



Elegance Commercial and Financial Printing Group Limited

精雅商業財經印刷集團有限公司

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

Stock code 股份代號：8391



2019

Environmental,
Social and
Governance Report

環境、社會及
管治報告

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ABOUT THIS REPORT

關於本報告

Elegance Commercial and Financial Printing Group Limited (the “Company” together with its subsidiaries, hereinafter referred to as the “Group”) is pleased to present our annual Environmental, Social and Governance Report (the “Report”) for the year ended 31 March 2019 to provide an overview of the Group’s management of significant issues affecting the operation, including environmental, social and governance (“ESG”) issues.

The Board has overall responsibility for the Group’s ESG strategy and reporting. The Board is responsible for evaluating and determining the Group’s ESG-related risks and ensuring that appropriate and effective ESG risk management and internal control systems are in place.

Reporting Period

The Report illustrates the Group’s initiative and performance regarding the environmental and social aspects during the reporting period from 1 April 2018 to 31 March 2019 (the “Reporting Period”).

REPORTING SCOPE

This Report covers all subsidiaries of the Group in Hong Kong with core business that is principally engaged in the provision of printing, typesetting and translation services in Hong Kong. The Group will continue to assess the impacts of its business on the major ESG aspects and include them in the Report.

精雅商業財經印刷集團有限公司(「本公司」，連同其附屬公司下文統稱為「本集團」)欣然提呈截至二零一九年三月三十一日止年度之環境、社會及管治報告(「本報告」)，概述影響本集團營運之重大管理事宜，包括環境、社會及管治(「環境、社會及管治」)事宜。

董事會全面負責本集團之環境、社會及管治策略及匯報工作。董事會負責評估及確定本集團之相關環境、社會及管治風險，並確保設有合適有效之環境、社會及管治風險管理及內部監控制度。

報告期內

本報告闡述本集團於二零一八年四月一日至二零一九年三月三十一日止報告期內(「報告期內」)於環境及社會方面之措施及表現。

報告範圍

本報告涵蓋本集團於香港之所有附屬公司，其核心業務主要為於香港從事提供印刷、排版及翻譯服務。本集團將持續評估其業務對主要環境、社會及管治層面之影響，並納入本報告內。

ABOUT THIS REPORT

關於本報告

REPORTING BASIS

The Report has been prepared in accordance with the ESG Reporting Guide set out in Appendix 20 of the Rules Governing the Listing of Securities on GEM of the Stock Exchange (the “GEM Listing Rules”). The Group has complied with the disclosure requirements of the “comply or explain” provisions set out in the ESG Reporting Guide. Certain key performance indicators (“KPIs”) which are considered as material by the Group during the Reporting Period are disclosed in the Report. The Group will continue to optimize and improve the disclosure of KPIs. The Report is prepared and published in both English and Chinese. In the event of contradiction or inconsistency, the English version shall prevail.

CONTACT INFORMATION

The Group welcomes your feedback on the Report for our sustainability initiatives. Please contact us by telephone at 2283 2222 or by email to info@hkepg.com.

報告基準

本報告乃根據聯交所GEM證券上市規則（「GEM上市規則」）附錄20所載環境、社會及管治報告指引編製。本集團已遵守環境、社會及管治報告指引所載「不遵守就解釋」條文之披露規定。本集團認為屬重大之若干關鍵業績指標（「關鍵業績指標」）於報告期內在本報告中披露。本集團將繼續優化及完善關鍵業績指標之披露。本報告以中英文編製及刊發。如有任何抵觸或不相符之處，概以英文版本為準。

聯絡資料

本集團歡迎閣下對本報告提出有關可持續發展措施之反饋意見。請致電 2283 2222 或電郵至 info@hkepg.com 聯絡我們。

STAKEHOLDERS ENGAGEMENT

持份者參與

We identify key stakeholders from our business operations, including governments, shareholders and investors, employees, customers, suppliers, peers/industry associations and financial institutions. We interact with our stakeholders regularly through various communication channels. The following table illustrates our major stakeholders with their respective issues of concern and the measures we carry out to facilitate the communication.

我們從業務營運中識別主要持份者，包括政府、股東及投資者、僱員、客戶、供應商、同業／行業協會及金融機構。我們透過各類溝通渠道，定期與持份者進行互動。下表說明主要持份者各自所關注之事宜以及我們為促進溝通而採取之措施。

Stakeholder 持份者	Expectation 預期	Engagement channel 參與渠道	Measures 措施
Government 政府	<ul style="list-style-type: none">- Comply with the laws and regulations- Proper tax payment- To promote regional economic development and employment	<ul style="list-style-type: none">- On-site inspections and checks- Annual reports, interim reports and quarterly reports- Website	<ul style="list-style-type: none">- Operate, manage and pay taxes in accordance with applicable laws and regulations; strengthened safety management; accepted the government's supervision, inspection and evaluation (e.g. accept on-site inspections) and actively undertook social responsibilities.
	<ul style="list-style-type: none">- 遵守法律及法規- 依法納稅- 推動地區經濟發展及就業	<ul style="list-style-type: none">- 實地考察及檢查- 年報、中期報告及季度報告- 網站	<ul style="list-style-type: none">- 根據適用法律及法規營運、管理及納稅；加強安全管理；接受政府監督、考察及評估（例如接受實地考察），以及積極承擔社會責任。

