

華誼騰訊娛樂有限公司 Huayi Tencent Entertainment Company Limited

(於開曼群島註冊成立之有限公司)

(Incorporated in the Cayman Islands with limited liability)

(Stock Code 股份代號 : 00419)



ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT **2021**

環境、社會及管治報告

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ABOUT THIS REPORT 關於本報告

Huayi Tencent Entertainment Company Limited (the “Company”) and its subsidiaries (together, the “Group” or “we”) are pleased to present this Environmental, Social and Governance Report 2021 (the “Report”). The Report aims to provide a comprehensive and objective disclosure to our stakeholders what the Group accomplished in compliance with, as well as its internal policies, management measures and performance in relation to environmental, social and governance (“ESG”) for the year 2021. We are committed to incorporating sustainable development into our overall operational strategies and pursuing a sustainable development philosophy, which is focusing on our quality, our co-development with staff, our environmental bottom line and our social responsibility.

REPORTING SCOPE

The disclosure of the Report covers the period from 1 January to 31 December 2021 (the “Reporting Period”), certain parts of which can be traced back to previous years. The Report covers the Group’s ESG-related efforts and performance for its entertainment & media business, provision of healthcare & wellness services, online prescription, circulation and marketing of pharmaceutical products (“Echartnow” Platform) and Internet healthcare management platform (“Meerkat Health” Platform). In 2021, as the two operating segments, the newly acquired “Echartnow” Platform and the newly launched “Meerkat Health” Platform, had been in operation for less than a year, the Report only discloses B1 Employment, B2 Health and Safety, and B3 Development and Training under social key performance indicators (“KPIs”) for of the “Echartnow” Platform and the “Meerkat Health” Platform.

REPORTING BASIS

The Report has been prepared in accordance with the ESG Reporting Guide (the “Guide”) as set out in Appendix 27 to the Main Board Listing Rules (the “Listing Rules”) of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”).

華誼騰訊娛樂有限公司(「本公司」，連同附屬公司合稱「本集團」或「我們」)欣然發佈二零二一年度環境、社會及管治報告(簡稱「本報告」)。本報告旨在向權益人全面客觀地披露本集團二零二一年度在環境、社會及管治方面的合規情況、內部政策、管理措施及績效表現。我們致力將可持續發展納入整體營運策略的考慮範疇，踐行以品質為核心、與員工共發展、視環保為底線、擔社會之責任的可持續發展理念。

報告範圍

本報告披露的時間範圍為二零二一年一月一日至十二月三十一日(「報告期內」)，部分內容可追溯至以往年份。本報告涵蓋了本集團娛樂及媒體業務、健康及養生服務、線上藥物處方、流轉及營銷業務(「醫智諾」平台)、互聯網健康管理平台業務(「獠哥健康」平台)在環境、社會及管治領域的努力和表現。二零二一年，由於新收購的「醫智諾」平台，以及新開展的「獠哥健康」平台兩大經營分部運營不滿一年，本報告僅對「醫智諾」平台、「獠哥健康」平台披露社會關鍵績效指標B1僱傭、B2健康與安全及B3發展及培訓。

報告標準

本報告遵守香港聯合交易所有限公司(「聯交所」)主板上市規則附錄二十七《環境、社會及管治報告指引》(「指引」)的規定編製。

REPORTING PRINCIPLES

To ensure its truthfulness and accuracy, the Report is prepared in accordance with the principles: materiality, quantitative, balance and consistency, with a view to fully reflecting the current ESG management status and achievements of the Group and providing valuable information for readers.

報告原則

本報告依照重要性、量化、平衡及一致性原則，確保報告真實、準確，力求充分體現本集團在環境、社會及管治方面的管理現狀及工作成果，並為讀者提供有價值的資訊。

ESG REPORTING PRINCIPLES 環境、社會及管治報告原則	THE GROUP'S RESPONSE 本集團的回應
<p>Materiality: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement.</p> <p>重要性：環境、社會及管治報告應披露：(i)識別重要環境、社會及管治因素的過程及選擇這些因素的準則；(ii)如發行人已進行權益人參與，已識別的重要權益人的描述及發行人權益人參與的過程及結果。</p>	<p>To identify and analyse the key concerns of stakeholders, we have engaged a third-party consultant to carry out a materiality assessment for the 2021 ESG issues as the basis for disclosure in the Report.</p> <p>我們聘請第三方顧問公司開展二零二一年度環境、社會及管治議題重要性評估，識別與分析權益人關注的重點領域，作為本報告的披露依據。</p>
<p>Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.</p> <p>量化：有關匯報排放量／能源耗用（如適用）所用的標準、方法、假設及／或計算工具的資料，以及所使用的轉換因素的來源應予披露。</p>	<p>In accordance with the requirements of the Guide, we have disclosed relevant quantitative information in respect of the environmental and social aspects.</p> <p>依照《指引》要求，我們披露了在環境及社會範疇的相關量化資料。</p>
<p>Balance: The ESG report should provide an unbiased picture of the issuer's performance. The report should avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by report readers.</p> <p>平衡：環境、社會及管治報告應當不偏不倚地呈報發行人的表現，避免可能會不恰當地影響報告讀者決策或判斷的選擇、遺漏或呈報格式。</p>	<p>In examining the content of the Report, we strive to meet the "Balance" requirements. We have reviewed and disclosed the Group's management measures and performance in the ESG aspects from an objective and fair perspective.</p> <p>我們對報告內容的衡量中，力求滿足「平衡性」要求，以客觀、公平的視角審視與披露本集團在環境、社會及管治方面的管理措施及績效表現。</p>
<p>Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.</p> <p>一致性：發行人應在環境、社會及管治報告中披露統計方法或關鍵績效指標的變更或任何其他影響有意義比較的相關因素。</p>	<p>When collecting the text and quantitative information of the Report, we have briefly described the scope of collection for the indicators, calculation methods and reference information. We have also ensured consistency among the indicators, calculation methods and reference information in different reporting periods, and have disclosed the changes in the Report, so as to ensure comparability of the report contents.</p> <p>我們在收集本報告文字及量化資料時，對績效指標收集口徑、計算方法及參考資料等進行簡述，並確保不同報告期內口徑、計算方法及參考資料的一致性，在本報告中披露變更情況，以保證報告內容的可比性。</p>

SOURCE OF INFORMATION

All sources of information and materials in the Report include the Group's internal formal documents, statistical reports and third-party questionnaires. The Report is examined and published by the board of directors of the Company (the "Board"), which is responsible for the authenticity, accuracy and integrity of its contents. The Group undertakes that there is no false representation, misleading statement or material omission in this Report.

THE WAY OF PUBLICATION

The Report is prepared in both Chinese and English and is published by electronic means and posted on the Company's website (www.huayitencent.com) and the Stock Exchange's website (www.hkexnews.hk). In the event of discrepancies between the Chinese and English versions, the Chinese version shall prevail.

資訊來源

本報告所有資料及材料來源包括本集團內部正式檔案、統計報告及第三方機構問卷調查結果等。本報告經本公司之董事會（「董事會」）審核發佈，對其內容真實性、準確性和完整性負責。本集團承諾本報告內容不存在任何虛假記載、誤導性陳述或重大遺漏。

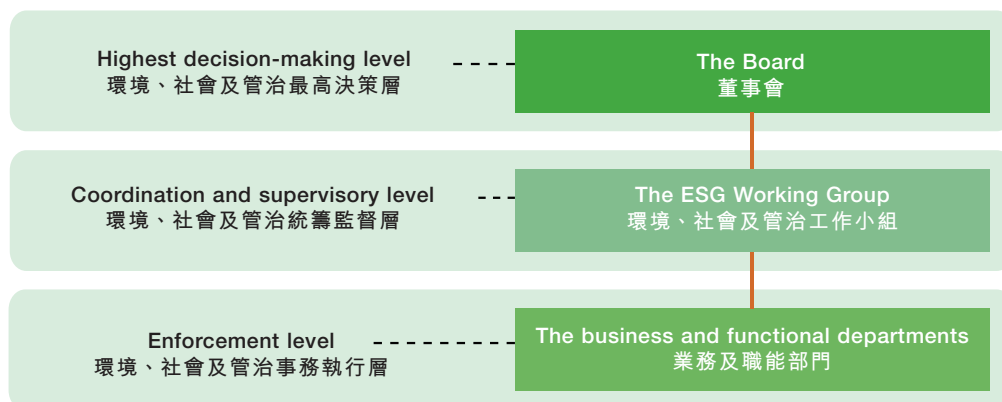
發佈方式

本報告以中、英文兩種文字編製，以電子形式發佈，並已上載至我們的官方網站 (www.huayitencent.com) 和香港交易所披露易網站 (www.hkexnews.hk)。若本報告的中英文版本有抵觸或不相符之處，請以中文版為準。

THE ESG STRUCTURE 環境、社會及管治架構

In order to meet its sustainable development needs, the Group has established its ESG structure comprising the Board, the “ESG Working Group” and its business and functional departments, with a view to strengthening its strategic research and strategic planning on sustainable development, and enhancing its capability to confront and manage environmental and social risks.

本集團已構建由董事會、「環境、社會及管治工作小組」、業務及職能部門組成的環境、社會及管治架構，以適應本集團可持續發展需要，加強可持續發展的戰略研究和戰略規劃工作，提高環境及社會風險的應對和管理能力。



The ESG structure
環境、社會及管治架構

The Board takes the overall responsibility for the Group’s ESG policies, measures and effectiveness. To ensure that the performance and information disclosures are consistent with the expectations and requirements of investors and regulatory authorities, the Board is responsible for setting the Group’s direction for sustainable development, formulating its annual ESG management approaches, strategies, prioritization and targets, monitoring its assessment on ESG impacts, acknowledging the potential impacts on its business model brought about by such ESG issues and the associated risks thereof, reviewing the materiality assessment and reporting procedures with a view to ensuring the effective and continuous implementation of policies, reviewing the performance of the Group based on relevant ESG targets and approving the information disclosed in the Report.

董事會對本集團的環境、社會及管治的政策、舉措及成效負有整體責任。董事會負責制定我們的可持續發展方向，制訂每年的環境、社會及管治管理方針、策略、優次及目標，監督我們就有關環境和社會影響的評估，瞭解環境、社會及管治事宜對業務模式的潛在影響和相關風險，檢視重要性評估和匯報過程以確保政策得到有效及持續地執行，就環境、社會及管治相關目標定期檢討本集團的表現，並審批本報告內的披露資料，使我們的表現和資訊披露始終與投資者和監管機構的期望和要求保持一致。

As a specialised supervisory body, our “ESG Working Group” is designated by the Board pursuant to the resolutions of board meeting. It is mainly responsible for carrying out the overall coordination in accordance with the sustainable development guidelines and objectives set by the Board, overseeing the formulation and implementation of sustainable development strategies, creating harmonious relationships and building effective communication with internal and external stakeholders, as well as reviewing the Report and making the disclosure hereof. The “ESG Working Group” is responsible to the Board for providing necessary advice, with a view to ensuring that the Group’s ESG management and reporting fulfill the regulatory requirements.

本集團「環境、社會及管治工作小組」是按照董事會決議設立的專門監督機構，主要負責依照董事會制定的可持續發展方針及目標開展有關統籌工作，監督可持續發展策略的制定及落實，協調我們與內外部權益人的良好關係及有效溝通，並審閱本報告及有關資訊的披露。「環境、社會及管治工作小組」對董事會負責，為確保我們環境、社會及管治管理及匯報滿足監管機構的要求而向董事會提出必要的意見。

The Group’s business and functional departments are responsible for formulating relevant strategies in their respective areas and for the effectiveness of implementation in accordance with our sustainable development strategies and objectives.

