



Amuse Group Holding Limited
佰悅集團控股有限公司

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

(Stock code 股份代號 : 8545)

**ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE
REPORT
2022**

· 環境、社會及
管治報告

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FOREWORD

前言

Amuse Group Holding Limited (the “**Company**”) and its subsidiaries (the “**Group**”) primarily adopt the principles of the Environmental, Social and Governance Reporting Guide (the “**ESG Reporting Guide**”) as set out in Appendix 20 to the Rules Governing the Listing of Securities on GEM of The Stock Exchange of Hong Kong Limited and satisfied the “comply or explain” provisions of the ESG Reporting Guide, with an aim to establish a sound environmental, social and governance structure.

This year, the Company is pleased to present its Environmental, Social and Governance Report, which aims to demonstrate its efforts on sustainability developments to both internal and external stakeholders.

This report comprises the review of environment, social and governance areas, which sets out the Group’s policies and practices as well as certain major subsidiaries’ policies and practices in respect of environmental aspects and social aspects in accordance with ESG Reporting Guide for the year ended 31 March 2022 (the “**Year 2022**”). This report is designed to allow the Company’s stakeholders, such as the Board, employees, Government/regulatory authorities, customers, suppliers and communities to have a comprehensive understanding of the long-term sustainability information of the Group. The Group seeks to balance the views and interests of these stakeholders through constructive conversation with a view to setting the course for long term prosperity.

佰悅集團控股有限公司(「**本公司**」)及其附屬公司(「**本集團**」)主要採用香港聯合交易所有限公司GEM證券上市規則附錄二十所載環境、社會及管治報告指引(「**環境、社會及管治報告指引**」)之原則並符合環境、社會及管治報告指引之「不遵守就解釋」條文，旨在建立良好的環境、社會及管治架構。

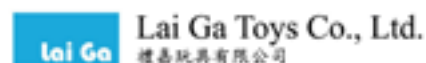
本年度，本公司欣然提呈其環境、社會及管治報告，旨在向內部及外部持份者展示其於可持續發展方面之努力。

本報告包括對環境、社會及管治範圍之檢討，當中載列本集團及若干主要附屬公司於截至二零二二年三月三十一日止年度(「**二零二二年度**」)根據環境、社會及管治報告指引就環境範疇及社會範疇之政策及慣例。本報告旨在讓本公司持份者(如董事會、僱員、政府／監管機構、客戶、供應商及社區)對本集團長期可持續發展資料獲得全面理解。本集團致力透過建設性對話平衡此等持份者之意見及利益，旨在為長期繁榮指明方向。

FOREWORD 前言

The Group has a head office located in Hong Kong (“**HK Office**”) and retail distribution platforms including online stores, a flagship toys store and 3 fashionable lifestyle grocery stores located in Hong Kong.

本集團於香港設有總辦事處（「**香港辦事處**」）及零售分銷平台，包括網店、位於香港之一間旗艦玩具店及三間時尚生活雜貨店。



Standardised use of logos of the Group
規範使用本集團標誌

GOVERNANCE STRUCTURE

管治架構

Board's oversight of ESG issues

The Board has a primary role in overseeing the Group's ESG issues. During the Year 2022, the Board and the management evaluated the impacts of ESG-related risks towards the operation in dealing with relevant risks. The oversight of the Board ensures that the management can have all the right tools and resources to oversee the ESG issues.

The Board is primarily responsible for reviewing and supervising the ESG process and risk management of the Group. To demonstrate the Group's commitment to transparency and accountability, the management will review and evaluate the Group's performance in respect of ESG issues and report to the Board.

Board's ESG management approach and strategy for material ESG-related issues

In order to better understand the opinions and expectations of different stakeholders on the ESG issues, materiality assessment is conducted annually. The Group ensures various platforms and channels of communication are used to reach, listen and respond to its key stakeholders. Through communication with the stakeholders, the Group is able to understand their expectations and concerns. The feedbacks obtained allow the Group to make more informed decisions, and to better assess and manage the impacts of the business decisions.

The Group has evaluated the materiality for each of the ESG aspects through the following steps: (i) identification of ESG issues by the Group; (ii) key ESG areas prioritisation with stakeholder engagement; and (iii) validation and determining material ESG issues based on the results of communication with the stakeholders.

董事會對環境、社會及管治事宜的監督

董事會在監督本集團的環境、社會及管治事宜方面擔當主要角色。於二零二二年度，董事會與管理層於處理環境、社會及管治相關風險時評估相關風險對營運的影響。董事會的監督確保管理層可擁有一切合適的工具及資源，以便監督環境、社會及管治事宜。

董事會主要負責檢討及監督本集團的環境、社會及管治流程以及風險管理。為展示本集團對透明度及問責性的承擔，管理層將檢討及評估本集團在環境、社會及管治事宜的表現並向董事會匯報。

董事會的環境、社會及管治管理方法及對重大環境、社會及管治相關事宜的策略

為更好地了解不同持份者對環境、社會及管治事宜的意見及期望，本集團每年進行重要性評估。本集團確保使用各種平台及溝通渠道來接觸、聆聽及回應其主要持份者。通過與持份者溝通，本集團得以了解彼等的期望及關注。所獲得的反饋意見使本集團能夠作出更明智的決策，並更好地評估及管理商業決策產生的影響。

本集團通過以下步驟評估各環境、社會及管治方面的重要性：(i) 由本集團識別環境、社會及管治事宜；(ii) 於持份者的參與下確定關鍵環境、社會及管治範疇的優先次序；及(iii) 根據與持份者溝通的結果，驗證及決定重大環境、社會及管治事宜。

GOVERNANCE STRUCTURE 管治架構

Taking these steps enhances the understanding of the degree of importance of the Group's stakeholders to each material ESG issue, which enable the Board to plan the sustainable development direction more comprehensively in the future.

Review by the Board on progress made against ESG-related goals and targets

The Group will closely review from time to time for the performance and implementation progress of the goals and targets. If the progress falls short of expectation or changes of business operations, it may be necessary to make changes and communicate about the goals and targets with key stakeholders such as employees, customers and suppliers.

進行這些步驟可加強了解本集團持份者對各項重大環境、社會及管治事宜的重視程度，使董事會能夠更全面地規劃未來的可持續發展方向。

董事會對環境、社會及管治相關目的與目標的進度檢討

本集團將不時密切檢討目的與目標的績效及實施進度。倘進度未達預期或業務營運有變，則可能需作出修改，並與主要持份者（如僱員、客戶及供應商）就目的與目標進行溝通。

REPORTING PRINCIPLES

匯報原則

This ESG Report is based on the following four reporting principles:

Materiality: Stakeholder engagement and materiality assessment were conducted to identify material ESG issues, and to ensure that these issues are addressed in the report.

Quantitative: Data presented in this ESG Report have been collected prudently. Please refer to the environmental and social performance data for standards and methodologies used for calculation of key performance indicators.

Balance: Both positive and negative sides of the performance have been presented in a transparent manner.

Consistency: Unless otherwise stated, the disclosures, data collection and calculation methods have remained consistent throughout the years to facilitate comparability over time.

本環境、社會及管治報告以下列四項匯報原則為基準：

重要性：進行持份者參與及重要性評估，以識別重大環境、社會及管治事宜，並確保該等事宜反映於本報告中。

量化：本環境、社會及管治報告所呈列的數據乃經謹慎收集。請參閱環境和社會績效數據，以了解用於計算關鍵績效指標的標準及方法。

平衡性：業務所帶來的正面及負面影響均以透明方式呈列。

一致性：除另有說明者外，披露資料、數據搜集及計算方法於多年來一直保持一致，以便於在不同時期進行比較。

REPORTING BOUNDARIES 匯報範圍

This report will focus on the Bestone Creative Development Limited, Sentinel International Co., Limited, Lai Ga Toys Co., Limited, D4 Toys Co., Limited and Moon One Toys Co., Limited which are design, marketing, household items and life products, sale of toys and related products.

