



SUSTAINABILITY REPORT



Sustainability Report 可持續發展報告

About this Report Reporting Scope

This Sustainability 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 and related businesses in Causeway Bay (“SOGO CWB”) and at The Twins, Kai Tak (“SOGO KTK”) for the period from 1 January 2024 to 31 December 2024, unless otherwise stated.

The report is prepared in reference to the Environmental, Social and Governance (“ESG”) Guide set out in Appendix C2 to 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 critical for the productivity and growth of our business.
3. **Business partners:** we treat our partners with respect and conduct all businesses with integrity and in a responsible manner.
4. **Community:** we act as a conscientious member of society and are dedicated to contributing towards the long-term well-being of our environment and community.
5. **Shareholders:** we strive to maximize long-term value and return for our shareholders.

關於本報告 報告範圍

此利福國際集團有限公司（「利福國際」或「本公司」）的可持續發展報告聚焦於二零二四年一月一日至二零二四年十二月三十一日期間，有關我們在銅鑼灣及啟德雙子匯的兩間百貨店以及有關業務（「銅鑼灣崇光」及「啟德崇光」）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C2所載的環境、社會及管治（「環境社會管治」）報告指引以及聯合國全球契約(UNGC)的10項原則編製。

我們的願景

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

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

We believe that the pursuit of integrating our sustainability goals within our business is 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 capacity and devising mitigation measures.
- Regularly engage with our different stakeholder groups on environmental related issues and communicate our sustainability initiatives, targets and progress.

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 where 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.

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。

Corporate Governance

管治架構



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

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

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

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

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 the related measures. The ESG Committee promotes the integration of sustainable and socially responsible best practices into our daily operations and decision-making processes across all levels of the Group with the supports of all business units.

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。

Stakeholder Engagement

The Group engages with stakeholders to identify material ESG issues and prioritise ESG initiatives to address their concerns and expectations in respect of our sustainability performance.

持份者參與

本集團透過與持份者溝通以識別重要的環境社會管治問題，並優先採取相關措施，以滿足他們對我們的可持續發展表現的關注與期望。



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 |

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.