本集團各業務及職能部門負責根據我們的可持續發展方針及目標，分別制定各自領域內的有關策略，並對其執行有效性負責。

MATERIALITY ASSESSMENT 重要性評估

The Group is well aware of stakeholders' critical influence on our sustainable development. Through diversified communication channels, we have duly listened to the demands and expectations of our stakeholders. We have sorted out the opinions and suggestions of stakeholders, constantly reviewed our comprehensive development strategies, optimised internal management and externality management of our business, and worked with our stakeholders to achieve sustainable development.

本集團深知權益人對我們可持續發展的重要影響，通過多元的溝通管道，認真聆聽權益人的期望與訴求，對各權益人的意見與建議進行整理，不斷審視我們的綜合發展戰略，優化內部管理及業務外部效應管理，與權益人攜手實現可持續發展。

Stakeholders 權益人	Communication channels 溝通管道	Concerned issues of stakeholders 權益人關注議題
Customers 客戶	Membership services 會員服務 Members' recreational matches 會員聯誼賽 Customer satisfaction surveys 客戶滿意度調查	Establishment of communication and engagement platforms 搭建交流溝通平台 Information security and privacy protection 保護資訊安全與隱私 Enhancement of service quality 提升服務品質
Shareholders and investors 股東與投資者	General meetings 股東大會 Company announcements 公司公告 Official website 官方網站	Regulating corporate governance 規範企業管治 Complying with the Listing Rules 遵守《上市規則》 Corporate transparency, and establishment and enhancement of the positioning and reputation of the Company 企業透明度與建立和加強企業的地位和聲譽
Employees 員工	Employee trainings 員工培訓 Employee events 員工活動 Performance reviews 績效考核	Occupational training and promotion 職業培訓與晉升 Ensuring occupational health 保障職業健康 Offering competitive remuneration packages 提供有競爭力的薪酬
Governmental/regulatory authorities 政府／監管機構	Routine reporting and information disclosure 日常匯報與資訊披露 Full payment of taxes in a timely manner 及時足額納稅 Supervision and inspection 監督與檢查	Timely communication and disclosure 及時溝通與披露 Tax compliance 依法納稅 Operational compliance 合規營運

HUAYI TENCENT ENTERTAINMENT COMPANY LIMITED

Stakeholders 權益人	Communication channels 溝通管道	Concerned issues of stakeholders 權益人關注議題
Suppliers and cooperating entities 供應商與合作商	Visits 交流互訪 Regular assessment 定期評估 Exploration of cooperation opportunities 探索合作機會	Provision of a fair environment for cooperation 提供公平合作環境 Enhancement of mutual trust and benefit 增進互信互利 Delivery of joint development 實現共同發展
Community 社區	Community Environmental Governance 社區環境治理 Participation in community building 參與社區共建	Conservation of ecological systems 保護生態環境 Promotion of community development 促進社區發展

Communication mechanism for stakeholders

權益人溝通機制

Based on the scope of ESG set out in the Guide, and with reference to the characteristics of our businesses and industries, as well as the impact of our business operations on the economy, environment and society, the Group has engaged a third-party consultant to conduct management interviews and market researches to identify ESG issues that concern our stakeholders the most, so as to effectively address their expectations and demands. Key disclosures were selected for the Report and the Group was assisted in determining its business development plan and ESG management objectives for the next year.

為有效回應各方權益人的期望與訴求，本集團按照《指引》所載的環境、社會及管治範疇，基於自身業務和所在行業的特點，以及自身業務運營對經濟、環境及社會的影響，同時聘請第三方顧問開展管理層訪談與市場調研，我們識別了權益人最為關注的環境、社會及管治議題，選定本報告覆蓋的重點披露事項，並協助本集團確定下一年度的業務發展規劃及環境、社會及管治管理目標。

Materiality assessment for the year mainly comprised the following 4 steps: 本年度的重要性評估主要涵蓋以下四個步驟：

Identify material issues 識別重要議題	Conduct interviews and market researches 開展訪談及市場調研	Determine the rank of issues 確定議題排序	Respond to the issues 議題回應
<p>According to the Group's business characteristics and the ESG management priorities for the industry, a total of 23 issues, which had significant impact on the Group's operations, were identified.</p> <p>根據本集團業務特點及行業環境、社會及管治管理重點，識別對本集團營運影響重大的議題共計23項。</p>	<p>A third-party consultant was engaged to conduct management interviews for relevant business segments and benchmarking with comparable industry peers in respect of ESG performance.</p> <p>聘請第三方顧問主持開展相關業務部門的管理層訪談，以及進行同行業可比公司環境、社會及管治表現對標工作。</p>	<p>The rank of issues was determined according to the stakeholders' review. Upon submission to the management for their reviewing, the rank of issues for the year was confirmed.</p> <p>根據權益人評價確定議題排序，提交管理層審閱後，確定本年度議題排序。</p>	<p>According to the ranking of the issues, the Group communicated on the most concerned issues with stakeholders through the Report, the official website and other channels, and will pay close attention to these issues in the future.</p> <p>根據議題排序結果，在本報告及官網等溝通管道回應權益人重點資訊要求，並在未來重點關注重要議題。</p>

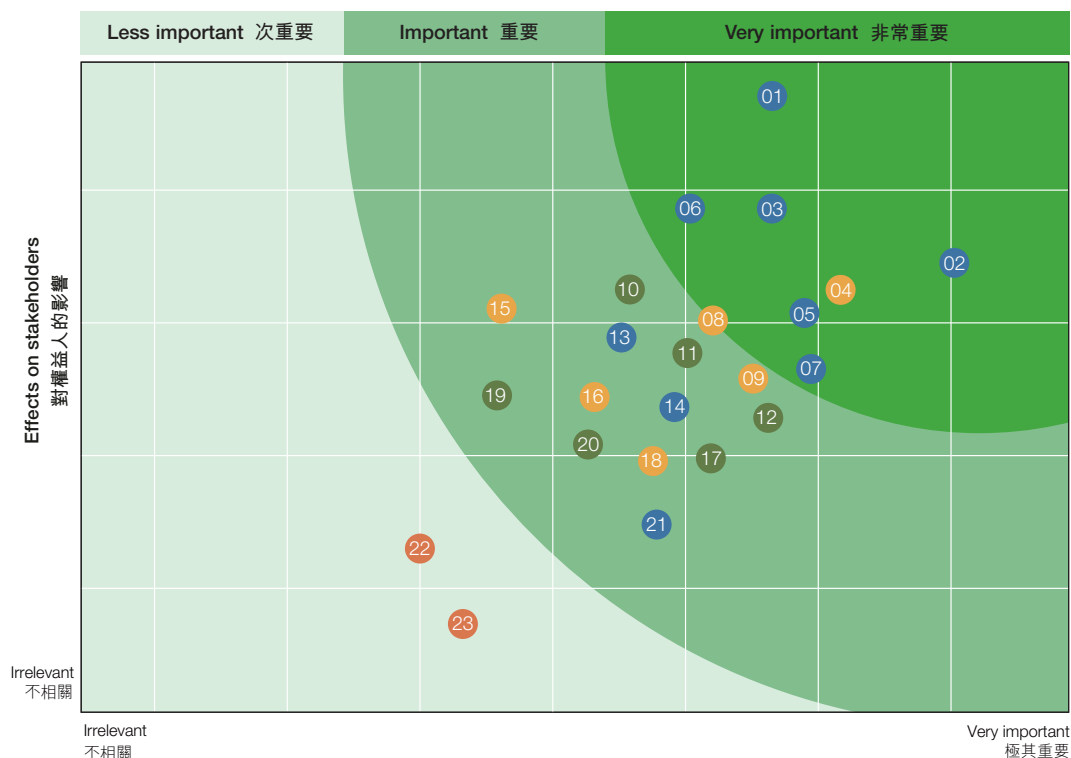
Through the materiality assessment, the Group is aware that the issues most concerned by stakeholders are occupational health and safety, employees training and development, golf course security, customer service and satisfaction management, customer's information and privacy protection, supplier management, compliance on operation and anti-money laundering, and social responsibility on film and TV productions. We will put emphasis on responding to the relevant areas in the Report. Through the enhancement of internal management norms on the compliance of operation, we will endeavor to protect the ecological environment and take corporate social responsibilities.

透過重要性評估，本集團知悉職業健康與安全、員工培訓與發展、園區運營安全、客戶服務與滿意度管理、客戶資訊及隱私保護、供應商管理、合規經營與反洗錢、影視作品的社會責任為權益人最為關注的議題，我們將在本報告就相關領域進行重點回應，提升內部管理規範確保合規經營，保育生態環境，承擔企業社會責任。

The results of materiality assessment for 2021 are as follows:

二零二一年度重要性評估結果如下：

The Matrix on Materiality
重要性矩陣圖



Effects on business
對業務的影響

Environment area 環境範疇	Employment area 僱傭範疇	Operations area 營運範疇	Community area 社區範疇
10. Golf course ecological environment management 園區生態管理 11. Water-use efficiency 水資源使用效益 12. Exhaust gas emission and sewage discharge 廢氣與廢水排放 17. Treatment of hazardous and non-hazardous waste 有害與無害廢棄物處理 19. Energy-use efficiency 能源使用效益 20. Climate change 氣候變化	4. Occupational health and safety 職業健康與安全 8. Employees training and development 員工培訓與發展 9. Employment and labour compliance management 僱傭及勞工合規管理 15. Diversity and equal opportunity 多元化與平等機會 16. Packages and benefits for employees 員工薪酬與福利 18. Employees' rights and care 員工權益與關懷	1. Customer service and satisfaction management 客戶服務與滿意度管理 2. Customer's information and privacy protection 客戶資訊及隱私保護 3. Supplier management 供應商管理 5. Compliance on operation and anti-money laundering 合規經營與反洗錢 6. Social responsibility on film and TV productions 影視作品的社會責任 7. Golf course security 園區營運安全 13. Food health and safety 食品健康與安全 14. Identification and management on supply chain in respect of environmental and social risks 供應鏈環境與社會風險的識別和管理 21. Compliance on media dissemination 媒體傳播的合規性	22. Charity 公益慈善 23. Participation in community investment 參與社區投資

OPERATIONAL MANAGEMENT 營運管理

The Group is committed to maintaining a fair, honest and upright business environment, carrying out operation management in pursuit of excellence and providing high-quality products and high-standard services. We protect the rights and interests of customers in accordance with the law, continuously strengthen service awareness, and keep improving our anti-corruption mechanism. Specialized service training is provided regularly to make our customer service more considerate and detail-oriented, while strict suppliers access criteria and evaluation standards are put in place to ensure suppliers' capacity and quality. We also conduct active training and publicity activities on anti-corruption and anti-money laundering, in order to promote honesty and integrity as part of our corporate culture.

