



**Sanroc International Holdings Limited**  
**善樂國際控股有限公司**

(incorporated in the Cayman Islands with limited liability)  
Stock code:1660

**2017**  
**ENVIRONMENTAL, SOCIAL and GOVERNANCE REPORT**  
**環境、社會及管治 報告**



# CONTENT 目錄

About ESG Report 關於環境、社會及管治報告	2-3
Chairman's Statement 主席的話	4-5
Protect Our Environment 環境保護	6-9
Care for Our Employees 關懷僱員	10-13
Protect Our Employees' Health and Safety 保障僱員的健康和安全	14-15
Respect Our Clients and Suppliers 顧客及供應商承諾	16-19
Contribute to Our Community 社區貢獻	20-21



# ABOUT ESG REPORT

## 關於環境、社會及管治報告

This is the first Environmental, Social and Governance Report (the “ESG Report”) for Sanroc International Holdings Limited (the “Company”) and its subsidiaries (collectively the “Group” or “We”). The ESG Report elaborates on the various work of the Group in fully implementing the principle of sustainable development and its performance of social and governance from 1 April 2016 to 31 March 2017 (the “Year”). For information on our corporate governance, please refer to the “Corporate Governance Report” on the Annual Report.

## Scope of Report

The ESG Report presents the Group’s sustainability approach and performance in the environmental and social aspects of its business in Hong Kong during the Year. The Group will continue to strengthen its efforts in information collection for better performance in the environmental and social areas and broader disclosure of related information in sustainable development.

## Reporting Guidelines

The ESG Report has been prepared in accordance with the updated Environmental, Social and Governance Reporting Guide issued by the Stock Exchange of Hong Kong Limited, as set out in Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited.

## Stakeholder Engagement

The ESG Report represents the involvement of our employees from different divisions of the Group, helping us recognise our sustainability performance. The data collected not only highlights the Group’s sustainable initiatives during the Year, but also sets out the basis of the Group’s sustainability strategies. The Group will increase the stakeholder engagement via constructive dialogue, with a view to driving long-term prosperity.

## Information and Feedbacks

For detailed information about environmental and corporate governance, please refer to the official website (<http://www.sanrochk.com>) of the Group. Your opinion will be highly valued by the Group. If you have any advice or suggestion, please send your correspondence to the following email address: [sanroc@sanroc-intl.com](mailto:sanroc@sanroc-intl.com).

此份報告是善樂國際控股有限公司(「本公司」)及其附屬公司(統稱「本集團」或「我們」)發表的首份環境、社會及管治報告。環境、社會及管治報告詳述本集團在二零一六年四月一日至二零一七年三月三十一日(「本年度」)如何貫徹可持續發展的理念及其社會及管治表現。有關本集團企業管治的詳情，請參閱年報的企業管治報告。

## 報告範圍

環境、社會及管治報告聚焦本集團在香港的業務於環境及社會方面的可持續發展方向及政策。本集團會繼續加強資料收集工作，從而提升環境及社會表現，並於可持續發展方面披露更多相關資料。

## 報告指引

環境、社會及管治報告是根據香港聯合交易所有限公司發佈的《證券上市公司規則》附錄二十七所載列的《環境、社會及管治報告指引》編製而成。

## 持份者參與

憑藉各部門員工積極參與環境、社會及管治報告的籌備工作，本集團得以了解自身的可持續發展表現。收集到的數據突顯本集團在本年度推行的可持續措施，亦為本集團制定可持續發展策略奠定了基礎。本集團會繼續透過建設性對話，促進持份者的參與，以達至長遠繁榮。

## 資訊及回饋

有關環境及企業管治的詳情，請閱覽本集團的網站(<http://www.sanrochk.com>)。本集團高度重視閣下的意見。若閣下有任何建議或意見，請發送您的函件至以下電郵地址：[sanroc@sanroc-intl.com](mailto:sanroc@sanroc-intl.com)



# CHAIRMAN'S STATEMENT

## 主席的話

Dear Shareholders, colleagues and friends,

I'm delighted to share with you the effort and progress made by the Group in performing social responsibilities in the past year. The Group is always committed to the trading of construction machinery, leasing of construction machinery and the provision of local transportation services as well as other related services in Hong Kong.

