



2017/2018

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

Vico International Holdings Limited
域高國際控股有限公司

(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：1621



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ENVIRONMENT, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

1. ABOUT THIS REPORT

This is the first annual independent environment, social and governance (“**ESG**”) report (this “**Report**”) of Vico International Holdings Limited (“**Vico International**”, the “**Company**”, together with its subsidiaries, the “**Group**” or “**we**”). This Report reflects our status and performance in terms of ESG during the reporting period. Information collected during the course of preparation of this Report and disclosed herein would be adopted as the Company’s ESG strategies.

Reporting standards

This Report is prepared in accordance with the requirements as set out in Environmental, Social and Governance Reporting Guide (the “**Guide**”), Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“**HKEx**”).

Reporting period

Unless otherwise specified, this Report covers our status and performance in respect of the ESG topics from 1 April 2017 to 31 March 2018.

Scope of reporting and boundary

This Report is our ESG report for the first year since our listing. The reporting principles of “Quantitative”, “Balance” and “Consistency” as set out in the Guide of the HKEx underpin the preparation of this Report, the contents of this Report and the presentation of information.

1. 關於本份報告

此乃域高國際控股有限公司（「**域高國際**」、「**本公司**」及其附屬公司、「**本集團**」或「**我們**」）的首份年度獨立環境、社會及管治（「**環境、社會及管治**」）報告（「**本報告**」）。本報告反映我們於報告期間的環境、社會及公司管治的情況與表現。於報告編製過程中所收集於本報告內所披露的資料將作為本公司的環境、社會及公司管治策略。

報告準則

本報告乃根據香港聯合交易所有限公司（「**聯交所**」）證券上市規則附錄二十七《環境、社會及管治報告指引》（「**指引**」）所載的規定編製。

報告期

除另有聲明者外，本報告涵蓋我們二零一七年四月一日至二零一八年三月三十一日止有關環境、社會及管治議題的情況及表現。

報告範圍及邊界

此份報告是我們上市以來首年度的環境、社會及管治報告。我們將根據香港交易所的指引，以「量化」、「平衡」及「一致性」匯報原則為編製報告的基礎，界定本報告的內容及信息的呈現方式。

Accessibility and feedback

This Report can be accessed on our official website at: <http://www.vicointernational.hk> and on HKExnews website at <http://www.hkexnews.hk>. Readers may contact us via email at: cs@vicointernational.hk should there be any enquiries or comments about this Report.

Board approval

The board of directors of the Company (the “Board”) has approved this Report on 4 October 2018.

2. ABOUT VICO INTERNATIONAL HOLDINGS LIMITED

Vico International is publicly listed on HKEx with stock code: 1621. Our core businesses comprise the distribution of third-party branded petrochemicals, the sales of the self-branded lubricant oil and provides fleet card services in Hong Kong. The petrochemical products of the Group include (i) diesel; (ii) lubricant oil (including self-branded lubricant oil and third-party branded lubricant oil); and (iii) other petrochemicals such as bitumen.

Diesel, lubricant oil and other petrochemicals

The Group sourced semi-finished lubricant oil in bulk volume and finished lubricant oil from overseas suppliers for the in-house blending and repackaging into wholesale and retail packs for sales in Hong Kong. Our businesses are built on our customer-oriented corporate culture, and we focus on offering premium petrochemicals at competitive price. Over years, we have become a renowned petrochemicals distributor in Hong Kong under the support of our experienced management team.

獲取報告途徑及意見

本報告可於我們的官方網站 <http://www.vicointernational.hk> 以及香港交易所的披露易網站 <http://www.hkexnews.hk> 上查詢。倘若讀者對本報告有任何查詢或疑問，可通過電子郵件 cs@vicointernational.hk 聯繫我們。

董事會批准

本公司董事會（「董事會」）已於二零一八年十月四日批准本報告。

2. 關於域高國際控股有限公司

域高國際乃於聯交所公開上市，股份代號：1621。我們的核心業務包括於香港分銷第三方品牌石油化工產品、銷售自有品牌潤滑油及提供車隊咭服務。本集團的石油化工產品包括(i)柴油；(ii)潤滑油（包括自有品牌潤滑油及第三方品牌潤滑油）；及(iii)其他石油化工產品，例如瀝青。

柴油、潤滑油與其他石化產品

本集團向海外供應商採購成批半製成潤滑油及成品潤滑油以供我們內部調合及重新包裝，成為批發和零售裝在香港發售。由於業務建基於客戶為本的企業文化，並專注於按具競爭力的價格提供優質石油化工產品。經過多年，在經驗豐富的管理團隊的支持下，我們已成為香港著名石油化工產品分銷商。

Fleet cards

The Group is also an authorized reseller of fleet cards. As at 31 March 2018, the Group operated a total number of 29,554 fleet card accounts (2017: 28,921 fleet card accounts), and we were ranked as the second largest fleet card reseller in terms of the total estimated revenue (on gross basis) in Hong Kong for the year ended 31 March 2017 (the “Corresponding Period”).

車隊咭

本集團亦為車隊咭的經授權代理商。於二零一八年三月三十一日，本集團合共管理29,554個車隊咭賬戶（二零一七年：28,921個車隊咭賬戶），以估計總收益（毛額基準）計算，我們於二零一七年三月三十一日止年度（「同期」）位列香港第二大車隊咭代理商。

3. CSR PHILOSOPHY

The shares of the Company were successfully listed on the Main Board of the Stock Exchange by way of placing and public offer on 5 March 2018, which marked a significant milestone for the Company.

