



F8 Enterprises (Holdings) Group Limited

F8 企業(控股)集團有限公司

(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 : 8347

2021

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

Environmental, Social and Governance Report

環境、社會及管治報告

INTRODUCTION, ENVIRONMENTAL, SOCIAL AND GOVERNANCE POLICIES

F8 Enterprises (Holdings) Group Limited (“**F8 Enterprises**”, “**Company**”, “**we**” and “**our**”), with its subsidiaries (collectively, the “**Group**”), was principally engaged in the provision of the business of sale and transportation of diesel oil and related products in Hong Kong during the year ended on 31 March 2021.

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

Our Business

F8 Enterprises was listed on the GEM Board of the Stock Exchange of Hong Kong Limited with the stock code of 8347. The principal operating activity of the Group is sale and transportation of diesel oil and related products in Hong Kong, and also supply of marine diesel oil for construction vessels and lubricant oil for construction machinery and vehicles. With the competitive advantage of economies of scale, with our experienced management, our own diesel tank wagons and marine diesel oil barge, the Group enjoys a competitive edge in the diesel oil industry in Hong Kong.

Our Vision

To maintain the leading position in the industry in order to provide high quality products and services in Hong Kong.

Our Mission

To provide the best quality and safe products and services to meet customers’ demands and create value to the shareholders and investors.

前言、環境、社會及管治報告

截至2021年3月31日止年度，F8企業（控股）集團有限公司（「**F8企業**」、「**本公司**」及「**我們**」）及其附屬公司（統稱「**本集團**」）主要在香港從事提供柴油及相關產品的銷售及運輸業務。

本環境、社會及管治（「**環境、社會及管治**」）報告概述本集團的環境、社會及管治措施、計劃及表現並展示其對可持續發展的承諾。

業務

F8企業於香港聯合交易所有限公司GEM上市，股份代號為8347。本集團主要經營的業務為在香港銷售及運送柴油及相關產品與工程船舶的船用柴油以及工程機器及汽車的潤滑油供應。憑藉規模經濟帶來的競爭優勢、我們管理層的豐富經驗、本身的柴油貯槽車及船用柴油駁船，本集團在香港的柴油業享有競爭優勢。

願景

維持行業領先地位，以便在香港提供優質的產品及服務。

使命

提供最優質及安全的產品及服務，以滿足客戶需求，為股東及投資者締造價值。

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Board of Directors

董事會

Executive Directors 執行董事	Independent Non-executive Directors 獨立非執行董事
Mr. Fong Chun Man (<i>Chairman</i>) 方俊文先生(主席)	Mr. Chui Chi Yun, Robert 崔志仁先生
Ms. Lo Pui Yee 勞佩儀女士	Mr. Kwong Yuk Lap 鄺旭立先生
Mr. Chan Chi Fai 陳志輝先生	Mr. Wang Anyuan 王安元先生

The ESG Governance Structure

The Group has set up an ESG working taskforce (the “**Taskforce**”), composed of staff from relevant departments, 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 board of directors of the Company (the “**Board**”), assisting in the assessment and identification of 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 Board sets the tone at the top for its ESG strategies and is responsible for ensuring effective risk management and internal controls. The detail of the ESG strategy is stated below.

ESG 管治架構

本集團已成立由相關部門員工組成的環境、社會及管治工作專責小組(「**專責小組**」)，其中已指派全職員工收集有關環境、社會及管治的數據並編製環境、社會及管治報告。專責小組定期向本公司董事會(「**董事會**」)報告，以協助評估及識別本集團在環境、社會及管治方面的風險管理以及其內部監控系統是否適當及有效。專責小組負責審查本集團的環境、社會及管治績效，當中包括環境、勞工常規以及其他環境、社會及管治範疇。董事會將其環境、社會及管治策略置於首位，並負責確保風險管理及內部監控措施有效。環境、社會及管治策略的詳情載如下。

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Detail of the ESG Strategy

We established an ESG management system with clarified management functions and responsibilities at all levels. We carry out specific work through the Taskforce and help the Board understand our ESG risks and performance in a timely manner, and so a better incorporate ESG factor into company planning and daily operations.

- The Board is responsible for:
 - assessing and determining the Group's ESG risks
 - ensuring the establishment of appropriate and effective ESG risk management and internal control system
 - developing ESG strategies, action plans and objectives
 - monitoring the progress and performance of ESG work
 - reviewing and approving annual ESG reports
- The management is responsible for:
 - reporting ESG-related risks and opportunities to the Board
 - implementing ESG risk management and internal control systems
 - informing the Board of the effectiveness of ESG risk management and internal control systems
 - arranging work in accordance with the ESG strategies, action plans and objectives developed by the Board
 - reporting to the Board on the progress and performance of ESG work
 - reviewing and submitting annual ESG report to the Board for approval

ESG 策略詳情

我們已建立一套環境、社會及管治管理系統，闡明各級管理職能及職責。我們透過專責小組開展特定工作，並協助董事會及時了解我們的環境、社會及管治風險及績效，以便將環境、社會及管治因素更妥善納入公司規劃及日常營運。

- 董事會負責：
 - 評估及釐定本集團的環境、社會及管治風險
 - 確保建立適當且有效的環境、社會及管治風險管理及內部監控系統
 - 制定環境、社會及管治策略、行動計劃及目標
 - 監測環境、社會及管治工作的進度及績效
 - 審閱及批准年度環境、社會及管治報告
- 管理層負責：
 - 向董事會報告環境、社會及管治相關風險及機會
 - 實施環境、社會及管治風險管理及內部監控系統
 - 通知董事會環境、社會及管治風險管理及內部監控系統是否有效
 - 根據董事會制定的環境、社會及管治策略、行動計劃及目標安排工作
 - 向董事會報告環境、社會及管治工作的進度及績效
 - 審閱並向董事會提交年度環境、社會及管治報告以供批准

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- The Taskforce is responsible for:
 - carrying out specific ESG work
 - reporting to the management on the progress of the work
 - collecting information and data
 - preparing annual ESG reports and reporting to the management
- 專責小組負責：
 - 進行特定環境、社會及管治工作
 - 向管理層報告工作進度
 - 收集資料及數據
 - 編製年度環境、社會及管治報告並向管理層呈報

SCOPE OF REPORTING

This ESG Report covers the Group's business activities of offices in Hong Kong and mainland China, which represent the Group's major sources of revenue. The ESG key performance indicator ("KPI") data is gathered and included subsidiaries under the Group's direct control. The Group will extend the scope of disclosures when and where applicable. The KPIs are shown in the ESG Report as well as supplemented by explanatory notes to establish benchmarks.

REPORTING FRAMEWORK

The 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 of The Stock Exchange of Hong Kong Limited. Information relating to the corporate governance practices of the Group has been set out in the Corporate Governance Report on p.20 to p.37 of Annual Report for the year ended 31 March 2021.

REPORTING PERIOD

The ESG Report describes the ESG activities, challenges and measures taken by the Group from 1 April 2020 to 31 March 2021 (the "**Reporting Period**").

報告範圍

本環境、社會及管治報告涵蓋本集團於香港及中國內地辦事處的業務活動，該等業務活動乃本集團的主要收益來源。環境、社會及管治關鍵績效指標（「**關鍵績效指標**」）數據已收集並已計入本集團直接控制附屬公司。本集團將於適當情況下擴大披露範圍。關鍵績效指標載於環境、社會及管治報告，並經註釋補充，以建立基準。

報告框架

本環境、社會及管治報告按照香港聯合交易所有限公司GEM上市規則附錄二十所載的《環境、社會及管治報告指引》（「**環境、社會及管治報告指引**」）編製。有關本集團企業管治常規的資料已載於截至2021年3月31日止年度的年報第20至37頁的企業管治報告。

報告期

本環境、社會及管治報告闡述本集團自2020年4月1日至2021年3月31日期間（「**報告期間**」）所進行環境、社會及管治活動、所面臨挑戰及所採取措施。

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STAKEHOLDER ENGAGEMENT

We value our stakeholders and their feedback regarding our businesses and ESG aspects. In order to understand and address their key concerns, we have maintained close communication with our key stakeholders, including but not limited to Hong Kong Stock Exchange, government, suppliers, investors, media & public, customers, employees, as well as society.

