



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責任公司)

Stock code: 1621



Environmental, Social and Governance Report

環境、社會及管治報告

2018/2019



CONTENTS

目錄

About this Report	關於報告	2
Company Profile	關於本公司	4
Statement from Chairman	主席的話	5
Protect Our Environment	環境保護	7
Care Our Employees	關懷僱員	13
Protect Our Employees' Health and Safety	保障僱員的健康和安全	15
Value Created for Clients and Suppliers	為顧客及供應商創造價值	16
Operations	營運	17
Community	社區貢獻	21
Anti-Corruption	反貪污	22



Environmental, Social and Governance Report

環境、社會及管治報告

About this Report

The Environmental, Social and Governance (“ESG”) Report published by Vico International Holdings Limited (the “Company”) highlights the achievements in promoting sustainability by the Company and its subsidiaries (collectively the “Group” or “we”). In keeping with the spirit of creating long-term value for our customers and stakeholders, the Company has placed considerable emphasis on sustainable development. 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. This report was prepared in accordance with the “Environmental, Social and Governance Reporting Guide” (“Guide”) set out in Appendix 27 to the Listing Rules of The Stock Exchange of Hong Kong Limited (“Stock Exchange”).

Scope of Report

The ESG Report covers our sustainability performance as well as the initiatives of our head offices and the wholly-owned subsidiaries in Hong Kong of the Group’s business for the period between 1 April 2018 and 31 March 2019 (the “Year”). The environmental key performance indicators (“KPI”) as disclosed in the ESG Report are based on the performance of the Group’s principal office, the operations relating to third-party branded petrochemicals, self-branded lubricant oil business as well as the provision of fleet card services for the Year. The Group will continue to strengthen its efforts in information collection for a broader disclosure of information in environmental and social aspects as well as information related to sustainable development.

Reporting Guidelines

The board has adopted the requirements of the Environmental, Social and Governance Reporting Guide (“ESG” or “Guideline”) set out in the Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited.

關於報告

域高國際控股有限公司(「本公司」)發表的環境、社會及管治報告(「ESG 報告」)闡述本公司及其附屬公司(統稱「本集團」或「我們」)在促進全面可持續發展方面的努力和成果。務求為顧客及持份者創造長遠價值，公司非常重視可持續發展。該 ESG 報告詳述本集團於實施環境及管治政策及落實可持續發展原則方面的表現。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」)所載的規定編制。

報告範圍

本報告涵蓋我們二零一八年四月一日至二零一九年三月三十一日止(「本年度」)有關環境、社會及管治議題的情況及表現。於 ESG 報告中披露的環境關鍵績效指標(「KPI」)乃基於本集團本年度的主要辦事處、與第三方品牌石油化工產品的運作、自有品牌潤滑油業務有關的業務，以及在香港提供車隊咭服務的表現。本集團將繼續加強資料收集工作，從而逐步披露更多有關環境及社會以及與可持續發展方面相關的資料。

報告指引

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 27 所載之《環境、社會及管治報告指引》之指引。

Environmental, Social and Governance Report

環境、社會及管治報告

Stakeholder Engagement

The engagement of our employees from different departments of the Group plays an important part in helping us to recognize our sustainability performance. The prudently collected and properly analysed data not only the Group's sustainable initiatives for the Year, but also the Group's sustainability strategy in the long-term. The Group will continuously make efforts to step up the involvement of stakeholders via constructive conversation with a view to charting a course for long-term prosperity.

Information and Feedbacks

Our continuous improvements rely on your valuable opinions, if you have any advice or suggestions, please email us at cs@vicointernational.hk.

