

# AL GROUP LIMITED 利駿集團(香港)有限公司

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

Stock Code 股份代號 : 8360

# Your Space Matters

AL Group <sup>TM</sup>

超越空間 創意無限

ENVIRONMENTAL, SOCIAL AND  
GOVERNANCE REPORT  
環境、社會及管治報告 2019

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## Introduction, Environmental, Social and Governance (“ESG”) Policies

AL Group Limited (the “Company”, together with its subsidiaries, “the Group” or “we”) engages in provision of interior design and fit out solutions as well as overall project management in Hong Kong. We believe that environmental protection, low carbon footprint, resource conservation and sustainable development are the key trends in society. In order to follow the key trends and pursue a successful and sustainable business model, the Group recognises the importance of integrating ESG aspects into its risk management system and has taken corresponding measures in its daily operation and governance perspective.

This Environmental, Social and Governance Report (the “ESG Report”) summarises the ESG initiatives, plans and performances of the Group and demonstrates its commitment to sustainability development.

### The ESG Governance Structure

The Group has set up an ESG working taskforce (the “Taskforce”), composed of staff from relevant departments in this year, in which, full-time staff has been assigned to collect the data relevant to ESG and compile the ESG Report. The Taskforce would periodically report to the directors, assist in the assessment and identify the risk management of the Group on ESG aspects and whether its internal control system is appropriate and effective. The Taskforce reviews the ESG performance of the Group, including environmental, labour practices, and other ESG aspects. The directors set the tone at the top for the ESG strategies and are responsible for ensuring effective risk management and internal controls.

### Scope of Reporting

Unless specified otherwise, the ESG Report covers the Group’s business activities in Hong Kong offices, which represent the Group’s major sources of revenue.

The ESG Report covers the Group’s policies, compliance issues as well as key performance indicators (“KPIs”) in Environmental and Social areas. We will continue to assess the major ESG aspects of different businesses to determine whether it needs to be included in the ESG reporting.

### Reporting Framework

This ESG Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) as set out in the Appendix 20 of the GEM Listing Rules. Information relating to the corporate governance practices of the Group has been set out in the Corporate Governance Report on p.34 to p.49 of 2019 Annual Report.

## Reporting Period

The ESG Report describes the ESG activities, challenges and measures taken by the Group during the year ended 31 December 2019 (the “Year”).

## Stakeholder Engagement

The Group values its stakeholders and their feedback regarding its businesses and ESG aspects. In order to understand and address their key concerns, we have maintained close communication with the key stakeholders, including but not limited to shareholders and investors, customers and business partners, employees, suppliers and subcontractors as well as non-governmental organisations (“NGOs”) and the public. We take stakeholders’ expectations into consideration in formulating our business and ESG strategies by utilising diversified engagement methods and communication channels, shown as below.

Stakeholders	Communication Channel
Shareholders and Investors	<ul style="list-style-type: none"> <li>• General Meeting and Other Shareholder Meetings</li> <li>• Annual Reports, Interim Reports and Quarterly Reports</li> <li>• Announcements and Circulars</li> <li>• Company’s Website</li> </ul>
Customers and Business Partners	<ul style="list-style-type: none"> <li>• Customer Support Hotline and Company’s Website</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Employee Feedbacks</li> <li>• Training Programs and Staff Meetings</li> <li>• Regular Performance Reviews</li> </ul>
Suppliers and Subcontractors	<ul style="list-style-type: none"> <li>• Supplier Meetings and Events</li> <li>• Project Manager and Site Supervisor</li> </ul>
NGOs and the Public	<ul style="list-style-type: none"> <li>• ESG Report</li> <li>• Public and Community Events</li> </ul>

We aim to collaborate with our stakeholders to improve our ESG performance and create greater value for a wider community on a continuous basis.