This report has primarily highlighted the major performance and disclosure for the four environmental aspects and eight social aspects in the Year 2022.

本報告將集中於盈天創意發展有限公司、千值練國際有限公司、禮嘉玩具有限公司、D4 Toys Co., Limited 及月一玩具有限公司，該等公司均從事設計、市場推廣、家居用品及生活產品、銷售玩具及相關產品。

本報告主要突出四個環境範疇及八個社會範疇於二零二二年度的主要績效及披露情況。

STAKEHOLDER ENGAGEMENT

持份者參與

Stakeholder engagement plays a core role in the sustainability of the Group. The Group fully appreciates the needs to build both online and offline communication channels and to provide stakeholders with timely reports on strategic planning and performance of the Group in order to establish a continuing communication mechanism with the stakeholders. In addition, the Group consults all stakeholders on its recommendations and propositions to ensure its business practices can meet the expectations of the stakeholders.

The stakeholders include the shareholders, governments and regulatory bodies, employees, customers, suppliers and society and the public. The Group discusses with the stakeholders through various channels for their expectations and relevant feedback of the Group as below:

持份者參與在本集團的可持續發展中發揮核心作用。本集團深明需要透過設立線上及線下溝通渠道，以及適時向持份者提供本集團的策略計劃及表現報告，以與持份者建立持續溝通機制。此外，本集團向所有持份者諮詢建議及提議，以確保其業務的實踐方式能夠符合持份者之期望。

持份者包括股東、政府及監管機構、僱員、客戶、供應商及社會和大眾。本集團與持份者通過各類渠道討論彼等對本集團的期望和相關反饋意見，列載如下：

Stakeholders 持份者	Expectations 期望	Communication and feedback 溝通及反饋意見
Shareholders 股東	<ul style="list-style-type: none">Financial results財務業績Corporate transparency企業透明度Sound risk control良好風險管控	<ul style="list-style-type: none">Improving profitability改善盈利能力Regular information disclosure定期資料披露Optimising risk management and internal control優化風險管理及內部監控
Governments and regulatory bodies 政府及監管機構	<ul style="list-style-type: none">Compliance with laws and regulations遵守法律及法規Tax payment in accordance with laws根據法律繳納稅項	<ul style="list-style-type: none">Compliance operation合規營運Tax payment in full and on time悉數及按時繳付稅項

STAKEHOLDER ENGAGEMENT

持份者參與

Stakeholders 持份者	Expectations 期望	Communication and feedback 溝通及反饋意見
Employees 僱員	<ul style="list-style-type: none"> • Career development platform • 職業發展平台 • Salary and benefits • 薪金及福利 • Safe working environment • 安全工作環境 	<ul style="list-style-type: none"> • Promotion mechanism • 晉升機制 • Competitive salary and employee benefits • 具競爭力的薪金及僱員福利 • Providing trainings for employees and strengthen their safety awareness • 為僱員提供培訓及加強彼等的安全意識
Customers 客戶	<ul style="list-style-type: none"> • Customer information security • 客戶信息安全 • Customer rights and interests protection • 客戶權利及權益保護 	<ul style="list-style-type: none"> • Customer privacy protection • 客戶隱私保護 • Compliance marketing • 合規營銷
Suppliers 供應商	<ul style="list-style-type: none"> • Integrity cooperation • 誠信合作 • Business ethics and credibility • 商業道德及信譽 	<ul style="list-style-type: none"> • Building a responsible supply chain • 建立負責供應鏈 • Performing the contract according to law • 根據法律履行合約
Society and the public 社會及大眾	<ul style="list-style-type: none"> • Environmental protection • 環保 • Employment opportunities • 就業機會 	<ul style="list-style-type: none"> • Putting into use environmental protection and energy saving equipment • 投入使用環保及節能設備 • Providing employment opportunities • 提供就業機會

MATERIALITY ASSESSMENT

重要性評估

In the Year 2022, the Company conducted a comprehensive materiality assessment. This involved conducting interviews and/or surveys with internal and external stakeholders to identify which areas have the most significant operating, environmental and social impacts towards their business.

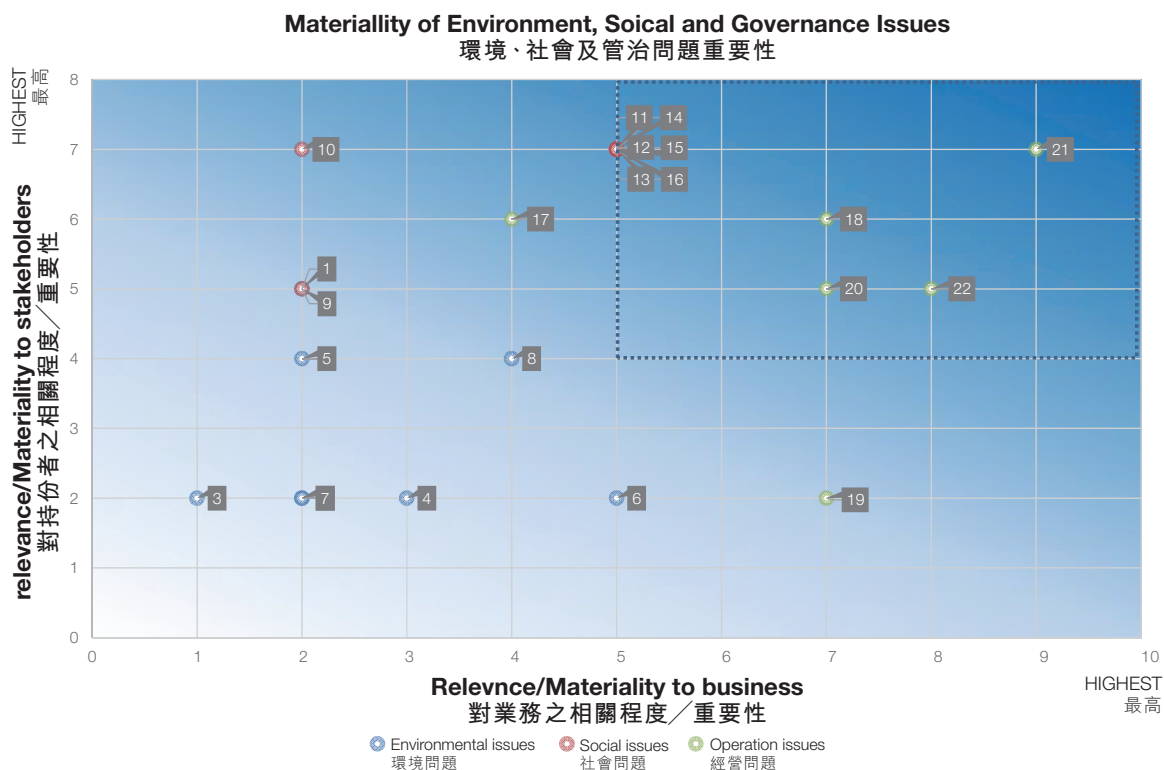
於二零二二年度，本公司已進行全面重要性評估，涉及與內部及外部持份者進行面談及／或調查，以識別對其業務之經營、環境及社會影響而言最重要之範疇。

With reference to the scopes as required under the ESG Reporting Guide and taking into consideration of the corporate business characteristics, we have identified and confirmed 22 issues, which cover environmental, training and development, occupational health and safety, labour standards in supply chain, corporate governance, customer privacy, anti-corruption and community investments.

