



ESG REPORT

Environmental, Social and Governance Report

Environmental, Social and Governance Report

環境、社會及管治報告

About this Report

Reporting Scope

This Environmental, Social and Governance Report of Lifestyle International Holdings Limited (“Lifestyle International” or the “Company”) focuses on the sustainability policies, performance and initiatives with respect to the operations of our two department stores in Causeway Bay (“SOGO CWB”) and Tsim Sha Tsui (“SOGO TST”), the latter of which was closed on 12 March 2023, as well as the property development project in Kai Tak (“The Twins”) for the period from 1 January 2023 to 31 December 2023, unless otherwise stated.

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

Our Vision

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

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

我們的業務理念包含各主要持份者的參與：

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

關於本報告 報告範圍

此利福國際集團有限公司（「利福國際」或「本公司」）的環境、社會及管治報告聚焦於二零二三年一月一日至二零二三年十二月三十一日期間，有關我們在銅鑼灣及尖沙咀的兩間百貨店（「銅鑼灣崇光」及「尖沙咀崇光」），後者已於二零二三年三月十二日關閉，以及位於啟德的物業發展項目（「雙子匯」）的可持續發展政策、績效及舉措，（除非另有說明）。

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

我們的願景

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

1. **顧客：**我們首要的目標為滿足顧客並為其提供世界級購物體驗。
2. **僱員：**我們的員工為我們最寶貴的資產，其身心健康對旗下業務的生產力及增長至關重要。
3. **業務夥伴：**我們尊重對待我們的夥伴，並以真誠及負責任的態度進行所有業務。
4. **社區：**我們身為社會上認真負責的一份子，致力為環境及社區的長期福祉作出貢獻。

5. **Shareholders:** we strive to maximize long-term value and return for our shareholders.

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

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

Sustainability Policy

1. Governance

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

2. Environment

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

5. **股東：**我們致力達致股東的長期價值及爭取最大回報。

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

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

可持續政策

1. 管治

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

2. 環境

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

3. Employees

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

4. Customers

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

5. Supply Chain

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

6. Community

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

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

Materiality Assessment

We engaged an external sustainability consultant in 2022 to conduct a comprehensive materiality assessment with various stakeholders, the findings of which continue to be used this year to devise our ESG long-term goals, strategies and targets.

