



ESG REPORT

Environmental, Social and Governance Report

Environmental, Social and Governance Report

環境、社會及管治報告

About this Report

Reporting Scope

This report is the 7th Environmental, Social and Governance Report of Lifestyle International Holdings Limited (“Lifestyle International” or the “Company”). The report focuses on the sustainability policies, performance and initiatives with respect to the operations of our two department stores in Causeway Bay and Tsim Sha Tsui, (“SOGO CWB” and “SOGO TST”) as well as the property development project in Kai Tak (“PKT”) for the period from 1 January 2022 to 31 December 2022, unless otherwise stated.

The report is prepared in reference to the Environmental, Social and Governance (“ESG”) Reporting Guide set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited as well as the 10 principles of the United Nations Global Compact (UNGC).

Our Vision

As the premier department store operator in Hong Kong, Lifestyle International is committed to its’ conduct as a responsible, ethical and sustainable corporate citizen. We strive to offer a one-stop shopping experience that focuses upon providing our customers with a wide range of quality goods and services within a comfortable and enjoyable shopping environment.

Our business philosophy comprises of the engagement of our various key stakeholders:

我們的業務理念包含各主要持份者的參與：

1. **Customers:** our overarching goal is to satisfy our customers and provide them with a world-class shopping experience.
2. **Employees:** our people are our most precious asset and their well-being is essential for the productivity and growth of our business.
3. **Business partners:** we treat our partners with respect and conduct all businesses with integrity and in a responsible manner.
4. **Community:** we act as a conscientious member of society and are dedicated to contributing towards the long-term well-being of our environment and community.
5. **Shareholders:** we strive to maximize long-term value and return for our shareholders.

關於本報告 報告範圍

本報告乃利福國際集團有限公司（「利福國際」或「本公司」）的第七份環境、社會及管治報告。本報告聚焦於二零二二年一月一日至二零二二年十二月三十一日期間，有關我們在銅鑼灣及尖沙咀的兩間百貨店（「銅鑼灣崇光」及「尖沙咀崇光」）營運以及位於啟德的物業發展項目（「啟德項目」）的可持續發展政策、績效及舉措（除非另有說明）。

本報告乃參考香港聯合交易所有限公司證券上市規則附錄27所載的環境、社會及管治（「環境社會管治」）報告指引以及聯合國全球契約(UNGC)的10項原則編製。

我們的願景

作為香港龍頭百貨店營運商，利福國際堅持其負責任、道德及可持續的企業公民品德。我們致力提供一站式購物體驗，重點為顧客在舒適愉快的購物環境下提供多種類優質貨品及服務。

Our commitment towards our stakeholders provides us guidance in our sustainability policy, where we strive to ensure that the values of our social and environmental responsibilities are integrated within our daily operations and business code of conduct.

We believe that the pursuit of integrating our sustainability goals within our business is continuous process and we will persist to further improve upon our performance in the years to come.

Sustainability Policy

1. Governance

- Conduct our business with the highest level of integrity and responsibility when engaging with our business partners.
- Ensure compliance with all applicable legal requirements as well as environmental and social standards in the respective jurisdictions of our operations.

2. Environment

- Minimize the environmental impact of our business through the incorporation of sustainable practices into our property development, management and daily operations.
- Cultivate an environmentally conscious culture within our company and endeavor to minimize the carbon impact of our business activities.
- Promote environmentally friendly lifestyle practices, materials and values to our customers, staff and business partners.
- Optimize the energy, water and resource consumption of our business operations.
- Respond to climate change by enhancing our climate resilience and devising mitigation measures.
- Regularly engage with our different stakeholder groups on environmental related issues and communicate our sustainability initiatives.

3. Employees

- Provide a healthy and safe working environment for all our employees.

我們對持份者的承諾為可持續政策提供指引，據此我們盡力確保社會及環境責任價值整合至日常營運及業務操守準則。

我們相信旗下業務納入追求可持續發展目標的過程是持續不斷的，並將堅持不懈於未來年度進一步提升績效。

可持續政策

1. 管治

- 以最高誠信及責任水平與業務夥伴合作。
- 確保遵守經營所在的各司法管轄區的所有適用法律要求以及環境及社會準則。

2. 環境

- 透過在物業發展、管理及日常營運中納入可持續實務，減少我們業務對環境的影響。
- 於本公司內培育環保意識文化，並盡力將業務活動的碳影響減至最低。
- 向我們的顧客、員工及業務夥伴推廣環保的生活常規、物料及價值。
- 優化我們業務營運的能源消耗、用水量及資源消耗。
- 透過提升我們抗禦氣候的能力及制定減緩措施，以應對氣候變化。
- 定期與我們各持份者團體就環境相關事宜進行交流，並傳達我們的可持續發展計劃。

3. 僱員

- 為我們所有僱員提供健康及安全的工作環境。

- Treat employees with fairness and respect, providing them with a supportive working environment within which they can reach their greatest potential.
- Empower employees to take leadership in addressing sustainability related issues within their spheres of influence.

4. Customers

- Be a trusted provider of safe, authentic and environmentally responsible products and services.
- Strengthen mindful lifestyle awareness and deepen engagement with our customers through socially and environmentally sustainable activities.

5. Supply Chain

- Engage with suppliers and contractors who embrace sustainable development and demonstrate strong ethical, environmental and social commitment.

6. Community

- Closely engage with different community groups to identify and contribute towards the solving of social issues.

We aim to holistically integrate our values and sustainability commitments into our business model and company culture that in turn will support our long-term growth.

Materiality Assessment

The materiality assessment is an exercise through which we identify issues of importance to the Group from a sustainability perspective and prioritize those which are considered material. Through the engagement of the Group's various stakeholders, ESG issues that are of most relevance to our stakeholders are identified, helping us to determine our long-term ESG goals and strategies in the coming years.

In 2022, we engaged an external sustainability consultant to conduct a comprehensive materiality assessment with various stakeholders. The findings are illustrated as below:

- 公平對待及尊重僱員，為其提供支持性的工作環境，讓其可發揮最大潛能。
- 授權僱員在其職責影響範圍內解決可持續發展相關事宜方面發揮領導作用。

4. 顧客

- 成為提供安全、真實及對環保負責的產品及服務而值得信賴的供應商。
- 通過社會及環境可持續發展的相關活動，令顧客更為注意其生活模式，並加深與顧客的交流。

5. 供應鏈

- 聘用接納可持續發展並展現良好的道德、環境及社會承諾的供應商及承包商。

6. 社區

- 與不同的社區團體密切接觸，以識別並為解決社會事宜作出貢獻。

我們旨在整體上整合我們的價值及可持續發展承諾至業務模式及公司文化，從而支持長遠業務增長。

重要性評估

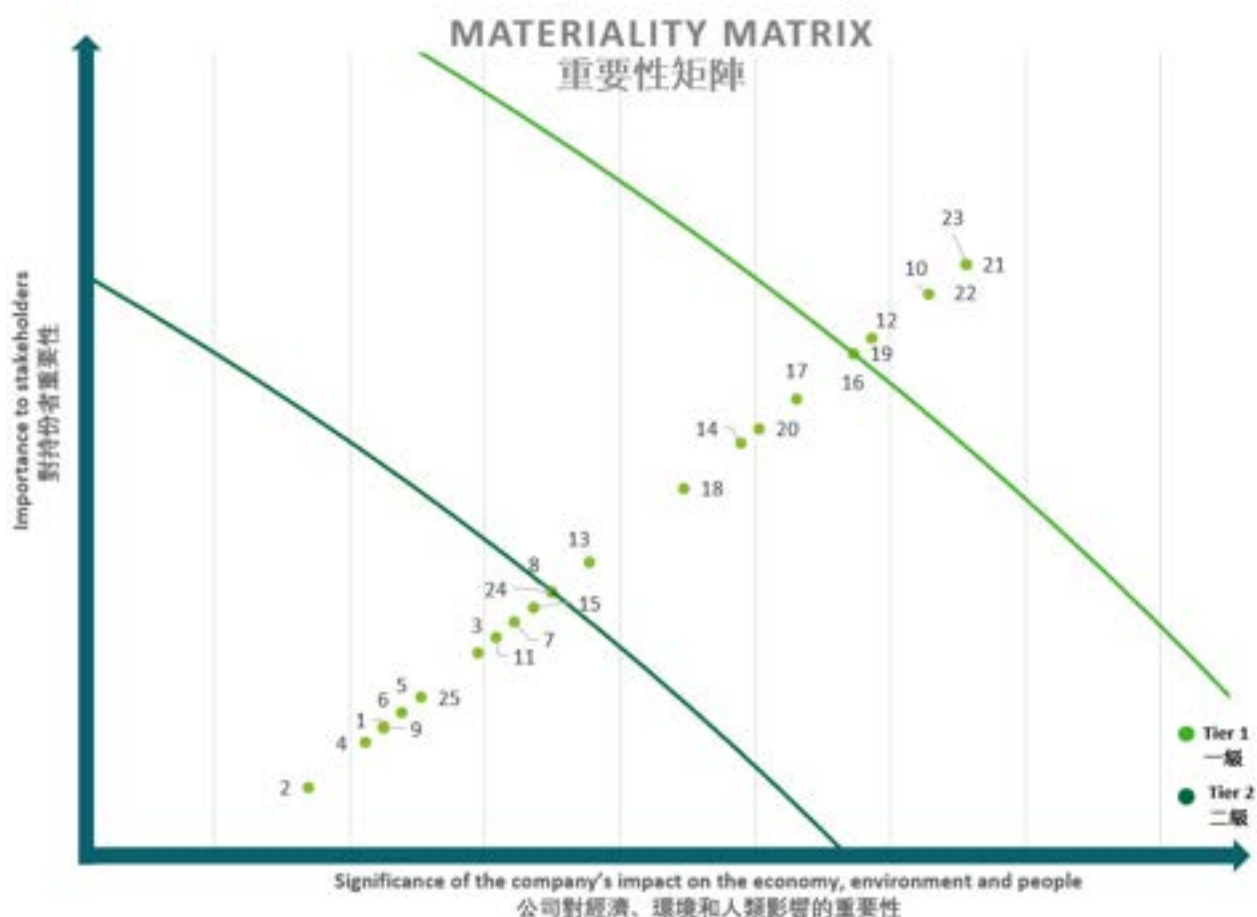
重要性評估乃從可持續角度識別出對本集團而言屬重要的事宜，並優先處理該等被視為重大的事宜。通過本集團各持份者的參與，我們得以識別與持份者最為相關的環境社會管治事宜，以助我們釐定未來數年的長遠環境社會管治目標及策略。

於二零二二年，我們聘請了外部可持續發展顧問，與各持份者進行了全面的重要性評估。調查結果如下：

ESG issues which are most important to Lifestyle International

對利福國際最重要的環境社會管治問題

Environment 環境	Business ethics 商業操守	Social 社會	Community 社區
Sustainable and Green Packaging 可持續及綠色包裝	Business integrity 經營誠信	Customer data privacy 顧客私隱資料	Community engagement 社區參與
Environmentally Friendly Shopping 環保購物	Anti-corruption 反貪污	Customer satisfaction and quality of services 顧客滿意度及服務品質	Community investment 社區投資



Environment 環境	1	Climate Change 氣候變化
	2	Energy efficiency 能源效率
	3	Waste management 廢物管理
	4	Water and effluent management 水及廢水管理
	5	Carbon and air emissions management 碳及空氣排放管理
	6	Green Leasing 綠色租賃
	7	Environmentally Friendly Shopping 環保購物
	8	Sustainable and Green Packaging 可持續及綠色包裝
	9	Sustainable and Green Construction 可持續及綠色建築
Business Ethics 商業操守	10	Business integrity 經營誠信
	11	Sustainability risk management 可持續性風險管理
	12	Anti-corruption 反貪污
	13	Responsible supply chain Management 盡責的供應鏈管理
	14	Fair and responsible marketing 公平及負責任的營銷
	15	Concessionaire counters management 特許經營專櫃管理
Social 社會	16	Employee health and wellbeing 僱員健康及福祉
	17	Human rights and labour standards 人權及勞工標準
	18	Diversity and inclusion 多元化及包容性
	19	Talent attraction and retention 人才吸引及保留
	20	Training and development 培訓及發展
	21	Customer satisfaction and quality of services 顧客滿意度及服務品質
	22	Customer data privacy 顧客私隱資料
	23	Customer health and safety 顧客健康及安全
Community 社區	24	Community engagement 社區參與
	25	Community investment 社區投資

We shall adapt our ESG strategies, initiatives and long-term targets based upon the findings of this assessment.

