



冠力國際

冠力國際有限公司
Softpower International Limited

(於百慕達註冊成立之有限公司)
(Incorporated in Bermuda with limited liability)
股份代號：00380 Stock code: 00380



環境、社會及管治報告 **2019**
ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



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About Softpower International

關於冠力國際

Softpower International Limited (the “Company”) and its subsidiaries (collectively as “Softpower International” or the “Group”) commenced its business in 1949 as a retail shop of pipes, now the Group has developed into an integrated enterprise engaging in retail and wholesale of pipes, warehousing and international trading. The principal business is to engage in the trading of construction materials (mainly pipes and fittings) in Hong Kong and Macau, and to provide services to local contractors, designers, consultants and government institutions. The Group’s total revenue in 2019 was mainly from the trading business of construction materials.

The Group actively explores new business in the field of environmental protection. In August 2018, the Group acquired a 66.7% shareholding interest in Guizhou Zhongguan New Energy Limited (“GZNE”). The business mainly engaged in production of biomass pellets fuel related products business. Biomass pellets are cleaner than other traditional fuel such as coal, which enables the Group to explore new business opportunity in green energy and sustainable development. The Guizhou production plant of GZNE entered into trial operation in August 2018. Due to its early stage of development, the business accounted for less than one percent of the Group’s revenue in 2019. The details can be referred to the Company’s 2019 Annual Report.

冠力國際有限公司(「本公司」)及其附屬公司(統稱「冠力國際」或「本集團」)於一九四九年以管材零售店開始其業務，現已發展成為管材零售與批發，倉儲及國際性貿易的綜合企業。主要業務是於香港及澳門從事建築材料(主要是管道和管件)的貿易，並為當地的承建商、設計師、顧問及政府機構提供服務。於二零一九年本集團的總收入主要來自建築材料貿易業務。

本集團積極開拓環保領域的新業務。本集團於二零一八年八月收購貴州中冠新能源有限公司(「中冠新能源」)66.7%股權。主要業務為生產生物質顆粒燃料等相關產品。生物質顆粒較煤炭等傳統燃料更為潔淨，有助本集團開拓綠色能源及可持續發展新業務機會。中冠新能源於貴州省之廠房於二零一八年八月已投入初試營運。基於此業務仍處於發展的早期階段，因此在二零一九年佔本集團的收入不足1%，詳情可參閱本公司之二零一九年年報。

About this Report 關於本報告

This is the fourth Environmental, Social and Governance (“ESG”) report (the “Report”) published by the Company. By reporting the ESG policies, measures and performances of the Group, the Report allows various stakeholders to learn more about the progress and development direction of the Group in sustainability issues. This report is available in Chinese and English versions. It is uploaded to the website of the Stock Exchange of Hong Kong Limited and the Company (www.softpower.hk).

Scope of Report

The Report focused on the environmental, social and governance performance from 1 January 2019 to 31 December 2019 (the “year”). The scope of the Report is consistent with the ESG Report of last year, including the major operation sites of the Group’s construction materials trading business. Since biomass pellet fuel business accounts for less than 1% of Softpower International’s revenue, the Report’s scope does not include the biomass pellet fuel business. Looking ahead, the Group will continue to improve the transparency of the Group by disclosing further comprehensive information and expanding the scope of the report whenever feasible.

Reporting scope this year:

- two offices*, one warehouse and three retail shops in Hong Kong;
- one retail shop in Macau; and
- one office in Shenzhen.

* One of the offices has ceased operation in November 2019

Reporting Standards

The Report is prepared based on the ESG Reporting Guide (the “Guide”) pursuant Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited and adheres to the four principles of materiality, quantitative, balance and consistency. To allow stakeholders to comprehensively understand the ESG performance, in addition to the environmental key performance indicators according to the ‘comply or explain’ provisions in the Guide, it also reports some content referencing the ‘recommended disclosures’ in the Guide. To ensure the accuracy of environmental key performance indicators, the Company engaged Carbon Care Asia (“CCA”), a professional consultancy, to conduct carbon assessment and prepare for the report. A complete index is inserted at the end for readers’ easy reference to the Guide.

本報告為本公司發表的第四份《環境、社會及管治報告》(「本報告」)。報告透過匯報本集團在環境、社會及管治方面的政策、措施和績效，讓各持份者更了解本集團於可持續發展議題的進程和發展方向。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及本公司網站(www.softpower.hk)。

報告範圍

本報告匯報於二零一九年一月一日至二零一九年十二月三十一日(「本年度」)之環境、社會及管治表現。本年度報告範圍與去年《環境、社會及管治報告》一致，包括本集團建築材料貿易業務的主要營運點。由於生物質顆粒燃料業務佔冠力國際的收入不足1%，本報告範圍未有包括生物質顆粒燃料業務。展望未來，本集團將披露更全面的資訊，在可行情況下擴大報告範圍，以提高本集團的透明度。

本年度報告範圍：

- 位於香港的兩個辦公室*、一個貨倉及三個零售門市；
- 位於澳門的一個零售門市；及
- 位於深圳的一個辦公室。

* 其中一個辦公室已於二零一九年十一月停止營運

報告準則

本報告按《香港聯合交易所有限公司證券上市規則》附錄二十七《環境、社會及管治報告指引》(「《指引》」)編寫，並以四項匯報原則——重要性、量化、平衡及一致性，作為編寫報告的基礎。為讓持份者全面了解本集團的環境、社會及管治績效，本報告在「不遵守就解釋」規定的基礎上，亦匯報部份《指引》中「建議披露」內容。為確保環境關鍵績效指標資料的準確性，本公司委託專業顧問低碳亞洲(「CCA」)進行碳評估及報告籌備。報告最後一章附有完整索引，以便讀者按《指引》閱讀本報告。

About this Report

關於本報告

Reporting Principles 匯報原則	Interpretation 釋義	Softpower's Response 冠力國際回應
Materiality 重要性	<p>The report focuses on the ESG issues that have material impact on the Group and various stakeholders.</p> <p>重點匯報對本集團及各類持份者產生重要影響的環境、社會及管治議題。</p>	<p>The Group conducts questionnaire to understand stakeholder's expectations. Based on the results of the questionnaire, the Group identifies and reports the Group's material sustainability issues.</p> <p>本集團透過問卷調查了解持分者期望，從而識別及匯報本集團之重大可持續發展議題。</p>
Quantitative 量化	<p>Key performance indicators must be measurable and comparable where appropriate.</p> <p>關鍵績效數據指標須可予計量，並在適當情況下進行比較。</p>	<p>The Group's social key performance indicators are sourced from the statistics of its relevant departments. In addition, in order to ensure the accuracy of environmental key performance indicators, the Group has engaged a professional consultancy, CCA, to assess carbon emissions in accordance with the local guidelines and international standards.</p> <p>本集團社會部分的關鍵績效指標來源於相關部門的統計。此外，為確保環境關鍵績效指標的準確性，本集團已委託專業顧問公司CCA根據當地指引及國際標準評估碳排放量。</p>
Balance 平衡	<p>The issuer should objectively and truthfully report its current year ESG performance.</p> <p>發行人應客觀、真實地匯報本年度於環境、社會及管治方面的表現。</p>	<p>The Group follows the principles of accuracy, objectivity, and fairness to report its achievements and challenges in sustainable development.</p> <p>本集團以準確、客觀、持平為編寫原則，闡述其在可持續發展的成就和所面對的挑戰。</p>
Consistency 一致性	<p>The ESG report should be prepared in a consistent manner, its ESG's key performance indicators can be compared to understand corporate performance.</p> <p>環境、社會及管治報告的編備方式應保持一致，令與環境、社會及管治有關的關鍵績效指標可以加以比較，以了解企業表現。</p>	<p>The Group ensures consistency in preparing the report and manage its ESG data for future comparison.</p> <p>本集團將確保採用一致的方法編備報告；及整理環境、社會及管治數據，以便將來作比較。</p>



About this Report

關於本報告

Confirmation and Approval

Information contained herein is sourced from the official documents and statistical data of the Softpower International, and is aggregated from the management, operational and monitoring information in accordance with the policies of the Group. The Group has established internal control and formal review procedures to ensure the accuracy and reliability of information presented in the Report. Members of the ESG working team (“ESG Working Team”) are responsible for formulating and disclosing the relevant measures and key performance indicators. The report was approved by the Board of Directors (the “Board”) of the Company on 8 June 2020.

Opinion and Feedback

The comments and suggestions of stakeholders can help the Group establish a more detailed and sound sustainability strategy. You may contact the Company via email (email address: ir@softpower.hk).

確認及批准

本報告引用的所有資料均來自冠力國際的正式文件、統計數據，以及其根據本集團制度收集的管理和營運資料。本集團已成立內部監控及正式審查程序，確保本報告所有呈現的資料均準確可靠。環境、社會及管治工作小組成員（下稱「ESG工作小組」）負責制定及披露相關的措施及關鍵績效指標。本報告已於二零二零年六月八日獲本公司董事會（「董事會」）批准通過。

反饋機制

持份者的意見和提議，有助本集團未來建立更詳盡及健全的可持續發展策略。閣下可透過電郵形式與本公司聯絡（電郵地址：ir@softpower.hk）。

Message from the Management

管理層寄語

The members of the ESG Working Team have been undertaking groundwork to prepare for the ESG Report over the past few years, enhancing the awareness of these three aspects. We are committed to integrating the concept of sustainability into the day-to-day operations to improve performance of the Group, by strengthening co-operation of various departments. The Group will continue to contribute to society and the environment, as well as to create value for stakeholders.