As a socially responsible enterprise, corporate social responsibility is a fundamental part of our operation where we seek to implement strategies that improve the well-being of both the public and the enterprises. While promoting steady and rapid business development, the Group also recognises the importance of environment protection and resources conservation and places growing emphasis on the value cultivation and ethics of employees, which has led to a general consensus on value creation, fulfillment of responsibility and harmonious development within the Group.

Our endeavor to improve our operating efficiency and resources stewardship will continue as we strive to build a sustainable future that brings long-lasting value to our business, to our stakeholders, to the community and to the environment. Looking ahead, the Group will continue to deliver sustainability programmes and measures to improve the economic, environmental and social well-being of the communities we operate in.

**Siu Chun Yiu Jonathan**

*Chairman*

各位持份者，各位同事，各位朋友：

本人欣然呈列本集團過往一年履行社會責任的努力及成果。本集團一直堅守使命，於香港開展機械及配件買賣、機械出租，以及運輸等相關服務。

作為對社會負責的企業，企業社會責任是本集團的營運基本，因此本集團克盡己任，積極推行不同政策，造福社群。在業務穩步發展的同時，本集團亦十分重視環境保護和資源節約，僱員福利及道德操守，致力履行責任，為本集團上下創優增值，邁向和諧發展。

本集團會繼續優化營運效率，改善資源管理，旨於為業務、持份者、社區及環境造就可持續未來，創造長遠持久價值。展望將來，本集團會不斷推行可持續計劃及措施，改善營運地區的經濟、環境和社會福祉。

**蕭振輝**

*主席*



# PROTECT OUR ENVIRONMENT

## 環境保護

In face of climate change, resource depletion and other global environmental issues, the Group shoulders the responsibility to protect the nature. While complying with laws and regulations related to emission, such as the Air Pollution Control Ordinance, Water Pollution Control Ordinance and Waste Disposal Ordinance, our commitment to emission reduction, energy and resources conservation encompasses every aspects of our operation. We have been certified to be in compliance with the standard of ISO 14001 Environmental Management System.

### Air Emission Management

Much effort has been made to curb environmental pollution, thereby keeping the environment clean and comfortable. Major source of air emission from the Group is the exhaust emission generated by the operation of machinery. To reduce emission and complement the newly enacted The Air Pollution Control (Non-road Mobile Machinery) (Emission) Regulation, there has been a continual purchase of approved non-road mobile machinery for leasing purpose since 2016. We also adopt a series of measures to manage emissions. We advocate the use of fuel with less exhaust emission. To optimise fuel efficiency, the checkups and maintenance of machinery are scheduled regularly to maintain its optimal condition and prevent the leakage of fuel. Our drivers are also required to switch off idling engine.

### Water Management

Water is a precious natural resource. Everyone shares the universal responsibility to promote sustainable use of water resources on the Earth. Our business operation generates mainly domestic sewage. The Septic Tank System equipped in our warehouse undergoes regular checking to prevent any wastewater leakage. Apart from the implementation of proper sewage management, we strive to embed the concept of water saving initiatives into the operation. Water consumption is also monitored continuously to document our water-saving performance and set viable water use targets to encourage water conservation. Furthermore, water conservation technologies have been leveraged to enhance our water recycling capability. For example, the wastewater generated from machinery washing is reused after filtration and oily water separation.

面對氣候變化、資源短缺及其他全球性的環境議題，本集團時刻履行保護大自然的責任。除了嚴格遵守有關法律法規，例如《空氣污染管制條例》、《水污染管制條例》及《廢物處置條例》外，本集團亦致力在業務各方面減低排放，節能減耗。本集團已獲得ISO 14001環境管理體系認證。

### 廢氣排放管理

本集團在減少空氣污染排放方面一直不遺餘力，保持環境潔淨舒適。機器運作時產生的廢氣是本集團主要的廢氣來源。為了改善廢氣排放，並配合新生效的《空氣污染管制（非道路移動機械）（排放）規例》，本集團由二零一六年起不斷購入核准的非道路移動機械作租賃用途。我們亦採取了一系列管理措施，包括使用低排放的燃料。另外，所有機械都會接受定期的維修保養，確保機械運作正常，防止漏油情況，提高能源使用效率。司機亦必須停車熄匙，不得任由車輛引擎空轉。