Upholding corporate social responsibility as its core value, the Group believes that healthy and sound corporate governance standards are vital to safeguarding shareholders' interests, enhancing corporate value, formulating corporate business strategies as well as corporate transparency and accountability. We will spare no effort on establishing a solid foundation for the Group's overall environment, social and governance management.

The Board monitors the businesses, strategical decisions and performance of the Company, and shall make objective decisions for the best interests of the Company. The Board is responsible for deciding all important matters, such as those involving the Company's policies, financial information, appointment of directors and other significant operation issues. The Board has established three committees, namely the audit committee, the remuneration committee and the nomination committee, to monitor specific aspects of the Company.

3. 企業社會責任理念

本公司股份已於二零一八年三月五日透過配售及公開發售的方式於聯交所主板成功上市，此為本公司的重大里程碑。

企業社會責任是本集團追求的核心價值，我們相信健康良好的企業管治標準乃是股東利益保障、企業價值提升、企業業務策略制定、企業透明度和問責性之關鍵。我們將不遺餘力就本集團的整體環境、社會及管治管理建立堅實的基礎。

董事會監管本公司業務、策略決策及表現，且應以本公司之最佳利益做出客觀決定。董事會負責決定所有重要事宜，當中涉及本公司的政策事宜、財務資料、委任董事及其他重大營運事宜。董事會已成立三個委員會，即審核委員會、薪酬委員會及提名委員會，以監管本公司事務之特定方面。

We attach importance to the interests of our stakeholders and have formulated various channels and policies to maintain liaison. In addition, we also value environmental protection, waste management as well as health and safety of our staff.

This Report reflects our performance and highlights on aspects such as environmental protection, employees' benefits, products and service quality and community contribution from 1 April 2017 to 31 March 2018.

3.1 Stakeholder communication

Vico International values every opportunity to communicate with our stakeholders and strives to address their concerns. To safeguard the interests and rights of shareholders, we propose separate resolutions for every separate matter, including the election of individual director, at the general meeting. All resolutions proposed at the general meeting will be passed by way of poll pursuant to the Listing Rules, with the poll results published on the websites of the Company and HKEx upon the conclusion of the respective general meetings.

The stakeholders of Vico International include shareholders/investors, employees, customers, suppliers, service providers, professional advisors, NGO partners, industry associations and media.

我們重視持份者的利益，並已制定多個渠道、政策與之保持聯繫。此外，我們亦重視環境保護、廢棄物管理以及員工健康與安全。

本報告反映我們於二零一七年四月一日至二零一八年三月三十一日有關環境保護、僱員福利、產品與服務素質、社區貢獻等方面的表現與亮點。

3.1 與持份者溝通

域高國際重視與每一個與持份者溝通的機會，並努力解決其疑慮。為保障股東利益及權利，我們於股東大會上就每項實際獨立之事宜（包括選舉個別董事）提呈個別決議案。於股東大會上提呈的所有決議案將根據上市規則按股數投票表決，而投票結果將於各股東大會結束後於本公司及聯交所網站刊登。

域高國際的持份者包括股東／投資者、僱員、客戶、供應商、服務提供商、專業顧問、非政府組織合作夥伴、業界組織及媒體等。

Stakeholder Engagement Methods

Stakeholder Engagement Methods	Communication Channel
Customers	<ul style="list-style-type: none"> Official websites Satisfaction surveys Day-to-day communication through frontline staff Customer hotline
Employees	<ul style="list-style-type: none"> Intranet Annual appraisal Team building activities
Industry Associations	<ul style="list-style-type: none"> Annual and regular meetings Events
Media	<ul style="list-style-type: none"> Media enquiry
NGO Partners	<ul style="list-style-type: none"> Volunteer activities Sponsorships and donations
Shareholders/Investors	<ul style="list-style-type: none"> General meetings Information published on websites of the Company/the Stock Exchange (e.g. annual and interim reports, announcements, circulars, etc.) Investor relations enquiry
Suppliers/Contractors/Service Providers/Professional Advisors	<ul style="list-style-type: none"> Ongoing direct engagements

持份者參與方式

持份者參與方式	溝通渠道
客戶	<ul style="list-style-type: none"> 官方網站 滿意度調查 通過前線員工的日常溝通 客戶服務熱線
僱員	<ul style="list-style-type: none"> 內聯網 年度評核 團隊合作活動
業界組織	<ul style="list-style-type: none"> 年度及定期會議 舉辦活動
媒體	<ul style="list-style-type: none"> 媒體查詢
非政府組織合作夥伴	<ul style="list-style-type: none"> 義工活動 贊助及捐贈
股東／投資者	<ul style="list-style-type: none"> 股東大會 發佈於本公司／聯交所網站的資料(例如年度及中期報告、公告、通函等) 投資者關係查詢
供應商／承包商 服務供應商／ 專業顧問	<ul style="list-style-type: none"> 持續直接參與

4. CORPORATE GOVERNANCE

In order to safeguard the interests of our investors and other stakeholders, we maintain a robust corporate governance structure and strictly act in compliance with the relevant anti-corruption laws. The Board has adopted the principles of the Corporate Governance Code (the “**CG Code**”) as set out in Appendix 14 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Listing Rules**”).

The Board and management are endeavoured to demonstrate the highest integrity of corporate governance and have the overall responsibility for evaluating and determining the nature and extent of the risks it is willing to take in achieving the Company’s strategic objectives, while establishing and maintaining appropriate and effective risk management and internal control systems.

