELLENCE

Supply Chain Management

The Group recognises that establishing long-term cooperative relationships with diverse suppliers is essential for its success. It is imperative for suppliers to adhere to business ethics and fulfill their corporate social responsibilities. The Group has clearly defined company policies regarding procurement standards and procedures, as well as the annual evaluation of supplier performance.

Through close collaboration with suppliers, the Group actively monitors the quality of goods and services, as well as overall supplier performance. Regular communication is maintained with business partners to ensure their compliance with our quality, environmental, and safety standards.

Suppliers are expected to uphold a fair-trading and competitive environment by refraining from offering or accepting bribes and other improper benefits. During the tendering stage, suppliers undergo a selection and rating process based on various criteria, such as product price, quality, delivery time, payment terms, and adherence to food safety standards.

Throughout the contract period, a background check is conducted to verify suppliers' permits, licenses and certificates, ensuring compliance with food safety policies. Products sourced from suppliers are subjected to multiple tests to ensure they meet national food safety standards. If any non-conformities are identified, suppliers are required to promptly rectify them. In cases where suppliers violate laws and regulations, fail to meet tender requirements, or engage in misconduct during the contract period, their contract may be terminated, or penalties may be imposed. Supplier performance is evaluated using the marking scheme outlined in the supplier management policy.

追求卓越營運

供應鏈管理

本集團深知與不同供應商建立長期合作關係對其成功至關重要。供應商必須遵守商業道德，履行企業社會責任。本集團在公司政策中已明確建立採購標準及程序以及供應商的年度績效評估。

透過與供應商緊密合作，本集團積極監察貨品及服務質量以及供應商的整體表現。我們與業務夥伴保持恆常溝通，確保其符合我們對質量、環境及安全標準的要求。

供應商應避免提供或接受賄賂及其他不當利益，並維持公平貿易環境及競爭環境。在招標階段，我們根據多項標準評選及評級供應商，包括產品價格、質量、交付時間、付款條款及遵守食品安全準則。

於整個合約期內，我們對供應商進行背景調查(包括查驗其許可、牌照及證書)，以確保遵守食品安全政策。我們對從供應商採購的產品進行多項測試，以確保其符合國家食品安全標準。如發現不合格情況，供應商必須立即進行整改。倘供應商於合約期內違反法律及法規而未能符合投標要求或作出不當行為，其合約可能被終止或罰款。供應商的表現將根據供應商管理政策中概述的評分標準進行評估。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

STRIVING FOR OPERATIONAL EXCELLENCE (continued)

Green Procurement

As part of the Group's continuous efforts to enhance supplier management practices and procurement-related policies, ESG issues and performance indicators will be incorporated in the evaluation of suppliers. Throughout the procurement process, the Group gives preference to local suppliers and environmentally-friendly products and services. This preference is aimed at reducing the carbon footprint associated with procurement activities. By supporting local suppliers, the Group contributes to local economic development and creates employment opportunities within the community. During 2024, we had cooperated with over 358 suppliers. As most of the suppliers and subcontractors were based in Hong Kong, it minimised the GHG emissions arising from material delivery. All suppliers must comply with relevant labour laws and regulations to protect the legitimate rights and interests of their employees. Suppliers were considered based on environmental assessment reports, pollution discharge permits, environmental system certifications and work safety permits.

追求卓越營運(續)

綠色採購

作為本集團持續改善供應商管理常規及採購相關政策的一部分，環境、社會及管治事宜及績效指標將納入供應商評估。在採購過程中，本集團優先選用本地供應商及環保產品及服務。該優先考量旨在減少採購活動相關的碳足跡。透過支持本地供應商，本集團為本地經濟發展作出貢獻並創造區內的就業機會。於二零二四年，我們與超過358名供應商合作。由於大部分供應商及分包商均位於香港，可最大限度減少材料交付產生的溫室氣體排放。所有供應商必須遵守相關勞動法律法規，保障員工的合法權益。我們根據環境評估報告、排污許可證、環境體系認證及工作安全許可證等考慮供應商。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

STRIVING FOR OPERATIONAL EXCELLENCE (continued)

Service Responsibility

At Wang On, we are dedicated to delivering an outstanding customer experience at our fresh markets. Our utmost priority is to provide a safe, clean, tidy, and pleasant environment for all shoppers. To ensure this, we have established comprehensive guidelines and procedures for managing our fresh markets. These guidelines include:

追求卓越營運(續)

服務責任

在宏安，我們致力為客戶提供卓越的街市購物體驗。我們的首要任務乃為所有購物者提供一個安全、潔淨、整潔及舒適的環境。為此，我們已制定管理街市的全面指引及程序。該等指引如下：