We take stakeholders' expectations into consideration in formulating our businesses and ESG strategies by utilising diversified engagement methods and communication channels, shown as below.

權益人參與

我們重視權益人以及其對我們業務及環境、社會及管治方面的反饋意見。為了解及處理其主要關注事宜，我們一直與主要權益人保持密切溝通，包括但不限於香港聯交所、政府、供應商、投資者、傳媒與公眾人士、客戶、僱員以及社會。

我們於制定業務以及環境、社會及管治策略時，透過利用下文所示各種不同的參與方式及溝通渠道計及權益人的期望。

Stakeholders 權益人	Expectations and Requirements 期望及要求	Means of Communication 溝通方式
Hong Kong Stock Exchange 香港聯交所	<ul style="list-style-type: none"> Compliance with GEM Listing Rules 遵守GEM上市規則 	<ul style="list-style-type: none"> Routine meetings, website updates and announcements 例行會議、網站更新及公告
Government 政府	<ul style="list-style-type: none"> Observance of laws and disciplines and payment of tax according to laws 遵守法律及紀律並依法納稅 	<ul style="list-style-type: none"> Compliance checks in cooperation with government and regulatory authorities Periodic filings workshops/seminars 配合政府及各監管機構執行各項合規檢查 定期申報參與宣導會／研討會
Suppliers 供應商	<ul style="list-style-type: none"> Fair competition/quality and price Stable payment terms 公平競爭／質素及價格 穩定還款期 	<ul style="list-style-type: none"> Business communication/procurement contract/e-mail and telephone contact Fair competition 業務溝通／採購合約／電子郵件及電話聯繫 公平競爭
Shareholders/Investors 股東及投資者	<ul style="list-style-type: none"> Financial performance Corporate governance Market image 財務業績 企業管治 市場形象 	<ul style="list-style-type: none"> Information published on websites of the Company/Hong Kong Stock Exchange (e.g. announcements, circulars, quarterly results reports, interim reports, annual reports, etc.) 於本公司／香港聯交所網站公佈訊息(例如公告、通函、季度業績報告、中期報告、年報等)
Media & Public 傳媒與公眾	<ul style="list-style-type: none"> Corporate governance, environmental protection, and human rights 企業管治、環境保護及人權 	<ul style="list-style-type: none"> Explanation on key issues/press releases 關切議題溝通說明文件／新聞稿

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Stakeholders 權益人	Expectations and Requirements 期望及要求	Means of Communication 溝通方式
Customers 客戶	<ul style="list-style-type: none"> Product quality Prohibited/restricted substance management Environmental, safety and health management performance Implementation performance of the code of conduct (labour relations/ labour rights/compliance with laws and regulations) Transparency and reliability of information disclosure 產品品質 禁用/限用物質管理 環境、安全及衛生管理績效 行為準則執行績效(勞資關係/勞工權利/法律及規例合規度) 資訊披露透明度與可靠性 	<ul style="list-style-type: none"> Setting up a variety of communication channels to understand customers' needs by email, phone call and client questionnaire Audit feedback/self-managed performance feedback 建立各種溝通渠道，通過電郵、電話及客戶調查表了解客戶需求 稽核回饋/自主管理績效回饋
Employees 僱員	<ul style="list-style-type: none"> Good salary and benefits Fair promotion and career development Good and safe working environment 良好的薪酬及福利 公平的晉升及職業發展 良好安全的工作環境 	<ul style="list-style-type: none"> The Company's internal website/e-mail/ employee suggestion box/Discussion between employees and executives/ surveys (irregular) Strengthening communications with employees to provide fair promotion and establishing training system to equip employees with adequate working skills 本公司內部網站/電子郵件/僱員意見箱/僱員幹部座談/問卷調查(不定期) 加強與員工溝通，提供公平的晉升機會及建立培訓制度，使員工具備足夠的工作技能
Society 社會	<ul style="list-style-type: none"> Environmental issues/compliance with laws Transportation Employment opportunities/community/ public welfare Corporate Responsibility 環境事宜/遵守法律 運輸 就業機會/社區/大眾福利 企業責任 	<ul style="list-style-type: none"> Sponsoring community public welfare activities/community visits/corporate website Environmental protection 贊助社區公益活動/社區訪問/公司網站 環境保護

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We aim to collaborate with our stakeholders to improve our ESG performance and create greater value for the 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 to assist the Group in reviewing our operations and identifying relevant ESG issues and assess the importance of related matters to our businesses 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.

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

Material ESG aspects of the Group

- Greenhouse Gas ("GHG") Emissions
- Energy Consumption
- Paperless Office
- Recruitment, Remuneration, Promotion and Dismissal
- Customer Privacy Protection
- Customer Services

During the Reporting Period, 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 advices in respect of the ESG Report or our performances in sustainable development by sending your feedback and enquires to our Customer Service Manager at cs@f8.com.hk

我們旨在與權益人合作，持續改善我們的環境、社會及管治績效並為更廣泛社區創造更大價值。

重要性評估

本集團各主要業務的管理層及員工均曾參與本環境、社會及管治報告的編製工作，以協助本集團檢討營運過程及識別相關環境、社會及管治議題，並評估相關事宜對本集團業務及權益人的重要性。我們已根據經評估重大環境、社會及管治議題，編製數據收集問卷，向本集團相關部門及業務單位收集資訊。

以下為本環境、社會及管治報告所載本集團重大環境、社會及管治議題的概要：

本集團的重大環境、社會及管治層面

- 溫室氣體排放
- 能源消耗
- 無紙辦公室
- 招聘、薪酬、晉升及解僱
- 客戶隱私保護
- 客戶服務

於報告期間，本集團確認其已就環境、社會及管治議題建立適當且有效的管理政策及內部監控系統，並確認所披露的內容符合「環境、社會及管治報告指引」的規定。

聯絡我們

我們歡迎權益人提供其意見及建議。閣下如欲就環境、社會及管治報告或我們在可持續發展方面的表現提供寶貴建議，請透過向客戶服務經理發出電郵 (cs@f8.com.hk) 提供反饋意見及作出查詢。

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環境、社會及管治報告

CARING FOR THE ENVIRONMENT AND NATURAL RESOURCES

A. ENVIRONMENTAL

A1 Emissions

Governance on Air Pollutants, GHG Emissions and Waste Management

The Group is strongly committed to the long-term sustainability of the environment and communities in which we operate. As such, the Group has established relevant procedures to detect and prevent any possible pollution incidents which affect the surrounding environment that may occur in the course of our business operations. During the year ended 31 March 2021, we measured and managed our environmental performance in several aspects throughout our operations.

In terms of the Group's sale, supply and transportation of diesel oil and related products businesses in Hong Kong, we understand there are environmental emissions such as air emissions, GHG emissions, wastewater discharges, general waste, and hazardous waste disposals. During the Reporting Period, the emissions and waste produced from the operations of 9 diesel oil tank wagons, 2 private vehicles and 1 marine diesel oil barge. By integrating environmental consideration into our decision-making processes, we embrace our responsibilities to create an environmentally sustainable business. We are also committed to raising our employees' environmental awareness and complying with relevant environmental laws and regulations.