持份者參與

為了進一步了解持份者對公司 ESG 事宜的期望及意見，我們持續不斷與廣泛的持份者進行溝通。經審慎收集及仔細分析後的數據不但表明本集團於本年度期間推行的可持續措施，同時亦展示了本集團長遠的可持續策略。本集團將不斷透過增加有建設性對話機會以提高持份者的參與，以達至長期昌盛發展。

資訊及意見

本集團重視閣下的意見，若閣下有任何意見或建議，歡迎發送電子郵件給我們至：cs@vicointernational.hk。

Environmental, Social and Governance Report

環境、社會及管治報告

Company Profile

The Group is principally engaged in 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.

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.

Board of Approval

The board of directors of the Company (the “**Board**”) has approved this Report on 26 September 2019.

關於本公司

本集團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。

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。

董事會批准

本公司董事會（「**董事會**」）已於二零一九年九月二十六日批准本報告。

Environmental, Social and Governance Report

環境、社會及管治報告

Statement from Chairman

Dear Shareholders,

In 2018, we can see huge fluctuation in oil price ascribed to uncertain variables such as the trade war, the delay of Brexit and slowdown of global economy. Over the past year, oil price has dropped, mainly affected by the decelerating growth of China's economy. Our sales can still remain strong because of the internal demand for infrastructure activities in Hong Kong. As the construction of Third Runway of Hong Kong International Airport and Island Eastern Corridor Link will soon commence, we are confident about the stability of our core business.

After being listed on the market, we obtained more capital and resources to enlarge our production capacity. For the year ended 31 March 2019 (the "Current Period"), our profitability has improved significantly. In particular, the sales of diesel increased by 33.8%, which partly contributed to 30.1% growth in revenue. To enhance the efficiency and quality of production, we also acquired a new multi-purpose site in Tsuen Wan, bringing us more flexibility to manage our re-packaging process and facilities.

Regardless of the rigorous challenges and unpredictable factors in the oil industry, our Company is still seeking ways to capture potential opportunities overseas. In light of Vietnam's recent outstanding economic performance, we can foresee potential growth in the coming years. Along with its rising domestic demand of oil, we extend our selling destination line to Vietnam which is one of the most fast-growing economies in the world.

主席的話

各位股東：

二零一八年，貿易戰、英國脫歐延遲和全球經濟放緩等不明朗變數導致油價大幅波動。去年，油價主要受中國經濟增長減慢拖累而下跌。我們的銷售得以維持穩健，全賴香港基建活動的內需強勁。隨著香港國際機場第三跑道及東區走廊連接路即將上馬，我們深信核心業務將保持穩定。

上市後，我們取得更多資金及資源擴大產能。截至二零一九年三月三十一日止年度（「本期間」），我們的盈利能力顯著改善。尤其是柴油銷售增加 33.8%，帶動收益增長 30.1%。為提高生產效率及質量，我們亦收購了荃灣一幅多用途土地，令我們在管理重新包裝工序及設施方面可以更為靈活。

儘管石油行業困難重重及存在不可預測因素，本公司仍努力尋找海外商機。觀乎越南近期經濟表現亮麗，我們可以預見未來幾年的增長潛力。隨著國內對石油需求攀升，我們將銷售目的路線延伸至越南，該國是全球增長最為快速的經濟體之一。

Environmental, Social and Governance Report

環境、社會及管治報告

On behalf of the Board and the management of the Group, I would like to express my gratitude to all diligent staff and shareholders' all-out support. Herein, I want to show my indebtedness to all shareholders, investors, customers, suppliers and business partners for your continued endorsement and backing. With your support, we will contain to make progress while maintaining the highest standard of production.

HUI Pui Sing
Chairman

本人謹此代表董事會及本集團管理層，向所有盡責員工及股東的鼎力支持表達謝意。本人亦謹此衷心感激所有股東、投資者、客戶、供應商及業務夥伴一直以來的認同和支持。憑藉你們的支持，我們將繼續奮力前進，同時維持最高水平的生產。

許沛盛
主席

Environmental, Social and Governance Report

環境、社會及管治報告

Protect Our Environment

In light of increasing threats from climate change to our business and the community at large, the Group is devoted to creating a sustainable future for our next generation. As an enterprise with social responsibility, we encourage our employees to use their best endeavours to reduce waste and emissions, with a view to contributing to the community and the environment. Efficient use of resources not only can reduce waste and emissions from the sources, but also reduce operating expenses, which is mutually beneficial to Macro system and the environment.

