



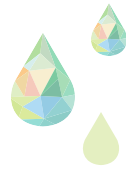
葉氏化工集團有限公司
Yip's Chemical Holdings Limited

於開曼群島註冊成立之有限公司
Incorporated in the Cayman Islands with limited liability
股份代號 Stock Code: 408



2019

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



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管理層的話 MANAGEMENT STATEMENT



葉氏化工集團有限公司（「葉氏化工」或「公司」，連同其附屬公司統稱「集團」）欣然呈上集團第三份獨立成刊的《環境、社會及管治（「環社管」）報告》，闡述我們在員工、供應鏈、顧客、社區及環境範疇的管理方針和表現。

回顧二零一九年，集團業績大幅改善，部份虧損業務轉虧為盈，成果令人欣慰。然而，全球的經濟活動、人才流動、社會民生，以至自然環境均出現前所未見的挑戰，對企業的實力和可持續性構成考驗。要化危為機，企業必須從根本的發展方針入手，鞏固根基，並把最佳實踐從日常營運體現出來。集團自二零一五年落實「百年葉氏」願景，從多方面推進集團的可持續發展。近年更朝著「環保化」、「終端化」及「服務化」方向優化本業和開拓商機，確保集團的業務長足發展。

集團一向高度重視廠房設備、廢棄物管理、廢氣排放等與環保相關的合規性。我們致力貫徹環保理念，盡可能完善生產過程，以至終端產品的規格。

《2019環社管報告》深入匯報了集團旗下廠房積極採取一切可行措施，控制揮發性有機化合物（「VOC」）的排放。截至二零一九年十二月三十一日止年度（「回顧年內」），中山油墨廠的VOC裝置已全面運行，並且相繼有其他廠房安裝此類裝置。我們亦不斷研發及提升產品，加強產品的環保性能，守護用家健康。在環保教育層面，集團香港總部舉辦了為期長達半年的一系列員工活動，以增強同事的減廢意識，鼓勵他們實踐綠色生活。

Yip's Chemical Holdings Limited ("Yip's Chemical" or the "Company", together with its subsidiaries, the "Group") is pleased to present its third standalone *Environmental, Social and Governance ("ESG") Report*, which sets forth our management policies and performance in regard to employees, supply chains, customers, communities and the environment.

Our 2019 business results reflected a remarkable performance by the Group, including the turnaround of some loss-making businesses that are now profitable. Yet, at the global level, economic activities, personnel flows, social conditions and even the natural environment faced unprecedented challenges, posing a real test of the strengths and sustainability of all enterprises. In order to turn challenges into opportunities, an enterprise should build on the strengths of its foundations, and demonstrate best practices in its daily operations. Since 2015, the Group has been working "Towards a Century of Revered Leadership" by driving sustainable development in multiple areas. In recent years, the Group has been optimising and expanding its business to sustain its long-term growth, with a strategic focus on being "environmentally friendly", "end-user oriented" and "service oriented".

The Group takes very seriously its responsibility to ensure the environmental compliance of its plant facilities, waste management and exhaust gas emissions. We are committed to implementing environmental best practices by improving our production processes and the features of our end products. In *ESG Report 2019*, we presented how the Group's plants had actively taken all practical measures to control the emission of volatile organic compounds ("VOC"). During the year ended 31 December 2019 ("year under review"), the VOC treatment facilities in our Zhongshan inks plant have become fully operational, while at other plants, such facilities were installed. Meanwhile, to better protect the health of end users, we are also carrying out research and development to upgrade the environmental performance of our products. On the environmental education front, the Group's Hong Kong headquarters ran a six-month campaign to raise awareness among staff of the importance of waste reduction and green living.