我們將根據今次評估的結果來調整我們的環境社會管治策略、舉措和長期目標。

Stakeholder Engagement

持份者參與



Engagement Channels

- Training & Workshops
- Volunteer Activities
- Interviews & Meetings
- Project Collaborations
- Public Events & Social Gatherings
- Sponsorships & Donations
- Social media platforms
- Surveys
- Industry events

參與渠道

- 培訓及工作坊
- 義工活動
- 面談及會議
- 項目合作
- 公開活動及社交聚會
- 贊助及捐獻
- 社交媒體平台
- 調查
- 業界活動

Corporate Governance

管治架構



The Board is the highest governing body of the Company and holds the ultimate responsibility of the overall strategic development and corporate governance of the Company. The Board comprises of members with diverse backgrounds, including retail, property investment, finance, accounting and entrepreneurship. We believe that the maintenance of a diverse Board composition contributes towards the elevation of business performance and promotes a more inclusive corporate governance of the Group.

To ensure high governance standards in ESG related matters, the Company has put in place a robust ESG governance structure with clearly defined responsibilities. The formulation of our ESG strategy and the day-to-day management and reporting on ESG matters resides with the ESG Committee, which is headed by our Executive Director and comprises of members from all major departments. The responsibilities of the ESG Committee includes the formulation of ESG strategies, sustainability reporting, stakeholder engagement, materiality assessment, regular monitoring of the performance of outlined ESG initiatives and the promotion of ESG matters both internally and externally.

A biannual report which covers the performance of ESG initiatives and forthcoming plans is distributed to Board members to provide them with timely updates regarding the progress of

董事會為本公司之最高監管機構，並對本公司整體策略發展及企業管治承擔最終責任。董事會由擁有多元化背景（包括零售、物業投資、財務、會計及創業）的成員組成。我們相信，維持多元化的董事會組合有助於提升經營業績，並促進本集團更具包容性的企業管治。

為確保環境社會管治相關事宜秉持高管治標準，本公司已針對環境社會管治設有穩健並清晰界定職責的管治架構。環境社會管治委員會負責制定我們的環境社會管治策略，以及對環境社會管治事宜進行日常管理及匯報。該委員會由執行董事領導，其成員來自所有主要部門。環境社會管治委員會的職責包括制定環境社會管治策略、可持續匯報、與持份者交流、重要性評估、定期監察已規劃的環境社會管治措施的績效，以及於本公司內外推廣環境社會管治事宜。

我們向董事會派發半年一次報告，內容涵蓋環境社會管治措施的表現及即將推行的計劃，以及時向彼等提供關於環境社會管治工作進度的最新消息，從而加強董事會對本集團環境社會管治發展的監管。

ESG activities and thus, enhancing the oversight of the Board upon the ESG developments within the Group.

To ensure the effective implementation of ESG strategies and identify any potential risks and opportunities, the ESG Committee conducts regular quarterly meetings to discuss a range of pre-defined ESG initiatives, set appropriate policies and follow up upon the progress of business units which are charged with carrying out related measures. The ESG Committee promotes the integration of sustainable and socially responsible best practices into our daily operations and decision-making processes across all levels of the Group with the supports of all business units.

Following establishment of the Lifestyle International Community Development Fund in 2022, a committee whose members comprise of managers from various departments, has been set up to better plan and organize the community related activities of the Group.

為了確保環境社會管治策略得到有效落實，以及識別任何潛在風險與機遇，環境社會管治委員會定期舉行季度會議，以討論一系列預先界定的環境社會管治措施，制定適當的政策並跟進負責推行措施的業務單位的進展。環境社會管治委員會在所有業務單位的支持下，推動將可持續及對社會負責的最佳實踐融入我們在本集團各個層面的日常運營及決策過程。

繼二零二二年利福國際社區發展基金成立後，成立了由各部門管理人員組成的委員會，以便更好地規劃和組織集團的社區相關活動。

Environment

環境



Environmental Policy

Lifestyle International's Environmental Policy targets to reduce our environmental carbon footprint and promote an environmentally conscious culture within our store operations. We strive to:

環境政策

利福國際的環境政策旨在降低我們的環境碳足跡，並在我們的店舖營運中推廣環保意識文化。我們致力：

- Quantify the environmental impact of our operations and design measures to reduce our greenhouse gas emissions.
 - Consistently work to improve the efficiency of our energy consumption.
 - Ensure a healthy and comfortable environment within our business premises.
 - Adopt green practices and technologies to better conserve our natural resources.
 - Ensure compliance with applicable environmental and related legislations with our staff, business partners & other stakeholders.
 - Minimize waste generation and manage it in a responsible manner.
- 量化營運的環境影響，並設計減少溫室氣體排放的措施。
 - 持續著力改善能源消耗的效率。
 - 確保營商物業內的環境健康舒適。
 - 採納綠色實務及技術以更有效節約天然資源。
 - 與員工、業務夥伴及其他持份者確保遵守適用環境及相關法例。
 - 將我們產生的廢物減至最低及以負責任的態度處理廢物。

- Cultivate an environmentally conscious mindset amongst all employees through regular internal communications and training.

Climate Change

Governance

The ESG Committee monitors and reviews climate-related issues to ensure that appropriate strategies, initiatives and procedures are in place to build a robust and effective risk management system for climate-related risks and opportunities.

Strategy

The Group recognizes the potential impact of climate change on our business operations. We are committed to managing climate change risks, devising mitigation measures in response to climate change and enhancing our climate change resilience. We strive to:

- Commit towards the reduction of our carbon footprint by setting long-term carbon emissions reduction targets.
- Monitor and regularly report upon the progress of reaching our carbon reduction targets.
- Incorporate climate-related risks and opportunities into our risk assessment management.
- Adopt green practices and technologies to improve energy efficiency within our business operations.
- Formulate appropriate procedures and measures to prevent and minimize the damage caused by climate change.
- Incorporate climate resilience considerations into renovation works and equipment procurement.
- Adopt energy efficient and environmentally friendly design within the Group's properties.
- Support the use of renewable energy, sustainable products and materials.
- Promote and encourage our customers, suppliers and business partners to adopt sustainable lifestyle and business practices wherever possible.

Risk Management

By incorporating climate-related risks into our risk assessment management, the following risks and opportunities have been identified:

- 透過定期內部溝通及培訓，培育全體僱員的環保意識。

氣候變化

管治

環境社會管治委員會監測和審查氣候相關議題，以確保制定適當的策略、措施和程序，為氣候相關風險和機會建立穩健有效的風險管理系統。

策略

本集團確認到氣候變化對我們業務營運的潛在影響。我們致力管理氣候變化風險，制定減緩措施，以應對氣候變化並提升我們的氣候變化抗禦能力。我們致力：

- 致力於通過設立長期減碳排目標，減少我們的碳足跡。
- 監察及定期匯報實現我們減碳目標的進展。
- 將氣候相關風險及機遇納入我們的風險評估管理。
- 採納環保實務及技術，從而改善業務營運中的能源效益。
- 制定適當的程序及措施，從而預防並減少氣候變化造成的損害。
- 在裝修及設備採購中將抗禦氣候的能力納入考慮。
- 於本集團物業採納節省能源及環保的設計。
- 支持使用再生能源以及可持續產品及物料。
- 盡可能促進及鼓勵我們的顧客、供應商及業務夥伴採用可持續的生活方式及商業慣例。

風險管理

通過將與氣候相關的風險納入風險評估管理，我們已識別出以下風險及機遇：

Risks 風險	Consequences 後果	Mitigation measures 減緩策略
<p>1) Physical Risks 實體風險 Extreme weather conditions, flooding, and heat stress. 極端天氣狀況、水災及炎熱天氣。</p>	<ul style="list-style-type: none"> - Damage to buildings and facilities. 損害建築物及設施。 - Injuries to staff or customers. 員工或顧客受傷。 - Disruptions to business operations. 業務營運中斷。 - Increase in insurance premiums. 增加保費。 - Increase in maintenance costs. 增加維修成本。 - Higher operating costs, such as electricity charges resulting from more air-conditioning required. 更高的營運成本，例如因需要更多空調而產生的電費。 	<ul style="list-style-type: none"> - Operating procedures and guidelines in place for extreme weather conditions. 為極端天氣狀況制定操作程序及指引。 - Adequate insurance policies in place. 制定充足的保險計劃。 - Incorporation of climate resilience considerations into <ul style="list-style-type: none"> i) renovation works and equipment procurement of our stores, and ii) building design of the PKT. - 將抗禦氣候的能力考慮納入在 <ul style="list-style-type: none"> i) 店舖裝修及設備採購及 ii) 啟德項目的樓宇設計。
<p>2) Transition risks 轉型風險 More stringent laws and regulations with the transition towards a low carbon economy. 隨着低碳經濟轉型而實施更嚴格法律及法規。</p>	<ul style="list-style-type: none"> - Higher compliance costs. 更高的合規成本。 - Increase in capital expenditures on renovations. 裝修的資本開支增加。 - Loss of reputation. 聲譽受損。 	<ul style="list-style-type: none"> - Actively monitor and respond to regulatory changes as well as evolving market demands with respect to our business operations. - 積極監察並應對法規變化及有關我們業務營運不斷變化的市場需求。

Opportunities 機遇	Benefits 裨益	Current practices 目前慣例
<p>Higher operating efficiency 更高的營運效率。</p>	<ul style="list-style-type: none"> - Improvement in operating procedures. 改善營運程序。 - Reduction in operating expenses. 減少營運開支。 	<ul style="list-style-type: none"> - Replace and retrofit inefficient equipment. 更換及改造低效的設備。 - Conduct regular service maintenance programs. 定期執行服務維修計劃。