Green Operation

By upholding to the principle of “Green Operation”, the Group has implemented measures to control and minimize its carbon footprint. We 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. For example,

1. Encourage employees to use their best endeavours to take public transport during business trips;
2. Encourage employees to reduce unnecessary overseas business trip, thus reducing indirect carbon emissions;
3. Consider energy efficient products when procuring and replacing equipment, e.g. replacing incandescent lighting with LED lighting;
4. Turn off electrical appliances or switch them to standby mode when they are not in use, thus reducing the amount of electricity;
5. Use duplex printing, recycle papers and use electronic means to reduce paper usage;
6. Reuse office stationery (e.g. envelopes and folders);
7. Turn off all unnecessary lighting, air conditioning and electrical appliances before leaving the office;
8. Encourage employees to recycle paper, plastic bottles and cans;
9. Encourage employees to recycle equipment such as computers and communication devices through the recycling programme of Environmental Protection Department;
10. Provide electronic invoices and monthly bills for clients to reduce use of paper.

環境保護

有鑒近年自然環境問題日漸嚴峻，環境保護無可否認是大部分國家及本集團的關注點。本集團致力為我們的下一代創造一個可持續發展的未來，作為一家具有社會責任的企業，我們鼓勵員工盡最大努力減少浪費和排放，為社會和環境作出貢獻。有效利用資源不僅可以減少廢物和排放物，而且還能減少運營成本，這對宏觀系統和環境是互利的。

綠色營運

本公司堅守「綠色營運」的原則，實施多項措施以竭力監察及減少其碳足跡。我們定期評估潛在環境風險及影響，並實施有效的措施，解決已識別的問題。我們減少浪費與排放及有效利用能源的方法或政策如下：

1. 鼓勵員工在商務旅行時盡力乘坐公共交通工具
2. 鼓勵員工減少不必要的海外商務旅行，從而減少間接碳排放
3. 在採購和更換設備時考慮節能產品，例如用 LED 照明取代白熾燈
4. 在不使用電器時，關閉電器或將其切換到待機模式，從而減少用電量
5. 使用雙面印刷，回收紙張，使用電子方法減少紙張的使用
6. 重複使用辦公用品（例如信封和資料夾）
7. 離開辦公室前，關掉所有不必要的照明、空調和電器
8. 鼓勵員工回收紙張、塑膠瓶和錫罐
9. 透過環境保護署的回收計劃，鼓勵僱員回收電腦及通訊設備等設備
10. 為客戶提供電子發票和月賬單，減少用紙。

Environmental, Social and Governance Report

環境、社會及管治報告

Water Management

Water is a precious natural resource that everyone should bare the universal responsibility to maintain sustainable use of water resources on the Earth. Although the Group's business operations do not consume a great deal of water, we have spared no efforts in saving water and improving water quality. The Group consumes water mainly for general office uses. During the year, the Group has consumed in total 342 m³ of water and on average 0.318 m³/million Hong Kong dollars of revenue. Water consumption is monitored constantly on our water-saving performance to encourage water conservation. In regard to wastewater, the Group's business operation generates mainly domestic sewage from offices with no water pollutants which are detrimental to the environment. We implement proper sewage management that the septic tank system equipped in our warehouse undergoes regular checking to prevent wastewater leakage.

Waste Management

Solid waste is generated from our business operation which has drawn our attention in implementing a proper waste management. The waste generated by the Group can be broadly divided into two types, non-hazardous waste and hazardous waste. Non-hazardous waste includes general waste produced by staff during office operation and disposal of disqualified product. General waste is collected and treated by the management company of the building where our office is located, whereas the disqualified product is treated as construction waste by a relevant party authorized by the EPD. Used Toner cartridges and batteries are also generated from offices and are collected by qualified parties. In addition, 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.