To enhance our environmental governance practice and mitigate the environmental impacts produced by our 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 operation methods. 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 in the coming years.

關愛環境與天然資源

A. 環境

A1 排放

空氣污染物、溫室氣體排放及廢棄物管理方面的管治

本集團堅定承諾發展業務所在環境及社區的長期可持續發展能力。因此，本集團已制定有關程序，以檢測及預防業務營運過程中可能會出現並會影響周邊環境的污染事件。截至2021年3月31日止年度，我們已於營運過程中就多個層面衡量及管理環保表現。

就本集團於香港進行的柴油及相關產品銷售、供應及運輸業務而言，本公司明白業務存在環境污染排放，例如空氣污染排放物、溫室氣體排放、廢水排放、一般廢物及危險廢物棄置。於報告期間，排放物及廢物自九部柴油貯槽車、兩部私家車及一艘船用柴油駁船的營運過程中產生。透過將環境考慮因素納入我們的決策過程，我們承擔創建環保可持續發展事業的責任。我們亦致力於提高僱員的環保意識，並遵守相關的環保法律和法規。

為改善我們的環境治理常規，減輕業務對環境造成的影響，我們已實施相關環境保護政策，並將該等政策傳達僱員。該等政策鼓勵僱員採用環保的操作方法，為可持續發展作出貢獻。長遠而言，我們將繼續加強環境管理策略，並於未來數年定期監察及盡量減少業務對環境造成的影響。

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Air Pollutants Emissions

The total air emission produced by the Group amounted to approximately 2,924 kg, which decreased by approximately 1.03% compared to last year. The emission intensity was approximately 325 kg per vehicles (2020: 296 kg per vehicles). The increased air pollutant emissions were mainly attributable to the rising demand of diesel oil and related products leading to the increased usage of vehicles for transportation. The Group strives to save energy and reduce waste as much as possible in its daily work, thereby reducing air pollutants emissions. Through different environmental protection measures, employees' awareness of reducing exhaust gas emissions has been raised. The Group's air emissions during the Reporting Period were as follows:

空氣污染物排放

本集團產生的空氣排放物總量約為2,924千克，較上個財政年度減少約1.03%。每輛汽車的排放強度約為325千克(2020年：每輛汽車296千克)。空氣污染物排放增加主要歸因於柴油及相關產品日益上升的需求導致增加使用汽車作運輸用途。本集團致力於日常工作中盡量節約能源及減少浪費，從而減少空氣污染物排放。透過不同的環保措施，僱員對減少廢氣排放的意識得以提升。於報告期間，本集團的空氣污染排放物如下：

Air Pollutants Emission 空氣污染物排放	Unit 單位	2019/2020 2019/2020年	2020/2021 2020/2021年	% Change 百分比變動
Nitrogen oxides ("NOx") 氮氧化物(「氮氧化物」)	KG 千克	2,754.09	2,725.66	↓ 1.03%
Sulphur oxides ("SOx") 硫氧化物(「硫氧化物」)	KG 千克	2.54	2.51	↓ 1.18%
Particulate matters ("PM") 可吸入懸浮微粒(「可吸入懸浮微粒」)	KG 千克	198.03	195.99	↓ 1.03%
Total 總量		2,954.66	2,924.16	↓ 1.03%

GHG Emissions and Energy Conservation

The GHG emissions generated by the Group are summarised below in direct and indirect section. The direct emissions are from the Group's vehicles' consumption of fuels while the indirect emissions are via using energy and paper disposal at landfills.

溫室氣體排放及節約能源

本集團所產生的溫室氣體排放分別於下文直接及間接部分概述。直接排放來自本集團汽車耗用的燃料，而間接排放則來自使用能源及於堆填區棄置紙張。

During the Reporting Period, the total GHG were approximately 405 tonnes, which decreased by 6.53% when comparing with last year. Our GHG emissions were mainly classified into three scopes:

於報告期間，溫室氣體總量約為405噸，與上個年度比較減少約6.53%。我們的溫室氣體排放主要分為三個範圍：

Scope 1: Direct emission from the usage of fuels by our vehicles;

範圍1：汽車使用燃油造成的直接排放；

Scope 2: Energy indirect emissions; and

範圍2：能源間接排放；及

Scope 3: Indirect emissions of paper disposal at landfills.

範圍3：於堆填區棄置紙張造成的間接排放。

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The following table showed the figures of the Group's GHG emissions during the Reporting Period. 下表顯示本集團於報告期間的溫室氣體排放。

GHG emissions 溫室氣體排放	Unit 單位	2019/2020 2019/2020年	2020/2021 2020/2021年	% Change 百分比變動
Direct emissions of GHG from the usage of fuels by vehicles 汽車使用燃油造成的溫室氣體直接排放	Emissions tonnes 排放 噸	415.02	390	↓ 6.03%
Indirect emissions of GHG from the energy 能源造成的溫室氣體間接排放	Emissions tonnes 排放 噸	16.24	14	↓ 13.79%
Indirect emissions of GHG from the paper disposal at landfills 於堆填區棄置紙張造成的溫室氣體間接排放	Emissions tonnes 排放 噸	1.52	0.51	↓ 66.45%
Total 總量		432.78	404.51	↓ 6.53%

In line with our policies to minimise air pollutants and GHG emissions, the Group's offices air conditioning are set and maintained at a fixed temperature and employees are required to turn off all the lights and switch off the desktops after work.

為符合我們盡量減少空氣污染物及溫室氣體排放的政策，本集團辦公室的空調設置及保持於固定溫度，並要求僱員下班後關上所有電燈及關閉電腦。

Employees are also encouraged turn off the lights at lunch time and using power saving appliances all the times.

我們亦鼓勵僱員於午飯時段關燈，並於任何時間使用節能電器。

Waste Management

Hazardous waste handling method

Despite the Group did not generate hazardous waste during the Reporting Period, we have established guidelines in governing the management and disposal of hazardous waste. In case there is any hazardous waste produced, we must engage a qualified chemical waste collector to handle such waste, which is complied with the relevant environmental regulations and rules.

廢棄物管理

危險廢物處理方式

儘管本集團於報告期間並無產生危險廢物，我們已制定規管危險廢物管理及處理的指引。倘已產生任何危險廢物，我們必須聘請合資格的化學廢物收集商處理此類廢物，以遵守相關環境法規及規則。

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Non-hazardous waste handling method

During the Reporting Period, the non-hazardous waste produced by the Group was mainly paper waste, which amount to 319.25 kg (2020: 318 kg) with a slightly rise compared to last year. The paper waste produced per employee was 13.30 kg per employee (2020: 12.23 kg per employee). The paper consumption increased when comparing with last year. We strive for reducing paper consumption in the coming year.

With the aim of minimising the environmental impacts from non-hazardous waste generated from our business operations, the Group have implemented measures to handle such waste and launched different reduction initiatives. The Group have disposed the waste generated by business operation into three categories, which are general waste, recyclable waste and special waste. Recyclable waste includes papers, bottles, cans, etc. Special waste includes toner, battery, etc. The three categories are handled in different ways based on their nature.

We have implemented the following procedures to encourage employees to share responsibilities in waste management and minimise waste generation:

- Using double-sided printing or photocopying wherever possible
- Avoiding unnecessary paper using in the office
- Recycling one-sided printed paper
- Reusable tableware is provided in the pantry
- Recycling bins are placed in the office
- A food waste decomposer machine is in place for handling food waste

During the Reporting Period, the Group did not have any material non-compliance with the relevant environmental laws and regulations in Hong Kong and mainland China, including but not limited to the "Waste Disposal Ordinance", "Air Pollution Control Ordinance", "Noise Control Ordinance" of Hong Kong and "Environmental Protection Law of the People's Republic of China" of mainland China that had a significant influence on the Group's operations.