Sustainability-related issues pose various levels of risk to the community and the Group. To this end, the Board is considering incorporating ESG related risks into the Group's risk management mechanism. The Board will regularly assess the risk factors of environment, society and governance, and its impacts on the business operations, in order to establish a systematic response approach and prepare well in advance.

In 2015, the 2030 Agenda for Sustainable Development has been approved by the 193 Member States of the United Nations, adopting 17 Sustainable Development Goals. The Goal 6 "Clean Water and Sanitation" among the 17 Goals, is the most closely related to the Group's business. Since the quality of our products directly influences the health of the general public, increased onerous responsibilities of controlling risk factors and improving governance are placed on the Group accordingly. In addition, the Group pays close attention to the Goal 5 "Gender Equality", and is currently examining further measures to be adopted in strengthening equality and diversity in the workplace.

During the year, the Group will continue to focus on product quality and safety. We have adopted a new system to strengthen the regular communication between the departments and closely control supply chain risks to ensure product safety and quality. In future, we will collaborate with various stakeholders to continue to raise their awareness on ESG issues, and formulate policies as required to enhance the governance. We aim to boost corporate's overall performance, by adopting a two-pronged approach.

Chow Wai Koon Timothy
Chief Operating Officer

我們的ESG工作小組成員經歷了過往數年籌備《環境、社會及管治報告》，對環境、社會及管治議題的意識漸漸加強。我們積極把可持續發展的工作融入日常營運中，讓各部門加強合作，更有效提升集團的績效，繼續貢獻環境及社會，為持份者創造價值。

與可持續發展相關的議題為社會及本集團帶來不同程度的風險。為此，董事會正考慮將環境、社會及管治相關風險納入本集團的風險管理機制，定期評估環境、社會及管治風險因素，及其對業務營運的影響，從而建立有系統的應對方針，防患於未然。

於二零一五年，聯合國193個成員國通過2030可持續發展議程，採納了17項可持續發展目標。其中，目標6「清潔飲水和衛生設施」與本集團的業務最密切相關。我們的產品質素直接影響普羅大眾的健康，使我們肩負更大責任控制風險因素及完善管治。此外，本集團亦十分關注目標5「性別平等」，並正探討進一步促進工作場所男女平等及多元化的措施。

於本年內，本集團繼續以產品質量及安全為重點。我們採納新制度，加強各部門之間的溝通，密切管控供應鏈的風險因素，務求提高產品安全及質素。未來，我們會與各個持份者合作，持續提升持份者對環境、社會及管治議題的意識，並制定所需政策提升管治，雙管齊下以持續提升企業的整體表現。

首席運營官
招偉權

Governance Structure

The Group is committed to continuous improvement in sustainability performance, the ESG Working Team is responsible for monitoring the implementation of policies sustainability and work in such aspect. The ESG Working Team is directly monitored by the Board. It is chaired by the Chief Operating Officer, while its members include the various department head/manager. The ESG Working Team regularly reviews the Group's employment and labour practices, community engagement, product responsibility and relevant environmental protection work. The ESG Working Team reports to the Board and makes recommendations in regular basis.



Sustainability Vision

The Group actively fulfils and undertakes corporate social responsibility, and integrates concept of sustainability into the day-to-day operations of the Group. The Group maintains daily communication with stakeholders through various channels to understand the expectations and needs of stakeholders. The Group takes into considerations various environmental and social issues when formulating its business development plans. It is aimed to reach a balance among economic return, social development and environmental protection.

管治架構

本集團致力提升可持續發展方面的表現，本集團的ESG工作小組主要負責監察可持續發展方面的政策實施和工作。ESG工作小組直接由董事會監管，並由首席運營官擔任主席，各部門經理／主管則擔任小組成員。ESG工作小組定期檢視集團僱傭及勞工常規、社區參與、產品責任和環境保護相關工作，並定期向董事會匯報及提出建議。

Duties of the ESG working team:
ESG工作小組的職責：

- Review and monitor the Group's policies, measures and performance in ESG
審視及監管本集團環境、社會及管治的政策、舉措及表現
- Report to the Board and make recommendations
向董事會匯報及提出建議
- Communicate with stakeholders through appropriate channels
透過適當途徑與持份者溝通

可持續發展願景

本集團積極履行及承擔企業社會責任，將可持續發展概念納入到日常營運當中。本集團通過不同渠道與持份者保持日常溝通，以了解他們對本集團可持續發展的期望及需求，並在制定業務發展計劃時考慮各項環境及社會因素，從而在經濟回報、社會發展及環境保護之間達致平衡。

Sustainability Governance

可持續發展管治

Risk Management

Risk management is a crucial constituent of good corporate governance. The Group is committed to ensure the achievement of the strategic goals and maintain business continuity in a changing business environment. The Group has established a risk management and internal control system. The Board is responsible for monitoring the Group's risk management and internal control system, and to review its effectiveness, including the establishment of a clear corporate risk management framework and risk management policy.

The Audit Committee accredited by the Board assists in continuously overseeing the Group's risk management and internal control systems and reviews the effectiveness of the systems at least once a year. The management also regularly reports to the Board and the Audit Committee on the risks and changes that the Group faces, and establishes internal control measures to mitigate risks.

Looking ahead, the Group will gradually integrate ESG into its risk management systems and procedures, in order to identify the Group's environmental and social risks and formulate countermeasures.

風險管理

風險管理是良好企業管治的重要一環，本集團致力確保在不斷變化的商業環境中達到其營運策略及業務可持續性。本集團已建立風險管理及內部監控系統，董事會負責本集團風險管理和內部監控系統的監督管理工作，以及檢討其有效性，包括建立清晰的企業風險管理框架及風險管理政策。

董事會轄下之審核委員會協助董事會持續監督本集團的風險管理及內部監控制度，並每年至少檢討一次有關制度的成效。管理層亦定期向董事會及審核委員會匯報本集團面對的風險及其變化情況，訂立內部監控措施以紓緩風險。

展望未來，本集團將逐步把環境、社會及管治融入於其風險管理系統及程序之中，以識別本集團在環境及社會方面的風險及制定應對方案。

Communication with Stakeholders

持份者溝通

Mode of Communication with Key Stakeholders

The Group attaches importance on communication with both internal and external stakeholders, and collects stakeholders' opinions via various channels in daily operations. The Group further strengthens the Company's management policies and measures according to stakeholders' concerning issues. The Group's key stakeholders are listed as follows:

主要持份者溝通方式

本集團重視內部及外部持份者溝通，並於日常營運透過不同渠道收集持份者的意見。本集團根據持份者所關注的議題，進一步強化公司的管理政策和措施。本集團的關鍵持份者如下：

Group's internal stakeholders 集團內部持份者	Group's external stakeholders 集團外部持份者
The Board, management, general staff 董事會、管理人員、一般員工	Government and local regulatory authorities, banks and (potential) investors, contractors, suppliers, customers, intermediaries, industry associations and the media, etc. 政府及當地監管機構、銀行與(潛在)投資者、承建商、供應商、客戶、中介機構、同業商會及媒體等

Communication channels for stakeholders

持份者的溝通渠道

By means of telephones, email, questionnaires, daily meetings, factory visits, and networking events with industry associations

透過電話、電郵、問卷、日常會議、工廠參觀及同業商會聯誼活動



▲ The Group regularly organises networking events with industry associations

本集團定期與同業商會舉辦聯誼活動

Communication with Stakeholders

持份者溝通

Material Sustainability Issues

During the year, the Group engaged CCA to conduct stakeholder communication activities, including a management interview and the stakeholder surveys. The table below shows the procedure of specific communication activities and analysis of opinion:

重大可持續發展議題

於本年度，本集團委託CCA進行持份者溝通活動，包括管理層訪談和持份者問卷調查。具體溝通活動及意見分析流程如下：



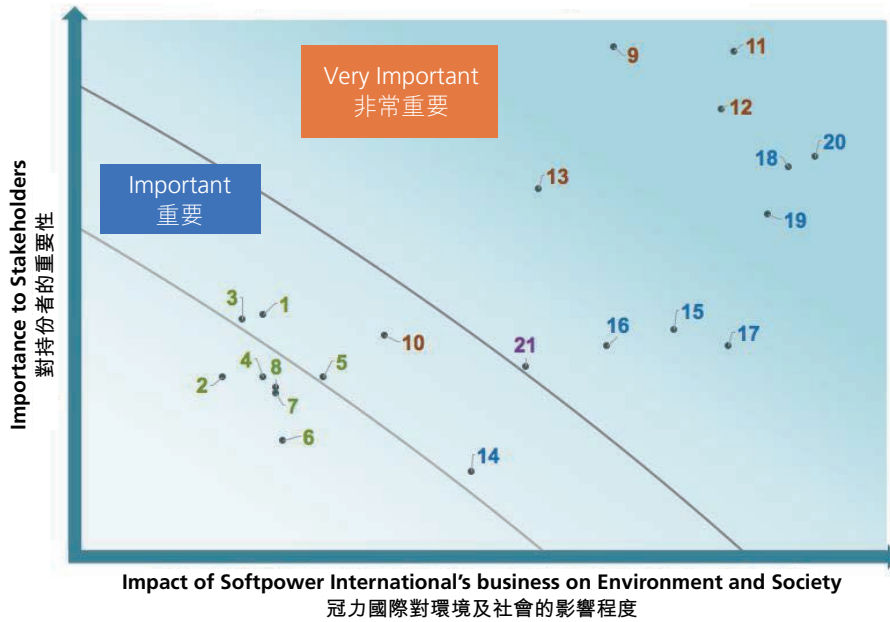
Communication with Stakeholders

持份者溝通

Based on the results of materiality assessment, the Group has identified 11 issues as “Very Important” to be prioritised as shown below:

根據重要性矩陣分析結果，本集團識別11個議題為非常重要的優先處理議題，如下圖表所示：

Softpower International’s Materiality Matrix for 2019
2019年冠力國際的重要性矩陣



No. 序號	Aspect 範疇	Issue 議題	No. 序號	Aspect 範疇	Issue 議題
11	L	Promotion of occupational safety and health 推廣職業安全和健康	10	L	Diversity and elimination of discrimination 多元化和消除歧視
20	O	Anti-corruption 反貪污	14	O	Supply chain management 供應鏈管理
12	L	Training and development 培訓和發展	1	E	Management of greenhouse gas and air pollutant emissions 溫室氣體及空氣污染物排放管理
18	O	Protection of customers’ privacy 保護客戶私隱	5	E	Water usage and efficiency management 用水及效益管理
9	L	Employment management system 僱傭管理制度	3	E	Waste management 廢物管理
19	O	Protection of intellectual property rights 保護知識產權	4	E	Energy usage and efficiency management 能源使用及效益管理
13	L	Prevention of child or forced labour 防止童工或強制勞工	8	E	Respond to climate change 應對氣候變化
17	O	Product after-sales service 產品售後服務	7	E	Manage the impact of the operation on the environment and natural resources 管理營運對環境及天然資源的影響
15	O	Product quality management 產品質量管理	2	E	Sewage discharge management 污水排放管理
16	O	Fair and responsible marketing 公平和負責任的營銷	6	E	Efficiency of use of other resources and efficiency management 其他資源使用之效益及效益管理
21	C	Caring for society 關懷社區			

Employment and Labour Practices

僱傭及勞工常規

Softpower International is committed to maintaining equal, mutually-trusting and respectful relationships with its employees. The Group implements the Employee Handbook and industry codes to provide employees with a safe and healthy working environment, as well as continuous learning and development opportunities.

Health and safety

In order to manage occupational safety and health effectively, the Group has formulated a series of measures and policies to ensure the health and safety of employees in different positions.

To raise employees' safety awareness, the Group provides a safety guideline for all new employees and arranges health and safety courses for the staff in the warehouses. The topics include the Occupational Safety and Health Ordinance and Regulation, safety regulations for operations under adverse weather, and safety regulations for manual handling operations.

To reduce the risk of work-related injuries in warehouses, the Group has formulated the Warehouse Safety Regulations and Safety Code for Work-at-height, in order to help formulating safety codes which provide guidance to warehouse staff with different positions. For example, mobile machinery operations (lifting machinery, forklifts), manual handling operations, outdoor working, good site tidiness, and the proper use of ladders and workbenches.

During the year, the Group has engaged a registered safety officer (the "Safety Officer"), providing health and safety training courses for warehouse staff biannually. The Safety Officer is in charge of inspecting warehouse of the Company, writing safety check reports, and provide professional advice to the Management regarding working environment safety and equipment. Currently, the Group has appointed a staff in the capacity of safety supervisor to enhance the safety level in warehouse. The main job duties of the safety supervisor include: providing safety awareness training, formulating safety codes, organising safety meetings regularly, arranging employees to attend occupational health and safety training, reporting on cases of work-related injuries, and advising and executing preventive measures. During the year, the Group arranged safety training like accident review and safety training and occupational safety conviction records to certain warehouse employees. After the completion of the training, those trained employees will share the key points of the course to other employees at the internal safety meetings to enhance the safety awareness of all employees.

冠力國際致力與員工維持公平、互信和尊重的關係。本集團按照《員工手冊》及行業守則為員工提供一個安全健康的工作環境，以及為員工提供持續進修及發展機會。

健康與安全

為有效管理職業安全和健康，本集團已制定一系列措施及政策，確保不同工作崗位員工的健康與安全。

本集團為新入職同事提供一份安全守則，亦安排貨倉員工參加健康與安全課程，包括職業安全及健康條例與規例、惡劣天氣下工作的安全規例、手動處理操作的安全規例等，以提升員工的安全意識。

為減低貨倉員工因工受傷的風險，本集團已制定《貨倉安全守則》及《高空工作安全守則》，為不同工作崗位的貨倉員工提供指引，如有關在移動機械操作(起重機械、鏟車)、手動處理操作、戶外工作及良好工地整理，以及正確使用梯具及工作台等。

本集團亦於本年度委任一名註冊安全主任(「安全主任」)，每半年提供一次健康安全訓練課程給倉務員工。安全主任會巡查公司的貨倉，撰寫安全檢查報告及向管理層就安全工作環境和設備提供專業意見。本集團現時有一位同事兼任安全督導員，以提升貨倉安全水平。安全督導員主要職責為提供安全意識培訓、制定安全守則、定期舉行安全會議、安排員工出席職安健培訓課程、報告工傷個案，以及建議並執行預防措施。本年度，本集團亦安排某些倉務部員工接受意外回顧及安全訓練和職業安全法例定罪紀錄的訓練。員工完成課程後，會於內部的安全會議上將課程重點內容分享給其他員工，從而提升整體員工安全意識。

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During the year, there were no cases of work-related fatalities. Nevertheless, there were 12 cases of work-related injuries (10 employees were injured) at the warehouse in Yuen Long, with an injury rate of 64.9 cases per 1,000 employees and 200.5 lost days. It was found that most work-related injuries resulted from bruises, twists or fractures that happened during lifting, moving and handling of goods, or work-at-height. As of the end of the year, the injured employees have received appropriate treatments and were granted injury leaves, timely injury leave payment and compensation according to the Employees' Compensation Ordinance.

Looking ahead, the Group will continue to strengthen the safety awareness of employees, and update the safety code from time to time, in order to enhance the safety level of warehouses. The management of the Group also plays a monitoring role by regularly inviting warehouse supervisors to attend management meetings to report condition of working environment, and review on it, when necessary.

Development and Training

Continuous learning brings development opportunities to employees. It ensures they have acquired and applied professional skills to develop their roles in the workplace. During the year, the Group has launched the "Talent Training and Promotion Programme", aiming to boost employees' communication skills, problem-solving skills and team spirit, as well as to attain their core competitiveness, supporting their career and personal development. Meanwhile, this nurtures talents for the future development of the Company. The Group provides specialized training for outstanding and potential employees, as well as assessment and promotion opportunities, those who are qualified in the assessment will be promoted to the Group's management or important positions.

本集團於本年度並沒有因工死亡個案。然而，本集團位於元朗的貨倉一共發生了12宗工傷事件(10名員工因工受傷)，工傷千人率為64.9，共損失200.5工作日。大部分的工傷意外是源於員工在提舉、搬運、處理貨物，或高空作業時意外造成的撞傷、扭傷或骨折。截止本年度結束，受傷員工已得到適當的治療，並按照《僱員補償條例》享有適當的工傷病假、獲發工傷病假按期付款，以及工傷補償。

展望未來，本集團將持續加強員工安全意識，並適時更新工作安全守則，以加強貨倉安全水平。本集團管理層亦充當監察角色，定時邀請貨倉主管出席管理層會議報告工作環境情況，並作出適當檢討。

發展及培訓

持續進修為員工帶來發展機會，亦有助員工在工作崗位上能夠利用所學的專業技能，盡展所長。本年度，本集團推出「人才培訓及晉升計劃」，旨在提升員工的溝通技巧、解難能力及團隊精神，幫助提升員工核心競爭力及支持其事業和個人發展，同時為公司未來發展儲備人才。本集團為表現出色及有潛質的員工提供專門培訓，以及考核和晉升機會，通過考核的員工可獲晉升至本集團管理級人員或重要的職位。

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According to the Employee Handbook, the Group takes reference from employees' individual annual performance to analyse the needs for employee and to formulate the training and development plans, along with appropriate subsidies. The Group, in collaboration with the suppliers, arranges employee trainings on the use of the products. Besides, the Group also arranged employees to have training from external institutions, including Construction Industry Safety Card course and other safety-related training. The Group also arranged employees to participate in the Strengthening Program for the "Understanding and Implementation of the GB Quality Standard of Scrap Paper in Hong Kong Recycling Industry" training course organised by the Hong Kong Quality Assurance Agency. On top of that, the Group provided the employees at the accounting department, company secretarial department, and human resources and administrative department, etc with subsidies for course fees and professional membership fees related to their position. It is aimed to assist employees in constantly improving their expertise of various departments and the compliance manual.

Employment System

The Group has a total of 161 employees under the scope of the Report. Over 90% of employees work in Hong Kong, the remaining work in the operation sites located in Macau and Shenzhen respectively. The Group's Corporate Social Responsibility Policy provides guidance on employee management. In accordance with the Employee Handbook, it also regulates the Employment and Labour System, to provide the comprehensive labour protection and socially recognised welfare measures to employees.