### 水資源管理

水是珍貴的資源，地球上所有人都有共同責任確保水的可持續性。本集團的業務主要產生生活污水。我們的貨倉備有化糞池系統，該系統定期接受檢查，以免污水洩漏。除了妥善處理廢水外，我們致力在營運中推廣節水措施。透過持續監察用水量，我們記錄各部門的節水表現，並制定可行的節水目標，鼓勵節約用水。另外，本集團亦採用節水技術，循環再用廢水，例如洗滌機械所排放的廢水經過濾及隔油後會再用。



## Waste Management

Apart from proper waste disposal, waste management is also complemented by our waste reduction commitment, that plays a major role in alleviating the pressure on landfills. Underpinned by the 3R principle (Reduce, Reuse and Recycle), multiple ways have been undertaken to reduce paper consumption in the office, such as promoting double-sided printing and copying and using electronic means for information dissemination where possible. The use of reusable products instead of one-off office supplies is also a further proof affirming our steadfast adherence to the principle of “Reuse”. Other measures include printing internal notice on recycled paper, and providing recycling bins to collect paper, metal and plastic products.

In addition to non-hazardous waste, our hazardous wastes are transferred to qualified recycling companies for proper handling. We also understand that the use of chemicals poses environmental risk which we strive to mitigate through regular chemical spillage drill to enhance the emergency response of our employees in event of chemical leakage.

## Energy Conservation

In full knowledge of the potential threats of climate change to the communities, the Group has been making steady progress in reducing our carbon footprints across the business. As part of our many initiatives to reduce energy consumption, we encourage our employees to maximise the use of natural light, switch off lights and electronic equipment while not in use and set the temperature of the air-conditioners at an energy-efficient level. We also consider installing energy-saving light bulbs and high-performance electrical equipment, such as electronic ballast. We have also employed measures to enhance the energy efficiency of air conditioning system, such as allowing employees to dress in casual attire in office and applying curtain on windows to reduce heat gain.

## 廢物管理

除了妥善處理廢棄物，本集團的減廢措施亦與廢物管理相配合，旨於減輕堆填區的負荷。在3R(「減廢」、「再用」、「回收」)原則下，我們在辦公室推行多項措施減少用紙，例如鼓勵僱員盡量雙面打印及使用電子信息溝通。同時，本集團對「再用」的原則堅守不移，採用可重複利用的產品以替代一次性辦公室用品。其它措施包括要求內部通知必須以再造紙打印，而且辦公室設有回收箱，收集廢紙、金屬和塑膠產品。

除無害廢物外，本集團亦會把有害廢物由合資格回收公司妥善處理。同時，我們亦明白化學物品對環境構成潛在威脅，因此我們定期進行化學洩漏演習，加強僱員應對緊急情況的能力。

## 節約能源

氣候變化對社區有潛在威脅，因此本集團拓展業務時亦不忘逐步減少碳足印。作為節約能源措施中的一項，我們鼓勵僱員善用自然光，關掉不必要的電子產品，把空調調節至能源效益水平。我們亦考慮使用高能源效率的燈泡和電子設備，如電子鎮流器。本集團亦容許僱員在辦公室穿著便服，並在辦公室窗戶上安裝窗簾，提高空調的能源效益。

## Green Operation

To live up to our carbon reduction commitment, we use eco-friendly refrigerant to minimise the greenhouse gas generated. Consistent with the principle of “Green Operation”, an environmental guideline is issued to the suppliers to encourage an environmental friendly practice. In order to further enhance the environmental awareness of our employees, trainings related to environmental protection are provided to our employees. We also regularly assess the potential negative environmental impacts during operation and evaluate their significance. Initiatives are implemented according to the result of evaluation to resolve the negative impacts identified.

