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VEEKO INTERNATIONAL
HOLDINGS LIMITED
威高國際控股有限公司

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Veeko星級代言人



Environmental, Social and Governance Report 2018
環境、社會及管治報告書 2018



About this Report 關於本報告

本報告為威高國際控股有限公司(「本公司」)發表的第二份《環境、社會及管治報告書》(「報告」)，匯報本公司及其附屬公司(統稱為「本集團」)在環境、社會及管治方面的表現。

本報告以中、英文編寫，並已上載至香港聯合交易所有限公司(「聯交所」)及本公司網站 www.irasia.com/listco/hk/veeko/index.html。

報告範圍

本報告聚焦本集團之化妝品和時裝業務分類在二零一七年四月一日至二零一八年三月三十一日(「本年度」)之營運。報告範圍覆蓋香港和澳門之各零售店舖，相關辦公室及倉庫，以及位於汕頭之生產廠房，與化妝品和時裝業務相關的營運(簡稱「各營運點」)。本集團將不斷提升內部資料收集程序，逐步擴大披露範圍。

本報告最後一章附有完整索引，以便讀者按聯交所上市規則附錄二十七所載《環境、社會及管治報告指引》閱讀本報告。

確認及批准

本報告所披露的資料均來自本集團的內部文件和統計數據，並已獲本公司的董事會於二零一八年十月確認及批准。

意見反饋

本集團重視持份者的意見。如閣下對本報告的內容或匯報形式有任何疑問或建議，歡迎透過以下方式聯絡本集團：

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This report is the second Environmental, Social and Governance Report (the “Report”) published by Veeko International Holdings Limited (the “Company”) which reports the performance of the Company and its subsidiaries (hereinafter as the “Group”) in its environmental, social and governance aspects.

This Report, which is prepared in both Chinese and English, has been uploaded to the website of the Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and the Company’s website at www.irasia.com/listco/hk/veeko/index.html.

Reporting Scope

The Report focuses on the operations of cosmetics and the fashion business segments of the Group from 1st April, 2017 to 31st March, 2018 (the “Year”). The reporting scope covers the retail stores in Hong Kong and Macau, relevant offices and warehouses, as well as the production plants located in Shantou, of which the operations are related to the cosmetics and fashion businesses (hereinafter referred to as the “Operation Points”, and each an “Operation Point”). The Group will continuously enhance its internal data collection process and subsequently expand its scope of disclosure.

A complete index is enclosed in the last chapter for the reader’s easy reference to the Environmental, Social and Governance Reporting Guide as set out in Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange when reading the Report.

Confirmation and Approval

Information being disclosed in this Report is sourced from internal documents and statistics of the Group. The Report has been confirmed and approved by the Board of Directors of the Company in October 2018.

Opinion and Feedback

The Group values the opinion of stakeholders. If you have any questions or suggestions regarding the content or format of the Report, please contact the Group via the following channels:

Address: 10th Floor, Wyler Centre Phase II, 192-200 Tai Lin Pai Road,

Kwai Chung, New Territories, Hong Kong.

Email: contact@veeko.com.hk

Tel.: 852-28870888

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Protecting the Environment 環境保護

環境的可持續性是本集團履行企業社會責任的重點關注議題。本集團遵守各營運點的相關環境法律及規例，並制定了《環境保護政策聲明》，表明其致力保護環境的決心。

排放物

本集團承諾：

- 盡量減少業務營運中產生的空氣污染物和溫室氣體排放；
- 使用國際認可的標準或同等的本地標準，評估業務營運中的溫室氣體排放量，並對外披露；及
- 預防及盡量減少製造廢棄物。

本報告涉及的業務範圍主要屬於零售店舖、辦公室、倉庫及生產廠房。其主要排放物包括：使用燃油車輛產生的空氣排放物、電力消耗間接產生的溫室氣體、污水及固體廢物。本集團生產廠房的污水會經過自行建設的過濾池處理後才排放。各零售店舖、辦公室及倉庫亦避免使用即棄產品以減少廢棄物；以及簡化工作流程，以減少出差公幹及溫室氣體排放。部份營運點亦設置回收箱，委託回收商定期收集回收物料。

本集團本年度委託顧問公司進行碳評估，以量化其營運產生的溫室氣體排放（或稱「碳排放」）；量化的過程參考香港環保署和機電工程署編製的指引¹及中華人民共和國國家發展和改革委員會發佈的指南²。

Environmental sustainability is a key concern of the Group in fulfilling its corporate social responsibility. The Group complies with the relevant environmental laws and regulations applicable to the Operation Points and has formulated an “Environmental Protection Policy Statement” demonstrating its commitment to protecting the environment.