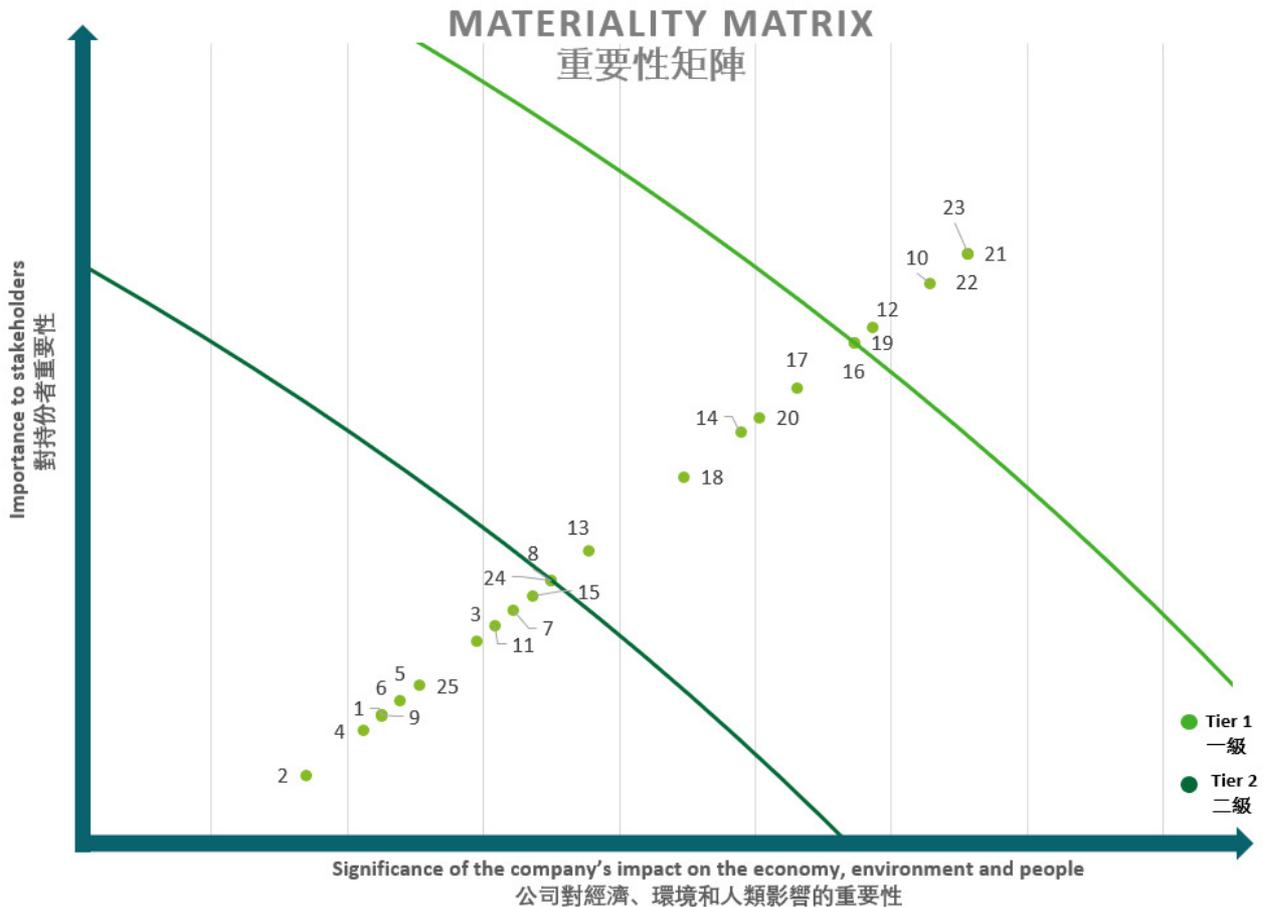
重要性評估

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

Sustainable Finance

In 2024, a green loan was arranged to refinance the funding for our Kai Tak project – The Twins. Details are as follows:

Type of sustainable finance 可持續金融類型	Year 年份	Facility Amount 貸款金額 (HK\$'m) (港幣百萬元)	Amount drawn 已支取金額 (HK\$'m) (港幣百萬元)	Allocated to 分配予
Green loan 綠色貸款	2024	7,850	7,850	The Twins, Kai Tak 啟德雙子匯

Environment



Environmental Policy

Lifestyle International's Environmental Policy aims to minimize 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 safe, healthy and comfortable environment within our business premises.
- Adopt green practices, designs and technologies to better conserve our natural resources.
- Ensure compliance of 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.

可持續金融

我們於二零二四年借取了一筆綠色貸款以作為啟德項目 — 雙子匯的再融資。詳情如下：

環境

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安全，健康及舒適。
- 採納綠色實務，設計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 resilience capacity. 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.
- 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。
- 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：

Physical Risks

實體風險

Risk Category 風險類別	Risks 風險	Consequences 後果	Mitigation measures 減緩措施
Acute Risk 即時風險	Typhoon 颱風	<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。 - Increase in insurance premiums. 增加保險費用。 - Increase in maintenance costs. 增加維修成本。 - Increase in capital expenditures on renovations. 增加裝修上的資本開支。 	<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 renovation works, equipment procurement, and building design. 將抗禦氣候的能力考慮納入在店舖裝修，設備採購及樓宇設計。 - 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。
	Flooding 水浸	<ul style="list-style-type: none"> - Disruptions to business operations. 業務營運中斷。 - Equipment malfunction 設備故障。 	<ul style="list-style-type: none"> - Removable floodgates and cut-off channels are in place to protect the building facilities. 設有可拆卸式防洪閘和截流渠以保護建築設施。 - Digital flood detection system installed to protect the plant rooms 安裝數碼洪水偵測系統以保護機房。
Chronic Risk 慢性風險	Heat Stress 熱壓力	<ul style="list-style-type: none"> - Increase in energy consumption. 增加能源消耗。 	<ul style="list-style-type: none"> - District Cooling System (DCS) 區域供冷系統。

Transitional Risks

轉型風險

Risk Category 風險類別	Risks 風險	Consequences 後果	Mitigation measures 減緩措施
Policy and regulations 政策與法規	<p>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。 	<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。
Market 市場	<ul style="list-style-type: none"> - Increase in electricity charges. 增加電費。 - Increase in material costs. 增加材料成本。 	<ul style="list-style-type: none"> - Higher operating expenses 更高的營運成本。 	<ul style="list-style-type: none"> - Retrofitting with energy efficient equipment. 將設備改造為節能設備。
Reputation 名聲	<ul style="list-style-type: none"> - Increasing demand of climate resilient properties. 增加對氣候韌性建築物的需求。 	<ul style="list-style-type: none"> - Loss of revenue 收入損失。 	<ul style="list-style-type: none"> - Adoption of climate resilience designs 採用氣候韌性設計。

Opportunities 機遇	Benefits 裨益	Current practices 目前慣例
<p>Higher operating efficiency. 更高的營運效率。</p>	<ul style="list-style-type: none"> - Improvement in operating procedures. 改善營運程序。 - Reduction in operating expenses. 減少營運開支。 	<ul style="list-style-type: none"> - Replace and retrofit inefficient equipment. 更換及改造低效的設備。 - Conduct regular service maintenance programs. 定期執行服務維修計劃。
<p>Increasing customer demand for products and services that promote a green and sustainable lifestyle. 對推動綠色及可持續生活方式的產品及服務的顧客需求增加。</p>	<ul style="list-style-type: none"> - Develop new revenue stream through innovative products and services. 通過創新的產品及服務開拓新的收入來源。 - Enhance brand equity and improve customer loyalty and confidence. 增強品牌認受性，提高顧客的忠誠度及信心。 - Encourage use of green technologies 鼓勵使用綠色科技。 	<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偏好，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%	In progress 進行中
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, district cooling, water and gas, which are the main sources of energy used within our operations.