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。本集團的業務不會耗用大量的水，但我們仍然盡力節省用水及提升水質。本集團的用水主要應用於公司日常運作。本年度，本集團的總耗水量為 342 立方米，每百萬港元收益的平均耗水量為 0.318 立方米。我們亦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，鼓勵節約用水。在廢水方面，本集團業務營運所產生的污水以辦公室產生的生活污水為主，並不存在對環境有害的水污染物。我們實施妥善的污水管理，定期檢查貨倉內的污水系統，避免污水洩漏。

廢物管理

我們業務所產生的固體廢物引起了我們對廢物管理的關注。本集團產生的廢物主要分為兩類：無害及有害廢棄物。無害廢棄物包括辦公室員工產生的一般廢物及棄置未達標準的產品。一般廢物由辦公室所處大廈的物業管理公司收集並處理，而未達標準的產品則被視為建築廢料，由環保署許可的單位處理。我們的辦公室營運亦會產生廢碳粉盒及廢電池並交由合資格的單位收集。我們謹慎處理和儲存生產過程中的廢棄物，例如儲存汽油的罐。部份儲存汽油的罐會從客戶處回收再用作承載同類產品，部份包裝器皿由客戶自行處理。至於無法處理的廢物，一般會交由相關的廢物回收商處理。

Environmental, Social and Governance Report

環境、社會及管治報告

We are finding more effective packaging and product carrying means to reduce the number of deliveries, constantly optimize the transportation management structure, and realize a more efficient logistics planning. On the other hand, the Group generates hazardous waste including lubricating oil which is handled by a licensed waste collector according to the Waste Disposal (Chemical Waste) (General) Regulation. Waste generated during the year:

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，實現更高效的物流規劃。另一方面，本集團亦會產生有害廢棄物，包括潤滑油。潤滑油會跟據《廢物處置條例（化學廢物）（一般）規例》交由持牌廢物收集單位處理。本年度廢物產生量：

Types 種類	Weight 重量	Total Weight 總重量	Intensity (per million Hong Kong dollars of revenue) 密度（每百萬港元收益）
Domestic wastes (家居廢物)		720 kg	0.669 kg
Landfill (堆填廢物)	240 kg		
Recycled (可回收廢物)	480 kg		
Commercial wastes (商業廢物)		600 kg	0.557 kg
Landfill (堆填廢物)	60 kg		
Reused (可再用廢物)	240 kg		
Recycled (可回收廢物)	300 kg		

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.

除了妥善處理廢棄物，本集團的減廢措施亦與廢物管理互相配合，目的是減輕堆填區的負荷。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，例如鼓勵僱員盡量使用雙面打印及使用電子信息溝通。同時，本集團推崇「再用」的原則，採用可重複利用的辦公室產品以替代即棄用品。其他措施包括以再造紙打印內部通知，並提供回收箱以收集廢紙、金屬和塑膠產品等等。

Environmental, Social and Governance Report

環境、社會及管治報告

Effective policies or methods of encouraging staff to reduce waste:

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.

我們鼓勵工作人員減少廢物的有效政策或方法如下:

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張）。

Air Emission Management

Air pollution could cause negative impacts on the environment, such as acid rain and global warming. Although the Group is not a heavy air polluter due to its business nature, we are still dedicated to reducing the air pollution in various way. As the Group owns a fleet of vehicles in supporting its transportation service, air pollutants were emitted from the use of vehicles. Air pollutants emission from the use of vehicles during the year:

廢氣排放管理

空氣污染能對環境造成重大影響，如酸雨和全球暖化。雖然本集團的業務並不會做成嚴重污染，但我們仍致力減少排放，從而減低對環境的影響。由於本集團擁有一支車隊以支持日常運輸服務，因此本集團會因車輛的使用而排放空氣污染物。本年度因車輛使用而產生的空氣污染物排放量：