## 綠色營運

我們選用環保的冷卻劑，以減少溫室氣體，兌現減低碳排放的承諾。同時，本集團亦貫徹「綠色採購」的原則，向供應商派發環境指引，期望他們與本集團一起推動綠色營運。為了加強僱員的環保意識，本集團為員工提供不同培訓，以增加其對環境保護的認識。營運期間，我們也定期評估潛在環境風險及影響，並根據評估結果，解決已識別的問題。



# CARE FOR OUR EMPLOYEES

## 關懷僱員

The Group believes that employees are our valuable assets. The Group firmly upholds the principle of treating each employee fairly and consistently in all matters and enforces its employment policies in accordance with the regulations of the Employment Ordinance. To attract and retain the best talent, we offer comprehensive range of benefits, training and development opportunity.

### Employment Standard

Talent is the foundation for the stable development of the Group. During the recruitment process, all applicants enjoy equal opportunities regardless of sex, age, family status and race. Prior to the commencement of employment, we perform verification of identification to ensure that the candidates are lawfully employable and reach the legal working age as stipulated in the Employment of Children Regulation. Employees are required to enter into labor contract which contain information regarding working hour, his/her benefits and right to contract termination to prevent any form of forced labor. Upon receipt of a letter of resignation, the payment of the outstanding wages will be made on time.

僱員是本集團的重要資產。本集團秉持公平原則，對所有員工一視同仁，並嚴格遵守《僱傭條例》的規定。為了吸引及保留最優秀的人才，僱員更享有完善福利，以及不同的培訓及發展機會。

### 僱傭準則

人才是集團穩健發展的基礎。不論性別、年齡、家庭狀況及種族，所有應徵者在招聘過程中都享有同等機會。在正式委聘前，本集團會仔細查核應徵者的身份證明，確保應徵者符合《僱用兒童規例》的合法聘用年齡。僱員亦必須與本集團簽定勞工合約，合約清楚列明僱員的工時，福利及終止合約的權利，防止任何形式的強制勞工。接獲請辭通知後，我們亦會準時支付餘下工資。

## Employees' Benefits and Development

We value our employees' rights and welfare. The salary structure is reviewed constantly to ensure that our employees enjoy competitive remuneration package. Apart from basic salary, we also offer discretionary bonus based on the individual performance of the employees and our financial performance. Employees are also entitled to statutory holidays as stipulated in relevant regulations. In order to foster team spirit, we also organise company gathering in celebration of Chinese festivals.

In order to establish an excellent team, we monitor the employees' performance annually. The annual appraisal is employed for evaluation purpose to attain our goal of forging competitiveness and motivation. We also make recommendations on their career development in the appraisal with a view to maintaining the competitiveness of our employees. We also ensure that thorough consideration of employee's attitude, ability and performance at work precedes every promotion and dismissal decision. Competent employees will be considered for internal promotion in recognition of their efforts and contributions.

## 僱員福利及發展

我們十分關注僱員的權益。為了確保僱員取得具競爭力的薪酬，本集團定期審視薪酬結構。除了基本薪金外，我們亦因應僱員個人表現及集團業績酌情給予花紅。本集團亦按照相關法例，讓僱員享有法定假期。我們亦會組織公司聚餐，與僱員一同共度佳節，促進團隊精神。

本集團每年都會密切監察僱員表現，以培養優秀團隊。我們的年度評估旨在提高僱員競爭力，推動僱員力求上進。年度評估針對僱員職業發展需要提供建議，助僱員提升工作能力。作出任何升遷解僱決定前，我們都會充分考慮僱員的工作態度、能力和表現，亦會考慮內部晉升出色員工，以表揚他們的付出和貢獻。

## Employees' Training

We accord great importance to employee development which we believe is vital to our long term success. The training plan devised by management aims to address the training needs of employees. Orientation is provided to new employees to deepen their understanding of operation practice of the Group for better employee integration. The training covers our Integrated Management System (IMS) policy and procedure, risk assessment evaluation and employees' responsibilities and contribution in the IMS. Regular training organised by our in-house employees and our major suppliers is designed to enhance employees' competency in the maintenance and operation of our machinery. In addition, we provide tuition reimbursement for employees who pursue independent learning and take part in external training. Employees are motivated to further enhance their professionalism and industry knowledge to support our business.