3. 僱員

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

4. 顧客

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

5. 供應鏈

- 聘用接納可持續發展並展現良好的道德、環境及社會承諾的供應商及承包商。

6. 社區

- 與不同的社區團體密切接觸，以識別並為解決社會事宜作出貢獻。

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

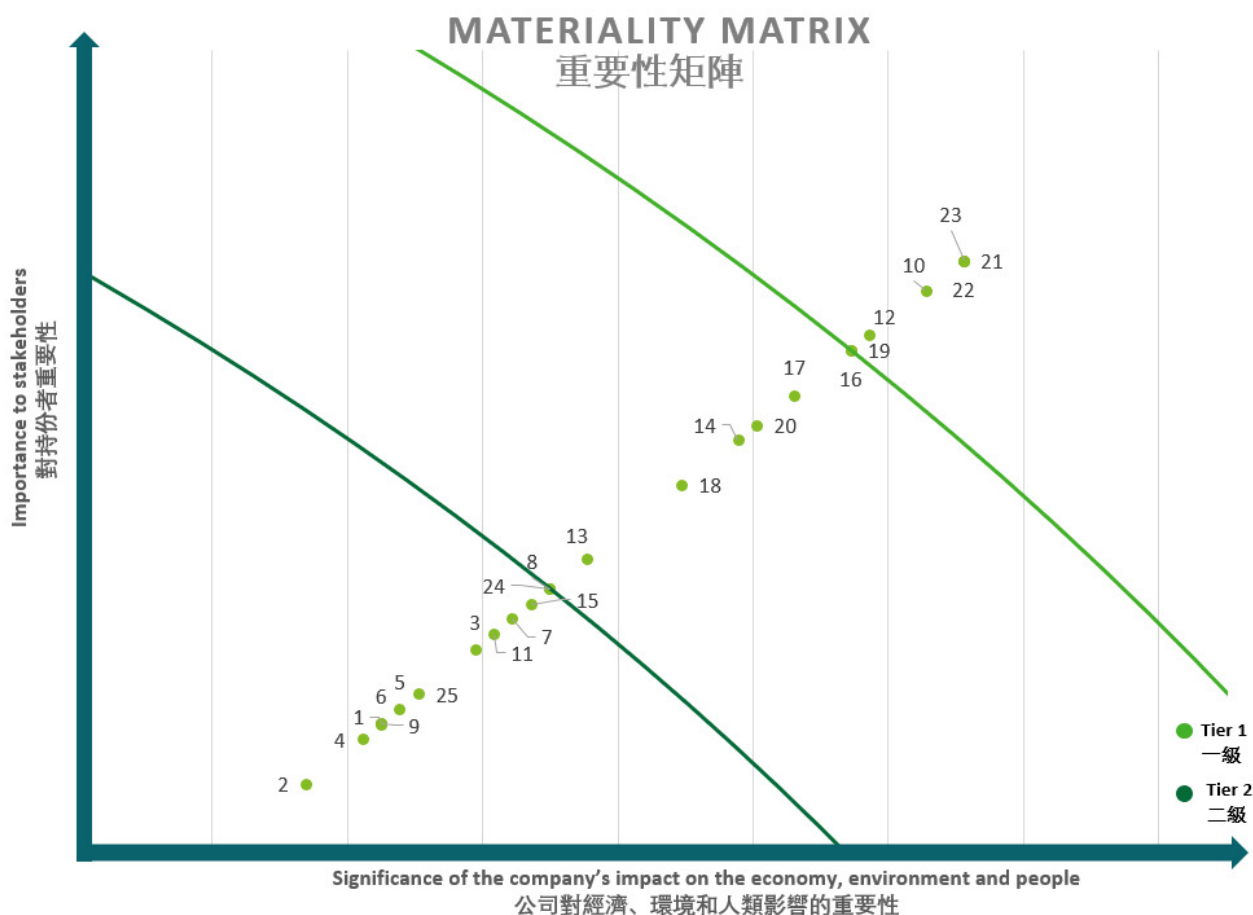
重要性評估

我們於二零二二年聘請了外部可持續發展顧問，與各持份者進行了全面的重要性評估。今年將繼續使用該調查結果來制定我們的長遠環境社會管治目的、策略及目標。

ESG issues which are most important to Lifestyle International

對利福國際最重要的環境社會管治議題

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



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

Stakeholder Engagement

持份者參與



Engagement Channels

參與渠道

- | | |
|-------------------------------------|-----------|
| • Training & Workshops | 培訓及工作坊 |
| • Volunteer Activities | 義工活動 |
| • Interviews & Meetings | 面談及會議 |
| • Project Collaborations | 項目合作 |
| • Public Events & Social Gatherings | 公開活動及社交聚會 |
| • Sponsorships & Donations | 贊助及捐獻 |
| • Social media platforms | 社交媒體平台 |
| • Surveys | 調查 |
| • Industry events | 業界活動 |



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

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

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

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

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

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

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

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

團環境社會管治發展的監管。

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

Environment

環境



Environmental Policy

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

- Quantify the environmental impact of our operations and design measures to reduce our greenhouse gas emissions.
- Consistently work to improve the efficiency of our energy consumption.
- Ensure a healthy and comfortable environment within our business premises.
- Adopt green practices and technologies to better conserve our natural resources.
- Ensure compliance with applicable environmental and related legislations with our staff, business partners & other stakeholders.
- Minimize waste generation and manage it in a responsible manner.
- Cultivate an environmentally conscious mindset amongst all employees through regular internal communications and trainings.

環境政策

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

- 量化營運的環境影響，並設計減少溫室氣體排放的措施。
- 持續著力改善能源消耗的效率。
- 確保營商物業內的環境健康舒適。
- 採納綠色實務及技術以更有效節約天然資源。
- 與員工、業務夥伴及其他持份者確保遵守適用環境及相關法例。
- 盡量減少產生廢物及以負責任的態度處理廢物。
- 透過定期內部溝通及培訓，培育全體僱員的環保意識。

Climate Change

Governance

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

Strategy

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

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

氣候變化

管治

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

策略

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

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

Risk Management

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

風險管理

通過將與氣候相關的風險納入風險評估管理，我們已識別出以下風險及機遇：

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

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

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

Metrics and Targets

指標和目標

Our 2030 climate-related metrics and targets (compared to 2020 base level) 我們 2030 年的氣候相關指標和目標（與 2020 年基準水平相比）

	Reduction target 減少目標	Progress 進度
Scope 1 and Scope 2 GHG Emission intensity 範疇1及範疇2溫室氣體排放密度	-10%	Achieved 達標
Purchased electricity intensity 購買電力密度	-10%	On track 如期進行
Portable water intensity 飲用水密度	-5%	In progress 進行中
Non-hazardous wastes intensity 無害廢棄物密度	-5%	In progress 進行中

Energy Management

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

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

The Group's major energy consumption is electricity consumed by the air conditioning systems, general lighting, refrigeration systems,

能源管理

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

我們積極監控及分析能源消耗模式，以確保設備及設施以最佳水平運作。

本集團的主要能源消耗為空調系統、一般照明、製冷系統以及升降機、自動扶梯及資訊科技設施等其他設備的電力消耗。我們已制

and other equipment such as lifts, escalators and I.T. facilities. Measures are in place to ensure that the facilities are maintained to function at their optimal operational conditions. Such measures include procurement of energy efficient equipment, timely retrofitting, and regularly conducting preventive maintenance programs by our contractors and/or in-house maintenance team. In 2023, we replaced 2 sets of air handling units of the air conditioning systems, as well as 1 set of Active Harmonic Filter for the outdoor LED screen at SOGO CWB (“CVISION”) to improve the efficiency of energy consumption.

In 2023, fluorescent lighting have been replaced by LED lighting at machine room and cargo lifts of SOGO CWB. In addition, to minimize the impact of light pollution, all external lighting facilities of our stores such as LED screens, light boxes and logo signage operate in full compliance with the requirements under “Charter on External Lighting” by Environment and Ecology Bureau.

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

Energy & Water Consumption and Greenhouse Gas Emissions

The aggregate energy & water consumption and Greenhouse Gas (“GHG”) Emissions at SOGO CWB and SOGO TST, and auxiliary supporting facilities for 2022–2023 is presented as below:

GHG Emissions in total and intensity 總溫室氣體排放量及密度	Unit 單位	2023 二零二三年	2022 二零二二年
(Scope 1) (範疇1)	Kg CO ₂ e 公斤二氧化碳當量	20	15
(Scope 2) (範疇2)	Kg CO ₂ e 公斤二氧化碳當量	13,970,555	14,703,480
Total GHG Emissions 總溫室氣體排放量	Kg CO ₂ e 公斤二氧化碳當量	13,970,575	14,703,495
Intensity 密度	Kg CO ₂ e/ft ² 公斤二氧化碳當量/平方尺	20.0	20.8

定措施確保此等設施保持以最佳狀態運作。有關措施包括採購節能設備、及時翻新設備，以及由我們的承包商及／或內部維修團隊定期進行預防性維修計劃。於二零二三年，我們更換了兩台銅鑼灣崇光的空調系統空氣處理機組，以及一組室外LED螢幕（「CVISION」）的主動式諧波濾波器，以改善能源消耗的效率。