Types	種類	Weight(kg) 重量 (千克)
Nitrogen oxides (NO _x)	氮氧化物 (NO _x)	1,428
Sulphur oxides (SO _x)	二氧化硫 (SO _x)	0.477
Particulate Matter (PM)	顆粒物 (PM)	126

Besides, greenhouse gas is another major type of air emission of the Group. Our fleet of vehicles releases not only pollutants, but also greenhouse gases such as carbon dioxide (CO₂), methane (CH₄) and nitrous oxides (N₂O). Moreover, the operation of our principal office and warehouse will also directly or indirectly emit greenhouse gases through electricity consumption, water and sewage treatment, paper disposal and business trips by staff.

除空氣污染物外，溫室氣體是本集團另一種主要廢氣來源。我們的車輛不但排放空氣污染物，亦會排放溫室氣體如二氧化碳(CO₂)、甲烷(CH₄)及氧化亞氮(N₂O)。此外，我們的主要辦公室在營運時會透過電力消耗、水及污水處理、棄置紙張至堆填區及員工外出公幹，會直接或間接排放溫室氣體。

Environmental, Social and Governance Report

環境、社會及管治報告

Types	種類	Weight (tones CO ₂) 重量 (噸二氧化碳)
Total emission	總排放量	127.38
Direct emission (Scope 1) ¹	直接排放 (範圍 1) ¹	81.44
Indirect emission (Scope 2) ²	間接排放 (範圍 2) ²	36.75
Indirect emission (Scope 3) ³	間接排放 (範圍 2) ³	9.19
Intensity (emission/ million Hong Kong dollars of revenue)	密度 (排放/收益百萬港元)	0.118

Air pollution is a possible source of environmental impacts, the Group has put efforts in reducing the amount of air pollutants emitted from its business operation. For example, we advocate the use of vehicles and fuels with less exhaust emission and arrange vehicles inspection regularly to prevent fuel leakage and hence optimize fuel efficiency. Our drivers are also required to switch off idling engines to minimize emission of pollutants.

空氣污染是影響環境的一個可能源頭，本集團致力減少因業務產生的空氣污染物排放量。例如，我們提倡使用低排放的車輛及燃料，並定期檢查車輛以防止漏油及提高能源使用效率。司機亦必須停車熄匙，以減少污染物排放。

Effective policies or methods of encouraging staff to reduce electricity consumption:

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 offices after business or operation hours;
6. Avoid office overcooling and keep air-conditioning temperatures at appropriate levels;
7. Encourage employees to turn off equipment when not in use;
8. Replace used equipment with more energy efficient equipment, e.g. with LED lighting.

我們鼓勵員工減少耗電的有效政策或方法如下：

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. 嚴格關閉所有辦公室或辦公時間後的用電
6. 避免辦公室溫度過低，將空調溫度保持在適當的水平
7. 鼓勵員工在不使用時關閉設備
8. 用更節能的設備替換用過的設備，例如 LED 照明。

Notes

1. The data include GHG emissions from the combustion of fuels in office vehicles.
2. The data include GHG emissions from the generation of purchased electricity.
3. The data include GHG emissions from the landfill disposal of paper waste, electricity consumption for freshwater and sewage processing, and business travel by employee.

附註

1. 此項數據包括公務車輛燃料燃燒所排放的溫室氣體。
2. 此項數據包括用以產生外購電力所排放的溫室氣體。
3. 此項數據包括廢紙填埋處理，用以處理食水和污水耗用電力，以及員工外出公幹所排放的溫室氣體。

Environmental, Social and Governance Report

環境、社會及管治報告

Greenhouse gas emission is another focus of the Group that we are committed to controlling our carbon footprint through a number of measures such as energy and resources conservation. (For details, please refer to “Waste Management” and “Green Operation”).