經參考環境、社會及管治報告指引所規定之範圍，以及經考慮企業業務特點，我們已識別及確認22個問題，涵蓋環保、培訓及發展、職業健康與安全、供應鏈勞工標準、企業管治、客戶私隱、反貪污及社區投資。

The Group's materiality matrix of ESG issues in the Year 2022:

本集團於二零二二年度環境、社會及管治問題的重要性矩陣：



MATERIALITY ASSESSMENT

重要性評估

#	Issues 問題	Category 類別	Result 結果
1	Greenhouse gas emissions 溫室氣體排放	Environmental issues 環境問題	Medium 中
2	Energy consumption 能源消耗	Environmental issues 環境問題	Low 低
3	Water consumption 用水	Environmental issues 環境問題	Low 低
4	Waste 廢物	Environmental issues 環境問題	Low 低
5	Saving energy measures 節能措施	Environmental issues 環境問題	Low 低
6	Use of raw materials and packaging materials 使用原材料及包裝物料	Environmental issues 環境問題	Medium 中
7	Utilisation of energy resources 使用能源資源	Environmental issues 環境問題	Low 低
8	Use of chemicals 使用化學品	Environmental issues 環境問題	Low 低
9	Local community engagement 當地社區參與	Social issues 社會問題	Medium 中
10	Community investment 社區投資	Social issues 社會問題	Medium 中
11	Occupational health and safety 職業健康與安全	Social issues 社會問題	High 高
12	Labour standards in supply chain 供應鏈勞工標準	Social issues 社會問題	High 高
13	Training and development 培訓與發展	Social issues 社會問題	High 高
14	Employee welfare 僱員福利	Social issues 社會問題	High 高
15	Inclusion and equal opportunities 包容及平等機會	Social issues 社會問題	High 高
16	Talent attraction and retention 吸引及挽留人才	Social issues 社會問題	High 高
17	Economic value generated 所產生經濟價值	Operation issues 經營問題	Medium 中
18	Corporate governance 企業管治	Operation issues 經營問題	High 高
19	Anti-corruption 反貪污	Operation issues 經營問題	Medium 中
20	Supply chain management 供應鏈管理	Operation issues 經營問題	High 高
21	Customer satisfaction 客戶滿意度	Operation issues 經營問題	High 高
22	Customer privacy 客戶私隱	Operation issues 經營問題	High 高

In addition to compliance with the ESG Reporting Guide, the Group have also included more details of the issues to which the stakeholders pay greater attention in the Report. Meanwhile, the materiality assessment results will provide the Group with guidance on formulating strategic objectives and plans to resolve the ESG issues for the coming year, as well as on continuing to push forward its sustainability development.

除遵守環境、社會及管治報告指引外，本集團亦於報告中加入了更多持份者更為關注之問題詳情。同時，重要性評估結果將為本集團就制定策略目標及計劃以解決來年環境、社會及管治問題提供指引，以及就繼續推進其可持續發展提供指引。

EMISSIONS 排放物

As mentioned above, the Group is principally engaged in design, marketing, distribution and retail sales of toys and related products. The amount of the Group's atmospheric emission, greenhouse gas emission, water and land pollution, as well as generation of hazardous and non-hazardous wastes are minimal compared to mining or manufacturing business in the Year 2022.

During the Year 2022, the major emissions included: (i) vehicle exhausts; (ii) greenhouse gases generated from the electricity consumption; (iii) greenhouse gases generated from the paper waste disposal at landfills; and (iv) greenhouse gases generated from water consumption.

誠如上文所述，本集團主要從事設計、市場推廣、分銷及零售玩具及相關產品。於二零二二年度，與採礦或生產業務相比，本集團的大氣排放物、溫室氣體排放、向水及土地排污以及產生之有害及無害廢物極少。

於二零二二年度，主要排放物包括：(i) 汽車廢氣；(ii) 用電產生之溫室氣體；(iii) 於堆填區處置之廢紙所產生之溫室氣體；及(iv) 用水產生之溫室氣體。

Gaseous Emissions from the Use of Motor Vehicle (Note 1)

因使用汽車產生的氣體排放 (附註1)

Indicator 指標	Unit 單位	2022 二零二二年	2021 二零二一年
Nitrogen oxides (NOx) emissions 氮氧化物(氮氧化物)排放	Kg 千克	8.13	2.70
Sulphur oxides (SOx) emissions 硫氧化物(硫氧化物)排放	Kg 千克	0.01	0.01
Particulate matter (PM) emissions 懸浮粒子(懸浮粒子)排放	Kg 千克	0.78	0.26

Note 1: The emission factors used to calculate the NOx, SOx and PM are sourced from: (i) the Hong Kong Environmental Protection Department's ("EPD") EMFAC-HK Vehicle Emission Calculation model; and (ii) the United States Environmental Protection Agency's Vehicle Emission Modeling Software — MOBILE6.1. The assumption of 80% relative humidity, a temperature of 25 degrees Celsius, an average speed of 30kmh, and include running exhaust emissions only.

附註1：用於計算氮氧化物、硫氧化物和懸浮粒子的排放因子乃摘自：(i) 香港環境保護署(「環保署」) EMFAC-HK 汽車排放計算模型；及(ii) 美國環境保護署的汽車排放模型軟件 — MOBILE6.1。假設相對濕度80%，溫度25攝氏度，平均速度30公里/小時及僅包括行車時的廢氣排放量。

Reduction target of air emissions intensity

廢氣排放強度的減排目標

Environmental Indicators 環境指標	Reduction Target 減排目標	Baseline Year 基準年	Status 狀態
NOX intensity 氮氧化物密度	Reduce 2% by Year 2027 於二零二七年度前減少2%	2022 二零二二年	In progress 進行中
SOX intensity 硫氧化物密度	Reduce 2% by Year 2027 於二零二七年度前減少2%	2022 二零二二年	In progress 進行中
PM intensity 懸浮粒子密度	Reduce 2% by Year 2027 於二零二七年度前減少2%	2022 二零二二年	In progress 進行中

Greenhouse Gas (“GHG”) Emissions from Operations

因營運產生的溫室氣體（「溫室氣體」）排放

Indicator 指標	Unit 單位	2022 二零二二年	2021 二零二一年
GHG emission (Scope 1) <i>(Note 2)</i> 溫室氣體排放（範圍1） <i>(附註2)</i>	Kg CO ₂ e 千克二氧化碳當量	2,207	845
GHG emission (Scope 2) <i>(Note 1 and 2)</i> 溫室氣體排放（範圍2） <i>(附註1及2)</i>	Kg CO ₂ e 千克二氧化碳當量	19,339	13,845
GHG emission (Scope 3) <i>(Note 2)</i> 溫室氣體排放（範圍3） <i>(附註2)</i>	Kg CO ₂ e 千克二氧化碳當量	1,886	682
Total GHG emission 溫室氣體排放總量	Kg CO ₂ e 千克二氧化碳當量	23,432	15,372
Total area of operations 總經營面積	Square meter (“M ² ”) 平方米（「平方米」）	525	626
GHG emission intensity 溫室氣體排放強度	Kg CO ₂ e/M ² (Total area of operations) 千克二氧化碳當量／平方米 （總經營面積）	45	25

Note 1: The emission factors used to calculate the GHG emission are sourced from: CLP Power Hong Kong Limited Sustainability Report for 2021.

附註1：用於計算溫室氣體排放的排放因子乃摘自中華電力有限公司的二零二一年可持續發展報告。

Note 2: Scope 1: It represents the petrol from consumption of motor vehicles.
Scope 2: It represents the electricity purchased from power suppliers.
Scope 3: It represents the paper waste disposed at landfills.