## Materiality Assessment

The management and staff of the Group’s respective major operations have participated in the preparation of the ESG Report and assisted the Group in reviewing our operations, identifying relevant ESG issues and assessing the importance of related matters to our business and stakeholders. Based on the assessed significant ESG issues, a data collection questionnaire was prepared to collect information from relevant departments and business units of the Group.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

The following table is a summary of the Group's material ESG issues included in this ESG Report:

The ESG Reporting Guide	Material ESG aspects of the Group	
<b>A. Environment</b>		
A1. Emissions	Greenhouse Gas ("GHG") Emissions	P. 5
	Waste Management	P. 6
A2. Use of Resources	Energy Consumption	P. 7
A3. The Environment and Natural Resources	Environmentally Friendly Measures	P. 9
<b>B. Social</b>		
B1. Employment	Recruitment, Remuneration and Promotion	P. 10
	Communication Channels	P. 10
	Diversity, Equal Opportunities and Anti-discrimination	P. 11
B2. Health and Safety	Safety Plans and Trainings	P. 11
B3. Development and Training	Training and Development Management	P. 12
B4. Labour Standards	Prevention of Child and Forced Labour	P. 12
B5. Supply Chain Management	Supply Chain Management Structure	P. 13
	Environmental and Social Risk Management of Suppliers	P. 13
	Fair and Open Procurement	P. 13
B6. Product Responsibility	Quality and Safety of Products and Services	P. 14
	Customer Service and Privacy Protection	P. 14
	Intellectual Property Management	P. 14
B7. Anti-corruption	Anti-corruption	P. 15
B8. Community Investment	Community Participation	P. 16

During the Year, the Group confirmed that it has established appropriate and effective management policies and internal control systems for ESG issues and confirmed that the disclosed contents are in compliance with the requirements of the ESG Reporting Guide.

## Contact Us

We welcome stakeholders to provide their opinions and suggestions. You can provide valuable advice in respect of the ESG Report or our performances in sustainable development on the Company's website at [www.al-grp.com](http://www.al-grp.com).

## A. Environmental

### A1. Emissions

#### General Disclosure and KPIs

The Group principally engages in provision of interior design and fit out solutions as well as overall project management in Hong Kong, mainly rely on internet technology and related equipment and do not involve any manufacturing processes in the course of business. We recognise potential direct and indirect negative environmental impacts associated with our business operations, and have taken related measures to reduce the associated impacts.

By integrating environmental consideration into our decision-making processes, we embrace the responsibilities to create an environmentally sustainable business. We are also committed to raising the employee's environmental awareness and complying with relevant environmental laws and regulations. The Group complies with applicable laws and regulations, including but not limited to the "Waste Disposal Ordinance", "Air Pollution Control Ordinance" and "Noise Control Ordinance" during the Year.

To enhance our environmental governance practice and mitigate the environmental impacts produced in operations, we have implemented relevant environmental protection policies and communicated such policies to our employees. These policies encourage our staff to contribute towards sustainability by adopting environmentally friendly fit out methods and planning their works to efficiently eliminate waste to the maximum extent with the view of achieving long-term cost savings. The Group also aims to minimise energy consumption and carbon emissions and has been exploring ways to adopt operation model which incurs less adverse impact on the environment. In the long run, we will continue to enhance our environmental management strategies in monitoring and minimising the environmental impacts brought by our businesses regularly.

During the Year, the Group did not have any violation of relevant local environmental laws and regulations in relation to exhaust gas and greenhouses gas ("GHG") emissions, water and land discharge, and the generation of hazardous and non-hazardous waste that have a significant impact on the Group.

As a corporation providing interior design and fit out solutions, the Group's daily operations have minimal impacts on the environment while the emissions are limited to GHG, domestic waste water, and non-hazardous wastes. Nevertheless, we still focus on nurturing and strengthening the employees' awareness of environmental protection in their daily work process, and actively implement the Group's environmental protection measures, with the aim to lower the GHG emissions and reduce non-hazardous waste generation.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

### Exhaust Gas Emissions

Due to our business nature, the Group considers the relevant gas emissions generated are not significant. However, we still pay attention to the relevant gas emissions generated from fit out services. We strive to mitigate the exhaust gas and dusts generated from the operation process as much as possible.

### GHG Emissions

The principal GHG emissions of the Group are generated from the gasoline consumption of vehicles (Scope 1), purchased electricity (Scope 2) and paper consumption (Scope 3).