During the year, the Group has not been involved in any case of noncompliance with relevant laws and regulations that have a significant impact on the Group relating to emissions.

溫室氣體的排放是本集團的另一關注，我們致力透過多項措施，如節約能源及資源，監察我們的碳足跡（詳情請參閱「廢物管理」及「綠色營運」部分）。

於本年度，本集團並未涉及任何不遵守相關法律法規的情況，而有關法律法規對本集團的排放有重大影響。

Environmental, Social and Governance Report

環境、社會及管治報告

Care Our Employees

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

Employment Standard

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.

Human Resource Department also takes reasonable steps to verify the identity of the applicants. Legally enforceable employment contracts are provided to all employees to protect these rights. No child or forced labours are hired by the Group.

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.

Employee's 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. Employees are also entitled to statutory holidays as stipulated in relevant regulations. In order to enhance our team spirit, we also organize company gathering in celebration of Chinese festivals.

關懷僱員

本集團相信僱員是我們的重要資產。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

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方面的歧視行為。在做出所有僱傭決策的時候，會為僱員提供平等的機會。

人力資源部亦採取合理步驟核實申請人的身份。為了保護這些權利，我們會向所有員工提供具有法律效力的僱傭合同。本公司不僱用任何童工或強迫勞動。

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。

僱員福利及發展

我們重視僱員的權益。為了確保僱員享有具競爭力的薪酬，本集團定期審視薪酬結構。本集團亦按照相關法例，讓僱員享有法定假期。為促進團隊精神，我們亦會組織公司聚餐，與僱員一同共度佳節。

Environmental, Social and Governance Report

環境、社會及管治報告

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 pursuing 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.

During the year, the Group has not been involved in any case of noncompliance with relevant laws and regulations that have a significant impact on the Group relating to employment or labour standards.

Employees' Training

We accord great importance to employee development which we believe is crucial to our long-term success. The training plan devised by management aims to address the training needs of our employees. For new employees, orientation is provided in order to deepen their understanding of operation practice of the Group for better employee integration. Besides, regular training organized by our in-house employees is designed to enhance employees' competency in the operation of our businesses.

為培育優秀團隊，本集團每年都會密切監察僱員表現。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，助僱員維持競爭力。作出任何升遷解僱決定前，我們都會確保已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。

於本年度，本集團並未涉及任何不遵守相關法律法規的情況，而有關法律法規對本集團的就業或勞工標準有重大影響。

僱員培訓

我們十分重視僱員發展，因為我們深信僱員培訓對本集團長遠發展至關重要。管理層會針對員工的發展需要，編定培訓計劃。我們為新入職員工提供入職培訓，讓他們可以更了解本集團的營運模式，融入新的工作環境。另外，本集團的員工都會組織定期培訓，從而提升僱員的對公司業務的營運能力。

Environmental, Social and Governance Report

環境、社會及管治報告

Protect our Employees' Health and Safety

With the obligation of providing a safe working environment and enhancing the awareness on occupational health and safety, we strictly comply with local laws and regulations regarding occupational health and safety, such as the Occupational Safety and Health Ordinance.

Support on Workplace Safety

We emphasize on the workplace safety by providing workplace safety guidelines to our employees, workplace safety inspection is conducted regularly to identify the hazards associated with each procedure 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.

Accident Handling Scheme

Although protective measures have been implemented, our employees are subject to work-related accidents and injuries given the nature of our services. The Group fully understands that the use of chemicals poses risks to the environment and the health of employees. Hence, we strive to minimize the risks and hazards through regular chemical spillage drill which enhances the emergency response of our employees in the event of chemical leakage. Fire drill and emergency policies were also implemented to reduce safety risks. In case of work-related accidents, we conduct a detailed analysis for the cause of injuries and implement measures to improve or rectify the issues. The Group continuously monitors the improvement measures to minimize the possibility of accidents.