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

The Group's major energy consumption comprises district cooling, electricity consumed by the air conditioning systems, lighting, refrigeration systems, 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 2024, we replaced 2 sets of air handling units of the air conditioning systems, as well as 4 sets of Active Harmonic Filter for CVISION – the outdoor LED screen at SOGO CWB to improve the efficiency of energy consumption.

In 2024, fluorescent lightings have been replaced by LED lightings at staff toilets of SOGO CWB. All external lighting facilities of our stores such as LED screens, light boxes and logo signage are operated in full compliance with the

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、區域供冷、水及燃氣的效益，而電力、區域供冷、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區域供冷、空調系統、一般照明、製冷系統以及升降機、自動扶梯及資訊科技設施等其他設備的電力消耗。

我們已制定措施確保此等設施保持以最佳狀態運作。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。於二零二四年，我們更換了兩台銅鑼灣崇光的空調系統空氣處理機組，以及四組室外LED螢幕（「CVISION」）的主動式諧波濾波器，以改善能源消耗的效率。

於二零二四年，銅鑼灣崇光所有員工洗手間的螢光燈管已更換為LED照明燈管。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，以減低

requirements under “Charter on External Lighting” by Environment and Ecology Bureau to minimize the impact of light pollution.

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 are installed to minimize the water consumption in washrooms. Gas is mainly used in the staff canteen, our restaurants and cafe in SOGO CWB and SOGO KTK.

Energy & Water Consumption and Greenhouse Gas Emissions

The aggregate energy & water consumption and Greenhouse Gas (“GHG”) Emissions at SOGO CWB and SOGO KTK, and auxiliary supporting facilities for 2023–2024 is presented as below:

GHG Emissions in total and intensity 總溫室氣體排放量及密度	Unit 單位	2024 二零二四年	2023 二零二三年
(Scope 1) (範疇1)	Kg Co ₂ e 公斤二氧化碳當量	21	20
(Scope 2) (範疇2)	Kg Co ₂ e 公斤二氧化碳當量	14,442,818	13,970,555
Total GHG Emissions 總溫室氣體排放量	Kg Co ₂ e 公斤二氧化碳當量	14,442,839	13,970,575
Intensity 密度	Kg Co ₂ e/ft ² 公斤二氧化碳當量/平方尺	18.5	20.0

光污染的影響。

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和啟德崇光的日式餐廳及咖啡廳。

能源消耗及用水量以及溫室氣體排放

於二零二三年至二零二四年，銅鑼灣崇光、啟德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	2024 二零二四年	2023 二零二三年	Unit 單位	2024 二零二四年	2023 二零二三年
Purchased Electricity 購買電力	Kwh 千瓦小時	22,658,399	20,632,829	kWh/ft ² 千瓦小時/平方尺	34.0	29.8
District cooling 區域供冷	Kwh 千瓦小時	116,756	N/A	kWh/ft ² 千瓦小時/平方尺	1.7	N/A
Purchased Towngas 購買煤氣	Mega Joules 兆焦耳	1,282,608	1,330,368	MJ/ft ² 兆焦耳/平方尺	1.3	1.9
Portable water 飲用水	M ³ 立方米	82,801	87,234	M ³ /ft ² 立方米/平方尺	0.1	0.1

Remarks

1. The operating area used for computation of energy intensity was adjusted for the effect from the opening of SOGO KTK in November 2024.
2. Scope 1 GHG emissions are from sources that are owned or controlled by the Group, which includes combustion of diesel and petrol.
3. Scope 2 GHG emissions is calculated basing on purchased electricity, district cooling 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.
4. Emission Factor used for purchased electricity from Hong Kong Electric and CLP is **0.66** (2023: 0.68) and **0.39** (2023: 0.39) respectively. Emission Factor for Towngas from Hong Kong and China Gas is **0.065 per MJ** (2023: 0.065 per MJ). For district cooling, COP (Coefficient of Performance) of 5.5 is used for the estimation of related electricity consumption.
5. As district cooling is used only in SOGO KTK, calculation of district cooling consumption intensity is based on operating area of SOGO KTK.

The purchased electricity increased by around 10% when compared to 2023, mainly due to the opening of SOGO KTK in November 2024. District cooling was first adopted at SOGO KTK in 2024. The purchase of Towngas decreased by 4% as a result of lower consumption at the staff canteen. The total GHG emissions thereby grew by around 3% this year.

Store Renovation

We encourage all concessionaire counters to reuse the fixtures such as false ceilings and floor tiles being left by exiting tenants for the counter renovations to minimize construction wastes. In 2024, 125 out of 146 concessionaire counters adopted the practice of reusing existing fixtures.