The summary of GHG emissions performance:

Indicator <sup>1</sup>	2019 Total emissions (tCO <sub>2</sub> e)	2019 Intensity <sup>2</sup> (tCO <sub>2</sub> e/ employee)	2018 Total emissions (tCO <sub>2</sub> e)	2018 Intensity (tCO <sub>2</sub> e/ employee)
Direct GHG emissions				
(Scope 1) — Gasoline consumption	12.2	0.3	27.2	0.6
Indirect GHG emissions				
(Scope 2) — Electricity consumption	36.8	0.9	44.9	1.0
Other Indirect GHG emissions				
(Scope 3) — Paper consumption	2.5	0.1	3.6	0.1
<b>Total GHG emissions</b>	<b>51.5</b>	<b>1.3</b>	<b>75.7</b>	<b>1.7</b>

The intensity of GHG emissions have decreased by approximately 23.5% due to different energy saving policies implemented in the past year. The details of the policies would be explained in Aspect A2.

Note:

- GHG emission data is presented in terms of carbon dioxide equivalent and are based on, including but not limited to, "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards" issued by the World Resources Institute and the World Business Council for Sustainable Development, the latest released emission factors of Hong Kong Electric Investments and CLP, "How to prepare an ESG Report? - Appendix II: Reporting Guidance on Environmental KPIs" issued by the HKEX, "Global Warming Potential Values" from the IPCC Fifth Assessment Report, 2014 (AR5).
- As at 31 December 2019, the Group had 39 employees in total. The data is also used for calculating other intensity data.

We have adopted the following measures to mitigate the direct GHG emissions from gasoline consumption during the operations:

- Selected the shortest route from the Group and targeted venue;
- Switched off engine whenever the vehicle is idled;
- Provided maintenance service to the vehicles on a regular basis to ensure engine performance and efficient use of fuel; and
- Implemented flex-working hour policy to allow the employees to avoid heavy traffic commutes.

Consumption of electricity is accounted for the most significant source of indirect GHG emissions. The Group has implemented measures stated in "Energy Consumption" of Aspect A2 below in order to reduce energy consumption, and thereby minimising carbon footprint. Also, the paper-saving measures are described in the section "Waste Management".

Through these GHG emissions mitigating measures, the employees' awareness on GHG emissions mitigation has been enhanced.

## Sewage Discharge

We do not consume significant volume of water through our business activities, and therefore our business activities did not generate material portion of sewage discharge. The majority of the water supply and discharge facilities are provided and managed by property management company.

## Waste Management

### Hazardous waste

Despite the Group did not generate hazardous waste during the Year due to our business nature, we have established guidelines in governing the management and disposal of hazardous wastes. In case there is any hazardous waste produced, we must engage a qualified chemical waste collector to handle such waste, in order to comply with the relevant environmental regulations and rules.

### Non-hazardous waste

The Group's wastes mainly come from office operation, including non-hazardous wastes such as paper.

The summary of major non-hazardous wastes discharge performance:

Category of waste	Total discharge (tonnes)	Intensity (tonnes/employee)
Paper <sup>3</sup>	0.51	0.01

Notes:

3. The paper consumed consists of approximately 52,500 pieces of A4 paper and 24,500 pieces of A3 paper, in total of 77,000 pieces of paper.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

We regularly monitor the consumption volume of paper, toner cartridges and ink cartridges and have implemented a number of reduction measures. The Group maintains high standards in waste reduction, educates our employees about the importance of sustainable development and provides relevant support in order to enhance their skills and knowledge in sustainable development.

With the aim of minimising the environmental impacts from non-hazardous wastes generated during business operations, the Group has implemented measures to handle such wastes and launched different reduction initiatives. We have implemented the following procedures to encourage employees to share responsibilities in waste management and minimise waste generation:

- Promoted green information and electronic communication, such as e-mail and electronic workflows, to implement “paperless system” concept;
- Installed recycling bins to encourage waste recycling;
- Encouraged to purchase FSC certified paper and use of recycled paper;
- Placed “Green Message” reminders on office equipment;
- Joined “Bring Your Own Bottle” and “Red Pocket Recycling” from Greeners Action; and
- Utilised used envelopes and double-side printing. Paper for single-side printing would be only adopted when handling official documents and confidential documents when necessary.