The audit committee and internal control consultant assist the Board in leading the management and overseeing their design, implementation and monitoring of the risk management and internal control systems.

The Company has developed and adopted various risk management procedures and guidelines with defined authority for implementation by key business processes and office functions, including sales and customers’ management, production management, financial reporting and human resources.

Employees are encouraged to raise their concerns about possible improprieties in financial reporting, internal control or other matters.

4. 企業管治

為保障我們的投資者及其他持份者的利益，我們維持審慎的企業管治架構，並嚴格依照有關反貪污法律行事。董事會已採用《香港聯合交易所有限公司證券上市規則》（「**上市規則**」）附錄14所載之企業管治守則（「**企業管治守則**」）之原則。

董事會及管理層均努力實現企業管治的最高誠信，並全權負責評估及釐定達成本公司策略目標所願意承擔的風險性質及程度，建立適當有效的風險管理及內部監控制度。

審核委員會及內部監控顧問協助董事會帶領管理層級監管彼等對風險管理及內部監控制度之設計、實施及監察。

我們已經制定和採納了多個管理程序及指引，該等程序及指引授予主要業務程序及辦公職能（包括銷售及客戶管理、生產管理、財務報告及人力資源）界定實施權限。

我們鼓勵僱員就財務匯報、內部監控或其他方面可能不當的行為提出彼等的關注。

During the reporting period, we had no pending corruption lawsuits and outcome of proceedings. In that period, we participated in the anti-corruption seminar hosted by ICAC. For relevant reporting, our staff could directly contact the Board, which will be directly in charge of the investigation. The internal control manual of the Group has formulated specific Whistle Blowing Policy and Fraud Risk Assessment Policy to encourage our staff to concern about our internal control and help them identify risks.

From 1 April 2017 to 31 March 2018, the Group did not have any corruption case. The official website and 2017 annual report of the Company set out the information and update of other corporate governance aspects.

5. ENVIRONMENT

Vico International understands that our businesses might impose impact on the environment, and thus we comply with relevant environmental protection laws and emission standards. Such impact may incur in any phase of commodities production and transaction, office environment and daily operation and management.

Our management method includes:

Commodities transaction and production: It clearly expresses our concerns to some recyclable wastes from our client. Regular maintenance is conducted on our transportation fleets to avoid health and environment incidents, such as fire and explosion.

Office environment and daily operation and management: We advocate the sense of environmental protection and adopt green internal management policies.

在匯報期內，我們並無已審結的貪污訴訟案件及訴訟結果。在此期間，我們參加由ICAC主辦的防貪講座，如有相關舉報，員工可直接聯絡董事會，由董事會直接調查。集團的內部控制手冊已制定具體的舉報規則(Whistle Blowing Policy)與欺詐風險測試政策(Fraud Risk Assessment Policy)，鼓勵員工關注公司內部控制情況，幫助員工判別風險。

自二零一七年四月一日至二零一八年三月三十一日，本集團並無錄得任何貪污行為事件。本公司的官方網站及二零一七年年報載有其他企業管治方面的資訊及更新。

5. 環境

域高國際明白我們的業務可能造成環境影響。因此我們遵守有關環保法律及排放標準。該等影響可能在貨物生產、交易的各個階段，辦公環境及日常經營管理中發生。

我們的管理方法包括：

貨物交易及生產：明確傳達我們的顧慮並從客戶處回收部分可回收的廢棄物。對運送貨物的車輛經常進行保養，防止健康及環境事故(例如，火災及爆炸)的發生。

辦公室環境及日常經營管理：我們提倡環保意識並採納綠色內部管理政策。

5.1 Environment

Emissions

We prudently handle and store the wastes arising from production, such as cans for petrol storage. Some cylinders for petrol storage would be recycled from client and reused for carrying the same type of products, while some packaging carriers would be handled by client. For those wastes which could not be handled by us, they are generally referred to relevant waste recyclers for handling. We are finding more effective packaging and product carrying means to reduce the number of delivery, constantly optimize the transportation management structure, and realize a more efficient logistics planning.

We understand office operation and product transportation involve energy consumption and emissions, and we conduct close control thereon.

5.1 環境方面

排放物

我們謹慎處理及儲存生產過程中的廢棄物(如, 裝置汽油的罐), 部分儲存汽油的筒會從客戶處回收再用作承載同類產品, 部分包裝器皿由客戶自行處理。我們無法處理的廢棄物, 一般會交由相關廢物回收商處理。我們正在尋找更有效的包裝方法和承載產品方式, 以減少交貨次數, 不斷完善運輸管理體系, 實現更高效的旅程規劃。

我們明白由於辦公室運營及產品的運輸, 產生了耗能及排放物。我們對其有密切的監控。

Electricity bill from 1 April 2017 to 31 March 2018	電費單2017年4月1日至 2018年3月31日賬單	Billing unit (energy consumption) 賬單單位(用電量)
April 2017	2017年4月份	134
May 2017	2017年5月份	146
June 2017	2017年6月份	171
July 2017	2017年7月份	170
August 2017	2017年8月份	174
September 2017	2017年9月份	165
October 2017	2017年10月份	158
November 2017	2017年11月份	145
December 2017	2017年12月份	126
January 2018	2018年1月份	113
February 2018	2018年2月份	96
March 2018	2018年3月份	101

Items	Quantity	Unit
1. Batteries	<1	Kilogram
2. Lamps	10	Unit
3. Light bulbs	0	Unit
4. Paper	0-500	Piece
5. Aluminum cans	0-50	Unit
6. Plastic bottles	0-50	Unit

We conduct regular repair and maintenance on our transportation vehicles to reduce incidents and emissions, and place particular concerns on the maintenance of diesel tank wagons given that their status does not only affect the smooth transportation of commodities, but are of utmost importance for avoiding health and environmental incidents, such as fire and explosion, resulted from the leakage of petrol products or other hazardous substances.