REMOVING OBSTACLES FROM WALKWAYS AND SHOPPING AISLES 消除行人路及購物通道的障礙

- Maintaining clear aisles and walkways is crucial to prevent any potential tripping hazards for both customers and employees. During regular business hours, we take care in keeping trolleys and other stocking materials off the floor, ensuring a safe environment free from any obstructions that could cause accidents.
- 維持通道及行人路暢通無阻以減低任何顧客與員工被絆倒的機會。於正常營業時間內，手推車及其他庫存材料不得放置在地板上，以安全的環境為首要，避免任何障礙物造成意外。
- The employees at our fresh markets remain vigilant throughout operational hours, actively monitoring for any hazards that may arise. In the event of any potential risks, we take immediate action to prevent injuries and ensure the safety of both customers and staff.
- 街市員工於整個營運時間內均時刻警惕自身存在的任何危險，主動監察可能產生的危害。倘發生任何潛在風險，我們立即採取行動防止受傷，確保顧客及員工安全。

KEEPING THE FLOOR CLEAN AND DRY 保持地板清潔及乾燥

- Maintaining clean and dry floors in our fresh markets is important to prevent slipping hazards and in ensuring the safety of our employees and customers.
- 防止滑倒危險的關鍵乃為透過維持清潔乾燥地板，同時確保僱員及顧客安全。
- Frontline employees maintain a daily cleaning schedule and wear slip-resistant shoes to prevent the build-up of dirt, water, and oil on the floors. They are educated on proper cleaning practices and equipped with the necessary materials to promptly address spills.
- 前線員工維持每日清潔計劃，並穿著防滑鞋，以防止污垢、水及油脂在地板上積聚。員工接受有關適當清潔技巧及在發生積水或產品溢出時使用正確材料的服務訓練。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

STRIVING FOR OPERATIONAL EXCELLENCE (continued)

追求卓越營運(續)

Service Responsibility (continued)

服務責任(續)

CONDUCTING FIRE DRILLS REGULARLY 定期進行火警演習

- Fire drills are regularly conducted to familiarise employees with evacuation procedures and to identify potential weaknesses. By testing alarms and practicing fire drill procedures, we enhance the safety of both employees and customers.
- 定期舉辦火警演習讓僱員熟悉疏散程序及識別潛在盲點。透過測試警鐘及練習火警演習程序，僱員及顧客的安全均可得以提高。

ENSURING SECURITY, PREVENTION OF THREAT AND ASSET PROTECTION 保障安全、防止盜竊及保護資產

- To maintain fresh market security and deterring theft, the Group has installed round-the-clock CCTV surveillance. Regular inspections are conducted to monitor the activities of licensed cleaning and security companies, ensuring the safety of the market.
- 為維持街市安全及加強防盜，本集團已安裝全天候閉路電視監控。本集團亦定期進行街市檢查，以監控持牌清潔公司及保安公司的營運，確保街市安全。

MONITORING INDOOR AIR QUALITY AND PROVIDING AIR-CONDITIONING 監控室內空氣質素及提供空調

- Regularly monitoring and improving indoor air quality by regularly checking the air conditioning system and cleaning the dust filter.
- 透過定期檢查空調系統及清潔隔塵網，定期監控及改善室內空氣質素。
- The presence of air conditioning inside our fresh food markets provides a comfortable working environment for employees and enhances the overall shopping experience for customers.
- 在街市配備空調系統可讓員工在工作時更輕鬆，同時提升顧客的整體購物體驗。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

STRIVING FOR OPERATIONAL EXCELLENCE (continued)

追求卓越營運(續)

Service Responsibility (continued)

服務責任(續)

ENSURING FOOD SAFETY AND HYGIENE 確保食品安全及衛生

- Relevant guidelines have been established to regulate the temperature, storage, and product handling of trucks and other vehicles, ensuring the maintenance of product hygiene levels. Proper storage temperatures are implemented to sustain freshness and quality, while the cooling of produce aids the preservation of quality and the prevention of bacterial growth.
- 就運輸貨車及其他車輛的溫度、儲存及產品處理等設立相關指引，以維持產品衛生水平。適當的儲存溫度將有助保持新鮮度及質量，而冷卻產品將有助保持質量及防止細菌滋生。
- Separation of high-risk foods (e.g. raw meat products) from ready-to-eat foods in stalls.
- 在檔位上將高風險食品(如生肉產品)與即食食品分開。
- Staff who are ill or experiencing illness symptoms must refrain from handling food or materials until they have fully recovered.
- 任何患病或出現病徵的員工不得處理食品或材料，直至完全康復為止。

Protection of Customer Privacy

保護客戶私隱

Respecting the personal data of our valued customers and tenants is a fundamental policy of the Group. We prioritise the proper protection of customer and tenant data by collecting, storing, using, and processing information in a lawful and cautious manner. The Marketing Department and Human Resources Department within the Group are responsible for managing the personal data of customers, tenants, and employees. Our staff handle file management, while we continuously assess the effectiveness of our measures and implement improvement plans as needed. To ensure compliance with relevant regulations, employees receive comprehensive guidance and training. It is strictly prohibited for any employee to disclose customer information, including names, contact numbers, and addresses to third parties without explicit approval.