### A2. Use of Resources

#### General Disclosure and KPIs

The Group strives to optimise resource usage in our business operations and takes initiatives to introduce measures on promoting resource efficiency and adopting eco-friendly approaches in our operations. During the operations, fuel, electricity and water are frequently consumed, and the Group has established relevant policies and procedures in governing the efficient use of resources, in reference to the objective of achieving higher energy efficiency and reducing the unnecessary use of materials. Internal memos are circulated to staff, encouraging the environmentally friendly practices. We have also encouraged our subcontractors to adopt similar principles.

To show the effort the Group has paid on the environmental aspect, the Group has participated in the Green Office Award Labelling Scheme (“GOALS”) from the World Green Organisation. The Scheme evaluates different green initiatives and education on environmental friendliness to qualify the environmentally responsible offices. The Group has successfully participated in the scheme and being qualified.

#### *Energy Consumption*

The major energy consumption of the Group in daily operation is electricity consumption in the operation and gasoline consumption for vehicles.



## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

During the Year, the energy consumption of the Group and its intensity were as follows:

Type of energy	Energy consumption (kWh)	Intensity (kWh/employee)
Gasoline <sup>4</sup>	42,805.7	1,097.6
Electricity	64,249.0	1,647.4

Notes:

- Gasoline consumption is equivalent to 4,590 litres with reference to the conversion provided on U.S. Energy Information Administration Energy Conversion Calculators.

The Group has formulated rules and regulations to achieve the goal of electricity saving and efficient consumption. The relevant specific measures are as follows:

- Selects energy-efficient equipment and electrical appliances for operation, office and domestic electricity use;
- Turns off all unnecessary lights, air conditioners, computers and other office equipments in office areas, conference rooms and corridors when they are not in use to avoid waste of electricity;
- Uses LED lights instead of spotlight;
- Arranges professional party to provide energy efficiency related training on "Building Energy Efficiency Ordinance" to the staff;
- Regulates the use of air conditioners strictly to prevent waste of electricity;
- Encourages to turn off computers (host or monitor) when employee goes out for a long time, and switches computers to standby mode when employee goes out for lunch; and
- Enhances the maintenance and overhaul of equipment, maintains the best condition of all electronic equipment for effective use of electricity.

As a result, the employees' awareness of energy conservation has been increased through these energy-saving measures.

### Water Consumption

Water consumption of the Group is mainly for basic business operation, cleaning and sanitation. We encourage all employees to develop the habit of water conservation. We have been strengthening the promotion on water conservation, posting reminders on water saving in the pantry area, and guiding employees to use water reasonably.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

Due to our business nature, we do not consume significant amount of water through our business activities. The majority of the water supply facilities are provided and managed by property management company, so the procurement of suitable water sources is not relevant to the Group.

### Use of Packaging Material

Due to our business nature, the Group does not consume significant amount of package materials for product packaging as we have no industrial production or any factory facilities.

## A3. The Environment and Natural Resources

### General Disclosure and KPIs

Although the core businesses of the Group have limited impact on the environment and natural resources, as an ongoing commitment to corporate social responsibility, we recognise the importance in minimising the negative environmental impacts of our business operations. We are also devoted to achieve sustainable development for generating long-term values to the community and stakeholders.

We spend efforts in mitigating the potential environmental impacts through adopting industry best practices targeted at reducing natural resources consumption and effective environmental management. We regularly assess the environmental risks of our businesses, adopt preventive measures to reduce potential risks and ensure the compliance with relevant laws and regulations.

The Group believes that it is essential for us to act as an environmentally responsible corporation to meet the customers' demands in environmental protection and the expectation of the community for a healthy living environment.

### *Environmentally Friendly Measures*

#### Indoor air quality

For an office-based company, indoor air quality is essential for the working environment of staff. Good indoor air quality is beneficial to the efficiency and mental health of employees. To build up an office with favourable indoor air quality, the Group has planted the greeneries inside the office to offset some carbon emission and provide a natural solution to cleaner the indoor air.

#### Noise pollution

Noise pollution practices are implemented during our fit out activities, to minimise the noise pollution. The Group has signed framework agreement with subcontractors who acknowledged the ultimate responsibilities of laws and regulations compliance relating to their fit out work at our project locations. Our project team will monitor the day-to-day work of subcontractors and provide advice whenever there is potential risk of non-compliance of laws and regulations.

The Group regularly reviews our environmental protection policies and has adopted necessary precautionary measures and actions to reduce significant impact on the environment and natural resources, and ensure that the Group complies with relevant laws and regulations.