項目	數量	單位
1. 電池	<1	公斤
2. 燈管	10	件
3. 燈泡	0	件
4. 紙	0-500	張
5. 鋁罐	0-50	件
6. 塑料瓶	0-50	件

我們對運輸車輛進行定期維修及保養，以減少事故及排放物的增加，且特別重視柴油貯槽車的保養，因為柴油貯槽車的狀況不僅影響順利運送貨物，且對預防可導致健康及環境事故（例如火災及爆炸）的石油產品或其他有害物質洩漏亦非常重要。

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Vehicle emission data as of 31 March 2018

Quantity (unit)

Light vehicles less than 2.5 Tons	2 (private cars)
Light vehicles between 2.5 Tons – 3.5 Tons	2
Vehicles between 3.5 – 5.5 Tons	0
Vehicles between 5.5 – 15 Tons	10
Vehicles over 15 Tons	5
Vehicle emission data – vehicle travel Kilometers	495,891 (km)

We purchase paper made from plantation gardens authorized by Forest Stewardship Council (FSC) to reduce the number of harvested timber to the maximum extent. “Green messages” are posted within office area as reminders, while electronic means are urged to be used for the dissemination of corporate information. We recommend our office staff to print on both sides of recycled paper, and provide reusable wares to minimize the use of disposable ones.

截止至2018年3月31日，

汽車排放數據

數量(輛)

輕型汽車小於2.5噸	2(私家車)
輕型汽車2.5噸 – 3.5噸	2
汽車3.5–5.5噸	0
汽車5.5–15噸	10
汽車大於15噸	5
汽車排放數據 – 汽車 行駛公里	495,891 (km)

我們採購由森林認證委員會(FSC)認證的種植園製成的紙張，以最大限度的減少天然林中的採伐量，並在辦公室周圍張貼「綠色信息」作為提醒，同時盡量使用電子渠道傳播公司信息。我們向辦公室工作人員推薦在再生紙上進行雙面複印，並向其提供可重複使用的器具，以減少一次性器具的使用。

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5.2 Use of Resources

Effective policies or methods of encouraging staff to reduce electricity consumption

Methods

1. Install energy-saving T5 fluorescent tubes in offices and retail outlets
2. Encourage staff to turn off lights when away
3. Strongly recommend turning off lights during lunch breaks
4. Turn off indoor lighting when sunlight is sufficient
5. Strictly turn off the power in all shops after business or operation hours
6. Keep room temperature at 25 degrees and encourage staff to turn off electronic equipment when not in use

5.2 資源使用

有效鼓勵員工減少用電量的政策或方法

方法

1. T5節能照明燈管已安裝在辦公室和零售店
2. 鼓勵員工在他們不在職時關掉照明
3. 強烈建議午餐時間熄燈
4. 如果有足夠的陽光，室內照明應關閉
5. 嚴格關閉所有商店業務或運營時間後的用電
6. 室內溫度保持25度並鼓勵員工在不使用時關閉電子設備



*Effective policies or methods of
encouraging staff to reduce waste*

Methods

1. Turn off the computers and other electronic equipment when not in use
2. Ensure all idling equipment is turned off when night security personnel patrols the offices
3. Send relevant “Green Messages” to staff to raise their awareness on environmental protection
4. Place green posters in corridors/pantries to promote an atmosphere of environmentally friendliness at workplace
5. Join “Earth Hour” to enhance staff’s understanding of low carbon office operation and energy-saving habits
6. Turn off all unnecessary lights for one hour and encourage staff to adopt the same practice at home
7. Encourage staff to promote the use of e-statements and bank autopay service to client so as to reduce paper consumption for issuing monthly statements and cheques

*有效鼓勵員工減少產生廢物的
政策或方法*

方法

1. 電腦和其他電子設備在不使用時應關閉
2. 夜間保安人員在辦公室巡邏，以確保所有不使用的設備都關閉
3. 將「綠色信息」有關的信息發送給員工，旨在提高環保意識
4. 黏貼綠色海報在走廊／茶水間，通過海報促進工作空間有環境友好的氛圍
5. 為提高員工對低碳辦公和節能習慣的認識，參加「地球熄燈一小時」
6. 關掉所有非必要的燈光一小時，並鼓勵所有員工在家中採取同樣的做法
7. 鼓勵員工向客戶推廣電子月結單及使用銀行自動轉賬服務，減少用紙（月結單及支票所使用紙章）