## 僱員培訓

我們十分重視僱員發展，因為我們深信僱員培訓有助推動集團長遠發展。管理層會針對員工的發展需要，編定培訓計劃。我們為新員工提供入職培訓，讓他們可以更了解本集團的營運模式，融入新的工作環境。入職培訓涵蓋綜合管理體系的政策和程序、風險評估，及僱員在有關系統下的責任及貢獻。本集團的員工和主要供應商都會組織定期培訓，從而提升僱員的工作能力，使他們可以熟練機械的維修保養及運作。除此之外，自主學習及修讀外部課程的員工都可以向我們申請學費資助或補貼。透過推動僱員提升專業知識，我們相信本集團的業務發展也會有所裨益。



PROTECT OUR EMPLOYEES' HEALTH  
AND SAFETY  
保障僱員的健康和安全

With the obligation of providing a safe working environment and enhancing the awareness on occupational health and safety in mind, a comprehensive work safety management and supervision system, accredited with the international standard of Occupational Health and Safety Assessment Series (OHSAS) 18001, is adopted to enhance safety performance. We also strictly comply with local laws and regulations regarding occupational health and safety, such as the Occupational Safety and Health Ordinance.

### Support of Safety Workplace

In addition to providing workplace safety guidelines to our employees, workplace safety inspection is conducted regularly to identify the hazards associated with activities of each process and evaluate the risks associated with the hazards identified. In response to the risk evaluation result, preventive and protective measures are implemented. Apart from displaying notice or label and providing personal protective equipment to our employees whenever necessary, safety training courses are also held to raise their awareness of workplace safety and to ensure the efficiency of the personal protective equipment for protecting our employees. During the Year, we organised trainings related to basic knowledge on OHSAS 18001, internal audit for OHSAS 18001, hazards identification and risk evaluation. In order to minimise occupational risks, some employees are required to possess relevant certificates, such as completion of mandatory basic safety training course for construction industry which attests to their capability to discharge duties in a safe manner.

### Accident Handling Scheme

Although protective measures have been implemented, our employees are vulnerable to work-related accidents and injuries given the nature of our services. The Group has established emergency policies, such as emergency response for chemical spill and fire. The evacuation drills are conducted regularly to increase their awareness and involvement in accident prevention. In event of work-related accident, we conduct a detailed analysis for the cause of injuries and implement measures to improve or rectify the issues. We continuously monitor the improvement measures to minimise the possibility of accidents.

本集團肩負保障員工的責任，致力締造安全工作環境，以及提升員工職業健康安全意識。為了加強安全管理，本集團採用的工作安全管理及監督體制全面周詳，並獲國際標準組織職業健康安全管理體系(OHSAS) 18001認證。同時，我們亦嚴格遵守與職業健康及安全相關的法律法規，例如《職業安全及健康條例》。

### 締造安全的工作環境

除了給予僱員工作安全指引外，本集團亦會定期巡查工作場所，辨別及評估生產活動過程中的風險因素。我們亦會對症下藥，參考評估結果制定防護措施。為了提高僱員職安健意識，我們不僅張貼告示及標籤，提醒僱員有需要時都可以使用個人防護裝備，亦舉辦安全培訓課程，確保僱員正確使用防護裝備。在本年度內，我們組織了不同的基礎課程，讓僱員了解OHSAS 18001、OHSAS 18001的內部審計、風險辨別及評估。為達至將職業健康風險減至最低的目的，我們嚴格要求特定崗位的僱員必須持有相關證書，例如修畢建造業強制性基本安全訓練課程，以證明僱員有能力安全完成任務。

### 事故處理計劃

鑑於本集團的業務性質，縱然我們為僱員制定了完善的防護措施，工傷事故仍然有機會發生。因此，本集團亦制定緊急政策，應對不同緊急情況，包括化學品洩漏和火警事故。僱員也需要定期出席疏散演習，鞏固安全意識，一同預防事故。若事故發生，我們會仔細調查事故起因，改善及糾正問題，並密切觀察相關改善措施，以將意外發生的機率降至最低。



The background features a large, stylized gear in shades of purple, blue, and green. The gear is set against a backdrop of concentric, wavy lines in similar colors. At the bottom, there is a horizontal bar chart with blue and green bars, and a dashed line with an arrow pointing left.