本集團致力於維護公正廉明的經營環境，以精益求精的態度開展營運管理，提供高品質產品和高標準服務，依法保護客戶權益，持續強化服務意識，同時持續完善反貪腐機制。我們對服務人員定期開展專項服務培訓以從細微處出發使服務更貼心，對供應商執行嚴格的准入和評估標準以保障其供貨能力及品質，亦積極開展反貪污、反洗錢等培訓宣貫工作，宣導誠信正直的企業文化。

PRODUCT AND SERVICE RESPONSIBILITIES

Entertainment & Media Business

As we participate in the production of cultural and entertainment works, the Group consciously abides by the laws and regulations of the jurisdictions of operation, such as the *Regulations on Administration of Films of the People's Republic of China* and the *Law of the People's Republic of China on the Promotion of Film Industry*, throughout the whole process from the development and production to the distribution and marketing of film and television series, and disseminates high-quality works to the public all along. The Group has set up a "Greenlight Committee" to regulate the risk response measures for content investment by implementing the "Greenlight Policy on Content Investment" ("Greenlight Policy"). The Greenlight Policy requires relevant departments to submit materials (such as investment budget, expected time of release, expected schedule for production and delivery, director and main cast, total investment amount) to the Greenlight Committee, which shall, in combination with objective factors such as audience preferences and industry policies, assess the profitability of films and the legality and compliance of themes, and decide whether to proceed with the investment based on the results from the comprehensive evaluation, so as to bring high-quality films & TV productions to the public.

產品及服務責任

娛樂及媒體業務

作為文化娛樂作品的參與方，本集團自覺遵守《中華人民共和國電影管理條例》及《中華人民共和國電影產業促進法》等影視作品開發、製作、發行及行銷全流程所涉及的運營所在地法律法規，持續向公眾傳播高品質的優秀作品。我們特設「綠燈委員會」，並通過實施《有關內容投資之綠燈政策》（「綠燈政策」）規範內容投資的風險應對措施。綠燈政策規定，在進行內容投資之前，相關部門必須將投資預算、預計放映時間、預期製作和交付期表、導演和主要演員、投資總額等材料提交「綠燈委員會」，「綠燈委員會」則需結合觀眾偏好、行業政策等客觀因素，評估影片的盈利能力及題材合法合規性，根據綜合評估結果確定是否投資，力求為公眾呈現高品質的影視作品。

Healthcare & Wellness Services

The Group promotes a new “Elegant, Natural and Healthy” lifestyle throughout the operation of “Bayhood No. 9 Club”, aiming to provide its members with professional and thoughtful golfing service and social networking leisure. We own the PGA Golf College, which is certified by the PGA (Professional Golfers’ Association in the United Kingdom). It provides double caddie service and member’s concierge service, as well as Spa treatments specifically in after-golf therapy. The Group strictly complies with the *LB/T 043-2015 Golf Management Service Specifications*, and has formulated and implemented *the Main Measures for Guaranteeing the Member Service Quality* and other relevant rules, so as to regulate the implementation of procedures and quality control standards for our member services. By formulating a normative service processes and standards, providing our customer service members with training and regular quality checks by our management, we have formed a closed-loop quality assurance system, with a view to ensuring the service quality for our members and guests.

健康及養生服務

本集團所經營的「北湖9號俱樂部」宣導「雅致、自然、健康」的新生活方式，為會員提供專業、貼心的服務高爾夫及休閒社交服務體驗。我們擁有PGA（英國職業高爾夫球員協會）認證的PGA高爾夫學院，它創造了雙球童服務和會員私人助理的服務，擁有專門針對高爾夫運動理療的水療項目。本集團嚴格遵循《LB/T 043-2015 高爾夫管理服務規範》，制定並實施《保障會員服務品質主要措施》等制度，以規範會員服務的實施流程和品控標準。我們通過制定規範服務流程及標準、開展服務人員培訓及管理層定期品質檢查，形成閉環的服務品質保障體系，保障會員及賓客服務品質。

Conducting on-the-job training 開展崗位培訓

Customer service members, such as club concierge and caddies, are trained periodically in respect of service processes and standards for enhancing their etiquette and service awareness, thus enriching their professional knowledge about golfing, with a view to providing professional and thoughtful services to the customers.

對會服、球童等客戶服務人員定期開展服務流程及標準培訓，提升其禮儀與服務意識，加強對高爾夫運動的專業知識儲備，為客戶提供專業、周到的服務。

Establishment of internal quality control inspection team 成立內部質檢組

We have established an internal quality control inspection team to conduct safety and quality inspection on every aspect of the operation of “Bayhood No. 9 Club” twice a week, and to timely evaluate the sufficiency of service and improve the minutiae of service. Meanwhile, the quality inspection team is also deployed to inspect the procurement process every day.

組建內部質檢組，每週兩次對「北湖9號俱樂部」各項工作開展安全品質檢查，及時排查服務不足之處，提升服務細節；同時，每天安排質檢組人員，檢查採購貨物的情況。

As a venue for leisure and business, “Bayhood No. 9 Club” held the “5.17 Opening Cup Member Invitational Tournament” and a variety of member events such as festive fun activities in 2021, which could effectively communicate with members. In 2021, it began to renovate and upgrade hardware facilities including the golf cart lanes and the fitness centre, which were completed before the opening of the course in 2022, so as to further improve customer service experience.

「北湖9號俱樂部」作為集休閒與商務於一身的服務場所，在二零二一年度舉辦了「5.17開場杯會員邀請賽」及節日趣味活動等一系列豐富多彩的會員風采活動，有效促進我們與會員之間的溝通互動。二零二一年，我們開始對球車道和康體中心等硬體設施進行改造升級，已在二零二二年開場之前完工，持續提升客戶服務體驗。

Customers' health and safety

Making epidemic prevention is priority in 2021, "Bayhood No. 9 Club" strictly abided by local epidemic prevention policies as it clearly required customers to go through health code registration and wear surgical masks when entering the venue. Dedicated personnel were assigned for epidemic prevention and safety work. During the Reporting Period, there was no COVID-19 infection case in "Bayhood No. 9 Club". In terms of Golf Course security, "Bayhood No. 9 Club" has formulated and strictly followed the *Security Protection for Golf Operations Guideline* to regulate the security details for caddie service and driving of golf carts. It also provided reserve duty training and safety training on employees' professional golfing knowledge to strengthen the health and safety awareness of our customers, thus minimising accidental injuries.

Customers' complaints and responses

Adhering to customer-oriented principles, the Group has been constantly improving its service quality. "Bayhood No. 9 Club" has developed and implemented the *Procedures for Handling Customer Complaints*, maintained communication with members and customers by phone, through WeChat App and its official account, etc, and conducted customer questionnaires on a regular basis by distributing the "Guest Opinion Form". All the members of "Bayhood No. 9 Club" are provided with a personalised service by a dedicated concierge. When a member or guest has any suggestion or complaint about the facilities, equipment or service quality of the fields, the dedicated concierge shall listen attentively and empathetically and respond to their needs immediately. The manager on duty shall be responsible for taking the suggestions and resolving the problems on the spot. In 2021, "Bayhood No. 9 Club" received two complaints in connection with the service experience. In response to customer complaints, we have strengthened preboarding customer service training and upheld service quality by conducting patrol inspections to properly address the issues and prevent similar cases from recurring. In addition, "Bayhood No. 9 Club" has adopted customer satisfaction surveys as a regular practice, and set up various effective feedback channels to actively listen to customers' feedback, learn about customer satisfaction and continuously enhance customer service quality.

客戶健康與安全

防疫是「北湖9號俱樂部」二零二一年的重點工作。我們嚴格遵循運營所在地防疫政策，明確要求客人入場時健康碼登記、配戴口罩，並設置專人專崗進行防疫安全工作。報告期內，「北湖9號俱樂部」未發生與2019冠狀病毒病疫情相關的感染事件。在球場營運安全方面，「北湖9號俱樂部」制定並嚴格遵循《高球運作部安全防範指引》，對球童服務、球車駕駛等安全防範細節進行規範，並對員工進行高爾夫運動專業知識的儲備訓練及安全知識培訓，以強化對客戶健康與安全的防範意識，減少意外傷害。

客戶投訴及回應

本集團堅持以客戶為中心，持續提升服務品質。「北湖9號俱樂部」制定並實施《客戶投訴處理流程》等制度，通過電話、微信、公眾號等途徑保持與會員及賓客的溝通，並通過《賓客意見表》期開展客戶問卷調研。會員在「北湖9號俱樂部」均有專屬會服專員，若會員或賓客對場地設施設備或服務品質有任何建議或投訴，專屬會服會立即給予聆聽和回應，確保瞭解清楚事情原委並安撫其情緒；有關建議和投訴由當班經理出面協調，力求能夠將問題當場解決。二零二一年，「北湖9號俱樂部」共接到兩次投訴，均與服務體驗相關。針對已發生的客戶投訴，我們通過加強崗前客服培訓、巡場管控品質，使問題得到妥善解決，並避免類似案例再次出現。此外，「北湖9號俱樂部」將客戶滿意度調查作為常規工作，設置了多形式、暢通的回饋通道，積極聽取客戶回饋意見，主動調研客戶滿意度，不斷提高客戶服務品質。

Customers' information and privacy protection

In order to effectively protect customers' information and privacy, "Bayhood No. 9 Club" has developed and implemented *the Customer Privacy Protection Policy*, which sets forth detailed requirements for customer information collection, preservation and messaging, clarifies the access to and authorization of customer personal data files, and limits the scope of information collection and use, so as to minimise the possibility of customer information leakage. Simultaneously, we have entered into privacy agreements with all employees who may have access to the personal information of our customers, emphasising the importance of information security to our employees, and eliminating any employee's improper use of customer information such as leakage, sale and sharing.

SUPPLY CHAIN MANAGEMENT

The Group has formulated and implemented the *Supplier Management Guideline*, which adheres to the principles of openness and transparency in all aspects of development, access and evaluation of suppliers and provides a fair competition platform for them, and in turn promotes the joint development of both parties.

Selection of suppliers

The Group gives priority to those suppliers with good reputation, high quality, timely service and reasonable price. In 2021, the "Bayhood No. 9 Club" regulated the use of pesticides. The Venue Management Department and the Procurement Department jointly selected pesticide suppliers. The Venue Management Department decided on the use of pesticides, and the Procurement Department was responsible for procurement based on recognised standards of the Ministry of Ecology and Environment of the People's Republic of China and actively promoted environmentally friendly products. For suppliers of ingredients, "Bayhood No. 9 Club" has formed a market investigation team, so as to conduct a comprehensive assessment covering the prices, sources, types and after-sales services on a regular basis, aiming to further ensure that the suppliers' products and services meet our quality standards. In the selection of suppliers of office supplies, appliances, machinery and equipment, we ensure the compliance with environmental laws and regulations when identifying our suppliers, and prioritise eco-friendly suppliers.