附註2：範圍1：指汽車消耗的石油。
範圍2：指向供電商購買的電力。
範圍3：指於填埋場棄置的廢紙。

EMISSIONS 排放物

Reduction target of GHG emissions intensity

溫室氣體排放強度的減排目標

Environmental Indicators 環境指標	Reduction Target 減排目標	Baseline Year 基準年	Status 狀態
GHG emission intensity (Scope 1) 溫室氣體排放強度 (範圍1)	Reduce 2% by Year 2027 於二零二七年度前減少2%	2022 二零二二年	In progress 進行中
GHG emission intensity (Scope 2) 溫室氣體排放強度 (範圍2)	Reduce 2% by Year 2027 於二零二七年度前減少2%	2022 二零二二年	In progress 進行中
GHG emission intensity (Scope 3) 溫室氣體排放強度 (範圍3)	Reduce 2% by Year 2027 於二零二七年度前減少2%	2022 二零二二年	In progress 進行中

Environmental Performance from Operations

營運之環境績效

Indicator 指標	Unit 單位	2022 二零二二年	2021 二零二一年
Hazardous waste produced (Note 1) 所產生之有害廢物 (附註1)	Kg 千克	N/A 不適用	N/A 不適用
Intensity (Note 1) 強度 (附註1)	Kg/M ² (Total area of operations) 千克/平方米 (總經營面積)	N/A 不適用	N/A 不適用
Non-hazardous waste produced 所產生之無害廢物	Kg 千克	2,200	2,100
Intensity 強度	Kg/M ² (Total area of operations) 千克/平方米 (總經營面積)	4.20	3.35

Note 1: No hazardous waste is produced by the Group. Hence, no relevant figure is quantified.

附註1：本集團並無產生有害廢物，因此並無量化相關數字。

Reduction target of intensity of hazardous and non-hazardous wastes produced

所產生之有害及無害廢物強度的減廢目標

Environmental Indicators 環境指標	Reduction Target 減廢目標	Baseline Year 基準年	Status 狀態
Non-hazardous waste produced intensity 所產生之無害廢物強度	Reduce 2% by Year 2027 於二零二七年度前減少2%	2022 二零二二年	In progress 進行中

Non-hazardous waste produced from the operations in Hong Kong including the HK Office, fashionable lifestyle grocery stores and the flagship store.

於香港經營之香港辦事處、時尚生活雜貨店及旗艦店等均產生無害廢物。

Compliance with relevant laws and regulations

The Group is not aware of any material non-compliance with the Waste Disposal Ordinance, Product Eco-responsibility Ordinance and other applicable laws and regulations that have a significant impact relating to air and greenhouse gas emissions, discharging into water and land, generation of hazardous and non-hazardous waste of the Group during the Year 2022.

In addition, no significant fine or non-monetary sanction for non-compliance with relevant laws and regulations has been reported in the Year 2022.

遵守相關法例及法規

於二零二二年度，本集團並不知悉任何嚴重違反《廢物處置條例》、《產品環保責任條例》及與本集團大氣及溫室氣體排放、向水及土地排污、產生之有害及無害廢物有關且造成重大影響的其他適用法例及法規之事件。

此外，於二零二二年度並無有關違反相關法例及法規之大筆罰款或非貨幣制裁之匯報。

USE OF RESOURCES

資源使用

The Group is committed to minimise the impacts on the environment of its business activities and has been supporting environmental protection. In particular, a number of initiative measures designed to conserve resources has been introduced so as to promote employees' awareness of resources conservation in order to achieve efficient use of resources.

本集團致力將其業務活動對環境的影響減至最低並支持環保。具體而言，本集團已推出多項節約資源的措施以提高僱員對節約資源的意識，從而達到有效使用資源。

Relevant Consumptions from Operations

經營之相關消耗

Sources 來源	Unit 單位	2022 二零二二年	2021 二零二一年
Energy Consumption			
能源消耗			
Petrol consumption ^(Note 1) 耗油量 ^(附註1)	KWh 千瓦時	8,044	3,080
Electricity consumption 用電量	KWh 千瓦時	49,586	36,269
Total energy consumption 總耗能	KWh 千瓦時	57,630	39,349
Energy consumption intensity 耗能強度	KWh/M ² (Total area of operations) 千瓦時/平方米 (總經營面積)	110	63
Water Consumption			
用水			
Water consumption ^(Note 2) 用水量 ^(附註2)	Cubic metre ("M ³ ") 立方米 (「立方米」)	N/A 不適用	N/A 不適用
Water consumption intensity ^(Note 2) 用水強度 ^(附註2)	M ³ /M ² (Total area of operations) 立方米/平方米 (總經營面積)	N/A 不適用	N/A 不適用
Packaging material Consumption			
包裝物料消耗			
Packaging material used for finished products 用於製成品的包裝物料	Kg 千克	295	280
Packaging material used intensity 所用包裝物料強度	Kg/M ² (Total area of operations) 千克/平方米 (總經營面積)	0.56	0.45

Note 1: The conversion factor used to calculate the units to kWh are sourced from the Energy Statistics Manual issued by the International Energy Agency.

附註1：用於計算千瓦時單位的轉換因子乃摘自國際能源署刊發的《能源統計手冊》。

Note 2: As the water consumption of HK Office is provided by the property management company, no relevant figure is quantified.

附註2：由於香港辦事處的用水由物業管理公司提供，因此並無量化有關數字。

Reduction target of energy and water consumption

耗能及用水的節約目標

Environmental Indicators 環境指標	Reduction Target 節約目標	Baseline Year 基準年	Status 狀態
Energy consumption intensity 耗能強度	Reduce 2% by Year 2027 於二零二七年度前減少2%	2022 二零二二年	In progress 進行中
Water consumption intensity 用水強度	Reduce 2% by Year 2027 於二零二七年度前減少2%	2022 二零二二年	In progress 進行中



Packaging materials information is printed on the product package in both English and Chinese
產品包裝上印有包裝物料的中英文對照信息

The packaging materials of products primarily include paper and polyethylene terephthalate (PET), which are recyclable materials. The Group also reduce to use the packing materials as much as possible, which aims to reduce the impacts of packaging materials on environment.

產品包裝物料主要包括紙張及聚對苯二甲酸乙二酯(PET)，均為可回收物料。本集團亦盡可能減少使用包裝物料，旨在減低包裝物料對環境的影響。

USE OF RESOURCES

資源使用

Regarding measures to mitigate emissions, the Group closely monitors the level of energy consumption, greenhouse gas emissions and wastes disposal of its HK Office, fashionable lifestyle grocery stores and flagship store. Every year, the Group is required to set its respective energy and carbon reduction targets and come up with feasible measures to achieve them. The details and results achieved are listed as follows:

就減少排放措施而言，本集團密切監察其香港辦事處、時尚生活雜貨店及旗艦店的能源消耗、溫室氣體排放及廢物處置水平。每年，本集團須設定其相關節能減碳目標，並構思可行的措施以達到該等目標。詳情及成果列示如下：

Projects 項目	Details and results achieved 詳情及成果
Light-emitting diode (LED) 發光二極管(LED)	Part of lightings in the HK Office, fashionable lifestyle grocery stores and flagship store has been installed with LED, instead of compact fluorescent lamps, to reduce electricity consumption. 香港辦事處、時尚生活雜貨店及旗艦店的部分照明已安裝LED取代緊湊型熒光燈，以減少用電量。
Water conservation 節約用水	The staff strictly controls the usage of water resources in the HK Office. All staff are encouraged to save water at pantry. As a result, consumption of water has been reduced. 香港辦事處的員工嚴格控制水資源的使用。鼓勵所有員工在使用茶水間時節約用水。因此，用水量有所減少。
Air-conditioners 空調	More energy efficient air conditioners were selected in the Year 2022 thus reducing the relevant consumption of electricity. 我們於二零二二年度挑選更多節能的空調，因而使相關用電量得以減低。
Non-Hazardous waste 無害廢物	Non-hazardous waste from the HK Office, fashionable lifestyle grocery stores and the flagship store include consumables, household wastes, paper and paper boxes. The HK Office, fashionable lifestyle grocery stores and the flagship store have made their best effort to minimise their impact on the environment by using recyclable paper and paper boxes. The HK Office, fashionable lifestyle grocery stores and the flagship store promote separation of wastes such as cartons and plastic bottles, which are placed in designated areas to be collected by recyclers. 香港辦事處、時尚生活雜貨店及旗艦店的無害廢物包括消耗品、家居廢物、紙張及紙箱。透過使用可回收紙張及紙箱，香港辦事處、時尚生活雜貨店及旗艦店已致力將其對環境的影響減至最低。香港辦事處、時尚生活雜貨店及旗艦店鼓勵分類硬紙盒及塑膠樽等廢物，該等廢物放置於指定區域，並由回收商進行收集。

USE OF RESOURCES 資源使用



LED lightings in the HK Office
香港辦事處的LED照明



Recycle paper is used
使用可回收紙張

As mentioned in the “EMISSIONS” section above, the Group has a series of policies and procedures to minimise the electricity consumed by the employees in the HK Office, fashionable lifestyle grocery stores and the flagship store. In addition, multi-function devices with printing, scanning and photo copying are extensively used. Employees are encouraged to switch on the computers only when in use and to switch off after office hours. For policies on the efficient use of water resources in the HK Office, fashionable lifestyle grocery stores and the flagship store, staff is encouraged to save water at pantry. The drinking water containers are well maintained to prevent leakage. For policies on packaging materials, all staff is encouraged to use recyclable paper boxes.