非危險廢物處理方式

於報告期間，本集團產生的非危險廢物主要為廢紙，數量為319.25千克(2020年：318千克)，較上個年度輕微上升。每名僱員所產生的廢紙為每名僱員13.30千克(2020年：每名僱員12.23千克)。與去年相比，耗紙量有所上升。我們會於來年致力減少耗紙。

為盡量減少業務營運產生的非危險廢物對環境的影響，本集團已實施處理該等廢物的措施，並推出不同的減排措施。本集團已將業務營運所產生的廢物分為三類，即一般廢物、可回收廢物及特殊廢物。可回收廢物包括紙張、瓶、罐等。特殊廢物包括碳粉、電池等。該三類廢物根據性質，以不同方式處理。

我們實施了以下程序，以鼓勵僱員分擔廢棄物管理責任並以最大程度減少廢物產生：

- 盡可能使用雙面打印或影印
- 避免在辦公室使用不必要的紙張
- 回收單面打印紙
- 於茶水間提供可重複使用的餐具
- 在辦公室放置回收箱
- 設置廢棄食物分解機，用於處理廢棄食物

於報告期間，本集團在香港及中國內地概無任何重大不遵守相關環境法律及法規的情況，包括但不限於對本集團營運產生重大影響的《廢物處置條例》、《空氣污染管制條例》、《噪音管制條例》及中國內地的《中華人民共和國環境保護法》。

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A2 Use of Resources

The Group strives to optimise resource usage in our business operations and take initiatives to introduce measures on promoting resource efficiency and adopting eco-friendly approaches in our operations. The Group's major resource consumption contributes to energy consumption. We have established related policies and initiatives related to energy consumption management, which will be mentioned in this section.

Energy Consumption

The major energy consumption of the Group was electricity consumption in the daily operation. The Group aims to minimise environmental impacts in our operations by identifying and adopting appropriate measures. We continuously explore the use of new energy in our business operation and how to optimise, integrate and use the resources in a highly efficient manner with the support of the latest information science and technology, thereby achieving sustainable development. Related policies and initiatives on energy conservation have been developed to show our concern on energy efficiency. All employees must implement the adopted policies and measures in resource utilisation. Regular review is conducted on our energy objectives and targets to seek continuous improvement in the Group's energy performance.

Monthly monitoring on the usage of electricity was implemented. Unexpected high electricity consumption would be investigated to find out the root cause and preventive measures would be taken. During the Reporting Period, the Group has implemented the following measures relating to mitigating emissions:

- Switching off unnecessary lightings and electrical appliances when not in use
- Implementing "no light policy" during lunch time
- Using appliances and devices which are eco-friendly or energy-saving
- Setting all printers, photocopiers and computers to energy saving mode

A2 使用資源

本集團致力於業務營運中優化資源使用，並在業務營運中主動引入提高資源效率的措施及採納環保的方法。本集團的主要資源消耗為能源消耗。我們已制定與能源消耗管理相關的政策及措施，該等政策及措施將於本節中提述。

能源消耗

本集團的主要能源消耗為日常營運中的汽油及電力消耗。本集團旨在於營運時識別及採取適當措施，將營運時對環境的影響降至最低。我們不斷在業務營運中探索使用新能源以及如何最近期的資訊科技支援下高效地優化、整合及使用資源，從而實現可持續發展。本公司已制定相關節約能源政策及措施，以顯示本公司關注能源效益。所有僱員在使用資源時必須實施已採取的政策及措施。我們定期檢討能源目標，以尋求持續改善本集團於能源方面的表現。

我們每月監測電力的使用情況。我們會就意外的高耗電情況進行調查找出因由，並採取預防措施。於報告期間，本集團曾實施以下減排措施：

- 在不使用時關上不必要的照明及電器
- 於午飯時段實施「無光政策」
- 使用環保或節能電器及設備
- 將所有打印機、影印機及電腦設置為節能模式

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During the Reporting Period, the total electricity consumption amount of the Group was approximately 31.46MWh (2020: 31.8 MWh) and the electricity consumption intensity was approximately 1.31 MWh per employee (2020:1.22 MWh per employee). The Group will adopt measures in promoting the employee's awareness of energy conservation.

Water Consumption

As our principal business was focusing on sale and transportation of diesel oil products, we did not consume significant amounts of water through our business activities. In respect of water sourcing for office use, since the water source is from the government department, there was no water sourcing issue during the Reporting Period.

Use of Packaging Material

Due to the nature of the Group's business, the Group has no industrial production and no factory facilities. Therefore, no significant amount of packaging materials is used for packaging products.

A3 The Environment and Natural Resources

Protecting the Environmental Impact and Natural Resources

The business activities of the Group have no direct/significant impact on environment and natural resources. The Group nonetheless commits to using natural resources wisely and efficiently while we encourage the reuse and recycling of materials within our operations. We spent efforts in mitigating our potential environmental impacts through adopting industry best practices targeted at reducing natural resources consumption and developing effective environmental management. We regularly assess the environmental risks of our businesses, adopt preventive measures to reduce potential risks and ensure compliance with relevant laws and regulations.

Due to the increased usage of vehicles for transportation of diesel oil and related products and the expansion in our business, our air emissions, carbon emissions and electricity consumption increased when compared with the emission from last year. Nonetheless, the awareness of environmental protection and sustainability has been raised among our employees.

In addition, in order to prevent any diesel oil leakage during both land and water transport, the oil tank wagons, and barge are inspected frequently and are closely monitored. Instant repairs and maintenance are carried out in case any unusual conditions are found in our vehicles. Besides, we have sufficient spare vehicles for backup when needed. For the oil tank barge, we have contracted with a crew of experienced sailors to monitor the daily operations of the water transportation.

於報告期間，本集團的電力消耗總量約為31.46兆瓦時(2020年：31.8兆瓦時)，而電力消耗密度約為每名僱員1.31兆瓦時(2020年：每名僱員1.22兆瓦時)。本集團會採取措施提高僱員節約能源的意識。

耗水

由於我們的主要業務專注於柴油產品的銷售及運輸，故我們並無通過業務活動大量耗水。就辦公室用水而言，由於水源來自政府部門，故報告期間並無供水問題。

包裝材料的使用

鑑於本集團的業務性質，本集團既無工業生產工序，亦無工廠設施。因此，並無因包裝產品而使用大量包裝材料。

A3 環境與天然資源

保護環境影響與天然資源

本集團的業務活動對環境及天然資源並無直接／重大影響。然而，本集團承諾明智而有效地使用天然資源，同時我們鼓勵在業務中重用及回收材料。我們努力透過採納行業最佳常規(以減少天然資源消耗及發展有效的環境管理為目標)，減輕我們對環境的潛在影響。我們定期評估業務對環境造成的風險，採取預防措施以減少潛在風險，並確保遵守相關法律及法規。

由於增加使用汽車運輸柴油及相關產品以及擴展業務，我們的空氣污染排放物、碳排放及耗電量與上個年度的排放物相比有所增加。然而，僱員亦已提高環保意識及可持續發展能力。

此外，為防止陸路及海路運輸過程中洩漏柴油，我們經常檢查且密切監控柴油貯槽車及駁船。倘發現汽車情況異常，則我們會立即進行維修及保養。此外，我們有足夠的備用汽車可供在需要時使用。就柴油槽駁船而言，我們已與一組經驗豐富的水手訂立合約，監督有關海路運輸的日常業務。

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Paperless Office

In order to reduce paper usage, the Group strongly advocated paperless office operations. All offices are operated in the electronic system as far as possible to reduce the use and consumption of office paper in order to save forest resources. We also encouraged electronic medium for communications within the office and with suppliers.