集團深明持份者聲音對我們改善企業營運的重要性。集團持續與持份者保持緊密的溝通，並積極將其意見融入集團的業務計劃之中。回顧年內，我們採取更有系統及客觀的形式組織持份者參與活動。此舉讓我們更了解自身的可持續發展表現，並有效識別持份者所關注的可持續發展議題的優次。集團將按部就班回應和處理有關議題，不斷審視和檢討，務求平衡各方的期望。

The Group well understands the importance of incorporating stakeholders' views into the ways we improve our business operations. We maintain close communication with our stakeholders and proactively incorporate their opinions into our business planning. During the year under review, we adopted a more systematic and objective approach to stakeholder engagement. This exercise allowed us a better understanding of our sustainability performance while enabling us to effectively identify the sustainability priorities of our various stakeholders. The Group will respond to and manage these issues in an orderly manner, and will constantly examine and review the situation to ensure that we can balance the expectations of all stakeholders.

二零二零年初，新型冠狀病毒肺炎（「新冠肺炎」）疫情蔓延多國，葉氏化工適時推出首個個人及家居消毒品牌「EUCA」以應付社區需求。為與社區攜手抗疫，我們分別在香港向弱勢社群捐贈EUCA消毒產品，以及於內地向政府機關、醫院及機構捐贈消毒酒精。集團充分發揮自身資源優勢，期望與市民一起抗疫。除此之外，集團亦保障員工的安全，於香港總部及內地辦公室和廠房均實施了各項防疫措施，盡量減低員工感染的風險。

In early 2020, as Coronavirus Disease 2019 ("COVID-19") spread across multiple countries, Yip's Chemical was able to launch its first personal and household sanitisation brand, "EUCA", and help meet a growing need in the community for hygiene products. We donated EUCA sanitising products to disadvantaged groups in Hong Kong, and antiseptic alcohol to government authorities, hospitals and institutions in the Mainland. By leveraging our resource advantages, we were able to fight the pandemic in partnership with authorities and the community. In addition, the Group's Hong Kong headquarters, as well as its offices and plants in the Mainland, took precautionary measures to safeguard employees' safety and health, thus minimising the risk of infection.

我們衷心向所有持份者表達致謝。縱然面對宏觀環境的諸多不確定性，集團憑藉其穩固的基礎，有信心能乘風破浪，帶領企業可持續發展。我們會繼續虛心廣納意見，期望獲得持份者的支持，與我們邁步向前。

We would like to convey our gratitude to all of our stakeholders. Though the macro-economy picture is full of uncertainty, we believe that, with our solid foundations, we will be able to overcome these challenges and move further towards sustainable development. We will continue to listen humbly to all opinions, so that our stakeholders are confident in striding forward alongside us.





創造長遠價值——我們的可持續發展方針

CREATING LONG-TERM VALUES – OUR GOALS IN SUSTAINABLE DEVELOPMENT

集團訂立清晰及具前瞻性的宏圖，以「百年葉氏」為願景，當中的七大推動元素環環相扣，為我們邁向可持續發展奠定了穩固的基礎。集團在各個範疇均設立完善規章制度及措施，並透過整全的管理架構，有效令政策順利實施。集團定期檢討可持續發展事務，並適時審視現行政策，確保可持續發展模式在日常決策及營運中得以實踐。

The Group has a clear and forward-looking mission to become a corporation with "A Century of Revered Leadership". There are seven key forces driving the business as the Group pursues this vision, and they work in unison to give the Group a solid foundation from which to promote sustainable development. The Group has established sound systems and measures in all its business areas, and has effectively implemented its policies through a holistic management structure. It regularly reviews its sustainable development strategies, and examines its policies on a timely basis to ensure that its sustainable development approach is implemented in daily decision-making and operations.

集團宏圖 CORPORATE VISION



集團宏圖中的七大元素互相推動，以期達至「百年葉氏，引以為傲，備受尊崇」的願景。The seven driving forces outlined in our corporate vision work together, so the Group's vision of "Towards a Century of Revered Leadership" can be attained.



