



Shirble | 歲寶

• SHIRBLE PLAZA •

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

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

Stock code 股份代號：312



Environmental, Social and Governance Report  
2023 環境、社會及管治報告

# CONTENTS

## 目錄

- 2 ABOUT SHIRBLE 關於歲寶百貨
- 4 ABOUT THIS REPORT 關於本報告
- 7 ESG GOVERNANCE 環境、社會及管治的管理
- 13 ADHERENCE TO BUSINESS STANDARD 堅持商業標準
- 21 INTERGROWTH WITH PARTNERS 與夥伴共榮
- 24 FOSTERING COMMUNITY CONNECTIONS 促進社區連結
- 25 TALENT-ORIENTED 以人才為本
- 29 COEXIST WITH NATURE 與自然共生
- 43 PERFORMANCE INDICATORS SUMMARY 績效指標總覽
- 51 “ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORTING GUIDE” CONTENT INDEX  
《環境、社會及管治報告指引》內容索引





# ABOUT SHIRBLE

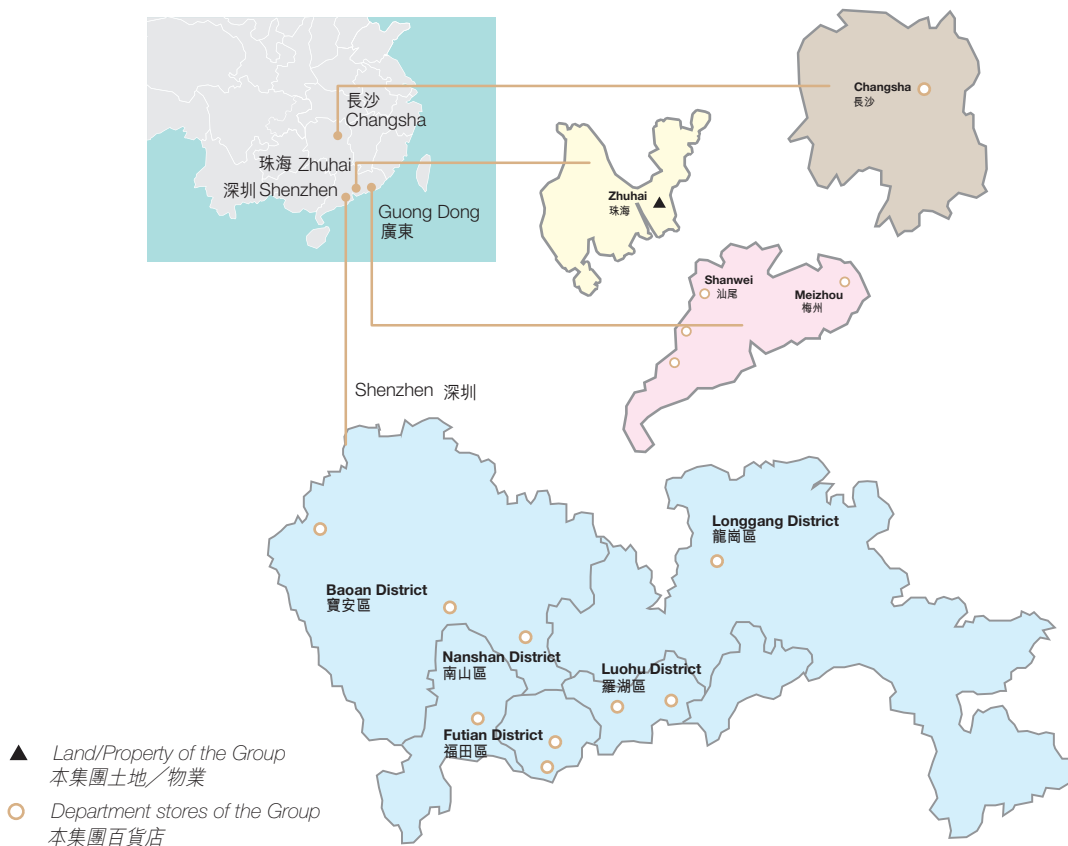
## 關於歲寶百貨

Shirble Department Store Holdings (China) Limited (the "Company", together with its subsidiaries, the "Group") is a Shenzhen-based department store chain targeting the mid-market segment, which runs its department stores under the "歲寶百貨" and "Shirble Plaza" brands. As of 31 December 2023, the Group operated and/or managed 14 department stores, which cover regions including Shenzhen, Shanwei, Meizhou and Changsha, with a total gross floor area of approximately 242,841.9 square meters ("sq.m."), of which 38.0% are self-owned properties.

歲寶百貨控股(中國)有限公司(「本公司」, 連同其附屬公司統稱「本集團」)是一家以深圳為基地的百貨連鎖企業, 專攻中檔市場階層, 並於「歲寶百貨」及「歲寶廣場」品牌旗下營運其百貨店。截至2023年12月31日, 本集團經營及/或管理14家百貨店, 覆蓋地區包括深圳、汕尾、梅州及長沙, 總建築面積約為242,841.9平方米, 其中38%為自有物業。

### DEPARTMENT STORE NETWORK

#### 百貨店網絡



# ABOUT SHIRBLE

## 關於歲寶百貨



### VISION AND MISSION

#### 願景及使命



#### VISION 願景

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



#### MISSION 使命

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



#### CORPORATE CULTURE 企業文化主題

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

### SUMMARY OF BUSINESS DEVELOPMENT

#### 業務發展摘要

- Meet the demand of the middle-class population for high-quality food, merchandise and services
- Broaden the range of products and services at its stores and bring in diversified consumption scenarios for its stores
- Utilise different online platforms to promote and stimulate consumers' enthusiasm
- Reduce the property investments
- 滿足中產階級對優質食品、產品消費和服務的需求
- 拓闊門店的產品及服務種類，為門店引入多樣化的消費場景元素
- 透過不同的線上平台推動及刺激消費者的熱忱
- 減少房地產投資



# ABOUT THIS REPORT

## 關於本報告

This report is the eighth Environmental, Social and Governance (“ESG”) Report issued by Shirble (the “Report”), which mainly focuses on the sustainable performance of the Group from 1 January 2023 to 31 December 2023 (the “Year” or “Reporting Period”). Shirble regularly publishes “Environmental, Social, and Governance Reports” to address stakeholder concerns about various sustainable development issues, and disclose the Group’s ESG performance throughout the year. The Report is prepared in Chinese and English and has been uploaded to the website of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) at [www.hkex.com.hk](http://www.hkex.com.hk) and the Company’s website at [www.shirble.net](http://www.shirble.net).

### REPORTING SCOPE<sup>1</sup>

Unless otherwise stated, the contents disclosed in the Report mainly include the environmental, social and governance information of the department store business. The reporting scope primarily covers the offices in Hong Kong and Shenzhen and five major department stores, namely Jingtian Store, Jufu Store, Longgang Store, Yitian Store and Longzhu store. As no revenue was generated from property business during the Reporting Period, it is excluded from the reporting scope. For the remaining 9 department stores not included in the disclosure scope, the Group has assessed that the existing scope has reached over 60% of the revenue generated, so no further coverage was expanded for the disclosure scope. The Group is actively working to enhance the quality of disclosure in the future, if needed.

### REPORTING STANDARD

The Report is in compliance with the mandatory disclosure standards and “comply or explain” provisions in Appendix C2 - “Environmental, Social and Governance Reporting Guide” (the “Guide”) of the Listing Rules issued by the Stock Exchange. The Report has been prepared on the basis of four reporting principles set out in the Guide — Materiality, Quantitativeness, Balance and Consistency. A complete index is appended in the last chapter of the Report for easier reference to the Guide.

本報告為歲寶百貨發表的第八份《環境、社會及管治報告》(「本報告」)，重點匯報本集團於2023年1月1日至2023年12月31日(「本年度」或「報告期」)的可持續發展表現。歲寶百貨定期發佈《環境、社會及管治報告》，以幫助各類持份者瞭解年內本集團於環境、社會及管治等相關議題上的政策、措施及成效。本報告以中、英文編寫，並已上載至香港聯合交易所有限公司(「聯交所」)網站[www.hkex.com.hk](http://www.hkex.com.hk)及本集團網站[www.shirble.net](http://www.shirble.net)。

### 報告範圍<sup>1</sup>

除非另有說明，本報告中披露的內容主要包括百貨店業務的環境、社會和治理資訊。報告範圍主要涵蓋香港和深圳的辦事處，以及五個主要的百貨店，包括景田店、聚福店、龍崗店、益田店和龍珠店。由於房地產業務未於報告期內產生收入，因此被剔除在報告範圍。對於其他未包含在披露範圍內的9家百貨商場，本集團已經評估到現有範圍已經達到了所產生收入的60%以上，因此不再進一步擴大披露範圍。若有需要，本集團會積極提升未來披露的質量。

### 報告準則

本報告遵守聯交所頒佈的上市規則附錄C2《環境、社會及管治報告指引》(「《指引》」)中有關強制披露標準及「不遵守就解釋」的規定，並以其載列的四項匯報原則—重要性、量化、平衡及一致性，作為本報告編寫的基礎。本報告最後一章附有完整索引，以便讀者按《指引》閱讀本報告。

<sup>1</sup> Longgang Store and Yitian Store are newly added to the Report for the year  
龍崗店及益田店為本年度新納入本報告

# ABOUT THIS REPORT

## 關於本報告



Reporting principles 匯報原則	Definition 釋義	Response 回應
Materiality  重要性	<p>The issuer should report on ESG issues with material impact on the investors and other stakeholders.</p> <p>發行人應就對投資者及其他持份者產生重要影響的環境、社會及管治議題作出匯報。</p>	<p>The Board has identified significant ESG issues considering factors such as the nature of the Group's business and the expectations of stakeholders.</p> <p>董事會基於本集團業務性質及持份者期望等因素識別重要的環境、社會及管治議題。</p>
Quantitative  量化	<p>Key Performance Indicators of historical data need to be measurable. The issuer should set targets to reduce a particular impact, so that the effectiveness of ESG policies and management systems can be evaluated and validated.</p> <p>Quantitative information should be accompanied by a narrative, explaining its purpose, impacts and giving comparative data where appropriate.</p> <p>歷史數據的關鍵績效指標須可予計量。發行人應訂下減少個別影響的目標，使其環境、社會及管治政策及管理系統的效益可被評估及驗證。</p> <p>量化資料應附帶說明，闡述其目的及影響，並在適當的情況下提供比較數據。</p>	<p>The Group's social key performance indicators are based on data from relevant departments. To ensure the precision of environmental key performance indicators, the Group has hired a professional consulting firm to perform a carbon assessment. This assessment follows the guidelines set by Hong Kong's Environmental Protection Department and Electrical and Mechanical Services Department, with additional references to ISO14064-1 and global standards like the Corporate Accounting and Reporting Standards of the Greenhouse Gas Accounting System.</p> <p>The Group provides forward-looking statements in the Report where necessary. Quantitative data is supplemented with a narrative, as well as the standards, methods, assumptions, and calculation tools used.</p> <p>本集團的社會關鍵績效指標是基於相關部門的數據。為了確保環境關鍵績效指標的準確性，本集團聘請了專業顧問公司進行碳評估。該評估遵循香港環境保護署和機電工程署制定的指引，並參考ISO14064-1和全球標準，如溫室氣體核算體系企業核算與報告標準。</p> <p>在適用的情況下，本集團在本報告中納入前瞻性的聲明，量化資料附有敘述及所採用的標準、方法、假設及／或計算工具。</p>

# ABOUT THIS REPORT

## 關於本報告



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

### CONFIRMATION AND APPROVAL

The Group has established procedures for internal control and formal review to make sure all information in the Report is accurate and reliable. The Report has been reviewed and approved by the Board on 28 March 2024.

### FEEDBACK

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

### 確認及批准

本集團已成立內部監控及正式審查程序，竭力確保本報告所有呈現的資料均準確可靠。本報告已於2024年3月28日獲董事會審閱及批准。

### 意見反饋

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



# ESG GOVERNANCE

## 環境、社會及管治的管理



### BOARD'S OVERSIGHT OF ESG ISSUES

#### Our Missions & Visions

At Shirble, the Board aims to generate long-term value for stakeholders by incorporating the concept of sustainable development into our daily operations. We appreciate the Group's adaptability in a changing environment and employ comprehensive risk management and policy formulation to ensure our readiness. Moreover, we highly regard stakeholder opinions, using them as a foundation for adjusting our long-term development strategy.

#### The ESG Governance Structure

Our ESG governance structure is robust. The Board is tasked with making the best decisions on various sustainability-related issues. Concurrently, the Board, along with relevant departments (including investor relations and company secretary, audit monitoring center and internal audit, president's office, etc.), oversee and assess the impact of ESG risks on the group. They also formulate relevant policies and measures to enhance the Group's adaptability. It is the Board's responsibility to allocate the management with the necessary tools and resources to implement decisions and action plans, while management is responsible for their implementation and promotion.

To demonstrate our commitment to transparency and accountability, the Group has a clear authority scope, which outlines the powers given by the board to specific departments.