As a socially responsible enterprise, protecting nature and the environment has become an integral part of the Group's corporate culture and important value, the Group constantly looks for ways to maximise benefits with minimal resource consumption and environmental impact, and continue to strive for sustainable development.

A4 Climate Change

During the Reporting Period, the Group has not been significantly impacted by climate-related issues while the Group understands climate-related issues are harmful to the environment and have been rigorously regulated by the United Nations' Framework Convention. The Group recognises the importance of identifying climate change risk to mitigate the associated impacts on its business operations by minimising its GHG emission. However, typhoon, sandstorms, haze and other natural disaster, all of which, would directly affect the daily operating of the Group. As a result, the Group has continuously evaluated for any impact arising from natural disaster and has taken measures to mitigate its impacts.

無紙辦公室

為減少用紙，本集團強烈提倡無紙辦公室營運。所有辦公室均盡量以電子系統運作，以減少辦公用紙，節省森林資源。我們亦鼓勵辦公室內部與供應商之間採用電子媒體溝通。

作為一家對社會責任的企業，保護天然環境已成為本集團企業文化不可或缺的部分及重要價值觀，本集團不斷尋找方法，務求於消耗最少資源且對環境構成最少影響的情況下獲取最大利益，並繼續努力實現可持續發展。

A4 氣候變化

於報告期間，本集團並無受到氣候相關問題的重大影響，但本集團深知氣候相關問題對環境有害，並受聯合國框架公約嚴格監管。本集團知悉識別氣候變化風險的重要性，透過盡量減少其溫室氣體排放以減輕對其業務營運的相關影響。然而，颱風、沙塵暴、霧霾等自然災害將直接影響本集團的日常營運。因此，本集團已持續評估自然災害造成的任何影響，並已採取措施減少其影響。

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CARING FOR THE PEOPLE AND SOCIETY

B. SOCIAL

B1 Employment and Labor Practices

Equal Employment Practices

The Group puts significant emphasis on the welfare of employees whom they are considered as the Group's most valuable assets. Hence, the Group strives to attract and retain talents and reconcile economical imperatives with well-beings, aiming at reinforcing satisfaction, loyalty and commitment of human capital.

The Group has adopted comprehensive human resources manual which includes policies and procedures applicable to staff. All employees are treated fairly regarding recruitment, training and development, appraisal of work performance, promotions, rest periods, remuneration and benefits. Staff dismissals are based on the Employment Ordinance (Chapter 57 of Laws of Hong Kong) or relevant local laws and regulations, as well as the requirements stipulated in the employment contracts. The Group is committed to providing equal opportunity for all employees and applicants without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, political affiliation, personal appearance, family responsibilities, matriculation or any other characteristic protected under local law.

Throughout the F8 Enterprises' operation, the Group strives to provide an excellent and comfortable working environment. Based on the features of the principal business, the Group understands that taking a break by its staff from time to time is necessary for accomplishing the long-term goals of the Group, and so, it strikes a proper work life balance of its employees, providing them 6-day work per week with 8 working hours per weekday and 3 working hours every Saturday. We appreciate the efforts of employees during their working hours, and advocate a no over time working culture, to allow sufficient rest time for employees. In case overtime is needed, overtime compensation is paid to employees according to the actual additional working hours. The Group provides paid annual leave, maternity leave, paternity leave and funeral leave in addition to statutory holidays for the employees.

In addition, we contribute to the Mandatory Provident Fund and employee's compensation insurance with reference to the relevant regulations and laws. Medical allowance is also provided by the Group to employees covering their clinic consultation, traditional Chinese medicine, dentistry, as a basic benefit for employees.

以人為本，關懷社會

B. 社會

B1 僱傭及勞工常規

平等僱傭常規

本集團非常重視僱員福利，視其為本集團最寶貴的資產。因此，本集團致力吸引及挽留人才，並平衡經濟方面的訴求與福祉，以增強人力資本的滿意度、忠誠度及投入。

本集團已採納全面的人力資源手冊，當中包括適用於僱員的政策及程序。所有僱員在招聘、培訓及發展、工作表現評估、晉升、假期、薪酬及福利等方面均獲公平對待。解僱員工乃基於香港法例第57章僱傭條例或相關地方法律及法規以及僱傭合約規定的要求。本集團致力為所有僱員及求職者提供平等機會，不分種族、膚色、宗教、國籍、性別、年齡、婚姻狀況、性取向、殘疾、政治派別、個人外表、家庭責任、學歷或任何其他受地方法律保障的特徵。

在F8企業的整個運營過程中，本集團致力提供良好舒適的工作環境。基於主要業務的特點，本集團明白，不時讓僱員休息為實現本集團長遠目標所需，因此，本集團致力為其僱員於工作與生活之間爭取適當平衡，讓彼等每週工作六日，平日每日工作八小時，每週六工作三小時。我們感謝僱員於辦公時間作出的努力，並提倡不超時工作文化，以使僱員有足夠時間休息。倘需超時工作，則本集團會根據實際的額外工時向僱員支付超時工作的補償。除法定假期外，本集團向僱員提供帶薪年假、產假、侍产假及喪假。

此外，我們參考相關法規及法律向強制性公積金及僱員補償保險作出供款。本集團亦向僱員提供醫療津貼，當中涵蓋診所診症、傳統中醫、牙科服務等，以作為員工的基本福利。

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As at 31 March 2021, the Group employed 58 staffs in total. In terms of gender, there were 11 females and 47 males in the Group. Among them 15 staffs below 35 years old, 28 staffs are between 36 to 45 years old and 15 staffs are over 46 years old. All of the employees are employee under full time basis while 36 staffs serving the Group under three years, 4 staffs had served the Group between 3 years to 5 years and 18 staffs are serving the Group above 5 years.

於2021年3月31日，本集團合共聘用58名員工。按性別而言，本集團有11名女性及47名男性。其中15名員工為35歲以下，28名員工為36歲至45歲，而15名員工為46歲以上。所有僱員均獲聘為全職員工，其中36名員工至今服務本集團不足3年，4名員工已服務本集團3年至5年，而18名員工已服務本集團5年以上。

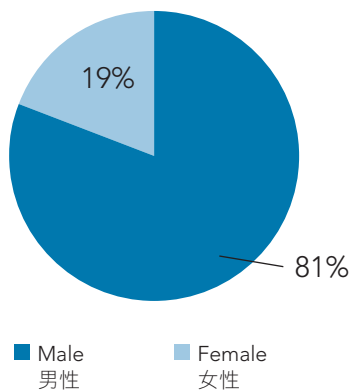
As an illustration, the workforce statistic by gender, age group and the employment type are illustrated in pie graphs while and years of serving the Group are disclosed as bar chart:

謹此說明，按性別、年齡組別及僱傭類型的員工統計數字以餅狀圖表示，而服務本集團年期則以柱狀圖披露。

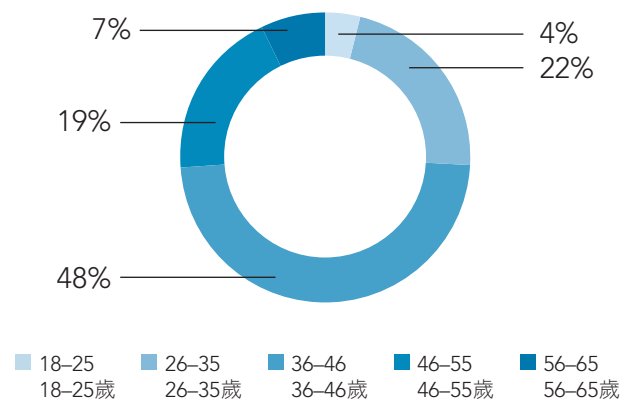
Gender and Age Distribution

性別及年齡分佈

Employee Breakdown by Gender
按性別劃分的僱員明細



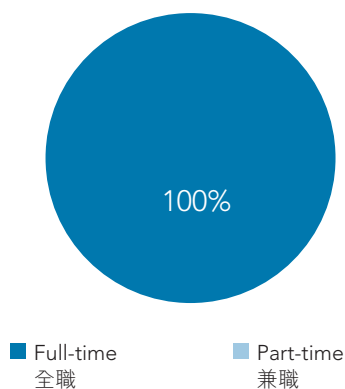
Employee Breakdown by Age Group
按年齡組別劃分的僱員明細