整全的可持續發展架構

集團奉行高水平的可持續發展管治模式，這不但可提高競爭力，為公司增值，更保障了持份者的權益。我們清晰分明及層層遞進的架構，令可持續發展目標及舉措有序地上傳下達。由於集團旗下子公司分散國內不同省份，集團會為子公司提供靈活指引，因應其所在地及營運模式彈性管理，規劃可持續發展措施。

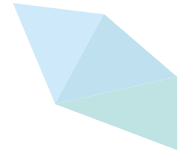
Holistic Sustainable Development Structure

In embracing a high standard of sustainable development governance, the Group not only can raise its competitiveness and enhance its value, it can also protect the interests of its stakeholders. Our clear and hierarchical structure allows for the orderly escalation and cascading of sustainable development goals and initiatives. The Group provides flexible guidelines for its subsidiaries located in different provinces in the Mainland, so that they can exercise flexible management and plan their sustainable development measures in accordance with their locality and operations.

Overview of Sustainable Development Structure

可持續發展架構一覽





公司董事會

The board of directors of the Company (the "Board")

- 由三位執行董事、兩位非執行董事及三位獨立非執行董事組成
- 負責制定集團整體目標及策略，以及監察風險
- 每年會審視集團不同層面的風險議題，包括有關環境、社會、管治及氣候變化的風險，透過考慮內在及外部因素而訂出年內風險管理的優先次序，並於董事會會議檢討進度
- Comprising three executive directors, two non-executive directors and three independent non-executive directors
- Responsible for formulating the Group's overall objectives and strategies, as well as monitoring risks
- Examining the Group's various risk issues, including those related to the environment, society, governance and climate change; prioritising risk-management tasks for the year in accordance with internal and external factors; and reviewing progress made on each task at Board meetings

高層領導團隊

Senior Leadership Team ("SLT")

- 由行政總裁、副行政總裁及公司的其他高層管理人員組成
- 負責監察集團內部運作，推行董事會制定的計劃
- Comprising the Chief Executive Officer, the Deputy Chief Executive Officer and other senior management within the Company
- Supervising the internal operations of the Group and executing plans developed by the Board

安全健康環保委員會（「安委會」）

Health, Safety and Environment Committee ("HSE Committee")

- 由一位非執行董事及兩位獨立非執行董事¹組成
- 專責更新集團的「安全健康環保政策」，管理有關範疇的風險、組織架構及資源投放等，加強監控
- 回顧年內，安委會共召開了五次會議，檢討集團安健環表現及審視相關計劃
- Comprising one non-executive director and two independent non-executive directors¹
- Responsible for updating the Group's Health, Safety and Environment Policy and managing related risks, organisational structure and resource inputs, for strengthened monitoring and control
- Convened five meetings during the year under review to review the Group's HSE performance and examine related projects

業務單位

Business Units

- 集團其他部門各司其職，處理不同環社管事宜
- 集團企業傳訊部策劃社區投資項目及推動企業與社會創造共享價值的發展
- 集團人力資源部向子公司提供方向，供子公司按當地法例法規處理人力資源事宜
- 其他範疇如供應鏈及產品責任等，則交由子公司管理
- Other departments within the Group responsible for handling different ESG matters
- The Group's Corporate Communications Department is responsible for organising community investment projects, as well as promoting the development of creating shared value ("CSV") between business and society
- The Group's Human Resources Department gives direction to subsidiaries, enabling them to manage human resources matters in accordance with local laws and regulations
- Other areas, such as supply chain and product responsibility, are administered by subsidiaries

安全健康環保部（「安環部」）

Health, Safety and Environment Department ("HSE Department")

- 由各主要廠房代表組成
- 負責日常執行安委會的舉措及項目
- Comprising representatives of major plants
- Responsible for daily execution of initiatives and projects proposed by the HSE Committee

個別員工

Individual Employees

- 於年度評核及制定每年工作計劃時，將可持續發展的理念轉化成工作指標
- Transforming the philosophy of sustainable development into performance indicators during annual appraisals, and developing annual work plans