客戶資訊及隱私保護

為切實保障客戶資訊及隱私安全，「北湖9號俱樂部」定並實施《客戶隱私保護制度》，對客戶資訊的收集、保存、傳訊等行為作出了詳細要求，明確了客戶檔案的接觸與許可權，並限制了資訊收集和使用範圍，以盡力降低客戶資訊洩露的可能性。同時，我們與所有可能接觸客戶個人資訊的員工簽訂隱私保護協定，向員工強調資訊安全保護的重要性，杜絕員工作出透露、出售、共用等不正當使用客戶資訊的行為。

供應鏈管理

本集團制定並實施《供應商管理制度》，從供應商的開發、准入到評估各環節都恪守公開透明原則，為供應商提供公平的競爭平台，攜手供應商共同發展。

供應商選聘

本集團優先選擇信譽良好、品質過關、服務及時、價格適中的供應商。二零二一年，「北湖9號俱樂部」對農藥使用進行了規範，由場務部和採購部聯合篩選農藥類供應商，場務部決定藥劑使用，採購部則負責採購按照國家生態環境部使用標準和資格證明確規定的農藥，並大力推崇環保產品。對於食材供應商，「北湖9號俱樂部」組成市場考察小組，定期對供應商產品的價格、貨源、型號、售後服務等方面進行綜合評估，進一步確保供應商的產品及服務符合我們的品質標準；對於辦公用品、電器、機器設備供應商，我們在審核供應商時確保符合環保法律法規，並優先選用在環保方面有先進表現的供應商。

As at 31 December 2021, the Group maintained good cooperative relationships with 73 suppliers with the following geographical distribution:

截至二零二一年十二月三十一日，本集團與73家供應商保持良好合作關係，具體地理分佈如下：

Type 類別		Number of suppliers 數量 (單位：個)	Percentage 佔比
By region 按地區劃分	Mainland China 中國內地	38	52.05%
	Hong Kong, China 中國香港	33	45.21%
	Overseas 海外地區	2	2.74%
Total 合計		73	100%

COMPLIANCE OPERATIONS AND ANTI-MONEY LAUNDERING

合規經營與反洗錢

In order to maintain a business environment with impartiality and integrity and ensure the Group's business is conducted properly, we strictly adhere to the *Anti-Money Laundering Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China*, the *Prevention of Bribery Ordinance (Cap. 201, Laws of Hong Kong)* and other laws and regulations in jurisdictions where its business operates, with a view to resolutely cracking down on corruption, bribery, malpractice, money laundering and other misconducts. We have continued to improve the anticorruption mechanism, formulate and implement various policies and systems such as the *Management Rules Against Malpractice*, the *Policy on Inside Information and Information Disclosure* and the *Code of Ethics*. We have strictly regulated the professional ethics of all employees from the policy level, strengthened the internal and external risk resistance capabilities, banned corrupt practices among employees, so as to do our best to safeguard the legitimate rights of our stakeholders, including our shareholders, customers and business partners. In 2021, there was no litigation of corruption against the Group or its employees.

為了維護公正廉明的經營環境，保障本集團經營活動的正常秩序，我們嚴格遵守《中華人民共和國反洗錢法》、《中華人民共和國反不正當競爭法》及《防止賄賂條例》(香港法例第201章)等業務運營所在地法律法規，堅決打擊貪污、賄賂、舞弊、勒索、欺詐及洗黑錢等不當行為。我們持續完善反貪腐機制，制定並實施《反舞弊管理制度》、《內幕消息及資訊披露政策》及《道德守則》等政策及制度，從政策層面嚴格規範全體員工的職業道德行為，加強內外部風險防範能力，杜絕員工在工作中的腐敗舞弊行為，維護股東、客戶及業務合作夥伴等權益人的合法權益。二零二一年，本集團未發生任何對本集團或本集團員工提出的貪污訴訟案件。

To strengthen the awareness of integrity among its employees, the Group has proactively carried out publicity and education on integrity, with a view to upholding a corporate culture that centres on honesty and integrity, thus creating an anti-corruption corporate environment. In 2021, the Group conducted training on anti-corruption for all members of the Board. We also remind our employees to pay attention to the code of ethical conduct, properly address conflicts of interest at work, and alert and prevent commercial bribery and other violations through a number of ways (such as the Employee Handbook, relevant rules and policies, emails etc.). In addition, an independent third-party organization is also appointed to conduct internal audits annually to verify high-risk areas, and thus identifying and improving internal control deficiencies in a timely manner to close any loophole.

為了強化員工的廉潔意識，本集團積極開展廉潔宣傳教育工作，宣導誠信正直的企業文化，營造反貪污的企業環境。2021年，本集團為全體董事會成員開展反貪污培訓。我們通過員工手冊、規章制度、郵件等途徑，時刻提醒員工注意道德行為規範，正確處理工作中的利益衝突，並警示和防範商業賄賂等違規行為；此外，我們每年聘請第三方獨立機構開展內部審計，針對高風險領域進行核查，以便及時發現並改善內部控制缺陷，堵住風險漏洞。

The Group has a dedicated email, telephone and WeChat channels for receiving complaints of misconduct. If it is found that the accused has indeed committed any corruption upon investigation, he/she shall incur economic and administrative punishment in accordance with the state provisions and those of the Group. Any cases suspected of violating the laws shall be transferred to the judicial authorities for their handling.

In terms of advertising and marketing, the Group abides by the *Advertising Law of the People's Republic of China* and other relevant laws and regulations. We strictly control the information used for advertising, marketing, and streaming media, and prohibit the publication of deceptive or misleading contents to the public, so as to take the responsibility of the legality, authenticity and accuracy of the contents published, and avoid adverse effects on the public. In 2021, "Bayhood No. 9 Club" did not make any advertisements and it mainly promoted its activities to club members through the WeChat public platform.

"People-centric" is the core talent management philosophy of the Group. We are committed to ensuring the compliance of employment, with a view to providing our employees with a healthy, safe, harmonious and inclusive working atmosphere, together with clear pathways for career development and competitive remuneration and benefits, enhancing the sense of belonging among our employees through caring actions and activities, and thus achieving mutual growth. In compliance with the *Labour Law of the People's Republic of China*, the *Labour Contract Law of the People's Republic of China*, the *Employment Ordinance (Cap. 57, Laws of Hong Kong)* and other relevant laws and regulations in jurisdictions where it operates, the Group has formulated policies and systems of human resources management, aiming to standardise the talent management processes and to safeguard the legitimate rights of our staff.

本集團設有專門的電子郵箱、電話、微信等管道，用於接收不正當行為的舉報投訴。若經調查發現被舉報人確有貪腐行為，責令其按照國家及本集團規定接受經濟及行政處罰；對於涉嫌觸犯法律的，則移送司法機關處理。

在宣傳推廣方面，本集團遵守《中華人民共和國廣告法》等法律法規，嚴格把控廣告、宣傳、流媒體等的資訊口徑，對發佈內容的合法性、真實性、準確性負責，禁止對外發佈欺騙或誤導性的內容，避免對公眾造成不良影響。二零二一年，「北湖9號俱樂部」未進行廣告宣傳，主要通過微信公眾平台對會館的會員進行活動宣傳和推廣。

「以人為本」是本集團的核心人才管理理念，我們承諾保障僱傭合規，為員工營造健康安全、和諧包容的工作場所，提供清晰的職業發展路徑，有競爭力的薪酬福利，並通過員工關懷與活動提升員工歸屬感，從而實現與員工的共同成長。本集團嚴格遵循《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《僱傭條例》(香港法例第57章)等運營所在地法律法規，制定並實施人力資源管理政策與措施，確保人力資源管理的規範性，保障員工的合法權益。

TALENT CULTURE 人才文化

HUMAN RESOURCES MANAGEMENT

As at 31 December 2021, the Group employed a total of 260 full-time employees in Hong Kong and Mainland China, and continued to manage “Bayhood No. 9 Club” operations with 279 full-time employees in Mainland China. The KPIs for employment are as follows:

人力資源管理

截至二零二一年十二月三十一日，本集團於中國香港及中國內地共有260名全職員工，以及繼續於中國內地管理「北湖9號俱樂部」業務，該業務僱傭279名全職員工。有關僱傭關鍵績效指標的具體表現如下：

Category 類別	Number of employees at the end of the year 年末員工人數(單位:人)		Employee turnover rate 員工流失率	
	The Group 本集團	Bayhood No. 9 Club 北湖9號俱樂部	The Group 本集團	Bayhood No. 9 Club 北湖9號俱樂部
By gender 按性別劃分				
Male 男性	154	134	30.77%	31.10%
Female 女性	106	145	22.59%	39.35%
By age group 按年齡組別劃分				
30 and below 30歲及以下	174	154	25.56%	59.66%
31-50 31-50歲	65	44	35.44%	6.45%
51 and above 51歲及以上	21	81	17.39%	16.78%
By grade-level 按職級劃分				
Senior management 高級管理層	20	1	/	/
Middle management 中級管理層	65	22	28.95%	15.00%
General staff 普通員工	175	256	29.68%	37.02%
By employment type 按僱傭類型劃分				
Full time 全職	260	279	27.53%	37.10%
By geographical region of working place 按工作所在地區劃分				
Mainland China 中國內地	252	279	27.99%	35.41%
Hong Kong, China 中國香港	8	/	11.76%	/
Total 合計	260	279	27.53%	35.41%

Notes to social KPIs:

(1) “B1 Employment”, “B2 Health and safety” and “B3 Development and training” disclosed in the social KPIs cover the four business segments, i.e., the “Echartnow” platform, the “Meerkat Health” platform, Entertainment and Media, and Healthcare and Wellness Services. The other indicators cover the two major segments of Entertainment and Media, and Healthcare and Wellness Services.

社會關鍵績效指標說明：

(1) 社會關鍵績效指標資料披露的B1僱傭、B2健康與安全、B3發展及培訓層面涵蓋「醫智諾」平台、「猴哥健康」平台、娛樂及媒體業務和健康及養生服務四大經營分部，其他層面涵蓋娛樂及媒體業務和健康及養生服務兩大經營分部。

Employment & labour practices

The Group regards talent as its most valuable asset. During the process of employment, we strictly implement the *Recruitment Management Policy* and other systems, so as to carry out the recruitment work through multi-level and multi-channel approach. According to the different levels of positions and talent, we have done a good job in the introduction of outstanding talent via flexible channels of campus recruitment, external recruitment, internal referral and other channels. We strictly monitor all recruitment procedures and introduced objective and impartial standards, so as to guarantee fair recruitment. We have also entered into formal labour agreements or labour contracts with all employees, thus ensuring their legitimate rights and interests. In addition, in collaboration with various universities, “Bayhood No. 9 Club” makes certain internship positions available to students annually, laying a foundation for the Group’s talent reserve in society. Given the impact of the industry landscape, seasonal and other factors such as the pandemic in 2021, a certain amount of employee turnover was seen overall. Going forward, we will ensure timely and quality recruitment, while focusing on maintaining a stable talent echelon.

The Group strictly complies with the provisions on prohibiting child labour and forced labour specified in the *Law of the People’s Republic of China on the Protection of Minors* and *Provisions on the Prohibition of Using Child Labour* and other relevant laws and regulations in jurisdictions where it operates. In order to ensure all employees meet the statutory minimum age for admission to employment in jurisdictions where we operate, we initiate an identity document verification during recruitment process, and conduct relevant background check. In case of any presenting forged documents, we will either reject the candidates or terminate such employment immediately. During the Reporting Period, there were neither risks of child labour, forced or compulsory labour nor cases of engaging children or minors in dangerous tasks, forced or compulsory labour in jurisdictions where we operate.

Diversity and harmony

The Group is committed to implementing the concepts of diversity and equal opportunities, and eliminating discrimination and bias that might arise from, among others, colour, gender, age, national origin, nationality, language, religious belief and physical condition, thus creating an open and inclusive workplace on an ongoing basis. In addition, the Group has proactively implemented certain caring measures for female employees, which include prohibition on reducing their wages or unilaterally terminating the contracts due to pregnancy, childbirth or breastfeeding, ensuring that no hazardous task is assigned to a female employee during her pregnancy, entitling them paid leave for pregnancy check-ups, maternity leave and other maternity benefits in accordance with the provisions of the jurisdictions where it operates, so as to safeguard the fair employment practices for female employees.