本集團的基本政策為尊重客戶及租戶的個人資料。我們優先考慮客戶及租戶資料獲適當保護，以合法及審慎的方式收集、持有、使用及處理。本集團的市場部及人力資源部負責管理客戶、租戶及僱員的個人資料。我們員工處理檔案管理，且我們持續評估措施的成效，並於需要時實行改善計劃。僱員得到全面指引及培訓，以確保符合相關法規。未經明確核准，嚴禁任何員工將客戶資料(包括姓名、聯絡電話及地址)洩露予第三方。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

STRIVING FOR OPERATIONAL EXCELLENCE (continued)

Service Responsibility (continued)

Engaging with Tenants and Customers

We maintain continuous and effective communication with our tenants and customers, offering various channels such as emails, hotlines, and social media, to facilitate feedback and help whenever needed. Complaints are handled via dedicated personnel, ensuring confidentiality and fairness throughout the process to protect the interests of all parties involved. To enhance customer satisfaction, the Group periodically conducts customer surveys, aiming to better understand customers' needs. In promotional publications, we prioritise the provision of complete, accurate, and sufficient information to safeguard customers' interests. Additionally, we regularly assess updates of relevant laws and regulations, striving to improve product advertising and label management.

Customer Satisfaction

Due to our ownership of the wet market and our meticulous oversight of the businesses operating within it, we ensure that all products sold in our market meet the highest standards of quality and safety. None of the goods available for purchase have ever been subject to recalls for health or safety reasons, a testament to our stringent quality control measures. Additionally, we are pleased to announce that we have not received any complaints concerning the products or services provided by the vendors in our market. If we receive a complaint, our response is swift and thorough. We prioritise prompt acknowledgment of the issue, followed by a comprehensive investigation to identify and address the root cause. Transparent communication with the customer is maintained throughout the process, ensuring they are kept informed at every step. Our goal is to resolve complaints effectively, whether through facilitating refunds or taking other necessary actions. Each complaint is viewed as an opportunity for improvement, with feedback integrated into our operations to enhance the overall experience for our customers. Post-resolution, we follow up with the customer to confirm their satisfaction, demonstrating our commitment to service and fostering strong relationships within the wet market community we proudly serve.

追求卓越營運(續)

服務責任(續)

與租戶及客戶互動

我們與租戶和客戶維持有效的溝通，向其提供多項渠道如電郵、熱線及社交媒體，以供彼等於需要時提供反饋或尋求協助。專責人員將會處理投訴，確保整個過程保密及公正，以保障所涉及各方的利益。為提升客戶滿意度，本集團定期進行客戶調查，以更好地了解客戶需求。在宣傳刊物中，我們優先提供完整、準確及充分的資料，從而保障客戶利益。此外，我們定期評估相關法律法規的更新，致力改善產品廣告及標籤管理。

客戶滿意度

由於我們擁有街市的所有權並謹慎監管在此經營的商家，我們確保街市內所銷售的所有產品均符合最高品質和安全標準。街市內所銷售的商品從未因健康或安全理由而被要求召回，證明了我們嚴格品質控制措施見效。此外，我們欣然宣佈，我們未曾接獲任何有關街市內商家產品或服務的投訴。如收到投訴，我們均會迅速作出全面回應。我們優先迅速確認問題，隨後進行全面調查以識別並解決根本原因。我們在整個過程中與客戶保持透明溝通，確保他們時刻了解進展。不論透過退款，或採取其他必要措施，我們旨在有效解決投訴。我們視每一宗投訴為改進的機會，我們會將反饋納入我們的業務，以提升客戶的整體體驗。在解決問題後，我們會跟進客戶以確認他們是否滿意，展示我們對服務的承諾，並與我們引以為傲的街市社區培養緊密關係。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

STRIVING FOR OPERATIONAL EXCELLENCE (continued)

Service Responsibility (continued)

Safeguarding Intellectual Property Rights

Training is provided for information management personnel on the use of genuine software, so that all operations are conducted using genuine software. When cooperating with an external institution, a contract clause should stipulate that there is no infringement on the products and services provided. We protect the intellectual property of our partners and abide by the confidentiality agreement and licensing system (if applicable) that the relevant parties have previously agreed to.

During the Reporting Period, the Group was not aware of any incidents of non-compliance with related laws and regulations concerning health and safety, advertising, labelling, and privacy matters relating to products and services provided and methods of redress that would have a significant impact on the Group.

Anti-corruption

The Group strictly prohibits all forms of corruption, including bribery, extortion, fraud, and money laundering. To ensure compliance, the Group provides employees with comprehensive guidelines outlined in the Employee Handbook. The Handbook governs their daily conduct, and explicitly states that engaging in acts or activities with conflicts of interest; or the acceptance of any benefits, is strictly prohibited. To mitigate conflicts of interest, employees are required to complete a Declaration of Interest Form, minimising potential conflicts between personal and company interests to the greatest extent possible. The Group regularly reviews and updates its anti-corruption policy to maintain its effectiveness. Additionally, the Employee Handbook specifies that if an employee receives gifts from individuals conducting business with the Group, they must complete an Application Form for Receiving Gifts, which is then submitted to the Human Resources Department for further verification and processing.