During the year, the Group has not been involved in any case of noncompliance with relevant laws and regulations that have a significant impact on the Group relating to health and safety.

保障僱員的健康和安全

本集團以提供安全工作環境，以及提升員工職業健康安全意識為己任。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

除給予僱員工作安全指引外，本集團亦會定期進行工作場所安全檢查，辨別及評估生產活動過程中的風險因素，並參考評估結果制定防護措施。我們不僅張貼告示及標籤為有需要的員工提供個人防護裝備，亦舉辦安全培訓課程，提高僱員工作環境安全意識並確保僱員正確使用防護裝備。

事故處理計劃

有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，工傷事故仍然有可能發生。本集團明白使用化學品會為環境及僱員健康帶來風險，因此，本集團透過定期進行化學品洩漏的疏散演習，提高僱員面對化學品洩漏事故的應變能力，我們亦有進行火警演習及實施緊急政策，減低安全風險。若果事故發生，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，將意外發生的機會率降至最低。

於本年度，本集團並未涉及任何不遵守相關法律法規的情況，而有關法律法規對本集團的健康和安全有重大影響。

Environmental, Social and Governance Report

環境、社會及管治報告

Value Created for Clients and Suppliers

The Group is devoted 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

For the purpose of improving management efficiency and control costs, we maintain a set of rigorous quality control policies throughout our sourcing, production and delivery cycle. The group dedicates its efforts to perfecting the supply chain management by providing quality products and logistic services for our customers.

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 monthly report on the technical specifications to ensure that the technical specifications and quality consistently satisfy our customers' requirements. For our diesel delivery, we also conduct checks on the quantity prior to each delivery.

The distribution of suppliers shows as below.

為顧客及供應商創造價值

本集團致力與客戶和供應商保持緊密互惠的合作關係。我們不斷改善營運中的各個環節，為客戶和供應商創造價值。

供應鏈管理

我們對整個採購、生產和物流週期設定了一套嚴格的質量控制措施，提升供應鏈的效率，降低成本。集團致力於完善供應鏈管理，一直以來為顧客提供優質的產品和滿意的物流服務。

另外，我們只會向已認可的供應商採購成品和原料，供應商需要按年向我們提交報告其表現，以確保所生產的石油化工產品質素穩定。至於採購潤滑油及其他產品，我們會要求供應商每月發出有關產品的技術規格報告，以確保規格及質量符合顧客的要求。交付柴油方面，我們於交付每批貨品前亦會核對數量。

供應商選擇分佈如下表：

Suppliers Region 供應商地區	Singapore 新加坡	Malaysia 馬來西亞	South Korea 南韓	Hong Kong 香港	Netherlands 荷蘭
Number 數目	4	1	1	13	1

Environmental, Social and Governance Report

環境、社會及管治報告

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.

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

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, and are not covered by our product return policy.

Quality control policies

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.

營運

我們核心的價值是向客戶提供高品質的產品及服務，為此，我們需要與客戶、僱員及供應商清晰溝通，從而得到有力支持。

我們的質量檢定過程及產品回收程序如下：

產品質量保證及退貨政策

顧客可以透過我們的客戶服務熱線、電郵、傳真或親身到臨深水埗門市就已出售的問題產品作出投訴或作換貨安排，若結果為我方付運出現短缺，我們將向客戶補貨。而就產品存在質量缺陷時，我們接受以相同類別產品或同等價值的不同類別產品作換貨。

鑒於我們向下游分銷商銷售的第三方品牌產品均受產品製造商的品質保證所涵蓋，因此我們不向任何下游分銷商的客戶退款或退回任何陳舊存貨。此外，顧客使用我們的車隊卡購買的產品將受到油公司的售後政策的約束，故此不在我們的產品退貨政策範圍內。

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，並且擁有成功的交付記錄及優質售後服務。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，並按年評審其表現，以確保供貨整體質量。

Environmental, Social and Governance Report

環境、社會及管治報告

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.