於二零二三年，銅鑼灣崇光機器房及貨軌的螢光燈管已更換為LED照明燈管。此外，為了減低光污染的影響，我們的百貨店所有戶外燈光設施，如LED屏幕、燈箱及商標標誌牌等，其運作均全面遵守環境及生態局「戶外燈光約章」的要求。

另一方面，我們的業務營運的用水量及燃氣消耗相較並不重大。耗水主要用於百貨店及辦公場所內為顧客及員工而設的衛生設施。為盡量減少洗手間的耗水，我們已安裝感應水龍頭及沖水裝置。燃氣主要用於員工餐廳及銅鑼灣崇光的日式餐廳。

能源消耗及用水量以及溫室氣體排放

於二零二二年至二零二三年，銅鑼灣崇光、尖沙咀崇光及其配套設施的能源消耗及用水總量以及溫室氣體（「溫室氣體」）排放呈列如下：

Total consumption 總消耗量				Intensity 密度		
Energy Consumption 能源消耗	Unit 單位	2023 二零二三年	2022 二零二二年	Unit 單位	2023 二零二三年	2022 二零二二年
Purchased Electricity 購買電力	Kwh 千瓦小時	20,632,829	21,481,739	kWh/ft ² 千瓦小時/ 平方尺	29.8	30.3
Purchased Towngas 購買煤氣	Mega Joules 兆焦耳	1,330,368	1,166,160	MJ/ft ² 兆焦耳/ 平方尺	1.9	1.6
Portable water 飲用水	M ³ 立方米	87,234	80,092	M ³ /ft ² 立方米/ 平方尺	0.1	0.1

Remarks

- The operating area used for computation of energy intensity was adjusted for the effect from the closure of SOGO TST in March 2023.
- Emission Factor used for purchased electricity from Hong Kong Electric and CLP is **0.68** (2022: 0.71) and **0.39** (2022: 0.39) respectively. Emission Factor for Towngas from Hong Kong and China Gas is **0.065 per MJ** (2022: 0.065 per MJ).
- Scope 1 GHG emissions are from sources that are owned or controlled by the Group, which includes combustion of diesel and petrol.
- Scope 2 GHG emissions is calculated basing on purchased electricity and Towngas only, excluding those electricity consumptions by central air-conditioning systems which are not under our operating control that consumption data cannot be readily available and reliably measured.

The purchased electricity fell by around 4% when compared to 2022. The decrease was mainly due to the closure of SOGO TST. The purchase of Towngas increased by 14% as lower consumption was recorded last year because of the shortened operating hours of the staff canteen amid the fifth wave of COVID-19. The total GHG emissions as a result dropped by around 5% this year.

Store Renovation

We encourage all incoming concessionaire counters to reuse existing fixtures such as false ceilings and floor tiles left by exiting tenants for counter renovations to minimize construction waste whenever possible. In 2023, 82 out of 106 concessionaire counters adopted the practice of reusing existing fixtures.

備註

- 計算能源密度所用的營運面積因二零二三年三月尖沙咀崇光關閉的影響而有所調整。
- 就香港電燈及中電購買電力所用排放係數分別為**0.68**（二零二二年：0.71）及**0.39**（二零二二年：0.39）。就香港中華煤氣購買煤氣所用排放係數為**每兆焦耳0.065**（二零二二年：每兆焦耳0.065）。
- 範疇1溫室氣體排放來自本集團擁有或控制的來源，包括燃燒柴油及汽油。
- 範疇2溫室氣體排放僅根據購買電力及煤氣計算，不包括並非由我們操作監控的中央空調系統所耗電力，因為不容易取得及可靠計量該等耗電數據。

與二零二二年相比，購買電力減少約4%。減少主要是由於尖沙咀崇光的關閉。而煤氣的購買量則上升了14%，主要是由於去年COVID-19第五波期間，員工餐廳的營業時間縮短，導致消耗量減少。因此，今年溫室氣體排放總量減少了約5%。

店舖裝修

我們鼓勵所有新進駐的特許經營專櫃重用現有租戶留下的假天花板和地磚等固定裝置，進行櫃檯裝修，以盡量減少建築廢物。於二零二三年，106個特許經營專櫃中有82個採納了重用現有固定裝置的做法。

Waste Management and Recycling

Waste prevention and management play an indispensable role within our overall environmental policy. In addition to minimizing unnecessary environmental impact, we believe that waste prevention increases our overall operational efficiency and generates long-term cost savings. We recognize the importance of promoting waste consciousness amongst our various stakeholders in order to effectively implement our waste management policy that includes the promotion of recycling and practices that support the reduction of material consumption. The implementation of the Municipal Solid Waste Charging in 2024, demonstrates the increasing importance of efficiency of waste management and recycling.

The aggregated non-hazardous solid waste generated from SOGO CWB and SOGO TST in 2023 was 5,240 tonnes (intensity: 0.0078 tonnes/ft²) (2022: 1,370 tonnes (intensity: 0.0019 tonnes/ft²)).

Workplace Conduct

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

Aging equipment are collected for recycling where possible or properly disposed. Meanwhile, designated recycling bins are in place for collection of used paper, plastic bottles, cans and coffee grounds.

In 2023, the Group was again awarded the “Green Office Awards Labelling Scheme (GOALS)” and “Eco-Healthy Workplace” label by the World Green Organization (“WGO”) for our continuous efforts in the promotion of a sustainable and healthy workplace environment.

In 2023, the Group joined the “Quality Water Supply Scheme for Buildings” by the Water Supplies Department.