### 董事會對環境、社會及管治議題的監督

#### 我們的使命與願景

在歲寶集團，董事會的目標是通過將可持續發展的理念融入日常運營，為持份者創造長期價值。我們重視應對變化環境的能力，並採用全面的風險管理和政策制定措施，以確保本集團能應變不同的情況。此外，我們高度重視持份者的意見，並將其作為納入本集團的長期發展戰略的基礎。

#### 環境、社會及管治的管治結構

本集團的環境、社會及管治的管治結構非常健全。董事會負責在各種可持續發展相關問題上做出最佳決策。與此同時，董事會與相關部門（包括投資者關係及公司秘書部門、審計監控中心和內部審計、總裁辦公室等）監督並評估環境、社會及管治風險對本集團的影響。他們制定相關政策和措施，以增強本集團的適應能力。董事會負責為管理層分配必要的工具和資源來實施決策和行動計劃，而管理層則負責實施和推廣這些措施。

為展示本集團對透明度和責任的承諾，本集團設有明確的權限範圍，該範圍說明了董事會授予特定部門的權力。





# ESG GOVERNANCE

## 環境、社會及管治的管理

### Our Management Approach

To ensure effective management, we collect feedback from stakeholders through diverse channels, comprehensively grasp their concerns and guide the Board to make informed decisions. Besides, we also conduct comprehensive analyses, evaluate the potential effects on our business under various circumstances, and devise pre-emptive response strategies.

### Risk Management

The Group has built a comprehensive risk management structure for informed decision-making, effective execution, and robust monitoring. This approach empowers us to identify, assess, lessen, report, and supervise significant risks throughout the group.

- Strategies and projects have been prudently established, with our Board taking the helm for risk management oversight.
- Our investor relations and company secretarial departments support the Board by examining the structure and effectiveness of our risk management, and clarifying the extent of ESG-related risks we face.
- Our audit supervision center, supported by our Legal Team, Internal Monitoring Team, Internal Audit Department, and Operational Audit Team, works independently from our operational and financial branches. They are in charge of establishing a monitoring system for uninterrupted operation, overseeing and inspecting the effectiveness of internal controls. They also routinely identify and assess risks, and create response strategies based on their evaluations.

The Group has established a risk database encompassing five major risk categories. These specific risks are organized into high, medium, and low levels, reflecting the Group's current level of internal control and operations, which aids in continuous monitoring.

### 我們的管理方法

為確保有效的管理，本集團透過多種渠道收集持份者的反饋，全面瞭解他們的關切並引導董事會做出明智的決策。此外，本集團會進行全面的分析，評估在各種情況下對本集團業務的潛在影響，並制定預防性應對策略。

### 風險管理

本集團建立了一個全面的風險管理結構，以進行明智的決策、有效的執行和強大的監控。此方法使本集團能夠在整個集團範圍內識別、評估、減輕、報告和監督重大風險。

- 謹慎建立了策略和項目，董事會負責風險管理監督。
- 本集團的投資者關係部及公司秘書負責檢查風險管理結構和有效性，以及釐清本集團所面臨的環境、社會及管治相關風險的程度來支持董事會。
- 我們的審計監督中心獨立於我們的運營和財務部門，並得到我們的法務團隊、內部監控團隊、內部審計部門和運營稽核團隊的支持。他們負責建立一個不間斷運作的監控系統，監督和檢查內部控制的有效性。他們還定期識別和評估風險，並根據評估結果制定應對策略。

本集團建立了包含五個主要風險類別的風險數據庫。這些具體風險被分為高、中、低三個級別，以反映了本集團目前的內部控制和運營水平，有助於持續監控。

# ESG GOVERNANCE

## 環境、社會及管治的管理



Type of risk 風險類別	Description 描述	Future Action Plan 未來行動計劃
Strategic 戰略	Wrong strategic decisions, commercial decisions or inappropriate implementation could cause long-term impacts on the Group's development. 錯誤的戰略決策、商業決定或不正確的執行，會產生對本集團發展的長期影響。	In the upcoming year, the Group will continue to monitor the current risk management system by integrating potential environmental and social risks that could impact the Group into the process of identification and evaluation, thereby enabling the development of appropriate response strategies.  在來年中，本集團將繼續監控當前的風險管理系統，將可能對本集團產生影響的潛在環境和社會風險納入到識別和評估的過程中，從而制定適當的應對策略。
Market 市場	Market competition and changes in consumers' decisions could pose risks to the marketing environment of corporations. 因市場競爭及消費者決策轉變，對企業營銷環境造成的風險。	
Operation 營運	Inadequate or ineffective internal operation and management measures and incompatibility with partners could incur risks to the operation of corporations. 沒有充分或失效的內部運營和管理措施，與合作夥伴的不協調，均可能對企業營運造成的風險。	
Financial 財務	Risks related to financing and operation, including budget management, financial audit, capital and cash flow management, investment, financing and taxation. 與財務運營相關的風險，包括預算管理、財務核算、資金及現金流管理、投資、融資、稅務等風險。	
Legal 法律	Risks that may expose the Group to compliance issues or litigation regarding to operational business. 風險可能導致本集團面臨合規問題或營運業務訴訟的風險。	



# ESG GOVERNANCE

## 環境、社會及管治的管理

### Stakeholder Engagement

The Group is convinced that stakeholder involvement in shaping our business direction is vital for our sustained growth and a necessary condition for setting our strategic objectives. Thus, our commitment lies in fostering a platform for trust and dialogue with stakeholders. The Group upholds a policy of open communication and invites stakeholders to share their insights or voice their thoughts through multiple channels.

The following are the communication methods and channels between the Group and its stakeholders:

### 持份者參與

本集團深信持份者參與塑造我們的業務方向對於企業的持續增長至關重要，也是確定我們戰略目標的必要條件。因此，我們致力於建立與持份者建立信任和對話的平台。本集團堅持開放溝通的政策，並邀請持份者通過各種管道分享他們的見解或表達他們的看法。

以下是本集團與持份者之間的溝通方法和管道：

Stakeholders 持份者	Communication Channels 溝通管道
Staff 員工	<ol style="list-style-type: none"> <li>Internal mails</li> <li>Business meetings</li> <li>Online platforms including the "Feedback Wall" <ul style="list-style-type: none"> <li>allows staff to submit their queries and suggestions to the Company</li> <li>the relevant departments of the headquarter will make corresponding response and follow up actions</li> </ul> </li> </ol>
Supplier 供應商	<ol style="list-style-type: none"> <li>Organizing trainings to keep suppliers abreast of the latest development in national laws and regulations</li> <li>The Group's website and WeChat official account to promote further and raise the environmental and social awareness of the suppliers</li> </ol>
Tenant 商戶	<ol style="list-style-type: none"> <li>Communicate with tenants monthly to deliver the Company's promotion event concepts and other information (including information on safety and environmental protection) regularly</li> <li>For tenants that have been complained by customers many times or are in poor operating conditions, the Company will take the initiative to communicate by face to face or by phone in several times for listening the appeals of the person in charge, and providing adjustment or supportive plans to resolve conflicts and promote cooperation</li> </ol>
	<ol style="list-style-type: none"> <li>設每月與商戶的溝通，定期轉達本公司活動宣傳理念及其他訊息(包括有關安全及環境保的資訊)</li> <li>如多次被顧客投訴或經營狀況較差的商戶，本公司會主動提出多次與商戶以面談或電話溝通，聽取其負責人的訴求及提供調改或扶持方案，以化解矛盾及促進合作</li> </ol>

# ESG GOVERNANCE

## 環境、社會及管治的管理



Stakeholders 持份者	Communication Channels 溝通管道
Customer 客戶	<ol style="list-style-type: none"> <li>1. Feedback collection channels and handling mechanisms established to ensure their opinions and complaints from customers can be properly handled</li> <li>2. Satisfactory oral interviews to collect the customers' opinions</li> </ol> <ol style="list-style-type: none"> <li>1. 設有意見收集管道和處理機制，確保客戶的意見和投訴得以妥善處理</li> <li>2. 以口頭方式進行滿意度採訪收集客戶意見</li> </ol>
Investor 投資者	<ol style="list-style-type: none"> <li>1. Shareholders general meetings</li> <li>2. Announcements, financial reports and circulars published on the Hong Kong Stock Exchange</li> <li>3. Investors Meetings</li> </ol> <ol style="list-style-type: none"> <li>1. 股東會議</li> <li>2. 於香港交易所發佈公告、財務報告及通函</li> <li>3. 投資者會議</li> </ol>
Community 社區	<p>Participating in community activities to understand and respond the local needs</p> <p>參與社區活動，以瞭解及回應當區需要</p>

By maintaining open communication with key stakeholders, the Group gains insights into their concerns. This gathered feedback enables the Group to make wiser decisions and more effectively evaluate and manage the ensuing impact.

通過與主要持份者保持開放的溝通，使本集團能夠更深入地瞭解他們的關切。所收集到的反饋使本集團能夠做出更明智的決策，更有效地評估和管理隨之而來的影響。

The Group has embraced the principle of materiality in its ESG reporting by identifying the key ESG matters that are significant to the Group's operations. According to the recommendations of the guide, all crucial ESG issues and key performance indicators (KPIs) are included in the Report.

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



# ESG GOVERNANCE

## 環境、社會及管治的管理

### Materiality Assessment

In order to pinpoint and address the most crucial ESG issues in this Report, the Group continued its practice of engaging an external sustainability consultant to help with the yearly materiality evaluation. The consultant examined issues related to the industry and referenced relevant ESG reporting standards to identify those pertinent to the Group. The Board members evaluated the significance of each issue to the Board and the potential impact of the Group on the environment and society. The most substantial issues for 2023 have been listed, with labour standards, anti-corruption, and community investment being the top three.

### 重要性評估

為了確定最關鍵的環境、社會及管治議題，本集團繼續委託外部可持續發展顧問協助進行年度實質性評估。顧問與產業相關的議題進行了審查，並參考相關環境、社會及管治報告標準，以確立與本集團相關的議題。董事會成員評估了每個議題對董事會的重要性以及本集團對環境和社會的潛在影響。以下為2023年首三位重要的議題，分別是勞工準則、反貪污和社區投資。

#### Labour Standards 勞工準則



#### Anti-corruption 反貪污



#### Community Investment 社區投資



The Group will persist in its open-door policy. In order to gain a more holistic understanding of the impact of ESG issues on the Group and its stakeholders, the Group plans to engage in more frequent meetings and actively foster dialogue with both internal and external stakeholders about significant ESG matters.

本集團將持續其開放政策。為了更全面地瞭解環境、社會及管治議題對本集團及其持份者的影響，本集團計劃增加相關會議的頻率，積極促進與內部和外部持份者就重要的環境、社會及管治問題展開對話。

# ADHERENCE TO BUSINESS STANDARD

## 堅持商業標準



Maintaining business standards is pivotal to the Company's growth and success. The group does not only adhere to laws and regulations, but also commit to ethical operations and providing value to its customers.

維持業務標準對於本公司的成長和成功至關重要。本集團不僅遵守法律法規，且致力於道德經營和為客戶創造價值。

### INTEGRITY IN GOVERNANCE

With a firm belief in honesty, transparency, and accountability, the Group has shaped policies that put integrity first. The Group has also set up strong systems for corporate governance and risk management. The Group entered into the following:

### 廉潔管治

本集團憑藉對正直、透明和責任的堅定信念，制定了以廉潔為首的政策。本集團亦建立了強大的公司治理和風險管理體系。本集團達成了以下協議：

Application 應用	Policies 政策	Content 內容
Employees 員工	"Staff Manual" 《員工手冊》	<ul style="list-style-type: none"> <li>To specify the definition of gifts and the way should be handled and reported, and employees are prohibited from accepting or soliciting bribes</li> <li>明確闡述禮物饋贈的定義、處理及呈報方式，員工不得收受或索取賄賂</li> </ul>
	"Integrity Ordinance of Shirble" 《歲寶廉政條例》	<ul style="list-style-type: none"> <li>To acknowledge all employees the rules and regulations about anti-corruption</li> <li>To request the employees to sign the "Integrity Pledge" to ensure that they understand the Ordinance</li> <li>確認所有員工知悉反貪污的規章制度</li> <li>要求所有員工需瞭解該條例及並簽署《廉政承諾書》。</li> </ul>
	"Anti-Fraud Management Measures" 《反舞弊管理制度》	<ul style="list-style-type: none"> <li>To explain clearly the concepts and forms of corruption, the attribution of responsibility and prevention and control measures</li> <li>明確闡述舞弊的概念及形式、責任歸屬、預防和控制辦法，供員工進一步瞭解本集團所落實的措施</li> </ul>
	"Incentives Policy for Reporting Issues Regarding Employees' Integrity Internally" 《員工誠信問題內部舉報獎勵政策》	<ul style="list-style-type: none"> <li>To facilitate the implementation of anti-fraud measures</li> <li>To put in place the effective whistle-blowing process and incentives measures</li> <li>輔助落實反舞弊工作</li> <li>建立有效的舉報流程和獎勵措施</li> </ul>



# ADHERENCE TO BUSINESS STANDARD

## 堅持商業標準

Application 應用	Policies 政策	Content 內容
Employees & Suppliers 員工及供應商	“Anti-Commercial Bribery Agreement” 《反商業賄賂約定》	<ul style="list-style-type: none"> <li>To govern the conduct of the Group with suppliers to prevent corruption in the procurement process</li> <li>規範了其與供應商的行為操守，預防在採購程式中出現貪污舞弊行為</li> </ul>

### WHISTLEBLOWING SYSTEM

The Group has put together multiple communication pathways, including a hotline, a reporting mailbox, and physical mail, for staff to flag any dishonest or fraudulent activities. When a report comes in, our internal monitoring team promptly begins investigating and verifying the issue. They also offer guidance on how to address the problem, all while maintaining the confidentiality of the whistleblower. As part of our commitment to transparency, we have set up a whistleblowing and complaints channel on Shirble’s official site.

The audit supervision center, which supervises the internal oversight team, is tasked with delivering an annual report on anti-fraud operations to the Group. This Report gives management a chance to review our fraud risk assessment, work plan, and reporting. We distribute anti-corruption training materials to all Directors and employees in our efforts to foster a culture of honesty and integrity. Besides, each new hire will be given an anti-corruption training to ensure they understand what business ethics are.