誠如上文「排放物」一節所述，本集團設有一連串政策及程序，以將香港辦事處、時尚生活雜貨店及旗艦店僱員所用電力減至最低。此外，我們廣泛使用具備打印、掃描及影印功能的多功能設備。我們鼓勵僱員僅在使用時開啟電腦，並在辦公時間外將電腦關閉。在香港辦事處、時尚生活雜貨店及旗艦店有效使用水資源的政策方面，我們鼓勵員工在使用茶水間時節約用水。飲用水容器亦獲妥善存置以防滲漏。在包裝物料政策方面，我們鼓勵所有員工使用可回收紙箱。

THE ENVIRONMENT AND NATURAL RESOURCES

環境及自然資源

The Group encourages all employees to participate in different kinds of recycling activities and minimise the use of natural resources. In the Year 2022, there was no significant impact on the environment and natural business from the operations of the Group.

In the Year 2022, the Group actively adopted environmental protection measures in its HK Office, fashionable lifestyle grocery stores and the flagship store, including (i) priority use of energy-saving lighting and electrical appliances; (ii) turning off electric equipment and lighting during non-office hours; and (iii) reuse of papers and driving forward paperless office gradually. In addition, the Group also encourages its employees to save resources, cherish food and avoid waste of resources as a beginning.

The impact on the environment and natural resources from the HK Office, fashionable lifestyle grocery stores and flagship store was minimal in the Year 2022.

本集團鼓勵所有僱員參與不同類型的回收活動，並盡量減少使用自然資源。於二零二二年度，本集團的經營並無對環境及自然造成重大影響。

於二零二二年度，本集團於其香港辦事處、時尚生活雜貨店及旗艦店積極採取環保措施，包括(i)優先使用節能照明及電器；(ii)在非辦公時間關閉電子設備及照明；及(iii)重複使用紙張並逐步推進無紙化辦公。此外，本集團亦鼓勵其僱員從小事做起，節約資源、珍惜食物及避免浪費資源。

於二零二二年度，香港辦事處、時尚生活雜貨店及旗艦店對環境及自然資源造成的影響屬極微。

CLIMATE CHANGE 氣候變化

Awareness over climate change continues to grow and is one of the most discussed topics among companies. The Group is no exception, having increasing concerns over the potential impact from climate change on the Group's business and operation. The Group regularly reviews global and local government policies, regulatory updates and market trends to identify potential climate-related risks which may have impact on the Group's business operation.

In accordance with the reporting framework developed by the Task Force on Climate-related Financial Disclosures, there are two major categories of climate-related risks, physical and transition risks. The Group will develop a response plan such as changing the business strategy and modifying the development plan in order to reduce the negative impacts of such climate-related risks.

The Group will continuously incorporate sustainable practices in its business operations and prepare and maintain sufficient resources for managing identified climate-related risks and studying the potential remediation measures.

During the Year 2022, there was no climate-related risk, including physical and transitional risks, which had significant impact to the Group.

大眾對氣候變化的意識不斷提高，氣候變化亦為公司間最常探討的話題之一。本集團亦不例外，日益關注氣候變化對本集團業務及營運的潛在影響。本集團定期審閱全球及地方政府政策、監管最新信息及市場趨勢，以識別可能影響本集團業務營運的潛在氣候相關風險。

根據氣候相關財務信息披露工作組制定的匯報框架，氣候相關風險分為物理及過渡風險兩大類。本集團將制定應對計劃，如改變業務策略及修改發展計劃，以減少該等氣候相關風險的負面影響。

本集團將繼續把可持續發展常規納入其業務營運，並準備及維持充足資源，藉以管理已識別的氣候相關風險及研究潛在補救措施。

於二零二二年度，概無對本集團有重大影響的氣候相關風險（包括物理及過渡風險）。

EMPLOYMENT

僱傭

Distribution of workforce classified by different categories

The Group has a set of comprehensive human resources management policy to provide guidance and requirements for employees' behaviour. The policy states the scope of compensation and dismissal, recruitment and promotion, working hours, appraisal, training and benefits. The Group has always strictly observed the relevant legislations in its HK Office, fashionable lifestyle grocery stores and flagship store regarding the equal employment opportunities, labour and forced labour.

The Group strongly emphasizes developing human resources and providing competitive remuneration and welfare packages. Promotion opportunities and salary increments are based on individual performance. Employees are entitled to a wide-range of fringe benefits such as annual leave, sick leave, maternity leave, marriage leave and medical insurance coverage in accordance with the local laws and regulations.

As at 31 March 2022, the distribution of workforce classified by different categories is as follows:

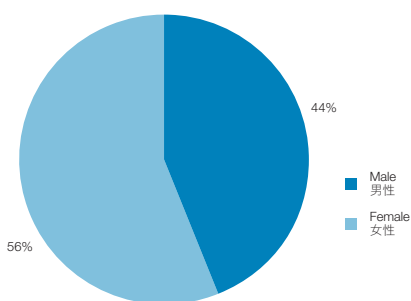
按不同類別劃分的員工分佈

本集團已制定一整套全面的人力資源管理政策，以就僱員行為提供指引及作出規定。該政策訂明賠償及解僱、招聘及晉升、工時、評核、培訓及福利的範圍。本集團香港辦事處、時尚生活雜貨店及旗艦店一直嚴格遵守有關平等就業機會、勞工及強迫勞工之相關法律。

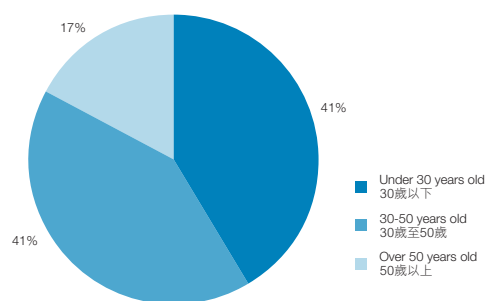
本集團極為注重發展人力資源並提供具競爭力薪酬及福利待遇。晉升機會及加薪均以個別表現為基準。根據本地法例及法規，僱員有權享有年假、病假、產假、婚假及醫療保險等多種附加福利。