追求卓越營運(續)

服務責任(續)

維護知識產權

本集團向資訊管理人員提供有關使用正版軟件的培訓，以便所有操作均使用正版軟件進行。與外部機構合作時，合約條款應規定不得侵犯所提供的產品及服務。我們保護業務夥伴的知識產權，並遵守相當訂約方先前已協定的保密協議及許可制度(如適用)。

於報告期間，本集團並不知悉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違反相關法例法規且對本集團有重大影響的任何情況。

反貪污

本集團嚴禁一切形式的貪污，包括賄賂、勒索、欺詐及洗黑錢。為確保合規，本集團通過《員工手冊》為員工提供全面指引。該手冊規定員工日常行為，並明確列明不得從事有利益衝突的行為或活動或收受任何利益。為防止利益衝突，本集團亦要求員工填寫利益申報表，以盡可能避免個人利益與公司利益之間的潛在衝突。本集團為維持成效而定期檢討及更新其反貪污政策。此外，《員工手冊》列明倘員工接受與本集團有業務往來的人士的饋贈，該員工須填寫《接受饋贈申請表》，並其後提交予人力資源部作進一步核實及處理。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

STRIVING FOR OPERATIONAL EXCELLENCE (continued)

Anti-corruption (continued)

Whistle-blowing Mechanism

The Group encourages its employees and other stakeholders, including customers and suppliers, to raise concerns about suspected improprieties, misconduct, or malpractice. A confidential channel is in place for employees and stakeholders to report any suspected incidents.

Following the guidelines outlined in the Whistleblowing Policy, the Group treats every reported incident with utmost confidentiality and ensures that whistleblowers are protected from unfair dismissal, victimisation, or unwarranted disciplinary action. Incidents related to fraud and corruption will be thoroughly investigated.

Anti-Corruption Training

Training programmes focused on anti-corruption are offered to directors, management personnel, and employees to enhance their awareness and understanding of the prevention of unethical behaviours, including bribery, extortion, fraud, and money laundering. During the Reporting Period, a total of 8 hours of online anti-corruption training conducted by the ICAC were provided to the directors and employees. The training covered essential topics such as relevant laws and regulations pertaining to anti-corruption and business ethics, the definition of conflict of interest, preventive measures, and reporting channels. Notably, no legal cases related to corrupt practices involving the Group were filed against the Company or its employees during the Reporting Period.

追求卓越營運(續)

反貪污(續)

舉報政策

本集團鼓勵其員工及其他持份者(包括顧客及供應商)提高關注可疑的不當行為、不端行為或瀆職行為。本集團已設立保密渠道供員工及持份者舉報任何可疑事件。

根據舉報政策列明的規例，本集團對每項舉報事項嚴格保密，確認舉報人免受不公平解僱、傷害或無理紀律處分的保障。本集團將會徹底調查有關欺詐及賄賂的事件。

反貪污培訓

我們向董事、管理層及員工提供有關反貪污的培訓課程，以提高彼等對防止賄賂、勒索、欺詐及洗黑錢等不道德行為的意識及理解。於報告期間，董事及員工獲提供合共8小時，由廉政公署舉辦的反貪污網上培訓。重點主題涵蓋有關反貪污及商業道德的相關法律法規、利益衝突的定義、預防措施及報告渠道。於報告期間，概無針對本公司或其僱員提出並已審結的有關本集團的貪污訴訟案件。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

SUPPORTING OUR COMMUNITY

Wang On upholds the belief that collaborative efforts play an important role in addressing pressing environmental and social challenges. Guided by a sense of mission, the Group is dedicated to contributing and providing unequivocal support to individuals facing adversity. To this end, employees are empowered to actively engage in community programmes, enabling them to serve and extend assistance to those in need.

Throughout the years, the Group has actively fostered strong relationships with the community and embraced its social responsibility by making donations and providing support to esteemed organisations such as the Hong Kong New Arrivals Services Foundation Limited, The Community Chest, Yan Oi Tong, and various other charitable entities. Guided by an internal ESG Policy, we have formulated a community investment strategy that prioritises investments in vital infrastructure, healthcare, and public welfare initiatives.

During the Reporting Period, Wang On has donated and invested approximately HK\$10.1 million in community development. Below includes some of the activities that we have participated and engaged in.