Emissions

The Group is committed to:

- Minimising air pollutant and greenhouse gas emissions from business operations;
- Evaluating greenhouse gas emissions from business operations by using internationally recognised standards or equivalent local standards, and disclosing such to the public; and
- Preventing and minimising waste production.

The business scope covered in the Report mainly belongs to retail stores, offices, warehouses and production plants, whose major emissions include: air emissions from fuel vehicles, greenhouse gas indirectly generated from electricity consumption, as well as sewage and solid waste. The sewage from the production plants of the Group will be discharged after being treated by a self-built filter tank. Retail stores, offices and warehouses also avoid the use of disposable products to reduce waste. Work processes are streamlined to reduce business trips and greenhouse gas emissions. Recycling bins are also placed at some Operating Points, and recyclers are commissioned to collect recyclables on a regular basis.

The Group has commissioned a consultancy firm to conduct a carbon assessment to quantify the greenhouse gas emissions (or “carbon emissions”) generated by its operations during the Year. The process of quantification is undertaken with reference to the guidelines prepared by the Hong Kong Environmental Protection Department and the Electrical and Mechanical Services Department¹, and the guidelines issued by the National Development and Reform Commission of the People’s Republic of China².

¹ 《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的核算和報告指引》

² 《工業其他行業企業溫室氣體排放核算方法與報告指南(試行)》

¹ Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong

² Guidelines for Calculation Methods and Reporting of Greenhouse Gas Emissions from Enterprises in Other Industries (Trial) (《工業其他行業企業溫室氣體排放核算方法與報告指南(試行)》)

Protecting the Environment (Continued) 環境保護 (續)

本集團的碳排放主要來自以下範圍二之外購電力使用，其次為範圍一之化石燃料的燃燒。

The Group's carbon emissions are mainly derived from the use of purchased electricity (Scope 2), followed by the burning of fossil fuels (Scope 1), as set out below.

溫室氣體排放 Greenhouse gas emissions				
範圍 Scope	排放量 (噸二氧化碳當量) Emissions (tonne of CO ₂ equivalent)			總排放量 (噸二氧化碳當量) Total emissions (tonne of CO ₂ equivalent)
	香港(零售 店舖、相關 辦公室及倉庫) Hong Kong (retail stores, relevant offices and warehouses)	澳門 (零售店舖) Macau (retail stores)	汕頭 (生產廠房) Shantou (production plants)	
範圍一：直接溫室氣體排放 Scope 1: Direct greenhouse gas emissions	95.5	0	11.0	106.5
範圍二：能源間接溫室氣體排放 Scope 2: Indirect energy-based greenhouse gas emissions	3,369.4	715.2	1,418.8	5,503.4
溫室氣體排放總量 Greenhouse gas emissions in total	4,180.1		1,429.8	5,609.9
溫室氣體密度 Intensity of greenhouse gas emissions	2.2 噸二氧化碳當量/ 百萬港元營業額 tonne of CO ₂ equivalent/ million HK\$ turnover		1.6 噸二氧化碳 當量/ 千件產品 tonne of CO ₂ equivalent/ thousand product units	不適用 Not applicable

針對碳排放的主要來源，本集團將繼續評估、紀錄及每年披露其溫室氣體排放及其他環境數據，並以本年度的數據作基準，與往後數據作比較，從而檢討現行措施之成效，有助日後進一步制定減排目標。有關空氣污染物，香港及汕頭廠房的車輛均產生氮氧化物、硫氧化物及顆粒物等廢氣。

With respect to the main sources of carbon emissions, the Group will continue to assess, record and disclose its greenhouse gas emissions and other environmental data on an annual basis, and compare it with future data to review the effectiveness of its existing measures. Such initiative will facilitate the formulation of emission reduction targets in the future. Regarding air pollutants, vehicles in both Hong Kong and Shantou production plants generate waste gases such as nitrogen oxides, sulphur oxides and particulates.

Protecting the Environment (Continued) 環境保護 (續)

空氣污染物 Air Pollutants			
類別 Type	排放量 (千克) Emissions (kg)		總排放量 (千克) Total emissions (kg)
	香港 Hong Kong	汕頭廠房 Shantou production plants	
氮氧化物 Nitrogen oxides	528.4	11.1	539.5
硫氧化物 Sulphur oxides	0.6	0.4	1.0
顆粒物 Particulates	38.7	0.4	39.1

本報告最後一章附有索引，提供環境關鍵績效指標相關數據。

本年度，本集團遵守相關法律及規例，如中國內地適用的《中華人民共和國環境保護法》、《水資源保護法》以及香港適用的《廢物處置條例》。本集團並無發現與排放物相關的違法或違規個案。

資源使用

本集團深知合理利用資源是可持續發展不可或缺的一環。本集團承諾：

- 採納減少使用、重複使用及循環再造的原則，提高業務營運中能源、紙張、水，以及其他資源的使用效益；
- 在本集團內部培養環境保護的文化，提升僱員的環保意識；
- 制定在環境保護方面可實踐及可量度的目標；

An index is enclosed in the last chapter to provide data in relation to environmental key performance indicators.