Effective policies or methods of encouraging staff to reduce water consumption

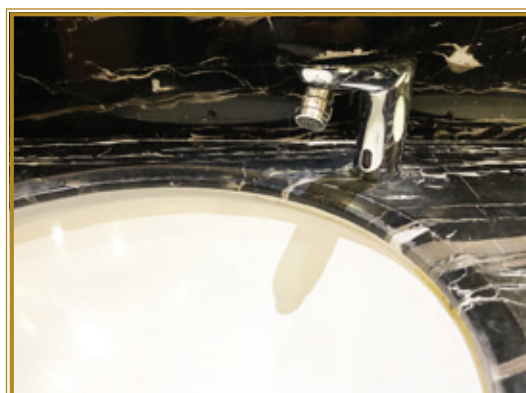
有效鼓勵員工減少用水量的政策或方法

Methods

方法

1. Turn off the tap when soaping hands
2. Use production methods and machineries that are efficient in water saving
3. Calculate the amount of water required for each production unit and frequently check the amount of water consumption
4. Regularly check concealed piping for leakage and damage, check the internal water supply system and repair defective water tanks, taps and other water supply facilities
5. Ensure bottles, cans, tanks, churns and other vessels are fully emptied before washing
6. Turn off the water supply system at night and on holidays
7. Place posters and other publicity materials to encourage water conservation among staff

1. 塗視液時應關掉水龍頭
2. 採用能有效節省用水的生產方法及器械
3. 計算每個生產單位所需的水量，並經常查驗耗水量
4. 定期檢查隱蔽水管，以防漏損，檢查內部供水系統，修理有毛病的水箱、水龍頭及其他的供水設施
5. 在洗濯樽、罐、缸、攪拌器及其他器皿時，應確保內裡物品已傾倒淨盡
6. 供水系統在夜間及假期應予關閉
7. 利用海報等宣傳媒介鼓勵員工珍惜用水



Effective policies or methods of encouraging staff to reduce packaging materials consumption

In general, suppliers provide standardized packaging and thus no extra packaging materials from the Company are required. However, for purchases of products of our self-owned brands in bulk, apart from standardized packaging provided by suppliers, the Company provides a more suitable large ware packaging to reduce the use of packaging materials.

有效鼓勵員工減少包裝材料的政策或方法

一般情況下，供應商以標準化包裝，本公司不用額外包裝材料；但就自家牌品產品，除供應商提供的標準化包裝外，如客戶的購買量夠大時，本公司會採用更合適的大型器皿包裝，減少不必要的包裝材料。

6. EMPLOYMENT

We have a diverse workforce and we expect our employees to treat one another with respect and dignity. Discrimination in terms of gender, age, race, religion, disability, marital or family status or any other aspects protected by law is strictly prohibited. Equal opportunities are provided to employees for all employment decisions made.

Our (1) basic analysis of workforce, (2) health and safety of employees, (3) development and training, (4) labour standards are as follows.

Basic analysis of workforce

Gender	性別	Number 數量
Male	男	12人
Female	女	16人
Total	總數	28人

6. 僱傭

我們擁有多元化的僱員隊伍，並期望僱員互相給予尊重和尊嚴。我們嚴格禁止給予性別、年齡、種族、宗教、殘疾、婚姻或家庭狀況或任何其他受法律保護的方面之歧視行為。在做出所有僱傭決策的時候，會為僱員提供平等的機會。

以下是有關我們(1)員工基本情況、(2)僱員的健康與安全、(3)發展與培訓、(4)勞工標準。

員工基本情況

Staff category	員工種類	Number 數量
Full-time staff	全職員工	28人
Part-time staff	兼職員工	0人
Contract staff	合約員工	0人
Total	總數	28人

Age group	年齡分佈	Number 數量
<30	<30	13人
30-50	30-50	10人
>50	>50	5人
Total	總數	28人

Health and safety of employees

From 1 April 2017 to 31 March 2018, there were no death cases related to work nor lost working days due to occupational injury.

Occupational health and safety measures, and relevant implementation and monitoring methods adopted by us

1. Provide and maintain devices and work system that do not endanger safety or health
2. Make relevant arrangements to ensure the use, handling, storage or transportation of devices or substances are safe and do not endanger health
3. Provide all necessary information, instruction, training and supervision to ensure the safety and health of employees
4. Provide and maintain safe access to and egress from the workplaces
5. Provide and maintain a safe and healthy work environment

僱員的健康與安全

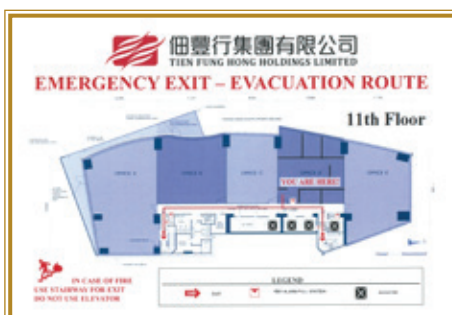
2017年4月1日 至2018年3月31日，我們沒有因工作關係而死亡的員工人數，也無員工因工傷損失工作日數。

我們採納的職業健康與安全措施，以及相關執行及監察方法

1. 提供及維持不會危害安全或健康的作業裝置及工作系統
2. 作出有關的安排，以確保在使用、處理、貯存或運載作業裝置或物質方面是安全和不會危害健康的
3. 提供所有所需的資料、指導、訓練及監督，以確保僱員的安全及健康
4. 提供及維持安全進出工作地點的途徑
5. 提供及維持安全及健康的工作環境

ENVIRONMENT, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告



Development and training

發展與培訓

Staff development and training methods adopted by us

我們採納的員工發展與培訓方式

Unit (Hours)

單位(小時)

- | | | |
|----|--|-----|
| 1. | Average annual training hours per employee
平均每位員工一年裡培訓小時數 | 7 |
| 2. | Management's training hours (8 people)
管理層員工培訓小時數(8人) | 80 |
| 3. | General staff's training hours (20 people)
普通員工培訓小時數(20人) | 110 |

Staff activities

We advocate our employees to maintain a work-life balance and we understand the importance of family. Therefore, we have organized a variety of recreational activities as well as annual outings for employees and their families.