Environmentally Friendly Shopping

To advocate environmentally responsible shopping, we sell reusable shopping bags and provide P-Life® biodegradable plastic shopping bags as carrying options for our customers. In response to regulatory change and customer expectations, we will be rolling out FSC-certified paper bags to replace the P-Life® biodegradable

廢物管理及回收

廢物預防及管理在我們的整體環境政策中擔當不可或缺的角色。除了減少不必要的環境影響外，我們認為避免產生廢物可提高整體營運效率，長遠而言可減省成本。我們確認提高各持份者減廢意識的重要性，以便有效實施廢物管理政策，包括推廣回收及支持減少消耗物料的做法。2024年都市固體垃圾收費的實施，顯示了廢物管理和回收效率的日益重要。

於二零二三年，銅鑼灣崇光及尖沙咀崇光產生的無害固體廢棄物總數為5,240公噸（密度：0.0078 公噸/平方尺）（二零二二年：1,370公噸（密度：0.0019 公噸/平方尺））。

工作場所操守

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

收集老化設備，以便在可行的情況下回收或妥善處置。同時，設有指定回收箱，用於收集廢紙、塑膠瓶、鋁罐和咖啡渣。

於二零二三年，本集團再度獲世界綠色組織（「WGO」）頒發「綠色辦公室獎勵計劃」（GOALS）及「健康工作間獎勵計劃」標籤，表揚我們努力不懈地促進可持續及健康的工作環境。

於二零二三年，本集團參與由水務署推行的「大廈優質供水認可計劃」。

環保購物

為了倡導環保購物，我們出售可循環使用的購物袋，並向顧客提供使用P-Life®生物分解塑料購物袋盛載貨品的選項。為了應對法規變化和顧客期望，我們將於二零二四年推出FSC 認證紙袋以取代 P-Life®生物分解塑料購物袋，以消除塑膠袋的使用。另外，我們亦定期於旗下店舖舉辦環保及推廣活動，以

ones in 2024 to eliminate the use of plastic bags. We also regularly hold environmentally friendly activities and promotions within our stores to educate, arouse and encourage our customers to adopt a more sustainable and mindful lifestyle.

In 2023, we organized and supported the following initiatives to promote and raise awareness of environment related issues:

- Implementation of e-invoice.
- Launch of e-coupons through SOGO Rewards App to reduce the usage of paper ones.
- Joint recycling program by the Sports Department with The Salvation Army to collect used apparel and footwear items for donation from SOGO Rewards members, who received extra rewards points with their relevant purchase.
- Trade-In Program by Samsonite with The Salvation Army.
- “Green in Beauty” promotion where SOGO Rewards members could redeem a nutty snack for bringing the empty beauty product bottles for recycling.
- “Protect The Future” campaign where SOGO Rewards members could earn 2X points upon purchase of designated eco-friendly children products, and HIMAWARI Parent Club members would receive a set of e-coupons for 4 exclusive rewards by bringing in cleaned milk powder cans for recycling.
- “Green is back to home” campaign where SOGO Rewards members could get a \$10 SOGO eGift Certificate by bringing in 5 plastic bottles, as well as earn 2X points when purchasing designated products.
- WELL water refill station at SOGO CWB to provide lead-free drinking water to customers as well as staff while helping to reduce single-use plastic bottles.

教育、喚起及鼓勵我們顧客採納更具可持續性及細意的生活模式。

於二零二三年，為推廣及提高有關環境事宜意識，我們舉辦及支持了以下活動：

- 實施電子發票。
- 透過 SOGO Rewards App 推出電子優惠券，以減少紙本優惠券的使用。
- 我們的體育用品部與救世軍合辦回收活動，收集 SOGO Rewards 會員捐贈二手服裝和鞋類物品，而會員並於購物時獲得額外積分獎勵。
- 救世軍與 Samsonite 合作推出舊換新活動。
- 於「Green in Beauty」推廣活動，SOGO Rewards 會員只須帶回空美容產品瓶以作回收，即可兌換堅果零食一份。
- 於「Protect The Future」活動，SOGO Rewards 會員凡購買指定環保兒童產品，可享 2X 積分。此外，HIMAWARI 親子會會員如帶回清洗後的奶粉罐以作回收，可獲贈電子優惠券一套，尊享四重賞優惠。
- 於「Green is back to home」活動，SOGO Rewards 會員凡攜同 5 個飲品膠樽參與回收計劃，可獲贈\$10 崇光電子禮券一張。此外，SOGO Rewards 會員凡於店內購買指定品牌貨品，可尊享 2X 積分。
- 於銅鑼灣崇光提供 WELL 飲用水機，向顧客及員工提供無鉛飲用水，同時減少單次使用塑膠瓶。



Food Recycling

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

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

We strive to minimize food waste. We reduce food waste by providing guidelines to staff on food waste segregation. Daily food waste collected under our food recycling program is turned into compost or animal feed. In 2023, around 17,591 kg (2022: 20,017 kg) of food waste was collected, saving approximately 10,027 kg (2022: 11,369 kg) of CO₂e emissions from the landfill.

We continue our long-term partnership with "Food Angel", a local food bank, through food donations to raise the awareness towards treasuring food as a precious resource and helping those in need. In 2023, Food Angel has collected approximately 747 kg (2022: 917 kg) from our food sections as food rescue donation.