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.

Approximately 210 complaints were received regarding to the quality of services provided by the Suppliers. The complaints were reported to the suppliers, with the consent of the customers, at our regular meetings for their review and investigation. Decisions were communicated to the customers once the investigation had been done.

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

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.

至於採購潤滑油及其他產品，我們會要求供應商以每月的方式提供產品的技術規格報告，以確保規格及質量符合顧客的要求。另外，我們在運送柴油給顧客前亦會預先核對送貨數量，提升顧客的滿意度。

就我們潤滑油內部調合及重新包裝方面，我們一直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種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。假如樣本未能通過檢測，我們會對調配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。若該批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作出廢棄處置。

今年收到約210宗關於供應商服務品質的投訴。這些投訴在得到客戶同意後，我們會在定期會議上向供應商匯報，以便他們進行審閱和調查。調查完成後，會將會議結果通知客戶。

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：

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換貨責任。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。

Environmental, Social and Governance Report

環境、社會及管治報告

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 year, 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.

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. 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.
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.

我們設有客戶服務熱線以接收(包括但不限於)客戶有關我們銷售代理服務及銷售行為的投訴。直至此報告的最後日期,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任何可能對我們業務營運造成嚴重不利影響的糾紛。

保護客戶資料

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,以規管向車隊咭持有人及申請人收集的有關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方式定期備份保護。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。
2. 車隊咭申請人的所有實體申請文檔,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。
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數據及其他私人資料僅可由高級管理層及許可營運員工於有需要時存取。

Environmental, Social and Governance Report

環境、社會及管治報告

4. Mr. Eric Hui, our executive Director and chief executive officer (as supported by our inhouse 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.

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.

4. 在內部技術人員及外部供應商的支援下，執行董事兼行政總裁許業豪先生負責監督我們對個人數據、其他私人資料以及用於數據儲存、處理及保護的內部系統的維護。

5. 我們於車隊咭申請表格中列明私隱政策，並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。

Environmental, Social and Governance Report

環境、社會及管治報告

Community

We strive for a prosperity with the society as well as our pursuit of business development, the group is keen to contribute in support of healthy development of the community. As an enterprise with strong social conscience, the Group has been actively contributing to 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.

社區貢獻

我們在發展公司業務的同時，亦積極地貢獻和回饋社會，支援社區的健康發展。作為一間有社會責任的企業，本集團透過參與各類社區活動，積極為社區做出貢獻。同時，我們也鼓勵企業與公共單位藉由照顧社區、員工與環境一起創建一個和諧穩定的社會。



Environmental, Social and Governance Report

環境、社會及管治報告

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 our anti-corruption commitment, relevant policies and guidelines such as policy on conflicts of interest is adopted. The whistle-blowing policy, which is one of our ways to maintain a high standard of corporate governance, encourages our employees to report suspected misconduct and violations of rules. Investigation work on whistle-blowing reports is undertaken by our designated personnel, who will handle all reports and enquiries with strict confidentiality under all circumstances to preserve anonymity.

During the Year, the Group has not been involved in any case of noncompliance with relevant laws and regulations that have a significant impact on the Group relating to anti-corruption.

反貪污

誠信為本是本集團營運操守的核心部分，因此我們嚴格遵守《防止賄賂條例》等有關賄賂、勒索、欺詐及洗黑錢的法律法規。為了秉持廉潔經營，本集團於員工守則中制定了相關的政策及指引，如有關利益衝突事宜的處理。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。本集團有專人調查及處理舉報，確保以上程序及舉報人身份保密。

於本年度，本集團並未涉及任何不遵守相關法律法規的情況，而有關法律法規對本集團的反貪腐有重大影響。

VICO INTERNATIONAL HOLDINGS LIMITED
域高國際控股有限公司