Throughout the Year, the Group has complied with relevant laws and regulations, such as the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), the Water Resources Protection Law (《水資源保護法》), and the Waste Disposal Ordinance applicable in Hong Kong. The Group is not aware of any violation of laws or regulations in connection with emissions matters.

Use of Resources

The Group fully understands that rational use of resources forms an integral part of sustainable development. The Group undertakes to:

- Adopt the principles of reduced use, reuse and recycle to improve the efficient use of energy, paper, water, and other resources in its business operations;
- Cultivate a culture of environmental protection within the Group to enhance employees' environmental awareness;
- Develop environmental protection goals that are achievable and measurable;



Protecting the Environment (Continued) 環境保護 (續)

- 確保與僱員就環境保護的政策持續溝通；及
- 定期檢視本政策聲明的實施，確保其切實執行。
- Ensure continuous communication with employees on environmental protection policies; and
- Review the implementation of this policy statement on a regular basis to ensure its effective implementation.

電力為本集團耗用最多的能源，主要來自空調、辦公室照明及電器的運行。本集團致力督促僱員實行多方面的節約措施。有關節能，部分營運點透過內部規程及內部通訊等渠道持續向僱員推廣節能習慣，例如劃分辦公區域以靈活控制個別區域的照明系統、在午膳和非辦公時間時關掉公共地方（例如接待處、茶水間、洗手間和通道等）不必要的照明設施及空調裝置，以及在各店舖陸續更換LED燈。有關用水，部份營運點會監測其用水量，及透過定期檢查水管及水龍頭，及時維修漏水設備；部份營運點更進一步採用具一級用水效益標籤的水龍頭，及制定節水目標，減少用水。針對生產的原材料，如衣物所使用的布料，生產廠房會透過排圖減少布料剩料及邊角料損耗。廢布料亦會交付至專業回收公司作循環再用。

本集團計劃於下一年度採取更多節約措施，如在燈掣附近貼上「節約能源」標貼以作提示；裝設動作感應器或感光器於辦公室房間、會議室、茶水間及洗手間等，以控制燈光開關；及考慮制定節能及節水目標。

環境及天然資源

基於本集團的業務性質，業務的日常營運對環境並無重大不利影響。展望將來，本集團將持續評估業務營運的環境風險以制定應對措施，並定期檢視和更新環境保護政策。

Most of the energy consumed by the Group is electricity, which is mainly derived from the operations of air conditioners, office lighting and electrical appliances. The Group is committed to urging employees to implement various energy-saving measures. Regarding energy conservation, certain Operating Points have been promoting energy-saving habits among employees continuously through internal procedures and internal communication channels. Such habits include dividing office areas to flexibly control lighting systems in individual area, turning off unnecessary lighting and air conditioning at public places (such as reception areas, pantries, washrooms and corridors, etc.) during lunch time and non-office hours, as well as replacing lighting equipment with LED lights at retail stores gradually. As for water usage, some Operation Points have monitored its water consumption and have promptly repaired leaking equipment by examining the water pipes and faucets in a regular manner. Some Operation Points have further used faucets with grade 1 water efficiency label, and have formulated water saving goals to reduce water usage. As for raw materials for production such as fabrics used for clothing, the production plants have arranged the layout draft to minimize their leftovers and scraps. Waste fabrics will also be delivered to professional collection companies for recycling.

The Group plans to adopt more energy-saving measures in the coming year, such as putting a “Save Energy” label near the light switches as a reminder, installing motion sensors or light sensors in office rooms, conference rooms, pantries and washrooms, etc., to control the turning on and off of lighting, and considering the setting up energy-saving and water-saving goals.

Environment and Natural Resources

Based on the nature of the Group’s business, the day-to-day operations of the business have no material adverse impact on the environment. Looking forward, the Group will continue to assess the environmental risks of its business operations to develop corresponding measures and regularly review and update its environmental protection policies.