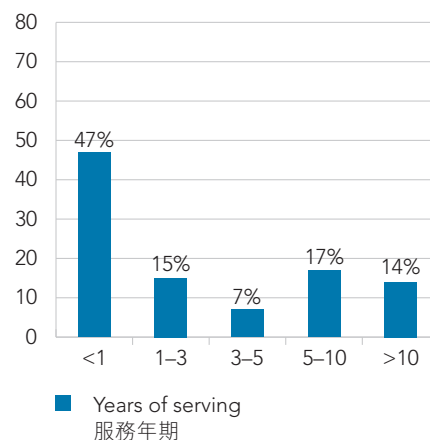
Employment Type and Years of Serving the Group

僱傭類型及服務本集團年期

Employee Breakdown by Employment Type
按僱傭類型劃分的僱員明細



Employee Breakdown by Years of serving the Group
按服務本集團年期劃分的僱員明細



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The Group is committed to complying with relevant labour standards and employment laws and regulations which are applicable to our business. During the Reporting Period, no material and significant disputes between the Group and the employees were occurred.

B2 Health and Safety

Promoting Health and Safety

The Group considers health and safety of its employees as one of its primary responsibilities. As such, the Group is committed to providing a workplace free from injury and illness through effective procedures and practice on occupational health and safety.

Regarding workplace health and safety, first aid boxes are available at readily accessible locations in the Group's offices. Treatment for minor injuries can be obtained on request to the supervisor in charge at the site of the first aid box nearest to the scene of the accident. The Group conducted health check from time to time to ensure the health of employees. Employees who suffer from injury arising out of and in the course of employment are entitled to compensation in accordance with the related regulations. During the Reporting Period, there were no fatal cases reported, in which we successfully achieved a 0% rate of fatality.

The measures for emergency situations in respect of fire occurring in certain buildings or installations are also regulated in terms of guidelines assisting employees to take sensible immediate action when discovering a fire. The Group provides fire drill for the employees to ensure they can evacuate quickly and safely from the premises and assembled in the designated area away from the building in the event of a fire.

During the Reporting Period, the Group has ensured full compliance with relevant occupational health and safety legislations of Hong Kong, the PRC, and other relevant legislations. No severe injury or fatality was reported throughout the Reporting Period.

本集團致力遵守適用於本集團業務的相關勞工準則及僱傭法律及法規。於報告期間，本集團與僱員之間概無發生重大及重要的爭議。

B2 健康與安全

促進健康與安全

本集團視僱員健康及安全為首要責任之一，因此，本集團以有效的職業健康及安全程序及常規，致力為員工提供免受傷害及疾病的工作場所。

就工作場所的健康與安全方面，本集團將急救箱置於辦公室內易於取得的位置。受輕傷者可向離事故現場最近的急救箱附近的主管請求提供治療。本集團不時進行健康檢查以確保僱員的健康。因僱傭而受傷及在僱傭期間受傷的僱員可按相關法規獲得賠償。於報告期間，亦無致命個案報告，使我們成功達致0%死亡率。

指引條款中亦有就有關於若干建築物或設施發生火災緊急情況的措施作出規定，以協助僱員在發生火災事故時立即採取明智的行動。本集團為僱員提供消防演習，確保僱員在發生火災時能夠迅速和安全地撤離場所，並在遠離建築物的指定區域集合。

於報告期間，本集團已確保全面遵守香港、中國及其他相關職業健康及安全法例以及其他相關法例。於報告期間，本集團並無嚴重傷亡報告。

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B3 Development and Training

Talent Management

The Group recognises the valuable contribution of our talents for the continuous success of the Group. 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. Therefore, we encourage our employees to attend trainings and obtain professional qualifications.

We notice 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 market. During the Reporting Period, the Group mainly provided informal on-the-job training to employees. The Group also provided regular formal safety trainings for all its drivers and Excel programming updated for its office staff. The training time hours for the male staff is 140 and for the female is 0 and the Group has established relevant policies in the Staff Handbook stating that its employees are welcome to participate in the external training sessions organised by government agencies on occupational safety and environmental awareness.

B4 Labor Standards

Prohibiting Child and Forced Labor

The Group prohibits the use of child labor and forced or compulsory labor at all its units and suppliers. No employee is made to work against his/her will or work as forced labor, or subject to corporal punishment or coercion of any type related to work.

Personal data are collected during the process to assist in the selection of suitable candidates and to verify candidates' personal data to ensure no child labor will be recruited. The human resources department also ensures identity documents are carefully checked. Overtime working is on a voluntary basis. Also, compensation is provided for overtime working with prior approval obtained from respective supervisor. If violation is involved, it will be dealt with in the light of the circumstances.

Also, the Group has zero-tolerance to employment of child labor and forced labor and the Group is not aware of any non-compliance with relevant rules and regulations on preventing child or forced labor.

B3 發展及培訓

人才管理

本集團深明人才對本集團持續成功所作寶貴貢獻。培養人才及提升人力資本技能對於引領我們追求卓越至關重要。為此，我們制定培訓策略，策略著重於創造價值及滿足客戶、人才及社會需求。因此，我們鼓勵員工參加培訓及獲得專業資格。

我們深知僱員培訓及發展的重要性，讓僱員及時掌握行業的最新趨勢及當前市場動態。於報告期間，本集團主要為僱員提供非正式在職培訓。本集團亦為其所有司機提供定期正式安全培訓及為其辦公室員工提供Excel編寫程式的更新資料。男性員工的受訓時數為140小時而女性則為0小時；本集團已於員工手冊制定相關政策，表示歡迎其僱員參與由政府機構舉辦有關職業安全及環保意識的外部培訓班。

B4 勞工準則

禁止童工及強制勞工

本集團禁止其所有單位及供應商使用童工及強制或強迫勞工。概無僱員於違背其意願的情況下強制工作，或以強制勞工的身分工作，或遭受與工作有關的體罰或任何類型的脅迫。

在招聘過程中，我們收集個人資料，以便選擇合適的應徵者並驗證應徵者的個人資料，確保不會招聘童工。人力資源部亦會確保仔細檢查身份證明文件。員工超時工作遵循自願原則。此外，在獲得相關主管事先批准後，本集團會提供超時工作補償。若涉及違規行為，將根據情況予以處理。

此外，本集團對僱用童工及強制勞工行為持零容忍態度，本集團並無發現任何不遵守防止童工或強制勞工的相關規定及法規的情況。

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B5 Supply Chain Management

Upholding High Procurement Standards

The Group highly values our relationship with suppliers and regards them as important business partners. All suppliers are evaluated carefully and subjected to regular monitoring and assessment. The Group has formulated related procurement policies and procedures to manage its suppliers and the policies and procedures are reviewed annually.

As at 31 March 2021, the Group had several major suppliers for the oil supply regarding to its business operations. The Group has set clear requirements on selection and management of suppliers to ensure standardised management and proper selection of suppliers and effective control over operational risks resulting from improper selection, unreasonable method or fraudulent practice of suppliers. The Group's policies regarding the purchase from suppliers focused on quality, environment protection, price, and reputation, etc.