<p>Increasing customer demand for products and services that promote a green and sustainable lifestyle. 對推動綠色及可持續生活方式的產品及服務的顧客需求增加。</p>	<ul style="list-style-type: none"> - Develop new revenue stream through innovative products and services. 通過創新的產品及服務開拓新的收入來源。 - Enhance brand equity and improve customer loyalty and confidence. 增強品牌認受性，提高顧客的忠誠度及信心。 	<ul style="list-style-type: none"> - Regular customer engagement to better understand their needs and values. 定期聯繫顧客，以了解他們的需求及價值。 - Actively monitor market trends and customer preferences and adjust our business strategies accordingly. 積極監察市場趨勢及顧客需求，以相應地調整我們的業務策略。
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Metrics and Targets

Our current climate-related metrics and targets are, by 2030 (compare to 2020 base level), to reducing:

- purchased electricity intensity by 10%
- portable water intensity by 5%
- Scope 1 and Scope 2 GHG Emission intensity by 10%

指標和目標

我們目前的氣候相關指標和目標是，到2030年(與2020年基準水平相比)減少：

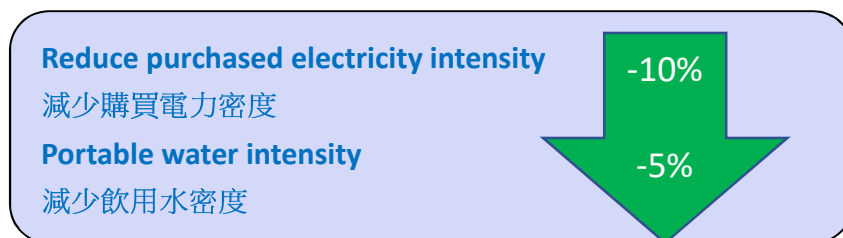
- 購買電力密度減少10%
- 飲用水密度減少5%
- 範疇1及範疇2溫室氣體排放密度減少10%

Energy Management

2030 Target

能源管理

二零三零年目標



As a leading department store operator in Hong Kong, we strive to reduce our overall energy consumption and maximize the efficiency of all the facilities within our buildings with respect to the consumption of electricity, water and gas, which are the main sources of energy used within our operations.

作為香港龍頭百貨店營運商，我們竭盡所能降低整體能源消耗，亦盡力提高旗下樓宇內所有設施耗用電力、水及燃氣的效益，而電力、水及燃氣均為我們營運所用的主要能源。

Energy consumption patterns are actively monitored to ensure the equipment and facilities are operating at optimal levels.

我們積極監控能源消耗模式，以確保設備及設施以最佳水平運作。

The Group's major energy consumption is electricity consumed by the air conditioning systems, general lighting, refrigeration systems, and other equipment such as lifts, escalators and

本集團的主要能源消耗為空調系統、一般照明、製冷系統以及升降機、自動扶梯及資訊科技設施等其他設備的電力消耗。我們已制定措施確保此等設施保持以最佳狀態運作。

I.T. facilities. Measures are in place to ensure that the facilities are maintained to function at their optimal operational conditions. Such measures include procurement of energy efficient equipment, timely replacement of inefficient parts, and regularly conducting preventive maintenance programs by our contractors and/or in-house maintenance team. In 2022, we replaced 2 sets of air handling units at SOGO CWB to enhance the efficiency of the air conditioning systems.

In 2022, fluorescent tubes have been replaced by LED lighting at customer toilets of SOGO CWB. In addition, to minimize the impact of light pollution, all external lighting facilities of our stores such as LED screens, light boxes and logo signage are operated in full compliance with the requirements under “Charter on External Lighting” by The Environment and Ecology Bureau.

In comparison to electricity, the consumption of water and gas is relatively insignificant within our business operations. Water is mainly used for sanitary facilities for both customers and staff within the department stores and office premises. Sensor water taps and flushing facilities have been installed to minimize the water consumption in washrooms. Gas is mainly used in the staff canteen and our Japanese restaurant in SOGO CWB.

有關措施包括採購節能設備、及時更換缺乏效益的部件，以及由我們的承包商及／或內部維修團隊定期進行預防性維修計劃。於二零二二年，我們更換了兩台銅鑼灣崇光的空氣處理機組以提高空調系統的效率。

於二零二二年，銅鑼灣崇光店顧客廁所螢光燈管已更換為LED照明燈管。此外，為了減低光污染的影響，旗下店舖所有戶外燈光設施，如LED屏幕、燈箱及商標標誌牌等，其運作均全面遵守環境及生態局「戶外燈光約章」的要求。

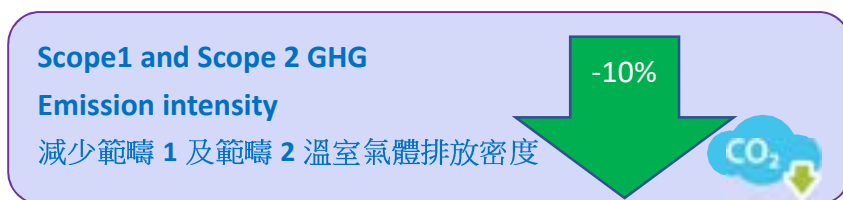
與電力相比，我們的業務營運的用水量及燃氣消耗較不重大。耗水主要用於百貨店及辦公場所內為顧客及員工而設的衛生設施。為盡量減少洗手間的耗水，我們已安裝感應水龍頭及沖水裝置。燃氣主要用於員工餐廳及銅鑼灣崇光的日式餐廳。

Energy & Water Consumption and Greenhouse Gas Emissions

2030 Target

能源消耗及用水量以及溫室氣體排放

二零三零年目標



The aggregate energy & water consumption and Greenhouse Gas (“GHG”) Emissions at SOGO CWB and SOGO TST, and auxiliary supporting facilities for 2021–2022 is presented as below:

於二零二一年至二零二二年，銅鑼灣崇光、尖沙咀崇光及其配套設施的能源消耗及用水總量以及溫室氣體（「溫室氣體」）排放呈列如下：

GHG Emissions in total and intensity 溫室氣體排放量及密度	Unit 單位	2022 二零二二年	2021 二零二一年
(Scope 1) (範疇1)	Kg Co ₂ e 公斤二氧化碳當量	15	26
(Scope 2) (範疇2)	Kg Co ₂ e 公斤二氧化碳當量	14,703,480	15,110,619
Total GHG Emissions 總溫室氣體排放量	Kg Co ₂ e 公斤二氧化碳當量	14,703,495	15,110,645
Intensity 密度	Kg Co ₂ e/ft ² 公斤二氧化碳當量/ 平方尺	20.8	21.3

	Total consumption 總消耗量			Intensity 密度		
	Unit 單位	2022 二零二二年	2021 二零二一年	Unit 單位	2022 二零二二年	2021 二零二一年
Energy Consumption 能源消耗						
Purchased Electricity 購買電力	Kwh 千瓦小時	21,481,739	22,184,063	kWh/ft ² 千瓦小時/ 平方尺	30.3	31.3
Purchased Towngas 購買煤氣	Mega Joules 兆焦耳	1,166,160	1,270,896	MJ/ft ² 兆焦耳/ 平方尺	1.6	1.8
Portable water 飲用水	M ³ 立方米	80,092	80,033	M ³ /ft ² 立方米/ 平方尺	0.1	0.1

Remarks

- Total operating area used for computation of GHG emissions and energy intensity is 708,336 ft².
- Emission Factor used for purchased electricity from Hong Kong Electric and CLP is 0.71 (2021: 0.71) and 0.39 (2021: 0.37) respectively. Emission Factor for Towngas from Hong Kong and China Gas is 0.065 per MJ (2021: 0.065 per MJ).
- Scope 1 GHG emissions are from sources that are owned or controlled by the Group, which includes combustion of diesel and petrol.
- Scope 2 GHG emissions is calculated basing on purchased electricity and Towngas only, excluding those electricity consumptions by central air-conditioning systems which are not under our operating control that consumption data cannot be readily available and reliably measured.

備註

- 計算溫室氣體排放及能源密度所用總營運面積為708,336平方尺。
- 就香港電燈及中電購買電力所用排放係數分別為0.71（二零二一年：0.71）及0.39（二零二一年：0.37）。就香港中華煤氣購買煤氣所用排放係數為每兆焦耳0.065（二零二一年：每兆焦耳0.065）。
- 範疇1溫室氣體排放來自本集團擁有或控制的來源，包括燃燒柴油及汽油。
- 範疇2溫室氣體排放僅根據購買電力及煤氣計算，不包括並非由我們操作監控的中央空調系統所耗電力，原因為不容易取得及可靠計量該等耗電數據。

The purchased electricity fell by 3% when compared to 2021. The decrease was mainly due to a shortening of business hours of SOGO CWB during the fifth wave of COVID-19 in the first quarter of 2022. The purchase of Towngas also dropped by 8% as the operating hours of the staff canteen were reduced amid the fifth wave of COVID-19. As a result, the total GHG emissions decreased by 3% this year.

與二零二一年相比，購買電力減少3%。減少主要是由於二零二二年第一季COVID-19第五波期間銅鑼灣崇光的營業時間縮短。由於COVID-19第五波期間員工餐廳的營業時間減少，煤氣的購買量也下降了8%。因此，今年溫室氣體排放總量減少了3%。

Store Renovation

2030 Target

Non-hazardous wastes intensity

減少無害廢棄物密度

-5%



We encourage all concessionaire counters to reuse fixtures such as false ceilings and floor tiles being left by exiting tenants for the counter renovations to minimize construction waste. In 2022, 57 out of 92 concessionaire counters adopted the practice of reusing existing fixtures.

Waste Management and Recycling

Waste prevention and management play an indispensable role within our overall environmental policy. In addition to minimizing unnecessary environmental impact, we believe that waste prevention increases our overall operational efficiency and generates long-term cost savings. We recognize the importance of promoting waste consciousness amongst our various stakeholders in order to effectively implement our waste management policy that includes the promotion of recycling and practices that support the reduction of material consumption.

The aggregated non-hazardous solid waste generated from SOGO CWB and SOGO TST in 2022 was 1,370 tonnes (intensity: 0.0019 tonnes/ft²) (2021: 2,553 tonnes (Intensity: 0.0036 tonnes/ft²)).

Workplace Conduct

Environmental sustainability is a central consideration in influencing our workplace conduct and plays an important part in our vendor selection.

Aging equipment are collected for recycling where possible or properly disposed. The use of FSC® certified paper has been further adopted for gift certificates, price tags and delivery notes this year. Meanwhile, designated recycling bins are in place for the collection of used paper, plastic bottles, cans and coffee grounds.