外部可持續發展顧問

External Consultants on Sustainable Development

- 以獨立身份收集和整理業界最佳實踐，以及集團持份者的建議，向集團提供意見
- Collect and collate industry best practices and stakeholders' suggestions in an independent capacity, and provide advice for the Group

各界持份者

Various Stakeholders

- 透過恆常溝通及每年的持份者活動，就集團的可持續發展表現提出意見
- Express their opinions on the Group's sustainability performance through regular communication and stakeholder activities every year

¹ 於二零二零年七月一日起
With effective from 1 July 2020



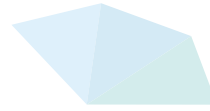
持份者參與

集團積極與持份者保持開放的對話，以建立互信及長遠關係，這亦有助提升集團的透明度，幫助我們改善營運表現和匯報內容。集團定期透過社交媒體，包括面書 (Facebook) 專頁及微信 (WeChat) 訂閱號，與持份者互動。下表概述了我們的主要持份者群體及日常與其溝通的主要渠道。

Stakeholder Engagement

The Group actively maintains an open dialogue with its stakeholders in order to build mutual trust and long-term relationships, which improves the transparency of the Group and boosts our operational performance and reporting content. The Group regularly interacts with stakeholders via social media platforms, including its Facebook page and WeChat subscription page. The following table summarises our key stakeholder groups and the main channels through which we maintain everyday communication with them.

持份者團體	主要溝通渠道	Stakeholder Groups	Main Communication Channels
員工	員工溝通會 集團微信企業帳號 內聯網 學習小組 安健環技術論壇	Employees	Employee communication sessions Group WeChat corporate account Intranet Study groups Technical forums on HSE
股東及投資者	年報及中期報告 股東週年大會 會議 實地參觀 路演	Shareholders and investors	Annual and interim reports Annual general meetings Meetings On-site visits Roadshows
銀行家	年報及中期報告 會議 研討會 年度審核	Bankers	Annual and interim reports Meetings Seminars Annual reviews
顧客	公司網站及社交媒體 顧客服務部 顧客滿意度調查	Customers	Corporate website and social media platforms Customer services department Customer satisfaction surveys
政府/監管機構	會議 實地參觀	Governments/ regulatory bodies	Meetings On-site visits
非牟利機構 (包括社福機構及 環保團體)	義工及社區活動 贊助及捐獻 獎勵計劃	Non-profit organisations (including social welfare organisations and green groups)	Volunteer and community programmes Sponsorships and donations Award programmes
傳媒	新聞稿 傳媒發佈會 聚餐 實地參觀	Media	Press releases Press conferences Luncheons On-site visits
供應鏈夥伴	招標及採購過程 行業展會 產品發佈會 技術交流會及日常諮詢 定期供應商現場評審	Supply chain partners	Tendering and procurement processes Industry exhibitions Product launch briefings Technical know-how exchange sessions and day-to-day consultation Regular supplier on-site assessments



本年，集團對其可持續發展表現進行了客觀評估。我們組織了更有系統和深入的持份者參與活動，以了解持份者關注的重要議題。此過程量化了持份者認為對葉氏化工較重要的各項環社管議題的相對優先程度。建基於上述持份者參與活動所蒐集的意見，《2019環社管報告》更能具體反映持份者的關注點及集團相應的表現及措施。

是次持份者參與活動及識別重要議題之過程乃依照《全球報告倡議組織（「GRI」）標準》設計，包括鑑別、排序、審核及檢視四個步驟。

This year, the Group carried out an objective assessment of our sustainability performance. We organised more systematic and in-depth stakeholder engagement activities to help us better understand the key issues of concern to stakeholders. This process allowed us to quantify the views of stakeholders on a range of ESG issues and their relative importance to Yip's Chemical. Based on opinions collected at our stakeholder engagement activities, the *ESG Report 2019* better reflects the areas of concern to stakeholders and the Group's corresponding performance and measures.