食品回收

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

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

我們竭盡所能減少廚餘。我們通過向員工提供廚餘分類的指引以減少廚餘。根據我們的食物回收計劃，收集到的日常廚餘將轉化為堆肥或動物飼料。於二零二三年，已收集到約17,591公斤(二零二二年: 20,017公斤)廚餘，減省自堆填區約10,027公斤(二零二二年: 11,369公斤)二氧化碳當量的排放物。

我們繼續與本地食物銀行「惜食堂」維持長期合作夥伴關係，透過捐贈食物提高人們珍惜食物作為寶貴資源的意識及為有需要的人提供幫助。於二零二三年，「惜食堂」從我們的食品區收集了約747公斤(二零二二年: 917公斤)作為食品救援捐贈。

Initiatives for The Twins 雙子匯的舉措



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

Waste Management

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

Measures implemented included:

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

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

我們通過內部規則、招標文件及方法聲明與承包商一起維護嚴格的环境準則，並持續監察雙子匯建築地盤的环境績效。

廢物管理

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

實施的措施包括：

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

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

Building Information Modelling (“BIM”)

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

Health & Safety

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

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

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

建築信息模擬（「BIM」）

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

健康及安全

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

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

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

Sustainability

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

The Twins has tentatively achieved “Provisional Platinum” rating under BEAM Plus New Building certification from the Hong Kong Green Building Council (“HKGBC”). Furthermore, we endeavor to ensure the development project will undergo the Life Cycle Assessment, and to further reduce its impacts to the environment with the following initiatives:

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

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

可持續性

我們意識到管理雙子匯對環境的影響。因此將可持續性原則納入項目的規劃、設計、施工及調試中，以盡量減少環境的影響。我們致力創造更綠色及更可持續的發展項目，並繼續利用創新科技，將建築效率及可持續發展提升至更高水平。

雙子匯已初步獲得香港綠色建築議會（「香港綠色建築議會」）頒發的綠建環評新建建築「暫定鉑金級」評級。此外，我們亦努力確保開發項目將進行生命週期評估，並通過以下舉措進一步減少其對環境的影響：

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

利福國際致力採用創新科技以提高雙子匯設計及施工的可持續性，並確認到與承包商緊密合作以達成該等可持續發展目標的重要性。

Employees

僱員





Staff and workplace

As at 31 December 2023, Lifestyle International employed a total of 606 staff and they are all based in Hong Kong. The gender and age distribution of our staff are as follows:



員工和工作場所

於二零二三年十二月三十一日，利福國際合共聘用606名員工，彼等均駐香港。我們員工的性別及年齡分佈如下：

Gender Distribution 性別分佈		
	2023 二零二三年	2022 二零二二年
Male 男性 	244	252
Female 女性 	362	378

By Age Group 按年齡組別		
	2023 二零二三年	2022 二零二二年
20 and below 20歲及以下	NIL	NIL
21-30 21至30歲	34	36
31-40 31至40歲	145	140
41-50 41至50歲	179	188
51-60 51至60歲	202	208
Above 60 60歲以上	46	58

Turnover Rate

By Gender 按性別		
	2023 二零二三年	2022 二零二二年
Male 男性 	5.0%	5.7%
Female 女性 	5.5%	6.4%

流失率

By Age Group 按年齡組別		
	2023 二零二三年	2022 二零二二年
20 and below 20歲及以下	NIL	NIL
21-30 21至30歲	1.6%	3.4%
31-40 31至40歲	3.4%	4.1%
41-50 41至50歲	4.4%	2.6%
51-60 51至60歲	1.1%	2.0%
Above 60 60歲以上	NIL	NIL

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

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

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

Anti-corruption

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

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

利福國際全年持續遵守有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的相關法律、法規及規例。

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

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

反貪污

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

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

In October 2023, “Corporation Prevention Seminar” by Independent Commission Against Corruption (ICAC) was organized for our staff to reinforce their understanding on best practices and awareness for potential risks of bribery or corruption.

於二零二三年十月，為員工舉辦了由廉政公署提供「企業防貪講座」，加強員工對最佳工作常規的了解，以及加深員工對潛在賄賂或貪污風險的認識。



Staff Training and Development

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

員工培訓與發展

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



Percentage of employees trained

By Gender 按性別		
	2023 二零二三年	2022 二零二二年
Male 男性 	14.3%	Not material 不重大
Female 女性 	17.1%	Not material 不重大

受訓僱員百分比

By Category 按類別		
	2023 二零二三年	2022 二零二二年
General 一般	2.1%	NIL 無
Supervisory 監督	18.9%	NIL 無
Managerial 管理	10.5%	Not material 不重大

Average training hours completed per employee

By Gender 按性別		
	2023 二零二三年	2022 二零二二年
Male 男性 	0.5	Not material 不重大
Female 女性 	0.5	Not material 不重大

每位僱員完成的平均培訓時數

By Category 按類別		
	2023 二零二三年	2022 二零二二年
General 一般	0.2	NIL 無
Supervisory 監督	0.5	NIL 無
Managerial 管理	0.3	Not material 不重大

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

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

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

In 2023, the Group launched the "Professional Qualification Membership Fee Subsidy" to support staff for achieving work-related professional qualifications.

Health and Safety

Lifestyle International considers the health and safety of its' staff, customers, visitors and members of the public at large to be of the utmost importance. There were no reported cases of fatality from 2021 to 2023. During 2023, a total of 244 man-days were lost due to work-related injuries.

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

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

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

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

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

於二零二三年，本集團推出「專業資格會員費補貼」，以支持員工取得與工作相關的專業資格。

健康與安全

利福國際視其員工、顧客、訪客和普羅大眾的健康和安全至關重要。二零二一年至二零二三年並無任何身亡事故報告。二零二三年因工傷共損失244人日。

為向大眾提供一個無風險與危害的環境，我們致力於：

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

- Promote health & safety at work and gather staff members' feedback through the Health & Safety Committee.

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

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

Mental health is an integral part of one's personal health. To take care of the mental well-being of our staff, a professional organization under the Employee Assistance Program has been engaged to provide confidential consultative services by qualified counsellors to our staff through a 24-hour hotline or face-to-face appointments, covering both work and non-work related issues.