店舖裝修

二零二零年目標

我們鼓勵所有特許經營專櫃重用現有租戶留下的假天花板和地磚等固定裝置，以進行櫃檯裝修，以盡量減少建築廢物。於二零二二年，92個特許經營專櫃中有57個採納了重用現有固定裝置的做法。

廢物管理及回收

廢物預防及管理在我們的整體環境政策中擔當不可或缺的角色。除了減少不必要的環境影響外，我們認為避免產生廢物可提高整體營運效率，長遠而言可減省成本。我們確認加強各持份者減廢意識的重要性，以便有效實施廢物管理政策，包括推廣回收及支持減少消耗物料的做法。

於二零二二年，銅鑼灣崇光及尖沙咀崇光產生的無害固體廢棄物總數為1,370公噸（密度：0.0019 公噸／平方尺）（二零二一年：2,553公噸（密度：0.0036 公噸／平方尺））。

工作場所操守

環境可持續性為影響工作場所操守的核心考慮因素，是我們選擇供應商的重要考量之一。

收集老化設備，以便在可能的情況下回收或妥善處置。禮券、價格標籤和送貨單於今年進一步採用FSC®認證紙張。同時，設有指定回收箱，用於收集廢紙、塑膠瓶、罐頭和咖啡渣。

In 2022, the Group was again awarded the “Green Office Awards Labelling Scheme (GOALS)” and “Eco-Healthy Workplace” label by the World Green Organization (“WGO”) for our continuous efforts in the promotion of a sustainable and healthy workplace environment. During the year, air purifiers have been installed in the meeting rooms of our head office to improve air quality of the workplace.

Environmentally Friendly Shopping

To advocate environmentally responsible shopping, we sell reusable shopping bags and provide P-life biodegradable plastic shopping bags as carrying options for our customers. Moreover, we regularly hold environmentally friendly activities and promotions within our stores to educate, arouse and encourage our customers to adopt a more sustainable and mindful lifestyle.

In 2022, we organized and supported the following initiatives to promote and raise awareness of environment related issues:

- WELL water refill station at SOGO CWB to provide lead-free drinking water to customers as well as staff while helping to reduce single-use plastic bottles.
- Adoption of e-offer in the SOGO Rewards App to replace physical redemption card for the co-branded card’s birthday dining offer to customers to reduce paper usage.
- Collaboration with Casablanca “LOVE CASA LOVE ECO” promotion campaign to prelaunch new sustainable, organic and eco-friendly products.
- “100,000 bottles recycling challenge” at L’Occitane x Carbon Wallet Pop-up on G/F CWB store where customers could bring cleaned beauty bottles to earn double reward points for the redemption of L’Occitane products.

於二零二二年，本集團再度獲世界綠色組織（「WGO」）頒發「綠色辦公室獎勵計劃」（GOALS）及「健康工作間獎勵計劃」標籤，表揚我們努力不懈地促進可持續及健康的工作環境。年內，我們在總部會議室安裝了空氣淨化機，改善工作場所的空氣質素。

環保購物

為了倡導環保購物，我們出售可循環使用的購物袋，並向顧客提供使用P-life生物分解塑料購物袋盛載貨品的選項。此外，我們定期於旗下店舖舉辦環保活動及推廣活動，以教育、促使及鼓勵我們顧客採納更具可持續性及細意的生活模式。

於二零二二年，為推廣及提高有關環境事宜意識，我們舉辦及支持了以下活動：

- 於銅鑼灣崇光提供WELL飲用水機，向顧客及員工提供無鉛飲用水，同時減少單次使用塑膠瓶。
- SOGO Rewards App採用電子優惠取代實體兌換卡，為顧客提供聯營卡生日餐飲優惠，以減少紙張使用。
- 與Casablanca合作「LOVE CASA LOVE ECO」促銷活動，預先推出新的可持續、有機和環保產品。
- 於銅鑼灣店地下L’Occitane x Carbon Wallet快閃店舉辦「100,000空瓶回收挑戰」，顧客可攜帶清潔後的美容瓶，賺取雙倍積分兌換L’Occitane產品。



Food Recycling

We adopt proper food waste segregation procedures and support waste recycling to prevent waste generated at our stores from going to the landfill.

Cooking oil waste produced at the eateries of our stores is properly stored and recorded in accordance with the guidelines issued by the Environmental Protection Department. A qualified contractor is engaged to collect and transport the cooking oil waste to designated facilities of the Environmental Protection Department so that it is disposed in a proper and professional manner.

We strive to minimize food waste. We reduce food waste by providing guidelines to staff on food waste segregation. Daily food waste collected under our food recycling program is turned into compost or animal feed. In 2022, around 20,017 kg (2021: 22,356 kg) of food waste was collected, saving approximately 11,369 kg (2021: 12,743 kg) of CO₂e emissions from the landfill.

We continue our long-term partnership with "Food Angel", a local food bank, through food donations, to raise the awareness towards treasuring food as a precious resource and helping those in need. In 2022, Food Angel has collected approximately 917 kg from our food sections as food rescue donation, a drop of 20% comparing to 2021 as the food collection services were suspended for around four months due to the fifth wave of the COVID-19 pandemic.

食品回收

我們採用適當的廢物分類程序及支持廢物循環再造，以防止我們店舖產生的廢物送往堆填區。

我們店內食肆產生的廢食油均依照環境保護署發出的指引妥善儲存及記錄。委聘合資格承包商收集並運送廢食油到環境保護署的指定設施，以便妥當且專業地棄置廢食油。

我們竭盡所能盡量減少廚餘。我們通過向員工提供廚餘分類的指引以減少廚餘。根據我們的食物回收計劃收集的日常廚餘將轉化為堆肥或動物飼料。於二零二二年，已收集到約20,017公斤(二零二一年: 22,356公斤)廚餘，減省自堆填區約11,369公斤(二零二一年: 12,743公斤)二氧化碳當量的排放物。

我們透過捐贈食物繼續與本地食物銀行「惜食堂」維持長期合作關係夥伴，提高人們珍惜食物作為寶貴資源的意識及為有需要的人提供幫助。於二零二二年，「惜食堂」從我們的食品區收集了約917公斤作為食品救援捐贈，與二零二一年相比下降了20%，因為第五波COVID-19大流行導致食品收集服務暫停了約四個月。

Initiatives for property development project at Kai Tak (“PKT”) 啟德物業發展項目（「啟德項目」）的舉措



We uphold the environmental standards with our contractors through house rules, tender documents and method statements, and continuously monitor the environmental performance at the construction site of PKT.

Waste Management

We endeavor to minimize construction waste by putting in place effective waste management practices and offer our full support to the contractors in waste reduction.

Measures implemented included:

- Erect dust proofing measures and hoarding to separate the construction site from the adjacent public facilities such as the Kai Tak Station Square and the Kai Tak Avenue Park.
- Recycling and proper storage of chemical waste, and disposal of general waste to licensed landfill sites.
- Ensure that contractors possess necessary licenses and operate in full compliance with relevant environmental regulations.
- Implementation of waste management plan.
- Adoption of modularization of building services installations and prefabrication on construction site to reduce wastage and pollution.

We actively engage with our suppliers and contractors to adopt sustainable management practices. To ensure our contractors are fully aware of our waste minimization approach to properly handle, reuse and recycle waste, regular workshops are held with contractors to review environmental performance of the construction site and the contractor, and to discuss and explore the latest low carbon and waste management initiatives from time to time.

我們通過內部規則、招標文件及方法聲明與承包商一起維護環境準則，並持續監察啟德項目施工現場的環境績效。

廢物管理

我們努力透過實施有效的廢物管理措施，以盡量減少建築廢物，並全力支持承包商進行減廢。

實施的措施包括：

- 安裝防塵措施及圍板，將工地及鄰近啟德車站廣場、啟德大道公園等公共設施分隔。
- 回收及妥善儲存化學廢物，以及將一般廢物棄置到有執照的堆填區。
- 確保承包商擁有必要的許可證並在營運中全面遵守相關的環境法規。
- 實施廢物管理計劃。
- 在建築工地採用模塊化的樓宇裝備裝置及預製件，以減少廢料及污染。

我們積極與供應商及承包商合作，採用可持續管理實踐。為確保我們的承包商充分了解我們的廢物最少化方法以妥善處理、再用及回收廢物，承包商定期舉辦研討會，以檢討建築地盤及承包商的環保績效，以及亦會不時討論及探索最新的低碳及廢物管理措施。

Building Information Modelling (“BIM”)

BIM has been adopted to provide an accurate estimation of the quantity of building materials required, provide better coordination and avoid construction clashes on site. Compared with conventional construction methods, BIM helps minimize potential abortive works on site and facilitates building services team to pre-fabricate the materials for an expedition of the construction process. It also helps reduce the use of paper as space-use simulations and 3D models enhance the visualizations of the works for all working parties and enable swift changes in the modelling process.

Health & Safety

To safeguard the health and safety of workers and contractors, the main contractor of the project is responsible to devise the Project Health and Safety Plan to monitor workers and contractors for performing on-site inspection, incident reporting and regular audits. Site safety practices include:

- Periodic internal site inspections to identify hazards and risks.
- Monitoring of lost-time injuries, near-miss incidents as well as reportable and major injuries.
- Monthly meetings to review site safety performance with project staff, contractor, and sub-contractor safety supervisors.
- Organize regular occupational health and safety (OHS) training, well-being talks and safety workshops to promote site safety.
- Guidelines on precautionary measures and emergency plans to maintain preparedness against bad and extreme weather events.

We maintain close collaboration with our contractors to ensure effective OHS management at our construction site. The tender documents for engaging the main contractor set out clearly the OHS conditions and safety guidelines to be observed regarding site safety, which include the requirement to prepare an Environmental Health and Safety Plan. During the term of the contract, we carry out ongoing monitoring to ensure contractors meet the requirements.

Amid the COVID-19 pandemic, we maintained close communications with our contractors and proactively took measures to improve site hygiene conditions. The measures include:

建築信息模擬（「BIM」）

採用BIM可準確估計所需的建築材料數量，提供更佳的協調並避免現場施工衝突。與傳統的建造方法相比，BIM有助盡量減少潛在現場流產工作，並有利於樓宇裝備團隊預製材料以加快建造過程。其亦有助減少紙張使用，因為空間使用模擬及3D模型增強了所有工作方對作品的視覺化，並促進在建模過程中作出迅速改動。

健康及安全

為保障工人及承包商的健康及安全，項目的主要承包商負責制定了項目健康及安全計劃，以監察工人及承包商進行現場檢查、事故匯報及定期審計。現場安全措施包括：

- 定期進行內部現場巡查，以識別隱患及風險。
- 監控誤工、未遂事件以及可報告的重大工傷。
- 與項目人員、承包商及分包商安全主管每月舉行會議，審查現場安全績效。
- 舉辦定期職業健康與安全 (OHS) 培訓、健康講座及安全研討會，以促進工地安全。
- 預防措施及緊急計劃指引，以保持對惡劣及極端天氣事件的準備。

我們與承包商保持緊密合作，以確保在我們的施工現場進行有效的OHS管理。在總承包商招標文件中，清楚地列出了須遵守有關工地的OHS條件及安全指引，其中包括編製環境健康及安全計劃的要求。在合約期限內，我們亦會持續進行監察，以確保承包商符合我們的要求。

鑑於COVID-19疫情，我們與承包商保持溝通，並積極採取措施改善工地衛生情況。該等措施包括：

- Automatic body temperature scanner.
- Hand sanitizers.
- “Leave Home Safe” QR codes at the entrance gate of the site.
- Staggered lunch hours for construction workers and the use of partitions at the canteens to maintain social distancing.
- Increase the frequency of cleaning common areas, toilets, lobbies and the canteens.