The aforementioned stakeholder engagement activities and the process of identifying material issues were designed in accordance with the *Global Reporting Initiative ("GRI") Standards*, including the four steps of identification, prioritisation, validation and review.

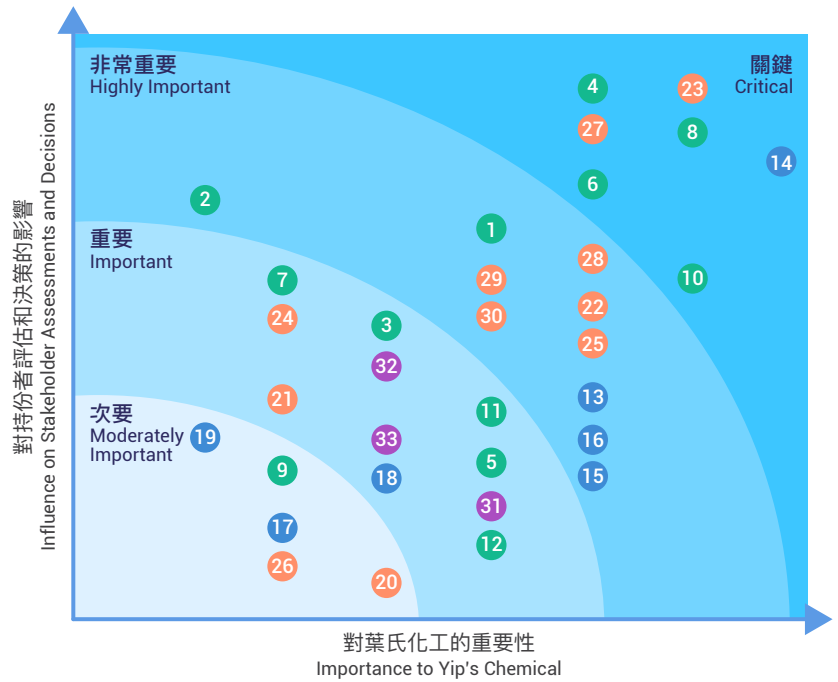


重要議題評估結果 Materiality Assessment Results

正如上述識別重要議題之過程，我們根據持份者溝通結果，按照《GRI標準》為各項議題排序，繪製以下重要性矩陣。

As part of the above materiality assessment process, we made use of the stakeholder engagement results to map out the materiality matrix by prioritising the issues with reference to the *GRI Standards*.

- 環境議題 Environmental Topics
- 營運議題 Operational Topics
- 員工議題 Employee Topics
- 經濟議題 Economic Topics



關鍵 Critical

- 10 綠色產品研發 Green products R&D
- 4 廢棄物管理 Waste management
- 14 職業健康與安全 Occupational health and safety
- 23 產品安全 Product safety
- 27 產品質量管理 Product quality management
- 6 環保合規 Environmental compliance
- 8 廢氣管理 Air emission management

非常重要 Highly Important

- 1 能源管理 Energy management
- 2 水資源管理 Water management
- 13 人才管理 Talent management
- 15 培訓與發展 Training and development
- 16 員工溝通 Employee communication
- 22 社會、經濟合規 Social and economic compliance
- 25 供應商管理 Supplier management
- 28 客戶服務 Customer service
- 29 產品售後服務 After-sales services of products
- 30 創新及知識產權 Innovation and intellectual property rights

重要 Important

- 3 原材料管理 Raw materials management
- 5 溫室氣體管理 Greenhouse gases management
- 7 廢水管理 Wastewater management
- 11 資源利用率 Resource productivity
- 12 氣候變化 Climate change
- 18 多元化及平等機會 Diversity and equal opportunity
- 21 保障人權 Human rights protection
- 24 數據安全及客戶隱私管理 Data security and customer privacy management
- 31 公司對運營所在地產生的經濟效益 Economic values generated at where the company operates
- 32 反貪腐 Anti-corruption
- 33 反競爭行為管理 Anti-competitive behavior management