Waste Management and Recycling

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

備註

1. 計算能源密度所用的營運面積已應因二零二四年十一月啟德崇光開幕的影響而有所調整。
2. 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。
3. 範疇2溫室氣體排放僅根據購買電力、區域供冷及煤氣計算，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。
4. 就香港電燈及中電購買電力所用排放係數分別為**0.66**（二零二三年：0.68）及**0.39**（二零二三年：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**（二零二三年：每兆焦耳0.065）。就區域供冷，所用性能係數為**5.5**，用於估算相關電力消耗。
5. 由於區域供冷僅於啟德崇光使用，計算區域供冷消耗密度是基於啟德崇光的營運面積。

與二零二三年相比，購買電力上升約10%。上升的主要原因為二零二四年十一月開幕的啟德崇光。於二零二四年，區域供冷首次在啟德崇光採用。而煤氣的購買量則下降了4%，主要是由於員工餐廳的消耗量減少。因此，今年溫室氣體排放總量減少了約3%。

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。於二零二四年，146個特許經營專櫃中有125個採納了重用現有固定裝置的做法。

廢物管理及回收

廢物預防及管理在我們的整體環境政策中擔當不可或缺的角色。除了減少不必要的環境影響外，我們認為避免產生廢物可提高整體營運效率，長遠而言可減省成本。我們確認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。

In 2024, the Group has expanded the range of recyclables to include Styrofoam boxes at Freshmart supermarket at SOGO CWB, further increasing our waste recycling capacity. At SOGO KTK, five color-coded recycling bins are deployed on each floor to improve the recycling rate.

The aggregated non-hazardous solid waste generated from SOGO CWB and SOGO KTK in 2024 was 2,657 tonnes (intensity: 0.0024 tonnes/ft²) (2023: 3,521 tonnes (intensity: 0.0052 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 2024, 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 2024, the Group continued to participate in the “Quality Water Supply Scheme for Buildings” by Water Supplies Department.

Environmentally Friendly Shopping

In 2024, we replaced P-Life® biodegradable plastic shopping bags with FSC-certified paper shopping bags at both SOGO CWB and SOGO KTK. In addition, plastic bags used in Freshmart at SOGO CWB have been replaced by bioplastic ones. We also eliminated the provision of umbrella bags by placing umbrella dryers at all entrances of both stores.

In 2024, we organized and supported the following environmentally friendly activities and promotions initiatives to educate, engage and encourage our customers to adopt a more sustainable and mindful lifestyle:

於二零二四年，本集團擴大了可回收物的範圍，將銅鑼灣崇光Freshmart超市的發泡膠箱亦納入其中，進一步提升了廢棄物回收能力。在啟德崇光，每樓層都設置了五色回收桶，以提高回收率。

於二零二四年，銅鑼灣崇光及啟德崇光產生的無害固體廢棄物總數為2,657公噸（密度：0.0024 公噸/平方尺）（二零二三年：3,521公噸（密度：0.0052 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。

於二零二四年，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。

於二零二四年，本集團繼續參與由水務署推行的「大廈優質供水認可計劃」。

環保購物

於二零二四年，銅鑼灣崇光及啟德崇光採用了FSC認證紙袋以取代P-Life®生物可降解塑料購物袋。另外，銅鑼灣崇光Freshmart超市亦採用了生物可降解膠袋以取代普通膠袋。我們亦取消了提供雨傘袋的服務，取而代之於兩間百貨店的所有入口處都設置了雨傘烘乾機。

於二零二四年，我們舉辦及支持了以下環保活動和推廣項目，以教育、喚起及鼓勵我們的顧客採納更具可持續性及細意的生活模式：

- Enhanced functions of SOGO Rewards App – eStamps, eLucky Draw and eBooking of Event to further improve customer experience and convenience.
- SOGO X MOOMIN Green Summer Day, where collaborative eco-friendly merchandise such as portable stainless steel cutlery set, Snack'N'Go reusable snack bag and foldable recycle bag were on offer to encourage customers to become more environmental conscious while enjoying the delightful, whimsical experience of Moominvalley.
- Pop-up counter – “Wood Watch” hosted by Trendy & Casual department, which created personalized watches made from recycled wood.
- Green Summer promotion by Men’s Fashion department where SOGO Rewards members could enjoy 2X points upon purchasing designated environmentally friendly products.
- Baby formula cans recycling program in collaboration with HiPP – SOGO Rewards HIMAWARI Parent Club members could get 1 set of e-coupon while enjoying up to 5X privileges by bringing in used and cleaned baby formula cans.
- 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.