Sustainability

We are conscious of managing the environmental impacts of PKT and principles of sustainability have therefore been incorporated into the planning, design, construction and commissioning of the development to minimize its’ environmental impact. We strive to create a greener and more sustainable development project and continue to leverage innovative technologies for the advancement of building efficiency and sustainability to the next level.

In 2022, the main contractor was awarded “Green Management Award – Project Management (Large Corporation) – Bronze” by Green Council. In addition, PKT has tentatively achieved “Provisional Platinum” rating under BEAM Plus New Building certification from the Hong Kong Green Building Council (“HKGBC”). Furthermore, we endeavor to ensure the development project will undergo the Life Cycle Assessment, and to further reduce its impacts to the environment with the following initiatives:

- Achieve BEAM Plus certification.
- Adopt sustainable building standards.
- Construct climate-proofing buildings by incorporating environmentally responsible designs and facilities.
- Utilize technologies to minimize GHG emissions and pursue innovative solutions.
- Encourage the use of electric vehicles in the community by installing electric vehicle charging stations.
- Promote and encourage the deployment of energy-efficient systems, including the use of renewable energy and new technologies such as bio-diesel generator and chilled panel radiation system.
- Improve the quality of the indoor environment and therefore benefit the long-term health, well-being, and productivity of its occupants.
- Participate in Kai Tak District Cooling System.

- 自動體溫掃描器。
- 搓手液。
- 在工地入口處貼上「安心出行」二維碼。
- 將建築工人的用膳時間交錯，並在食堂使用隔板以保持社交距離。
- 增加公共區域、洗手間、大堂及食堂的清潔頻率。

可持續性

我們有意識地管理我們啟德項目對環境的影響。可持續性原則被納入開發項目的規劃、設計、施工及調試中，以盡量減少環境的影響。我們致力創造更綠色及更可持續的發展項目，並繼續利用創新科技，將建築效率及可持續發展提升至更高水平。

於二零二二年，總承包商榮獲環保促進會頒發的「優越環保管理獎(大型企業)-銅獎」。此外，啟德項目已初步獲得香港綠色建築議會（「香港綠色建築議會」）頒發的綠建環評新建建築「暫定鉑金級」評級。此外，我們亦努力確保開發項目將進行生命週期評估，並通過以下舉措進一步減少其對環境的影響：

- 獲得綠建環評認證。
- 採用可持續建築標準。
- 通過結合對環境負責的設計及設施來建造不受氣候影響的建築。
- 利用技術最大限度地減少溫室氣體排放並尋求創新解決方案。
- 透過安裝電動車充電站，鼓勵社會使用電動車。
- 促進及鼓勵採用節能系統，包括使用可再生能源及新技術，如生物柴油發電機及冷板放射系統。
- 改善室內環境質量，從而有利於居住者的長期健康、福祉及生產力。
- 參與啟德區域供冷系統。

Lifestyle International is committed to deploying innovative technologies to enhance the sustainability of the design and construction of PKT and acknowledges the importance of close collaboration with our contractors in achieving these sustainability goals.

利福國際致力採用創新技術以提高啟德項目設計及施工的可持續性，並確認到與承包商緊密合作以達成該等可持續發展目標的重要性。

Employees

僱員





Staff and workplace

As at 31 December 2022, Lifestyle International employed a total of 630 staff and they are all based in Hong Kong. The gender and age distribution of our staff are as follows:

員工和工作場所



於二零二二年十二月三十一日，利福國際合共聘用630名員工，彼等均駐香港。我們員工的性別及年齡分佈如下：

Gender Distribution 性別分佈		
	2022 二零二二年	2021 二零二一年
Male 男性 	252	261
Female 女性 	378	414

By Age Group 按年齡組別		
	2022 二零二二年	2021 二零二一年
20 and below 20歲及以下	NIL	NIL
21-30 21至30歲	36	52
31-40 31至40歲	140	153
41-50 41至50歲	188	202
51-60 51至60歲	208	216
Above 60 60歲以上	58	52

Turnover Rate

流失率

By Gender 按性別		2022 二零二二年	2021 二零二一年
Male 男性		5.7%	3.7%
Female 女性		6.4%	8.2%

By Age Group 按年齡組別		2022 二零二二年	2021 二零二一年
20 and below 20歲及以下		NIL	NIL
21-30 21至30歲		3.4%	4.0%
31-40 31至40歲		4.1%	4.2%
41-50 41至50歲		2.6%	3.0%
51-60 51至60歲		2.0%	0.6%
Above 60 60歲以上		NIL	0.2%

Lifestyle International has consistently complied with the relevant laws, rules and regulations on compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare throughout the year.

利福國際全年一直持續遵守有關薪酬及解僱、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相關法律、法規及規例。

A performance management system is used to objectively review our staff members' performance level. Observations and evaluations of staff members' work behavior and accomplishments form the basis for decision making within the reward system. These decisions include wage, salary, and benefit determinations; promotion, demotion, transfer, or termination actions; and coaching and counseling, training, or career development options.

績效管理制度乃用於客觀檢討我們的員工表現水平。觀察及評估員工工作行為及成就為獎勵制度作出決策奠定基礎。此等決策包括釐定工資、薪金及福利；晉升、降級、調職或解僱行動；及輔導和諮詢、培訓或職業發展選擇。

Lifestyle International has put in place appropriate policies and procedures to prevent the occurrence of forced labour or child labour, and also to ensure that such cases do not arise through indirect involvement with our suppliers or business partners, including consignment counters, contractors, labour brokers or recruitment agencies. Throughout the reporting year, we had no reporting of non-compliance cases in the aforesaid areas.

利福國際設有適當政策及程序防止出現強制勞工或童工，並確保此等情況不會經我們的供應商或業務夥伴（包括特許專櫃、承包商、勞務經紀人或招聘機構）間接參與而發生。於整個報告年度中，我們並無上述範圍內任何不合規情況的報告。

Anti-corruption



Lifestyle International regards fair play, honesty and integrity as our important commercial assets in business. Our anti-corruption policy sets out the basic standard of expected conduct of all staff members. Seminars are arranged for the directors and our staff to reinforce their knowledge of recognizing and dealing with bribery and corruption. We have complied with relevant standards, rules and regulations on bribery, extortion, fraud and money laundering throughout the year. For the reporting year, there were no legal cases brought against the Group or its employees regarding corrupt practices.

The Group has a whistleblowing policy in place to provide reporting channels and guidance for possible improprieties in matters of financial reporting, internal control or other matters, and to provide reassurance to whistleblowers of the protection that the Group will extend to them against unfair dismissal or victimization. Whistleblowing reports received by the Internal Audit Department are reviewed by the Audit Committee. No whistleblowing case has been reported during the reporting year.

Staff Training and Development

The percentage of employees trained by gender and employee category and the average training hours completed per employee by gender and employee category are as follows:

Percentage of employees trained

		By Gender 按性別	
		2022 二零二二年	2021 二零二一年
Male 男性		Not material 不重大	6.4%
Female 女性		Not material 不重大	6.3%

反貪污

利福國際視公平競爭、誠實和誠信為業務中的重要商業資產。我們的反貪污政策載列所有員工預期操守的基本標準。我們為董事及員工安排研討會，以增進識別及處理賄賂及貪污的知識。我們全年一直遵守有關賄賂、勒索、欺詐及洗黑錢的相關標準、法規及規例。於報告年度，概無對本集團或其僱員提出任何有關貪污行為的法律訴訟。

本集團已制定舉報政策，為財務報告、內部控制或其他事項中可能存在的行為提供舉報渠道及指引，並向舉報人保證本集團將向彼等提供保障，使彼等不會被不公平解僱或傷害。內部審計部收到的舉報報告由審核委員會審閱。於報告年度，概無任何舉報案件。

員工培訓與發展



按性別和員工類別劃分的受訓員工百分比以及按性別和員工類別劃分的每位員工完成的平均培訓時數如下：

受訓僱員百分比

		By Category 按類別	
		2022 二零二二年	2021 二零二一年
General 一般		NIL 無	NIL 無
Supervisory 監督		NIL 無	NIL 無
Managerial 管理		Not material 不重大	37.7%

Average training hours completed per employee

每位僱員完成的平均培訓時數

By Gender 按性別		
	2022 二零二二年	2021 二零二一年
Male 男性 	Not material 不重大	0.26
Female 女性 	Not material 不重大	0.25

By Category 按類別		
	2022 二零二二年	2021 二零二一年
General 一般	NIL 無	NIL 無
Supervisory 監督	NIL 無	NIL 無
Managerial 管理	Not material 不重大	1.51

Lifestyle International considers human resources as the foundational asset within our organization. Our mission in talent development is closely intertwined with the goals and objectives of the Group.

利福國際視人力資源為組織的根本資產。我們在人才培育方面的使命與本集團的企業目標及目的息息相關。

In view of the COVID-19 pandemic, there were only a couple of seminars in respect of construction safety that were organized for project management staff during the year.

鑑於COVID-19疫情，年內僅為項目管理員工舉辦了幾個有關建築安全的研討會。

With an emphasis upon personal development and growth, staff members are encouraged to proactively pursue their own continuous development. Through the performance management system, staff members regularly meet their immediate supervisors and managers to discuss their work performance and identify personal objectives and potential training opportunities.

我們著重個人發展與成長，因此我們鼓勵員工積極尋求員工本身的發展。透過績效管理制度，員工會與其直屬上司和經理定期會面，討論其工作表現、確立個人目標和潛在的培訓機會。

Based on the performance review and regular discussions, staff members are able to obtain feedback on their work and share their aspirations and expectations with their superiors. Training plans are developed and appropriate resources are allocated to help achieve both the staff member's personal as well as professional development goals.

通過表現檢討及定期面談，員工能獲得其工作反饋，並與其上司分享其抱負及期望。我們制定培訓計劃並分配適當的資源，以助員工實現個人及專業發展目標。

Health and Safety

Lifestyle International considers the health and safety of its' staff, customers, visitors and members of the public at large to be of the greatest importance. There were no reported cases of fatality from 2019 to 2022. During 2022, a total of 104 man-days were lost due to work-related injuries.

To provide a risk and hazard-free environment for all, we are committed to:

- Conduct regular inspections of all parts of the Group's premises.
- Conduct fire drills for staff members to practice evacuation procedures of the premises in the event of a fire or other emergencies.
- Obtain professional advice on best health and safety practices where necessary.
- Provide staff members with advisory services on health and safety matters.
- Provide updates and training to enhance staff members' awareness on health and safety issues.
- Promote health & safety at work and gather staff members' feedback through the Health & Safety Committee.