Labour standards

The Group stringently verifies the identity documents of new employees during the employment process to avoid recruiting child labour. The Group does not encourage overtime work. There have not been any non-compliances in relation to employment, which shall be handled in accordance with relevant contracts and regulations once discovered.

員工活動

我們鼓勵員工維持工作和生活的平衡，亦明白家庭的重要性。因此，我們為僱員及其家屬安排各種康樂活動，也為僱員及其家屬組織年度戶外活動。

勞工標準

本集團在招聘員工時會仔細檢查受聘者的身份證明文件，避免招聘童工，本集團亦不鼓勵任何超時工作。至今尚未發現違規情況，如發現招聘違規情況，必定按照相關合約和法規進行處理。

7. COMMUNITY

As a corporate citizen, Vico International has been actively contributing to the community through participating in different community activities. On 9 July 2017, we joined the campaign, namely “愛家愛港•童您快樂成長 2017”, jointly organized by Wofoo Social Enterprises and Hong Kong Ferry (Holdings) Company Limited.

7. 社區

作為企業公民，域高國際通過參與各類社區活動，積極為社區做出貢獻。我們在二零一七年七月九日參加了和富社會企業、香港小輪（集團）有限公司舉辦的「愛家愛港•童您快樂成長2017」活動。



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

We proactively promote collaborations among business and social service partners and inspire corporate social responsibility. We also encourage business and public institutions to join hands and build a cohesive society through caring for the community, employees and the environment.

我們積極促進商界與社會夥伴合作、推動企業履行社會責任，並鼓勵工商及公共機構關懷社群、關心員工及愛護環保，攜手建設共融社會。



8. OPERATIONS

Our core value is to provide high quality products and services to clients. To this end, we need to have clear communications with clients, employees and suppliers in order to gain their strong support.

8. 營運

我們基本的價值是向客戶提供高品質的產品及服務，為此，我們需向客戶、僱員及供應商清晰地溝通，從而得到大力的支持。

8.1 Products and Services Quality

From 1 April 2017 to 31 March 2018, we have not received any complaints about products and services. There were no products in the total number of products sold or shipped being recalled for safety and health reasons.

In order to protect and maintain our intellectual property rights, we have set up policies in regard to health and safety, advertising, labelling and privacy in providing products and services and have been complying with the relevant laws and regulations.

8.1 產品及服務素質

在二零一七年四月一日至二零一八年三月三十一日止，我們無接獲任何關於產品及服務的投訴，也無任何已售或已運送產品總數中因安全與健康理由需要回收的產品。

我們制定有關健康與安全、廣告、標籤和提供產品和服務的隱私權政策及遵從相關法律法規，從而保護及維護知識產權。



Our quality assurance process and product recall procedures are as follows:

1. Product warranty and return policy

Upon receiving complaints from our customers and downstream distributors lodged through our customer service hotline, email, fax or walk-in visit at the Sham Shui Po Outlet which are relating to quality defects or shortfalls in quantity on the products we sold, we will work with our customers to investigate the issues together. If it is concluded that there are shortfalls in our delivery, we will make supplemental deliveries to our customers. For products with quality defects, we accept the exchange of same types of products or replacement with different types of products at the same value.

Given that our sales of third-party branded products to downstream distributors are covered by the quality warranty of the product manufacturers, we provide no refund or return of any obsolete inventories to our customers who are downstream distributors. In addition, the products purchased by customers using our fleet cards will be subject to the after-sales policies of Oil Company Y, and are not covered by our product return policy.

我們的質量檢定過程及產品回收程序，如下：

1. 產品保修及退貨政策

透過我們的客戶服務熱線、電郵、傳真或深水埗門市街客收到客戶及下游分銷商就我們售出的產品質量缺陷或數量不足方面提交的投訴後，我們將與客戶合作聯手調查相關問題。倘結論為我們付運出現短缺，我們將向客戶補貨。就存在質量缺陷的產品，我們接受相同類別產品或同等價值的不同類別產品換貨。

由於我們向下游分銷商銷售的第三方品牌產品受到產品製造商的質量保證所保障，我們不會提供退款或將任何陳舊存貨退回下游分銷商客戶。此外，客戶使用車隊咭購買的產品將採用石油公司Y的售後政策，且不受我們產品退貨政策覆蓋。

2. *Quality control policy*

We maintain a set of rigorous quality control policies throughout our sourcing, production and delivery cycle, and we have a successful delivery track record and provide quality after-sale services. To ensure consistent quality of the petrochemicals we distributed, we only source finished products and raw materials from our approved suppliers, whose performances are reviewed annually so as to ensure overall quality of supplies.

For the purchase of lubricant oil and other products, we generally request our suppliers to issue report on the technical specifications monthly to ensure that the technical specifications and quality consistently satisfy our customers' requirements. For our delivery of diesel, we also conduct checks on the quantity prior to each delivery.