## B. Social

### B1. Employment

#### General Disclosure

Human resources are the foundation for the Group's continuous development. Hence, we established relevant employment policies adopting people-oriented management and realising the full potential of employees. Relevant employment policies are formally documented, covering recruitment, compensation, promotion, working hours and rest periods, diversity and equal opportunities, etc. We review these policies and the employment practices periodically to ensure continuous improvements of our employment standards.

The Group actively complied with labour laws and regulations in Hong Kong, including but not limited to, the "Employment Ordinance", the "Companies Ordinance", the "Mandatory Provident Fund Schemes Ordinance", the "Minimum Wage Ordinance", the "Personal Data (Privacy) Ordinance" and other relevant laws and regulations.

During the Year, the Group was not aware of any material non-compliance of laws and regulations relating to employment and labour practices.

#### *Recruitment, Remuneration and Promotion*

We adopt formal and transparent recruitment processes based on merit selection against the job criteria is applied, which follows the Human Resources Policy distributed to the employees. It contains policies in regards to recruitment, promotion, discipline, working hours and leave.

Recruitment of individuals are based on their suitability for the position and potential to fulfil the Group's current and future needs. We ensure the employees and applicants are treated and evaluated in a fair way.

The basis for compensation and promotion are job-related skills, qualifications and performances. Employee promotion of the Group is subject to annual appraisal. The management regularly reviews the Group's remuneration and benefits policies in reference to the market standards and is committed to safeguarding the rights and interests of the staff. Remuneration and benefits have been adjusted on an annual basis in accordance with the employees' individual performance, contribution and market condition. The Group has established objective performance indicators for annual performance evaluation. The Group's remuneration packages include holidays, annual leave, discretionary bonuses and allowance, etc. We review the performance of our employees from time to time in order to determine salary adjustments and promotion appraisals.

#### *Communication Channels*

We recognise the importance to maintain close and open communication with our employees. Employees are encouraged to exchange information, ideas and views about matters of mutual interest and concern through both formal and informal channels. We have established various communication channels with our employees, including mailbox for recommendation and performance review meeting. Management reviews the employees' feedback and implements corresponding improvement actions.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

### *Diversity, Equal Opportunities and Anti-discrimination*

A diverse and professional workforce is crucial for our business. The Group is committed to creating and maintaining an inclusive and collaborative workplace culture. We are dedicated to providing equal opportunities in all aspects of employment and maintaining workplace that are free from discrimination, physical or verbal harassment against any individual on the basis of race, religion, colour, gender, physical or mental disability, age, place of origin, marital status, sexual orientation. We also strive to ensure that complaints, grievances and concerns, including whistle blowing, are dealt with promptly and confidentially. We have zero tolerance on sexual harassment or abuse in the workplace in any form.

## **B2. Health and Safety**

### **General Disclosure**

The Group is committed to providing a safe and healthy working environment for the benefit of its employees and subcontractors. We have established a safety plan which sets out a health and safety management programme for safety assurance and accident prevention. We review the related policies and practices on an annual basis to ensure continuous improvements of its health and safety standards.

We will continue to invest sufficient resources and devote efforts to maintain and enhance safety management so as to reduce the risks involved in health and safety.

During the Year, the Group was not aware of any material non-compliance with health and safety-related laws and regulations including but not limited to "Occupational Safety and Health Ordinance", that would have a significant impact on the Group.

### *Safety Plans and Trainings*

We conduct regular safety inspections to ensure our operations are conducted in a manner so as to reduce the risks to persons and properties. Emergency and evacuation procedures were established to response timely and orderly in any major safety accidents. Employees are free to provide feedbacks on improving the workplace safety and report any potential hazards that may lead to injury or danger.

We believe that the employees are important assets to the Group. All employees at the sites should attend the training organised by the Group on occupational safety and environmental control. We also provide on-site trainings to our employees.

### **Mental Health**

We also consider the health of employees not only as physical health, but also mental health. We value the mental health of employees at a high position. We believe having relax and comfortable environment is beneficial to the creativity and productivity of employees. To achieve the goal, we have organised annual company outing and done different policies to maintain a suitable environment to the employees. We have even become a "Happy Company" recognised by Promoting Happiness Index Foundation for our effort in maintaining the happy environment of the office.