Each staff member is expected to participate and share the responsibility in helping the Group to formulate and monitor the procedures and arrangements in respect of workplace health and safety. Through the Health & Safety Committee, which comprises representatives from different departments within the Group, staff members share duties in:

- Identifying, reporting and rectifying workplace hazards in relation to health and safety and report such hazards promptly.
- Assisting investigation of any accident, injury or near accident to minimize re-occurrence.
- Adopting safe working methods and procedures.
- Providing advice and suggestions for the improvement and maintenance of health and safety standards.

Mental health is an integral part of one's personal health. To take care of the mental well-being of our staff members, consultative services provided by a professional organization under the Employee Assistance Program has been made available since June 2018. Confidential consultative services are provided by qualified counsellors to staff members through a 24-hour

健康與安全

利福國際視其員工、顧客、訪客和普羅大眾的健康和安全至關重要。二零一九年至二零二二年並無任何身亡事故報告。二零二二年因工傷共損失104人日。

為向大眾提供一個無風險與危害的環境，我們致力於：

- 對本集團處所所有部分進行定期檢查。
- 為員工舉辦消防演習，以練習在火災或其他緊急情況下處所的疏散程序。
- 在必要時獲取有關最佳健康及安全實踐的專業意見。
- 向員工提供關於健康及安全事宜的諮詢服務。
- 提供最新消息及培訓，以提高員工對健康及安全的意識。
- 透過健康及安全委員會推廣工作健康及安全，並收集員工反饋。

希望每名員工參與並分擔協助制定及監測工作場所健康與安全程序和安排的責任。通過由本集團不同部門的代表組成的健康及安全委員會，員工分擔以下職責：

- 識別、報告及糾正工作場所中與健康及安全有關的危害，並立即報告有關危害。
- 協助調查任何事故、受傷或準事故，以盡量減少有關情況再次發生。
- 採用安全的工作方法和程序。
- 提供關於改進和維持健康和安全的標準的意見和建議。

心理健康是個人健康的一個組成部份。為了照顧我們員工的心理健康，自二零一八年六月起，提供由專業組織根據僱員協助計劃提供的諮詢服務。合資格顧問通過24小時熱線或預約面談為員工提供保密的諮詢服務，當中涵蓋與工作及非工作相關的問題。

hotline or face-to-face appointments, covering both work and non-work related issues.

COVID-19 Response

To safeguard the health and safety of our customers and staff members amidst the COVID-19 pandemic, the following measures were implemented this year:

Measures at stores

- An emergency response team, which comprises of store managers and managers from the Human Resources and Administration departments, is tasked to devise the strategies and procedures for virus preventive measures.
- Issue guidelines to front-line staff for implementing precautionary measures.
- Set up mask disposal points on shop floors and at office areas.
- Adjust store business hours in response to the changing virus situation.
- Require staff and customers to wear face masks within the premises.
- Provide hand sanitiser dispensers for customers in main traffic spots.
- Disinfect all public areas and facilities regularly.

Customers

- Promote our eStore platform as an alternative sales channel for our customers.
- Offer different collections of protective face masks and related hygiene products for sale to customers.

Concessionaires

- Offer rental concession and other financial relief measures to our concessionaires.
- Strengthen targeted promotion campaigns to drive up customer traffic of the stores.
- Apply for government subsidies on behalf of eligible tenants.

Employees

- Provide personal protective equipment to staff, such as surgical face masks, disposable rubber hand gloves and face shields.
- Provide Rapid Antigen Test kits for staff.
- Schedule flexible working arrangements for staff.
- Use of digital tools such as video conferencing to minimize in-person meetings.
- Arrange social distancing seating plans at the staff canteen.

COVID-19的應對

在 COVID-19 疫情期間，為了保障顧客及員工的健康及安全，我們於本年度採取以下措施：

店舖採取的措施

- 由店長以及人力資源及行政部門的經理組成的緊急小組，負責制定預防病毒措施的策略及程序。
- 向前線員工發布實施預防措施的指引。
- 在店面樓層及辦公室區域設置口罩棄置點。
- 因應病毒變化的情況，調整店舖營業時間。
- 要求員工及顧客在處所內佩戴口罩。
- 在主要人流位置為顧客提供消毒潔手裝置。
- 定期在所有公共空間及設施進行消毒。

顧客

- 推廣我們的eStore平台，作為向顧客進行銷售的另一渠道。
- 向顧客出售不同款式的防護口罩及相關衛生產品。

特許經營商

- 對特許經營商提供租金優惠。
- 加強針對性的促銷活動，增加門店客流量。
- 代表符合資格的租戶申請政府補助。

僱員

- 為員工提供個人防護設備，例如外科口罩、即棄膠手套及面罩。
- 提供員工快速抗原檢測試劑包。
- 為員工提供靈活的工作安排。
- 使用視像會議等數碼工具，以盡量減少面晤。
- 在員工餐廳制定符合社交距離的座位安排。

- Provide 2 days paid leave to staff for each COVID-19 vaccination dose.

Others

- Produce our own videos on the CVISION LED screen to help promote social-distancing practices and raise public awareness about the latest virus containment measures.

- 為每次接種COVID-19疫苗的員工提供2天有薪假期。

其他

- 製作我們自家的影片於CVISION LED屏幕播放，以幫助促進保持社交距離的做法，並提高公眾對最新病毒遏制措施的意識。



Social and Community Support

社會及社區支援



Lifestyle International is committed to actively connecting and interacting with the community and fostering harmony between people and the environment. The Group focuses on contributing our time and resources towards the following four main aspects:

利福國際致力於主動與社區聯繫及互動，並促進人們與環境之間的和諧。本集團將時間和資源集中用於下列四個主要層面：

- Community support.
- Environmental protection and sustainability.
- Education and youth development.
- Arts and Culture Promotion.

- 社區支援。
- 環境保護和可持續性。
- 教育及青年發展。
- 文化藝術推廣。

In 2022, we organized and participated in the following charitable activities:

於二零二二年，我們組織及參與以下慈善活動：

- 111 staff participated in the Orbis Moonwalker 2022 and SOGO was the route sponsor of the 100 KM Exploration Walk.
- “Live in Pink” charity sale / redemption events in-store and on SOGO Rewards mobile App to help raise funds for Hong Kong Breast Cancer Foundation.
- Participated in WWF’s Earth Hour.

- 111 名員工參與奧比斯香港的「2022奧比斯盲俠行」，而崇光為100 公里探索步行的路線贊助商。
- 在店內及SOGO Rewards 手機應用程式舉辦「Live in Pink」慈善義賣/換領活動，以協助香港乳癌基金會籌款。
- 參與加世界自然基金會的「地球一小時」活動。

- “Gift of Love” event in collaboration with BGCA (“The Boys' & Girls' Clubs Association of Hong Kong”), where SOGO would match every designated toy purchased by customers at CWB store for donation to BGCA.
- AIGLE “Bring Your Own Bag!” Campaign where every HK\$1 shopping bag charge to customers was donated to WWF Hong Kong.



- 與香港小童群益會（「香港小童群益會」）合作的「Gift of Love」活動，崇光將把顧客在銅鑼灣店購買的每件指定玩具配捐給香港小童群益會。
- 於AIGLE「Bring Your Own Bag!」活動中，將每收取顧客1港元購物袋費用捐贈給世界自然基金會香港分會。



Operating Practices

Supply Chain Management

We are committed to managing our supply chain in a socially and environmentally responsible manner. The Group has two main types of suppliers, namely product/service vendors and concessionaire counters. We continue to enhance our working procedures and strengthen collaboration with them to mitigate and manage potential risks within our supply chain. We have an established green procurement policy for general office supplies. In the selection process of suppliers, we place emphasis on the environmentally friendly aspect of their provided product and services.

The Group has around 140 key product/service suppliers, of which around 94% are based in Hong Kong, 4% are based in mainland China and 2% are based in other regions. We are committed to sourcing locally to minimise the carbon footprint generated from the transportation of products. In addition, this helps to reduce operating costs, enhance supply stability and improve delivery timeliness.

營運慣例

供應鏈管理

我們承諾以對社會及環境負責任的方式，管理我們的供應鏈。本集團有兩大類供應商，即產品／服務供應商及特許經營專櫃。我們繼續優化工作程序及加強與彼等的合作，以減緩及管理供應鏈中的潛在風險。我們已就一般文儀用品訂立綠色採購政策。在選擇供應商的過程中，我們非常重視彼等所提供產品及服務的環保性。

本集團擁有140家主要產品／服務供應商，其中約94%位於香港，4%位於中國內地，2%位於其他地區。我們致力於本地採購，務求盡量減少產品運輸所產生的碳足跡。這亦有助於降低營運成本，提升供應穩定程度並改善交貨及時性。

Supplier Code of Conduct

The Supplier Code of Conduct helps us to control supply chain risks, engage with our suppliers, uphold the standards of our products and services, and promote ethical business practices. The Code sets out the requirements for compliance with relevant rules and regulations, labour rights and working conditions, environmental standards and documentation policy. In 2022, a Supplier Code of Conduct audit was conducted by the Internal Audit Team to assess the standards of selected suppliers and the results were satisfactory. We will continue to conduct the audit on a regular basis so as to maintain the monitoring, management and engagement of our suppliers.

Concessionaire Counters

We maintain close business relation with our concessionaire counters. We work together to determine categories of merchandise for sale, devise shop design, organize joint marketing and promotion activities, and identify their day-to-day operational needs. Our concessionaire counters are required to operate their counters in compliance with our house rules and guidelines. The performance of our concessionaire counters is regularly monitored by designated managers who closely interact with brands on issues such as sales performance, customer experience and growth opportunities. We also regularly collaborate with our concessionaire counters in the promotion of environmentally friendly products and lifestyle practices to our customers as well as to support the local community through joint charitable sales activities.

Product Safety

Product safety is of utmost importance to our business and our Product Safety Policy reinforces our commitment towards the sale of safe merchandise, particularly under the Kids Fashion & Toys product category which includes all baby and children products. Our product safety practices are vigorously executed to ensure that our merchandise selection is in strict compliance with relevant laws and regulations.