Furthermore, we have established the internal monitoring team as a permanent division in our anti-fraud operations. Their duties span from organizing and rolling out relevant management policies and measures for various departments to conduct fraud risk assessments and anti-fraud promotional activities. They also handle fraud reports and coordinate investigations which would be supervised by the internal audit department.

### 舉報制度

本集團設立多種溝通途徑，包括熱線、舉報信箱及郵件，以供員工舉報任何不誠實或舞弊行為。作為具透明度承諾的一部分，本集團同時在官方網站上建立了舉報和投訴管道。當收到舉報時，內部監控團隊會儘快展開調查並驗證問題及提供解決問題的指導，亦會保護舉報者的個人私隱。

管理內部監察組的審計監察中心負責向本集團提交一份關於反舞弊工作的年度報告。本報告讓管理層審查欺詐風險評估、工作計劃和報告。本集團向所有董事和每位員工提供反貪污培訓材料，以培養誠實和廉正的文化。此外，每位新員工都將接受反貪污培訓，以確保他們理解商業道德的重要性。

此外，本集團在反舞弊工作中成立了內部監控組作為一個常設機構，負責組織和推出相關的管理政策和措施，以協助各部門進行欺詐舞弊評估和反欺詐宣傳活動，並處理欺詐報告並協調調查工作。而內審計部門則分擔監督這些反貪污工作的進展。



# ADHERENCE TO BUSINESS STANDARD

## 堅持商業標準



### BUSINESS ETHICS

The Group is dedicated to honest and clear public communication. Our marketing department and legal department oversee the compliance of both online and offline ad campaigns. We steer clear of advertising on platforms that pose legal issues or feature sensitive content such as hate speech, pornography, and violence. Our evaluations hinge on principles that reflect our corporate culture, vision, and mission. We regularly update our approval standards to foster growth and protect consumer rights.

### PROTECTING INFORMATION PRIVACY AND INTELLECTUAL PROPERTIES

Data protection and leak prevention are top priorities for the Group across all divisions. This approach effectively manages all aspects of data handling, from access to storage. The “Staff Manual” clearly states that employees must not disclose any proprietary customer or partner information, ensuring the safety of customers’ personal data and privacy. Additionally, the Group works hand in hand with merchants to uphold intellectual property rights and proactively prevents the sale of potentially infringing products.

### LABOUR STANDARDS

The Group is firmly against child and forced labour. As part of our hiring process, our Human Resources department verifies ID documents to prevent employment of minors. All employment agreements are built on principles of equality, consent, and mutual agreement to avoid any forced labour scenarios. We also have a clear “Guidelines on Employees’ Rest System” for employees that outlines work hours. It is important that overtime does not exceed the limit set by Labour Law of the People’s Republic of China and we will arrange compensatory leave for those working extra hours to ensure they have enough time to rest.

### LEGAL AND REGULATORY COMPLIANCE

Staying within the boundaries of regulations is vital to our ongoing operations. Our legal department is dedicated to ensuring we follow laws and regulations that significantly affect the Group’s functioning. It consistently reviews these rules and liaises with appropriate departments to confirm we are complying to the laws and regulations. The legal department also identified key laws and regulations where any breach could lead to substantial repercussions like legal actions or penalties. Any violations could tarnish our reputation and potentially create substantial negative impacts on our business, operational results, or financial stability.

### 商業道德

本集團致力於誠實和清晰的公眾溝通。為避免存在法律問題或包含仇恨言論、色情和暴力等敏感內容的平台進行廣告投放，本集團的市場部門和法務部門將監督在線和離線廣告活動的合規性。本集團的評估基於反映企業文化、願景和使命的原則。本集團定期更新審核準則，以促進增長並保護消費者權益。

### 保障資料私隱及知識產權

本集團的所有部門致力數據保護和防止信息泄露，本集團有效地管理數據處理的所有方面，從訪問到存儲，《員工手冊》都明確規定員工不得洩露任何專有客戶或合作夥伴的信息，確保客戶個人數據和隱私的安全。此外，本集團與商家攜手合作，堅守知識產權，積極防止可能侵權的產品的銷售。

### 勞工準則

本集團堅決反對童工和強迫勞動。人力資源部門會在招聘過程中核實身份證明文件，以防止雇用未成年人。所有的勞動合同都建基於平等、承諾和互相協議的原則上，避免任何強迫勞動情況的發生。本集團為員工制定了明確的《員工休息制度指引》，明確規定工作時間。重要的是，加班時間不得超過中華人民共和國勞動法設定的限制。本集團將為相關的員工安排補休，以確保他們有足夠的休息時間。

### 合法守規

遵循法規是對本集團的持續運營至關重要。本集團的法務部定期審查規則，並聯繫相關部門確認本集團的運作符合法律要求，並致力確保本集團遵守對本集團運作影響重大的法律法規。法務部還確立了一些關鍵的法律法規，任何違反都可能引起重大後果，例如法律訴訟或罰款。任何違規行為都可能損害本集團的聲譽，並可能對本集團的業務、運營結果或財務穩定性產生重大的負面影響。



# ADHERENCE TO BUSINESS STANDARD

## 堅持商業標準

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

# ADHERENCE TO BUSINESS STANDARD

## 堅持商業標準



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



# ADHERENCE TO BUSINESS STANDARD

## 堅持商業標準

Aspect 層面	Laws and regulations that have a significant impact on the Group 對本集團造成重大影響的法律及規例	Management approach and compliance status 管理方法及合規情況
Health and Safety  健康與安全	<ul style="list-style-type: none"> <li>• “Occupational Safety and Health Ordinance” (Cap. 509 Laws of Hong Kong)</li> <li>• “Employees’ Compensation Ordinance” (Cap. 282 Laws of Hong Kong)</li> <li>• “Social Insurance Law of the People’s Republic of China”</li> <li>• “Law of the People’s Republic of China on the Prevention and Treatment of Occupational Diseases”</li> <li>• “Law of the People’s Republic of China on Prevention and Treatment of Infectious Diseases”</li> <li>• “Frontier Health and Quarantine Law of the People’s Republic of China”</li> <li>• “Fire Control Law of the People’s Republic of China”</li> </ul> <ul style="list-style-type: none"> <li>• 《香港法例第509章《職業安全及健康條例》</li> <li>• 《香港法例第282章《僱傭補償條例》</li> <li>• 《中華人民共和國社會保險法》</li> <li>• 《中華人民共和國職業病防治法》</li> <li>• 《中華人民共和國傳染病防治法》</li> <li>• 《中華人民共和國衛生檢疫法》</li> <li>• 《中華人民共和國消防法》</li> </ul>	<p>The Group has established a sound firefighting system under the policy of “focus on prevention and fire hazard elimination measures” and enhanced training for firefighting technicians to improve their capabilities in fire prevention, firefighting and emergency rescue.</p> <p>During the Year, the Group did not violate relevant laws and regulations that have a significant impact on the Group.</p> <p>本集團以「預防為主、防消結合」的方針，建立健全消防工作制度，加強消防技術人員的培訓，提高防火、滅火和應急救援能力。</p> <p>本集團於本年度並沒有違反相關對本集團造成重大影響的法律及規例。</p>

# ADHERENCE TO BUSINESS STANDARD

## 堅持商業標準



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



# ADHERENCE TO BUSINESS STANDARD

## 堅持商業標準

Aspect 層面	Laws and regulations that have a significant impact on the Group 對本集團造成重大影響的法律及規例	Management approach and compliance status 管理方法及合規情況
Product Responsibility  產品責任	<ul style="list-style-type: none"> <li>• “Law of the People’s Republic of China on Product Quality”</li> <li>• “Law of the People’s Republic of China on Product Patent”</li> <li>• “Law of the People’s Republic of China on Data Safety”</li> <li>• Articles 1032 to 1039 of Chapter VI of “Civil Code of the People’s Republic of China” (which stipulate the legal provisions on the right to privacy and the protection of personal information)</li> </ul> <ul style="list-style-type: none"> <li>• 《中華人民共和國產品質量法》</li> <li>• 《中華人民共和國專利法》</li> <li>• 《中華人民共和國資料安全法》</li> <li>• 《中華人民共和國民法典》第六章第1032條至1039條關於隱私權與個人資訊保護的法律規定</li> </ul>	<p>The Group implemented targeted regulation and management of online and offline advertising campaigns.</p> <p>During the Year, the Group did not violate relevant laws and regulations that have a significant impact on the Group.</p> <p>本集團針對線上及線下廣告宣傳活動均有規範管理。</p> <p>本集團於本年度並沒有違反相關對本集團造成重大影響的法律及規例。</p>



# INTERGROWTH WITH PARTNERS

## 與夥伴共榮



The Group firmly recognizes the significance of building partnerships for its sustainability journey. We are committed to nurturing connections with our partners rooted in trust and shared success, all with the shared aim of providing an exceptional shopping experience for our customers.

### MUTUAL BENEFITS WITH TENANTS AND SUPPLIERS

Our group works closely with tenants in the department stores and numerous suppliers who help keep the department stores running smoothly.

### SUPPLIER AND MERCHANT MANAGEMENT

The quality of our suppliers determines the Group's overall operation quality. During the Year, the Group had 113 suppliers (2022: 87 suppliers) which were located in the PRC, and 12 suppliers (2022: 13 suppliers) located in Hong Kong. The Group views each supplier as a vital partner, confirming their compliance with legal standards in their provision of products and services via a supplier management and evaluation system. An annual assessment of the quality and cost of suppliers' services is part of our routine.

Our commitment extends beyond internal operations, aiming to spread awareness about environmental protection to our suppliers and business partners. We are dedicated to fostering a sustainability culture within our organization and among those we work with. To accomplish this, the Group maintains regular contact with our merchants through digital platforms such as company websites and social media like WeChat, encouraging them to share their sustainability journeys.

To ensure alignment with our environmental goals, we regularly assess our suppliers and merchants. Our Internal Investigation Department conducts monthly meetings with partners, either in person or over the phone. This regular interaction enables continuous improvement of various processes, including business administration, finance, and IT. It also allows us to adjust contract terms to better reflect our sustainability objectives.

Furthermore, the Group consider environmentally friendly services during the supplier evaluation process. We believe choosing suppliers committed to the environment can significantly enhance our impact.

本集團深信建立合作夥伴關係對可持續發展之重要性。本集團致力於培養與合作夥伴的連結，並建基於信任和共同成功的基礎上，共同為客戶提供卓越的購物體驗。

### 與租戶、供應商互利共贏

本集團與百貨商場的租戶和眾多供應商密切合作，共同確保百貨商場的順利運營。

### 供應商及商戶管理

供應商的質量能決定本集團整體運營的質量。在本年度，本集團有113間供應商(2022年：87間供應商)位於中國內地，以及12間供應商(2022年：13間供應商)位於香港。本集團視每位供應商為重要的合作夥伴，透過供應商管理和評估系統確認他們在提供產品和服務方面符合法律標準。本集團的一部分日常業務是定期對供應商的服務質量和成本進行評估。

本集團的承諾不僅限於內部運營，對外致力於向供應商和商業合作夥伴傳遞環境保護的意識。而內部及與合作夥伴之間則培養可持續發展的文化。為了實現這一目標，本集團透過公司網站和微信等社交媒體的線上平台與商家保持定期聯繫，鼓勵他們分享自己的可持續發展之旅。

本集團定期評估我們的供應商和商家，以確保與互相的環境目標保持一致。本集團內部調查部門定期透過面對面的會議或電話進行與合作夥伴進行面談的互動不斷改進各種流程，包括業務管理、財務和信息技術，促使調整合同條款，更有效地反映我們的可持續發展目標。

此外，本集團在供應商評估過程中會考慮環保服務，並相信選擇致力於環境保護的供應商可以顯著增強我們的影響力。





# INTERGROWTH WITH PARTNERS

## 與夥伴共榮

Looking ahead, we plan to maintain open communication with our partners and intensify our efforts to promote social consciousness. We believe in a transparent governance structure that holds us accountable to our environmental commitments. Exploring the evaluation of ESG risks within our supply chain and incorporation of eco-friendly aspects into our procurement policies are also part of our future plans. In doing so, we aim to align our business practices with our sustainability commitment.

### CUSTOMER EXPERIENCE IMPROVEMENT

#### Treating Customers Right

The Group places high importance on maintaining customer relationships and improving customer satisfaction. The “Standards for Customer Service” outlines expectations for staff appearance, attitude, and politeness to ensure a high level of service. Customer feedback is highly valued, and the Group has established various online platforms, including WeChat, Weibo, and the official website, to receive customer feedback and complaints. A system to record complaints has been developed to ensure each complaint is addressed promptly, with a response guaranteed within 24 hours. Depending on the nature and severity of the complaint, relevant departments will carry out investigations through personnel interviews, data reviews, and on-site examinations, and promptly record the investigation results. The Group also regularly follows up with customers to understand their satisfaction with the actions taken.

During the Year, the department store business received 81 complaint (2022: 101 complaints) related to products or services, which primarily involved service terms and quality. Such complaints were timely and properly handled in accordance with the internal procedures.