## B3. Development and Training

### General Disclosure

#### *Training and Development Management*

The Group recognises the valuable contribution of talents for the continued success. Nurturing talents and polishing the skills of our human capital is crucial in leading us to excellence. This is achieved through development of training strategy that focuses on creating values and serving the needs of our customers, talents and society.

We recognise the importance of training and development for our staff to keep abreast of the latest trend in the industry and the dynamic pace in current domestic market. The Group has made good use of the internal resources to organise various forms of training for the employees, including management, customer service and financial knowledge. We review these policies and the training and staff development activities annually to improve relevant provision continuously.

We also encourage our employees to attend trainings and obtain professional qualifications. Various training programs such as induction training and vocational trainings are organised, allowing employees to have a better understanding of the Group's business model and enhance their basic skills and expertise. The Group also encourages the culture of sharing of knowledge and experience.

## B4. Labour Standards

### General Disclosure

#### *Prevention of Child and Forced Labour*

Child and forced labour are strictly prohibited during the recruitment process as defined by laws and regulations. The Group strictly complies with local laws and conducts recruitment based on the Hong Kong "Employment Ordinance".

The Group highly concerns about the prevention of child labour and believes that this is not an ethical action that would happen in a socially responsible company. Personal data are collected during the process to assist in the selection of suitable candidates and to verify candidates' personal data. The data collected are used to access the background of applicants. The Human Resources Department also ensures identity documents are carefully checked, especially the age. If violation is involved, it will be dealt with in the light of the circumstances. Besides, the Group also avoids engaging vendors and contractors which are already known to employ child labor or forced labor in their operations.

During the Year, the Group was not aware of any material non-compliance with child and forced labour-related laws and regulations, including but not limited to the "Employment Ordinance" that would have a significant impact on the Group.

### B5. Supply Chain Management

#### General Disclosure

##### *Supply Chain Management Structure*

The Group highly values the relationship with suppliers (including sub-contractors) and regards them as important business partners. All suppliers are evaluated carefully and subjected to regular monitoring and assessment. The Group has formulated related policies and procedures to manage the suppliers and the policies and procedures are reviewed annually.

During the Year, the Group was not aware of any key suppliers that had any actions or practices which have a significant negative impact on business ethics, environmental protection, human rights and labour practices.

##### *Environmental and Social Risk Management of Suppliers*

The Group has established and implemented the Supplier Management Policy. In order to strengthen the selection of suppliers, the Group welcomes qualified, competent and high-quality suppliers to join. The Group's Procurement Department and Marketing Department have specially formulated this policy in order to standardise the supplier management and improve the operational standard.

The Group's Projects Department is also responsible for organising supplier evaluation work in two ways, which include the ongoing project evaluation and the annual assessment. The evaluation results will serve as the basis of supplier management. Suppliers need to react quickly to the assessment result, taking effective measures to improve services provided within the prescribed period. The Group has the rights to terminate the cooperation with service providers who violate the rules or do not meet the targets.

In the selection of new suppliers, the Group has compared at least three different companies, taken account of their operational and compliance records as well as their commitment level on top of cost consideration. Prior to conducting business with suppliers, we carry out annual reviews and evaluations in various aspects including occupational health and safety, employee rights protection, environmental protection and corporate social responsibility; ensures the operations comply with national standards or relevant regulations and have no child or forced labor issues. The assessment results will be used as a benchmark for the consideration on whether or not to continue cooperation in the future.

The Group maintains close liaison with our suppliers to monitor their performance to ensure that it is consistent with our service commitment.

##### *Fair and Open Procurement*

Rules are formulated to ensure that suppliers could participate in competitions in an open and fair way. The Group should not have differentiated or discriminated treatment on certain suppliers; strictly monitor and prevent all kinds of business bribery; and employee or personnel who has any interest relationship with the supplier should not be involved in the related business activity.

## B6. Product Responsibility

### General Disclosure

#### *Quality and Safety of Products and Services*

The Group starts the project after confirmation of the design proposal with clients, and then proceeds to execute the project. Project co-ordination with all vendors, nominated contractors and management office can be managed in various aspects, including cost, time and quality to meet clients' satisfaction.