僱傭及勞工常規

本集團視人才為最寶貴的財富。在僱傭過程中，我們嚴格執行《招聘管理制度》等制度，多層次、多管道開展招聘工作。我們根據崗位和人才層級的不同，靈活選擇校園招聘、外部宣傳、內部推薦等管道，做好優秀人才引進的工作。我們嚴格把關招聘各環節、採用客觀公正的評判標準，保障員工錄用的公平性，並與所有員工簽訂正式的勞動合同或勞務合同，保障員工的合法僱傭權益。除此之外，「北湖9號俱樂部」持續開展校企合作，每年為在校學生開放一定數量的實習崗位，為在校學生提供實踐機會，亦為本集團人才資本的儲備打下基礎。二零二一年，由於行業大環境、季節性及疫情等因素影響，整體人員僱傭的存在一定的流動性。未來，我們將在確保員工招聘的及時和高品質的同時，重點維護人才梯隊的穩定性。

本集團嚴格遵循《中華人民共和國未成年人保護法》及《禁止使用童工規定》等運營所在地的法律法規對於禁止使用童工及強制勞工的規定，為確保所有職員滿足運營所在地的法定最低用工年齡，我們在招聘環節主動查驗應聘者身份證件，並開展人員背景調查，如果發現偽造證件等情況，則不予錄用，或立刻終止與其的僱傭關係。報告期內，我們在任何運營地均不存在童工、強迫或強制勞動風險，且在所有運營地均未發生使用童工、使用未成年人從事危險工作、強迫或強制勞動的事件。

多元共融

本集團堅持貫徹多元化與機會平等的理念，致力於消除因膚色、性別、年齡、民族、國籍、語言、宗教信仰和身體狀況等方面而可能存在的歧視和偏見，持續營造開放、包容的工作環境。此外，本集團積極落實女性員工關愛措施，禁止因女性員工懷孕、生育、哺乳而降低其工資或單方解除合同，亦保證所有女性員工無需在孕期從事任何影響健康的工作，並且按照運營所在地規定為女性員工提供帶薪產檢假、產假等假期並發放生育補助津貼，保障女性平等就業。

Remuneration and benefits

The Group strictly implemented the *Remuneration Management Policy* under the principle of “All Talents and Resources Available shall be Optimally Used”. Based on the contribution value of each position to the achievement of the Group’s strategic objectives, the Group links the remuneration and bonus of its employees with their personal ability, length of service, academic background and performance evaluation, thus ensuring the balance between the contribution and income of its employees. Taking into account factors including, among others, remuneration levels in the industry and its own operational efficiency, the Group adjusts the remuneration system and package annually when appropriate, so as to continuously optimise our ability to attract and retain outstanding talents.

Career promotion

The Group provides an unimpeded career development path for its staff. “Bayhood No. 9 Club” adopts a “Competitive Recruitment Scheme” as its main modality for the selection of the management cadre, which provides good promotion prospects for talents within the Group. Employees may participate in the recruitment process on a voluntary basis, and may be promoted upon an open, fair and impartial examination hosted by the leading group, evaluation group and working group. In addition, employees who meet the requisite years of experience and performance rankings are also given the opportunity to be recommended for direct promotion by the department.

OCCUPATIONAL HEALTH AND SAFETY

The Group advocates the concept of “healthy work, healthy life” and considers the preservation of a healthy and safe working environment to be our key obligation. In 2021, we began to focus our work on production safety, anti-pandemic safety and food safety. In strict compliance with the *Law of the People’s Republic of China on the Prevention and Control of Occupational Diseases*, the *Fire Protection Law of the People’s Republic of China*, the *Occupational Safety and Health Ordinance (Cap. 509, the Laws of Hong Kong)* and other relevant laws and regulations in jurisdictions where we operate, we implemented the *General Requirements for Occupational Safety and Health Management*, the *Safety Handbook for Caddies* and other safety management systems, continuously improved the safety management framework and carried out safety management measures such as safety training and promotions, fire drills and anti-pandemic protection, so as to effectively protect the occupational health and safety of our employees.

During the Reporting Period, there was no incident of work-related injury or death of employees of the Group, and there had been no incident of work-related injury or death of employees in the past three years.

薪酬福利

本集團秉持「人盡其才，人盡其用」的原則，嚴格執行《薪酬管理制度》，以各崗位對實現集團戰略目標的貢獻價值為定薪基礎，將員工薪酬和獎金與個人能力、服務年期、個人學歷、績效考核掛鉤，保障員工貢獻與收益的均衡性。本集團每年調研行業薪酬水準，結合企業經營效益等因素，適時調整薪酬體系和薪酬發放機制，不斷提高組織吸引和留任優秀人才的能力。

職業晉升

本集團為員工提供暢通的職業發展通道，「北湖9號俱樂部」以員工「競聘上崗」作為幹部選拔的主要方式，為內部優秀人才發展提供機會。員工可自願參與競聘流程，經競聘工作領導小組、評審小組和工作小組公開、公平、公正的審核後，擇優獲得職業晉升。此外，符合工作年限和績效排名要求的員工，還可獲得被部門推薦直接晉升的機會。

職業健康與安全

本集團宣導「健康工作，健康生活」的工作理念，將維繫健康安全的工作環境視為我們的重要責任。二零二一年，我們主要圍繞生產安全、防疫安全及食品安全開展工作，我們嚴格遵守《中華人民共和國職業病防治法》、《中華人民共和國消防法》及《職業安全及健康條例》（香港法例第509章）等運營所在地法律法規，實行《職業安全健康管理的常規要求》及《球童安全手冊》等安全管理制度，持續完善安全管理架構，持續開展安全培訓宣傳、消防演練、疫情防護等安全管理措施，切實保障員工的職業健康與安全。

報告期間，本集團未發生員工因工受傷或死亡的事件，在過去三年未發生過員工因工傷亡事件。

Standardised safety management

The Group places great emphasis on safety protection during the working period of the employees, and has ensured the occupational safety and health of the employees by strictly implementing the safety management work, providing safety protection and cultivating the safety awareness of the employees. In 2021, the Group conducted 26 hours of health and safety training and nine fire drills; and “Bayhood No. 9 Club” conducted 12 hours of health and safety training and two fire drills.

規範安全管理

本集團始終高度重視員工工作期間的安全保障，通過嚴格執行安全管理工作、提供安全防護、培養員工安全意識等途徑，保障員工的職業安全與健康。二零二一年度，本集團開展健康安全培訓共26小時，開展消防演練9次；「北湖9號俱樂部」健康安全培訓共12小時，開展消防演練2次。

Standardised safety management 規範安全管理

Develop safety standards: For the safe handling and operation of boiler, safe driving of vehicles, safe operation at high altitude, safe attention-to-details when using electric tools, etc.

制定安全規範：包括鍋爐安全操作與運行、車輛安全行駛及高空作業安全、電動工具使用安全注意事項等。

Regular security checks: Specialise personnel shall be assigned to conduct regular inspection of offices, dormitories, canteens and other areas, so as to eliminate hidden safety and health risks.

定期安全檢查：委派專人對辦公室、宿舍、食堂等區域進行定期檢查，排除安全及健康隱患。

Safety protection 安全防護

High altitude operation: Protective devices such as safety belts must be in place when a staff member is working at height.

高空作業：要求員工高空作業時，必須佩戴安全帶等保護裝置。

Engineering: Employees shall be provided with a protective mask or glasses when welding.

工程作業：為使用電焊的員工提供防護面罩或眼鏡。

Enhance safety awareness 提升安全意識

Health safety knowledge training: It includes the safety standards for the golf-course activities of our customer service personnel (such as caddies), sharing on accidents, training on safe operation of facilities (such as boiler and gas), and the training on driving internal vehicles, etc., so as to enhance the health and safety awareness of our staff.

健康安全知識培訓：包括球童等客服人員球場活動安全規範及事故分享培訓、鍋爐和燃氣等設施安全操作培訓及內部車輛駕駛培訓等主題，以提高員工的健康安全意識。

Safety cautions: All departments shall organise regular meetings to disseminate safety precautionary information and raise safety awareness.

安全注意事項：各部門定期組織會議通報強調安全注意事項，強化安全意識。

Epidemic prevention measures

In 2021, in a bid to further normalise COVID-19 prevention and control work, “Bayhood No. 9 Club” organised employee vaccination, mass nucleic acid testing and daily health monitoring management strictly according to the pandemic prevention policies in jurisdictions where it operates. It also provided anti-pandemic supplies such as surgical masks, hand wash products and disinfectant alcohol. Based on the requirement of pandemic prevention and control, we timely adjusted the frequency of sanitising the resting and working areas. In addition, we set up a designated temporary quarantine room for employees exhibiting abnormalities along with the provision of quarantine clothing, food delivery and disinfection, so as to prevent the spread of the disease among employees. During the Reporting Period, we had no employee infection or close contact exposure cases.

疫情防控措施

二零二一年，為進一步做好2019冠狀病毒病疫情常態化防控工作，「北湖9號俱樂部」嚴格按照運營所在地的防疫政策，組織員工進行疫苗注射、大規模核酸檢測，及日常健康監測管理，並為員工配備口罩、洗手液、消毒酒精等防疫物資。我們根據疫情防控要求，及時調整休息區、工作區的消毒頻率。另外，為防止員工間疫情傳播，我們對出現異常狀況的員工專門建立了臨時隔離房間，並配備隔離服和專人進行送餐和消毒。報告期內，我們未發生員工疫情感染或密切接觸的病例。

Telecom fraud prevention

In 2021, in view of the frequent occurrence of various telecom and network frauds in recent years, “Bayhood No. 9 Club” cautioned its employees and strengthened their training on self-awareness of safety and guided them to build up their ability and awareness of self-defense. By way of promotion and publicity in working groups as well as induction training, etc., efforts were made to effectively prevent frauds in telecommunication network, increase employees’ anti-fraud awareness and protect their own financial safety. In May 2021, we also invited local public security officers to carry out safety education on fraud prevention for all employees and demonstrate the downloading of an anti-fraud applet to protect the interests of our employees.

EMPLOYEES TRAINING AND DEVELOPMENT

The Group provides sufficient training opportunities for its employees and a favourable career development environment to stimulate their thinking and potentials, thus enhancing their performance in the work and helping the Group and its employees realise mutual sustainable development.

電信反欺詐

二零二一年，針對近年來各類電信網路詐騙案件頻發的特點，為有效預防電信網路詐騙、提高員工反欺詐意識、保護員工自身財務安全，「北湖9號俱樂部」加強對員工自我安全意識的培訓和告誡，通過工作群宣貫、崗前培訓等方式引導員工加強自我防護能力和意識。二零二一年五月，我們還邀請當地公安民警對全體員工開展反詐騙專題安全教育並現場下載反詐小程序，保護員工的利益不受損失。

員工培訓與發展

本集團為員工提供充分的培訓機會和有益的職業發展環境，激發員工思維和潛力，提升員工在工作中的表現，助力企業與員工共同實現可持續發展。

The Group carries out the following different types of training programmes for different departments and levels of job requirements:

針對不同部門和層級的崗位要求，本集團開展以下不同類型的培訓課程：

**Staff Induction
Orientation Programme
新員工入職培訓**

“First Lessons in the Workplace” provides the career and learning goals for new employees of “Bayhood No. 9 Club”, helping them familiarise with their job duties. A “one-to-one” mentorship scheme has also been set up for each new employee, providing them with senior employees’ guidance on mastering their work skills, to help them adapt quickly to the working environment, improve their working ability and integrate smoothly into the team.