根據《員工手冊》，本集團每年按照員工個人年度表現評估，分析員工培訓需要，並制定公司的培訓及發展計劃及提供合適資助。本集團亦會安排廠家培訓員工對產品的使用。此外，本集團亦安排員工接受外部機構培訓，包括建造業平安咭課程訓練及其他有關安全的培訓，以及員工參與香港品質保證局舉辦的《促進香港廢紙回收業實施國家標準》等課程。本集團亦為會計部、公司秘書部及人力資源及行政部等員工提供與其崗位相關的課程費用及專業學會會費資助等，以不斷更新各部門員工在工作方面的專業知識和合規守則等。

僱傭制度

於本報告範圍內，本集團一共有161名員工。超過九成的員工在香港工作，其餘分別在澳門、及深圳的營運點。本集團按照《企業社會責任政策》對僱員管理提供指引，亦根據《員工手冊》規範僱傭及勞工制度，確保員工得到全面的保障和福利。

Employment and Labour System 僱傭及勞工制度		
<p>Remuneration and Dismissal 薪酬及解僱</p> <p>The Group is committed to offering competitive remuneration for employee acquisition and retention. The Group regularly reviews the staff remuneration policies based on the factors of employee performance, market salary trend and inflation.</p> <p>The Group and its employees may terminate the employment contract for personal reasons or other factors with appropriate notice periods or payment in lieu of notice.</p> <p>本集團致力提供具市場競爭力的薪酬以吸納及挽留員工，並定期按照員工表現、市場薪酬趨勢、通貨膨脹等因素檢討薪酬策略。</p> <p>本集團和員工可按個人理由或其他原因終止僱傭合同，並需給予適當的通知期或代通知金。</p>	<p>Recruitment and Promotion 招聘及晉升</p> <p>The Group upholds the principle of openness and provides equal opportunities in the recruitment process, to employ staff based on the qualification requirements of individual positions.</p> <p>The Group provides outstanding employees with advancement opportunities and appropriate promotion opportunities.</p> <p>本集團在招聘過程維持公開及平等守則，按照個別職位的資格要求聘用合適的員工。</p> <p>本集團向表現出色的員工提供進修機會，並給予適當晉升的機會。</p>	<p>Working Hours and Holidays 工作時數及假期</p> <p>The Employee Handbook sets out the working conditions, including working hours, holidays, salary and benefits, etc.</p> <p>In addition to statutory and annual leave, employees also enjoy sick leave, maternity leave, paternity leave and marriage leave, etc.</p> <p>《員工手冊》訂明工作條件，包括工作時間、假期、薪酬及福利等。</p> <p>除法定假期和年假外，員工亦享有病假、產假、侍產假及婚假等。</p>
<p>Equal Opportunities, Anti-discrimination 平等機會、反歧視</p> <p>The Group ensures each job seeker and employee will not be discriminated and treated unfairly due to its age, gender, nationality, religious belief, marital status, sexual orientation and disability during job seeking or employment.</p> <p>本集團確保每位求職者及員工在求職或受僱期間均不會因年齡、性別、種族、宗教、婚姻狀況、性取向或殘疾，而受到歧視及不公平對待。</p>	<p>Prevention of Sexual Harassment 防止性騷擾</p> <p>The Group has zero-tolerance for sexual harassment and gender discrimination. To prevent sexual harassment in the workplace, the Group has established and implemented an employee grievance mechanism. Employee who has been sexually harassed can file formal complaints with their department heads, managers or the human resources department. All complaints will be treated confidentially and independently.</p> <p>本集團對性騷擾和性別歧視採取零容忍的態度。為防止工作間性騷擾，本集團已建立並制定員工申訴機制。員工如受性騷擾，可向其部門主管、經理或人力資源部提出申訴，而所有申訴均會作保密及獨立處理。</p>	<p>Benefits and Welfare 待遇及福利</p> <p>To strengthen employees' sense of belongings, the Group provides all full-time employees with various medical benefits, feast gathering and activities. To recognise the employees with long-term service and contributions, the Group presents Long-term Service Awards to employees who have served for every 10 years.</p> <p>為了凝聚員工的歸屬感，本集團為所有全職員工提供各項醫療福利、員工聚餐及活動。本集團設有長期服務獎，對連續服務每滿10年的員工發放獎勵，以表揚其長年忠誠服務和貢獻。</p>

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Labour Standards

The Group strictly prohibits the employment of child labour and illegal forced labour. In accordance with the Prohibition of Child Labour Policy and the Group's Employee Handbook, all employees of the Group must be aged 16 or above. Before hiring any candidates, the Group must take effective procedures to verify their age, including but not limited to checking photo-bearing documents issued by the government departments.

To prevent forced labour, the Group prohibits any brutal treatment or threats of any employees (including any form of sexual harassment, corporal punishment, mental stress or verbal abuse). In addition, to protect employees' right to choose their employment freely, the Group ensures that all employment relationships are voluntary. The Group also provides regulations for staff working hours and rest day arrangements. If the employee agrees to work out of office hours due to an emergency, it will be considered as overtime work. The department heads and managers are required to verify overtime work arrangements and grant compensation leave afterwards.

Looking ahead, the Group will further revise the Employee Handbook by including a diversity policy applicable to employees of all ranks to create a diversified and inclusive working environment.

勞工準則

本集團嚴禁聘請童工及非法強制性勞工。根據《禁止使用童工政策》及《員工手冊》，本集團規定所聘用的員工必須年滿16歲。在聘用任何應徵者前，本集團須採取有效程序核實其年齡，包括但不限於檢查政府部門簽發並帶有相片的證明文件。

為防止強制性勞工，本集團嚴禁殘暴對待或威脅任何員工(包括任何形式的性騷擾、體罰、精神壓迫或口頭辱罵)。同時，為保障員工自由擇業的權利，本集團確保所有僱傭關係均屬自願性質。本集團亦規範員工工作時間及休息安排。如因緊急情況下，員工同意於辦公時間外工作，將作超時工作處理。部門主管及經理需批核超時工作安排，並給予補假予員工。

展望未來，本集團將進一步修訂《員工手冊》，加入適用於所有職級員工的多元化政策，建立多元化及共融的工作環境。



▲ The Group's Annual Dinner
本集團週年晚會

The Group is committed to improving supply chain and quality management with the establishment of long-term, mutually-trusting relationships with business partners. In addition, the Group is devoted to proper management of environmental and social risks, by assuring products and services and adhering of integrity principles. Therefore, the Group continues to execute internal regulations such as the Corporate Social Responsibility Policy, the Supply Chain Management Policy and the Product Responsibility Policy to ensure product quality and reduce supply chain risks.

Supply Chain Management

The Group attaches utmost importance to the management of supply chain and maintains co-operation relationship with supply chain business partners. During the year, there were 36 major suppliers of the Group, located in eight countries.

In order to ensure that supply chain meets environmental and social requirements and the level of corporate ethics, the Group commits, in accordance with the Corporate Social Responsibility Policy, to assure that its products and services comply with relevant environmental laws and regulations, and its operations to respect, promote and facilitate international principles related to society, environment and corporate ethics. The Group gives priority to products and services that obtain the Green Label when possible. It is aimed to utilise resources effectively, with the reduction of hazardous and non-hazardous waste.

The Group has a Form of Supplier's Basic Information to record the basic and relevant information of new suppliers when tendering. The supplier will be engaged to supply goods when the form is being reviewed and approved by the management. The Group will assess the performances of suppliers in terms of its quality, finance, price, environmental protection and labour rights. The one with the most outstanding performance which also complying with the relevant regulations will be engaged.

The quality of the Group's product is directly influenced by the quality of incoming stocks from suppliers. To reduce the operational risks in the supply chain such as quality, health and safety, the Group has set up the Quality Control Department directly under the Chief Operating Officer. The department conducts quality testing regularly and reviews pipe products according to international standards and customer requirements. Products must undergo established review and inspection procedures before official delivery.

本集團致力完善供應鏈及品質管理，與合作夥伴建立長遠及互信關係，妥善管理環境及社會風險，保證產品及服務質素、以及奉行廉潔原則。因此，本集團持續執行《企業社會責任政策》、《供應鏈管理政策》及《產品責任政策》等內部規章制度，確保產品質量及減低供應鏈風險。

供應鏈管理

本集團重視對供應鏈的管理，並與供應鏈業務夥伴保持良好的合作關係。本年度，本集團的主要供應商共有三十六家，遍佈八個國家。

為確保供應鏈符合環境與社會方面要求，以及企業道德的水平，本集團於《企業社會責任政策》中承諾須確保供應商的產品及服務符合相關的環境法律及法規，以及其運作均尊重、推廣及促進有關社會、環境與企業道德的國際原則。在合理及實際可行的情況下，本集團優先考慮擁有相關環保標籤、能夠有效運用資源並減少產生有害及無害廢棄物的產品及服務。

本集團設立《供應商基本資料表》，在考慮採用新的供應商時紀錄供應商的基本相關資料，供管理層審批後才與供應商合作供貨。本集團會根據此資料表評核供應商的品質、財務、價格、環保、勞動人權方面的表現，並採用最具競爭力及符合相關法規的供應商。

本集團的產品質素受到供應商的來貨質量直接影響。為了減低供應鏈中因產品質量及健康安全等方面而引致的營運風險，本集團已成立品質檢測部，直接隸屬本集團首席運營官。品質檢測部根據國際標準及客戶要求定期進行品質檢測，審核管道產品。產品須通過已制定的程序進行審核及檢驗後，方可正式出貨。

Operation Management

營運管理

Stages of Inspection

審核階段

Content of Inspection

審核內容

Assessment of control procedures 評核控制程序	Regular visit to supplier factories to review the applicability and effectiveness of quality control procedures 定期到訪供應商廠房，審核品質控制程序的適用性及有效性
Inspect goods ordered 檢核訂單產品	Regular visit to supplier factories to review the quality of the Group's products ordered, including appearance, size and coating related tests 定期到訪供應商廠房，審核本集團的訂單產品質量，包括外觀、尺寸及塗層的相關測試
Random inspection of incoming stock 抽檢來貨產品	Sampling inspection of incoming stock to conduct coating testing at the warehouse of the Group 於本集團貨倉對來貨產品進行抽檢，對產品塗層進行相關測試
Third-party testing 第三方檢測	Sending the sampled products to third-party testing agencies for testing 將抽樣產品送至第三方檢測機構進行測試

The Group holds cross-departmental quality meeting (“Quality Meeting”) regularly to report and discuss issues related to quality inspection control. The members of the meeting include the Chairman of the Group, the Chief Operating Officer, and the responsible staff at the Sales Department, Purchasing Department and Quality Control Department.