The Group highly values customers' satisfaction and end-user's requirements in the services provided. In pursuit of quality excellence, the Group has established relevant quality and safety inspection policies for different projects, communicates with our customers and confirms their project expectation and direction prior launching any project, and actively coordinates projects with customers in the process of providing services.

The Group actively complied with labour laws and regulations, including but not limited to, "Personal Data (Privacy) Ordinance", "Supply of Services (Implied Terms) Ordinance" and "Trade Descriptions Ordinance". During the Year, we were not aware of any incidents of non-compliance with relevant laws and regulations relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods that have a significant impact on the Group.

#### *Customer Service and Privacy Protection*

To provide a pleasant user experience for its customers, the Group has established a set of procedures to handle customers' feedbacks or complaints in a professional manner. A customer service hotline and team have been launched even after the defect's liability period. Being our long-term valued client, customer service can assist you from time to time.

The Group respects the values and rights of customers' information assets, and strictly comply with the customers' information security management systems and standards. We adhere to the "Personal Data (Privacy) Ordinance" of Hong Kong and expressly reiterates confidentiality obligations in the Code of Conduct. To prevent leakage of confidential information data or information, our IT systems have installed firewall, anti-virus and anti-spam solutions that are upgraded constantly.

#### *Intellectual Property Management*

The Group's day-to-day operations involve the use of the intellectual property owned by customers, suppliers or the Group itself. Therefore, the protection of intellectual property rights is an extremely important task for the Group. When the Group engages with its customers or suppliers, it will include the protection of intellectual property in the contractual terms. The Group's legal advisor will also review the contracts in operation and ensure that the contractual terms protect both parties' intellectual property rights. The Group also requires technical professionals to sign strict confidentiality agreements. Confidential information of our customers is only accessible to employees who are responsible for the corresponding project.

### Advertising and Labelling

As a moral and responsible enterprise, the content of the advertising programmes and organised events are produced in accordance with the Group's policy of considering customers' interests and fully complied with the related regulations and rules, which further promotes positive news to customers and restricts any negative content, including as violence, pornography, hatred, superstition, gambling, to be broadcasted.

### B7. Anti-corruption

#### General Disclosure

##### *Anti-corruption*

The Group has zero toleration on any corruptions, frauds and all other behaviours violating work ethics. We value and uphold integrity, honesty and fairness in the way we conduct businesses. The Group has complied with "Prevention of Bribery Ordinance" of Hong Kong Special Administrative Region and other laws and regulations, conforms to an ethical business practice with the aim of maintaining the integrity and reputation of the Group.

The Group's major operations formulated such policies on the control and prevention of bribery, extortion, fraud and money laundering between shareholders and related parties in each business operation and trade activity. The Group has implemented the Prevention of Commercial Bribery Management Policy, strengthening our internal control mechanism, anti-corruption and anti-bribery work so as to achieve the business philosophy of "abiding by the law, integrity and quality service". For projects with higher monetary value, the Group makes an open bidding invitation to at least three suppliers. Different level of approval and authorisation is required according to the size of the tender agreement.

During the Year, the Group did not notify any material non-compliance with the relevant laws and regulations of bribery, extortion, fraud and money laundering, including but not limited to the "Prevention of Bribery Ordinance".

#### Whistleblowing Mechanism

The mechanism includes the establishment of an inspection team and a channel for evaluation and reporting. It is strictly forbidden to use the business opportunities or powers to obtain personal interests or benefits. If there is a conflict of interest, it needs to be reported to the management of the Group on a timely basis. The Group also encourages employees and all persons with whom the Group does business, including customers and suppliers, to report the suspected wrongdoing within the Group voluntarily.

### B8. Community Investment

#### General Disclosure

The Group believes that participating in social engagement and contributing to society are forms of showing corporate citizenship. We also see the potential to nurture corporate culture and inspire our employees towards social concerns in the daily work life. We would embrace human capital into the social management strategies to sustain the corporate social responsibility as a part of the strategic development of the Group.



### *Community Participation*

The Group enhances the quality of life of the community through arts, culture and entertainment using on demand systems and activities. Following the development of culture, the community can gain a deeper understanding of history and culture and cultivate a higher appreciation of the present and future cultural activities and to a greater level of enjoyment.