- 增強 SOGO Rewards App 功能 – 電子印章、電子抽獎及電子預訂活動，以進一步提升顧客體驗和便利性。
- 於「SOGO X MOOMIN Green Summer Day」活動，推出了便攜式不鏽鋼餐具套裝、Snack'N'Go 環保零食袋和可摺疊便攜環保袋等聯乘環保精品，旨在鼓勵顧客在享受姆明谷的奇妙體驗的同時亦能增強環保意識。
- 由時尚休閒部主辦的快閃櫃檯「木表」，出售以回收木材製作的個人化手錶。
- 男裝部推出綠色夏季促銷活動，SOGO Rewards 會員購買指定環保產品可享 2 倍積分。
- 與 HiPP 喜寶聯乘的嬰幼兒奶粉罐回收計劃，SOGO Rewards HIMAWARI 親子會會員凡交回已徹底清洗的舊嬰幼兒奶粉罐，即可享電子優惠禮券一套及 5 倍積分。
- 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 are committed to eco-friendly waste management and implement rigorous food waste segregation and recycling to prevent waste going to landfills. The cooking oil waste from our eateries is properly stored and logged by following the Environmental Protection Department's guidelines. We partner with a certified contractor to collect and transport this waste to designated facilities, ensuring its proper and professional disposal.

We strive to minimize food waste. Food waste from Freshmart supermarket at SOGO CWB is reduced by educating staff on the proper sorting techniques. Every day, the food waste collected through our recycling program is turned into compost or animal feed. In 2024, we've collected about 16,833 kg (2023:17,591 kg) of food waste, which has prevented approximately 9,644.4 kg (2023: 10,027 kg) of CO₂e emissions from the landfill.

We continue donating food to "Food Angel", a local food bank, to aid those in need and highlight the importance of valuing food as a precious resource. In 2024, Food Angel has collected approximately 1,329 kg (2023: 747 kg) from our Freshmart supermarket.

食品回收

我們致力於環保的廢棄物管理，並實施嚴格的廚餘分類與回收，以防止廢物被送往堆填區。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。我們與合資格承包商合作，以收集並運送廢置食用油到指定設施，以便妥當且專業地廢置食用油。

我們竭盡所能減少廚餘。我們透過培訓員工正確的分類方法以減少銅鑼灣崇光 Freshmart 超市所產生的廚餘。每日透過我們的食物回收計劃所收集到的日常廚餘會轉化為堆肥或動物飼料。於二零二四年，已收集到約16,833公斤（二零二三年：17,591公斤）廚餘，減省自堆填區約9,644.4公斤（二零二三年：10,027公斤）二氧化碳當量的排放物。

我們透過捐贈食物予本地食物銀行「惜食堂」，為有需要的人提供幫助及提高人們珍惜食物作為寶貴資源的意識。於二零二四年，「惜食堂」從我們的銅鑼灣崇光 Freshmart 超市收集了約1,329公斤（二零二三年：747公斤）的食物。

Highlighted sustainability features at SOGO KTK 啟德崇光的可持續發展特色的亮點



Energy Management

- Use of high-performance façade glass, which effectively reduces solar radiation absorption of the building, thereby significantly lowering the energy consumption of the air conditioning system.
- Use of District Cooling System (DCS).
- All parking spaces are fitted with EV charging provisions.
- Installation of photosensors for all lightings in common areas to optimize the operational efficiency.

能源管理

- 採用高性能玻璃幕牆，有效減少建築物對太陽輻射的吸收，進而顯著降低空調系統的能源消耗。
- 使用區域供冷系統。
- 所有停車位置均配備電動車充電設施。
- 公共空間的所有照明均安裝光感測器，以優化運作效率。

Waste Management

- Implementation of a comprehensive composting program specifically for organic waste generated by food vendors.
- Deployment of five color-coded recycling bins on each floor to improve the recycling rate.

Nature

- Over 61,00 sq.ft. of green areas, or 40% of site area to enrich biodiversity.
- Incorporation of sky garden to reduce energy consumption and building temperatures to mitigate the urban heat island effect, as well as providing refreshing environment to our customers.
- Purposefully placed planters and vertical green walls to enhance the aesthetic appeal of the surroundings, creating a vibrant and lush atmosphere.

Innovative Technology

- Adoption of Building Information Modeling (BIM) to access detailed information of building facilities like HVAC systems and plumbing systems, enabling efficient scheduling of maintenance programs and monitoring of equipment.
- Internet of Things (IoT) technology – i) real-time monitoring of building facilities and ii) automatic Metering Readers which accurately record water consumption.

廢物管理

- 針對食品供應商產生的有機廢棄物實施的綜合堆肥計劃。
- 每樓層均設置了五色回收桶，以提高回收率。

大自然

- 超過 61,000 平方尺或佔 40%場地面積的綠化面積，以豐富生物多樣性。
- 引入空中花園，以降低能源消耗和建築物溫度，緩解城市熱島效應，並為顧客提供清新的環境。
- 精心佈置的植物和垂直綠化牆，提升周邊環境的美感，營造充滿活力和愉悅的氛圍。

創新科技

- 採用建築信息模擬 (BIM) 來獲取建築物設施，如暖通空調系統及排水系統的詳細資料，從而能夠有效地安排維護計劃和設備監控。
- 物聯網 (IoT) 技術 — i) 實時監控建築物設施和 ii) 精確記錄用水量的自動抄表儀。

Employees

僱員



Staff and workplace

As at 31 December 2024, Lifestyle International employed a total of 858 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