Social and Community Support



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

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

- 透過健康及安全委員會推廣工作健康及安全，並收集員工反饋。

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

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

心理健康是個人健康的其中一不可分割部份。為了照顧員工的心理健康，我們根據僱員協助計劃，聘用了專業組織，其合資格顧問透過24小時熱線或預約面談為員工提供保密的諮詢服務，當中涵蓋與工作及非工作相關的問題。

社會及社區支援

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

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

In 2023, we received the “Sustainable Corporate (Social Responsibility) - Outstanding Award” under Standard Chartered Corporate Achievement Awards 2023 for our efforts on community support and charitable works.

During the year, we organized and participated in the following charitable activities:

- “Live in Pink” campaign to raise funds for Hong Kong Breast Cancer Foundation by donating HK\$2 from both SOGO and participating brands for every single purchase of HK\$500 on ladies’ wear items from designated brands.
- DAKS donated a portion of the proceeds of selected sweaters and charity gifts purchased by the customers, as well as all proceeds from the charity sales of 10 limited edition Teddy Bears to Save the Children Hong Kong.
- “SOGO x Po Leung Kok - Gift of Love” promotion where SOGO matched every designated toy purchased by customers at CWB store for donation to Po Leung Kok.
- “Spread the LOVE” campaign - for every designated CASABLANCA quilt purchased by customers, SOGO donated 2 pieces of the same product to Po Leung Kuk.
- “Share with Love · Charity Sale” - Participating brands sponsored products for charity sales. All proceeds from the products sold after deducting administrative expenses were donated to Po Leung Kuk.
- Miniature plant redemption program where SOGO donated HK\$30 to Ocean Park Conservation Foundation Hong Kong for every miniature plant redeemed.
- Donation of HK\$65,000 to Orbis Moonwalkers 2023 event.
- Donation of HK\$10,000 SOGO gift vouchers to PHAB as sponsor prizes for its raffle ticket sales.
- Continued support towards local charitable organizations and NGOs such as Po Leung Kuk, SPCA and The Nature Conservancy, through offering free airtime on CVISION.
- Freshmart supermarket continued to have collaboration with NGOs and Social Enterprises such as Chi Lin Nunnery, Green Monday, Time to Go, The New Life Psychiatric Rehabilitation Association and Josephine's Kitchen x The Edible Projects

於二零二三年，我們憑藉在社區支援和慈善工作方面的努力，獲得渣打企業成就大獎2023中的「可持續企業(社會責任)傑出獎」。

於本年間，我們組織及參與以下慈善活動：

- 透過「Live in Pink」活動為香港乳癌基金會籌款。顧客於崇光指定女士服裝品牌單一購物滿淨值HK\$500，崇光及參與品牌會各捐出HK\$2予作慈善用途。
- DAKS捐贈顧客購買的精選毛衣和慈善禮物的部分收益，以及10隻限量版泰迪熊義賣的全部收益予香港救助兒童會。
- 「SOGO x Po Leung Kok - Gift of Love」推廣活動。崇光將顧客於銅鑼灣店購買的每件指定玩具配捐予保良局。
- 「Spread the LOVE」活動 — 顧客每購買一張指定的 CASABLANCA 被子，崇光會捐贈2件同款產品給保良局。
- 「Share with Love · Charity Sale」 — 參與之品牌贊助產品進行義賣。所有收益於扣除行政開支後，全數捐贈予保良局。
- 迷你小盆栽換購計劃。崇光就每份換購的迷你小盆栽，捐出HK\$30予香港海洋公園保育基金。
- 向奧比斯盲俠行2023捐出HK\$65,000。
- 捐贈HK\$10,000崇光禮券予香港傷健協會作為其抽獎券的獎品贊助。
- 透過在CVISION提供免費播放時間，持續支持保良局、香港愛護動物協會和大自然保護協會等本地慈善組織和非政府機構。
- Freshmart超市持續與志蓮淨苑、Green Monday、Time to Go、新生精神康復會、秀樺廚房 x The Edible Projects (T.E.P.) 等非政府機構和社會企業合作，介紹和展示他們的產品。

(T.E.P.) by introducing and showcasing their products.

Lifestyle International Community Development Fund will launch a year-long collaboration with Time Auction, a charitable organization which matches skilled-volunteers with NGOs. The collaboration will focus on two causes – Well-being and Arts & Culture through the participation of employees, tenants and customers.



利福國際集團社區發展基金與慈善組織「Time Auction」將展開為期一年的合作，Time Auction將技能義工與非政府組織進行配對。是次合作將透過員工、租戶和顧客的參與，專注於兩個公益 — 福祉和文化與藝術。



Operating Practices

Supply Chain Management

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

The Group has around 135 key product/service suppliers, of which around 97% are based in Hong Kong, 2% are based in mainland China and 1% are based in other regions. We are committed to sourcing locally to minimise the carbon footprint generated from the transportation of products, which not only reduces operating costs, but also enhances supply stability and improves delivery timeliness.

營運慣例

供應鏈管理

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

本集團有135家主要產品／服務供應商，其中約97%位於香港，2%位於中國內地，1%位於其他地區。我們致力於本地採購，務求盡量減少產品運輸所產生的碳足跡。這不只有助於降低營運成本，還能提升供應穩定程度並改善交貨及時性。

In 2023, Freshmart supermarket at SOGO CWB has increased the number of “cage-free” eggs product collection from the existing suppliers. Systematic ordering of consumables was implemented to reduce the frequency of deliveries from twice per week to once a week with most of the suppliers.

Supplier Code of Conduct

The Supplier Code of Conduct helps us to control supply chain risks, engage with our suppliers, uphold the standards of our products and services, and promote ethical business practices. The Code sets out the requirements for compliance with relevant rules and regulations, labour rights and working conditions, environmental standards and documentation policy.

Supplier Code of Conduct audit is conducted by the Internal Audit Team on a regular basis so as to maintain the monitoring, management and engagement of our suppliers.