The Group also actively encourages employees to contribute their time and skills to community volunteer works to benefit local communities by giving them opportunities to learn more about social and environmental issues and enhance the Group's corporate value. The Group will consider from time to time to make donations to charities when the Group records after-tax profits and has sufficient funds.

The Group subsidised some community investment during the Year.

- Participated in the Orbis – Walk for Sight 2019 on 10 March in Tai Tam. The Group supported the staffs and their families to participate the walkathon.

With all these efforts paid, the Group has successfully ranked as the "Caring Company" by The Hong Kong Council of Social Service in 2019 and being recognised as a socially-responsible company.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

## The ESG Reporting Guide Content Index of the Stock Exchange of Hong Kong Limited

Aspects, General Disclosures and KPIs	Description	Section/Declaration
<b>Aspect A1: Emissions</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Emissions — Exhaust Gas Emissions, GHG Emissions, Sewage Discharge, Waste Management
KPI A1.1 (“comply or explain”)	The types of emissions and respective emissions data.	Emissions — Exhaust Gas Emissions, GHG Emissions
KPI A1.2 (“comply or explain”)	GHG emissions in total (in tonnes) and intensity.	Emissions — GHG Emissions
KPI A1.3 (“comply or explain”)	Total hazardous waste produced (in tonnes) and intensity.	Emissions — Waste Management (Not applicable — Explained)
KPI A1.4 (“comply or explain”)	Total non-hazardous waste produced (in tonnes) and intensity.	Emissions — Waste Management
KPI A1.5 (“comply or explain”)	Description of reduction initiatives and results achieved.	Emissions — Exhaust Gas Emissions, GHG Emissions
KPI A1.6 (“comply or explain”)	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Emissions — Waste Management
<b>Aspect A2: Use of Resources</b>		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Use of Resources — Energy Consumption, Water Consumption
KPI A2.1 (“comply or explain”)	Direct and/or indirect energy consumption by type in total and intensity.	Use of Resources — Energy Consumption
KPI A2.2 (“comply or explain”)	Water consumption in total and intensity.	Use of Resources — Water Consumption (Not applicable — Explained)
KPI A2.3 (“comply or explain”)	Description of energy use efficiency initiatives and results achieved.	Use of Resources — Energy Consumption

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

Aspects, General Disclosures and KPIs	Description	Section/Declaration
KPI A2.4 ("comply or explain")	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Use of Resources — Water Consumption
KPI A2.5 ("comply or explain")	Total packaging material used for finished products (in tonnes) and with reference to per unit produced.	Use of Resources — Use of Packaging Material (Not applicable — Explained)
<b>Aspect A3: The Environment and Natural Resources</b>		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	The Environment and Natural Resources — Environmentally Friendly Measures
KPI A3.1 ("comply or explain")	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	The Environment and Natural Resources — Environmentally Friendly Measures
<b>Aspect B1: Employment</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare.	Employment — Recruitment, Remuneration and Promotion, Communication Channels, Diversity, Equal Opportunities and Anti-discrimination
<b>Aspect B2: Health and Safety</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Health and Safety — Safety Plans and Trainings, Mental Health

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

Aspects, General Disclosures and KPIs	Description	Section/Declaration
<b>Aspect B3: Development and Training</b>		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Development and Training — Training and Development Management
<b>Aspect B4: Labour Standards</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Labour Standards — Prevention of Child and Forced Labour
<b>Aspect B5: Supply Chain Management</b>		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management — Supply Chain Management Structure, Environmental and Social Risk Management of Suppliers, Fair and Open Procurement
<b>Aspect B6: Product Responsibility</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Product Responsibility — Quality and Safety of Products and Services, Customer Service and Privacy Protection, Intellectual Property Management, Advertising and Labelling
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Product Responsibility — Intellectual Property Management
KPI B6.4	Description of quality assurance process and recall procedures	Product Responsibility — Quality and Safety of Products and Services
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Product Responsibility — Customer Service and Privacy Protection

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (CONTINUED)

Aspects, General Disclosures and KPIs	Description	Section/Declaration
<b>Aspect B7: Anti-corruption</b> General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Anti-corruption — Anti-corruption, Whistleblowing Mechanism
<b>Aspect B8: Community Investment</b> General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Community Investment — Community Participation

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