Product Responsibility

Softpower International attaches great importance to product quality. As product quality would directly influence customer health and safety, the Group ensures products' legitimacy and proves their conformity to the statutory standards by actively obtaining certificates and acceptances. During the year, all products of the Group have obtained “General Acceptance” (GA) by the Water Supplies Department of Hong Kong.

本集團會定期舉行跨部門品質會議（「品質會議」），匯報及商討品質檢測相關問題，參與會議的成員包括本集團主席、首席運營官，以及銷售部、採購部及品質檢測部的產品負責人員。

產品責任

冠力國際重視產品質素，由於產品質素會直接影響客戶的健康與安全，本集團積極為產品取得認證和認可資格，確保其認受性和符合法定標準。本年度，本集團所有產品均已獲得香港水務署水喉工程《一般認可》資格。

The Waterworks Regulations – “General Acceptance” for plumbing products

The Water Supplies Department of Hong Kong (“WSD”) implements “General Acceptance” (“GA”) pre-approval system for plumbing products during the approval procedures of plumbing projects. Qualified plumbing products must be provided with a sample test report issued by a local laboratory accredited by Hong Kong Laboratory Accreditation Scheme (HOKLAS), or a certificate issued by the British Standards Institution Kitemark (BSI Kitemark) or Water Regulations Advisory Scheme (WRAS) to prove conformity of the products to the statutory standards.

The WSD conducts random compliance tests on plumbing products that obtained GA. Test items include chemical composition (metal elements contained the parts that come into contact with drinking water) and the main functions of plumbing device to monitor if the products continue to meet with all required standards.

During the year, around 12 sample tests were conducted by WSD on plumbing products supplied by the Group. The tests of the plumbing products revealed no cases of non-compliance.

Trigger Mechanism of Recall Procedures

The Group has established the Quality Control Department which is responsible for inspection of suppliers factory production facilities and goods, sampling inspection of warehouse and third-party testing. It coordinates the workers in the Purchasing Department and Sales Department.

Trigger Mechanism of Recall Procedures

During the day-to-day sample inspection of goods by the Quality Control Department, spotting of unqualified products or external complaints will be based on Trigger Mechanism of Recall Procedures trigger a cross-departmental Quality Meeting which is responsible for reporting quality issues, assessing risks and severity, and resolving the need for product recall. If a recall is decided, the Sales Department shall notify the affected customers of the recall arrangements. Regardless of whether a recall is launched or not, the Group requires suppliers to find out the causes of quality issues, strengthen the internal quality control and carry out improvement measures.

《水務設施規例》—水喉產品《一般認可》資格

香港水務署(「水務署」)在水喉工程審批時實行《一般認可》水喉產品預先批核制度。獲《一般認可》資格的水喉產品必須備有香港實驗所認可計劃(HOKLAS)轄下機構發出的樣本測試報告，或由英國標準協會註冊證明商標(BSI Kitemark)或英國水務法規諮詢計劃(WRAS)發出的證明書，確認產品符合法定標準。

水務署亦會抽取市面上獲《一般認可》之水喉產品進行測試，測試項目包括化學成份(與飲用水接觸的金屬部件的金屬元素)與該水喉裝置的主要功能，以監察產品是否繼續符合認可資格的所有要求標準。

於本年度，本集團提供的水喉產品被水務署抽查約十二次，所有被抽查水喉產品均未發現違規情況。

回收程序的觸發機制

本集團設有品質檢測部門，負責檢驗供應商的廠房生產設備及貨物、貨倉抽檢及第三方檢測，亦會協調採購部和銷售部門同事。

《回收程序的觸發機制》

品質檢測部門在日常抽樣檢測貨物時，發現到不合格產品或收到外部投訴時，會根據《回收程序的觸發機制》召開跨部門的品質會議，專責匯報質量問題，評估風險及嚴重性，並決定產品回收必要性。若決定回收，銷售部需向受影響客戶通知回收安排。無論是否決定進行產品回收，本集團均要求供應商查明質量問題原因及加強內部品質控制，並作出改善措施。

Operation Management

營運管理

During the year, the Group received 12 complaints about product quality and labelling. For which it had undertaken follow-up measures such as the defective product recall followed by an investigation and arranged replacement of the products for the customers concerned. The Quality Control Department did not notice any unqualified products during the daily sample inspection of the goods and there were no cases of product recall due to safety and health issues.

Intellectual Property and Customer Privacy

For the Protection of customers' privacy and intellectual property rights, the Employee Handbook specified that any information about the customers or suppliers obtained as well as confidential information including trade secrets, transaction records, and technical, etc, which must not be directly or indirectly used nor disclosed to third parties. If any leaked confidential information is revealed, remedies must be taken immediately and the management of the Group shall be notified for making relevant decisions.

Anti-corruption

The Group pursues a corporate culture of honesty and integrity. The Group implemented the Gift and Entertainment Policy, which prohibits employees from receiving inappropriate benefits such as receiving cash or kickback, etc. The employees of the Group shall not have the intention to seek or obtain benefits and ensure the entertainment between customers and manufacturers complying within the reasonable value and frequency.

The Group also set up a whistleblowing channel for reporting corruption or fraud for employees to report any violations or malpractices. All report is directly followed up by the Audit Committee.

本年度，本集團接獲十二宗有關產品品質和產品標籤的投訴個案。本集團已進行跟進行動，回收有問題的貨品及進行調查，以及為有關客戶更換產品。品質檢測部在日常抽樣檢測貨物時，未有發現不合格產品，亦沒有產品因安全與健康理由而須回收的個案。

知識產權及客戶隱私

為保障客戶私隱及知識產權，《員工手冊》已列明員工不可直接或間接使用和向第三方透露機密資訊，包括商業秘密、交易往來及技術等有關客戶或供應商的資料。如發現洩露任何秘密資料，必須立即採取補救措施並通知本集團管理層以作出相關決定。

反貪污

本集團奉行廉潔誠信的企業文化和商業道德。本集團已制定《餽贈與招待政策》，禁止員工接受現金餽贈或收受回扣等不正當利益。本集團員工亦不應有隱含尋求或獲取優惠的意圖，並確保與客戶及廠商之應酬符合合理價值與次數內。

本集團亦設立舉報貪污或舞弊的溝通渠道，供員工舉報任何違規行為。所有舉報均經由審核委員會直接跟進處理。

Environmental Protection

Softpower International incorporates the concept of environmental protection into operations, reducing the impact on the environment. The Group implemented the Environmental Protection Policy, which underlines its commitment to including environmental management into its business decisions, in order to improve the efficiency in the use of energy and natural resources, prevent and minimising the generation of waste, and reduce pollution to land and the atmosphere.

Emissions

Greenhouse Gases

During the year, Softpower International engaged a professional consultancy to conduct carbon assessment of quantifying the emissions of greenhouse gases (GHG) (or “Carbon emissions”)¹ generated by the operations, in order to further review the effectiveness of the policy and formulate improvement measures.

The assessment results revealed the major source of emissions in 2019 came from combustion of fossil fuel in stationary and mobile source from scope 1, which accounts for approximately 64% of the carbon emissions; followed by energy indirect GHG emissions from scope 2, which contributes to 30% of the carbon emissions.

¹ The quantitative assessment is conducted according to the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for buildings (Commercial, Residential or Institutional Purpose) in Hong Kong compiled by the Environmental Protection Department and Electrical and Mechanical Services of Hong Kong, The Guidelines for Accounting and Reporting Greenhouse Gas Emissions - Other Industrial Enterprises (Trial) by the National Development and Reform Commission and references to international standards ISO 14064-1 and the GHG Protocol.

環境保護

冠力國際於營運融入環境保護概念，減低對環境的影響。本集團實施《環保政策》，承諾將環境管理納入企業的經營決策之中，以提高能源及天然資源的使用效益、預防及盡量減少製造廢物，以及降低對土地及大氣層所造成的污染。

排放物

溫室氣體

於本年度，冠力國際委託專業顧問公司進行碳評估，量化營運產生的溫室氣體排放(或稱「碳排放」)¹，以便進一步檢討措施的成效及制訂改善方案。

評估結果顯示，本集團二零一九年主要的排放源自範圍1的固定和移動源化石燃料燃燒，佔總排放約64%；其次是源自範圍2的能源間接溫室氣體排放，佔總排放約30%。

¹ 量化的過程根據香港環保署和機電工程署編製的《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》、國家發展改革委公佈的《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)》，以及參考國際標準ISO 14064-1和溫室氣體盤查議定書而進行。

Environmental Protection

環境保護

During the year, the total emissions and intensity of greenhouse gases ("GHG intensity") are similar to that of 2018. The major source of emissions, combustion of fossil fuel in stationary and mobile source from scope 1, reduced by approximately 2% compared to 2018; followed by purchased electricity from scope 2, increased by 2% when compared to that of 2018. Other indirect GHG emissions from scope 3 increased by approximately 12% compared to last year. Emissions in scope 3 relevant to business travel by air increased significantly (approximately 30%).