Concessionaire Counters

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

Product Safety

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

於二零二三年，銅鑼灣崇光Freshmart超市增加了現有供應商「非籠養」雞蛋產品組合的數量。實施系統化訂購，令大部分供應商的出貨頻率從每週兩次減少到每週一次。

供應商操守守則

供應商操守守則有助我們控制供應鏈風險、與供應商合作、維護我們的產品及服務標準，並促進合乎道德的商業行為。其載列遵守相關規則及法規、勞工權利及工作條件、環保標準及記載政策的要求。

內部審核團隊定期進行供應商操守守則審核，以維持對供應商的監控、管理和互動。

特許經營專櫃

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

產品安全

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

We require all our suppliers to provide assurance on the quality of their products, with primary concern placed upon the health and safety of the end users. We maintain a manual that documents the latest requirements under relevant ordinances and regulations, including the Toys and Children's Products Safety Ordinance; Toys and Children's Product Safety Regulation; Consumer Goods Safety Ordinance & Regulations; The Trade Mark Ordinance; The Copyright Ordinance; The Trade Descriptions Ordinance; and the Prevention of Copyright Piracy Ordinance. All our suppliers are required to be in strict compliance with the relevant regulations.

Lifestyle International will:

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

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

Food Safety

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

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

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

利福國際將：

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

於報告年度，因安全及健康理由而須召回已售產品很少。

食品安全

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

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

environmentally sustainable products are taken into consideration.

Our policies and procedures require regular site visits being made to the suppliers' production facilities and that selected products must comply with all regulatory requirements and are accompanied by qualified certificates.

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

Customer Engagement

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

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

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

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

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

顧客參與

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

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

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

store concierge during our business hours.

Management recognizes the importance of upholding service standards and regularly reviews reports on customer suggestions, compliments and complaints. Understanding customer feedback and swiftly communicating to our vendors, consignment partners and related staff helps contribute towards the continuous improvement of our product and service offering. During the reporting period, we received monthly average of 68 enquiries or complaints which required follow-up and there were no cases of serious non-compliance in relation to our products and services.

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

Advertising and Marketing

In 2023, the following major store marketing and customer engagement activities were held:

- Launched “Animal World” as the whole store key visual to promote the importance of co-existence between humans and wildlife, demonstrating the benefits in reducing conflicts with wildlife, and thus bringing positive impacts to the eco-system’s health, food security, social dynamics and communities as well as facilitating long-term sustainable development.
- Launch of WeChat mini program to reach out effectively to our customers in Mainland China.

To support the promotion of arts and culture, we worked with local and overseas artists during the year for the events as follows:

- Collaboration with local artist, Yuki Lee to design key visual and merchandise for spring, summer & autumn promotion activities.

管理層確認維護服務標準的重要性，並定期審閱顧客建議、表揚和投訴。了解顧客回饋並與我們的供應商、寄售合作夥伴和相關人員快速溝通有助於持續改善我們的產品和服務。於報告期間，我們每月平均接獲約68宗需跟進的查詢或投訴，當中並無出現嚴重違反法規的重大個案。

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

廣告及營銷

於二零二三年，舉行了以下主要的店舖營銷及顧客聯繫活動：

- 以「Animal World」作為全店主視覺，宣傳人類與野生動物共存的重要性，展示減少與野生動物衝突的好處，從而為生態系統的健康、糧食安全、社會動態及社群帶來正面影響，以及促進長期可持續發展。
- 推出微信小程序以有效接觸中國大陸的顧客。

為支持推廣藝術及文化，我們於年內與本地及海外藝術家合作，舉辦以下活動：

- 與本地藝術家 Yuki Lee 合作，為春季、夏季及冬季推廣活動，作重點視覺及商品設計。

- Collaboration with local artist, Yan Ip to create “SOGO X Plastic Thing” promotions to deliver “happiness” and “positive energy” messages to the customers and drive customer engagement.
- Joint ESG-themed promotion “Choice for the Future” with SOGO & SEIBU and renowned Japanese artist - Mr. Jun Oson, using his unique comics style to promote the concept of sustainable lifestyle and raise the awareness of our customers on the importance of sustainable choice and social responsibility.
- Collaboration of SOGO, SESAME STREET and LITTLE WHITE by a local illustrator Steven Choi, under the theme of “The Power of Togetherness” to spread joy and love as well as create a truly enchanting festive experience to our customers during Christmas.

- 與本地藝術家 Yan Ip合作打造「SOGO X Plastic Thing」推廣活動，向顧客傳遞「幸福」和「正能量」訊息，提高顧客的參與度。
- 與SOGO & SEIBU及日本著名藝術家Jun Oson先生聯合舉辦 ESG 主題宣傳活動「Choice for the Future」，以Jun Oson先生獨特的漫畫風格來推廣綠色生活的概念，並提高顧客對可持續產品和社會責任重要性的意識。
- SOGO、芝麻街及本地插畫家Steven Choi之 LITTLE WHITE聯手，以「The Power of Togetherness」為主題，於聖誕節期間為顧客傳遞歡樂與愛，創造一個真正迷人的節日體驗。



Consumer Privacy

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

顧客私隱

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

our records.