「職場第一課」為「北湖9號俱樂部」新入職員工制定工作和學習目標，助力員工快速熟悉工作崗位；此外，我們還為每位新員工配備「一帶一」職業導師，以老員工帶新員工的方式引導新員工掌握工作技能、快速適應工作環境並提升工作能力，順利融入團隊。

**Frontline Staff Training Programme
一線服務員工培訓**

Targeted skills training provided by “Bayhood No. 9 Club” also assists frontline staff to familiarise themselves with their positions in a multi-dimensional approach, and to learn about theoretical knowledge such as job-related knowledge and skills, service standards, etiquettes, safety awareness (for example, the training programmes at the golf club which include practices on field service skills, lines indicating skills on the putting green and the putting theories, driving golf carts and customer analysis).

「北湖9號俱樂部」為一線服務員工提供針對性技能培訓，幫助員工多方位熟悉自己的崗位，瞭解崗位相關知識技能、服務標準、禮儀形象、安全意識等理論知識，如高球部的場地服務技巧實操、果嶺擺線技巧與推杆原理、球車駕駛、客人類型分析等培訓。

**Managerial Training Programme
管理人員培訓**

For the management, we tailor-makes management training programmes to sort out the internal and external management rules and industry policies and regulations, analyse the industry dynamics and changes in the Listing Rules, and cultivate their working ability in organisation, leadership and communication, etc., so as to improve the management’s ability to form plans and make decisions on strategic objectives and guidelines.

針對管理人員，我們量身定制管理人員培訓方案，為其梳理企業內外部管治規則及行業政策法規，分析行業動態及上市規則的變化等，培養其組織、領導、溝通等方面的工作能力，以提高管理人員對戰略目標及方針的規劃與決策能力。

KPIs of the Group’s staff training during the Reporting Period were as follows:

報告期內，本集團員工培訓關鍵績效表現如下：

Type 類別		Average training hours 員工平均受訓小時數 (單位：小時)		Percentage of employees trained 受訓員工百分比	
		The Group 本集團	Bayhood No. 9 Club 北湖9號俱樂部	The Group 本集團	Bayhood No. 9 Club 北湖9號俱樂部
By gender 按性別劃分	Male 男性	4.07	36.88	100.00%	100.00%
	Female 女性	5.91	37.06	100.00%	100.00%
By employment type 按僱傭類型劃分	Senior management 高級管理層	13.30	6.00	100.00%	100.00%
	Middle management 中級管理層	4.43	23.10	100.00%	100.00%
	General staff 普通員工	4.10	38.10	100.00%	100.00%
Total 合計		4.80	36.98	100.00%	100.00%

GREEN OPERATION 綠色營運

The Group fully understands that the natural environment is the basis on which we depend on and that environmental protection is an important responsibility of being a corporate citizen. In strict compliance with the *Environmental Protection Law of the People's Republic of China* and the *Landscaping Regulations of Beijing*, the *Air Pollution Control Ordinance*, the *Noise Control Ordinance*, the *Waste Disposal Ordinance* and the *Water Pollution Control Ordinance* of Hong Kong and other relevant laws and regulations in jurisdictions where we operate, we conscientiously implemented various environmental protection measures and strived to realise the green development concept by various means, such as reducing pollution emissions, enhancing energy utilisation and reasonably disposing of waste. During the Reporting Period, our operations complied in all material respects with national and local laws and regulations on environmental protection as applicable, and we were not subject to any penalties for any non-compliance with existing environmental laws or regulations.

The Group is committed to reducing exhaust and greenhouse gas emissions, reducing waste generation, and improving energy and water efficiency. We take active measures for energy conservation and emission reduction, with continuous efforts in environmental improvement projects such as the adoption of an intelligent sprinkler irrigation system.

EMISSION MANAGEMENT

Climate change is one of the greatest threats faced by the contemporary world. As more frequent extreme weather phenomenon has been brought by climate changes, the Group has recognised such issues and has understood that such phenomenon may adversely affect its production and operation. We have therefore proactively responded to the national call for “energy conservation and emission reduction” by adhering to the philosophy for sustainable and low-carbon development, optimised energy consumption facilities and equipment, as well as gradually reduced energy consumption and greenhouse gas emissions from operations.

During the Reporting Period, the Group generated carbon emissions as follows:

Greenhouse gas emissions (scope 1) (tonne) 溫室氣體排放量(範圍一)(噸)	1,035.96
Greenhouse gas emissions (scope 2) (tonne) 溫室氣體排放量(範圍二)(噸)	2,139.90
Total greenhouse gas emissions (scope 1, 2) (tonne) 溫室氣體總排放量(範圍一和範圍二)(噸)	3,166.05
Greenhouse gas emission intensity (scope 1, 2) (tonne/HK\$'000) 溫室氣體排放密度(範圍一和範圍二)(噸/千港元)	0.011803

本集團深知自然環境是我們賴以生存的基礎，保育環境是身為企業公民的重要責任。我們嚴格遵守《中華人民共和國環境保護法》和《北京市園林綠化規定》及香港《空氣污染管制條例》、《噪音管制條例》、《廢物處置條例》及《水污染管制條例》等運營所在地法律法規，認真落實各項環保措施，通過減少排放污染、提升能源使用率及合理處置廢棄物等方式，踐行綠色發展理念。報告期內，我們的業務於所有重大方面均符合適用的國家及運營所在地環境法律及法規，且未收到任何與違反現有環境法律或法規有關的懲罰。

本集團致力於以減少廢氣與溫室氣體排放、減少廢棄物產生並提升能源與用水效益為目標，積極採取節能減排措施，持續推進使用智慧化噴灌系統等環保改進專案。

排放管理

氣候變化是當代世界面臨的最大威脅之一。本集團已認識到氣候變化帶來的更為頻繁的極端天氣現象等問題，以及其可能將對生產運營帶來不利影響，因而積極回應國家「節能減排」的號召，堅持可持續、低碳的發展理念，使用節能設施設備，以減少運營能耗使用與溫室氣體排放。

報告期內，本集團產生碳排放情況如下：

Energy use

All facilities and equipment of the Group must comply with the standards of the jurisdictions where it operates, with priority given to the use of energy-efficient appliances such as lighting devices, air conditioners and refrigerators. Besides, we reasonably set the office area lighting time and air-conditioning temperature. In addition, to ensure the normal operation and extend the useful life of various electrical appliances, we regularly conduct maintenance and repairs, thus avoiding the impact on power efficiency due to ageing. We also use clean energy (such as natural gas) in light of local climatic and natural resource conditions.

In 2021, “Bayhood No. 9 Club” used a sprinkler irrigation system featuring intelligent wireless irrigation controller for automatic sprinkler irrigation. By reasonably planning the timing and the number of nozzles to be turned on, the pumping station was kept in efficient operation to avoid prolonged watering time or overloading, which greatly reduced power consumption. We also made a schedule for turf maintenance. It not only improved the efficiency of fertilisers, but also prevented the turfgrass from overgrowing, thus reducing the frequency of turfgrass mowing and saving the fuel consumption of the greens mowers. Obsolete mowers were disposed of in accordance with normal scrapping procedures.

The total direct and indirect energy consumption of the Group during the Reporting Period was as follows:

Total non-renewable fuel (direct) consumption ('000 kWh) 不可再生燃料(直接)總耗量(千個千瓦時)	4,887.93
Total purchased energy (indirect) consumption ('000 kWh) 購買能源(間接)總耗量(千個千瓦時)	2,274.78
Total energy consumption ('000 kWh) 能源總耗量(千個千瓦時)	7,162.71
Energy consumption intensity ('000 kWh/HK\$'000) 能源耗量密度(千個千瓦時/千港元)	0.02662

能源使用

本集團所有設施設備均符合運營所在地標準，且優先採用能耗較低的燈具、空調、冰櫃等電器；同時，我們合理設定辦公區域的照明時長和空調溫度。此外，我們定期保養及維修各類電器，以保證其正常運轉、延長其使用壽命，避免因老化而影響用電效能，並根據當地氣候和自然資源條件，使用天然氣等清潔能源。

二零二一年，「北湖9號俱樂部」使用無線智慧中控噴灌系統進行自動化噴灌，通過合理規劃時間和開啟噴頭的數量，使泵站一直在高效段運行，以避免澆水時間過長或泵站超負荷運行，極大地降低了電力消耗。我們通過制定合理的草坪養護計劃，在提高肥料利用率的同时，確保草坪不會生長過盛，以此降低對草坪的修剪頻率，節約剪草機的燃油消耗。對於廢棄的剪草機，我們均按照正常報廢程式進行。

報告期內，本集團直接及間接能源總耗量如下：

Exhaust emissions

The Group's exhaust emissions are mainly derived from fuel use and utilisation of company vehicles. "Bayhood No. 9 Club" uses natural gas boilers, so as to reduce sulfur dioxide emissions which were caused by the use of coal boilers in the past. Meanwhile, professional fume purification devices, which absorb and purify kitchen fumes, have been used at the themed restaurant of "Bayhood No. 9 Club" to meet the national standard on low-altitude emissions of kitchen fumes. In addition, we consistently manage and seal after use the harmful chemicals (such as paint, preservatives, fire-proof coatings, etc.) used in the construction of the parks for the prevention of air pollution. And we timely maintain our company vehicles and mowers, so as to ensure their normal operation and reduce the generation of waste gas.

During the Reporting Period, the Group generated exhaust emissions as follows:

Sulphur oxide emissions (kg) 硫氧化物排放量(千克)	410.09
Sulphur oxide emissions intensity (kg/HK\$'000) 硫氧化物排放密度(千克/千港元)	0.000001
Nitrogen oxide emissions (kg) 氮氧化物排放量(千克)	0.24
Nitrogen oxide emissions intensity (kg/HK\$'000) 氮氧化物排放密度(千克/千港元)	0.001524
Particulate matter emissions (kg) 顆粒物排放量(千克)	5.74
Particulate matter emissions intensity (kg/HK\$'000) 顆粒物排放密度(千克/千港元)	0.000021

Waste disposal

The Group strictly complies with the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*, the *List of Pesticides Banned and Restricted by the Country*, the *Measures for the Prevention and Control of Environmental Pollution by Discarded Dangerous Chemicals* and other laws and regulations in jurisdictions where it operates, thus conducting strict and compliant management of wastes in preventing environmental pollution.