In order to manage the progress and quality of work conducted by our suppliers, we have set up standards for the tender and purchase from suppliers. We have also established a database of suppliers, which includes the basic information of suppliers, the types of products or services providers, the types of suppliers and the supply prices for the Group's long-term follow-up assessment of suppliers. Our managers and project coordinators conduct regular review with the appointed suppliers.

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

B5 供應鏈管理

保持高採購標準

本集團高度重視與供應商的關係，並視其為重要的業務夥伴。本集團仔細評估所有供應商，並定期予以監督及評核。本集團已制定相關採購政策及程序以管理其供應商，並每年檢討有關政策及程序。

於2021年3月31日，本集團在有關其業務營運方面有數間主要供應商提供石油。本集團對其供應商的選擇及管理制定明確的規定，確保規範管理及正確選擇供應商，並確保能夠有效控制因供應商選擇不當、方式不合理或作出欺詐行為而導致的營運風險。本集團有關向供應商採購的政策主要集中於質量、環保、價格及信譽等方面。

為管理供應商的工作進度及質量，我們已就供應商的招標及採購制定標準。我們亦建立了供應商資料庫，其中包括供應商的基本資料、產品或服務供應商的類別、供應商的類別及供貨價格，以便本集團對供應商進行長期跟進評估。我們的經理及項目統籌對指定供應商進行定期審查。

本集團制定相關政策，以確保供應商能夠公開公平地參與競爭。本集團不得對若干供應商實行差別化或歧視待遇；嚴格監督並防止各種商業賄賂行為；與供應商有利益關係的僱員或人員不得參與相關業務活動。

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B6 Product Responsibility

Delivering Unmatched Product Quality

The Group's business led by its experienced management team is committed to offering higher-value services to customers, in order to enhance the Group's competitiveness and achieve mutual success between the Group and customers. In order to ensure product quality, careful supply quality inspection is performed as mentioned above. Moreover, to ensure the service quality, regular training is provided to all drivers for the job-related skills and knowledge.

Intellectual Property Right

The Group is committed to safeguarding intangible assets and confidential information of its customers. The Group has strict guidelines on the handling of intellectual property related products, including patents, copyrights, trademarks, technology and trade secrets. Any employee found to improperly handling intellectual property rights will be subject to disciplinary action.

Customer Data Protection

The Group takes serious protection of our members' confidential information. The Group seeks to protect our members' information and accounts by employing data security measures such as encryption, passwords and firewalls, etc. The Group has hired specific employees to handle the storage and access of our customers' information. Our employees are prohibited to use the personal information of our customers for purposes which are not related to the maintenance of their accounts, unless their prior consent is obtained. If our employees would like to access the information of our customers, they will need to apply for approval. We do not sell, rent or otherwise share the personal information of clients with any third parties without their prior consent. Stipulated in our privacy policy, we make sure that the processing of personal data for marketing purposes, fulfil the requirements of applicable law.

Complaint Mechanism

To provide a pleasant user experience for our customers, the Group has long established a set of procedures to handle customers' feedbacks or complaints in a professional manner. Customers' information will be recorded, and enquiries or complaints cases received will be transferred to the related departments or further handling. Reviews on feedback or complaints are conducted, and action plans are in place promptly to address the identified issues. The Group will collect the information on the complaint cases, such as the occasion, reason, and the contact of the client, etc. Customers' satisfaction is evaluated after the cases are settled, and feedbacks or complaints may be circulated to management if necessary.

B6 產品責任

提供最佳產品質素

本集團的業務由其經驗豐富的管理團隊領導經營，致力為客戶提供更高價值的服務，以提升本集團的競爭力及達致本集團與客戶雙贏共榮的局面。為確保產品質量，本集團會如上文所述對供應質量進行謹慎的檢查。此外，為確保服務質量，本集團為所有司機提供與工作相關的技能及知識的定期培訓。

知識產權

本集團致力保護其無形資產及客戶的保密資料。本集團對處理知識產權相關的產品(包括專利、版權、商標、技術及商業秘密)制定嚴格的指引。任何被發現有不當處理知識產權的僱員均將受到紀律處分。

客戶資料保護

本集團非常重視保護會員的機密資料，通過採用加密、密碼及防火牆等數據保安措施，保護會員的資料及賬戶。本集團已聘請專員處理客戶資料的存儲及訪問權。除事先獲客戶同意，否則本集團的僱員一律不得將客戶個人資料用於與帳戶維護無關的用途。若本集團的僱員有意訪問客戶資料，則需要申請批准。我們不會在未經客戶事先同意的情况下向任何第三方出售、出租或以其他方式分享客戶的個人資料。我們的隱私政策規定，我們須確保為營銷目的而處理個人資料符合適用法律的要求。

投訴機制

為向客戶提供愉快的用戶體驗，本集團早已建有一套程序，以專業方式處理客戶反饋或投訴。客戶資料會予以記錄，所收到的查詢或投訴個案交由相關部門作進一步處理。本集團對客戶反饋或投訴進行審閱，並迅速制定行動計劃以解決所識別的問題。本集團將收集有關投訴個案的資料，例如場合、原因、客戶聯繫方式等。在投訴個案獲解決後，將對客戶滿意度進行評估，並在有必要時將反饋或投訴傳予管理層。

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During the Reporting Period, there was no case of non-compliance with laws and regulations in relation to product responsibility within the offices of the Group.

B7 Anti-Corruption

Commitment to Anti-Corruption

The Group commits to maintaining a high standard of integrity when doing business as we strongly believe that it is essential to meeting the expectations of our stakeholders.

The Group promotes integrity and prevents unethical pursuits. The Group has implemented an effective whistle-blowing policy for reporting fraud, corruption, bribery, extortion and money laundering. We encourage the reporting of suspected business irregularities and provide clear channels specifically for this purpose. When suspected wrongdoings are identified, such as breach of duty, abuse of power, receiving bribes, staff should report to the Board for investigation and verification, and report to the regulator and/or to law enforcement authority when necessary.

During the year ended 31 March 2021, there are no concluded legal cases regarding corruption brought against the Group or its employees during the Reporting Period.

B8 Community Investment

Contributing to the Welfare of Society

During the year ended 31 March 2021, the Group participated in various community activities to help the environment of the society. For example, volunteering services, community sanitation cleaning, etc. To have a better understanding of the needs in society and strengthen the connection with local communities, we regularly communicated with local charities. We have also encouraged our employees to participate in community activities and suggested areas of contribution based on their personal experiences in the community. In the coming years, the Group will continue to pay efforts in the environmental, employees and customers aspects and keeping the success of this year and at the same time, the Group will intend to invest more resources into volunteering initiatives to contribute to the society.