STAKEHOLDERS ENGAGEMENT

持份者參與

Stakeholder 持份者	Expectation 預期	Engagement channel 參與渠道	Measures 措施
Shareholders and Investors	<ul style="list-style-type: none"> - Return on the investment - Information disclosure and transparency - Protection of interests and fair treatment of shareholders 	<ul style="list-style-type: none"> - Annual general meeting and extraordinary general meetings - Corporate communications such as annual reports, interim reports, quarterly reports and circulars - Latest Company announcements - Corporate information being available on the Company's website 	<ul style="list-style-type: none"> - Issue notices of general meetings, circulars and proposed resolutions in accordance with applicable rules, laws and regulations; disclose latest Company information by publishing announcements on the websites of the Stock Exchange and the Company; publish annual reports, interim reports and quarterly reports; disclose Company contact details on website and in annual reports and ensure that all communication channels are available and effective.
股東及投資者	<ul style="list-style-type: none"> - 投資回報 - 資料披露及透明度 - 保障股東利益及公平對待股東 	<ul style="list-style-type: none"> - 股東週年大會及股東特別大會 - 企業通訊如年報、中期報告、季度報告及通函 - 最新公司公佈 - 於本公司網站提供之企業資料 	<ul style="list-style-type: none"> - 根據適用規則、法律及規例發行股東大會通告、通函及建議決議案；透過於聯交所及本公司網站刊載以披露本公司之最新資料；刊載年報、中期報告、季度報告；於網站及年報中披露本公司之詳細聯絡資料，並確保所有溝通渠道有效可用。

STAKEHOLDERS ENGAGEMENT

持份者參與

Stakeholder 持份者	Expectation 預期	Engagement channel 參與渠道	Measures 措施
Employees 僱員	<ul style="list-style-type: none"> - Safeguard the rights and interests of employees - Working environment - Career Development opportunities - Health and safety 	<ul style="list-style-type: none"> - Training, seminars, briefing sessions - Intranet and emails 	<ul style="list-style-type: none"> - Provide a healthy and safe working environment; develop a fair mechanism for promotion; care for employees by helping those in need and organizing employee activities.
Customers 客戶	<ul style="list-style-type: none"> - 保障僱員權益 - 辦公環境 - 職業發展機會 - 健康與安全 	<ul style="list-style-type: none"> - 培訓、講座及簡介會 - 內聯網及電郵 	<ul style="list-style-type: none"> - 提供健康安全之工作環境；建立公平晉升機制；照顧需要幫助之僱員及舉辦僱員活動。
Customers 客戶	<ul style="list-style-type: none"> - Safe and high-quality products - Stable relationship - Information transparency - Integrity - Business ethics 	<ul style="list-style-type: none"> - Website, brochures, annual reports, interim reports and quarterly reports - Email and telephone communications - Regular meetings 	<ul style="list-style-type: none"> - Strengthen quality management to ensure stable production and smooth transportation and enter into cooperation agreements.
Customers 客戶	<ul style="list-style-type: none"> - 安全及優質產品 - 穩定關係 - 資料透明度 - 誠信 - 商業道德 	<ul style="list-style-type: none"> - 網站、宣傳冊、年報、中期報告及季度報告 - 電郵及電話溝通 - 定期會議 	<ul style="list-style-type: none"> - 加強質量管理，確保生產穩定及運輸順暢，並簽訂合作協議。

STAKEHOLDERS ENGAGEMENT

持份者參與

Stakeholder 持份者	Expectation 預期	Engagement channel 參與渠道	Measures 措施
Suppliers/Contractors 供應商／承包商	<ul style="list-style-type: none"> - Long-term partnership - Honest cooperation - Fairness and openness - Information resources sharing 	<ul style="list-style-type: none"> - Business meetings, supplier conferences, phone calls, interviews and emails - Regular meetings - Review and assessment 	<ul style="list-style-type: none"> - Perform contracts according to agreements; enhance daily communication and establish cooperation with quality suppliers and contractors
Peer/Industry associations 同業／行業協會	<ul style="list-style-type: none"> - Experience sharing - Fair competition 	<ul style="list-style-type: none"> - Industry conference - Site visit 	<ul style="list-style-type: none"> - Stick to fair play; cooperate with peers to achieve win-win; share experiences and attend seminars of the industry so as to promote sustainable development of the industry.
同業／行業協會	<ul style="list-style-type: none"> - 經驗分享 - 公平競爭 	<ul style="list-style-type: none"> - 行業會議 - 實地探訪 	<ul style="list-style-type: none"> - 堅持公平競爭；與同業合作，實現雙贏，分享經驗以及參加行業研討會，推動行業之可持續發展。

STAKEHOLDERS ENGAGEMENT

持份者參與

Stakeholder 持份者	Expectation 預期	Engagement channel 參與渠道	Measures 措施
Financial Institutions 金融機構	<ul style="list-style-type: none">- Compliance with the rules and regulations- Disclosure of information <ul style="list-style-type: none">- 遵守規則及規例- 披露資料	<ul style="list-style-type: none">- Consulting- Information disclosure- Annual reports, interim reports and quarterly reports <ul style="list-style-type: none">- 諮詢- 資料披露- 年報、中期報告及季度報告	<ul style="list-style-type: none">- Comply with regulatory requirements in a stringent manner; disclose latest Company information in a timely and accurate manner in accordance with applicable laws, rules and regulations. <ul style="list-style-type: none">- 嚴格遵守監管規定；根據適用法律、規則及規例及時準確地披露有關本公司之最新資料。

A. ENVIRONMENTAL ASPECTS

A. 環境層面

ASPECT A1: EMISSIONS

To demonstrate the Group's commitment to sustainable development and compliance with laws and regulations relating to environmental protection, the Group endeavors to minimise the environmental impact of the business activities and maintain green operations and green office practices.

The greenhouse gas emissions are primarily from fuel used by vehicles and electricity used for factories and offices. We managed to use computer-to-plate technology in our printing process that can remove the use of traditional film and associated chemicals from the printing process so as to minimise the generation of chemical waste. We also use digital printing machines in our production. Digital printing is more environmentally-friendly because it reduces paper waste. Furthermore, our operations consume fossil oil products which generate volatile organic chemicals (VOCs). As printing inks can generate VOCs, we have gradually replaced our mineral oil-based processing inks with soy oil-based processing inks, thereby reducing VOC emissions. Thus, given the nature of our advanced technology applied for environmental concern, the Group poses less negative impacts on the environment, when compared with other firms in the traditional printing industry.