2. *質量控制政策*

我們對整個採購、生產及交付週期設定了一套嚴格的質量控制政策，並且擁有成功的過往交付記錄，及提供優質售後服務。為確保我們分銷的石油化工產品質量保持穩定，我們只會向我們的認可供應商採購成品及原料，並按年審閱其表現，以確保供貨整體質量。

就潤滑油及其他產品的採購，我們通常要求供應商每月發出有關的技術規格報告，以確保技術規格及質量一直符合客戶的要求。交付柴油方面，我們於交付每批貨品前亦會核對數量。

In our in-house blending and repackaging of lubricant oil, we strictly follow the formula and production guidelines applicable to the respective types of lubricant oil. In addition, during the process of blending and repackaging, Mr. Hui, our executive Director and chairman of the Board who has more than 40 years of experience in handling petrochemicals, regularly inspects the sample of finished products on the basis of various factors such as viscosity, colouring, sediments, smell and opacity. In the event that the sample does not pass the inspection, components used in the process will be adjusted and the product will be re-blended until it conforms to the requirements. If the failed product cannot be re-blended, the entire production batch will be rejected and disposed.

Our Directors confirm that during the Track Record Period and up to the Latest Practicable Date, we had not received any complaint or claim for compensation from our customers due to quality issue in relation to the lubricant oil and diesel supplied by us.

就我們潤滑油內部調合及重新包裝，我們嚴格按照各類型潤滑油適用的配方及生產指引。此外，於調合及重新包裝過程中，擁有逾40年處理石油化工產品經驗的執行董事兼董事會主席許先生會定期根據多個因素對製成品樣本進行檢測，該等因素包括黏度、色澤、沉澱物、氣味及混濁度。倘樣本未能通過檢測，會對過程中使用的成份作出調整，並會重新調配產品直至符合要求。若調配失敗的產品無法重新調合，整個生產批號將不予接納並會棄掉。

我們的董事確認，於往績期間及直至最後可行日期，我們並無收到客戶就我們供應的潤滑油及柴油的質量問題的任何投訴或賠償申索。

Our policies in protecting consumers' information and privacy and relevant measures in execution and supervision are as follows:

1. *Laws and regulations in relation to consumer protection*

We offer product swap on the sales of petrochemicals to our customers within ten days following the purchase. We bear the liability of product defects only on our in-house blended products. In terms of the third-party branded products, our upstream suppliers or distributors, as applicable, are generally liable for any defective products distributed or manufactured by them and offer replacement of defective products.

We maintain customer service hotlines to, among other things, take complaints from customers relating to the services and sales behaviour of our sales agents. During the Track Record Period and up to the Latest Practicable Date, we did not experience material product swap or disputes with our customers over quality of our products that may have a material adverse impact to our business operations.

我們的消費者資料保護及隱私政策及相關的執行及監管方法，如下：

1. *有關保障消費者的法律及法規*

就石油化工產品銷售業務而言，我們為客戶提供購買後十日內換貨服務。我們僅對內部調合的產品承擔缺陷品責任。就第三方品牌產品而言，上游供應商或分銷商（如適用）一般對由其分銷或生產的任何缺陷品承擔責任及提供缺陷品換貨。

我們設有客戶服務熱線以（其中包括）接收客戶有關我們銷售代理服務及銷售行為的投訴。於往績期間及直至最後可行日期，我們與客戶並無就我們產品質量出現任何重大換貨事件或產生糾紛而可能對我們業務營運造成嚴重不利影響。

2. *Customer information security*

During the operation of our fleet card business, we electronically receive, process, store and transmit our customers' and partners' sensitive information, including personal identifiable information, bank account information and expense data.

We have established our information and data protection policy which governs the collection, transfer, processing and back-up of all personal data and other private information collected from fleet card holders and applicants, and have implemented internal policies and systems to protect the personal data and other private information collected from fleet card holders and applicants:

- 1) All documentation collected from fleet card holders and applicants in electronic forms is protected by encrypted regular back-ups within the Group's information management system. Such information will be destroyed in two years after the respective fleet card holders terminate the fleet card service.

2. 客戶資料保安

於車隊咭業務的營運過程中，我們以電子方式接收、處理、儲存及傳輸客戶及夥伴的敏感資料，包括個人身份資料、銀行賬戶資料及開支數據。

我們已確立資訊及數據保護政策，其規管向車隊咭持有人及申請人收集的所有個人數據及其他私人資料的收集、轉移、處理及備份，並已實施內部政策及制度以保護向車隊咭持有人及申請人收集的個人數據及其他私人資料：

- 1) 向車隊咭持有人及申請人收集的所有電子文檔以本集團資訊管理系統內的加密定期備份保護。資料會在有關車隊咭持有人終止使用車隊咭服務兩年後銷毀。

- | | |
|--|--|
| <p>2) Hard copies of all application documents from our fleet card applicants are kept by our Group in a locked document cabinet, the key to which is kept by the Group's customer service manager. Such application documents will also be kept by our Group for two years before destruction.</p> <p>3) Appropriate levels of access control are implemented across our internal computer systems, so that the personal data and other private information of fleet card holders and applicants could only be accessed by senior management and permitted operation staff on an "need-to-know" basis.</p> <p>4) Mr. Eric Hui, our executive Director and chief executive officer (as supported by our in-house technicians and external vendors), is responsible for overseeing the safekeeping of personal data and other private information in our possession as well as the maintenance of our internal systems for data storage, processing and protection.</p> | <p>2) 車隊咭申請人的所有申請文檔紙本，由本集團存放於已上鎖的文件櫃內保管，文件櫃鑰匙由本集團客戶服務經理保管。本集團亦會先保存該等申請文檔兩年，之後才會銷毀。</p> <p>3) 內部電腦系統實行合適存取控制水平，使車隊咭持有人及申請人的個人資料僅可由高級管理層及許可營運員工於有需要得知時存取。</p> <p>4) 在內部技師及外部供應商支援下，執行董事兼行政總裁許業豪先生負責監督我們管有的個人資料及其他私人資料的保護，以及用於數據儲存、處理及保護的內部系統的維護。</p> |
|--|--|

- 5) We set forth our privacy policy in our fleet card application form to notify fleet card applicants about our usage of personal data and other private information collected during the application process.