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

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

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

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

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

於報告年度，概無接獲有關可能違反顧客私隱法例或遺失顧客資料的投訴。

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

KPI A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them 關鍵績效指標 A2.3 描述所訂立的能源使用效益目標及達到該等目標所採取的步驟	Environment — Energy Management 環境 — 能源管理
KPI A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them 關鍵績效指標 A2.4 描述取用適當水源是否存在問題、所訂立的用水效益目標及達到該等目標所採取的步驟	Environment — Energy Management 環境 — 能源管理
KPI A2.5 Total packaging material used for finished products 關鍵績效指標 A2.5 製成品所用包裝材料的總量	Considered to be not material 被視為不重大
A3 The environment and natural resources 環境及天然資源	
General Disclosure 一般資料披露	Environment — Environmental Policy 環境 — 環境政策
KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and actions taken to manage them 關鍵績效指標 A3.1 描述業務活動對環境及天然資源的重大影響及已採取的有關管理措施	Environment — Climate Change, Energy Management, Waste Management and Recycling, Initiatives for The Twins 環境 — 氣候變化、能源管理、廢物管理及回收、雙子匯的舉措
A4 Climate Change 氣候變化	
General Disclosure 一般資料披露	Environment — Climate Change 環境 — 氣候變化
KPI A4.1 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them 關鍵績效指標 A4.1 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動	
B. Social 社會	Reference 參考
Employment and Labour Practices 僱傭及勞工常規	
B1 Employment 僱傭	
General Disclosure 一般資料披露	Employees — Staff and workplace 僱員 — 員工和工作場所
KPI B1.1 Total workforce by gender, employment type, age group and geographical region 關鍵績效指標 B1.1 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	
KPI B1.2 Employee turnover rate by gender, age group and geographical region 關鍵績效指標 B1.2 按性別、年齡組別及地區劃分的僱員流失比率	

B2 Health and safety 健康與安全	
General Disclosure 一般資料披露	Employees — Health and Safety, Initiatives for The Twins 僱員 — 健康與安全、雙子匯的舉措
KPI B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year 關鍵績效指標 B2.1 過去三年 (包括報告年度) 因工作關係而死亡的人數及比率	Employees — Health and Safety 僱員 — 健康與安全
KPI B2.2 Lost days due to work injury 關鍵績效指標 B2.2 因工傷損失工作日數	
KPI B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored 關鍵績效指標 B2.3 描述所採納的職業健康與安全措施，以及相關執行及監察方法	Employees — Health and Safety, Initiatives for The Twins 僱員 — 健康與安全、雙子匯的舉措
B3 Development and training 發展及培訓	
General Disclosure 一般資料披露	Employees — Staff Training and Development 僱員 — 員工培訓與發展
KPI B3.1 The percentage of employees trained by gender and employee category 關鍵績效指標 B3.1 按性別及僱員類別劃分的受訓僱員百分比	
KPI B3.2 Average training hours completed per employee by gender and employee category 關鍵績效指標 B3.2 按性別及僱員類別劃分，每名僱員完成受訓的平均時數	
B4 Labour standards 勞工準則	
General Disclosure 一般資料披露	Employees — Staff and workplace 僱員 — 員工和工作場所
KPI B4.1 Description of measures to review employment practices to avoid child and forced labour 關鍵績效指標 B4.1 描述檢討招聘慣例的措施以避免聘用童工及強制勞工	
KPI B4.2 Description of steps taken to eliminate such practices when discovered 關鍵績效指標 B4.2 描述在發現違規情況時消除有關情況所採取的步驟	

Operating Practices 營運慣例	
B5 Supply chain management 供應鏈管理	
General Disclosure 一般資料披露	Operating Practices — Supply Chain Management, Supplier Code of Conduct, Concessionaire Counters 營運慣例 — 供應鏈管理、供應商操守守則、特許經營專櫃
KPI B5.1 Number of suppliers by geographical region 關鍵績效指標 B5.1 按地區劃分的供應商數目	
KPI B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored 關鍵績效指標 B5.2 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法	
KPI B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored 關鍵績效指標 B5.3 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法	
KPI B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored 關鍵績效指標 B5.4 描述在挑選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法	
B6 Product responsibility 產品責任	
General Disclosure 一般資料披露	Operating Practices — Product Safety, Food Safety 營運慣例 — 產品安全、食品安全
KPI B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons 關鍵績效指標 B6.1 已售或已運送產品總數中因安全與健康理由而須回收的百分比	Operating Practices — Product Safety 營運慣例 — 產品安全
KPI B6.2 Number of products and service related complaints received and how they are dealt with 關鍵績效指標 B6.2 接獲關於產品及服務的投訴數目以及應對方法	Operating Practices — Customer Engagement 營運慣例 — 顧客參與
KPI B6.3 Description of practices relating to observing and protecting intellectual property rights 關鍵績效指標 B6.3 描述與維護及保障知識產權有關的慣例	Operating Practices — Customer Engagement 營運慣例 — 顧客參與
KPI B6.4 Description of quality assurance process and recall procedures 關鍵績效指標 B6.4 描述質量檢定過程及產品回收程序	Considered to be not material 被視為不重大

<p>KPI B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored 關鍵績效指標 B6.5 描述顧客資料保障及私隱政策，以及相關執行及監察方法</p>	<p>Operating Practices — Consumer Privacy 營運慣例 — 顧客私隱</p>
<p>B7 Anti-corruption 反貪污</p>	
<p>General Disclosure 一般資料披露</p>	<p>Employees — Anti-corruption 僱員 — 反貪污</p>
<p>KPI B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases 關鍵績效指標 B7.1 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果</p>	
<p>KPI B7.2 Description of preventive measures and whistleblowing procedures, how they are implemented and monitored 關鍵績效指標 B7.2 描述防範措施及舉報程序，以及相關執行及監察方法</p>	
<p>KPI B7.3 Description of anti-corruption training provided to directors and staff 關鍵績效指標 B7.3 描述向董事及員工提供的反貪污培訓</p>	
<p>Community 社區</p>	
<p>B8 Community Investment 社區投資</p>	
<p>General Disclosure 一般資料披露</p>	<p>Social and Community Support 社會及社區支援</p>
<p>KPI B8.1 Focus areas of contribution 關鍵績效指標 B8.1 專注貢獻範疇</p>	
<p>KPI B8.2 Resources contributed 關鍵績效指標 B8.2 在專注範疇所動用資源</p>	