展望未來，本集團計劃與夥伴保持開放溝通，加強促進社會意識。本集團相信透明的治理結構可以對環境承諾負起責任。在未來的計劃中，本集團將探索對供應鏈中的環境、社會和治理風險進行評估，並將環保因素納入我們的採購政策，目標令本集團的業務實踐與可持續發展承諾保持一致。

### 提升客戶體驗

#### 待客有道

本集團非常重視維護客戶關係並提升客戶滿意度。《客戶服務標準》明確了對員工外表、態度和禮貌的期望，以提供高水平的服務。本集團高度重視客戶反饋，並建立了包括微信、微博和官方網站在內的各種在線平台，接收客戶反饋和投訴。本集團制定了一套投訴記錄系統，以確保每一個投訴都能得到及時解決，並在24小時內確保回應。根據投訴的性質和嚴重程度，相關部門將通過人員訪談、數據審查和現場檢查進行調查，並及時記錄調查結果。本集團還定期與客戶跟進，了解他們對所採取措施的滿意度。

在該年度，百貨商場業務收到了81宗與產品或服務相關的投訴(2022年：101宗投訴)，主要涉及服務條款和品質。這些投訴根據內部程序及時且妥善處理。

# INTERGROWTH WITH PARTNERS

## 與夥伴共榮



### SAFE AND HEARTWARMING SHOPPING

Our department stores are equipped with security and fire safety systems to safeguard our staff, tenants, and patrons. More details about our fire safety measures can be found in the “PROMOTE HEALTH AND WELL-BEING” section under “TALENT-ORIENTED”. To prepare our staff to handle emergencies effectively and ensure uninterrupted and safe store operations, we have instituted a crisis reporting mechanism and provided our employees with a “Crisis Incident Quick Reference Manual”. These manual details the procedures for managing various emergencies, such as fires, typhoons, rainstorms, unexpected power outages, outbreaks of violence, threats, missing children, accidents, hostage situations, thefts, and food poisoning.

To swiftly detect and manage emergency situations in our department stores and mitigate any associated risks, the Group has already developed a comprehensive set of internal emergency handling guidelines. These guidelines direct our staff in case of any emergency, such as staff, tenants, or customers fainting for unknown reasons or getting injured within our premises. Based on the situation, we would follow standard procedures to provide initial care or transport the affected individual to a hospital. Meanwhile, we would also report the incident to the internal alarm call center and the mall operations manager. Our store property management personnel ensure the safety of the incident area, maintain business order, and prevent crowd gathering. We continually monitor the recovery of affected individuals to ensure their satisfaction with our handling of the incident.

We are dedicated to deliver outstanding customer service. Our customer service center is equipped with amenities such as first aid medical kits and umbrella rentals, ensuring your comfort and convenience. We also offer menstrual products for women in need during emergencies, as part of our commitment to addressing immediate needs. We also regularly review our tenant range significantly which actively pioneers new retail solutions to deliver a unique shopping journey to our valuable customers.

### 安心與貼心購物

我們的百貨公司配備了安保和消防系統，以保護員工、商戶和顧客。有關消防安全措施的詳細信息，可在「以人才為本」部分的「促進健康福祉」的章節中找到。為了使員工能夠有效應對緊急情況，並確保商店的運營不間斷且安全，本集團建立了一個危機事件彙報機制，並為員工提供了「危機事件速查手冊」。該手冊詳細介紹了處理各種緊急情況的程序，例如火災、颱風、暴雨、意外停電、暴力事件、威脅、失兒童、事故、人質事件、盜竊和食物中毒。

為了迅速檢測和應對本集團百貨公司的緊急情況，並減輕相關風險，本集團已經制定了一套全面的內部緊急處理準則。這些準則指導員工應對任何緊急情況，例如員工、商戶或顧客在場地內因不明原因昏倒或受傷。根據情況，按照標準程序提供初步護理或將受影響的個人送往醫院。同時向內部警報呼叫中心和商場運營經理報告事件。本集團的店鋪物管人員確保事故區域的安全，維護商業秩序，防止人群聚集，及後持續監測受影響個人的恢復情況，以確保他們對事件處理的滿意度。

本集團竭誠為客戶提供卓越的客戶服務。為令確客戶的舒適和便利，客服中心配備急救醫療工具包和雨傘租借服務，此外，客服中心還貼心地為特殊時間有緊急需要的女士提供生理用品，作為滿足即時需求的承諾的一部分。本集團還定期審查商戶範圍，積極開創新的零售方案，為寶貴的客戶提供獨特的購物體驗之旅。



# FOSTERING COMMUNITY CONNECTIONS

## 促進社區連結

### FOSTERING COMMUNITY CONNECTIONS

Drawing on the strengths of our department store chain, the Group is positioned to tap into diverse community resources, reflecting our active involvement in local communities. Our “Corporate Social Responsibility Policies” underline our dedication to community education and environmental safeguarding. We encourage our team members to engage in community volunteering, contributing to community development, embodying our social responsibilities, and fostering societal advancement. As a group, we will persist in addressing local needs and advancing a variety of community investment initiatives to amplify Shirble’s participation and impact in communities.

### 促進社會連結

憑藉著本集團百貨連鎖店的優勢，本集團有能力利用多樣化的社區資源，體現對當地社區的積極參與。我們的「企業社會責任政策」強調對社區教育和環境保護的奉獻，鼓勵團隊成員參與社區志願服務，為社區發展做出貢獻，體現社會責任，促進社會進步。作為一個本集團，我們將堅持滿足當地需求，推進各種社區投資計劃，以加強歲寶在社區中的參與和影響力。

#### Community Care

#### “Holding an umbrella for love”

The Group encouraged employees to participate in blood donation activities with love. On that day, about 80 employees of the Group participated in activities to help the community.

#### “The Second Shirble Neighborhood Festival”

All the stores that in the scope have been co-organised a community activities under the theme of “Enjoy Life-Shop Neighbourhood” for a period of one and a half month. During the activity, about 50 employees of the Group involved in the activities of providing free breakfast, food tastings, neighbourhood interactions, flea markets, and parent-child handicrafts to the local residents.

#### “The First Shirble Cultural Expo”

Our Jingtian store which situated in the Futian District held an exhibition with the theme of “Ingenious Casting-Treasure of Time” . Our Jingtian store invested about 100 employees to support the rural revitalization of Bay Area Culture in order to underscore its importance of intangible cultural heritage and foster its appreciation and awareness among the younger generations.

#### 社區關懷

#### 「為愛撐傘」

本集團鼓勵員工以愛心參與捐血活動。當日約80名本集團員工有響應活動以幫助小區。

#### 「第二屆歲寶鄰裡節」

所有涵蓋範圍內的商店以「悅享生活•嗨購鄰里」共同舉辦了社區活動，活動歷時一個半月，約50名本集團員工於活動期間為當地居民提供免費早餐、美食品鑒、鄰里互動、跳蚤市場、親子手作等活動。

#### 「首屆歲寶文博會」

於福田區的景田店舉辦了一個以「匠心鑄造•歲月之寶」為主題的展覽。景田店投放約100名員工一同支持灣區文化的農村振興。其目的是強調無形文化遺產的重要性，並促進年輕一代對其的欣賞和認識。

# TALENT-ORIENTED

## 以人才為本



Our team members are the key to our success. It is important to ensure they feel being respected. The Group strives to foster a work environment where everyone feels valued and satisfied. Therefore, we have established a robust training and promotion system to enhance the skills essential for our growth. Our performance evaluation system keeps our team engaged and productive. Plus, we offer a compensation that goes beyond industry norms, assuring our team members receive competitive packages. This helps us maintain a vibrant and sustainable workplace.

### CREATING AN IDEAL WORKPLACE

A fair and inclusive employment system enables everyone on the team to use their skills to the fullest and add value to the Group. This paves the way for shared success for both the organization and its employees. Our “Staff Manual” provides straightforward guidance on a range of topics, including hiring, promotion, termination, working hours, remuneration, benefits, equal opportunities, diversity, and non-discrimination. Here are the details.

### AN EQUAL, INCLUSIVE AND DIVERSIFIED WORKING ENVIRONMENT

The Group is committed to building a diverse, inclusive, and fair workplace. As part of this commitment, our “Staff Manual” underscores the importance of equal opportunities, diversity, and anti-discrimination. We believe that no one should experience discrimination based on their race, gender, age, disability, marital status, sexual orientation, or religious beliefs. If you encounter any such issues, please feel free to voice your concerns in the “I have something to say” section on our corporate WeChat. Our HR team will promptly investigate any issues raised to ensure everyone is treated with fairness and respect.

In our efforts to promote equality, we have implemented a fair internal job evaluation policy and performance indicator system. This policy covers areas such as promotions, transfers, training, career development, termination, and layoffs.

We value and recognize the advantages of diversity, and we believe that our employees’ varied backgrounds significantly enhance the Company’s growth potential. By actively recruiting individuals from minority ethnic groups, we demonstrate our commitment to maintaining diverse hiring practices.

團隊成員是本集團成功的關鍵所在。令員工感到備受尊重是非常重要的。本集團致力於營造一個讓所有人都感到受到重視和滿意的工作環境。因此，我們建立了一個完善的培訓和晉升系統，以提升員工成長所需的技能。績效評估系統使團隊保持積極參與和高效工作。此外，本集團提供的優於同業的薪酬，以令團隊成員獲得有競爭力的待遇，有助於維持一個充滿活力和永續的職場。

### 建設理想職場

公平和包容的就業制度使團隊中的每個人都能充分發揮自己的技能，為本集團增加價值，為本集團與員工的共同成功鋪平了道路。我們的「員工手冊」提供了明確的指導，涵蓋了招聘、晉升、解僱、工作時間、薪酬、福利、平等機會、多元化和非歧視等一系列主題。詳情如下：

### 平等尊重、多元的工作環境

本集團致力於建立一個多元、包容和公平的職場。作為這一承諾的一部分，我們的「員工手冊」強調了平等機會、多元化和反歧視的重要性。我們相信，任何人不應該因種族、性別、年齡、殘疾、婚姻狀況、性取向或宗教信仰而遭受歧視。如果您遇到任何此類問題，請隨時在我們公司的企業微信的「我有話要說」部分表達您的擔憂。我們的人力資源團隊將迅速調查提出的任何問題，確保每個人都受到公平和尊重的對待。

為促進平等，我們已經實施了一項公正的內部工作評估政策和績效指標系統。該政策涵蓋了晉升、調職、培訓、職業發展、解僱和裁員等方面。

我們重視並得悉到多樣性的優勢，我們相信員工背景的多樣性顯著增強了本公司的成長潛力。通過積極招聘屬於少數民族群體的人士，亦能彰顯了我們對保持多元化招聘做法的承諾。



# TALENT-ORIENTED

## 以人才為本

### DECENT WORK

#### Recruitment and dismissal

In the hiring process, the Group would stick to principles of openness and fair competition. The main criteria for recruitment and promotion are suitability and competence. We ensure transparency throughout the process. Our policies and employment contracts lay out the rules and provisions for dismissal and termination of employment contracts clearly.

#### Remuneration and benefits

We are always on the lookout for potential talent and provide a range of compensation and benefits to retain a stable workforce. Employee compensation takes into account factors like qualifications, rank, experience, education, and performance. The Group would only adjust compensation based on job responsibilities, educational background, experience, skills, potential, and performance. We also offer various benefits such as festive or retirement gifts to acknowledge employee contributions.

#### Promotion

We offer numerous paths for career progression, encouraging employee growth and skill development through opportunities for internal recruitment, job transfers, and promotions. Our internal promotion policy outlines the requirements for promotion and details about probation periods.

#### Working hours and holidays

Employee welfare and rights are our top priority. The “Staff Manual” and contracts specify working hours and holiday arrangements for each role, including provisions for contingency work. We have set up a “Management System in relation to Maternity and Paternity Leave of Staff”, providing clear guidelines on leave and work arrangements during maternity and paternity leave.

#### Listen attentively to employees

The Group encourages active engagement and open communication with employees through management mechanisms and various channels like internal mail systems and meetings. We have added a “I have something to say” feature on our corporate WeChat account to gather and respond to employee feedback, allowing employees to anonymously express their suggestions and concerns. This channel is actively used by employees to share their opinions on staff activities and benefits, and we respond to all staff members via a “Feedback Wall”.

### 尊嚴就業

#### 招聘和解僱

在招聘過程中，本集團秉承公開和公平競爭的原則。招聘和晉升的主要標準是適合性和能力。我們確保整個過程的透明度，以使政策和僱傭合同清楚地規定了解僱和終止僱傭合同的規則和條款。

#### 薪酬及福利

本集團密切關注潛在的人才，並提供各種薪酬和福利以保持穩定的員工團隊。員工薪酬考慮到資格、職級、經驗、教育和績效等因素。我們只會根據工作職責、教育背景、經驗、技能、潛力和績效等因素來調整薪酬。此外，我們還提供各種福利，如節日禮物或退休禮物，以表彰他們的貢獻。

#### 晉升

本集團提供多項職業發展途徑，通過內部招聘、調職和晉升的機會，鼓勵員工的成長和技能發展。我們的內部晉升政策明確了晉升的要求以及試用期的相關細節。

#### 工作時數及假期

本集團關注員工福利和權益。《員工手冊》和合同明確規定了每個崗位的工作時間和假期安排，包括應急工作的相關規定。我們建立了《公司員工生育假期管理》，為員工生育假期和陪產假期間的休假和工作安排的提供清晰指引。

#### 認真傾聽員工聲音

本集團透過管理機制和各種管道如內部郵件系統和會議，去鼓勵員工積極參與和開放溝通。我們在企業微信帳戶上新增了一個「我有話要說」功能，以收集並回應員工的反饋，讓員工匿名表達他們的建議和關切。此管道被員工積極使用，分享他們對員工活動和福利的意見，並透過「回音壁」回應所有員工的意見。



# TALENT-ORIENTED

## 以人才為本



### Promote a warm team climate

The Group regularly draws up Plans of Staff Activity, sets activity budgets, and conducts staff activities. We encourage employees from different stores to participate, which fosters their dedication and loyalty to us. During festivals like Chinese New Year, Mid-Autumn Festival, and Women's Day, we give gifts to our employees to express our appreciation and care.