造福社區

宏安一直相信共同努力對於解決嚴峻的環境及社會挑戰至關重要。本集團的使命感促使我們為弱勢社群作出貢獻及提供堅定支持。就此而言，員工積極參與社區計劃，就此令彼等服務有需要人士並向其伸出援手。

多年來，本集團透過向香港新來港人士服務基金有限公司、公益金、仁愛堂及其他慈善機構捐款及提供支持，積極促進與社區的密切聯繫，並積極承擔社會責任。透過內部環境、社會及管治政策，我們制定社區投資策略，專注於民生基礎設施、健康及公共福利。

於報告期間，本集團已捐款及投資約10,100,000港元於社區發展。以下為我們於報告期間參與的部分活動：

SUPPORTING OUR COMMUNITY (continued)

Used Clothes Recycling

As part of our ongoing commitment to corporate social responsibility, Wang On continues to maintain and expand its clothing donation programme. We take great pride in the successful implementation of this programme within our organisation. To further promote the spirit of donation, we encourage all employees to participate in this programme by donating new or gently-used winter clothing, accessories, toys, handbags, shoes, and electronic products. Recognising the importance of extending this opportunity beyond our staff, we now welcome public donations as well.

The programme was initially introduced and promoted within our office premises, and it has received substantial support and positive feedback. We understand the significance of involving individuals beyond our workforce, and we are delighted to extend an invitation to the public to contribute to this cause.

造福社區(續)

舊衣回收

作為宏安持續履行企業社會責任的一部分，我們繼續維持及擴大舊衣捐贈計劃。我們十分自豪能夠堅持此計劃，其已成功在集團內實施。為進一步推廣捐贈的理念，我們鼓勵全體員工參與計劃，捐贈全新或二手冬裝、配飾、玩具、手袋、鞋及電子產品。我們深明將此機會拓展至員工以外人士之重要性，故現時歡迎公眾捐贈。

該計劃最初於我們的辦公室區域推廣，並獲得大量支持及正面反饋。我們了解員工以外人士參與的重要性，我們欣然呼籲大眾積極參與，作出貢獻。



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

SUPPORTING OUR COMMUNITY (continued)

Food Recycling

While a substantial amount of food is wasted annually, Wang On remains steadfast in its commitment to tackle food waste by distributing surplus food to those in need within the community. Through strategic partnerships with the Food Commons Foundations and Food Angel, we collect edible leftover food from market tenants, transforming it into nutritious meals that are then distributed to vulnerable communities. This impactful food recovery programme not only promotes food reuse, but also eases the strain on Hong Kong's landfills and reduces overall food waste. Our ultimate objective is to address the pressing issue of food waste and ensure increased accessibility to food for all. We are dedicated to sustaining our collaboration with the Food Sharing Fund and Food Rescue Kitchen, continuously improving our food recovery programme, and actively seeking further partnership opportunities to achieve our sustainable development goals.

Po Leung Kuk DSE Service-Learning Programme

Wang On collaborated with Po Leung Kuk to organize the DSE Service-Learning Programme, benefiting DSE students through their active participation. This programme provides an unique opportunity for students to gain practical experience and insight into the working world within Wang On's marketplace.

Throughout the programme, students will experience working life in the markets of Wang On. They will have the opportunity to experience cross-departmental work, allowing them to gain a comprehensive understanding of market management and operations. This hands-on involvement will provide them with practical insight into various aspects of the business, such as customer service, inventory management and sales strategies. By actively participating in these activities, students will develop a well-rounded perspective on the inner workings of the marketplace.

造福社區(續)

食品回收

儘管每年有大量食物浪費，宏安仍堅定致力減少糧食浪費並將剩餘食物分配給社區有需要人士。我們與「共享食物基金」和「惜食堂」合作，收集街市租戶仍可食用的剩餘食物，並將其製作成營養豐富的餐點，派發予社會上的弱勢社群。該食物回收計劃不但促進食品回收，同時緩解香港堆填區的負擔，減少整體食物浪費。我們的最終目標是解決食物浪費問題，並確保所有人能獲得充足食物。我們致力維持與「共享食物基金」和「惜食堂」合作，持續完善我們的食物回收計劃，積極尋求更多合作機會，實現可持續發展目標。

保良局 DSE 服務學習計劃

宏安與保良局合作舉辦 DSE 服務學習計劃，讓 DSE 學生積極參與計劃及從中受益。本計劃向學生提供獨特機會，能夠獲取實際經驗，並深入了解宏安的市場工作環境。

學生在整個項目期間將體驗宏安街市的工作。彼等將有機會參與跨部門工作體驗，全面了解街市管理及營運。學生透過自己親身參與，可令他們實際體驗不同範疇的業務，例如客戶服務、倉務管理以及銷售策略。學生透過積極參與該等活動可全面了解街市的內部運作。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

SUPPORTING OUR COMMUNITY (continued)

Po Leung Kuk DSE Service-Learning Programme (continued)

In addition to the marketplace experience, the programme included a visit to the “Food Angel” central kitchen, where students actively contributed as volunteers. This meaningful volunteer service allowed students to understand the importance of reducing food waste and promoting sustainability. Students actively participated in food preparation and distribution, gaining insight into the social impact of such initiatives.

By collaborating with Po Leung Kuk, Wang On aims to provide a holistic learning experience that combines practical work exposure with community engagement. The programme not only equips students with valuable skills, but also instills a sense of social responsibility and empathy. Through this immersive experience, students develop a well-rounded perspective and acquire essential life skills that will benefit them in their future academic and professional endeavours.