於二零二二年三月三十一日，按不同類別劃分的員工分佈如下：

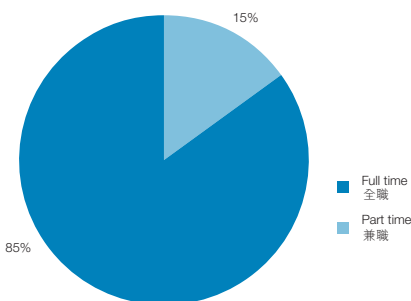
By gender
按性別劃分



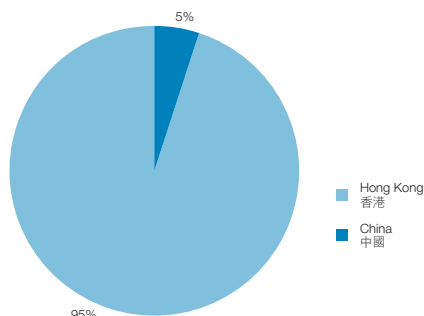
By age group
按年齡組別劃分



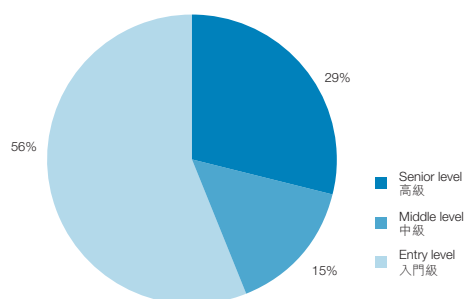
By employment type
按僱傭形式劃分



By geographical region
按地理區域劃分



By employment category
按僱傭類別劃分



The Group's employee turnover rate during the Year 2022 is stated as follows: *(Note 1)*

本集團於二零二二年度的僱員流失率載列如下：*(附註1)*

		2022 二零二二年
Turnover rate by gender	按性別劃分的流失率	
Male	男性	56%
Female	女性	35%
Turnover rate by age	按年齡劃分的流失率	
Under 30 years old	30歲以下	71%
30-50 years old	30歲至50歲	35%
Over 50 years old	50歲以上	-
Turnover rate by geographical region	按地理區域劃分的流失率	
China	中國	-
Hong Kong	香港	46%

Note 1: The employee turnover rate is calculated based on the number of employees who left employment in such category during the Year 2022 divided by total number of employees as at 31 March 2022 in such category.

附註1: 僱員流失率乃根據二零二二年度該類別的離職僱員人數除以二零二二年三月三十一日該類別的僱員總人數計算。

EMPLOYMENT 僱傭

The Group emphasizes equal opportunities for all personnel in respect of hiring, pay rates, training and development, promotion and other terms of employment. The Group is committed to providing a working environment that is free from any form of discrimination on the basis of ethnicity, gender, religion, age, disability or sexual orientation.

The Group has a diversified culture, including hiring the employees with different genders, ages, skills, educational backgrounds, industry experiences and other qualifications in order to achieve the most suitable composition and balance.

The remuneration of the employees of the Group will be adjusted according to the levels of business prospect, the annual operating results, annual performance appraisal, the market trend and inflation.

Treatment of employee's misconduct is to be fair and reasonable in all of the circumstances. Misconduct may lead to a warning, and more serious misconduct may lead to a dismissal. Any acts of misconduct are to be reported to the administration department. In addition, the audit committee of the Company (the "Audit Committee") has established a whistleblowing policy. Written complaints can be lodged directly to the chairman of the Audit Committee and/or make a copy of the complaint to the chief financial controller of the Company (if applicable).

Compliance with relevant laws and regulations

The Group is not aware of any material non-compliance with the Employment Ordinance, Employees' Compensation Ordinance and other applicable laws and regulations that have a significant impact relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare on the Group during the Year 2022.

In addition, no non-compliance with relevant laws and regulations that resulted in significant fine or sanction has been reported in the Year 2022.

本集團注重在招聘、支薪、培訓及發展、晉升及其他僱用條款方面為所有僱員提供平等機會。本集團致力提供一個在種族、性別、宗教、年齡、殘疾或性取向方面不存在任何形式歧視的工作環境。

本集團擁有多元文化，包括聘用不同性別、年齡、技能、教育背景、行業經驗及其他資格的僱員，以達到最合適的組合及平衡。

本集團僱員的薪酬將按照業務前景、年度經營業績、年度表現評核、市場趨勢及通脹水平作調整。

僱員的不當行為於所有情況下均會以公平合理之方式處理。本集團可能向作出不當行為之僱員發出警告，並可能解僱作出嚴重不當行為之僱員。任何不當行為均會被通報予行政部門。此外，本公司審核委員會（「審核委員會」）訂有舉報政策。現可直接向審核委員會主席呈交書面投訴，及／或向本公司財務總監提交投訴副本（如適用）。

遵守相關法例及法規

於二零二二年度，本集團並不知悉任何嚴重違反《僱傭條例》、《僱員補償條例》及與賠償及解僱、招聘及晉升、工時、休假、平等機會、多元化、反歧視及其他待遇及福利有關且對本集團造成重大影響的其他適用法例及法規之事件。

此外，於二零二二年度並無有關違反相關法例及法規而招致大筆罰款或制裁之匯報。

HEALTH AND SAFETY 健康及安全

The Group adopts non-discriminatory employment practices and provides a healthy and safe workplace. All employees are required to keep the HK Office premises, fashionable lifestyle grocery stores and flagship store in good and cleaning condition. The Group is subject to and comply with regulations in Hong Kong that govern occupational health and safety issues.

本集團採取非歧視僱用慣例並提供健康且安全之工作場所。所有僱員均須將香港辦事處處所、時尚生活雜貨店及旗艦店保持於良好及整潔的狀態。本集團須受限於及遵守監管職業健康及安全事宜之香港規例。



Clean and comfortable working area of
TREE HOUSE in Ocean Pride, Hong Kong
TREE HOUSE 於香港海之戀的整潔及舒適的辦公區



Clean and neat store room with shelves
乾淨整潔及裝有架子的儲藏室

Smoking is prohibited in HK Office areas, fashionable lifestyle grocery stores and flagship store. Fire extinguishers, fire alarms and evacuation route are available for the employees located at HK Office, fashionable lifestyle grocery stores and flagship store.

香港辦事處區域、時尚生活雜貨店及旗艦店均禁止吸煙。香港辦事處、時尚生活雜貨店及旗艦店均配有滅火器、火警鐘及逃生路線以供僱員使用。

Since the COVID-19 pandemic, the Group highly focused on and fully deployed pandemic prevention actions to enhance the health and safety of employees, including: providing all staff with face masks and hand sanitisers in working areas; compulsory body temperature checks for all persons entering into lifestyle grocery stores and flagship store; and implementing remote office arrangement and shift duty policy.

自新冠疫情爆發以來，本集團高度重視並全面部署防疫行動，以保障僱員健康與安全，其中包括：於辦公區向全體員工提供口罩及酒精搓手液；為進入生活雜貨店及旗艦店的所有人士進行強制體溫測量；以及實施遠程工作安排及輪班政策。

HEALTH AND SAFETY

健康及安全

Compliance with relevant laws and regulations

The Group is not aware of any material non-compliance with the Occupational Safety and Health Ordinance and other applicable laws and regulations that have a significant impact on providing a safe working environment and protecting employees from occupational hazards of the Group during the Year 2022. In addition, no non-compliance with relevant laws and regulations that resulted in significant fine or sanction has been reported in the Year 2022.

The below table shows the work-related fatalities and recordable injury for the three years ended 31 March 2020, 2021 and 2022.

遵守相關法例及法規

於二零二二年度，本集團並不知悉任何嚴重違反《職業安全及健康條例》及對本集團提供安全工作環境及保護僱員免受職業危害造成重大影響的其他適用法例及法規之事件。此外，於二零二二年度並無有關違反相關法例及法規而招致大筆罰款或制裁之匯報。

截至二零二零年、二零二一年及二零二二年三月三十一日止三個年度，因工死亡人數及可記錄工傷情況載列於下表。

		2022 二零二二年	2021 二零二一年	2020 二零二零年
Number of work-related fatalities	因工死亡人數	-	-	-
Rate of work-related fatalities	因工死亡比率	-	-	-
Lost days due to work injury	因工傷而損失的天數	-	-	-

DEVELOPMENT AND TRAINING 發展及培訓

The Group has stringent policy named Training & Development Policy, which is implemented to give employee adequate training to do their job safely and competently. Employees in different positions and roles are offered diverse training and development programs relevant to their required skills and knowledge. Work-life balance and a safe workplace are ensured so as to promote a harmonious working environment.