### PROMOTE HEALTH AND WELL-BEING

Here at the Group, we highly value our staff's health and safety. We have established a range of procedures and policies for effective management of occupational health and safety. These include safety guidelines encapsulated in our "Staff Manual" and "Safety Manual", as well as regular safety risk assessments and training sessions.

### Occupational Safety

To ensure fire safety, the Group has formed a Fire Safety Committee and designated fire safety teams in our stores. The store manager is tasked with upholding fire safety protocols to ensure the safety of our staff and prevent fire incidents. Considering the high customer traffic, numerous cooperative merchants, and a wide array of commodities, we fully recognize the potential seriousness of fire incidents. As such, we have incorporated safety and fire protection rules in our "Staff Manual", laid out emergency plans, set up emergency teams and equipment, and arranged fire protection education and drills. We hold an annual fire protection and safety training in every store to ensure our staff are well-prepared for any safety incidents.

Our "Safety Manual" provides comprehensive guidelines for safety management during store operation. It touches on various aspects such as fire safety, heavy lifting, personal protection, chemical disposal, use of electrical appliances and machinery, accident management, and response to adverse weather. This equips our team with vital safety precautions for daily operations.

Also, during occasional internal renovations by our department store tenants, we enforce extra safety measures to ensure the safety of customers and other personnel. These measures include setting up fences around the construction area or scheduling construction during non-business hours. Our staff undertake regular construction inspections throughout the day to prevent accidents.

### 促進團隊氛圍

本集團定期制定員工活動方案，設立活動預算並定期組織員工活動，鼓勵各門店員工參與，增強他們對公司的歸屬感和投入感。本集團在農曆新年、中秋節和婦女節等節日為員工送上禮物，以表達我們的關懷。

### 促進健康福祉

本集團非常重視員工的健康和安全。我們制定了一系列的程序和政策，以有效管理職業健康和 safety。於「員工手冊」和「安全手冊」載列的安全指引，我們將定期進行安全風險評估和培訓課程。

### 職業安全

為確保消防安全，本集團設有消防安全委員會及於門店中指派了安全消防隊。由門店經理負責遵守火災安全規程，以確保員工的安全，預防火災事件的發生。考慮到門店顧客流量之大、合作商戶眾多、商品種類繁多，我們瞭解火災事件的潛在嚴重性。因此，我們在「員工手冊」中納入安全和消防保護規定，制定應急計劃，設立應急隊伍和消防設備，安排了消防保護教育和演習，並在每個門店每年舉行一次消防保護和安全培訓，務求讓每位員工瞭解發生事故時的處理方式而做充分的準備。

本集團的「安全手冊」規定了全面的指引，適用於商店運營期間的安全管理。其涵蓋範圍包括消防安全、搬運重物、個人防護、化學物處理、電器和機械的使用、意外處理以及應對惡劣天氣等，讓團隊在日常運營中具備重要的安全預防措施。

此外，在百貨店租戶不時進行內部裝修期間，我們會實施額外的安全措施，以確保顧客和各方人員的安全。相關措施包括在施工區域周圍設置圍欄或在非營業時間進行施工。本集團員工每天定期對施工情況作檢查，避免事故發生。



# TALENT-ORIENTED

## 以人才為本

### Physical and mental health

At the Group, we are committed to promoting the physical and mental health of our employees. We host a range of recreational and sports activities and continually enhance our work environment. We have also integrated air purifiers in our Hong Kong office to improve air quality. We also offer healthy snacks and meals for our staff at the Shenzhen head office and arrange activities such as psychological courses to help our staff unwind and foster a sense of company loyalty.

### NURTURING AND DEVELOPING TALENTS

The Group has a robust talent development system in place. The Human Resources Department is responsible for this system and takes care of employee training and identifying training requirements. We offer custom training programs to accommodate employees at different stages of their careers and cater to their professional needs. These programs range from orientation for newcomers, skills upgrade courses for our existing staff, to role-specific training like leadership management. We believe in two-way communication, so we regularly seek feedback via training satisfaction surveys. This helps us plan our annual training schedules and adjust our programs to better suit our employees' needs.

In addition, we have a performance evaluation policy and review system in place. Our employees undergo annual performance evaluations, which also play a crucial role in deciding promotions.

In order to let the staff growing with the Group, Shirble provides a proprietary online training platform, Shirble Micro Courses, which aids staff in understanding shopping center operations and management while acquiring job-specific knowledge and skills. Shirble Micro Courses offer certain retail information and job skills on marketing, computer software, leadership and personal growth.

### 身心健康

本集團致力於促進員工的身心健康，並舉辦各種娛樂和康體活動，不斷改善工作環境。在香港辦公室中安裝了空氣淨化器，以改善空氣質量；而在深圳總部則為員工提供健康小吃和餐飲，安排心理課程等活動，幫助員工放鬆身心，培養對企業的歸屬感。

### 培養發展人才

本集團擁有一套由人力資源部門負責的人才發展的健全系統，負責員工培訓和確定培訓需求。我們提供定制的培訓計劃，以滿足不同職業階段員工的需求並滿足其專業需求。這些計劃從新員工的入職培訓至現有員工的技能升級培訓，到針對特定角色的領導管理培訓等。我們重視雙向溝通，透過定期培訓滿意度調查收集反饋有助於制定年度培訓計劃並調整培訓方案，以滿足員工的需求。

此外，我們設有工作評核政策及考核制度。員工每年均需接受評核，以作為在晉升決策中起出關鍵作用。

為使員工與本集團共同成長，歲寶提供了一個專有的線上培訓平台「Shirble微課程」幫助員工瞭解百貨店的運營和管理，同時亦可獲得與工作相關的知識和技能。「Shirble微課程」提供有關市場營銷、電腦軟件、領導力和個人成長等方面的零售信息和職業技能。



# COEXIST WITH NATURE

## 與自然共生



Our department stores are committed to promoting eco-friendly practices in all aspects of our operations. We strive to align ourselves with low-carbon and environmental protection principles, working towards integrating sustainability into our operations. By offering our customers a stylish, yet sustainable shopping experience, we play our part in addressing climate change.

The Group recognizes that our operations rely heavily on valuable natural resources, highlighting the importance of green operations for our long-term viability. This means not just reducing pollution and optimizing resource use, but also actively tackling climate change. Our “Environmental Policy” demonstrates our commitment to improving operational efficiency, reducing our environmental footprint, and enhancing overall corporate sustainability. We have put measures in place to cut down on resource consumption and boost efficiency, which not only lessens our environmental impact, but also encourages our employees to be more eco-conscious, contributing to a more sustainable society.

我們的百貨公司致力於在營運的各個方面推廣環保實踐，力爭與低碳和環境保護原則保持一致，將可持續性融入業務中。透過為客戶提供時尚而可持續的購物體驗，發揮我們在應對氣候變化方面的作用。

本集團意識到在業務上很大程度是依靠於寶貴的自然資源，從而帶出綠色運營對長期生存能力的重要性。這不僅意味著減少污染和優化資源利用，並且要積極應對氣候變化。我們的「環境政策」表明了改善運營效率、減少環境足跡和增強企業可持續性的承諾，並採取措施來減少資源消耗和提高效率，因此不僅減少對環境影響，更促進員工的環保意識，為建設更可持續的社會做出貢獻。

Strategy Focus 策略重點	Objective 目標	Future Action Plans 未來行動計劃
Emission of pollution 排放污染	Reduce air pollutant emission and waste generation 減少空氣污染物排放及廢棄物產生	Encourage recycling and encourage employees to avoid traveling by conducting teleconferences or video conferences. Furthermore, the Group targets to reduce the emission of air pollutants by around 5% by 2035. 鼓勵回收再利用，並通過進行遠程會議或視頻會議來鼓勵員工減少出差。此外，本集團目標於2035年將空氣污染物排放減少約百分之五。
Optimize resource using 優化資源使用	Reduce energy use 減少使用能源	Adopt energy-efficient equipment in department stores and offices. 在百貨店及辦公室採用節能設備。



# COEXIST WITH NATURE

## 與自然共生

Strategy Focus 策略重點	Objective 目標	Future Action Plans 未來行動計劃
Cope with climate change  應對氣候變化	Reduce greenhouse gas emission and address climate risks  減少溫室氣體排放，應對氣候風險	Adopt energy-efficient equipment in department stores and offices and assess the associated climate risks time by time to update the Climate Change Policy.  在百貨店及辦公室採用節能設備，並評估相關氣候風險以適時更新《氣候變化政策》。

### MANAGING ENVIRONMENTAL FOOTPRINTS

While the Group's operations do not heavily impact the environment or natural resources, we actively manage our eco-footprint. This involves open dialogue with business partners, such as tenants and suppliers, nudging them towards greener products to lessen their environmental impact.

In addition, we are committed to sharing eco-friendly information via various channels – emails, our official website, and social media platforms like WeChat. This helps increase environmental awareness among our business partners and team members.

During the Year, the Group's headquarter in Shenzhen has been relocated to improve the working environment and enhance efficiency. All reusable items from the old offices have been resold or gifted to conserve resources and minimize the creation of both hazardous and non-hazardous waste during the move.

We strongly advocate for corporate sustainability, providing guidance on reducing emissions, greenhouse gases, and waste. We have implemented action plans to cut down on emissions and waste generated by our operations.

### 管理環境足跡

綜觀本集團的業務在環境和自然資源方面沒有構成重大影響，但我們仍積極地管理生態足跡，當中與包括租戶和供應商的商業夥伴進行開放式對話，引導他們選擇更環保的產品，以減少環境影響。

此外，我們承諾透過各種管道，如電子郵件、官方網站和微信等社交媒體平台分享環保信息，提高商業夥伴和團隊成員對環境的意識。

在本年度，本集團總部在深圳進行了搬遷，以改善工作環境並提高效率。所有舊辦公室的可重複使用物品都被轉售或贈送，以節約資源並在搬遷過程中盡量減少有害和非有害廢物的產生。

本集團堅定地倡導企業可持續發展，提供減少排放、溫室氣體和廢物的指導，並經實施行動計劃，以減少業務運營產生的排放和廢物。

# COEXIST WITH NATURE

## 與自然共生



Aspect 層面	Action Plan 行動計劃
Greenhouse gas management  溫室氣體管理	<p>To reduce greenhouse gas emissions, the Group uses sensor energy-saving sanitary ware and light emitting diodes (LED) energy-saving lightings. All four of the Group's department stores use LED energy-saving lightings. To minimize fugitive emissions of the Group, Jufu Store has switched to the use of environmental-friendly refrigerants. Furthermore, the Group targets to reduce the GHG emission by around 5% by 2035.</p> <p>為減少溫室氣體排放，本集團使用感應節能型潔具、發光二極管(二極管)節能燈具等。本集團旗下四家的百貨店均使用二極管節能燈具。為減低逸散性氣體排放，聚福店已改用環保型製冷劑。此外，本集團的目標定在2035年減少溫室氣體排放量約百份之五。</p>
Waste management  廢物管理	<p>Wastes produced by the Group are primarily non-hazardous wastes, including food waste and other domestic waste produced by offices and department stores, which is cleaned up and handled by waste operators. Meanwhile, hazardous wastes produced in the course of renovation are collected, transported and handled by qualified contractors. Furthermore, the Group targets to reduce the generation of non-hazardous waste by around 5% by 2035.</p> <p>The Group encourages its staff to use fewer disposable items. Hazardous wastes and non-hazardous wastes generated from operation are separately stored and disposed of. Battery recycling bins have also been set up at the Group's headquarters to collect used batteries for disposal by qualified processors. Domestic wastes are collected and handled by professional cleaning companies.</p> <p>本集團產生的廢物主要為無害廢棄物，包括辦公室和百貨店生產的廚餘及其他生活垃圾，均交廢棄物處理商清運和處理。此外，在裝修期間產生有害廢棄物均交由合資格承辦商收集和運走處理。另外，本集團目標於2035年減少產生有害廢棄物約百份之五。</p> <p>本集團鼓勵員工減少使用即棄物品，並將營運所產生有害及無害廢棄物分類存放及處理。本集團總部亦設有電池回收箱，收集廢舊電池並交由合資格的處理商處置。而日常生活垃圾則由專業清潔公司收集處理。</p>



# COEXIST WITH NATURE

## 與自然共生

### ADDRESSING CLIMATE CHANGE

#### Governance

We approach climate-related risks based on their specific impacts on our operations. Immediate issues like extreme weather events or facility damage are seen as operational risks. On the other hand, long-term challenges such as emerging ESG issues and climate-related risks and opportunities are tackled by the Board and relevant departments. This ensures effective management of ESG issues, including climate change, within our business.

The Board and the associated departments regularly discuss climate-related issues and risks during board meetings. This makes sure they are part of our strategic planning. To further facilitate, we sometimes seek advice from external experts to keep the Board informed about recent trends in climate-related issues. This enriches our decision-making process.

The Board supervises the review and approval of relevant ESG targets for our Group. Plus, all ESG-related departments work together to develop consistent and improved strategies to handle ESG risk issues. They conduct an ESG benchmarking, perform gap analyses to identify discrepancies in both disclosure and policy compared to best practice standards, and promptly report any significant issues to the Board.