Wang On is proud to support and organise the DSE Service-Learning Programme, fostering the growth and development of young talents while making a positive impact on the community.

Tung Wah Group of Hospitals Flag Day Fundraising 2023

Tung Wah Group of Hospitals, in collaboration with more than 110 companies and organisations, including Wang On, is conducting a flag fundraising campaign. The purpose of this campaign is to raise funds that will be dedicated to enhancing the quality of social welfare and educational services provided by Tung Wah Group of Hospitals. These efforts aim to bring warmth and hope to underprivileged communities.

Through the collective support of these companies and organisations, Tung Wah Group of Hospitals aims to make a significant impact on the lives of those in need. The funds raised will be utilised to improve various social welfare initiatives and educational programmes offered by the organization.

造福社區(續)

保良局DSE服務學習計劃(續)

除了街市體驗外，該計劃亦包括探訪「惜食堂」中央廚房，學生作為義工積極貢獻自己的力量。此義工活動富含意義，令學生了解減少食物浪費及推廣可持續性的重要之處。彼等積極參與準備及分派食品，深入了解該等舉措的社會影響。

宏安集團透過與保良局合作提供結合實際工作經驗與社區參與的全方位學習經驗。該計劃不僅能夠讓學生掌握寶貴技巧，亦可培養社會責任感及同理心。學生透過沉浸式體驗可全面發展，學習必要生活技能，有利於未來學業及專業發展。

宏安集團十分榮幸能夠支持並組織DSE服務學習計劃，促進青年人才成長及發展，對社區產生積極影響。

東華三院賣旗日2023

東華三院聯合包括宏安集團在內超過110間公司及機構合作舉行賣旗活動。其目的為籌款，當中捐款旨在用於提升東華三院所提供社會福利及教育服務的質素，為弱勢社群送上溫暖及希望。

透過該等公司及機構的集體支持，東華三院希望能夠對有需要人士的生活產生重大影響。籌集的資金將用於改善機構提供的若干社會福利措施及教育項目。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

MAJOR APPLICABLE LAWS AND REGULATIONS RELATED TO THE GROUP'S BUSINESS 與本集團業務有關的主要適用法律及法規

Aspect 層面	Main Applicable Laws and Regulations 主要適用法律及法規
Emissions 排放	<p>Air Pollution Control Ordinance Water Pollution Control Ordinance Waste Disposal Ordinance Environmental Protection Law of the People's Republic of China Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution Law of the People's Republic of China on Prevention and Control of Water Pollution Law of the People's Republic of China on Prevention and Control of Solid Waste Pollution</p> <p>《空氣污染管制條例》 《水污染管制條例》 《廢物處置條例》 《中華人民共和國環境保護法》 《中華人民共和國大氣污染防治法》 《中華人民共和國水污染防治法》 《中華人民共和國固體廢棄物污染防治法》</p>
Employment and Labour Standards 僱傭及勞工準則	<p>Employment Ordinance Employees' Compensation Ordinance Sex Discrimination Ordinance Disability Discrimination Ordinance Family Status Discrimination Ordinance Personal Data (Privacy) Ordinance Labour Law of the People's Republic of China Labour Contract Law of the People's Republic of China Social Insurance Law of the People's Republic of China Law of the People's Republic of China on the Protection of Minors</p> <p>《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》 《中華人民共和國勞動法》 《中華人民共和國勞動合同法》 《中華人民共和國社會保險法》 《中華人民共和國未成年人保護法》</p>

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

MAJOR APPLICABLE LAWS AND REGULATIONS RELATED TO THE GROUP'S BUSINESS (continued)

與本集團業務有關的主要適用法律及法規(續)

Aspect 層面	Main Applicable Laws and Regulations 主要適用法律及法規
Health and Safety 健康與安全	Occupational Safety and Health Ordinance Fire Safety Ordinance Production Safety Law of the People's Republic of China Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases Regulation on Work-Related Injury Insurances of the People's Republic of China 《職業安全及健康條例》 《消防安全條例》 《中華人民共和國安全生產法》 《中華人民共和國職業病防治法》 《中華人民共和國工傷保險條例》
Product Responsibility 產品責任	Trade Descriptions Ordinance Personal Data (Privacy) Ordinance Advertising Law of the People's Republic of China Trademark Law of the People's Republic of China Protection of Consumer Rights and Interests of the People's Republic of China 《商品說明條例》 《個人資料(私隱)條例》 《中華人民共和國廣告法》 《中華人民共和國商標法》 《中華人民共和國消費者權益保護法》
Anti-corruption 反貪污	Prevention of Bribery Ordinance Anti-Money Laundering and Counter-Terrorist Financing Ordinance Criminal Law of the People's Republic of China Anti-Money Laundering Law of the People's Republic of China Anti-Unfair Competition Law of the People's Republic of China Tendering and Bidding Law of the People's Republic of China 《防止賄賂條例》 《打擊洗錢及恐怖分子資金籌集條例》 《中華人民共和國刑法》 《中華人民共和國反洗錢法》 《中華人民共和國反不正當競爭法》 《中華人民共和國招標投標法》