Employment and Labour Practice 僱傭及勞工常規

本集團遵守各營運點所有適用的法律及法規，並針對本集團運營期間的具體情況制定了《僱傭及勞工常規政策聲明》，致力為所有僱員提供一個沒有任何歧視和騷擾、多元化及關注健康及安全的工作環境。

僱傭

本集團視人才為企業走向成功及維持可持續發展的關鍵。本集團遵守各營運點的僱傭法律及規例，並規定：

- 以劃一甄選準則和中立的措辭刊登招聘廣告；
- 建立工作評核制度，確保僱員在晉升、調職、培訓、職業發展、解僱及裁員等方面均得到平等對待；
- 透過內部通訊向僱員推廣與平等機會、反歧視和反騷擾相關的訊息；及
- 為僱員提供與平等機會、反歧視和反騷擾相關的內部指引及培訓。

本年度，本集團遵守相關法律及規例，如適用於中國內地的《中華人民共和國勞動合同法》、適用於香港的《僱傭條例》，以及適用於澳門的《勞動關係法》。本集團並無發現與僱傭相關的違法或違規個案。

本集團未來將制定程序處理與平等機會、反歧視和反騷擾相關的問題、監察平等機會措施的實施，確保其切實執行，以及定期檢視和更新相關措施。

The Group complies with all laws and regulations applicable to the Operating Points and has formulated the “Employment and Labour Practice Policy Statement” according to the specific circumstances arisen during the course of operation of the Group. The Group is committed to providing to all employees a workplace with no discrimination and harassment, with diversity, and with attention to health and safety.

Employment

The Group regards talent as the key to success and sustainable development. The Group complies with the employment laws and regulations applicable to the Operation Points and provides that:

- Job advertisements should be published with identical selection criteria and neutral language;
- A job evaluation system should be established to ensure that employees are treated equally in promotion, job transfer, training, career development, dismissal and layoff;
- Messages related to equal opportunities, anti-discrimination and anti-harassment should be promoted to employees through internal communications; and
- Employees should be provided with internal guidance and training in relation to equal opportunities, anti-discrimination and anti-harassment.

Throughout the Year, the Group has complied with relevant laws and regulations, such as the Labour Contract Law of the People’s Republic of China applicable in the Mainland China, the Employment Ordinance applicable in Hong Kong, and the Labour Relations Law applicable in Macau. The Group is not aware of any violation of laws or regulations in connection with employment matters.

In the future, the Group will develop procedures to address issues concerning equal opportunities, anti-discrimination and anti-harassment, and will monitor the implementation of equal opportunity measures to ensure their effective practice, and will review and update its relevant measures regularly.



Employment and Labour Practice (Continued) 僱傭及勞工常規 (續)

健康及安全

為打造健康及安全的工作環境，本集團已訂立安全作業的流程和指引，盡量減低僱員在工作場所受傷、染病或受到職業性危害的機會。本年度，本集團遵守相關法律及規例，如適用於中國內地的《中華人民共和國安全生產法》、適用於香港的《職業安全及健康條例》，以及適用於澳門的《商業場所、辦事處場所及勞務場所之衛生與安全總規章》。本集團並無發現與健康和安全的違法或違規個案。

展望未來，本集團計劃在部份營運點成立健康與安全工作小組，負責協調及監察健康與安全措施的實施，確保其切實執行，並舉辦職業健康培訓以提高僱員的健康意識。

發展及培訓

為了幫助僱員提升工作技能及提高營運效率，以及提供僱員個人發展的機會，本集團除了為新入職僱員提供培訓課程外，亦建立了識別僱員培訓需求的系統，針對僱員對行業和專業知識及技術的需要，提供相應的內部培訓課程。部份營運點亦提供學費資助，鼓勵僱員報讀外部培訓課程，並為僱員進行年度工作表現評核。展望未來，本集團將在各營運點定期檢視和更新發展與培訓相關措施，以回應僱員需求。

Health and Safety

In order to create a healthy and safe working environment, the Group has established procedures and guidelines for safe operation to minimize the chance of employees being injured, infected or exposed to occupational hazards in the workplace. Throughout the Year, the Group has complied with relevant laws and regulations, such as Work Safety Law of the People's Republic of China applicable in the Mainland China, Occupational Safety and Health Ordinance applicable in Hong Kong, and General Regulation of Working Safety and Hygiene of Office, Service and Commercial Establishment applicable in Macau. The Group is not aware of any violation of laws or regulations in connection with health and safety.

Looking forward, the Group plans to set up a health and safety working group at some of its Operating Points. The working group is responsible for the coordination and monitoring of the implementation of health and safety measures to ensure their effective practice. It will also organize occupational health training to enhance the employees' health awareness.

Development and Training

In order to help employees improving their working skills and enhancing operational efficiency, as well as to provide employees with personal development opportunities, the Group has also established a system to identify employee training needs in addition to providing training courses for new employees. The system focuses on the employees' needs in relation to industry knowledge, expertise, and technical know-how, and provides them with corresponding internal training programmes. Some Operating Points also provide tuition fee subsidies to encourage employees to attend external training courses. Annual performance assessments are also administered to employees. Looking ahead, the Group will regularly review and update the measures in relation to development and training at the Operation Points in response to the needs of its employees.