During the Reporting Period, the Group generated waste as follows:

Hazardous waste produced (tonne) 有害廢棄物產生量(噸)	10.15
Hazardous waste intensity (tonne/HK\$'000) 有害廢棄物密度(噸/千港元)	0.000038
Non-hazardous waste produced (tonne) 無害廢棄物產生量(噸)	32.22
Non-hazardous waste intensity (tonne/HK\$'000) 無害廢棄物密度(噸/千港元)	0.00012
Packaging material usage (tonne) 包裝材料使用量(噸)	1.05

廢氣排放

本集團廢氣排放主要來源於燃料使用及公務車輛使用。「北湖9號俱樂部」使用天然氣供暖鍋爐，以減低過去因使用煤炭供暖鍋爐產生的二氧化硫排放。同時，「北湖9號俱樂部」中心餐廳使用專業油煙淨化器，對餐飲油煙吸收淨化，以滿足國家對於廚房油煙在低空排放的標準。此外，我們對園區施工使用的油漆、防腐劑、防火塗料等有害化學物品統一管理、用後密封，以防止大氣污染；並及時保養公務車輛及除草機等，以確保其正常運轉，減少廢氣產生。

報告期內，本集團廢氣排放量如下：

廢棄物處理

本集團嚴格遵守《中華人民共和國固體廢物污染環境防治法》、《國家禁用、限用農藥清單》及《廢棄危險化學品污染環境防治辦法》等運營所在地法律法規，對廢棄物進行嚴謹合規的管理，防止廢棄物污染環境。

報告期內，本集團廢棄物產生量如下：

Hazardous waste

In 2021, we signed service agreements with hazardous waste disposal companies for the hazardous waste disposal throughout the operation of “Bayhood No. 9 Club”, such as waste pesticide packaging, disposed batteries, used oil barrels and waste machine oil. We also formulated a number of internal management regulations, such as the *Management Regulations on Hazardous Waste Warehouses*, *Management Regulations on Hazardous Waste Storage Sites*, *Management Regulations on Hazardous Waste*, *Management Regulations on Hazardous Waste Ledgers*, *Regulations on Responsibilities in the Prevention and Control of Hazardous Waste Pollution*, and *Contingency Plan for Hazardous Waste*, so as to regulate the management of hazardous waste. The Group implements the classification management and centralised treatment of hazardous waste to achieve reduction, recycling and biosafety. The Group has incorporated the prevention and control of pollution from hazardous waste into its development plan. Disposal of hazardous waste is timely reported to and registered with Beijing Municipal Ecology and Environment Bureau, while pollution incidents and prevention/mitigation measures are notified to entities and residents who may be exposed to pollution hazards, so as to synchronize the planning, implementation and development of production and construction with environmental protection. We provide relevant personnel engaged in the collection, storage, transportation, reception and disposal of hazardous waste with the necessary protective equipment, regular health checks, as well as training on relevant laws, professional skills, safety protection and emergency treatment.

Non-hazardous waste

Among the non-hazardous waste generated by the Group, scrap metal parts, plastics, office paper and other wastes with recycling value are kept by the persons in charge of the generating departments, and are processed together occasionally through reselling to the recycling stations. For organic waste such as decoration waste, greening waste and food waste generated across the “Bayhood No. 9 Club” park, we have signed waste clearance contracts with professional companies for integrated loading, removal and disposal.

有害廢棄物

二零二一年，對於「北湖9號俱樂部」運營全過程中產生的廢農藥包裝、廢棄電瓶、廢機油瓶、廢機油等有害廢棄物，我們與具有資質的危險物品處理公司簽訂了服務協定，制定了《危險廢物倉庫管理制度》、《危險廢物貯存場所管理規定》、《危險廢物管理制度》、《危險廢物台賬管理制度》、《危險廢物污染防治責任制度》及《危險廢物應急預案》等內部管理制度，以加強危險廢棄物的規範化管理，按照「分類管理，集中處置」的原則，實現危險廢物的減量化、資源化和無害化。本集團已將危險廢物的污染防治工作納入公司發展計劃，並對危險廢物的處置情況及時向北京市環保局申報登記，將發生的污染事故、防止或減輕污染危害的措施向可能受到污染危害的單位和居民通報情況，做到生產建設與環境保護同步規劃、同步實施、同步發展。我們對於從事危險廢物的收集、儲存、運送、接收和處置的相關人員，配備必要的防護用品，定期進行健康檢查，並提供相關法律、專業技術、安全防護以及應急處理等知識的培訓。

無害廢棄物

本集團產生的無害廢棄中，廢棄金屬配件、塑膠、辦公用紙等具有回收價值的廢棄物由產生部門負責人保管，不定期轉賣廢品回收站統一處理；對於「北湖9號俱樂部」園區所有區域範圍內的裝修垃圾、綠化垃圾、廚餘垃圾等有機垃圾，我們與專業垃圾清運公司簽訂了垃圾清運服務合同，利用統一的垃圾裝卸、清運、消納程序處理。

WATER CONSUMPTION

The Group obtains commercial water through government water supply department and improves water-use efficiency by using reclaimed-water irrigation and scientific irrigation. We strictly comply with the *Water Law of the People's Republic of China*, the *Water Pollution Prevention and Control Law of the People's Republic of China* and other laws and regulations in jurisdictions where we operate, reasonably utilising and discharging water resources. During the Reporting Period, we did not have any problem in sourcing water that is fit for purpose.

The total water consumption and density of the Group during the Reporting Period were as follows:

Municipal-supplied water consumption (cubic metre) 政府供水量 (立方米)	21,959.11
Reclaimed water consumption (cubic metre) 中水量 (立方米)	229,558.00
Total water consumption (cubic metre) 總耗水量 (立方米)	251,517.11
Water consumption intensity (cubic metre/HK\$'000) 耗水密度 (立方米/千港元)	0.93

Water conservation

In line with the regulations promulgated by Beijing in 2014 prohibiting the use of groundwater and domestic water for irrigation, reclaimed water is used for the greening maintenance of the golf course at "Bayhood No. 9 Club". In 2021, we rented a sprinkler irrigation system featuring intelligent wireless irrigation controller, and developed a plan of golf course irrigation with real-time monitoring and adjustment. Based on weather conditions, plant species and growth cycles, we developed watering schedules with millimetres of precipitation, so as to shorten the watering time and improve irrigation efficiency. Following the principle of "high quality for the best use, low quality for rough use" in respect of water consumption, we have made rational use of reclaimed water resources for irrigation, by setting up a rainwater harvesting pipeline under the golf course for collecting rainwater and irrigation water to artificial lakes, which serves as the spare irrigation water sources. For daily office use of water, the Group proactively promotes the water-saving concept, analyses the causes of abnormal usage in a timely manner and implements the improvement plan, aiming to reduce waste of water resources.

水資源使用

本集團通過政府供水獲取經營用水，並利用循環再用水灌溉、科學灌溉等方式提升用水效益。我們嚴格遵循《中華人民共和國水法》及《中華人民共和國水污染防治法》等運營所在地法律法規，對水資源進行合理的利用和排放處理。報告期內，我們在求取適用水源上未存在任何問題。

報告期內，本集團總耗水量及密度如下：

節約用水

根據2014年北京市對於澆灌用水不允許使用地下水、生活用水的要求，「北湖9號俱樂部」對於高爾夫球場養護的綠化用水均使用中水澆灌。二零二一年，我們通過租用無線智慧中控噴灌系統，制定並即時監控和調整球場噴灌計劃；根據天氣狀況、植物品種、植物生長週期等因素，使用降水毫米數制定澆水計劃，以縮短澆水時間，提升灌溉用水效率。我們踐行「優質優用，低質低用」的水資源使用原則合理利用中水資源進行灌溉，在高爾夫球場地下鋪設了雨水回收管道回收雨水及灌溉水至人工湖，作為灌溉補充水源。針對日常辦公用水，本集團積極宣導節水理念，及時分析用量異常原因並落實改善方案，以減少水資源的浪費。

Sewage treatment

The Group strictly complies with the *Environmental Quality Standards for Surface Water* and other laws and regulations in jurisdictions where it operates. In accordance with plans of the municipal administration, domestic sewage generated at “Bayhood No. 9 Club” is collected via designated sewage pipes and subsequently discharged to the municipal sewage network, where it will be treated in a centralised manner by relevant sewage treatment plants. Seeped water from irrigation that carries pesticide and fertiliser residues will be directed to artificial irrigation lakes for irrigation via collection pipes, and be reused for greening or irrigation purposes after being bio-decomposed and absorbed. Local environmental protection bureaux (EPBs) conduct sampling checks on sewage on a regular basis. During the Reporting Period, all the water samples complied with the requirements of local EPBs.

Notes to environmental KPIs:

- (1) During the Reporting Period, the scope of data collection covered the Group’s offices in Hong Kong, and golf course and office areas of “Bayhood No. 9 Club” in Beijing.
- (2) Exhaust gas emissions are derived from the consumption of natural gas and the motions of company vehicles. The emission factors of natural gas are determined with reference to the *Factors & Material Measuring Methods Applicable to Industries Not Included in the Pollutant Discharge Permit Management System* as promulgated by the Ministry of Ecology and Environment of the PRC, while the emission factors of company vehicles are determined with reference to the *Reporting Guidance on Environmental KPIs* (the “Reporting Guidance”) from the Stock Exchange.
- (3) Greenhouse gas emissions (scope 1) mainly come from the fuel consumption of company vehicles, machinery for golf course maintenance and natural gas consumption of boilers, while greenhouse gas emissions (scope 2) are generated from the electricity consumption. The emission factors of greenhouse gases are determined under the *Reporting Guidance on Environmental KPIs* from the Stock Exchange and the *2006 IPCC Guidelines for National Greenhouse Gas Inventories* issued by the Intergovernmental Panel on Climate Change and the *2019 China Regional Grid Baseline Emission Factor for Emission Reduction Project* published by the Ministry of Ecology and Environment of the People’s Republic of China.
- (4) Conversion factors for energy heating value are determined under the *Energy Statistics Manual, 2007* issued by the International Energy Agency and the *General Principles for Calculation of Total Production Energy Consumption (GB/T2589-2020)* issued by the People’s Republic of China.

污水處理

本集團嚴格遵守《地表水環境質量標準》等運營所在地法律法規，按照市政規劃，「北湖9號俱樂部」生活污水通過污水管道統一收集後排放至市政污水管道，由污水處理廠集中處理；含有殘餘農藥、化肥的綠化下滲水會通過收集管道收集至人工灌溉湖中，經生物降解、吸收，將再次用於綠化灌溉。當地環保局會定期對排放的水樣進行抽樣檢查，在報告期內，抽樣水質均符合當地環保局的要求。

環境關鍵績效指標說明：

- (1) 報告期間，數據收集範圍覆蓋本集團位於香港的辦公室、位於北京的「北湖9號俱樂部」高爾夫球場以及辦公區域。
- (2) 廢氣排放源於天然氣消耗及公務車輛行駛。天然氣排放係數參考中華人民共和國環境保護部《未納入排污許可管理行業適用的排污係數、物料衡算方法》，公務車輛排放係數參考聯交所《環境關鍵績效指標匯報指引》（「匯報指引」）。
- (3) 溫室氣體排放（範圍一）主要來自公務車使用燃油、場養護器械使用燃油和供暖鍋爐天然氣消耗，溫室氣體排放（範圍二）產生於用電量。溫室氣體排放係數參考聯交所《匯報指引》及政府間氣候變化專門委員會《2006年IPCC國家溫室氣體清單指南》，以及中華人民共和國生態環境部《2019年度減排項目中國區域電網基準線排放因子》。
- (4) 能源熱值轉換係數參考國際能源署《能源統計手冊2007》及中華人民共和國《GB/T2589-2020綜合能耗計算通則》。

CLIMATE CHANGE

The Group pays continuous attention to global climate change as well as relevant laws and regulations. We are systematically identifying and assessing the risks of climate change to our sustainable development and are developing strategies to address them, with a view to enhancing our ability to cope with climate change. And we fully support carbon neutrality actions at the strategic, operational and financial levels.

In 2021, we assessed and analysed the transition risks, physical risks and potential opportunities associated with climate change in accordance with the classification of risks by the *Task Force on Climate-related Financial Disclosures*. Transition risks result from the global transition to a climate-resilient low-carbon economy, which include policy and legal, technology, market, and reputation risks. Physical risks result from extreme weather events and the rising global average temperature, which include acute and chronic risks. In summary, we have initially identified key risks and opportunities of climate change as follows:

In terms of transition risks, there is no significant impact on the Group relating to current climate change policies. And the established policies applicable to “Bayhood No. 9 Club” relating to energy conservation, water saving and land use have been strictly enforced for many years. Therefore, risks to the Group arising from policies relating to climate change are predicted to be low. Moreover, as our business is currently less exposed to scenarios arising from climate change, we are not aware of any potential changes in demand for our products or services as a result of climate change. Besides, the negative impact on the environment arising from our business operations is relatively small. As such, the risk of future transition to a low-carbon and energy-efficient economy is expected to be low.