### 應對氣候變化

#### 管治

本集團根據氣候相關風險對業務運營的具體影響來應對風險，如極端天氣事件或設施損壞等問題可被視為運營風險。另一方面，新出現的環境、社會及企業管治問題環境、社會及企業管治問題和與氣候相關的風險和機遇這樣的長期挑戰則由董事會和相關部門共同應對，從而使業務內部對環境、社會及企業管治問題(包括氣候變化)作出有效管理。

董事會和相關部門定期在董事會會議上討論與氣候相關的問題和風險，並確保將其納入我們戰略計劃的一部分。為促進相關過程，我們會不時尋求外部專家的建議，讓董事會瞭解氣候相關問題的最新趨勢，豐富決策過程。

董事會監督審閱及批核本集團的環境、社會及企業管治相關目標。此外，所有與環境、社會及企業管治有關的部門共同努力，制定一致且改進的策略來應對環境、社會及企業管治風險問題，以進相關基準評估，差距分析，以確定與最佳實踐標準相比在披露和政策方面的差異，並及時向董事會報告任何重大問題。

# COEXIST WITH NATURE

## 與自然共生



### Risk Management

The impact of climate change on increasing the occurrence and intensity of certain diseases, as well as the health and mortality impacts resulting from natural disasters, is factored into our overall risk profile. We gauge the overall risk level by considering a range of risk factors across our service categories. This diverse risk, aligned with our business strategy and wide geographical presence, allows us to distribute risk and safeguard against the impacts of short-term climate change effects. Our services continue to shield the people in our communities from weather and heat-related diseases.

The Group routinely scrutinizes anticipated and potential climate change risks to ascertain the suitability of the Group's existing climate change risk management strategies.

### Significant Climate-related Issues

In response to the global challenges of climate change, governments and corporations have pledged to tackle climate change. In line with China's "3060" dual carbon goals, we are actively exploring ways to enhance resilience against climate risks and reduce carbon emissions. Climate risks fall into two main categories: physical risks and transition risks. Physical risks mainly arise from extreme weather and changes in weather patterns. Transition risks originate from policy changes and market and technological developments in the shift towards a low carbon economy.

Physical risks can affect not just the operation of stores and in-store tenants but also customer safety. Moreover, physical risks can impact suppliers, shipping, and individual segments of other retail value chains, thereby affecting customers' shopping desires and disrupting a seamless shopping experience.

### 風險管理

某些疾病發生和強度增加的影響，以及自然災害造成的健康和死亡影響被納入本集團對的氣候變化整體風險概況。我們通過考慮服務類別的一系列風險因素來評估整體風險水平。多樣化的風險，與我們的業務策略和廣泛的地理存在相一致，使我們能夠分散風險，防範短期氣候變化效應的影響。我們的服務繼續保護社區中的人們免受天氣和熱相關疾病的影響。

本集團定期仔細審查預期和潛在的氣候變化風險，以確定本集團現有的氣候變化風險管理策略的適用性。

### 重大氣候相關問題

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

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



# COEXIST WITH NATURE

## 與自然共生

During the Reporting Period, significant climate-related physical and transitional risks that have affected, or might affect our Group, and the actions taken to manage these risks, were as follows:

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

Detailed description of risks 風險的詳細描述	Financial Impact 財務影響	Steps taken to manage the risks 風險管理的步驟
<p>Physical Risk 實體風險</p> <p>Acute physical risks</p> <ul style="list-style-type: none"> <li>Severe climate changes such as typhoons and floods will cause extreme weather or natural disasters, which may affect the normal operation of the Group's stores and warehouses, thereby affecting the Group's business.</li> </ul> <p>急切實際風險</p> <ul style="list-style-type: none"> <li>受颱風、洪水等劇烈氣候變化會引發極端天氣或自然災害，可能影響本集團門店及倉庫的正常運營，進而影響本集團業務。</li> </ul>	<ul style="list-style-type: none"> <li>Operating cost and repairing expense increase</li> <li>增加營運成本及維修開支</li> </ul>	<ul style="list-style-type: none"> <li>Therefore, the Group has formulated responsive measures such as providing various services at the front desk of the Customer Service Centre, including a medical kit for first aid, increasing the frequency of store patrol by property management staff to be promptly aware of the situation and needs of our retail tenants.</li> <li>Sewers must be cleared in a timely manner when there is flooding in the properties. Also, the Group has made preparation for extreme weather conditions such as typhoon and rainstorm, including examining and repairing walls, roofs, pipelines and doors and windows of leased areas in advance.</li> <li>Our property management personnel have also paid particular attention to whether the doors and windows and glasses were securely mounted to prevent them from falling due to strong winds and examined the utility facilities in time. The Group has maintained good communication with tenants and reminds them to prevent rainwater leaking into the properties so as to protect their personal and property safety.</li> <li>因此，本集團制定了應對措施，如在客戶服務中心前台提供各種服務，包括急救藥箱，增加物業管理人員巡店頻率，及時了解情況租戶的需求。</li> <li>當物業發生水浸時，必須及時疏通下水道。此外，本集團已做好應對颱風、暴雨等極端天氣的準備，包括對租賃區域的牆壁、屋頂、管線、門窗等進行提前檢查和維修。</li> <li>物業管理人員還特別注意門窗和玻璃是否安裝牢固，以防止它們因強風而掉落，並及時檢查公用設施。本集團與租戶保持良好溝通，並提醒租戶防止雨水滲入物業，以保障租戶的人身及財產安全。</li> </ul>

# COEXIST WITH NATURE

## 與自然共生



Detailed description of risks 風險的詳細描述	Financial Impact 財務影響	Steps taken to manage the risks 風險管理的步驟
<p>Chronic physical risks</p> <ul style="list-style-type: none"> <li>Changes in precipitation patterns and extreme variability in weather patterns. Frequent extreme weather events and rising in sea levels are likely to pose disruptions to communities over the long term, affecting economic output and business productivity.</li> <li>Governments that have been pushing for new regulation to reduce GHG emission will pose a threat to financial performance of a business and increase regulatory risk.</li> </ul> <p>慢性實際風險</p> <ul style="list-style-type: none"> <li>降水模式的變化和天氣模式的極端變化。從長遠來看，頻繁的極端天氣事件和海平面上升可能對社區造成破壞，影響經濟產出和企業生產力。</li> <li>一直在推動新法規以減少溫室氣體排放的政府將對企業的財務業績構成威脅並增加監管風險。</li> </ul>	<ul style="list-style-type: none"> <li>Revenue reduces</li> <li>Operating cost increases</li> </ul> <ul style="list-style-type: none"> <li>減少收入</li> <li>增加營運成本</li> </ul>	<ul style="list-style-type: none"> <li>Planned to reduce energy consumption by introducing control measures, such as turning off non-essential equipment during non-business hours and using energy-saving equipment.</li> </ul> <ul style="list-style-type: none"> <li>計劃引入控制措施來減少能源消耗，例如在非營業時間關閉非必要設備和使用節能設備。</li> </ul>





# COEXIST WITH NATURE

## 與自然共生

Detailed description of risks 風險的詳細描述	Financial Impact 財務影響	Steps taken to manage the risks 風險管理的步驟
<p><b>Transitional Risk</b> 過渡風險</p>		
<p><b>Policy risk</b></p> <ul style="list-style-type: none"> <li>As a result of energy efficiency requirements, the carbon-pricing mechanisms by the PRC Government, which increase the price of fossil fuels.</li> </ul> <p><b>政策風險</b></p> <ul style="list-style-type: none"> <li>由於能效要求，中國政府的碳定價機制提高了化石燃料的價格。</li> </ul>	<ul style="list-style-type: none"> <li>Operating cost increases</li> <li>增加營運成本</li> </ul>	<ul style="list-style-type: none"> <li>Monitor the updates of the relevant environmental laws and regulations against existing products and services, to avoid the unnecessary increase in cost and expenditure due to non-compliance.</li> <li>關注現有產品和服務符合相關環境法律法規的更新情況，避免因不合規而增加不必要的成本和開支。</li> </ul>
<p><b>Legal risk</b></p> <ul style="list-style-type: none"> <li>Exposure to litigation risk. We have to adapt the tightened law and regulations imposed by the government due to climate change, as well as bear the risk of potential litigation once we fail to obligate the new regulations.</li> </ul> <p><b>法律風險</b></p> <ul style="list-style-type: none"> <li>當面臨訴訟風險。我們必須適應政府因氣候變化而實施的更嚴格的法律法規，並承擔一旦未能遵守新法規的潛在訴訟風險。</li> </ul>	<ul style="list-style-type: none"> <li>Operating cost increases</li> <li>增加營運成本</li> </ul>	<ul style="list-style-type: none"> <li>Monitored the updates of environmental laws and regulations and planned to engage professional to carry out ISO9001 audit in advance.</li> <li>Continued monitoring of the ESG reporting standards of the Hong Kong Listing Rules.</li> <li>密切關注環境法律法規的更新。</li> <li>持續留意香港上市規則的環境、社會及管治報告標準。</li> </ul>

# COEXIST WITH NATURE

## 與自然共生



Detailed description of risks 風險的詳細描述	Financial Impact 財務影響	Steps taken to manage the risks 風險管理的步驟
<p>Market risk</p> <ul style="list-style-type: none"> <li>• More customers are concerned about climate-related risks and opportunities, which may lead to changes in customer preference.</li> <li>• The introduction of relevant policies such as carbon neutrality has given rise to the market demand for climate-friendly products or services and thus the businesses of the Company and its suppliers will face market risks.</li> </ul> <p>市場風險</p> <ul style="list-style-type: none"> <li>• 隨著更多的客戶關注與氣候相關的風險和機遇，這可能導致客戶偏好發生變化。</li> <li>• 碳中和等相關政策的出台，市場對氣候友好型產品或服務的需求增加，本公司及供應商業務將面臨市場風險。</li> </ul>	<ul style="list-style-type: none"> <li>• Revenue decreases</li> <li>• Operating cost increases</li> <li>• Production cost increases</li> </ul> <ul style="list-style-type: none"> <li>• 減少收入</li> <li>• 增加營運成本</li> <li>• 增加生產成本</li> </ul>	<ul style="list-style-type: none"> <li>• Fulfilled the climate-related regulations by the government</li> </ul> <ul style="list-style-type: none"> <li>• 履行政府氣候相關規定。</li> </ul>
<p>Reputational risk</p> <ul style="list-style-type: none"> <li>• Negative press coverage related to support of our Group's business projects or activities with negative impacts on the climate (e.g., GHG emissions and energy conservation), which may affect our reputation and image.</li> </ul> <p>商譽風險</p> <ul style="list-style-type: none"> <li>• 與支持本集團對氣候有負面影響(例如溫室氣體排放和節能)的業務項目或活動有關的負面新聞報導，這可能會影響我們的聲譽和形象。</li> </ul>	<ul style="list-style-type: none"> <li>• Revenue decreases</li> <li>• Operating costs increases</li> </ul> <ul style="list-style-type: none"> <li>• 減少收入</li> <li>• 增加營運成本</li> </ul>	<ul style="list-style-type: none"> <li>• Fulfilled the social responsibility by organizing more public relation activities to show how our Group places importance on climate change.</li> </ul> <ul style="list-style-type: none"> <li>• 履行社會責任，組織更多公關活動，展示本集團對氣候變化的重視。</li> </ul>



# COEXIST WITH NATURE

## 與自然共生

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

報告期內，與氣候相關的主要機會和相應的財務影響如下：

Detailed description of opportunities 機遇的詳細描述	Financial Impact 財務影響
<p>Resource efficiency</p> <ul style="list-style-type: none"> <li>Use of electronic tools for meetings instead of physical transport</li> <li>Use of recycling</li> </ul> <p>資源效率</p> <ul style="list-style-type: none"> <li>使用電子工具開會，而不使用實際交通工具</li> <li>回收利用</li> </ul>	<ul style="list-style-type: none"> <li>Operating cost reduces through efficiency gains and cost reductions</li> </ul> <ul style="list-style-type: none"> <li>通過提高效率 and 降低成本來降低運營成本</li> </ul>
<p>Services</p> <ul style="list-style-type: none"> <li>Industry exchanges related to climate changes will help improve the Group's ability to respond to climate risks and seize climate opportunities and enhance the brand image of fulfilling social responsibilities.</li> </ul> <p>服務</p> <ul style="list-style-type: none"> <li>與氣候變化相關的行業交流，將有助於提升本集團應對氣候風險和把握氣候機遇的能力，提升履行社會責任的品牌形象。</li> </ul>	<ul style="list-style-type: none"> <li>Revenue increases through the diversity of business activities</li> </ul> <ul style="list-style-type: none"> <li>通過業務活動的多樣性增加收入</li> </ul>

### Metrics and Targets

The Group will continue to assess its performance in sustainable development management using key performance indicators like energy consumption and greenhouse gas (GHG) emissions. We believe this effectively evaluates the Group's adaptability and resilience in a dynamic environment. Simultaneously, we actively assess the effectiveness of emission reduction measures and set targets to ensure our actions yield positive impacts and contribute to global emission reduction efforts. More information is available in "A1. Emissions" and "A2. Use of Resources" sections of this Report. We have set pragmatic goals to manage climate-related risks, opportunities, and performance.

Moving forward, the Group will keep a close eye on our performance to ensure we are hitting our targets. This will not only meet the expectations of our stakeholders but also make a positive impact on society.

### 指標和目標

本集團將繼續使用能源消耗和溫室氣體排放（「能源消耗和溫室氣體排放」）關鍵績效指標來評估其可持續發展管理的表現。我們相信這有效地評估了本集團在動態環境中的適應能力和韌性。同時，我們積極評估減排措施的有效性，並設定目標，以確保我們的行動產生正面影響並為全球減排努力做出貢獻。更多資訊請參閱本報告的「A1. 排放」和「A2. 資源利用」部分。我們已經制定了務實的目標來管理與氣候相關的風險、機會和績效。

展望未來，本集團將密切關注我們的績效，以確保我們達到目標。這不僅能夠滿足我們持份者的期望，還能對社會產生正面影響。

# COEXIST WITH NATURE

## 與自然共生



### CHERISHING NATURAL RESOURCES

The Group is dedicated to curbing the utilization of resources such as energy, paper, and water in our daily operations by modifying employee work behaviors. We have rolled out various strategies to lessen resource consumption across our department store offices.