Employment and Labour Practice (Continued) 僱傭及勞工常規 (續)

勞工準則

本集團遵守各營運點的相關勞動法律及法規，禁止童工及強制勞工。本集團在招聘指引中訂明招聘時的文件檢查要求，確保在聘用任何僱員前，徹底檢查相關文件，核實其年齡及身份，避免聘用童工、強迫勞工、擔保(包括負債擔保)或契約勞工、非自願獄中勞役、被拐賣勞工或奴隸勞工。一旦發現誤聘童工，本集團會立即將童工帶離工作場所，以確保其安全，並與其解除僱傭關係。

本年度，本集團遵守相關法律及規例，如適用於中國內地的《中華人民共和國勞動合同法》、適用於香港的《僱傭條例》，以及適用於澳門的《勞動關係法》。本集團並無發現任何關於童工或強制勞工的違法或違規個案。

本集團未來將在各營運點為人力資源部門，特別是招聘人員開展培訓，並考慮成立防止童工工作小組，負責協調相關措施的落實情況。

Labour Standards

The Group complies with relevant labour laws and regulations at the Operating Points and prohibits child labour and forced labour. In its recruitment guidelines, the Group sets out the document inspection requirements for its recruitment process to ensure that the relevant documents are thoroughly inspected before the employment of any employee, so as to verify their age and identity, and to avoid employing child labour, forced labour, guarantees (including liability guarantees) or indentured labour, involuntary prison labour, trafficked labour or slave labour. Once child worker is found to be misappropriated, the Group will immediately remove the child worker from the workplace to ensure its safety and will terminate the employment relationship with the individuals concerned.

Throughout the Year, the Group has complied with relevant laws and regulations, such as the Labour Contract Law of the People's Republic of China applicable in the Mainland China, the Employment Ordinance applicable in Hong Kong, and the Labour Relations Law applicable in Macau. The Group is not aware of any violation of laws or regulations in connection with child labour or forced labour.

In the future, the Group will conduct training at the Operation Points for the human resources departments, especially recruiters, and will consider setting up a child labour prevention working group to coordinate the implementation of relevant measures.



Operation Management 營運管理

本集團遵守各營運點所有適用的法律及法規，並制定了《供應鏈管理、產品責任及反貪污政策聲明》，致力在日常營運中妥善管理有關環境及社會的風險。

供應鏈管理

作為一家負有社會責任的企業，妥善管理供應鏈至關重要。本集團承諾：

- 嚴格選擇供應商，並對其表現進行定期檢視；
- 識別供應鏈的環境及社會風險，並制定相應措施；
- 把供應商的環保及社會表現納入評核標準；及
- 確保與供應商持續溝通及適時提供支援。

本集團部份營運點已建立風險評估流程，識別供應鏈的環境及社會風險，亦已制定環保採購政策，以及制定涵蓋環境保護和社會關懷事宜的供應商實務守則。本集團未來將逐步在各營運點全面實施上述流程、政策及守則，推動供應商履行企業社會責任。

The Group has complied with all applicable laws and regulations at the Operating Points and has formulated the “Supply Chain Management, Product Responsibility and Anti-Corruption Policy Statement” to properly manage its environmental and social risks in daily operations.

Supply Chain Management

Proper management of the supply chain is essential for being a socially responsible enterprise. The Group undertakes to:

- Strictly select suppliers and conduct regular inspections of their performances;
- Identify the environmental and social risks of the supply chain and develop appropriate measures;
- Incorporate the environmental and social performance of suppliers into the assessment criteria; and
- Ensure continuous communication with suppliers and provide support in a timely manner.

Some of the Group’s Operating Points have established a risk assessment process to identify the environmental and social risks associated with the supply chain, developed environmental-friendly procurement policies, and have established a code of practice for suppliers covering the issues on environmental protection and social care. The Group will fully implement the above-mentioned processes, policies and practices at the Operating Points gradually, procuring its suppliers to fulfil their corporate social responsibilities.



Operation Management (Continued) 營運管理 (續)

產品責任

本集團經營時裝生產及零售業務以及化妝品零售業務。本集團重視每位客戶，致力透過持續提升服務的品質，為客戶提供滿意的服務。本集團承諾：

- 為客戶提供確保健康與安全的服務；
- 兌現在廣告及產品標籤上的推廣及銷售承諾；
- 在收集、儲存、使用及傳送客戶的個人資料時，尊重其法定私隱權利；
- 採取充分的措施，妥善保管客戶之個人資料；
- 制定補救措施，以及時、有效地應對一旦出現的客戶資料泄露事件；及
- 採取充分的措施，維護及保障知識產權。