The hazardous waste produced by us mainly consists of chemically-tainted waste released during the production process. Non-hazardous waste includes industrial waste such as used paper and used printing plates. The Group has a strict classification system for different types of wastes. Each type of waste has specific storage location and collection procedures. There is a precaution implemented for the leakage of waste to prevent pollution. Wastes are separately stored and handled with the ledger for record. Most of the waste paper and used printing plates could be recycled and collected by waste collectors. Chemicals, such as chemical solutions used for the cleaning of our printing machines and equipment, are collected by licensed waste collection companies. We obtained the relevant Water Pollution Control Licence pursuant to the Water Pollution Control Ordinance, which is valid until 31 May 2024. Besides, we are registered as a chemical waste producer pursuant to the Waste Disposal Ordinance for producing chemical waste in the course of our operation.

層面 A1：排放物

為展示本集團對可持續發展之承諾及遵守有關環保之法律及法規，本集團盡力減少業務活動對環境之影響，並維持綠色營運及綠色辦公室常規。

溫室氣體排放物主要來自車輛所用燃料以及為廠房及辦公室所用電力。我們於印刷過程中採用電腦直接製板，摒棄使用傳統底片及印刷過程之相關化學品，以盡量減少產生化學廢料。由於數碼印刷有助減少浪費紙張，因此更加環保。此外，我們在營運過程中消耗石油產品，產生揮發性有機化合物。由於印刷用油墨會產生揮發性有機化合物，我們已逐步以大豆油加工油墨取代礦物油加工油墨，以減少揮發性有機化合物之排放量。因此，與傳統印刷業中之其他公司相比，鑑於我們就環境事宜應用之先進技術性質，本集團對環境產生較少負面影響。

我們產生之有害廢物主要為生產過程中釋放之化學污染廢物，而無害廢物則包括工業廢物，例如已用紙張及已用印版。本集團就不同類別之廢物設有嚴格分類方法，各類廢物均有特定儲存地點及收集程序。本集團實施預防措施防止廢物洩漏造成污染。我們分開儲存及處理廢物，並以分類賬簿進行記錄。大部分廢紙及已用印版可循環再造及由廢物收集商收集。如用於清洗印刷機器及設備之化學溶液等化學品由持牌廢物收集公司收集。我們已根據水污染管制條例取得相關水污染管制牌照，有效期直至二零二四年五月三十一日止。此外，我們已根據廢物處置條例就營運過程中產生化學廢物註冊為化學廢物生產商。

A. ENVIRONMENTAL ASPECTS

A. 環境層面

The Group has been in strict compliance with the relevant laws and regulations in Hong Kong, including but not limited to Air Pollution Control Ordinance, Noise Control Ordinance, Water Pollution Control Ordinance, Wastes Disposal Ordinance and Dangerous Goods Ordinance. During the Reporting Period, there was no material breach of or non-compliance with the applicable laws and regulations related to environmental protection.

Major air pollutants emission from vehicles during the Reporting Period and for the year ended 31 March 2018 are as follows:

本集團一直嚴格遵守相關香港法律及法規，包括但不限於空氣污染管制條例、噪音管制條例、水污染管制條例、廢物處置條例及危險品條例。於報告期內，並無重大違反或不遵守有關環保適用法律及法規之事件。

於報告期內及截至二零一八年三月三十一日止年度車輛產生之主要空氣污染物排放情況如下：

Air Pollutant Emission 空氣污染物排放情況			
		2019	2018
		二零一九年	二零一八年
Type of Air Pollutants	空氣污染物類型	Air Pollutant Emission (kg) 空氣污染物排放量 (千克)	Air Pollutant Emission (kg) 空氣污染物排放量 (千克)
Sulphur Dioxide	二氧化硫	0.02	0.02
Nitrogen Oxides	氮氧化物	1.33	1.49
Particulate Matter	微粒物質	0.10	0.11

The greenhouse gas (“GHG”) emission from the operation for the Reporting Period and for the year ended 31 March 2018 are set out below:

於報告期內及截至二零一八年三月三十一日止年度營運產生之溫室氣體(「溫室氣體」)排放情況如下：

GHG emissions 溫室氣體排放情況			
		2019	2018
		二零一九年	二零一八年
Type of GHG emissions	溫室氣體排放類型	Equivalent CO ₂ emission (kg) 二氧化碳排放物當量 (千克)	Equivalent CO ₂ emission (kg) 二氧化碳排放物當量 (千克)
Scope 1 Direct emission	範圍1直接排放	3,011.14	3,357.75
Scope 2 Indirect emission	範圍2間接排放	1,462,367.42	1,368,942.02
Total	總計	1,465,378.56	1,372,299.77
Intensity (kg/Revenue HK\$'000)	密度(千克/千港元 收益)	19.81	17.02

A. ENVIRONMENTAL ASPECTS

A. 環境層面

Note:

The calculation of the GHG gas is based on the “A Corporate Accounting and Reporting Standard” from The GHG Protocol.

- Scope 1: Direct emission from vehicles that are owned by the Group
- Scope 2: Indirect emissions from the generation of purchased electricity consumed by the Group
- Scope 3 This scope is not disclosed as it is an optional disclosure and the corresponding emission is not controlled by the Group

As it was our first time adopting the ESG Reporting Guide and publishing our first ESG Report last year, indirect emission from the generation of purchased electricity for the year ended 31 March 2018 and intensity need to be revised. The Group will continue to optimize and improve the disclosure of KPIs in all subsequent ESG reports.