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE CONTENT INDEX 環境、社會及管治報告指引內容索引

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		
	Description 描述	Section/Declaration 章節／聲明
Aspect A1: Emissions 層面 A1：排放物		
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 Exhaust Gas and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 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。	Journey To Carbon Net Zero 淨零碳排放之旅
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。	Journey To Carbon Net Zero – Air Emissions 淨零碳排放之旅 – 廢氣排放
KPI A1.2 關鍵績效指標 A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity. 直接(範圍1)及間接能源(範圍2)溫室氣體排放(以噸計算)及(如適用)密度。	Journey To Carbon Net Zero – Greenhouse Gas Emission 淨零碳排放之旅 – 溫室氣體排放
KPI A1.3 關鍵績效指標 A1.3	Total hazardous waste produced (in tonnes) and intensity 所產生有害廢棄物總量(以噸計算)及密度。	Journey To Carbon Net Zero – Waste Management 淨零碳排放之旅 – 廢棄物管理
KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced (in tonnes) and intensity. 所產生無害廢棄物總量(以噸計算)及密度。	Journey To Carbon Net Zero – Waste Management 淨零碳排放之旅 – 廢棄物管理

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環境、社會及管治報告(續)

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Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		
	Description 描述	Section/Declaration 章節/聲明
KPI A1.5 關鍵績效指標 A1.5	Description of emission target(s) set and steps taken to achieve them. 描述所訂立的排放目標及為達致該等目標所採取的步驟。	Journey To Carbon Net Zero – Waste Management 淨零碳排放之旅 – 廢棄物管理
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，以及描述減廢目標及為達致該等目標所採取的步驟。	Journey To Carbon Net Zero – Waste Management 淨零碳排放之旅 – 廢棄物管理
Aspect A2: Use of Resources 層面 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。	Journey To Carbon Net Zero 淨零碳排放之旅
KPI A2.1 關鍵績效指標 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。	Journey To Carbon Net Zero – Energy Management 淨零碳排放之旅 – 能源管理
KPI A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity 總耗水量及密度。	Journey To Carbon Net Zero – Water Management 淨零碳排放之旅 – 廢棄物管理
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. 描述能源使用效益目標及為達致該等目標所採取的步驟。	Journey To Carbon Net Zero – Energy Management 淨零碳排放之旅 – 能源管理

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環境、社會及管治報告(續)

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE CONTENT INDEX (continued) 環境、社會及管治報告指引內容索引(續)

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		
	Description 描述	Section/Declaration 章節/聲明
KPI A2.4 關鍵績效指標 A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題、用水效益目標及為達致該等目標所採取的步驟。	Journey To Carbon Net Zero – Water Management 淨零碳排放之旅 – 水資源管理
KPI A2.5 關鍵績效指標 A2.5	Total packaging material used for finished products (in tonnes) and with reference to per unit produced 製成品所用包裝材料的總量(以噸計算)及每生產單位估量。	Journey To Carbon Net Zero – Packaging Materials 淨零碳排放之旅 – 包裝材料
Aspect A3: The Environment and Natural Resources 層面 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。	Journey to Carbon Net Zero – Our Decarbonisation Strategies and Actions 淨零碳排放之旅 – 我們的減碳策略及行動
KPI A3.1 關鍵績效指標 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。	Journey to Carbon Net Zero – Our Decarbonisation Strategies and Actions 淨零碳排放之旅 – 我們的減碳策略及行動
Aspect A4: Climate Change 層面 A4：氣候變化		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及減輕已經影響及可能會影響發行人的重大氣候相關問題的政策。	Journey To Carbon Net Zero – Combating Climate Change 淨零碳排放之旅 – 應對氣候變化
KPI A4.1 關鍵績效指標 A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經影響及可能會影響發行人的重大氣候相關問題，以及管理有關問題所採取的行動。	Journey To Carbon Net Zero – Physical risks, Transition risks 淨零碳排放之旅 – 實體風險、過渡風險

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環境、社會及管治報告(續)

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Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		
	Description 描述	Section/Declaration 章節／聲明
KPI A4.1 關鍵績效指標 A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經影響及可能會影響發行人的重大氣候相關問題，以及管理有關問題所採取的行動。	Journey To Carbon Net Zero – Physical risks, Transition risks 淨零碳排放之旅 – 實體風險、過渡風險
Aspect B1: Employment 層面 B1：僱傭		
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 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： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及法規的資料。	Creating A Harmonious Working – Employee Practices 創造和諧的工作環境 – 僱員慣例
KPI B1.1 關鍵績效指標 B1.1	Total workforce by gender, employment type (for example, full-or part-time), age group and geographical region. 按性別、招聘類型(例如全職或兼職)、年齡組別及地區劃分的僱員流失率。	Creating A Harmonious Working – Employee Practices 創造和諧的工作環境 – 僱員慣例
KPI B1.2 關鍵績效指標 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率。	Creating A Harmonious Working – Employee Practices 創造和諧的工作環境 – 僱員慣例