# RESPECT OUR CLIENTS AND SUPPLIERS

## 顧客及供應商承諾

The Group is committed to developing a good relationship that brings positive impacts and growth to our clients and suppliers. We strive to improve every aspect of our operation to create greater values for clients and the supply chain.

### Supply Chain Management

Behind our continuous development and smooth business operation is the stability in the supply of materials. A balanced judgment is made after considering the suppliers' performance, reputation, environmental and social factors. Suppliers with certification of ISO 14001 or ISO 9001 Quality Management System Certification or OHSAS 18001 or other accreditation will be given priority. When there are equally qualified suppliers during the enrollment process, selection will be based on green procurement principle which prioritises suppliers who use environmentally friendly product. To ensure the practice of suppliers are consistent with requirements of ISO 14001 and OHSAS 18001, suppliers are informed of our expectations, policies and requirements which formed the basis of the ongoing performance assessment. Our suppliers and contractors are also provided a guideline on environmental protection and occupational health and safety. Any supplier found to be in violation with the Group's policy will face suspension of cooperation until the situation has been improved.

### Protect Our Customer

Our aim to provide the best quality service that meets and exceeds our clients' expectation features our stringent quality control policy, as evidenced by our possession of ISO 9001. With the health and safety of customers being our dominant concern, we provide a wide range of customer services where technical employees are available to ensure our leased machinery is maintained in an efficient state and provide technical support for both of our construction machinery trading and leasing business. As part of our trading operation, our technical team is dedicated to the provision of on-site technical support services, including installation and refinement, testing and commissioning and machinery operation training for the commencement of our foundation machinery.

本集團與客戶和供應商保持緊密互惠的合作關係。我們不斷改善營運各方面，為客戶和供應商創造價值。

### 供應鏈管理

本集團業務得以持續發展及運作暢順是有賴供應商穩定的原材料供應。我們在選擇供應商時，會平衡供應商的表現、聲譽，以及其他環境社會因素。供應商若持有 ISO 14001、ISO 9001 質量管理體系、OHSAS 18001 或其他相關認證，會獲優先考慮。根據綠色採購的原則，如果甄選過程中出現條件相若的供應商，選用環保產品的供應商會享有優勢。我們亦確保供應商的操守符合 ISO 14001 和 OHSAS 18001 認證要求，因此本集團向供應商清楚交待預期、政策及要求。本集團亦會就這三方面持續評核供應商表現。另外，我們向供應商派發有關環境保護及職業安全健康的指引。如發現供應商違反本集團的政策，我們會立即中止合作關係直至情況改善。

### 保障客戶

我們的使命始終如一，就是提供優質服務，滿足並超越客戶期望。因此，本集團制定嚴謹的品質控制政策，並取得 ISO9001 認證。同時，我們提供的顧客服務亦彰顯了集團對客戶的健康及安全的重視。我們的技術團隊致力確保所有租用機器有效運作，亦會為集團建築機械買賣和租借服務提供技術支援。作為我們貿易業務的一部分，我們的技術員團隊提供現場技術支援服務，包括就開始使用地基機械的安裝及改進、測試及試運行及機械操作訓練。

## Respect Our Clients and Suppliers 顧客及供應商承諾

### Customer Focus

Our endeavour to provide quality services extends beyond mere provision of professional services, and we are devoted to achieving total customer satisfaction with customer-oriented services that aims at satisfying customers' requirements. For the trading of construction machinery of high monetary value, we would arrange and accompany our customers to the overseas workshops of our suppliers for machinery inspection before shipping to Hong Kong. We constantly collect the customers' feedback regarding quality of service, satisfaction on the product and overall performance. To enhance customers' confidence in the Group, we strive not only to provide satisfactory services to our customers, but also to promptly investigate the root cause of complaints and provide corrective action and carry out remedial and preventive action in response to the complaints from our customers.