附註：

溫室氣體根據溫室氣體議定書「企業會計及申報準則」計算。

- 範圍 1： 本集團所擁有之車輛直接排放
- 範圍 2： 本集團所消耗外購電力所產生之間接排放
- 範圍 3 該範圍並無披露，原因為其屬選擇性披露且相關排放並非由本集團控制

鑑於我們自去年才首次採納環境、社會及管治報告指引並出具報告，截至二零一八年三月三十一日止年度外購電力所產生之間接排放須作修訂。本集團將於其後所有環境、社會及管治報告中繼續優化及完善關鍵業績指標之披露。

Hazardous and non-hazardous Waste			
有害及無害廢物			
		2019	2018
		二零一九年	二零一八年
		(tonne) (噸)	(tonne) (噸)
Hazardous waste	有害廢物	31.20	29.16
Non-hazardous waste	無害廢物	83.00	105.00
Total	總計	114.20	134.16
Intensity (tonne/Revenue HK'000)	密度(噸/千港元收益)	0.0015	0.0017

ASPECT A2: USE OF RESOURCES

The Group places high priority on the efficient use of resources. The major resources used by the Group are paper, electricity and water. The Group strives to improve the efficient use of natural resources, such as minimising waste/emissions and implementing effective recycling program. Practical measures are implemented as follows:

層面 A2：資源使用

本集團十分重視有效利用資源。本集團使用之主要資源為紙張、電力及水。本集團致力促進有效善用天然資源，例如盡量減少廢物／排放量，並實施有效之回收計劃。以下為已實施之實際措施：

A. ENVIRONMENTAL ASPECTS

A. 環境層面

Paper

Our Group has successfully obtained certification from Forest Stewardship Council – Chain of Custody Standards Certificate (“FSC/CoC”) in 2005, a certificate which certifies that the management system of our Group is able to ensure that the paper materials were originated from responsibly managed forests. Our Group was one of the first batch of printing service providers in Hong Kong to use FSC/CoC certified papers for commercial printing. Our Group endeavours to work with FSC/CoC certified paper suppliers in order to ensure that paper used in our production for our customers is in compliance with all standards of environmental care and social responsibility. Besides, most of the waste paper could be recycled and collected by waste collectors.

Electricity

All electricity consumption has been derived from the uses of lighting, air conditioners, computers and other electrical equipment in the offices, and the regular operation of the machines in the operation sites. The Group fully understands the positive correlation between electricity consumption and greenhouse gases emissions. Thus, in order to ensure the effective use of electricity and to reduce electricity consumption, the following practices have been applied by the Group:

In the offices:

- Turn office lights off whenever and wherever unnecessary;
- Deploy natural light, energy-saving lightings or LED lighting, where feasible for better efficiency; and
- Adjust air-conditioners to a comfortable temperature in the offices, and turn them off whenever the use of them are not necessary.

紙張

於二零零五年，本集團已成功自Forest Stewardship Council獲得產銷監管鏈認證（「FSC/CoC」），該認證證明本集團之管理系統能夠確保紙張原料乃源自以負責任方式管理之森林。本集團為香港首批使用FSC/CoC認證紙張進行商業印刷之其中一間印刷服務供應商。本集團致力於與獲得FSC/CoC認證之紙張供應商合作，以確保就本集團客戶進行生產時所用之紙張符合所有環保標準及社會責任。此外，大部分廢紙可予循環再造及由廢物收集商收集。

用電

電力乃全部用於辦公室照明、冷氣、電腦及其他電力設備，以及營運場地之機器之日常運作。本集團非常了解耗用電力與溫室氣體排放之正相關關係。因此，為確保有效用電及節約用電，本集團已應用下列常規：

就辦公室而言：

- 盡可能關掉辦公室內不必要之照明；
- 使用自然光、節能照明或LED照明，在可行情況下提升能源效益；及
- 將辦公室之冷氣調節至舒適溫度，並於無須使用時將其關掉。

A. ENVIRONMENTAL ASPECTS

A. 環境層面

In the factories:

- Turn off idling machines that are not in operation; and
- Operate machines in a reasonable manner and repair them once they are out of order.

Water

The Group did not encounter any problems in sourcing water that is fit for purpose. Waste water is collected by licensed waste collection companies regularly with charges. The Group puts up water conservation slogans and encourages our employees to use water reasonably to reduce water consumption. During the Reporting Period, water consumption was 12,368 m³ and its intensity was 0.17 m³/Revenue HK\$'000 (2018: water consumption 16,234 m³ and intensity was 0.20 m³/Revenue HK\$'000).

Energy consumption by the Group during the Reporting Period for 2019 and during the year ended 31 March 2018 are set out below:

就廠房而言：

- 關掉並非運作中之閒置機器；及
- 合理使用機器，並於機器故障時即時維修。

用水

本集團在採購適用水方面並無遇到任何問題。廢水乃由持牌廢物收集商定期收集，並就此收費。本集團貼有節水標語，鼓勵僱員合理用水，以減少耗水。於報告期內，耗水量為12,368立方米，而其密度為0.17立方米／千港元收益(二零一八年：耗水量16,234立方米，而其密度為0.20立方米／千港元收益)。

本集團於二零一九年報告期內及截至二零一八年三月三十一日止年度內之能源消耗量載列如下：

Energy Consumption 能源消耗			
Type of energy	能源類型	2019 二零一九年 Energy consumed (kWh) 所耗能源(千瓦時)	2018 二零一八年 Energy consumed (kWh) 所耗能源(千瓦時)
Unleaded petrol	無鉛汽油	9,944.62	11,089.33
Purchased electricity (Note)	已購電力(附註)	1,851,098.00	1,732,838.00
Total	總計	1,861,042.62	1,743,927.33
Energy intensity (kWh/Revenue HK'000) (Note)	能源密度(千瓦時／千港元收益)(附註)	25.16	21.63

Note:

As it was our first time adopting the ESG Reporting Guide and publishing our first ESG report last year, consumption of purchased electricity for 2018 and intensity need to be revised. The Group will continue to optimize and improve the disclosure of KPIs.