The Group is committed to providing every employee with 2 training days annually. All employees are encouraged to enhance their skills and knowledge in order to perform their duties more efficiently and effectively. During the Year 2022, certain external training expenses recommended to the employees were borne by the Group such as the topics about financial reporting and compliance updates on local laws and regulations.

The Group encourages employees to strike a balance between work and life. All employees are encouraged to participate in the recreational activities in order to enhance the team spirit, employee's sense of belonging and morale.

During the Year 2022, the percentage of employees trained is as follows:

本集團訂有一項嚴謹政策，即培訓及發展政策，該政策經已實施以向僱員提供足夠培訓，以致彼等可安全及盡職地開展工作。不同崗位及職務的僱員獲提供與其必需技能及知識相關之多種培訓及發展計劃。本集團確保工作與生活平衡及安全的工作場所，以營造和諧的工作環境。

本集團致力於每年向所有僱員提供2個培訓日。我們鼓勵所有僱員提升其技能及知識，以致彼等可更有效及高效地履行職務。於二零二二年度，向僱員推薦之若干外部培訓的費用乃由本集團承擔，例如有關財務匯報及本地法例及法規之合規更新之議題。

本集團鼓勵僱員在工作與生活之間取得平衡。我們鼓勵所有僱員參加休閒活動，以提高團隊精神、僱員歸屬感及士氣。

於二零二二年度，受訓僱員百分比如下：

		2022 二零二二年
Percentage of employees trained <i>(Note 1)</i>	受訓僱員百分比 <i>(附註1)</i>	85%
Percentage of employees trained by gender <i>(Note 2)</i>	按性別劃分的受訓僱員百分比 <i>(附註2)</i>	
Male	男性	43%
Female	女性	57%
Percentage of employees trained by employee category <i>(Note 2)</i>	按僱傭類別劃分的受訓僱員百分比 <i>(附註2)</i>	
Senior level	高級	29%
Middle level	中級	14%
Entry level	入門級	57%

Note 1: It is calculated by dividing the number of employees who took part in training by the number of employees as at 31 March 2022.

附註1: 按參與培訓的僱員人數除以二零二二年三月三十一日的僱員人數計算。

Note 2: It is calculated based on the number of employees trained in each category during the Year 2022 divided by the number of employees who took part in training.

附註2: 按二零二二年度各類別受訓僱員人數除以參與培訓的僱員人數計算。

DEVELOPMENT AND TRAINING

發展及培訓

During the Year 2022, the percentage of employees average training hours completed per employee is as follows:

於二零二二年度，每名僱員已完成僱員平均培訓時數的百分比如下：

		2022 二零二二年
Average training hours completed per employee <small>(Note 1)</small>	每名僱員已完成平均培訓時數 <small>(附註1)</small>	2.6 hours 2.6小時
Average training hours completed per employee by gender <small>(Note 2)</small>	按性別劃分的每名僱員已完成平均培訓時數 <small>(附註2)</small>	
Male	男性	2.5 hours 2.5小時
Female	女性	2.6 hours 2.6小時
Average training hours completed per employee by employee category <small>(Note 2)</small>	按僱傭類別劃分的每名僱員已完成平均培訓時數 <small>(附註2)</small>	
Senior level	高級	2.5 hours 2.5小時
Middle level	中級	2.5 hours 2.5小時
Entry level	入門級	2.6 hours 2.6小時

Note 1: It is calculated by dividing the total number of training hours by the total number of employees as at 31 March 2022.

附註1：按培訓總時數除以二零二二年三月三十一日僱員總數計算。

Note 2: It is calculated by dividing the total number of training hours for such category by the number of employees as at 31 March 2022 in such category.

附註2：按該類別培訓總時數除以二零二二年三月三十一日該類別僱員人數計算。

LABOUR STANDARDS 勞工標準

The Group fully understands that the exploitation of child and forced labour are universally condemned, and therefore it takes the responsibility against child and forced labour very seriously. The Group strictly comply with all laws and regulations against child labour and forced labour.

Employment by the Group is based on the principle of fairness, openness and willingness. All individuals enter into employment contracts without acts of forced labour. In case of child labour and forced labour, the Group will immediately terminate the labour contract with the employee concerned and the position-in-charge will be accountable.

Compliance with relevant laws and regulations

The Group is not aware of any material non-compliance with the Employment Ordinance, Employment of Children Regulations and other applicable laws and regulations that preventing from employment of child or forced labour by the Group during the Year 2022.

In addition, no non-compliance with relevant laws and regulations that resulted in significant fine or sanction has been reported in the Year 2022.

本集團深知僱用童工及強迫勞工會招致各方譴責，故有責任嚴正反對僱用童工及強迫勞工。本集團嚴格遵守所有反童工及強迫勞工的法例及法規。

本集團的聘用乃根據公平、公開及自願原則進行。所有人員均訂立僱傭合約，而並無強迫勞工行為。如發現童工及強制勞工的情況，本集團將會立刻與其解除勞動合同，並對責任人追究責任。

遵守相關法例及法規

於二零二二年度，本集團並不知悉任何嚴重違反《僱傭條例》、《僱用兒童規例》及防止本集團僱用童工或強迫勞工的其他適用法例及法規之事件。

此外，於二零二二年度並無有關違反相關法例及法規而招致大筆罰款或制裁之匯報。

SUPPLY CHAIN MANAGEMENT

供應鏈管理

The Group has the greatest respect for the laws and regulations that govern its business. The Group always adheres to international best practices and conducts fair and unbiased procurement processes when dealing with suppliers.

The Group adheres to the principle of transparency and implement the values of honesty, integrity and fairness in the supply chain management. The Group's procurement procedures provide directions and guidelines on evaluation and engagement when dealing with suppliers of goods and services to ensure business is conducted legally, financially, technically-sound and environmental friendly. In addition, approval procedures are in place to ensure that supplier engagements are monitored and approved by the appropriate level of management.

In situations where several suppliers can meet the Group's requirements, the Group will select those with a good reputation for being environmentally and socially responsible and/or that hold environmental certification. The Group supports in its efforts to further improve their environmental protection which has the greatest respect for the laws and regulations that govern its business. The Group always adheres to good practices and conducts fair and unbiased procurement processes when dealing with suppliers.

During the Year 2022, the numbers of suppliers of the Group by geographical region are shown as follows:

本集團嚴格遵守規管其業務之法例及法規。本集團與供應商交易時一直遵循國際最佳慣例並進行公平及公正之採購程序。

本集團於供應鏈管理方面堅守透明原則，並貫徹誠實、正直及公平的價值觀。本集團之採購程序可在與貨物及服務供應商交易時為評估及委聘提供方向及指引，以確保業務均以符合法律、財務穩健、技術出眾及環境友好之方式進行。此外，本集團設有審批程序，以確保供應商委聘乃經適當級別管理層之監督及審批。

倘若有多名供應商符合本集團的要求，本集團會選擇在環保及社會責任方面具備良好聲譽及／或持有環保認證的供應商。本集團支持其承包商進一步改善彼等的環保表現。本集團嚴格遵守規管其業務之法例及法規。本集團一直以良好實務及公平公正的採購程序處理與供應商的交易。

於二零二二年度，本集團按地理區域劃分的供應商數目載列如下：

Region	地區	2022 二零二二年
China	中國	18
Hong Kong	香港	6
Japan	日本	9

PRODUCT RESPONSIBILITY 產品責任

A high priority for the Group is to ensure customer satisfaction in terms of its products and services. Strenuous efforts are made to ensure compliance with the laws and regulations relating to product health and safety, advertising, labelling and privacy matters of the jurisdictions in which the Group operates. The Group requires its employees to comply with applicable governmental and regulatory laws, rules, codes and regulations.