目前，本集團已制定產品質量檢查體系，及訂立內部質量監控標準；同時，亦留意各營運點有關產品安全的法規修訂，確保產品符合相關法規。在零售業務範圍內，本集團於發票中訂明產品售後退換服務承諾。為保障客戶的個人資料，本集團亦採取資料保安措施，防止未經授權或意外存取、轉移、刪除、遺失或使用客戶的個人資料。除此以外，本集團亦已建立投訴機制，提供客戶反映意見的渠道。

本年度，本集團遵守與產品責任相關的法律及規例，如適用於中國內地的《中華人民共和國民法通則》、《中華人民共和國產品質量法》、《中華人民共和國消費者權益保護法》、適用於香港的《消費品安全條例》及《貨品售賣條例》，以及適用於澳門的《商法典》。本集團並無發現任何與產品責任相關的違法或違規個案。

Product Responsibility

The Group operates the fashion production and retail business as well as the cosmetics retail business. The Group values every customer and strives to provide satisfactory services to customers through continuous improvement of service quality. The Group undertakes to:

- Provide customers with services which are health and safety secured;
- Realise its promotional and sales commitments on advertisement and product labels;
- Respect the legal privacy rights of the customers when collecting, storing, using and transmitting their personal data;
- Take adequate measures to properly keep the personal data of its customers;
- Formulate remedial measures to timely and effectively respond to customer data disclosure incidents, if any; and
- Apply adequate measures to maintain and protect intellectual property rights.

At present, the Group has established a product quality inspection system and set up internal quality control standards. At the same time, attention has also been paid to the revision of the regulations on product safety for the Operation Points to ensure that the products are in compliance with relevant regulations. Within the scope of the retail business, the Group provides the after-sales and return service commitments in the invoice for its products. To protect the personal data of customers, the Group also adopts data security measures to prevent unauthorized or accidental access, transfer, deletion, loss or use of customers' personal data. In addition, the Group has also established a complaint mechanism to provide customers with channels to present their views.

Throughout the Year, the Group has complied with the laws and regulations in relation to product responsibility, such as General Principles of the Civil Law of the People's Republic of China, Product Quality Law of the People's Republic of China, and Law of the People's Republic of China on Protection of Consumer Rights and Interests applicable in the Mainland China, Consumer Goods Safety Ordinance and Sale of Goods Ordinance applicable in Hong Kong, as well as the Commercial Code applicable in Macau. The Group is not aware of any violation of laws or regulations in connection with product responsibility.



Operation Management (Continued) 營運管理 (續)

本集團未來將進行客戶滿意度調查，並根據客戶滿意度之調查結果進行改善工作，提高產品及服務的質量；亦將進一步加強使用客戶資料用途的合規性，包括確保在收集客戶資料時，客戶知悉收集目的，而資料只會被使用於獲同意的用途，以及在各營銷傳播途徑，向客戶提供持平、準確、誠實及公正的資訊。

反貪污

為維持公平、合乎道德及高效的業務及工作環境，防止任何形式的貪污行為，本集團承諾：

- 在本集團內部營造廉潔文化，提升僱員的反貪污意識；
- 確保與僱員及客戶就反貪污的政策及執行持續溝通；及
- 採取措施，防止在業務營運中出現賄賂、勒索、欺詐及洗黑錢等行為。

本年度，本集團遵守相關法律及規例，如適用於中國內地的《中華人民共和國刑法》、適用於香港的《防止賄賂條例》，以及適用於澳門的《刑法典》及《預防及遏止私營部門賄賂法律》。本集團並無發現任何與貪污相關的違法或違規案例。

本集團已訂立懷疑貪污個案的調查程序，及建立投訴機制以及時處理和回應與貪污相關的投訴及建議。本集團未來將在各營運點全面訂立利益申報程序及在僱員手冊中加入與反貪污相關的條款。

In the future, the Group will conduct customer satisfaction surveys and improve the quality of products and services based on the results of customer satisfaction surveys. It will further enhance its compliance in connection with the use of customer data, which includes to ensure that customers are fully aware of the purpose of collecting customer information, and the information will only be used for the agreed purposes, as well as to provide customers with consistent, accurate, honest and fair information in all marketing channels.

Anti-corruption

In order to maintain a fair, ethical and efficient business and work environment, and to prevent any form of corruption, the Group undertakes to:

- Create a culture of integrity within the Group and enhance employees' awareness towards anti-corruption;
- Ensure continuous communication with employees and customers on anti-corruption policies and implementation; and
- Take measures to prevent bribery, extortion, fraud and money laundering in its business operations.

Throughout the Year, the Group has complied with relevant laws and regulations, such as the Criminal Law of the People's Republic of China applicable in the Mainland China, the Prevention of Bribery Ordinance applicable in Hong Kong, the Criminal Code and the Law for Prevention and Suppression of Bribery in the Private Sector applicable in Macau. The Group is not aware of any violation of laws or regulations in connection with corruption.