附註：

鑑於我們自去年才首次採納環境、社會及管治報告指引並出具報告，二零一八年外購電力所產生之間接排放及密度須作修訂。本集團將繼續優化及完善關鍵業績指標之披露。

A. ENVIRONMENTAL ASPECTS

A. 環境層面

Packaging Materials 包裝材料			
		2019	2018
		二零一九年	二零一八年
Type of packaging materials	包裝材料類型	(tonne) (噸)	(tonne) (噸)
Carton box	紙盒	11.20	27.36

ASPECT A3: THE ENVIRONMENT AND NATURAL RESOURCES

The Group raises staff's awareness on environmental issues through education and training and employees' support in improving the Group's performance. It also promotes environmental awareness amongst the customers, business partners and shareholders; supports community activities in relation to environmental protection and sustainability; and evaluates regularly and monitors past and present business activities relating to health, safety and environmental matters. With the integration of policies mentioned in the sections "Emissions" and "Use of Resource", the Group strives to minimise the impacts on the environment and natural resources.

層面 A3：環境及天然資源

本集團透過教育及培訓以及員工對提升本集團業績之支持提升員工對環境事宜之意識。本集團亦增強客戶、業務夥伴及股東之環保意識，支持社區環保及可持續發展活動，並定期評估及監督過往及現在有關健康、安全及環境事宜之業務活動。透過整合「排放物」及「資源使用」各節所提述之政策，本集團致力減少對環境及天然資源之影響。

B. SOCIAL ASPECTS

B. 社會層面

ASPECT B1: EMPLOYMENT

Our Group focuses on our quality of service and believes that our success will, to a great extent, depend on our ability to recruit and retain a high caliber of employees. We endeavour to attract and retain appropriate and suitable personnel to serve our Group. Our Group assesses the human resources available to us on a continuous basis and will determine whether additional personnel are required to cope with the business development of our Group. The Group's employment handbook sets out our standards for compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, anti-discrimination, and other benefits and welfare.

The Group entered into separate employment contracts with each of our employees in accordance with the applicable labour laws of Hong Kong. Our Group offers competitive wages and other benefits to our employees. We also maintain employees' compensation insurance for all of them as required under the Employees' Compensation Ordinance and other applicable laws and regulations in Hong Kong. We also operate defined contribution retirement benefits schemes under ORSO schemes registered under the relevant laws and regulations for our employees in Hong Kong. Contributions to such schemes are based on a percentage of the employees' basic salaries. We maintain good working relationships with our staff and we believe that the working environment and benefits offered to our employees have contributed to the build-up of good staff relations and retention.

During the Reporting Period, there was no material non-compliance issue/case regarding employment that was brought against the Group or its employees.

層面 B1：僱傭

本集團注重本集團之服務質素，並認為本集團之成功很大程度取決於招聘及挽留優秀僱員之能力。我們致力吸引及挽留合適及適當之員工為本集團服務。本集團持續評估可供我們使用之人力資源並將釐定是否需要額外人員以應付本集團之業務發展。本集團之僱傭手冊載列賠償及解僱、招聘及晉升、工作時數、休息時間、平等機會、反歧視以及其他待遇及福利之準則。

本集團根據香港適用之勞工法例與我們每名僱員訂立獨立之僱傭合約。本集團為僱員提供具競爭力之工資及其他福利。本集團根據僱員補償條例及香港其他適用法例及法規之規定，為全體員工投購僱員補償保險。本集團亦有為香港僱員推行根據相關法例及法規註冊之職業退休計劃條例計劃之定額供款退休福利計劃。有關計劃之供款乃以僱員之基金薪金之百分比為基準。本集團與員工維持良好工作關係，且本集團相信為員工提供之工作環境及福利已有效建立良好之員工關係及挽留人才。

於報告期內，並無針對本集團或其僱員有關僱傭之重大不合規事宜／事件。

B. SOCIAL ASPECTS

B. 社會層面

Below is a detailed breakdown of our employees by gender, age group and employment category as at 31 March 2019 and 2018:

下文詳述於二零一九年及二零一八年三月三十一日按性別、年齡組別及僱傭類別之僱員明細：

		2019 二零一九年		2018 二零一八年	
		Number of staff 員工數目	% of total 佔總數之 百分比	Number of staff 員工數目	% of total 佔總數之 百分比
By gender	按性別劃分				
Male	男性	62	59	58	58
Female	女性	43	41	42	42
Total	總計	105	100	100	100
By age group	按年齡組別劃分				
30 or below	30歲或以下	14	13	17	17
31-40	31至40歲	26	25	24	24
41-50	41至50歲	28	27	24	24
51 or above	51歲或以上	37	35	35	35
Total	總計	105	100	100	100
By employment category	按僱傭類別劃分				
Normal	初級	78	75	78	78
Middle	中級	14	13	15	15
Senior	高級	13	12	7	7
Total	總計	105	100	100	100

B. SOCIAL ASPECTS

B. 社會層面

Below is a detailed breakdown of our employees turnover rate by gender and age group as at 31 March 2019 and 2018:

下文詳述於二零一九年及二零一八年三月三十一日按性別及年齡組別劃分之僱員流失率明細：

		2019	2018
Turnover rate by gender	按性別劃分之流失率		
Male	男性	5%	9%
Female	女性	9%	7%
Turnover rate by age group	按年齡組別劃分之流失率		
30 or below	30歲或以下	29%	29%
31-40	31至40歲	12%	8%
41-50	41至50歲	Nil	4%
51 or above	51歲或以上	Nil	Nil

ASPECT B2: HEALTH AND SAFETY

Our Group has formulated and implemented relevant guidelines for our employees, including work safety guidelines setting out our safety policies to promote safety in our premises. We have compiled safety manuals and distributed the same to our employees. They set out regulations on safety management to prevent occupational accidents and provide guidance for emergency situations. We provide our staff with all the necessary safety protection equipment. We also provide trainings to all of our employees. A programme of emergency precautions including fire drills is in place and facilities such as first aid boxes and fire extinguishers are also adequately provided. We perform regular inspections and carry out repair and maintenance works on our machineries and equipment, as we believe that keeping them in good conditions are crucial for us to carry out printing works smoothly and efficiently and are, in particular, directly related to the safety of our printing production employees.