### 珍惜自然資源

本集團致力透過改變員工的工作習慣，減少我們日常營運中對能源、紙張及水等的資源消耗。本集團已實施以下行動計劃以減少其百貨公司辦公室的資源消耗。

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



# COEXIST WITH NATURE

## 與自然共生

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

# COEXIST WITH NATURE

## 與自然共生



Aspect 層面	Action Plan 行動計劃	Target 目標
Reducing paper use  減少使用紙張	<ul style="list-style-type: none"> <li>• Selecting double-sided printing as default setting for printers and photocopiers;</li> <li>• Using the unused side of papers for drafting, printing and receiving facsimile messages;</li> <li>• Recycling used envelopes and folders for delivering internal documents and letters;</li> <li>• Adopting electronic communication and electronic filing; and</li> <li>• Implement the practice of paperless office by making full use of electronic communication devices (e.g. the Company has been using the Office Automation (OA) system for approval to reduce the consumption of printing paper for approval).</li> </ul>	<p>The Group targets to reduce hazardous and non-hazardous waste generation by around 5% by 2035.</p> <p>本集團的目標是在2035年將有害及無害廢棄物垃圾產生量減少約百份之五。</p>



# COEXIST WITH NATURE

## 與自然共生

The primary source of our water use is our department store operations, which rely on the municipal water supply. We are confident in our ability to secure the water resources we need, both in terms of volume and quality, for our business activities. Here are the main strategies we employ to save water:

水資源消耗主要來自我們百貨業務的運營，由市政供水供應。我們對確保業務活動所需的水資源（數量和品質）充滿信心。以下是我們為節約用水而採取的主要策略：

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



# PERFORMANCE INDICATORS SUMMARY

## 績效指標總覽



### ENVIRONMENTAL PERFORMANCE

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

### 環境績效

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

	Unit 單位	Hong Kong headquarters 香港總部	Department store business <sup>2</sup> 百貨店業務 <sup>2</sup>	2023	2022
				二零二三年	二零二二年
				Total 整體	Total 整體
<b>Type of emissions and respective emission data</b> 排放物種類及相關排放數據					
Nitrogen oxides 氮氧化物	kg 千克	2.68	–	<b>2.68</b>	1.72
Sulfur oxides 硫氧化物	kg 千克	0.04	–	<b>0.04</b>	0.02
Respirable suspended particulates 可吸入懸浮粒子	kg 千克	0.20	–	<b>0.20</b>	0.13
<b>Total greenhouse gas emissions and intensity</b> 溫室氣體總排放量及密度					
Scope 1 <sup>3</sup> 範圍1 <sup>3</sup>	tonnes of CO <sub>2</sub> -e 二氧化碳當量公噸	7.95	63.57	<b>71.52<sup>5</sup></b>	3.82
Scope 2 <sup>4</sup> 範圍2 <sup>4</sup>	tonnes of CO <sub>2</sub> -e 二氧化碳當量公噸	3.49	16,966.14	<b>16,969.64</b>	19,272.09
Total greenhouse gas emissions 溫室氣體排放總量	tonnes of CO <sub>2</sub> -e 二氧化碳當量公噸	11.45	17,029.71	<b>17,041.16</b>	19,275.91
<b>Total hazardous waste produced and intensity</b> 所產生無害廢棄物總量名密度					
Total hazardous waste recycled 所回收有害廢棄物總量	Tonnes 公噸	–	–	–	0.0265
Total hazardous waste disposed to landfill 所棄置於堆填區有害廢棄物總量	tonnes 公噸	–	–	–	0.0010
Hazardous waste produced intensity (in floor area) 產生有害廢棄物密度(以面積計算)	tonnes/’000 sq.m. 公噸/千平方米	–	–	–	0.00001
Hazardous waste recycled intensity (in floor area) 回收有害廢棄物密度(以面積計算)	tonnes/’000 sq.m. 公噸/千平方米	–	–	–	0.00001

<sup>2</sup> Including Shenzhen headquarters and five department stores: Jingtian Store, Jufu Store, Longgang Store, Yitian Store and Longzhu store. 包括深圳總部及五間百貨店：景田店、聚福店、龍崗店、益田店及龍珠店。

<sup>3</sup> Scope 1: Direct emission from sources that are owned or controlled by the Group. 範圍1：來自集團擁有或控制的來源的直接排放。

<sup>4</sup> Scope 2: Indirect emissions from purchased electricity consumed by the Group and tenants. 範圍2：集團和租戶消耗的外購電力的間接排放。

<sup>5</sup> The scope 1 greenhouse gas emissions in 2023 include fugitive emissions from refrigerants, but the relevant data in 2022 are not covered, which is the reason why the scope 1 emissions in 2023 are larger than those in 2022. 2023年度之範圍一溫室氣體排放量包含了來自製冷劑的逸散性排放，2022年之相關數據則未有覆蓋，故2023年之範圍一排放量較2022年大。



# PERFORMANCE INDICATORS SUMMARY

## 績效指標總覽

				2023 二零二三年	2022 二零二二年
	Unit 單位	Hong Kong headquarters 香港總部	Department store business <sup>6</sup> 百貨店業務 <sup>6</sup>	Total 整體	Total 整體
<b>Total non-hazardous waste produced and Intensity</b>					
所產生無害廢棄物總量及密度					
Total Non-hazardous waste produced	tonnes	0.01	260.25	<b>260.26</b>	1,151.66
所產生無害廢棄物總量	公噸				
Non-hazardous waste intensity (in floor area)	tonnes/sq.m.	0.00001	0.0029	<b>0.0029</b>	0.0156
無害廢棄物密度(以面積計算)	公噸/平方米				
<b>Total direct/indirect energy consumption and intensity by type</b>					
按類型劃分的直接/間接能源總耗量及密度					
Indirect energy consumption	MWh	28.88	–	<b>28.88</b>	12.76
間接能源耗量	兆瓦時				
Direct energy consumption	MWh	8.96	29,749.50	<b>29,758.47</b>	31,589.49
直接能源耗量	兆瓦時				
Total Energy consumption	MWh	37.84	29,749.5	<b>29,787.34</b>	31,602.25
能源總耗量	兆瓦時				
Energy consumption intensity (in floor area)	MWh/sq.m.	0.04	0.33	<b>0.33</b>	0.43
能源耗量密度(以面積計算)	兆瓦時/平方米				
<b>Total water consumption and intensity</b>					
總耗水量及密度					
Total water consumption	cubic m	–	273,868	<b>273,868</b>	230,803
總耗水量	立方米				
Water consumption intensity (in floor area)	cubic m/sq.m.	–	3.05	<b>3.02</b>	1.25
耗水密度(以面積計算)	立方米/平方米				

<sup>6</sup> Including Shenzhen headquarters and five department stores: Jingtian Store, Jufu Store, Longgang Store, Yitian Store and Longzhu store. 包括深圳總部及五間百貨店：景田店、聚福店、龍崗店、益田店及龍珠店。

# PERFORMANCE INDICATORS SUMMARY

## 績效指標總覽



### SOCIAL PERFORMANCE

### 社會績效

	Unit 單位	Hong Kong headquarters 香港總部	Department store business <sup>7</sup> 百貨店業務 <sup>7</sup>	2023	2022
				二零二三年	二零二二年
				Total 整體	Total 整體
<b>Total number of employees<sup>8</sup></b> 員工總數 <sup>8</sup>	<b>Person</b> 人	8	148	<b>156</b>	169
By gender 按性別劃分					
Male 男性	Person 人	5	98	<b>103</b>	96
Female 女性	Person 人	3	50	<b>53</b>	79
By age group 按年齡組別劃分					
Under 30 years old 三十歲以下	Person 人	0	17	<b>17</b>	34
30-50 years old 三十至五十歲	Person 人	5	113	<b>118</b>	125
Over 50 years old 五十歲以上	Person 人	3	18	<b>21</b>	16
By rank group 按職級組別劃分					
Senior management 高級管理層	Person 人	6	10	<b>16</b>	20
Middle management 中級管理層	Person 人	2	49	<b>51</b>	58
General staff 一般員工	Person 人	0	89	<b>89</b>	97
By employment category 按僱傭類型劃分					
Full-time 全職	Person 人	8	148	<b>156</b>	175
Part-time 兼職	Person 人	0	-	-	-
By region 按地區劃分					
Hong Kong 香港	Person 人	6	0	<b>6</b>	4
Mainland China 中國內地	Person 人	2	148	<b>150</b>	171

<sup>7</sup> Including Shenzhen headquarters and five department stores: Jingtian Store, Jufu Store, Longgang Store, Yitian Store and Longzhu store.  
包括深圳總部及五間百貨店：景田店、聚福店、龍崗店、益田店及龍珠店。

<sup>8</sup> Includes the number of full-time and part-time employees as of the end of the Year.  
包括截至本年度末的全職及兼職員工。



# PERFORMANCE INDICATORS SUMMARY

## 績效指標總覽

	Hong Kong headquarters 香港總部	Department store business <sup>9</sup> 百貨店業務 <sup>9</sup>	2023	2022
			二零二三年	二零二二年
			Total 整體	Total 整體
<b>Overall turnover rate of employees lost<sup>10</sup></b>	13%	36%	<b>35%</b>	45%
員工整體流失比 <sup>10</sup>				
By Gender				
按性別劃分				
Male	20%	24%	<b>24%</b>	41%
男性				
Female	–	60%	<b>57%</b>	51%
女性				
By age group				
按年齡組別劃分				
Under 30 years old	–	59%	<b>59%</b>	79%
三十歲以下				
30-50 years old	33%	29%	<b>28%</b>	38%
三十至五十歲				
Over 50 years old	–	61%	<b>57%</b>	25%
五十歲以上				
By rank group				
按職級組別劃分				
Senior management	–	20%	13%	52%
高級管理層				
Middle management	–	35%	33%	43%
中級管理層				
General staff	13%	40%	40%	32%
一般員工				
By employment category				
按僱傭類型劃分				
Full-time	13%	36%	35%	40%
全職				
Part-time	–	–	–	–
兼職				
By region				
按地區劃分				
Hong Kong	17%	–	17%	25%
香港				
Mainland China	–	36%	36%	46%
中國內地				

<sup>9</sup> Including Shenzhen headquarters and five department stores: Jingtian Store, Jufu Store, Longgang Store, Yitian Store and Longzhu store. 包括深圳總部及五間百貨店：景田店、聚福店、龍崗店、益田店及龍珠店。

<sup>10</sup> Turnover rate = Number of employees lost/Number of employees as of the end of the year x 100%  
流失比率=流失員工人數/截至該年度末的員工人數x 100%

# PERFORMANCE INDICATORS SUMMARY

## 績效指標總覽



				2023	2022
		Hong Kong	Department	二零二三年	二零二二年
	Unit	headquarters	store business <sup>11</sup>	Total	Total
	單位	香港總部	百貨店業務 <sup>11</sup>	整體	整體
<b>Occupational health and Safety</b>					
<b>職業健康與安全</b>					
Number and rate of work-related fatalities <sup>12</sup>	Person %	–	–	–	–
因工亡故的人數及比率 <sup>12</sup>	人%				
Number of work-related injury cases	Case	–	1	1	1
工傷個案數目	宗				
Rate of work-related accidents per 1,000 employees <sup>13</sup>	%	–	6.76%	6.41%	5.71%
每千名員工計工傷意外率 <sup>13</sup>	%				
Lost days due to work-related injury	day	–	8	8	7
因工傷損失工作日數	日				

<sup>11</sup> Including Shenzhen headquarters and five department stores: Jingtian Store, Jufu Store, Longgang Store, Yitian Store and Longzhu store.

包括深圳總部及五間百貨店：景田店、聚福店、龍崗店、益田店及龍珠店。

<sup>12</sup> Number and rate of work-related fatalities = Number of work-related fatalities/Number of employees as of the end of the reporting period x 100%, the number and rate of work-related fatalities for 2019 and 2020 are both 0 (0%).