The Group has established an investigation procedure for suspected corruption cases and established a complaint mechanism to promptly deal with and respond to complaints and suggestions in relation to corruption. In the future, the Group will fully establish a benefit declaration process for the Operation Points and include provisions related to anti-corruption in its employee handbook.



Community Investment 社區投資

本集團制定《社區投資政策聲明》，以致力履行企業責任，為營運所在社區作出貢獻，為社會和環境創造價值。本集團承諾：

- 積極投放資源，致力於支持能為社會發展帶來正面影響的計劃和活動；
- 在本集團內部倡導負責任的企業文化；
- 鼓勵及安排僱員參與義工服務和慈善活動；及
- 發揮自身的服務優勢，為營運所在社區作出貢獻。

本集團未來將定期檢視和更新社區投資政策，逐步瞭解不同營運點所在社區的需要，以計劃本集團應專注貢獻的範疇；及篩選外部機構組織的義工活動和慈善活動，鼓勵僱員參與。

The Group has formulated the “Community Investment Policy Statement” to fulfil its corporate responsibility, contribute to the communities in which it operates, and create value for society and the environment. The Group undertakes to:

- Actively contribute resources to support programmes and activities that have a positive impact on social development;
- Promote a responsible corporate culture within the Group;
- Encourage and arrange for employees to participate in volunteer services and charitable activities; and
- Leverage its own service advantages and contributing to the communities in which it operates.

In the future, the Group will regularly review and update the community investment policy, and will continuously understand the needs of the communities in which the Operation Points are located, so as to plan the scope on which the Group’s contribution is focused. The Group will also select volunteer and charitable activities organised by external organizations and encourage employees to participate.



Looking Forward 展望未來

本集團將持續關注環境、社會及管治事宜，深化與持份者的溝通以了解其需要及關注範疇，從而協助本集團建立可持續發展策略。展望未來，本集團將逐步在環境、社會及管治報告披露有關董事會對環境、社會及管治的承擔，以及對環境、社會及管治風險的評估及管理方針。

The Group will continue to focus on environmental, social and governance issues and deepen its communication with stakeholders in order to understand their needs and areas of concern to assist the Group in establishing a sustainable development strategy. Looking forward, the Group will gradually disclose the Board's commitments to the environment, society and governance as well as its assessment and management approach to environmental, social and governance risks in the environmental, social and governance reports.



Content Index to the ESG Reporting Guide 《環境、社會及管治報告指引》內容索引

主要範疇 Subject areas	內容 Content	本年度統計數字 Statistics for the Year	頁碼索引 Page
A. 環境 A. Environmental			
A1 排放物 A1: Emissions			
一般披露 General Disclosure	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： Information on: (a) 政策；及 the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料 compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	–	2-4
A1.1	排放物種類及相關排放數據 The types of emissions and respective emissions data		
	氮氧化物(千克) Nitrogen oxides (kg)	539.5	4
	硫氧化物(千克) Sulphur oxides (kg)	1.0	4
	顆粒物(千克) Particulates (kg)	39.1	4

Content Index to the ESG Reporting Guide (Continued) 《環境、社會及管治報告指引》內容索引 (續)

主要範疇 Subject areas	內容 Content	本年度統計數字 Statistics for the Year	頁碼索引 Page
A1.2	溫室氣體總排放量(噸二氧化碳當量) Greenhouse gas emissions in total (Tonne of CO ₂ equivalent)	5,609.9	3
	溫室氣體排放密度－香港及澳門(噸二氧化碳當量／百萬港元營業額) Intensity of greenhouse gas emissions – Hong Kong and Macau (tonne of CO ₂ equivalent/million HK\$ turnover)	2.2	3
	溫室氣體排放密度－汕頭生產廠房(噸二氧化碳當量／千件產品) Intensity of greenhouse gas emissions – Shantou production plants (tonne of CO ₂ equivalent/thousand product units)	1.6	3
A1.3	所產生有害廢棄物總量(噸) Total hazardous waste produced (in tonnes)	0.01	–
	所產生有害廢棄物的密度－汕頭華南迪高廠房(噸／百萬件產品) Intensity of hazardous waste produced – Shantou Huanan Digao production plant (tonnes/million product units)	0.02	–
A1.4	所產生無害廢棄物總量(噸) Total non-hazardous waste produced (in tonnes)	24.4	–
	所產生無害廢棄物的密度－汕頭生產廠房(噸／千件產品) Intensity of non-hazardous waste produced – Shantou production plants (tonnes/thousand product units)	0.03	–
A1.5	描述減低排放量的措施及所得成果 Description of measures to mitigate emissions and results achieved	–	2-3
A1.6	描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	–	2