### Business Ethics

Our code of conduct is chiefly defined by integrity, demanding employees to emulate the highest degree of integrity and ethics, as well as strict compliance with relevant laws and legislation. We also require absolute accuracy of all information on our website and forbid any false, misleading or inaccurate statement in any form of our marketing activities. Fully aware of our duty in maintaining the confidentiality of client data under local laws and regulations, such as the Personal Data (Privacy) Ordinance, the Group requires every employee to enter into a labor contract which strictly forbids the disclosure of confidential or proprietary information outside the Group, either during or after employment, without the Group's authorization. Our software system is also protected against virus contamination and the information leakage.

### 顧客為先

我們的使命不僅是提供專業服務，更堅守「以客為先」的理念，滿足顧客所需，令顧客稱心滿意。當交易涉及價格高昂的建築機器時，本集團會邀請客戶到訪供應商的海外工場，並陪同客戶實地視察，再安排機器運送到港。同時，我們持續收集客戶回饋，藉此了解本集團的服務質素、顧客滿意度和產品整體表現。為贏取客戶對本集團的信心，我們不僅致力為客戶提供滿意服務，當本集團接獲投訴後，我們亦會迅速調查投訴個案的起因，採取適當糾正、補救及預防措施，妥善處理客戶投訴。

### 商業道德

本集團注重誠信經營，要求所有僱員秉持最高的誠信及道德標準，以及遵守有關法律及法規。另外，本集團亦致力確保所有推廣活動，包括網上的資訊都是準確無誤，不帶誤導成份。根據本地法律法規如《個人資料(私隱)條例》的規定，本集團亦履行責任，竭力保障客戶資料。所有僱員都需要簽署勞工合約，未經授權嚴禁於在職期間或離職後向外透露有關本集團的保密資料。我們的電腦系統都受到保護，防止病毒入侵及資料外洩。

## Anti-corruption

With integrity being a core part of the Group's business ethics, we strictly comply with the laws and regulations regarding bribery, extortion, fraud and money laundering, such as the Prevention of Bribery Ordinance. To live up to our anti-corruption commitment, relevant policies and guidelines, such as acceptance of gifts and conflicts of interest, are also adopted by our code of conduct. Whistleblowing policy, one of our ways to maintain high standard of corporate governance, encourages our employees to report any suspected misconduct and violations of rules. Investigation work for whistleblowing reports is undertaken by our designated personnel, who will handle all reports and enquiries with strict confidentiality under all circumstances to preserve anonymity.

## 反貪污

誠信和本集團營運操守環環緊扣，密不可分。因此我們嚴格遵守《防止賄賂條例》等有關賄賂、勒索、欺詐、洗黑錢的法律法規。為了秉持廉潔經營，本集團的員工守則就有關收受禮物和利益衝突事宜制定了清晰指引。我們亦利用舉報制度，鼓勵僱員舉報懷疑不當或違規行為，以維持高水準的企業管治。同時，本集團有專人調查及處理舉報，並確保舉報人身份保密。



## CONTRIBUTE TO OUR COMMUNITY

### 社區貢獻



## Contribute to Our Community 社區貢獻

Apart from our pursuit of the business development, the Group spared no efforts in making charitable commitment which is often demonstrated through donation for charitable organization. During the Year, we are proud to support the Lok Sin Tong Benevolent Society Kowloon with a one million donation, benefitting youth and elderly services and medical and health services. As an enterprise with strong social conscience, we will continue to step up our philanthropic effort and drive employee involvement in serving the community and constructing a harmonious society.

本集團在發展業務的同時，也不忘熱心公益，回饋社區。在年內，本集團很榮幸可以向九龍樂善堂捐款港幣一百萬元，推動青年及年長服務，以及改善社區的醫療健康服務。作為良心企業，我們會繼續關懷社區，並鼓勵員工積極參與慈善活動，同心協力締造和諧社會。



**Sanroc International Holdings Limited**

Rooms 6-7, 18/F, Laws Commercial Plaza  
788 Cheung Sha Wan Road  
Kowloon, Hong Kong

**善樂國際控股有限公司**

香港九龍長沙灣道788號  
羅氏商業廣場18樓6-7室

**[www.sanrochk.com](http://www.sanrochk.com)**