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

<sup>13</sup> Rate of work-related accidents per 1,000 employees = Number of work-related injuries/Number of employees as of the end of the reporting period x 1000

每千名員工計工傷意外率=工傷個案數目/報告期末工工人數x 1000



# PERFORMANCE INDICATORS SUMMARY

## 績效指標總覽

### TRAINING AND DEVELOPMENT

#### Number of employees trained<sup>16</sup>

### 培訓及發展

#### 培訓員工人數<sup>16</sup>

Unit 單位	Hong Kong headquarters 香港總部		Department store business <sup>14</sup> 百貨店業務 <sup>14</sup>		2023 2023年		2022 2022年	
	Amount 數目	%	Amount 數目	%	Total 總	Total % 總%	Total 總	Total % 總%
	Person 人	%	Person 人	%	Person 人	%	Person 人	%
Total number and percentage of employees trained <sup>15</sup> 培訓員工總人數及百分比 <sup>15</sup>	2	25%	130	88%	<b>132</b>	<b>85%</b>	127	75%
By gender 按性別劃分								
Male 男性	1	20%	66	67%	<b>67</b>	<b>65%</b>	72	69%
Female 女性	1	33%	64	128%	<b>65</b>	<b>123%</b>	55	85%
By rank group 按職級組別劃分								
Senior management 高級管理層	2	33%	18	180%	<b>20</b>	<b>125%</b>	10	59%
Middle management 中級管理層	-	-	63	129%	<b>63</b>	<b>124%</b>	37	66%
General staff 一般員工	-	-	49	55%	<b>49</b>	<b>55%</b>	80	83%

<sup>14</sup> Including Shenzhen headquarters and five department stores: Jingtian Store, Jufu Store, Longgang Store, Yitian Store and Longzhu store.  
包括深圳總部及五間百貨店：景田店、聚福店、龍崗店、益田店及龍珠店。

<sup>15</sup> Percentage of employees trained = Number of employees trained of the category/Number of employees of the category as at the end of the year x 100%  
培訓百分比=該類別員工培訓人數/截至該年度末的該類別員工人數x 100%

<sup>16</sup> As the total number of trained employees includes the left employees, the overall percentage of trained employees is larger than 100%.  
由於總培訓人數當中包含已離職人員，故最終培訓人數佔比高於100%。

# PERFORMANCE INDICATORS SUMMARY

## 績效指標總覽



### Training hours<sup>17</sup>

### 培訓時數<sup>17</sup>

Unit 單位	Hong Kong headquarters 香港總部		Department store business 百貨店業務		2023 2023年		2022 2022年	
	Amount 數目	% %	Amount 數目	% %	Total 總	Total % 總%	Total 總	Total % 總%
	Hour 小時	Hour per person 小時(每人)	Hour 小時	Hour per person 小時(每人)	Hour 小時	Hour per person 小時(每人)	Hour 小時	Hour per person 小時(每人)
	Hour 小時	Hour per person 小時(每人)	Hour 小時	Hour per person 小時(每人)	Hour 小時	Hour per person 小時(每人)	Hour 小時	Hour per person 小時(每人)
Total training hours and average training hours per employee <sup>18</sup> 培訓員工總人數及百分比 <sup>18</sup>	40	5.00	130	0.88	<b>170</b>	<b>1.09</b>	2,104.57	12.45
By gender 按性別劃分								
Male 男性	20	4.00	66	0.67	<b>86</b>	<b>0.83</b>	1,306.31	12.56
Female 女性	20	6.67	64	1.28	<b>84</b>	<b>1.38</b>	798.26	12.28
By rank group 按職級組別劃分								
Senior management 高級管理層	40	6.67	18	1.80	<b>58</b>	<b>3.63</b>	138.50	8.15
Middle management 中級管理層	–	–	63	1.29	<b>63</b>	<b>1.24</b>	434.04	7.75
General staff 一般員工	–	–	49	0.55	<b>49</b>	<b>0.55</b>	1,532.03	15.96

<sup>17</sup> Compared to 2022, the training hours in 2023 decreased significantly due to the Group would like to foster workforce in department stores by performing on-the-job trainings and reduce other traditional training methods to be cost effective  
與2022年相比，2023年的培訓時數大幅減少，由於本集團希望透過進行在職培訓來培養百貨公司員工隊伍，並減少其他傳統培訓方式以至成本效益。

<sup>18</sup> Average training hours = Training hours of employees of the category/Number of employees of the category as at the end of the year  
平均培訓時數=該類別員工培訓時數/截至該年度末的該類別員工人數





# PERFORMANCE INDICATORS SUMMARY

## 績效指標總覽

### ANTI-CORRUPTION

### 反貪污

	2023 2023年		2022 2022年
	Total number of person 總人數	Total % 總%	Total % 總%
<b>Number and percentage of employees receiving anti-corruption training<sup>19</sup></b>			
接受反貪污培訓的人數及百分比 <sup>19</sup>			
Members of the Board 董事會成員	5	100%	40%
Employee 員工	64	41%	20%
By rank 按職級組別劃分			
Senior management 高級管理層	9	56%	29%
Middle management 中級管理層	31	61%	20%
General staff 一般員工	24	27%	19%

### Anti-corruption training hours

### 接受反貪污培訓時數

	Hour 小時	2023 2023年		2022 2022年
		Total % 總%	Total % 總%	Total % 總%
Total training hours of the members of the Board 董事會成員總培訓時數	hour 小時	10.0		2.0
Total training hours of employee 員工總培訓時數	hour 小時	64.0		34.0
By rank 按職級組別劃分				
Senior management 高級管理層	hour 小時	9.0		5.0
Middle management 中級管理層	hour 小時	31.0		11.0
General staff 一般員工	hour 小時	24.0		18.0

<sup>19</sup> percentage of employees receiving anti-corruption training = number of employees receiving anti-corruption training/Number of employees of the category as at the end of the year x 100%  
接受反貪污培訓百分比=接受反貪污培訓的人數/截至該年度末的該類別人數x 100%

# “ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) 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 Key Performance Indicators (KPIs) 主要範疇、層面、一般披露及關鍵績效指標		Section 範圍	Pages 頁數
<b>A. Environmental</b>			
<b>A. 環境</b>			
<b>A1: Emissions</b>			
<b>A1: 排放物</b>			
<b>General Disclosure</b>		“Emissions”	15, 28-30
<b>一般披露</b>		「排放物」	
KPI A1.1	The types of emissions and respective emissions data 排放物種類及相關排放數據。	“Emissions – Air Pollutant Emissions” 「排放物 – 空氣污染排放物」	42
KPI A1.2	Greenhouse gas emissions in total and, where appropriate, intensity 溫室氣體排放量及(如適用)密度。	“Emission – Greenhouse Gas Emissions” 「排放物 – 溫室氣體排放物」	42
KPI A1.3	Total hazardous waste produced and, where appropriate, intensity 所產生有害廢棄物總量及(如適用)密度。	Not applicable to our Group’s business. 不適用於本集團業務。	N/A 不適用
KPI A1.4	Total non-hazardous waste produced and, where appropriate, intensity 所產生無害廢棄物總量及(如適用)密度。	The Group considered the amount of non-hazardous waste generated was immaterial during the year. 本集團認為年內產生的無害廢物量並不重大。	43
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	“Emissions – Air Pollutant Emissions” 「排放物 – 空氣污染排放物」	30, 37
		“Emissions – Greenhouse Gas Emissions” 「排放物 – 溫室氣體排放物」	30, 37
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction target(s) set and steps taken to achieve them 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	“Emissions – Hazardous and Non-hazardous Wastes” 「排放物 – 有害及無害廢棄物」	30, 40



# “ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) 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 Key Performance Indicators (KPIs) 主要範疇、層面、一般披露及關鍵績效指標	Section 範圍	Pages 頁數
<b>A2: Use of Resources</b>		
<b>A2 : 資源使用</b>		
<b>General Disclosure</b> 一般披露	“Use of Resources” 「資源使用」	28, 38-41
KPI A2.1 Direct and/or indirect energy consumption by type in total and intensity 按類型劃分的直接及／或間接能源總耗量及密度。	“Use of Resources – Energy” 「資源使用 – 能源」	43
KPI A2.2 Water consumption in total and intensity 總耗水量及密度。	“Use of Resources – Water” 「資源使用 – 水源」	43
KPI A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	“Use of Resources – Energy” 「資源使用 – 能源」	38
KPI A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	“Use of Resources – Water” 「資源使用 – 水源」	39, 41
KPI A2.5 Total packaging material used for finished products and, if applicable, with reference to per unit produced 製成品所用包裝材料的總量及(如適用)每生產單位估量。	Not applicable to our Group’s business. 不適用於本集團業務。	N/A 不適用
<b>A3: The Environment and Natural Resources</b>		
<b>A3 : 環境及天然資源</b>		
<b>General Disclosure</b> 一般披露	“The Environment and Natural Resources” 「環境及天然資源」	38-41
KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	No significant impact of activities on the environment and natural resources was noted. 沒有發現對環境和天然資源的重大影響的活動。	N/A 不適用

# “ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) 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 Key Performance Indicators (KPIs) 主要範疇、層面、一般披露及關鍵績效指標	Section 範圍	Pages 頁數
<b>A4: Climate Change</b>		
<b>A4 : 氣候變化</b>		
<b>General Disclosure</b> 一般披露	“Climate Change” 「氣候變化」	31-37
KPI A4.1 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	“Climate Change” 「氣候變化」	31-37
<b>B. Social</b>		
<b>B. 社會</b>		
<b>Employment and Labour Practices</b> 僱傭及勞工實踐		
<b>B1: Employment</b>		
<b>B1 : 僱傭</b>		
General Disclosure 一般披露	“Employment” 「僱傭」	16, 24-25
KPI B1.1 Total workforce by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	“Employment” 「僱傭」	44
KPI B1.2 Employee turnover rate by gender, age group and geographical region 按性別、年齡組別及地區劃分的僱員流失比率。	“Employment” 「僱傭」	45



# “ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) 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 Key Performance Indicators (KPIs) 主要範疇、層面、一般披露及關鍵績效指標	Section 範圍	Pages 頁數
<b>B2: Health and safety</b>		
<b>B2 : 健康與安全</b>		
<b>General Disclosure</b>	“Health and Safety”	17, 26-27
一般披露	「健康與安全」	
KPI B2.1	“Health and Safety”	46
Number and rate of work-related fatalities occurred in each of the past three years including the reporting year 過去三年(包括匯報年度)每年因工亡故的人數及比率。	「健康與安全」	
KPI B2.2	“Health and Safety”	46
Lost days due to work injury 因工傷損失工作日數。	「健康與安全」	
KPI B2.3	“Health and Safety”	26-27
Description of occupational health and safety measures adopted, how they are implemented and monitored 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	「健康與安全」	
<b>B3: Development and Training</b>		
<b>B3 : 發展及培訓</b>		
<b>General Disclosure</b>	“Development and Training”	27
一般披露	「發展及培訓」	
KPI B3.1	“Development and Training”	47
The percentage of employee trained by gender and employee category 按性別及僱員類別劃分的受訓僱員百分比。	「發展及培訓」	
KPI B3.2	“Development and Training”	48
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。	「發展及培訓」	

# “ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) 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 Key Performance Indicators (KPIs) 主要範疇、層面、一般披露及關鍵績效指標	Section 範圍	Pages 頁數
<b>B4: Labour Standards</b>		
<b>B4 : 勞工準則</b>		
<b>General Disclosure</b> 一般披露	“Labour Standards” 「勞工準則」	14, 18
KPI B4.1 Description of measures to review employment practices to avoid child and forced labour 描述檢討招聘慣例的措施以避免童工及強制勞工。	“Labour Standards” 「勞工準則」	14
KPI B4.2 Description of steps taken to eliminate such practices when discovered 描述在發現違規情況時消除有關情況所採取的步驟。	No concluded legal case regarding child and forced labour was noted. 沒有發現關於童工和強迫勞工的已結法律案件。	14
<b>Operating Practices</b> 營運慣例		
<b>B5: Supply Chain Management</b>		
<b>B5 : 供應鏈管理</b>		
<b>General Disclosure</b> 一般披露	“Supply Chain Management” 「供應鏈管理」	20-21
KPI B5.1 Number of suppliers by geographical region 按地區劃分的供應商數目。	“Supply Chain Management” 「供應鏈管理」	20
KPI B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	“Supply Chain Management” 「供應鏈管理」	20-21
KPI B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	“Supply Chain Management” 「供應鏈管理」	20-21
KPI B5.4 Descriptions of practices used to promote environmentally preferable products and services when selecting suppliers, 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。	“Supply Chain Management” 「供應鏈管理」	20-21



# “ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) 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 Key Performance Indicators (KPIs) 主要範疇、層面、一般披露及關鍵績效指標		Section 範圍	Pages 頁數
<b>B6: Product Responsibility</b>			
<b>B6 : 產品責任</b>			
<b>General Disclosure</b>		“Product Responsibility”	14, 19-22
<b>一般披露</b>		「產品責任」	
KPI 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。	Not applicable to the Group’s business 不適用於本集團業務	N/A 不適用
KPI 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。	“Product Responsibility – Customer Satisfaction Management and Complaint Handling” 「產品責任－顧客滿意度管理及投訴處理」	21
KPI B6.3	Description and 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。	“Product Responsibility – Intellectual Property Rights” 「產品責任－知識產權」	14
KPI B6.4	Description of quality assurance process and recall procedures 描述質量檢定過程及產品回收程序。	“Product Responsibility – Quality Management System” 「產品責任－品質管理系統」	22
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	“Product Responsibility – Personal Data Privacy and Protection” 「產品責任－個人資料私隱及保護」	14

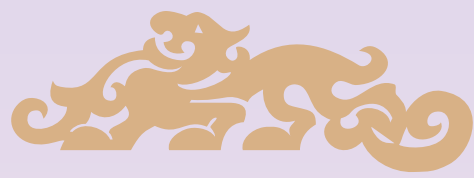


# “ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORTING GUIDE” CONTENT INDEX

## 《環境、社會及管治報告指引》內容索引



Subject areas, aspects, general disclosures and Key Performance Indicators (KPIs) 主要範疇、層面、一般披露及關鍵績效指標	Section 範圍	Pages 頁數
<b>B7: Anti-corruption</b>		
<b>B7 : 反貪污</b>		
<b>General Disclosure</b>		
<b>一般披露</b>		
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the case 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	“Anti-corruption” 「反貪污」
	No concluded legal case regarding corrupt practices was noted. 沒有發現已審結的貪污訴訟案件。	12-14
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored 描述防範措施及舉報程序，以及相關執行及監察方法。	“Anti-corruption” 「反貪污」
		13
KPI B7.3	Description of anti-corruption training provided to directors and staff 描述向董事及員工提供的反貪污培訓。	“Anti-corruption” 「反貪污」
		49
<b>Community</b>		
<b>社區</b>		
<b>B8: Community Investment</b>		
<b>B8 : 社區投資</b>		
<b>General Disclosure</b>		
<b>一般披露</b>		
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport) 專注貢獻範疇(包括：教育、環境關注、勞工需求、健康、文化及運動)	“Community Investment” 「社區投資」
		23
KPI B8.2	Resources contributed (e.g. money or time) to the focus area 在專注範疇所動用資源(包括：金錢及時間)。	“Community Investment” 「社區投資」
		23



Shirble | 歲寶

• SHIRBLE PLAZA •