於二零二四年十二月三十一日，利福國際合共聘用858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		
	2024 二零二四年	2023 二零二三年
Male 男性 	317	244
Female 女性 	541	362

By Age Group 按年齡組別		
	2024 二零二四年	2023 二零二三年
20 and below 20歲及以下	1	NIL
21-30 21至30歲	71	34
31-40 31至40歲	201	145
41-50 41至50歲	280	179
51-60 51至60歲	250	202
Above 60 60歲以上	55	46

Turnover Rate

By Gender 按性別		
	2024 二零二四年	2023 二零二三年
Male 男性 	5.3%	5.0%
Female 女性 	2.9%	5.5%

流失率

By Age Group 按年齡組別		
	2024 二零二四年	2023 二零二三年
20 and below 20歲及以下	NIL	NIL
21-30 21至30歲	1.2%	1.6%
31-40 31至40歲	3.1%	3.4%
41-50 41至50歲	1.9%	4.4%
51-60 51至60歲	0.8%	1.1%
Above 60 60歲以上	1.1%	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.

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。

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

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

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

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. We have complied with relevant standards, rules and regulations on bribery, extortion, fraud and money laundering throughout the year. For the reporting year, there were no legal cases brought against the Group or its employees regarding corrupt practices.

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

Staff Training and Development

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

Percentage of employees trained

		By Gender 按性別	
		2024 二零二四年	2023 二零二三年
Male 男性		6.0%	14.3%
Female 女性		34.4%	17.1%

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。

員工培訓與發展

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

受訓僱員百分比

		By Category 按類別	
		2024 二零二四年	2023 二零二三年
General 一般		42.7%	2.1%
Supervisory 監督		7.0%	18.9%
Managerial 管理		Not material 不重大	10.5%

Average training hours completed per employee

By Gender 按性別		
	2024 二零二四年	2023 二零二三年
Male 男性 	0.2	0.5
Female 女性 	1.4	0.5

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.

The Group also provides the "Professional Qualification Membership Fee Subsidy" to support staff for achieving work-related professional qualifications.

每位僱員完成的平均培訓時數

By Category 按類別		
	2024 二零二四年	2023 二零二三年
General 一般	1.7	0.2
Supervisory 監督	0.3	0.5
Managerial 管理	Not material 不重大	0.3

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。

本集團亦推出「專業資格會費補貼」，以支持員工取得與工作相關的專業資格。

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 2022 to 2024. During 2024, a total of 416 man-days were lost due to work-related injuries.

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

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

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

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

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。二零二二年至二零二四年並無任何身亡事故報告。二零二四年因工傷共損失416人日。

為向大眾提供一個無風險與危害的環境，我們致力於：

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

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

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

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.

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

- "Causeway Bay. Mascot. Super Party" - the first mascot carnival of its kind in Nov 2024 to connect the stakeholders of Causeway Bay – local communities, shopping malls and social enterprises. Over 20 mascots from Hong Kong enterprises, Japanese prefectures and brands participated in the event. Representatives from malls and participating brands in Causeway Bay, and SVHK (Hong Kong Social Venture Capital Fund) officiated the event with the endorsement of The Vice Consulate-General of Japan and Chairman of Yuru-Chara Grand Prix Executive Committee.

The street party features mascot meet & greet activities, food stalls, handicraft workshops and Busking performances, games, and lucky draws. In collaboration with SVHK, female caregivers and micro-entrepreneurs supported by the "Female Business Plan" were invited to participate in the carnival, demonstrating their unique face painting and balloon twisting skills to the public, allowing participants to interact with neighbours through art.

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。

於本年間，我們組織及參與以下慈善活動：

- 「銅鑼灣·吉祥物·超級派對」— 首個此類吉祥物嘉年華於二零二四年十一月舉行，旨在聯繫銅鑼灣的持份者，包括當地社區、購物中心和社會企業。來自香港企業、日本各縣和品牌的20多個吉祥物參與是次活動。銅鑼灣各購物中心和參與品牌的代表以及香港社會創投基金（「SVHK」）的代表出席了活動，並得到日本駐香港總領事館副領事和Yuru-Chara Grand Prix執行委員會主席的認可。

這場街頭派對包括吉祥物見面會、美食攤位、手工藝工作坊、街頭表演、遊戲和抽獎活動。在SVHK的合作下，受「女性創業計畫」支持的女性護理員和微型企業家受邀參加此次嘉年華，向公眾展示她們獨特的臉部彩繪和氣球造型技藝，讓參與者透過藝術與鄰里互動。