Customer satisfaction is identified as the most concerned issue which can be enhanced by providing after sales services to customers. The Group has a meeting area located in the HK Office which allows customers to communicate with the salespersons for product maintenance. The salespersons can handle complaints from customers or product recall due to health and safety reasons through meeting with customers. In addition, the Group actively communicates with the customers and develops in-depth understanding of customer needs and concerns through various communication channels, including but not limited to face-to-face, website in multi-language, Weibo, Facebook, email, phone and online enquiry form.

During the Year 2022, the numbers of complaint and product recall cases are as follows:

本集團的首要任務是確保客戶滿意其產品及服務。我們作出不懈努力以確保遵守本集團經營所在司法權區內有關產品健康及安全、廣告、標籤及私隱事宜的法例及法規。本集團要求其僱員遵守適用的政府及監管法例、規則、守則及規例。

客戶滿意被識別為最為關心的議題，其可透過向客戶提供售後服務加以提升。本集團於香港辦事處設有會客區，讓客戶與銷售人員就產品維修事宜進行溝通。通過與客戶進行會談，銷售人員可處理客戶投訴或因健康及安全原因的產品召回。此外，本集團透過多種溝通渠道（包括但不限於面對面、多語言網站、微博、臉書、電郵、電話及網上查詢表格）與客戶積極溝通，並深入瞭解客戶需求及關注點。

於二零二二年度，投訴及產品召回個案數目如下：

Social KPI	社會關鍵績效指標	2022 二零二二年
Number of complaints	投訴數目	—
Number of product recalls for health and safety reasons	因健康及安全原因而須召回的產品數目	—



After-sales services meeting area
售後服務會客區



Various communication channels
多種溝通渠道

PRODUCT RESPONSIBILITY

產品責任

Intellectual Property Rights Protection

The Group is committed to comply with relevant laws and regulations. The licence for all Anime-Comic-Game (“ACG”) figures were acquired from the licence owners with proper certificates. In order to safeguard the ACG owner’s IP rights (“IP rights”) during the outsourcing processes to figures manufacturer, a confidentiality agreement regarding IP rights shall be signed before engagement. The Group enters into standard employment contracts with its employees of which contain provisions on IP rights and confidentiality.

Data Privacy Protection

The Group acknowledges the stakeholders’ concern on data privacy, therefore puts great effort to protect data privacy to safeguard the corporate interest and comply with the relevant laws and regulations. The Group outlines data privacy requirements and confidentiality obligations in its internal control policy that employees should strictly follow and carefully manage the corporate confidential information, including but not limited to, customer business information and personal data, trade secrets and price-sensitive information.

Compliance with relevant laws and regulations

The Group is not aware of any material non-compliance with the Trade Descriptions Ordinance, Copyright Ordinance, Prevention of Copyright Piracy Ordinance, Personal Data (Privacy) Ordinance and other applicable laws and regulations that have a significant impact relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress on the Company during the Year 2022. In addition, no significant fine has been reported in the Year 2022.

保護知識產權

本集團致力遵守相關法例及法規。本集團已就全部動漫遊戲（「ACG」）手辦向持有適當證書的特許擁有人購買特許。為在外判予手辦製造商的過程中保障ACG擁有人的知識產權（「知識產權」），在委聘前須簽署一份有關知識產權的保密協議。本集團與其僱員簽訂標準僱傭合約，其中包含關於知識產權及保密的條款。

保護資料私隱

本集團認識到持份者對資料私隱的關注，因此努力保護資料私隱，以維護企業利益並遵守相關法例及法規。本集團在其內部監控政策中概述資料隱私要求及保密義務，僱員應嚴格遵守並謹慎管理企業的機密資料，包括但不限於客戶商業資料及個人資料、商業秘密及價格敏感資料。

遵守相關法例及法規

於二零二二年度，本集團並不知悉任何嚴重違反《商品說明條例》、《版權條例》、《防止盜用版權條例》、《個人資料（私隱）條例》及與所提供產品及服務之健康及安全、廣告、標籤及私隱事宜以及補救方法有關且對本公司造成重大影響的其他適用法例及法規之事件。此外，於二零二二年度並無有關大筆罰款之匯報。

ANTI-CORRUPTION

反貪污

Corruption, bribery or fraud in any forms are strictly prohibited. The Group's anti-corruption policies in practice set out standards of conduct to which all employees are required to adhere to promote the integrity environment in the workplace. All employees are prohibited to offer and accept of advantages by using the excuse of work or the authority granted from the Group. The advantages include but not limited to money, gifts, loans, rewards, contracts, services and benefits-in-kind.

The Group encourages the reporting of dishonest acts among the employees. The Group prohibits all employees to accept bribes, valuables and the embezzlement of funds. The Group may terminate the employment with the employee who carries out dishonest acts as stated in the employment contracts.

The Group establishes an effective whistle-blowing policy for reporting suspected irregularities, fraud and corruption via specified channels. The Group also continues to improve its internal control and monitoring system. If any irregulars are identified, the Group takes immediate action and adopts a zero tolerance approach to corruption.

The Group provides anti-corruption education and training through webcast which was held by Independent Commission Against Corruption and circulation of e-training materials to its directors and staff on a regular basis to raise their awareness towards ethical and corruption issues.

Compliance with relevant laws and regulations

The Group is not aware of any material non-compliance with the Prevention of Bribery Ordinance and other applicable laws and regulations that has a significant impact on the issuer relating to bribery, extortion, fraud and money laundering in Year 2022. In addition, there is no litigation concerning corruption brought against the Group or its employees for the Year 2022.

任何形式的貪污、賄賂或欺詐均被嚴格禁止。本集團實施之反貪污政策列明所有僱員均須遵守之操守準則，以提升工作場所的誠信。所有僱員嚴禁利用職務之便或擅用本集團之授權提供或收受利益。該等利益包括但不限於金錢、禮物、貸款、獎勵、合約、服務及實物利益。

本集團鼓勵僱員舉報不誠實行為。本集團禁止所有僱員收受賄賂、貴重物品及挪用公款。本集團可與出現僱傭合約所訂明不誠實行為之僱員終止僱傭關係。

本集團訂有行之有效的舉報政策以供透過特定渠道舉報懷疑違規、欺詐及貪污。本集團亦繼續提升其內部控制及監察系統。一旦發現任何違規情況，本集團會立即採取行動並對貪污採取零容忍態度。

本集團透過由廉政公署舉行的網絡廣播及傳閱電子培訓材料定期向其董事及員工提供反貪污教育及培訓，以提高彼等對道德及貪污問題的意識。

遵守相關法例及法規

於二零二二年度，本集團並不知悉任何嚴重違反《防止賄賂條例》及與賄賂、敲詐、欺詐及洗黑錢有關且對發行人造成重大影響的其他適用法例及法規之事件。此外，於二零二二年度，並無向本集團或其僱員提出有關貪污之訴訟。

COMMUNITY INVESTMENT

社區投資

The Group is committed to creating sustainable prosperity that brings long-term social and economic benefits for all stakeholders, particularly to maintain the relationship with interest groups which are relevant to business operation. This is realised by first meeting the needs of the employees and then further extending the caring and services to their families and to the surrounding community.

Although the Group has not established and documented a specific community policy, social care is deeply seeded in the Group's corporate culture. Employees are encouraged to participate in various charitable events and community service.

本集團致力創造可持續繁榮以為所有持份者帶來長期社會及經濟裨益，尤其是與業務經營相關的利益團體維持關係。為達到上述目標，我們首先會滿足僱員的需要，隨後將關懷及服務進一步擴展至其家庭及周邊社區。

儘管本集團並無制定及記錄特定社區政策，惟社會關懷深深植根於本集團之企業文化。我們鼓勵僱員參與多種慈善活動及社區服務。



Amuse Group Holding Limited
佰悅集團控股有限公司