層面 B2：健康與安全

本集團已為僱員製訂並落實相關指引，包括工作安全指引，當中載有本集團之安全政策以於本集團之物業內促進安全。本集團已編製安全手冊並向僱員派發。其已列明安全管理之法規以防止工傷意外及提供緊急情況之指引。本集團向員工提供所有必須之安全保護設備，亦向全體員工提供培訓。我們已實施應急預防方案(包括火警演習)及提供足夠急救箱及滅火器等設施。本集團對機器及設備定期進行檢查及維護工作，原因為本集團認為保持其良好狀況對平穩有效地進行印刷工作至關重要，尤其是此與印刷生產員工之安全直接有關。

B. SOCIAL ASPECTS

B. 社會層面

The Group has been in strict compliance with the relevant laws and regulation in Hong Kong, including but not limited to the Industrial Undertakings Ordinance and Factories and Industrial Undertakings (Safety Management) Regulation (“FIUSMR”). Our Group has (i) adopted the maintenance of a safety system of work for loading paper onto the envelope machine; (ii) engaged qualified personnel to assist in the establishment of relevant safety management system; and (iii) established the safety policy statement for compliance purpose.

During the Reporting Period, there were no serious cases of work-related injuries. There were no non-compliance cases in relation to laws and regulations for health and safety.

ASPECT B3: DEVELOPMENT AND TRAINING

The Group recognises the importance of training for the development of our employees as well as our Group. Training is provided to our staff to ensure they are able to fully capture and utilise the functions of the software and provide optimal and efficient services to our customers. We aim to attract talents by offering career development opportunities through internal training and close guidance by senior staff, with a view to enhancing their technical and management skills, as well as promotion and advancement opportunities. Thus, we provide introductory and continuous and on-the-job trainings to our staff to enhance their technical and product knowledge and ensure high quality customer services. In addition, trainings are given to our staff on data security issues. We constantly carry out staff evaluation to assess their performance. We believe that it is a win-win approach for achieving both employee and corporate goals as a whole.

本集團已嚴格遵守香港之相關法律及法規，包括但不限於工廠及工業經營(安全管理)規例(「工廠及工業經營(安全管理)規例」)。為遵守有關規定，本集團已(i)採用一套裝載紙張至信封機之工作安全系統；(ii)委聘合資格人士，以協助建立相關安全管理系統；及(iii)設立安全政策聲明。

於報告期內，概無有關工傷之重大情況。概無有關健康與安全之法律及法規之不合規情況。

層面 B3：發展及培訓

本集團深明培訓對我們僱員及本集團發展之重要性。本集團為員工提供培訓，確保彼等能夠充分掌握及使用軟件之功能，從而為本集團客戶提供優質及有效率服務。本集團旨在透過內部培訓及資深員工之緊密指導，以提升員工之技術及管理技巧，同時提供晉升及升遷機會，從而提供事業發展機會，用以吸納人才。因此，本集團向員工提供入門及持續在職培訓，以提高彼等對技術及產品之認識並確保優質客戶服務。此外，本集團亦向員工提供有關資料安全事宜之培訓。本集團經常進行員工評估以評估彼等之表現。我們相信此乃可實現員工及企業整體目標之雙贏方式。

B. SOCIAL ASPECTS

B. 社會層面

ASPECT B4: LABOUR STANDARDS

The Group is fully aware that child labour and forced labour violate fundamental human rights and also pose a threat to sustainable social and economic development. The Group strictly complies with the Employment Ordinance and other relevant labour laws and regulations in Hong Kong. The Group prohibits the use of child labour and forced labour. Employment contracts and other records, which document all relevant details of the employees (including age), are maintained properly for verification by relevant statutory body upon request.

During the Reporting Period, the Group has complied with the policies and relevant laws and regulations regarding the prevention of child labour or forced labour.

ASPECT B5: SUPPLY CHAIN MANAGEMENT

The principal raw materials used in our production include paper and printing materials (including printing plates, ink and chemicals). To ensure the quality of the raw materials procured, we maintain a list of about 10 suppliers for paper, and around two to three suppliers for other raw materials. We adopt stringent supplier selection procedures, under which potential suppliers are assessed based on various factors including their pricing, quality and stability of materials and services, scale of operation, market reputation and production capacity. We, in general, had not entered into any agreement for a term of over a year with our suppliers, and our engagements with suppliers are on a project-by-project basis.

Regarding subcontractors, despite having our in-house translation team, we have engaged various translation companies and freelance translators on our approved list, who are independent third parties. Since we do not enter into any master contracts with them, we engage them for parts of our translation works on a project-by-project basis to cope with the large volume of translation works during the peak season. Our customer service team communicates closely with the translation team to keep track of the progress of their translation works. In addition, we engage other various independent subcontractors on a case-by-case basis. In light of the subcontracting practice,

層面 B4：勞工準則

本集團深知童工及強迫勞工侵犯基本人權，亦對可持續之社會及經濟發展構成威脅。本集團嚴格遵守香港僱傭條例及其他有關勞動之法律及法規。本集團禁止僱用童工及強迫勞工。本集團均妥善保存記錄僱員所有詳情(包括年齡)之僱傭合約及其他記錄，按要求供有關法定機構核實。