本年度，本集團的溫室氣體總排放量與密度均與2018年相約。主要排放源－範圍1的固定和移動源化石燃料燃燒－和2018年相比減少了約2%。第二大的排放源－範圍2的外購電力－則和2018年相比增加約2%。範圍3的其他間接溫室氣體排放則較去年增加約12%；飛機商務旅行相關排放於範圍3的增加尤其顯著(約30%)。

GHG emissions 溫室氣體排放			
Scope 範圍		Emissions (tonnes of CO ₂ -e) 排放量(公噸二氧化碳當量)	
		2019 2019年	2018 2018年
Scope 1: Direct GHG emissions ²	範圍1：直接溫室氣體排放 ²	443.7	454.7
Scope 2: Indirect GHG emissions ³	範圍2：間接溫室氣體排放 ³	205.4	200.7
Scope 3: Other indirect GHG emissions ⁴	範圍3：其他間接溫室氣體排放 ⁴	42.1	37.5
GHG emissions in total	溫室氣體排放總量	691.2	692.9
GHG intensity (in terms of floor area per m ²)	溫室氣體密度(以每平方米面積計算)	0.028	0.028

² Scope 1 includes emissions of fossil fuel combustion from stationary and mobile sources. The office in Shenzhen does not involve emissions of fossil fuel combustion from stationary and mobile sources. Therefore, there is no relevant emissions from scope 1.

³ Scope 2 includes emissions caused by purchasing electricity from the power company.

⁴ Scope 3 includes upstream and downstream emissions from waste paper disposal, fresh water treatment, sewage treatment and the employee's business trips in Hong Kong. Operation sites in Macau and Shenzhen are not included.

² 範圍1包括源自固定源及移動源化石燃料燃燒的排放。深圳辦公室不涉及固定源及移動源化石燃料燃燒的排放，故沒有相關的範圍1的排放。

³ 範圍2包括來自從電力公司購買電力所引致的排放。

⁴ 範圍3包括來自香港業務廢紙棄置、食水處理、污水處理與僱員出外公幹所引致的上游及下游排放。澳門和深圳營運點則不包括在內。

Air Emissions

Air pollutants directly emitted by the Group mainly came from air emissions produced by the vehicle engines, including nitrogen oxides, sulphur oxides, respirable suspended particulates. The Group's emissions of nitrogen oxides and respirable suspended particulates reduced by 14% and 18% respectively comparing to 2018; the emissions of sulphur oxides increased by 5% compared to 2018.

廢氣

本集團的直接排放的空氣污染物主要來自車輛引擎所造成的廢氣，包括氮氧化物、硫氧化物及可吸入懸浮粒子。和2018年比較，本集團的相關的氮氧化物和可吸入懸浮粒子的排放分別減少了14%和18%；而硫氧化物的排放則和2018年相比增加了5%。

Air emissions 廢氣			
Category 類別		Emissions (kg) ⁵ 排放量(千克) ⁵	
		2019 ⁶ 2019年 ⁶	2018 2018年
Nitrogen Oxides	氮氧化物	2,285.7	2,658.3
Sulphur Oxides	硫氧化物	18.5	17.6
Respirable Suspended Particulates	可吸入懸浮粒子	162.8	198.8

⁵ In order to reveal the environmental indicators comprehensively within operations, air emissions of forklifts was calculated according to The Technical Guide for Compiling Emissions Inventories of Non-road Mobile Sources of Air Pollutants (Trial) announced by Ministry of Ecology and Environment and other relevant resources in 2019. For a fair data comparison, air emission of forklifts in 2018 was re-calculated with the same methodology.

⁶ Shenzhen Office does not involve in the emissions of combustion of fossil fuel from stationary and mobile source, therefore, there are no relevant air emissions.

⁵ 為了更全面的對營運範圍內的各項環境指標進行披露，本年度根據國家生態環境部公佈的《非道路移動源大氣污染物排放清單編制技術指南(試行)》和其他相關資源計算了2019年叉車的廢氣排放。為公平的比較，2018年叉車的廢氣排放亦以同樣的方法重新計算。

⁶ 深圳辦公室不涉及固定源及移動源化石燃料燃燒的排放，故沒有相關的廢氣排放。

Environmental Protection

環境保護

Waste and Sewage

The main type of waste of the Group was non-hazardous wastes, including office paper and other daily waste. As the number of waste written-off inventory increased along with its packaging, the generation of non-hazardous wastes of the warehouse in Yuen Long increased. The total amount and intensity of non-hazardous wastes increased by approximately 30%; the production of hazardous wastes decreased by 1.5% in 2019 compared to 2018. The sewage discharge of the Group is sourced from domestic wastewater. Sewage produced were discharged to sewage treatment facilities through the local sewage collection system for treatment.

廢棄物及污水

本集團的主要廢棄物為無害廢棄物，包括辦公室用紙及其他日常垃圾。由於本年度棄置的報廢貨品數量增加，加上棄置可售賣報廢貨品的包裝，元朗倉庫無害廢棄物產生量有所上升。本集團的無害廢棄物總量和密度均增加了約30%；而2019年有害廢棄物產量和2018年相比減少了1.5%。本集團的污水排放來自員工的生活污水。所有產生的污水均經當地污水收集系統排放至污水處理廠進行處理。

Waste 廢棄物		Amount (tonnes) 數量(公噸)	
Category 類別		2019 2019年	2018 2018年
Hazardous waste	有害廢棄物	0.066	0.067
Hazardous waste intensity (in terms of floor area per 1,000 m ²)	有害廢棄物密度 (以每千平方米面積計算)	0.003	0.003
Non-hazardous waste	無害廢棄物	203.2	156.5
Non-hazardous waste intensity (in terms of floor area per m ²)	無害廢棄物密度 (以每平方米面積計算)	0.008	0.006

In order to reduce the amount of waste paper, the Group encourages to reduce paper usage and use recycled paper. The offices set up paper recycling bins. The collected waste paper is regularly delivered to waste recyclers.

為減少廢紙量，本集團鼓勵減少用紙及重用紙張。辦公室亦設有廢紙回收箱，所收集廢紙定期送往垃圾回收商用作循環再造。

Use of resources

The main source of energy usage of the Group is diesel. During the year, the consumption of diesel was 1,342.9 MWh, reduced by 8% compared to 2018. Along with the vehicle renewal plan implemented last year, the Group will consider forklift truck renewal plan by gradual implementation as needed to reduce relevant energy consumption.

During the year, the consumption of electricity is 393.5 MWh, which is similar to 2018. In order to optimise the use of resources, the Group also provides trainings with business partners to enhance the awareness of energy conservation of employees apart from actively promoting the reduction of electricity consumption. The Group also promoted participation in conferences conducted by green companies to learn practical experiences and recommendation.

資源使用

本集團最主要的能源使用為柴油。本年度的柴油耗量為1,342.9兆瓦時，比2018年度減少8%。隨著上年度推行更換舊車計劃，本集團將考慮叉車更換計劃，並按需要逐步推行，以減少相關能源耗量。

本年度電耗量與2018年度相約，電耗量為393.5兆瓦時。為善用資源，除了積極推動減少用電，本集團亦與業務夥伴合作提供培訓，提高員工節約能源的意識。本集團亦推動參與環保公司座談會，汲取實際經驗與建議。

Energy use 能源使用				
Category 類別		Consumption 耗量		Unit 單位
		2019 2019年	2018 2018年	
Direct energy ⁷ 直接能源	Gasoline 汽油	267.9	244.9	MWh 兆瓦時
	Diesel 柴油	1,342.9	1,461.7	
	LPG 液化石油氣	128.6	72.8	
Indirect energy 間接能源	Electricity 電力	393.5	391.0	MWh 兆瓦時
Total energy consumption 能源總耗量		2,132.9	2,170.4	MWh 兆瓦時
Energy intensity (in terms of floor area per m ²) 能源密度(以每平方米面積計算)		0.086	0.087	MWh/m ² 兆瓦時/平方米

⁷ Office in Shenzhen does not involve in the use of direct energy.

⁷ 深圳辦公室不涉及直接能源的使用。

Environmental Protection

環境保護

In terms of water consumption, apart from water for domestic use, numerous products need to be rinsed before delivery. During the year, the Group's water consumption increased by 19% compared to 2018, reaching 2,574 cubic metres. To reduce the water consumption, the Group set up a rainwater collection system in the warehouse, which will be used for sprinkling for cooling the warehouse. Water used by the Group is obtained through municipal water supply and there is no difficulty in water sourcing.

在用水方面，除了生活用水外，多類貨品出貨前需要用水沖洗乾淨。本年度，本集團的耗水量比2018年增加19%，達2,574立方米。為了善用水資源，本集團於貨倉設立了收集雨水系統，作日後貨倉灑水降溫之用。本集團的所有用水均透過市政供水渠道取得，因此在取得水源上沒有問題。

Water resource consumption ⁸ 水資源使用 ⁸			
Category 類別	Water consumption (m ³) 耗水量(立方米)		
	2019 2019年	2018 2018年	
Total Water consumption (m ³) 總耗水量(立方米)	2,574	2,158	
Water consumption intensity (in terms of floor area per m ²) 耗水密度(以每平方米面積計算)	0.11	0.09	

The Group consumes enormous product packaging for the sales of retail products. The product packing materials used are usually plastic bags, nylon bags and cardboard boxes to ensure product quality and intactness throughout the transportation process. During the year, the Group consumed nearly 16.5 tonnes of packing materials, which increased by approximately 24% compared to 2018.

本集團的門市產品銷售使用大量的產品包裝。產品一般以塑料袋、尼龍袋及紙箱等作為包裝材料，以確保整個運輸過程之產品品質和完整性。本年度，本集團消耗近16.5公噸包裝材料，較2018年度增加約24%。

Softpower International will continue to assess, record and reveal annual GHG emissions and other important environmental data, using data of the year as standards for reviewing the effectiveness of measures in future.