於報告期間，本集團辦公室內概無發生任何不遵守與產品責任有關的法律及法規的情況。

B7 反貪污

反貪污的承諾

本集團承諾在開展業務時致力維持高誠信水平，因我們堅信此舉對實現權益人的期望至關重要。

本集團提倡誠信並防止不道德行為。本集團已落實有效的舉報政策以供舉報欺詐、貪污、賄賂、勒索及洗黑錢行為。我們鼓勵舉報可疑的業務違規行為，並為此提供明確的專用渠道。當發現疑似不當行為（如失職、濫用職權、收受賄賂等）時，員工應向董事會報告以進行調查及核實，並在必要時向監管機構及／或執法機關報告。

截至2021年3月31日止年度，本集團或其員工於報告期間並無遭提出已審結的貪污訴訟案件。

B8 社區投資

為社會福利作貢獻

於截至2021年3月31日止年度，本集團參與各種社區活動以幫助社會環境。例如，義工服務、社區衛生清潔活動等。為了更好地瞭解社會需求及加強與本地社區的聯繫，我們定期與本地慈善機構溝通。我們亦根據其於社區的個人經歷鼓勵及建議員工參與社區活動。本集團於未來數年將繼續在環境、員工及客戶等方面作出努力，並於本年度致力維繫業務成功。同時，本集團將計劃投放更多資源於義工活動，以貢獻社會。

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ENVIRONMENTAL DATA

環境數據

Emissions	排放	Year ended	Year ended	Unit
		31 March 2020	31 March 2021	
		截至2020年	截至2021年	
		3月31日	3月31日	
		止年度	止年度	單位
Air Emissions	空氣污染物排放			
Total air emissions	空氣污染物排放總量	2,954.66	2,924.16	kg 千克
Nitrogen oxides ("NOx")	氮氧化物(「氮氧化物」)	2,754.09	2,725.66	kg 千克
Sulphur oxides ("SOx")	硫氧化物(「硫氧化物」)	2.54	2.51	kg 千克
Particulate matter ("PM")	可吸入懸浮微粒 (「可吸入懸浮微粒」)	198.03	195.99	kg 千克
Air emissions intensity	空氣污染物排放密度	295.47	324.91	kg/vehicle 千克/汽車
GHG Emissions	溫室氣體排放			
Total GHG emissions	溫室氣體排放總量	432.78	404.51	tonne 噸
Scope 1 Direct emissions from the usage of fuel by vehicles	範圍1 汽車使用燃油造成的直接排放	415.02	390.00	tonne 噸
Scope 2 Energy indirect emissions	範圍2 能源間接排放	16.24	14.00	tonne 噸
Scope 3 Indirect emissions of paper disposal at landfills	範圍3 於堆填區棄置紙張造成的間接排放	1.52	0.51	tonne 噸
GHG emissions intensity	溫室氣體排放密度	8.19	6.97	tonne/ employee 噸/僱員
Waste Management	廢棄物管理			
Paper Waste	廢紙	318	319.25	kg 千克
Paper Waste Intensity	廢紙密度	12.23	13.30	kg/employee 千克/僱員

Use of Resources	資源使用	Year ended	Year ended	Unit
		31 March 2020	31 March 2021	
		截至2020年	截至2021年	
		3月31日	3月31日	
		止年度	止年度	單位
Electricity Consumption	電力消耗			
Total Electricity Consumption	電力消耗總量	31.84	31.46	MWh 兆瓦時
Electricity Consumption Intensity	電力消耗密度	1.22	1.31	MWh/ employee 兆瓦時/ 僱員

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INDEX FOR ESG REPORTING GUIDE

環境、社會及管治報告指引索引

Subject Areas, Aspect, General Disclosure and KPIs 主題領域、層面、一般披露及關鍵績效指標	Description 描述	Section/Declaration 節/聲明
Aspect A1: Emissions A1 層面：排放		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer	Emissions
一般披露	relating to air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	排放
KPI A1.1	The types of emissions and respective emissions data.	Emissions — Air Pollutants Emissions; GHG Emissions and Energy Conservation; Waste Management
關鍵績效指標 A1.1	排放物種類及相關排放資料。	排放 — 空氣污染物排放；溫室氣體排放及節約能源；廢棄物管理
KPI A1.2	GHG emissions in total (in tonnes) and intensity.	Emissions — GHG Emissions and Energy Conservation
關鍵績效指標 A1.2	溫室氣體排放總量(噸)及密度。	排放 — 溫室氣體排放及節約能源
KPI A1.3	Total hazardous waste produced (in tonnes) and intensity.	Emissions — Waste Management (Not applicable — Explained)
關鍵績效指標 A1.3	產生的危險廢物總量(噸)及密度。	排放 — 廢棄物管理(不適用 — 已解釋)
KPI A1.4	Total non-hazardous waste produced (in tonnes) and intensity.	Emissions — Waste Management
關鍵績效指標 A1.4	產生的非危險廢物總量(噸)及密度。	排放 — 廢棄物管理

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Subject Areas, Aspect, General Disclosure and KPIs 主題領域、層面、 一般披露及關鍵績效指標	Description 描述	Section/Declaration 節/聲明
KPI A1.5 關鍵績效指標 A1.5	Description of reduction initiatives and results achieved. 描述減低排放量的措施及所得成果。	Emissions — Air Pollutants Emissions; GHG Emissions and Energy Conservation; Waste Management 排放 — 空氣污染物排放；溫室氣體排放及節約能源；廢棄物管理
KPI A1.6 關鍵績效指標 A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	Emissions — Waste Management 排放 — 廢棄物管理
Aspect A2: Use of Resources A2 層面：使用資源		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源，包括能源、水及其他原材料的政策。	Use of Resources 使用資源
KPI A2.1 關鍵績效指標 A2.1	Direct and/or indirect energy consumption by type in total and intensity. 直接及/或間接能源消耗(按類型)總量及密度。	Use of Resources — Energy Consumption 使用資源 — 能源消耗
KPI A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity. 耗水總量及密度。	Use of Resources — Water Consumption (Not applicable — Explained) 使用資源 — 耗水(不適用 — 已解釋)
KPI A2.3 關鍵績效指標 A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	Use of Resources — Energy Consumption 使用資源 — 能源消耗
KPI A2.4 關鍵績效指標 A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 說明在採購用水時是否存在符合目的、節水計劃及取得成果的問題。	Use of Resources — Water Consumption (Not applicable — Explained) 使用資源 — 耗水(不適用 — 已解釋)

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KPI A2.5 關鍵績效指標 A2.5	Total packaging material used for finished products (in tonnes) and with reference to per unit produced. 用於成品(噸)包裝材料總量，並參照每單位生產。	Use of Resources — Use of Packaging Material (Not applicable — Explained) 使用資源 — 包裝材料的使用 (不適用 — 已解釋)
Aspect A3: The Environment and Natural Resources A3 層面：環境與天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境與天然資源造成重大影響的政策。	The Environment and Natural Resources 環境與天然資源
KPI A3.1 關鍵績效指標 A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境與天然資源的重大影響及已採取管理有關影響的行動。	The Environment and Natural Resources — Paperless Office 環境與天然資源 — 無紙辦公室
Aspect B1: Employment B1 層面：僱傭		
General Disclosure 一般披露	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, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉陞、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：	Employment and Labour Practise 僱傭及勞工常規
	(a) 政策；及 (b) 對發行人有重大影響的相關法律及規例的資料。	

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Aspect B2: Health and Safety B2層面：健康與安全		
General Disclosure 一般披露	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. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Health and Safety 健康與安全
Aspect B3: Development and Training B3層面：發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Development and Training 發展及培訓
Aspect B4: Labour Standards B4層面：勞工準則		
General Disclosure 一般披露	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. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Labour Standards 勞工準則

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Aspect B5: Supply Chain Management B5 層面：供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Supply Chain Management 供應鏈管理
Aspect B6: Product Responsibility B6 層面：產品責任		
General Disclosure 一般披露	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. 有關所提供產品和服務的健康與安全、廣告、標籤、私隱事宜以及補救方法的：	Product Responsibility 產品責任
	(a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	

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Aspect B7: Anti-corruption B7 層面：反貪污		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer	Anti-corruption
一般披露	relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	反貪污
Aspect B8: Community Investment B8 層面：社區投資		
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
一般披露	有關以參與來了解發行人營運所在社區需要和確保其業務活動會考慮社區利益的政策。	社區投資

F8 Enterprises (Holdings) Group Limited
F8 企業(控股)集團有限公司