- “Live in Pink” campaign – in collaboration with POP UP brand “a2CIRCLE” to launch a special charity “Soul Fun” collection which included handmade jewelry and accessories, to raise funds for Hong Kong Breast Cancer Foundation.
- “Gift of Love” promotion where sales proceeds from designated toy products was donated to Make-A-Wish Hong Kong to send Christmas blessings to bedridden children.
- Distribution of lanterns during Mid-Autumn Festival at Kai Tak Station Square, a piazza near our SOGO KTK to engage with the local community and share joy with families and kids.
- We partnered with SVHK for “Night Photography Light Painting Interactive Experience” to celebrate the Mid-Autumn Festival with local families, where photographers captured moments in front of SOGO KTK to bring festive atmosphere and memorable experiences for all participants.
- Donation of HK\$10,000 SOGO gift vouchers to PHAB as sponsor prizes for its raffle ticket sales.
- Freshmart supermarket continued to have collaboration with NGOs and Social Enterprises such as Chi Lin Nunnery, Green Monday, The New Life Psychiatric Rehabilitation Association and Josephine's Kitchen x The Edible Projects (T.E.P.) by introducing and promoting their products.
- 「Live in Pink」活動 – 透過與快閃品牌「a2CIRCLE」合作，推出當中包括手工製作珠寶和配飾之特別慈善「Soul Fun」系列為香港乳癌基金會籌款。
- 「Gift of Love」活動，將指定玩具產品的銷售收入捐贈給Make-A-Wish Hong Kong，為需臥床的兒童送上聖誕祝福。
- 於中秋節期間在啟德車站廣場（靠近啟德崇光的廣場）派發燈籠，與當地社區互動以及與當地家庭和孩子們分享喜悅。
- 我們與 SVHK 合作舉辦了“夜間攝影光繪互動體驗”，與當地家庭一同慶祝中秋節。攝影師們在啟德崇光前捕捉精彩瞬間，為所有參與者帶來節日氣氛和難忘的體驗。
- 向香港傷健協會捐贈價值10,000港元的SOGO禮券，作為其抽獎券銷售的贊助獎品。
- Freshmart 超市繼續與志蓮淨苑、Green Monday、新生精神康復會和Josephine's Kitchen x The Edible Projects (T.E.P.) 等非政府組織和社會企業合作，引進和推廣它們的產品。

In 2024, Lifestyle International Community Development Fund commenced a year-long collaboration with Time Auction, a charitable organization which matches skilled-volunteers with NGOs, with focus on two causes – i) Well-being and ii) Arts & Culture.

‘Alcohol Ink Art’ event was held in June 2024, where 25 staff and family members participated. The art-pieces made were donated as gifts to the grassroots community in Kwun Tong through HKSKH St Barnabas' Church.

於二零二四年，利福國際集團社區發展基金與慈善組織「Time Auction」展開為期一年的合作，Time Auction 為一個慈善組織，專注於兩個領域 – 福祉和文化與藝術，致力於將具備技能的義工與非政府組織進行配對。

二零二四年六月舉辦了「Alcohol Ink Art」活動，共有25名員工及其家屬參與。創作的藝術作品透過香港聖公會聖巴拿巴堂捐贈給觀塘的基層社區。



Operating Practices

Supply Chain Management

We are committed to adopting environmentally responsible practices in our supply chain management. The Group has two main types of suppliers - product/service vendors and concessionaire counters. We continue to refining our working procedures and strengthen collaboration with them to mitigate and manage potential supply chain risks. Our green procurement policy for general office supplies emphasizes on selecting products and services that are environmentally friendly.

Freshmart has expanded its collection of 'cage-free' eggs - providing five SKUs of cage-free eggs from Japan, Austria, and New Zealand.

The Group has around 164 key product/service suppliers, of which around 98% are based in Hong Kong, 1% in mainland China and 1% 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.

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.



營運慣例

供應鏈管理

我們承諾以對環境負責任的方式，管理我們的供應鏈。本集團有兩大類供應商 — 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。我們的綠色辦公室用品採購政策強調選擇環保的產品和服務。

Freshmart超市擴大了其「非籠養」雞蛋的種類 — 提供來自日本、奧地利和紐西蘭的五種非籠養雞蛋。

本集團有164家主要產品／服務供應商，其中約98%位於香港，1%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。

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。

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 underscores our commitment to providing safe merchandise, particularly baby & children as well as electrical products. We strictly adhere to our product safety practices to ensure that our merchandise selection in strict compliance with all relevant laws and regulations.

We require all our suppliers to provide assurance on the quality of their products, with key focus on the health and safety of the end users. We maintain a detailed 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; Electrical Products (Safety) Regulation; The Trade Mark Ordinance; The Copyright Ordinance; The Trade Descriptions Ordinance; and the Prevention of Copyright Piracy Ordinance.

All 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 relevant safety standards.

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。我們的產品安全政策強調了我們致力於提供安全商品的承諾，尤其是在嬰幼兒產品和電器產品方面。我們嚴格遵守產品安全規範，確保我們選擇的商品完全符合所有相關法律及規例。

我們要求所有供應商提供產品質量保證，首要關注最終用家的健康及安全。我們設有詳盡的手冊，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》、《電氣產品(安全)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。

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相關的安全標準。

- Act in accordance with the Trade Mark Ordinance and perform continuous inspections as set out in the standards.
- Keep abreast of the latest changes of standards, evaluate their impact and develop up-to-date policies to maintain continuous safety control on our merchandise.
- Continuously enhance the standards on product safety by adopting best practices.
- Provide regular training to staff to keep them updated on product safety requirements.