冠力國際將繼續評估、記錄及每年披露溫室氣體排放及其他重要環境數據，並以本年度的數據作基準，以便日後檢討措施成效。

⁸ Currently, water at all sites of operation is obtained through municipal water supply. As the office in Hong Kong and the office in Shenzhen do not install independent water meter, therefore, its water consumption cannot be obtained.

⁸ 目前各營運點的所有用水均透過市政供水渠道取得。由於香港辦公室和深圳辦公室並沒有獨立水錶，因此未能獲取耗水量。

The Environment and Natural Resources

Softpower International attaches great importance to the impact of business operations on the environment and natural resources. The Group is committed in the Environmental Protection Policy to incorporating the concept of environmental protection into business decisions, so the development of the Group is consistent with the goals of social sustainable development. Currently, the Group does not involve in manufacturing production. Therefore, apart from emissions and the use of resources mentioned above, other significant impacts on the environment and natural resources have not been identified within the scope of the report.

環境及天然資源

冠力國際重視其業務營運對環境及天然資源的影響。本集團在《環保政策》承諾將環保概念融入經營決策當中，達致集團發展與社會可持續發展目標一致。目前，本集團不涉及工業生產；因此，除上述的排放物及資源使用外，本集團尚未識別出報告範圍內其他對環境及天然資源的重大影響。

Community Investment

社區投資

“To take from society, while to give back to society” has always been the corporate mission of Softpower International. The Group is committed to caring for and serving society by establishing the Corporate Social Responsibility Policy and the Community Policy, to encourage employees to give back to society through voluntary activities and making donations to the community, bringing positive impact to the society. The key targets of our services include the elderly, young development and low-income families. During the year, the Group continued participating in community projects, contributing over HK\$78,000 in donations and event sponsorship and 78 volunteer service hours.

「取之社會，用之社會」一直是冠力國際的企業宗旨。本集團致力關懷和服務社區，建立《企業社會責任政策》及《社區政策》兩項政策，鼓勵員工透過義務活動及捐助社群回饋社會，為社會帶來正面影響。本集團主要服務對象包括長者、青少年發展及低收入家庭。本年度，本集團繼續參與社區項目，捐獻款項及贊助籌組活動資金逾78,000港元，貢獻78個義工小時。

Caring Event 2019 – Happy Rice Delivery

The volunteer team of the Group participated in the Happy Rice Delivery organised by The Hong Kong Air Conditioning and Refrigeration Association Ltd (“ACRA”). The event aims to show care for the elderly by offering them jasmine rice, and to share daily lives with them. The Group’s volunteers were pleased to participate in such a meaningful event, which is consistent with notions of care and serving the community.

關懷社區行動2019 – 粒粒開心贈長者

本集團的義工團隊參與由香港空調及冷凍商會有限公司（「冷凍商會」）舉辦的粒粒開心贈長者的派米行動。目的是藉著贈送絲苗白米，關心長者，與他們分享生活點滴。本集團的義工非常高興參與有意義的活動，貫徹關愛理念，服務社區。



Caring Event 2019 Joyful Lunch

The Group's volunteers participated in the Joyful Lunch organised by ACRA to celebrate the Winter Solstice with 200 low-income elderly. Joyful Lunch is a large-scale gathering held annually. The Group's volunteers enjoyed performances together and gave elderly presents, showing care for the elderly. Besides volunteering, the Group also funded the luncheon.

關懷社區行動2019－長者萬歲午宴

本集團派出義工團隊參與由冷凍商會舉辦的長者萬歲午宴，藉著慶祝冬至與200名低收入長者一起共進午餐。適逢每年的長者萬歲宴是每年一度的大聚會，義工們都樂於關心長者，與長者們一同欣賞表演節目及贈送冬至禮物。除了義工行動，本集團亦在資金上贊助是次午宴。



Community Investment

社區投資

SMART Elderly SMART Life: Visit SMART HOME

The Group's volunteers participated in an event organised by the Lions Club in April 2019. The volunteer team has prepared a session of music therapy training and a tour visiting smart homes in Tseung Kwan O for a group of elders and their caregivers. The event allowed the participants to join appropriate activities and understand household arrangement to bring more convenience to their daily lives. Appropriate activities and understanding of supporting tools for daily life will advance the elder caregiving.

精精靈靈百二歲系列－「腦」當益壯

本集團的義工參與由獅子會於二零一九年四月舉辦的活動。義工團隊當天安排一節音樂治療的課程，及邀請長者及其照顧者參觀在將軍澳的智能家居導賞團，目的是讓有需要的受眾，參加合適的活動及了解如何在家居安排，令生活更方便。適當的活動及認識更多生活上的輔助工具，對照顧長者必定有所得益。



Bowling Charity Competition cum Children's Bowling Fun Day

The Group's volunteers participated in the Bowling Charity Competition cum Children's Bowling Fun Day in April 2019, organised by the Lions Club. The volunteer team engaged with children through interactive activities and the bowling competition on that day. Apart from fund raising, the event allowed children to develop their potentials through the activities, to expand their social networks and to learn the spirit of teamwork, so that they can have a healthy mental and physical development.

保齡球慈善比賽籌款暨兒童保齡同樂日

本集團的義工參與由獅子會於二零一九年四月舉辦的保齡球慈善比賽籌款暨兒童保齡同樂日。義工團隊當日與兒童進行互動的活動和保齡球比賽，既能籌款之餘，也能讓兒童在活動中發揮其潛能、擴闊社交圈子，並學習到團隊精神，讓他們有健康的心身發展。



Compliance Management

合規管理

The Group is committed to ensuring its business operation complying with relevant regulations. The Trade Descriptions Ordinance and the Waterworks Regulations have been identified as the laws and regulations carrying significant impacts based upon the business nature of the Group. It is mainly due to public concern aroused over the quality material of pipes after several suspected product quality and safety issues arisen, resulting in more prudent attitude taken when customers purchase products. Meanwhile, the government and industry have also raised concerns and standards regarding pipeline quality and safety. Non-compliance with relevant laws and regulations will influence the Group's sales performance of pipes, as well as responsibilities addressing health and safety issues of the society and the public.

In order to ensure compliance with the above-mentioned laws and regulations, the Group has set up the Quality Control Department to be responsible for sample testing of products provided by suppliers, so as to ensure the product quality complies with the relevant legal requirements. During the year, there were no cases of non-compliance with the above-mentioned laws and regulations in the Group, and no legal cases in relation to corrupt practices brought against the Group or its employees.

There was no relevant laws and regulations that have a significant impact on the Group relating to emissions, employment, health and safety, labour standards and anti-corruption.

本集團致力確保業務營運符合相關法例。基於業務性質，本集團已識別《商品說明條例》及《水務設施規例》為對本集團有重大影響的法律及規例。最主要的原因是因為近年發生的一些懷疑管道物料品質安全問題事件，引起了公眾對管道質量的擔憂及疑慮，令客戶在購買管道時採取較審慎的態度，而政府及同業對管道質量安全亦提高關注及要求。如未能符合相關法律法規，將影響到本集團管道銷售表現，以及對社會及公眾的健康安全方面的責任。

為確保遵守上述的法律及規例，本集團已設立品質檢測部門，專門負責對本集團供應商所提供的產品進行抽樣檢測，確保產品質量符合相關法例要求。本年度，本集團並無發生違反上述法律及規例的個案，亦沒有收到對本集團或僱員提出的貪污訴訟案件。

在排放物、僱傭、健康與安全、勞工準則及反貪污方面，並無對本集團有重大影響的相關法律及法規。

Environmental and Social KPI Summary

環境及社會關鍵績效指標匯總

Environmental KPI Summary

環境關鍵績效指標匯總

Environmental KPI 環境關鍵績效指標	2019 2019年	2018 2018年	Unit 單位
Type of emissions and the relevant emission data⁹ 排放物種類及相關排放數據 ⁹			
Nitrogen Oxides (NO _x) 氮氧化物	2,285.7	2,658.3	kg 千克
Sulphur Oxides (SO _x) 硫氧化物	18.5	17.6	kg 千克
Respirable Suspended Particulates (RSP) 懸浮顆粒	162.8	198.8	kg 千克
GHG emissions 溫室氣體總排放量			
Scope 1: Direct GHG emissions ¹⁰ 範圍1：直接溫室氣體排放 ¹⁰	443.7	454.7	tonnes of CO ₂ -e 公噸二氧化碳當量
Scope 2: Indirect GHG emissions ¹¹ 範圍2：間接溫室氣體排放 ¹¹	205.4	200.7	tonnes of CO ₂ -e 公噸二氧化碳當量
Scope 3: Other indirect GHG emissions ¹² 範圍3：其他間接溫室氣體排放 ¹²	42.1	37.5	tonnes of CO ₂ -e 公噸二氧化碳當量
GHG emissions in total 溫室氣體總排放量	691.2	692.9	tonnes of CO ₂ -e 公噸二氧化碳當量
GHG intensity (in terms of floor area per m ²) 溫室氣體密度(以每平方米面積計算)	0.028	0.028	tonnes of CO ₂ -e/square metre 公噸二氧化碳當量/平方米
Hazardous waste 有害廢棄物總量			
Hazardous waste 有害廢棄物總量	0.066	0.067	tonne 公噸
Hazardous waste intensity (in terms of floor area per 1,000m ²) 有害廢棄物密度(以每千平方米面積計算)	0.003	0.003	tonne/1,000 square metre 公噸/千平方米
Non-hazardous waste 無害廢棄物總量			
Non-hazardous waste 無害廢棄物總量	203.2	156.5	tonne 公噸
Non-hazardous waste intensity (in terms of floor area per m ²) 無害廢棄物密度(以每平方米面積計算)	0.008	0.006	tonne/square metre 公噸/平方米