We require all our suppliers to provide assurance upon the quality of their products, with primary concern placed upon the health and safety of the end users. We maintain a manual that documents the latest requirements under relevant ordinances and regulations, including

供應商操守守則

供應商操守守則有助我們控制供應鏈風險、與供應商合作、維護我們的產品及服務標準，並促進合乎道德的商業行為。其載列遵守相關規則及法規、勞工權利及工作條件、環境標準及記載政策的要求。於二零二二年，內部審核團隊進行了供應商操守守則審核，以評估所選供應商的標準，結果令人滿意。我們將繼續定期進行審核，以維持對供應商的監控、管理和互動。

特許經營專櫃

我們與特許經營專櫃保持密切的業務關係。我們共同釐定銷售商品的類別、制定店鋪設計、組織聯合市場推廣及促銷活動，並確定彼等的日常營運需求。特許經營專櫃須按照我們的內部規則及指引經營其專櫃。特許經營專櫃的業績由指定經理定期監控，彼等與品牌就銷售業績、顧客體驗及增長機會等事宜進行緊密互動。我們亦定期與特許經營專櫃合作，向顧客推廣環保產品及生活習慣，並通過聯合慈善銷售活動支持本地社區。

產品安全

產品安全為我們業務至為重要的一環。我們的產品安全政策強化我們對銷售安全產品，特別是兒童時裝及玩具（包括所有嬰兒及兒童商品）的承諾。我們厲行產品安全常規，確保所挑選的產品嚴格遵守相關法律及規例。

我們要求所有供應商提供產品質量保證，首要關注最終用家的健康及安全。我們設有手冊，載列包括《玩具及兒童產品安全條例》、《玩具及兒童產品安全規例》、《消費品安全條例及規例》、《商標條例》、《版權條例》、《商品說明條例》及《防止盜用版權條例》等相關條例及規例的最新要求。我們

the Toys and Children's Products Safety Ordinance; Toys and Children's Product Safety Regulation; Consumer Goods Safety Ordinance & Regulations; The Trade Mark Ordinance; The Copyright Ordinance; The Trade Descriptions Ordinance; and the Prevention of Copyright Piracy Ordinance. All our suppliers are required to be in strict compliance with the relevant regulations.

Lifestyle International will:

- Strive to fully comply with the Toys and Children's Products Safety Ordinance and the Consumer Goods Safety Regulation.
- Conduct regular assessments on our suppliers and business partners to ensure that the products they supply are in strict compliance with the listed safety standards.
- Act in accordance with the Trade Mark Ordinance and perform continuous inspections as set out in the standards.
- Keep abreast of the latest changes of standards, evaluate their impact and develop up-to-date policies to maintain continuous safety control on our merchandise.
- Continuously enhance the standards on product safety by adopting best practices.
- Provide regular training to staff to keep them updated on product safety concerns at all times.

During the reporting year, the quantity of products sold which were subject to recalls for safety and health reasons was not material.

Food Safety

We attach great importance to food products offered to our customers at our stores and make every effort, from sourcing ingredients, product selection to food quality control, in order to provide assurance on the quality and safety of our food products.

Multiple control measures are in place to ensure that the source of our products meet the highest quality and safety standards. All suppliers must go through stringent selection processes, under which their track records as well as their commitment in offering socially and environmentally sustainable products are taken into consideration.

Our policies and procedures require regular site visits being made to the suppliers' production facilities and that selected products must comply

的所有供應商均須嚴格遵守相關規例。

利福國際將：

- 致力全面遵守《玩具及兒童產品安全條例》及《消費品安全規例》。
- 對供應商及業務夥伴定期進行檢查，確保其供應的產品嚴格遵守所列的安全標準。
- 根據《商標條例》的規定執行，並按照標準所載持續進行檢查。
- 緊貼最新標準變更、評估其影響及制定最新政策，持續對商品進行安全監控。
- 透過採納最佳常規，持續提高產品安全標準。
- 為員工提供定期培訓，時刻讓他們了解最新產品安全問題。

於報告年度，概無因安全及健康理由而須召回已售產品。

食品安全

我們非常重視在旗下店舖為顧客提供的食品，從原料採購、產品選擇到食品質量控制，我們均竭盡全力提供食品質量及安全保證。

我們已採取多種控制措施，以確保產品來源符合最高的質量及安全標準。所有供應商均須經過嚴格的甄選過程，其中會考慮彼等的往績記錄及彼等在提供社會及環境可持續產品方面的承諾。

我們的政策及程序要求對供應商的生產設施進行定期實地視察，所選產品必須符合所有法規要求並附有合格的證書。

with all regulatory requirements and are accompanied by qualified certificates.

We engage SGS Hong Kong Limited to conduct food testing twice a year to ensure the safety and quality of our food products offered to our customers. A designated staff member is tasked with handling food safety inspections from government bureaus, conducting on-site hygiene inspections, and checking the proper labelling of food products.

Customer Engagement

Our mission is to satisfy the needs of our customers and to provide them with a world-class shopping experience. Maintaining and providing high-quality customer services is a core part of our business philosophy. We respect, listen and take into serious consideration the views, concerns and feedback from our customers. We actively work to improve our dialogue (via comment notes, emails, social media and phone calls) with our customers to better understand their needs and expectations.

Customer services play an important and direct role in our shoppers' in-store experience as well as our overall store service proposition. Our customer services team acts as an effective communication channel between our stores and the customers we serve, which in turn contributes towards the building of long-term customer loyalty. We strive to provide a swift, sincere and helpful response to any queries or issues raised by our customers, in order to fully meet and exceed their expectations.

We attach great importance to customer feedback and have a standardized and well-established feedback-handling system to ensure customer enquiries and complaints are dealt with in a consistent and effective manner. To facilitate our customer experience and cater to their evolving communication expectations, we have established a variety of feedback and complaint channels, including our online platform, telephone hotline and email, to allow our customers to reaching us anytime and anywhere. Customers can also express their opinions and share their thoughts in person to a dedicated customer service specialist stationed at the in-store concierge during our business hours.

Management recognizes the importance of upholding servicing standards and regularly reviews reports on customer suggestions, compliments and complaints. Understanding

我們委聘香港通用檢測認證有限公司每年進行兩次食品檢驗，以確保我們向顧客提供的食品安全及質量。指定工作人員負責處理政府部門的食品安全檢查、現場衛生檢查以及檢查食品標籤是否正確。

顧客參與

我們的使命是滿足顧客的需求，並為彼等提供世界一流的購物體驗。維持和提供高品質的顧客服務是我們經營理念的核心部分。我們尊重、聽取並認真考慮顧客的意見、關注和反饋。我們積極努力通過意見表、電郵、社交媒體及電話改善我們與顧客的溝通，更深入了解其需求和期望。

顧客服務於顧客的店內購物體驗及旗下店舖的整體服務主張中起著重要及直接的作用。我們的顧客服務團隊充當旗下店舖與顧客之間的有效溝通渠道，從而有助於長遠建立顧客忠誠度。我們努力為顧客提出的任何疑問或問題提供快速、真誠和有用的回應，務求完全滿足及超越彼等的期望。

我們重視顧客對我們的意見回饋，並設有完善及既定的意見管理機制，確保以一致及有效的方式去處理查詢及投訴事件。為更方便顧客及迎合他們不斷變化溝通期望，我們設立了多種反饋及投訴渠道，包括能讓顧客隨時隨地表達意見及建議的網上平台、電話熱線及電郵。顧客亦可於營業時間內親身向店內禮賓處的顧客服務專員表達意見和分享他們的想法。

管理層確認維護服務標準的重要性，並定期審閱顧客建議、表揚和投訴。了解顧客回饋並與我們的供應商、寄售合作夥伴和相關人員快速溝通有助於持續改善我們的產品和

customer feedback and swiftly communicating to our vendors, consignment partners and related staff helps contribute towards the continuous improvement of our product and service offering. During the reporting period, we received monthly average of 161 enquiries or complaints which required follow-up and there were no cases of serious non-compliance in relation to our products and services.

In addition, we are committed to ensuring that our marketing and communications materials comply with relevant rules and regulations. Our marketing communications do not contain false or deceptive messages and the omission of important information. Procedures are in place to uphold intellectual property rights when using all advertising materials, graphics and designs in compliance with trademark, patent and copyright regulations.

Advertising and Marketing

In 2022, the following major store marketing and customer engagement activities were held:

- Joint ESG-themed promotion with SOGO & SEIBU that invited Japanese artist – Mr. Kazuhiko Ifuku to create a key visual with the message of “Choice for the Future” to promote sustainability and environmentally friendly lifestyle. Merchandise ranging from eco bag, eco seed color pencil set and towel set were created with environmentally friendly material for our customers to purchase or redeem. HK\$25 was donated to Suicide Prevention Services for every eco bag sold.
- Launch New Parent’s Club (Himawari) membership tier within our SOGO Rewards loyalty program which provides helpful information, special privileges and merchant benefits for our members throughout their life milestones from pregnancy to the different life stages of their children.
- Enhancement of our POINTASTIC redemption points scheme under the SOGO Rewards loyalty program to allow members to redeem privileges and gifts at a more affordable point level.

服務。於報告期間，我們每月平均接獲約161宗需跟進的查詢或投訴，當中並無出現嚴重違反法規的重大個案。

此外，我們致力於確保我們的市場推廣及宣傳材料符合相關規則及法規。我們的市場推廣宣傳材料不包含虛假或欺詐信息，亦無遺漏重要資料。我們已制定程序，在使用符合商標、專利及版權法規的所有推廣材料、圖形及設計時維護知識產權。

廣告及營銷

於二零二二年，舉行了以下主要的店舖營銷及顧客聯繫活動：

- 與SOGO & SEIBU 聯合舉辦 ESG 主題宣傳活動，邀請日本藝術家 Kazuhiko Ifuku 先生創作重點視覺設計，傳達 “Choice for the Future” 的信息，以促進可持續發展和環保的生活方式。環保袋、種子顏色筆套裝和毛巾套裝等商品均採用環保材料製成，供顧客購買或換領。每賣出一個環保袋，我們已向生命熱線捐贈 25 港元。
- 在我們的SOGO Rewards忠誠計劃中推出新的 Himawari 親子會會籍，為我們的會員在從懷孕到孩子的不同人生階段的整個人生里程碑中提供有用的信息、獨享待遇和商戶優惠。
- 提升 SOGO Rewards 忠誠計劃下的 POINTASTIC積分換領計劃，讓會員能夠以更優惠的積分換領待遇及禮品。

To support the promotion of arts and culture, we worked with an overseas artist during the year and organized the following event:

- Collaboration with Slimy Oddity, a Singaporean art collective to design the key visual, merchandise, Whatsapp stickers and comics with the key theme “Be Yourself” and “LOVE is GIVING” for SOGO Rewards Days and Christmas campaign respectively, conveying the importance of self-love, self-discovery and love & care during the festive season. Proceeds from sales of specially made merchandise for the Christmas campaign were donated to Make-A-Wish Hong Kong.



為支持推廣藝術及文化，我們於年內與海外藝術家合作，舉辦以下活動：

- 與新加坡藝術團體Slimy Oddity合作，分別為SOGO會員日及聖誕節活動設計以「Be Yourself」及「LOVE is GIVING」為主題的重點視覺設計、商品、Whatsapp貼紙及漫畫，傳達節日期間的自愛、自我探索以及愛與關懷的重要性。聖誕節活動特製商品的銷售收入已捐贈給願望成真基金。



Consumer Privacy

With the aim of enhancing our customers' shopping experience and deepening their engagement with our SOGO stores via events and promotions, Lifestyle International has leveraged upon consumers' personal information, to the extent allowed by the relevant privacy laws, for our various direct marketing (including cross-marketing) purposes. We respect the privacy and inviolability of the rights of our customers and do not reveal or use customer information for any other purpose. Customers have the right to request us to update their personal information or delete their data from our records.