於報告期內，本集團已遵守有關防止童工或強迫勞工之政策及相關法律及法規。

層面 B5：供應鏈管理

本集團生產所用之主要原料包括紙張及印刷材料，當中包括印版、油墨及化學品。為確保所採購原料質量，本集團設有之名單上約有 10 名紙張供應商，而其他原料約有兩至三名供應商。本集團採納嚴謹供應商挑選程序，據此，根據包括其定價、質量及材料及服務穩定性、營運規模、市場聲譽及產能等多個因素對潛在供應商進行評估。本集團一般不會與供應商訂立年期超過一年之協議，而本集團與供應商之委聘按項目基準訂立。

就分包商而言，儘管擁有內部翻譯團隊，本集團委聘本集團認可名單上之多間翻譯公司及自由翻譯員(均為獨立第三方)。由於本集團並無與彼等訂立任何主合約，故僅就部分翻譯工作按項目基準委聘彼等，以處理旺季之大量翻譯工作。本集團之客戶服務團隊與翻譯團隊緊密溝通，以追蹤其翻譯工作進度。此外，本集團按個別基準委聘多名其他獨立分包商。鑑於分包慣例，本集團已制定具有詳細監控程序之書面政策，包括(i)定期審查及選擇／移除認可分包商名單中之分包商；(ii)下達購買

B. SOCIAL ASPECTS

B. 社會層面

the Group had developed a written policy with detailed control procedures on (i) regular review and selection/removal of subcontractors in the approved subcontractors' list; (ii) placement of purchase orders/signing of quotations; (iii) goods received and quality control policies; (iv) payment arrangement and (v) corresponding accounting treatments so as to control the whole walkthrough cycle of subcontracting works. Thus, we believe there are no significant environmental and social risks for our management decisions on the supply chain management.

ASPECT B6: PRODUCT RESPONSIBILITY

Quality control

During our long history of business, we continuously strive to provide high quality and reliable services to our customers, place strong focus on quality control and invest in latest models of printing machines and equipment, which enables us to build up our reputation in the printing industry. For example, we invested in the latest models of printing machines and equipment such as specialised paper-folding machines and digital printers, which enables our Group to handle sizable deals and secure timely delivery to our customers in relation to our direct mailing services. In the market practice, most commercial printing service providers outsource their works (including core works such as printing at the press stage) to other printing companies or have production bases located in the PRC. Our printing production factory in Shaukeiwan, Hong Kong, enables us to maintain timely and responsive printing services since we can conduct core works such as printing paper products at the press stage at our inhouse printing production factory. We also have our own in-house translation team to ensure that our customers could receive timely, responsive and quality translation services. In addition, we are able to better estimate the costs and the time schedule for delivery of translation work as we do not need to rely on the availability of external translators when needs arise, which may result in higher translation costs and delay in completing the translation work.

訂單／簽收報價單；(iii)收貨及質量控制政策；(iv)付款安排；及(v)相應之會計處理，以監控分包工作之整個流程。因此，本集團相信對供應鏈管理之管理決策並無重大環境及社會風險。

層面 B6：產品責任

質量控制

在悠久之業務歷史中，本集團不斷努力為客戶提供優質可靠之服務，重視質量控制及投資於最新型號印刷機及設備，奠定本集團在印刷業之良好聲譽。例如，本集團投資於最新型號印刷機及設備，如專用摺紙機及數碼印刷機，致使本集團能處理大宗交易並及時以本集團直接郵寄服務交付予客戶。按市場慣例，大部分商業印刷服務供應商將其工作(包括印刷階段之印刷等主要工作)外判予其他印刷公司，或在中國設有生產基地。本集團在香港筲箕灣之印刷廠房能令本集團得以維持適時及迅速之印刷服務，原因為本集團可於內部印刷廠房進行印刷階段之紙製品印刷等主要工作。本集團亦自設內部翻譯團隊，確保客戶能夠享有適時及靈活之優質翻譯服務。此外，由於毋須於有需要時視乎外聘翻譯員能否接受工作(可能導致翻譯成本較高及延遲完成翻譯工作)，故本集團能更有效估計翻譯工作之成本及交付時間表。

B. SOCIAL ASPECTS

B. 社會層面

Our management team has extensive experience in the printing industry. Since 1980, we have accumulated a strong, 39-year experience in the commercial printing industry in Hong Kong. We have a proven track record in the provision of commercial printing and financial printing services. Our management team has collective experience and knowledge, which would enable our Group to understand the needs of our customers and industry trends in a timely and efficient manner, as well as formulating and implementing our business strategies to drive our future growth.

In addition, we are committed to providing high quality products and services, and we have adopted a stringent quality control policy. We also believe that a good assurance system is a reliable mechanism to ensure high quality of our products and services, thus increasing our customers' confidence in our Group. Therefore, we place strong emphasis on quality control measures at our production process. Our factory supervisor, who has abundant experience in the printing industry, is responsible for overseeing the overall quality control of our production, while quality control measures are adopted at each of the production steps. We monitor our production processes, and conduct performance and reliability check in an attempt to ensure that our products meet the expectations of our customers.

Quality control is performed to examine the product's quality against the quality acceptance level at every stage of the production process. Incoming raw materials, such as paper and ink, are periodically tested against customers' technical specifications. Colours are matched against customers' approved blue prints. Finished goods will be subject to a number of checks and visual inspections before packaging and delivery to ensure that the exact specifications of the customers are met.

During the Reporting Period, there were no disputes between our Group and our customers nor complaints from customers in respect of the quality of works performed by us or our subcontractors.