Environmental and Social KPI Summary

環境及社會關鍵績效指標匯總

Environmental KPI 環境關鍵績效指標	2019 2019年	2018 2018年	Unit 單位
Total Energy consumption 能源總耗量			
Direct energy ¹³ 直接能源耗量 ¹³	1,739.4	1,799.4	MWh 兆瓦時
Indirect energy 間接能源耗量	393.5	391.0	MWh 兆瓦時
Energy intensity (in terms of floor area per m ²) 能源密度(以每平方米面積計算)	0.086	0.087	MWh/square metre 兆瓦時/平方米
Total water consumption¹⁴ 總耗水量 ¹⁴			
Total water consumption 總耗水量	2,574	2,158	Cubic metre 立方米
Water consumption intensity (in terms of floor area per m ²) 耗水密度(以每平方米面積計算)	0.11	0.09	Cubic metre/square metre 立方米/平方米
Total packaging materials used in finished product¹⁵ 製成品所用包裝材料的總量 ¹⁵			
Total packaging materials 包裝材料總量	16.5	13.3	Tonnes 公噸
Intensity of packaging material (in terms of sales) 包裝物料密度(以營業額計算)	0.030	0.025	Tonnes/million HKD 公噸/百萬港元

Environmental and Social KPI Summary

環境及社會關鍵績效指標匯總

- | | |
|---|--|
| <p>⁹ In order to reveal the environmental indicators comprehensively within operations, air emissions of forklifts was calculated according to The Technical Guide for Compiling Emissions Inventories of Nonroad Mobile Sources of Air Pollutants (Trial) announced by Ministry of Ecology and Environment and other relevant resources in 2019. For a fair data comparison, air emission of forklifts in 2018 was recalculated with the same methodology. In 2019, Shenzhen Office does not involve in the emissions of combustion of fossil fuel from stationary and mobile source, therefore, there are no relevant air emissions.</p> | <p>⁹ 為了更全面的對營運範圍內的各項環境指標進行披露，本年度依國家生態環境部公佈的《非道路移動源大氣污染物排放清單編制技術指南(試行)》和其他相關資源計算了2019年叉車的廢氣排放。為公平的比較，2018年叉車的廢氣排放亦以同樣的方法重新計算。於2019年，深圳辦公室不涉及固定源及移動源化石燃料燃燒的排放，固沒有相關的廢氣排放。</p> |
| <p>¹⁰ Scope 1 includes emissions of fossil fuel combustion from stationary and mobile sources. The office in Shenzhen does not involve emissions of fossil fuel combustion from stationary and mobile sources. Therefore, no relevant emission from scope 1.</p> | <p>¹⁰ 範圍1包括源自固定源及移動源化石燃料燃燒的排放。深圳辦公室不涉及固定源及移動源化石燃料燃燒的排放，固沒有相關的範圍1的排放。</p> |
| <p>¹¹ Scope 2 includes emissions caused by the purchased electricity from the power company.</p> | <p>¹¹ 範圍2包括來自從電力公司購買電力所引致的排放。</p> |
| <p>¹² Scope 3 includes upstream and downstream emissions from waste paper disposal, fresh water treatment, sewage treatment and the employees' business trips in Hong Kong. Operation sites in Macau and Shenzhen are not included.</p> | <p>¹² 範圍3包括來自香港業務廢紙棄置、食水處理、污水處理與僱員出外公幹所引致的上游及下游排放。澳門和深圳營運點則不包括在內。</p> |
| <p>¹³ Office in Shenzhen does not involve in the use of direct energy.</p> | <p>¹³ 深圳辦公室不涉及直接能源的使用。</p> |
| <p>¹⁴ Since all offices in Hong Kong and Shenzhen do not install independent water meter, therefore, their water consumption cannot be obtained.</p> | <p>¹⁴ 由於所有香港辦公室和深圳辦公室並沒有獨立水錶，因此未能獲取耗水量。</p> |
| <p>¹⁵ Only warehouse and retail shops have included the use of packaging materials. Other operation sites do not involve the use of packaging materials.</p> | <p>¹⁵ 只包括貨倉及門市的包裝材料使用。其他營運點不涉及包裝材料使用。</p> |

Environmental and Social KPI Summary

環境及社會關鍵績效指標匯總

Social KPI

社會關鍵績效指標

Number of employees 員工人數		2019 2019年	2018 2018年
Location 地區	Hong Kong 香港	154	169
	Macau 澳門	4	4
	Mainland China – Shenzhen 中國內地 – 深圳	3	3
Gender 性別	Male 男性	105	115
	Female 女性	56	61
Age Group 年齡組別	Below 30 30歲以下	21	20
	30-50 30-50歲	80	97
	50 above 50歲以上	60	59
Grade 職級	Management ¹⁶ 管理人員 ¹⁶	9	11
	Department head/managers 部門主管／經理	35	36
	General staff 一般員工	117	129
Employment type 僱傭類別	Full-time 全職	177	176
	Part-time 兼職	0	0
Total number of employees 總員工人數		161	176

¹⁶ Combined Senior management and Management as Management .

¹⁶ 「高級管理人員」及「管理人員」已整合為「管理人員」。

Environmental and Social KPI Summary

環境及社會關鍵績效指標匯總

Employee turnover rate 員工流失比率		2019 2019年	2018 2018年
Location 地區	Hong Kong 香港	35%	34%
	Macau 澳門	0%	0%
	Mainland China – Shenzhen 中國內地 – 深圳	0%	50% ¹⁷
Age Group 年齡組別	Below 30 30歲以下	67%	40%
	30-50 30-50歲	34%	27%
	50 above 50歲以上	22%	44%
Gender 性別	Male 男性	40%	39%
	Female 女性	21%	25%
Total employee turnover rate 總員工流失比率		34%	34%

¹⁷ Due to the low base number of employees in the Mainland, the vacancies for employees who left in 2018 have been filled by temporary employees.

¹⁷ 由於內地員工人數基數較低，2018年內離職員工已聘請暫代員工填補空缺。

Environmental and Social KPI Summary

環境及社會關鍵績效指標匯總

Number of work-related fatalities and injuries 因工死亡及工傷人數		2019 2019年	2018 2018年
Number and rate of work-related fatalities 因工死亡人數及比率	Male 男性	0 (0%)	0 (0%)
	Female 女性	0 (0%)	0 (0%)
Number of work-related injury 因工受傷人數	Male 男性	10	14
	Female 女性	0	0
Lost days due to work-related injury 因工傷損失工作日數	Male 男性	200.5	213
	Female 女性	0	0
Number of suppliers 供應商數目		2019 2019年	2018 2018年
Mainland China 中國內地		15	14
Hong Kong 香港		9	9
United Kingdom 英國		4	4
South Korea 韓國		3	3
Thailand 泰國		2	2
Japan 日本		1	1
United States of America 美國		1	1
Australia 澳洲		1	1
Total number of suppliers 總供應商數目		36	35

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《環境、社會及管治報告指引》內容索引

Material Aspect 主要範疇	Content 內容	Page Index 頁碼索引
A. Environmental		
A. 環境		
A1 Emissions		
A1 排放物		
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 air and GHG 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、向水及土地的排放、有害及無害廢棄物的產生等的： (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	21-24,32
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據	23,33,35
A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放總量及密度	21-22,33,35
A1.3	Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度	24,33
A1.4	Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度	24,33
A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果	21-23,33,35
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 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	24,33

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《環境、社會及管治報告指引》內容索引

Material Aspect 主要範疇	Content 內容	Page Index 頁碼索引
A2 Use of Resources A2 資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策	21,25-26
A2.1	Direct and/or indirect energy consumption by type in total and intensity 按類型劃分的直接及／或間接能源總耗量及密度	25,34
A2.2	Water consumption in total and intensity. 總耗水量及密度	26,34-35
A2.3	Description of energy use efficiency initiatives and results achieved 描述能源使用效益計劃及所得成果	25,34
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 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	26,34-35
A2.5	Total packaging material used for finished products and with reference to per unit produced. 製成品所用包裝材料的總量及每生產單位佔量	26,34-35
A3 The Environment and Natural Resources A3 環境及天然資源		
General Disclosure 一般披露	Policies on minimising 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	27
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 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	27

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《環境、社會及管治報告指引》內容索引

Material Aspect 主要範疇	Content 內容	Page Index 頁碼索引
B. Social		
B. 社會		
B1 Employment		
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	12,14-15,32
B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	14,36
B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率	37
B2 Health and Safety		
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： (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	12-13,32
B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率	13,38
B2.2	Lost days due to work injury. 因工傷損失工作日數	13,38
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法	12-13

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《環境、社會及管治報告指引》內容索引

Material Aspect 主要範疇	Content 內容	Page Index 頁碼索引
B3 Development and Training 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	13-14
B4 Labour Standards 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	12,16,32
B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工	16
B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟	16
B5 Supply Chain Management B5 供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策	17-18
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目	17,38
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法	17-18

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《環境、社會及管治報告指引》內容索引

Material Aspect 主要範疇	Content 內容	Page Index 頁碼索引
B6 Product Responsibility		
B6 產品責任		
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 health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 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： (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	17-20,32
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比	19
B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法	19
B6.3	Description of practices related to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例	20
B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序	19
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法	20

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《環境、社會及管治報告指引》內容索引

Material Aspect 主要範疇	Content 內容	Page Index 頁碼索引
B7 Anti-corruption		
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： (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。	17,20,32
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果	32
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法	20
B8 Community Investment		
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	28
B8.1	Focus area of contribution. 專注貢獻範疇	28
B8.2	Resources contributed to the focus area. 在專注範疇所動用資源	28-31



冠力國際有限公司
Softpower International Limited