Lifestyle International takes into serious account personal data protection and strives to ensure that adequate resources are deployed to protect customers' personal data against any unauthorized use, access, modification or disclosure. Compliance procedures are in place to ensure strict adherence to applicable laws, rules and regulations, including but not limited to the Personal Data (Privacy) Ordinance.

顧客私隱

為提升顧客的購物體驗，並通過活動和促銷活動加強彼等與崇光店的互動，利福國際借助相關私隱法例允許下取得的顧客個人資料作不同直銷（包括聯合營銷）用途。我們尊重顧客的私隱權和不受侵犯的權利，不會出於任何其他目的披露或使用顧客資料。顧客有權要求我們更新其個人資料或將之從我們的記錄中刪除。

利福國際嚴肅看待個人資料的保護，並致力確保投放足夠資源保護顧客的個人資料免受任何未經授權的挪用、存取、修改或披露。我們設有合規程序，以確保嚴格遵守適用法律、法規及規例，包括但不限於《個人資料（私隱）條例》。

We place utmost importance in protecting the privacy of our customers throughout the cycle of collection, processing and usage of their personal data. We strive to ensure that our customers' personal data is always securely processed and stored and only for the purposes for which it has been collected. Regular network security assessment is performed by external consultants.

During the reporting year, no complaint was received concerning possible breaches of customer privacy laws or the loss of customer data.

我們在收集、處理及使用顧客個人資料的整個流程中對保障彼等的私隱給予最高度的重視。我們致力確保顧客的個人資料僅按收集時指定的用途安全處理及保存。網絡安全定期由外部顧問評估。

於報告年度，概無接獲有關可能違反顧客私隱法例及遺失顧客資料的投訴。

A. Environmental 環境	Reference 參考
A1 Emissions 排放物	
General Disclosure 一般資料披露	Environment — Environmental Policy, Climate Change, Energy Management, Waste Management and Recycling 環境 — 環境政策、氣候變化、能源管 理、廢物管理及回收
KPI A1.1 The types of emissions and respective emissions data 關鍵績效指標 A1.1 排放物種類及相關排放數據	Environment — Energy & Water Consumption and Greenhouse Gas Emissions 環境 — 能源消耗及用水量以及溫室氣體 排放
KPI A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity 關鍵績效指標 A1.2 直接 (範圍 1) 及能源 間接 (範圍 2) 溫室氣體排放量及密度	Environment — Energy & Water Consumption and Greenhouse Gas Emissions 環境 — 能源消耗及用水量以及溫室氣體 排放
KPI A1.3 Total hazardous waste produced and intensity 關鍵績效指標 A1.3 所產生有害廢棄物總量及密度	Considered to be not material 被視為不重大
KPI A1.4 Total non-hazardous waste produced and intensity 關鍵績效指標 A1.4 所產生無害廢棄物總量及密度	Environment — Waste Management and Recycling 環境 — 廢物管理及回收
KPI A1.5 Description of emission target(s) set and steps taken to achieve them 關鍵績效指標 A1.5 描述所訂立排放目標及達致該 等目標所採取的步驟	Environment — Energy Management, Climate Change 環境 — 能源管理、氣候變化
KPI 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 關鍵績效指標 A1.6 描述處理有害及無害廢棄物的 方法，並描述所訂立的減廢目標及達致該等目標所 採取的步驟	Environment — Waste Management and Recycling 環境 — 廢物管理及回收
A2 Use of resources 資源使用	
General Disclosure 一般資料披露	Environment — Environmental Policy 環境 — 環境政策
KPI A2.1 Direct and/or indirect energy consumption by type in total and intensity 關鍵績效指標 A2.1 按類型劃分的直接及/或間接 能源總耗量及密度	Environment — Energy & Water Consumption and Greenhouse Gas Emissions 環境 — 能源消耗及用水量以及溫室氣體 排放
KPI A2.2 Water consumption in total and intensity 關鍵績效指標 A2.2 總耗水量及密度	
KPI A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them 關鍵績效指標 A2.3 描述所訂立的能源使用效益目 標及達致該等目標所採取的步驟	Environment — Energy Management 環境 — 能源管理

<p>KPI A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them 關鍵績效指標 A2.4 描述取用適當水源是否存在問題、所訂立的用水效益目標及達致該等目標所採取的步驟</p>	<p>Environment — Energy Management 環境 — 能源管理</p>
<p>KPI A2.5 Total packaging material used for finished products 關鍵績效指標 A2.5 製成品所用包裝材料的總量</p>	<p>Considered to be not material 被視為不重大</p>
<p>A3 The environment and natural resources 環境及天然資源</p>	
<p>General Disclosure 一般資料披露</p>	<p>Environment — Environmental Policy 環境 — 環境政策</p>
<p>KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and actions taken to manage them 關鍵績效指標 A3.1 描述業務活動對環境及天然資源的重大影響及已採取的有關管理措施</p>	<p>Environment — Climate Change, Energy Management, Waste Management and Recycling, Initiatives for property development project at Kai Tak 環境 — 氣候變化、能源管理、廢物管理及回收、啟德物業發展項目的舉措</p>
<p>A4 Climate Change 氣候變化</p>	
<p>General Disclosure 一般資料披露</p>	<p>Environment — Climate Change 環境 — 氣候變化</p>
<p>KPI A4.1 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them 關鍵績效指標 A4.1 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動</p>	
<p>B. Social 社會</p>	
<p>Employment and Labour Practices 僱傭及勞工常規</p>	
<p>B1 Employment 僱傭</p>	
<p>General Disclosure 一般資料披露</p>	<p>Employees — Staff and workplace 僱員 — 員工和工作場所</p>
<p>KPI B1.1 Total workforce by gender, employment type, age group and geographical region 關鍵績效指標 B1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數</p>	
<p>KPI B1.2 Employee turnover rate by gender, age group and geographical region 關鍵績效指標 B1.2 按性別、年齡組別及地區劃分的僱員流失比率</p>	
<p>B2 Health and safety 健康與安全</p>	
<p>General Disclosure 一般資料披露</p>	<p>Employees — Health and Safety, COVID-19 Response, Initiatives for property development project at Kai Tak 僱員 — 健康與安全、COVID-19 的應對措施、啟德物業發展項目的舉措</p>

<p>KPI B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year 關鍵績效指標 B2.1 過去三年 (包括報告年度) 因工作關係而死亡的人數及比率</p>	<p>Employees — Health and Safety 僱員 — 健康與安全</p>
<p>KPI B2.2 Lost days due to work injury 關鍵績效指標 B2.2 因工傷損失工作日數</p>	
<p>KPI B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored 關鍵績效指標 B2.3 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</p>	<p>Employees — Health and Safety, COVID-19 Response, Initiatives for property development project at Kai Tak 僱員 — 健康與安全、COVID-19 的應對措施、啟德物業發展項目的舉措</p>
<p>B3 Development and training 發展及培訓</p>	
<p>General Disclosure 一般資料披露</p>	<p>Employees — Staff Training and Development 僱員 — 員工培訓與發展</p>
<p>KPI B3.1 The percentage of employees trained by gender and employee category 關鍵績效指標 B3.1 按性別及僱員類別劃分的受訓僱員百分比</p>	
<p>KPI B3.2 Average training hours completed per employee by gender and employee category 關鍵績效指標 B3.2 按性別及僱員類別劃分，每名僱員完成受訓的平均時數</p>	
<p>B4 Labour standards 勞工準則</p>	
<p>General Disclosure 一般資料披露</p>	<p>Employees — Staff and workplace 僱員 — 員工和工作場所</p>
<p>KPI B4.1 Description of measures to review employment practices to avoid child and forced labour 關鍵績效指標 B4.1 描述檢討招聘慣例的措施以避免聘用童工及強制勞工</p>	
<p>KPI B4.2 Description of steps taken to eliminate such practices when discovered 關鍵績效指標 B4.2 描述在發現違規情況時消除有關情況所採取的步驟</p>	
<p>Operating Practices 營運慣例</p>	
<p>B5 Supply chain management 供應鏈管理</p>	
<p>General Disclosure 一般資料披露</p>	<p>Operating Practices — Supply Chain Management, Supplier Code of Conduct, Concessionaire Counters 營運慣例 — 供應鏈管理、供應商操守守則、特許專櫃</p>
<p>KPI B5.1 Number of suppliers by geographical region 關鍵績效指標 B5.1 按地區劃分的供應商數目</p>	
<p>KPI 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 關鍵績效指標 B5.2 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法</p>	

<p>KPI B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored 關鍵績效指標 B5.3 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法</p>	
<p>KPI B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored 關鍵績效指標 B5.4 描述在挑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</p>	
<p>B6 Product responsibility 產品責任</p>	
<p>General Disclosure 一般資料披露</p>	<p>Operating Practices — Product Safety, Food Safety 營運慣例 — 產品安全、食品安全</p>
<p>KPI B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons 關鍵績效指標 B6.1 已售或已運送產品總數中因安全與健康理由而須回收的百分比</p>	<p>Operating Practices — Product Safety 營運慣例 — 產品安全</p>
<p>KPI B6.2 Number of products and service related complaints received and how they are dealt with 關鍵績效指標 B6.2 接獲關於產品及服務的投訴數目以及應對方法</p>	<p>Operating Practices — Customer Engagement 營運慣例 — 顧客參與</p>
<p>KPI B6.3 Description of practices relating to observing and protecting intellectual property rights 關鍵績效指標 B6.3 描述與維護及保障知識產權有關的慣例</p>	<p>Operating Practices — Customer Engagement 營運慣例 — 顧客參與</p>
<p>KPI B6.4 Description of quality assurance process and recall procedures 關鍵績效指標 B6.4 描述質量檢定過程及產品回收程序</p>	<p>Considered to be not material 被視為不重大</p>
<p>KPI B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored 關鍵績效指標 B6.5 描述顧客資料保障及私隱政策，以及相關執行及監察方法</p>	<p>Operating Practices — Consumer Privacy 營運慣例 — 顧客私隱</p>
<p>B7 Anti-corruption 反貪污</p>	
<p>General Disclosure 一般資料披露</p>	<p>Employees — Anti-corruption 僱員 — 反貪污</p>
<p>KPI B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases 關鍵績效指標 B7.1 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果</p>	
<p>KPI B7.2 Description of preventive measures and whistleblowing procedures, how they are implemented and monitored 關鍵績效指標 B7.2 描述防範措施及舉報程序，以及相關執行及監察方法</p>	

<p>KPI B7.3 Description of anti-corruption training provided to directors and staff 關鍵績效指標 B7.3 描述向董事及員工提供的反貪污培訓</p>	
<p>Community 社區</p>	
<p>B8 Community Investment 社區投資</p>	
<p>General Disclosure 一般資料披露</p>	<p>Social and Community Support 社會及社區支援</p>
<p>KPI B8.1 Focus areas of contribution 關鍵績效指標 B8.1 專注貢獻範疇</p>	
<p>KPI B8.2 Resources contributed 關鍵績效指標 B8.2 在專注範疇所動用資源</p>	