In terms of physical risks, we have formulated contingency plans for the potential acute risk of extreme weather events such as sandstorms, haze, heavy precipitation and floods affecting our operations in Beijing, where “Bayhood No. 9 Club” is located. We prevent and protect against serious property or personal losses that may be caused by such events through the installation of new drainage equipment, regular maintenance of the drainage system and timely identification of potential drainage flood hazards. During the hot summer months, we limit the number of golfers and we adopt a temporary closure plan for turf maintenance during the summer heat period. In 2021, we did not suffer any disruptive effects due to any extreme weather events. Taking these considerations into account, we expect the physical risks to be low.

氣候變化

本集團持續關注全球氣候變化及相關法律法規，正在系統地識別及評估氣候變化對我們可持續發展帶來的風險及制定相關應對策略，以增強我們應對氣候變化的能力，並從戰略、業務及財務層面全力支持碳中和行動。

二零二一年，我們按照《氣候相關財務資訊披露工作組》對風險的分類，就與氣候變化有關的過渡風險、實體風險以及潛在機遇進行評估和分析。過渡風險來自全球向氣候適應性強的低碳經濟過渡轉型，包括政策和法律風險、技術、市場、聲譽等風險；實體風險則來自極端天氣事件及全球平均溫度升高，包括急性風險、慢性風險等風險。綜合所述，我們初步識別出以下的主要氣候變化風險與機遇：

就過渡風險而言，目前尚無對本集團產生重大影響的氣候變化政策，而適用於「北湖9號俱樂部」的已出台節能、節水、土地利用相關政策多年來均已得到嚴格執行，因此預計應對氣候變化相關政策而對本集團所產生的風險較小。其次，由於當前我們的業務受到氣候變化帶來情景影響較小，我們尚未知悉任何因氣候變化而致使我們的產品或服務需求發生改變的可能；再者，我們的業務營運過程本身對環境產生的負面影響較小，因此預期未來邁向低碳、節能經濟體系轉型而產生的風險較小。

就實體風險而言，對於「北湖9號俱樂部」所在地北京可能發生沙塵暴、霧霾、強降水、洪澇等極端天氣事件而對我們的運營產生影響的潛在急性風險，我們制定了相關的應急預案，通過新增排水設備、定期維護排水系統、及時排查內澇隱患等方式，來防範和抵禦突發事件可能造成的嚴重財產或人身損失。在炎熱的夏季，我們會相應地控制打球人數，在夏季高溫期草坪維護方面，我們採取暫時封場的處理方案。二零二一年，我們未因任何極端天氣事件而遭受破壞性影響。綜合上述考量，我們預期所面臨的實體風險較小。

The improvement in air quality in Beijing in recent years has led to greater enthusiasm for outdoor activities. For the operation of “Bayhood No. 9 Club”, if the results of environmental governance in Beijing continue to improve in the future, it is expected to lead to an increase in demand for golf course-related products and services, which will present further opportunities to us. In addition, “Bayhood No. 9 Club” features a large area of greenery and an artificial lake, together with a high concentration of oxygen ions, which have greatly improved the environmental quality of the local community and gained a high reputation.

In the face of various development opportunities that may arise from climate change-related factors in the future, we will reduce operating costs by improving the efficiency of resource use, and save energy costs by switching to low-emission energy sources. We will enhance our competitiveness by creating and developing new products and services of low emissions, as we diversify our business to embrace the transformation into a low-carbon and socially friendly enterprise.

近年北京空氣品質的改善促使市民室外活動的熱情提升，對於「北湖9號俱樂部」業務運營而言，如果未來北京環境治理成效持續向好，則有望帶來高爾夫球場相關產品和服務的需求增加，將為我們帶來更多機遇。另外，「北湖9號俱樂部」擁有大面積的綠化和人工湖，球場氧離子濃度較高，極大改善當地社區的環境品質，享有較高的美譽度。

面對未來可能因氣候變化相關因素而產生的多種發展機遇，我們將通過提高資源的使用效率，降低運營成本；通過向低排放能源轉化，節約能源開支；通過創造和開發新型低排放產品和服務，提升競爭地位；通過將業務多元化，實現低碳經濟及社會友好型企業的轉型。

COMMUNITY INVESTMENT 社區投資

Fully aware of its corporate social responsibilities, the Group actively participates in social charity and constantly cares for vulnerable groups. In forms such as donations and provision of employment opportunities, the Group fully leverages on its strengths in resource reserve to support the development of local communities and give back to the society.

In 2021, “Bayhood No. 9 Club” actively participated in efforts of environmental governance and neighbourhood greening work in the community. We actively mobilised manpower, provided venues and contributed to related community activities. Accordingly, we won praise from the local government and neighbourhood committees. During the Reporting Period, total community investment amounted over HKD136,000 was contributed by the Group.

本集團深明所承擔的企業社會責任，積極參與社會公益事業，持續關注社會弱勢群體並充分利用自身資源優勢，以慈善捐助、提供就業崗位等方式說明當地社區發展，盡己所能回饋社會。

二零二一年，「北湖9號俱樂部」積極參與社區環境治理與街區綠化工作，我們積極組織人力及提供場所，完成社區服務工作，獲得地方政府和社區街道的讚揚。報告期間，本集團投放在社區項目的總金額超過136,000港元。

APPENDIX 1: ESG REPORTING GUIDE INDEX

附錄一：《環境、社會及管治報告指引》索引

ESG Guide ESG指引		Status of disclosure 披露情況	Corresponding chapter 對應章節
Aspect A1: Emissions 層面A1：排放物			
General Disclosure 一般披露	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的政策及遵守對發行人有重大影響的相關法律及規例的資料。	Disclosed 已披露	GREEN OPERATION 綠色營運
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Disclosed 已披露	GREEN OPERATION 綠色營運
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Disclosed 已披露	GREEN OPERATION 綠色營運
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Disclosed 已披露	GREEN OPERATION 綠色營運
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Disclosed 已披露	GREEN OPERATION 綠色營運
A1.5	Description of emission 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。	Disclosed 已披露	GREEN OPERATION 綠色營運
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	Disclosed 已披露	GREEN OPERATION 綠色營運

ESG Guide ESG指引		Status of disclosure 披露情況	Corresponding chapter 對應章節
Aspect A2: Use of Resources 層面A2：資源使用			
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	Disclosed 已披露	GREEN OPERATION 綠色營運
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total ('000 kWh) and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及/或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	Disclosed 已披露	GREEN OPERATION 綠色營運
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)。	Disclosed 已披露	GREEN OPERATION 綠色營運
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。	Disclosed 已披露	GREEN OPERATION 綠色營運
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。	Disclosed 已披露	GREEN OPERATION 綠色營運
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位估量。	Disclosed 已披露	GREEN OPERATION 綠色營運

ESG Guide ESG指引		Status of disclosure 披露情況	Corresponding chapter 對應章節
Aspect A3: Environment and Natural Resources 層面A3：環境及天然資源			
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Disclosed 已披露	GREEN OPERATION 綠色營運
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。	Disclosed 已披露	GREEN OPERATION 綠色營運
Aspect A4: Climate Change 層面A4：氣候變化			
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	Disclosed 已披露	GREEN OPERATION 綠色營運
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。	Disclosed 已披露	GREEN OPERATION 綠色營運
Aspect B1: Employment 層面B1：僱傭			
General Disclosure 一般披露	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的政策及遵守對發行人有重大影響的相關法律及規例的資料。	Disclosed 已披露	TALENT CULTURE 人才文化
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region. 按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。	Disclosed 已披露	TALENT CULTURE 人才文化
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。	Disclosed 已披露	TALENT CULTURE 人才文化

ESG Guide ESG指引	Status of disclosure 披露情況	Corresponding chapter 對應章節	
Aspect B2: Health and Safety 層面B2：健康與安全			
General Disclosure 一般披露	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的政策及遵守對發行人有重大影響的相關法律及規例的資料。	Disclosed 已披露	TALENT CULTURE 人才文化
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年(包括匯報年度)每年因工亡故的人數及比率。	Disclosed 已披露	TALENT CULTURE 人才文化
B2.2	Lost days due to work injury. 因工傷損失工作日數。	Disclosed 已披露	TALENT CULTURE 人才文化
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Disclosed 已披露	TALENT CULTURE 人才文化
Aspect B3: Development and Training 層面B3：發展及培訓			
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Disclosed 已披露	TALENT CULTURE 人才文化
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, and middle management). 按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓員工百分比。	Disclosed 已披露	TALENT CULTURE 人才文化
B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Disclosed 已披露	TALENT CULTURE 人才文化

ESG Guide ESG指引	Status of disclosure 披露情況	Corresponding chapter 對應章節	
Aspect B4: Labour Standards 層面B4：勞工準則			
General Disclosure 一般披露	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的政策及遵守對發行人有重大影響的相關法律及規例的資料。	Disclosed 已披露	TALENT CULTURE 人才文化
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。	Disclosed 已披露	TALENT CULTURE 人才文化
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。	Disclosed 已披露	TALENT CULTURE 人才文化
Aspect B5: Supply Chain Management 層面B5：供應鏈管理			
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Disclosed 已披露	OPERATIONAL MANAGEMENT 營運管理
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Disclosed 已披露	OPERATIONAL MANAGEMENT 營運管理
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	Disclosed 已披露	OPERATIONAL MANAGEMENT 營運管理
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	Disclosed 已披露	OPERATIONAL MANAGEMENT 營運管理
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	Disclosed 已披露	OPERATIONAL MANAGEMENT 營運管理

ESG Guide ESG指引		Status of disclosure 披露情況	Corresponding chapter 對應章節
Aspect B6: Product Responsibility 層面B6：產品責任			
General Disclosure 一般披露	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的政策及遵守對發行人有重大影響的相關法律及規例的資料。	Disclosed 已披露	OPERATIONAL MANAGEMENT 營運管理
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	N/A 不適用	
B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Disclosed 已披露	OPERATIONAL MANAGEMENT 營運管理
B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	N/A 不適用	
B6.4	Description of quality assurance process and recall procedures. 描述品質檢定過程及產品回收程序。	N/A 不適用	
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	Disclosed 已披露	OPERATIONAL MANAGEMENT 營運管理

ESG Guide ESG指引		Status of disclosure 披露情況	Corresponding chapter 對應章節
Aspect B7: Anti-Corruption 層面B7：反貪污			
General Disclosure 一般披露	Information on the policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的政策及遵守對發行人有重大影響的相關法律及規例的資料。	Disclosed 已披露	OPERATIONAL MANAGEMENT 營運管理
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	Disclosed 已披露	OPERATIONAL MANAGEMENT 營運管理
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程式，以及相關執行及監察方法。	Disclosed 已披露	OPERATIONAL MANAGEMENT 營運管理
B7.3	Description of anti-corruption training provided for directors and staff. 描述向董事及員工提供的反貪污培訓。	Disclosed 已披露	OPERATIONAL MANAGEMENT 營運管理
Aspect B8: Community Investment 層面B8：社區投資			
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Disclosed 已披露	COMMUNITY INVESTMENT 社區投資
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	Disclosed 已披露	COMMUNITY INVESTMENT 社區投資
B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	Disclosed 已披露	COMMUNITY INVESTMENT 社區投資



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華 誼 騰 訊 娛 樂