- 5) 我們於車隊咭申請表格列明私隱政策，將申請過程中收集個人數據及其他私人資料的用途告知車隊咭申請人。

8.2 Supply Chain Management

8.2 供應鏈管理

Number of suppliers 供應商數量

Number 數量(個)

Areas where the suppliers located
供應商來自的區域

1.	Singapore 新加坡	4
2.	Malaysia 馬來西亞	1
3.	Korea 韓國	1
4.	Hong Kong 香港	13
5.	The Netherlands 荷蘭	1

*We choose and manage suppliers/
sub-contractors by the following
methods*

1. To start as an employer with equal opportunities, and admit the right of collective bargaining and the minimum and general wages and benefits
2. To maintain honesty and accountability standards
3. To minimize the discrimination against small and medium enterprises or local suppliers
4. To provide a healthy and safe working environment, shall not employ forced or child labor and harassment or abuse of staff is prohibited
5. To support sustainable development, responsible to the environment and comply with environmental standards to conserve resources
6. To minimize the negative impacts on the environment from the production, application and disposal and try the best to reduce the use of harmful products

*我們用以下方法篩選、管理供
應商／外包商*

1. 作為平等機會的雇主開展工作，並承認集體談判的權利以及最低和普遍的工資和福利
2. 維護誠實和問責標準
3. 盡量減少對中小企業或當地供應商的歧視
4. 提供健康和安全的工作環境，不得僱用強迫或童工，並且禁止騷擾或濫用職員
5. 支持可持續發展，負責任地對待環境，遵守環境標準以節約資源
6. 盡量減少產品的生產、應用和處置對環境的負面影響，並儘可能減少使用有害產品

9. OUTLOOK

This is the first ESG Report published by Vico International since its listing. The process of ESG data collection and disclosure is a precious opportunity for us to review how to achieve sustainable development. In the future, we will continue to improve our ESG management following our strategic resource allocation and goals.

9. 展望

此乃域高國際上市以來看法的首份環境、社會及公司管治報告。相關數據收集及披露過程是我們檢討如何可持續發展的珍貴機會。未來，我們將遵循策略性資源分配及目標，繼續優化環境、社會及公司管治方面的管理。

10. HKEx ESG REPORTING GUIDE CONTENT INDEX

10. 聯交所《環境、社會及管治報告 指引》內容索引

Aspects and General Disclosures in HKEx ESG Reporting Guide 香港交易所《環境、社會及管治報告指引》層面及一般披露	Description 描述	Section Reference 相關章節
Subject Area A – Environment 主要範疇 A – 環境		
Aspect A1: Emissions 層面A1：排放物		
General Disclosure	Information on:	Environment
	(a) the policies; and	
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer	
一般披露	relating to exhaust gas and greenhouse gas 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：	環境
	(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。	
Aspect A2: Use of Resources 層面A2：資源使用		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Environment
一般披露	有效使用資源(包括能源、水及其他原材料)的政策。	環境

Aspects and General Disclosures in HKEx ESG Reporting Guide 香港交易所《環境、社會及管治報告指引》層面及一般披露	Description 描述	Section Reference 相關章節
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Aspect A3: The Environment and Natural Resources

層面A3：環境及天然資源

General Disclosure 一般披露	Policies on minimizing the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Environment 環境
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Subject Area B – Society

主要範疇B – 社會

Employment and Labour Practices

僱傭及勞工常規

Aspect B1: Employment

層面B1：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、招聘及晉升、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： (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。	Employment 僱傭
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Aspects and General Disclosures in HKEx ESG Reporting Guide 香港交易所《環境、社會及管治報告指引》層面及一般披露	Description 描述	Section Reference 相關章節
Aspect B2: Health and Safety 層面B2：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：	Employment 僱傭
	(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。	
Aspect B3: Development and Training 層面B3：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。	Employment 僱傭

Aspects and General Disclosures in HKEx ESG Reporting Guide 香港交易所《環境、社會及管治報告指引》層面及一般披露	Description 描述	Section Reference 相關章節
Aspect B4: Labour Standards 層面B4：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。	Employment 僱傭
Operating Practices 營運慣例		
Aspect B5: Supply Chain Management 層面B5：供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈環境及社會風險的政策。	Operations 營運

Aspects and General Disclosures in HKEx ESG Reporting Guide 香港交易所《環境、社會及管治報告指引》層面及一般披露	Description 描述	Section Reference 相關章節
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Aspect B6: Product Responsibility
層面B6：產品責任

General Disclosure	Information on:	Operations
	(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.	
一般披露	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的：	營運
	(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。	

Aspects and General Disclosures in HKEx ESG Reporting Guide 香港交易所《環境、社會及管治報告指引》層面及一般披露	Description 描述	Section Reference 相關章節
Aspect B7: Anti-corruption 層面B7：反貪污		
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 bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的：	Operations 營運
	(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。	
Community 社區		
Aspect B8: Community Investment 層面B8：社區投資		
General Disclosure 一般披露	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. 有關以社區參與來了解發行人營運所在社區的需要和確保其業務活動會考慮社區利益的政策。	Community 社區

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Vico International Holdings Limited

域 高 國 際 控 股 有 限 公 司