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Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		
	Description 描述	Section/Declaration 章節／聲明
Aspect B2: Health and Safety 層面 B2：健康與安全		
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 providing a safe working environment and protecting employees from occupational hazards. 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法規的資料。	Creating A Harmonious Working – Health and Safety 創造和諧的工作環境 – 健康與安全
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 Period. 於過往三年(包括報告期間)因工死亡的人數及比率。	Creating A Harmonious Working – Health and Safety 創造和諧的工作環境 – 健康與安全
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。	Creating A Harmonious Working – Health and Safety 創造和諧的工作環境 – 健康與安全
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。	Creating A Harmonious Working – Health and Safety 創造和諧的工作環境 – 健康與安全
Aspect B3: Development and Training 層面 B3：發展與培訓		
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。	Creating A Harmonious Working – Training and Development 創造和諧的工作環境 – 培訓與發展

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Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		
	Description 描述	Section/Declaration 章節/聲明
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。	Creating A Harmonious Working – Training and Development 創造和諧的工作環境 – 培訓與發展
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。	Creating A Harmonious Working – Training and Development 創造和諧的工作環境 – 培訓與發展
Aspect B4: Labour Standards 層面 B4：勞工標準		
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 labour. 有關防止童工及強制性勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及法規的資料。	Creating A Harmonious Working – Labour Standards 創造和諧的工作環境 – 勞工準則
KPI B4.1 關鍵績效指標 B4.1	Description of measures to review employee practices to avoid child and forced labour. 描述檢討僱員慣例的措施以避免童工及強制性勞工。	Creating A Harmonious Working – Labour Standards 創造和諧的工作環境 – 勞工準則
KPI B4.1 關鍵績效指標 B4.1	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。	Creating A Harmonious Working – Labour Standards 創造和諧的工作環境 – 勞工準則

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Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		
	Description 描述	Section/Declaration 章節／聲明
Aspect B5: Supply Chain Management 層面 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。	Striving For Operational Excellence – Supply Chain Management 追求卓越營運 – 供應鏈管理
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。	Striving For Operational Excellence – Supply Chain Management 追求卓越營運 – 供應鏈管理
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。	Striving For Operational Excellence – Supply Chain Management 追求卓越營運 – 供應鏈管理
KPI B5.3 關鍵績效指標 B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關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。	Striving For Operational Excellence – Green Procurement 追求卓越營運 – 綠色採購
KPI B5.4 關鍵績效指標 B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored 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。	Striving For Operational Excellence – Green Procurement 追求卓越營運 – 綠色採購
KPI B5.3 關鍵績效指標 B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關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。	Striving For Operational Excellence – Green Procurement 追求卓越營運 – 綠色採購

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Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		
	Description 描述	Section/Declaration 章節／聲明
Aspect B6: Product Responsibility 層面 B6：產品責任		
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 health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 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法規的資料。	Striving For Operational Excellence – Safeguarding Intellectual Property Rights 追求卓越營運 – 維護知識產權
KPI B6.1 關鍵績效指標 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。	Striving For Operational Excellence – Customer Satisfaction 追求卓越營運 – 客戶滿意度
KPI B6.2 關鍵績效指標 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。	Striving For Operational Excellence – Customer Satisfaction 追求卓越營運 – 客戶滿意度
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。	Striving For Operational Excellence – Safeguarding Intellectual Property Rights 追求卓越營運 – 維護知識產權

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE CONTENT INDEX (continued) 環境、社會及管治報告指引內容索引(續)

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		
	Description 描述	Section/Declaration 章節／聲明
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回收程序。	Striving For Operational Excellence – Customer Satisfaction 追求卓越營運 – 客戶滿意度
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。	Striving For Operational Excellence – Protection of Customer Privacy 追求卓越營運 – 保護客戶私隱
Aspect B7: Anti-corruption 層面 B7：反貪污		
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法規的資料。	Striving For Operational Excellence – Anti-corruption 追求卓越營運 – 反貪污
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. 於報告期間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。	Striving For Operational Excellence – Anti-corruption 追求卓越營運 – 反貪污
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。	Striving For Operational Excellence – Whistle-blowing Mechanism 追求卓越營運 – 舉報政策
KPI B7.3 關鍵績效指標 B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	Striving For Operational Excellence – Anti-corruption Training 追求卓越營運 – 反貪污培訓

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

環境、社會及管治報告(續)

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE CONTENT INDEX (continued) 環境、社會及管治報告指引內容索引(續)

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		
	Description 描述	Section/Declaration 章節／聲明
Aspect B8: Community Investment 層面 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發行人營運所在社區的需要和確保其業務活動會考慮社區利益的政策。	Supporting Our Community 造福社區
KPI B8.1 關鍵績效指標 B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	Supporting Our Community 造福社區
KPI B8.2 關鍵績效指標 B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	Supporting Our Community 造福社區



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