本集團管理層團隊於印刷行業擁有豐富經驗。自一九八零年以來，我們已於香港商業印刷行業積累逾39年之豐富經驗。本集團於提供商業印刷及財經印刷服務方面擁有良好之往績記錄。本集團管理層團隊全體擁有經驗及知識，將使本集團能夠適時有效了解客戶需求及行業趨勢，並制定及實施業務策略，推動未來發展。

此外，本集團致力提供優質產品及服務，並採取嚴格質量控制政策。本集團亦認為，良好保證系統為確保高產品及服務質量之可靠機制，從而可提高客戶對本集團之信心。因此，本集團注重生產過程中質量控制措施。本集團之廠房主管擁有豐富印刷業經驗，負責監督生產之整體質量控制，而質量控制措施則在各生產步驟予以採納。本集團監察生產流程，進行表現及可靠度檢測，確保產品符合客戶期望。

本集團進行質量控制，以按生產過程每個階段之質量接納水平檢驗產品質量。進貨原料(例如紙張及油墨)定期按客戶之技術規格進行測試，顏色亦符合經客戶批准之藍圖。製成品於包裝及交付前將進行多項測試及目視檢驗，以確保精確符合客戶規格。

於報告期內，本集團與客戶間概無就本集團或分包商進行之工作品質之糾紛，亦沒有收到客戶有關品質方面的投訴。

B. SOCIAL ASPECTS

B. 社會層面

Data protection

As our customers include banks and insurance companies which are subject to regulations and supervisions of relevant regulatory bodies. In view of the fact that our secured data printing business would involve personal data of clients of our customers, we have established relevant policies and measures to ensure data security and to comply with the relevant requirements pursuant to our agreements with customers. All data and information are disclosed and accessible to the relevant staff and users on a need-to-know basis. Each department shall comply with the security regulations in relation to information systems security, including but not limited to, storage, transmission, processing, and destruction of classified information.

For projects involving confidential data printing and direct mailing service, we have adopted strict internal data handling procedures to ensure that the confidentiality of privacy data is protected. All relevant work processes are done on a printer server with no Internet access and no removable storage device is allowed to be used throughout the process. All data are encrypted and only relevant project handlers are provided with the unique login ID to access the data. All printed sheets containing confidential data and the relevant records of quality control are required to be destroyed within 7 to 14 days after the receipt of client data automatically. Besides, up-to-date trainings are provided to staff periodically to raise their sensitivity in handling data and increase the protection requirements, and trainings are also provided to new staff with relevant duties for handling data.

Furthermore, there is a restrictive covenant in the general employment contracts of our Company, which prohibits employees from disclosing any trade secrets or confidential information obtained in the course of business operation. The use of information obtained in the course of employment for personal use constitutes the breach of the policy of our Group and is strictly prohibited. Employees are also prohibited from disclosing such information to other unauthorised persons in the conduct of the business of our Group.

資料保護

由於本集團之客戶包括須遵守相關監管機構之規例及監督之銀行及保險公司。鑑於本集團之保密資料印刷業務涉及客戶之客戶個人資料，本集團已制定相關政策及措施，以確保資料安全性及根據與客戶之協議遵守相關規定。相關員工及使用者按需要基準獲披露及取得所有數據及資料。各部門須遵守有關資訊系統安全之安全規例，包括但不限於儲存、傳送、處理及銷毀機密資料。

就涉及機密資料印刷及直接郵寄服務之項目而言，本集團已採取嚴格內部資料處理程序以確保私隱資料之保密性獲得保障。所有相關工序均於並無連接互聯網存取之印刷伺服器上進行，而於整個流程中均不得使用可移除儲存裝置。所有資料均獲加密及僅相關項目處理人員會獲提供獨有登入身份識別碼以存取資料。所有載有機密資料之印刷紙張及相關質量控制記錄須於收到客戶資料後7至14日內自動銷毀。此外，本集團向員工提供最新培訓，以提高彼等對處理資料之敏感度及增加保障規定，同時向負責處理資料之新員工提供培訓。

此外，本公司之一般僱傭合約內載有限制契諾，禁止僱員披露於本集團業務營運過程中取得之任何商業秘密或保密資料。嚴禁利用僱傭期間所取得資料作個人用途，該行為乃構成違反本集團之政策。於進行本集團業務時，僱員亦不得向其他未經授權人士披露該等資料。

B. SOCIAL ASPECTS

B. 社會層面

During the Reporting Period, there were no cases of non-compliance with the laws and regulations related to our products and services.

ASPECT B7: ANTI-CORRUPTION

To ensure operation efficiency and employees' development in a fair and honest working environment, the Group has formulated a whistleblowing policy and established guidelines in employment handbook and an internal policy to avoid suspected corruption and provide channels such as by letter, meeting, email or phone call for employees to report suspected corrupt practices. If there are any suspected cases related to corruption, employees are encouraged to report such cases through the aforementioned channels. All these practical actions not only win the trust of customers, but also enhance the sense of belonging and fair play among our employees.

The Group has been in strict compliance with the laws and regulations related to anti-corruption. During the Reporting Period, there were no legal cases regarding corrupt practices that was brought against the Group or its employees.

ASPECT B8: COMMUNITY INVESTMENT

As a socially responsible company, the Group is committed to understanding the needs of the communities in which we operate. The Group strives to develop long-term relationship with our stakeholders and seeks to make contributions to programmes that have a positive impact on community development.

於報告期內，概無不遵守與本集團產品及服務相關之法律及法規之情況。

層面 B7：反貪污

為確保營運效率及僱員可於公平廉潔之工作環境中發展，本集團制定舉報政策，並於僱員手冊及內部政策中確立指引，避免涉嫌貪污情況，並提供員工舉報涉嫌貪污之渠道，包括通過信函、會議、電郵或電話等方式。倘有任何涉嫌貪污之疑似情況，僱員應通過上述渠道報告相關情況。所有該等實際行動不僅贏得客戶之信任，亦增強僱員之歸屬感及促進公平作業。

本集團一直嚴格遵守有關反貪污之法律及法規。於報告期內，並無任何對本集團或其僱員提出有關貪污之訴訟。

層面 B8：社區投資

作為一間負有社會責任感之公司，本集團致力了解我們營運所在社區之需求。本集團努力發展與持份者之長期關係，並竭力為對社區發展有正面影響之項目作出貢獻。



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