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

Food Safety

We attach great importance to food products offered to our customers at our stores. We go to great lengths, from sourcing ingredients and product selection to food quality control, to maintain the highest standards of our food products.

We implement adequate control measures to ensure that our products come from sources that meet the highest quality and safety standards. All suppliers are scrutinized through stringent selection processes, under which their track records and commitment to socially and environmentally sustainable products are evaluated.

Our policies and procedures stipulate regular site visits to the suppliers' production facilities to ensure that selected products comply with all regulatory requirements and obtain necessary certifications.

We engage the SGS Hong Kong Limited to conduct food testing twice a year to ensure the safety and quality of our food products. A designated staff member handles food safety inspections from government bureaus, conducts on-site hygiene inspections, and ensures 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

- 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，我們均不遺餘力地維持食品的最高標準。

我們採取合適的控制措施，確保產品來源符合最高的質量及安全標準。所有供應商均經過嚴格的甄選過程，當中會評估彼等的往績記錄及彼等在提供社會及環境可持續產品方面的承諾。

我們的政策及程序規定定期對供應商的生產設施進行實地視察，以確保所選產品符合所有監管要求並獲得必要的認證。

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。指定員工負責處理政府部門的食品安全檢查、現場衛生檢查以及確保食品標籤正確。

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，更深入地了解其需求和期望。

customers. We actively work to improve our dialogue (via comment notes, emails, social media and phone calls) with our customers to better understand their needs and expectations.

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

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

Management recognizes the importance of upholding 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 72 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.

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

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

管理層確認維護服務標準的重要性，並定期審閱顧客建議、表揚和投訴。了解顧客回饋並與我們的供應商、寄售合作夥伴和相關人員快速溝通有助於持續改善我們的產品和服務。於報告期間，我們每月平均接獲約72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。

Advertising and Marketing

In 2024, the following major store marketing and customer engagement activities were held:

- Adoption of AI to analyze current social media trends, customer preferences, behaviors to help creating targeted and personalized social content to effectively engage with our customers.
- Use of AI technology to facilitate the creation of authentic and captivating videos on social media platforms, which are aligned with SOGO's brand values.

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

- Collaboration with the renowned Italian artist, Pietro Cataudella, known for his innovative approach to urban sketching through his project "City Live Sketch" – creating a new artwork featuring The Twins at night and Moon Rabbits to celebrate Mid-Autumn Festival.
- Partnered with the renowned Japanese music group YOASOBI to set up YOASOBI Live 2024 Pop-up Store at TT Site, the multi-purpose event venue of SOGO KTK, to promote diversified culture to the community.
- "The Twins x One Piece 25th Anniversary Memorial Event & Exhibition" - promoting Japanese Anime cultural exchange and providing unique and immersive experiences to our customers.
- Promote and support local NGOs by offering free airtime through CVision, our outdoor LED screen at CWB store.



廣告及營銷

於二零二四年，舉行了以下主要的店舖營銷及顧客聯繫活動：

- 採用人工智能分析當前的社群媒體趨勢、顧客偏好和行為，以協助創作具針對性和個人化的社交內容，從而有效地與我們的顧客互動。
- 於社交媒體平台上載利用人工智能技術製作並符合崇光品牌價值的真實且吸引的影片。

為支持推廣藝術及文化，我們於年內與海外藝術家合作，舉辦以下活動：

- 與以創新的手法進行城市速寫而聞名之意大利著名藝術家Pietro Cataudella合作，透過其「City Live Sketch」計畫創作了一幅以晚上的雙子匯和月兔為主題的新藝術作品，以慶祝中秋節。
- 與日本著名音樂組合YOASOBI合作，在啟德崇光的多功能活動場地TT Site設立YOASOBI Live 2024快閃店，以向社區推廣多元文化。
- 「雙子匯 x 海賊王 25 週年紀念活動及展覽」— 促進日本動漫文化交流，並為我們的顧客提供獨特而沉浸式的體驗。
- 透過銅鑼灣崇光的戶外LED螢幕CVision，提供免費廣告時段，以推廣和支援本地非政府組織。



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 our records. In addition, SOGO Rewards accounts which have been idle for 36 months, are deactivated and the stored personal information is deleted from our system.

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.

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。此外，閒置 36 個月的 SOGO Rewards 帳戶將會被停用，帳戶內所儲存的個人資料將從我們的系統中刪除。

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

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, Highlighted sustainability features at SOGO KTK 環境 — 氣候變化、能源管理、廢物管理及回收、啟德崇光的可持續發展特色的亮點
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	
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 僱員 — 健康與安全
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 僱員 — 健康與安全
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	Employees — Staff Training and Development 僱員 — 員工培訓與發展
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	Employees — Staff and workplace 僱員 — 員工和工作場所
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 to the focus area 關鍵績效指標 B8.2 在專注範疇所動用資源</p>	