Content Index to the ESG Reporting Guide (Continued) 《環境、社會及管治報告指引》內容索引 (續)

主要範疇 Subject areas	內容 Content	本年度統計數字 Statistics for the Year	頁碼索引 Page
A2 資源使用 A2 Use of Resources			
一般披露 General Disclosure	有效使用資源(包括能源、水及其他原材料)的政策 Policies on the efficient use of resources, including energy, water and other raw materials.	–	4-5
A2.1	能源耗量 Energy consumption	–	–
	直接能源(吉焦耳) Direct energy (GJ)	1,444.2	–
	間接能源(千個千瓦時) Indirect energy (kWh)	10,516.7	–
	能源密度 Intensity of energy consumption	–	–
	能源密度 – 香港及澳門(吉焦耳/百萬港元營業額) Intensity of energy consumption – Hong Kong and Macau (GJ/million HK\$ turnover)	15.6	–
	能源密度 – 汕頭生產廠房(吉焦耳/千件產品) Intensity of energy consumption – Shantou production plants (GJ/thousand product units)	10.8	–
A2.2	總耗水量(立方米) Water consumption in total (m ³)	34,527	–
	耗水密度 – 香港及澳門(立方米/平方呎面積) Intensity of water consumption – Hong Kong and Macau (m ³ /sq. ft. area)	0.03	–
	耗水密度 – 汕頭生產廠房(立方米/件產品) Intensity of water consumption – Shantou production plants (m ³ /product unit)	0.03	–
A2.3	描述能源使用效益計劃及所得成果 Description of energy use efficiency initiatives and results achieved	–	5

Content Index to the ESG Reporting Guide (Continued) 《環境、社會及管治報告指引》內容索引 (續)

主要範疇 Subject areas	內容 Content	本年度統計數字 Statistics for the Year	頁碼索引 Page
A2.4	描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	–	5
A2.5	製成品所用包裝材料的總量(噸) Total packaging material used for finished products (in tonnes)	131.4	–
	製成品所用包裝材料的每生產單位估量－香港及澳門(噸/百萬港元營業額) Packaging material used for finished products per unit produced – Hong Kong and Macau (tonne/million HK\$ turnover)	0.04	–
	製成品所用包裝材料的每生產單位估量－汕頭生產廠房(噸/千件產品) Packaging material used for finished products per unit produced – Shantou production plants (tonnes/thousand product units)	0.06	–
A3 環境及天然資源 A3 The Environment and Natural Resources			
一般披露 General Disclosure	減低發行人對環境及天然資源造成重大影響的政策 Policies on minimising the issuer's significant impact on the environment and natural resources	–	5
A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	–	5

Content Index to the ESG Reporting Guide (Continued) 《環境、社會及管治報告指引》內容索引 (續)

主要範疇 Subject areas	內容 Content	本年度統計數字 Statistics for the Year	頁碼索引 Page
B. 社會 B. Social			
B1 僱傭 B1 Employment			
一般披露 General Disclosure	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： Information on: (a) 政策；及 the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料 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.	–	6
B2 健康與安全 B2 Health and Safety			
一般披露 General Disclosure	有關提供安全工作環境及保障僱員避免職業性危害的： Information on: (a) 政策；及 the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料 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.	–	7

Content Index to the ESG Reporting Guide (Continued) 《環境、社會及管治報告指引》內容索引 (續)

主要範疇 Subject areas	內容 Content	本年度統計數字 Statistics for the Year	頁碼索引 Page
B3 發展及培訓 B3 Development and Training			
一般披露 General Disclosure	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 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	–	7
B4 勞工準則 B4 Labour Standards			
一般披露 General Disclosure	有關防止童工或強制勞工的： Information on: (a) 政策；及 the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料 compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	–	8
B5 供應鏈管理 B5 Supply Chain Management			
一般披露 General Disclosure	管理供應鏈的環境及社會風險政策 Policies on managing environmental and social risks of the supply chain.	–	9

Content Index to the ESG Reporting Guide (Continued) 《環境、社會及管治報告指引》內容索引 (續)

主要範疇 Subject areas	內容 Content	本年度統計數字 Statistics for the Year	頁碼索引 Page
B6 產品責任 B6 Product Responsibility			
一般披露 General Disclosure	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： Information on: (a) 政策；及 the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料 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.	–	10
B7 反貪污 B7 Anti-corruption			
一般披露 General Disclosure	有關防止賄賂、勒索、欺詐及洗黑錢的： Information on: (a) 政策；及 the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料 compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	–	11
B8 社區投資 B8 Community			
一般披露 General Disclosure	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策 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.	–	12



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Stock Code 股份代號: 1173