次要 Moderately Important

- 9 生態保育 Ecological conservation
- 17 反歧視 Anti-discrimination
- 19 童工及強制勞工管理 Child labour and forced labour management
- 20 社區參與 Community engagement
- 26 產品標籤及廣告 Product sales and advertising

依據議題於矩陣中的位置，我們將其歸納為四個層級。其中，「關鍵」級別中的七項議題對集團及持份者相對而言最為重要，包括廢棄物管理、環保合規、廢氣管理、綠色產品研發、職業健康與安全（「職安健」）、產品安全及產品質量管理。我們已於本報告詳盡披露「關鍵」級別共七項議題的管理方針及措施，並會持續檢視及加強管理這些可持續發展議題。

We classified the issues into four levels according to their positions in the matrix. Of these four levels, the seven issues at the "critical" level are the most vital to the Group and its stakeholders. These are: waste management, environmental compliance, air emission management, green products R&D, occupational health and safety ("OHS"), product safety, and product quality management. In this report, we disclosed in detail our management policies and measures regarding these seven "critical" issues. We will continuously review and step up our efforts to manage these sustainability issues.



回應持份者關注

根據持份者溝通結果，目前對集團而言最重要的ESG議題是安全、健康及環保。下表概括了集團對這些重要議題已採取的主要行動。有關更多實際舉措及成效，請參閱本報告的對應章節。

Response to Stakeholders' Concerns

According to the stakeholder engagement results, the most important ESG issues to the Group currently relate to safety, health and the environment. The table below summarises the main actions taken by the Group linked to these material issues. For more detail on our actions and their effectiveness, please refer to the corresponding sections in this report.

重要議題 Material Issues	葉氏化工的行動 Actions taken by Yip's Chemical		對應章節 Corresponding Sections
	管治及監察 Governance and Supervision	運營措施 Operational Measures	
職安健 OHS	<ul style="list-style-type: none"> 由董事會轄下安委會負責監控安環部工作實施情況，並定期向董事會匯報。 高層領導團隊成員每月檢視集團安健環工作；每年每位成員巡視廠房至少一次。 高層領導團隊每年進行兩次風險評估，適時執行措施，把有關風險對集團的影響減至最低。 	<ul style="list-style-type: none"> 安環部定期對各廠房進行安全檢查，持續提升職安健文化及管理水平。 為員工進行與安健環相關的培訓及考核。 加強廠房管理人員及相關員工的賞懲制度，提高問責性。 The HSE Department carries out regular safety inspections for all plants and continuously reinforces the OHS culture and governance level. Carry out HSE-related training and assessments for employees. Strengthen the reward and sanction system for plant management personnel and related employees to increase accountability. 	員工的長遠價值 Long-term Values in Employees
環保合規 Environmental Compliance	<ul style="list-style-type: none"> The HSE Committee under the Board is responsible for supervising the work of the HSE Department and reports regularly to the Board. Members of the SLT review the Group's efforts in health, safety and the environment monthly, and each member conducts plant inspection at least once a year. The SLT carries out risk assessments twice a year and implements timely measures to minimise the impact of such risks to the Group. 	<ul style="list-style-type: none"> 廠房按當地法例法規實行環保措施。 與營運所在地的規管部門保持緊密溝通。 Implement environmental measures in plants according to local laws and regulations. Maintain close communication with regulatory authorities at the place of operation. 	環境的長遠價值 Long-term Values in the Environment
廢氣管理 Air Emission Management		<ul style="list-style-type: none"> 確保排放量維持在營運所在地的排放標準之內。 相繼於不同廠房安裝VOC處理裝置。 溶劑廠房逐步採用天然氣取代煤作為燃料。 Ensure emission levels are within the prescribed standards at the place of operation. Install VOC treatment facilities in different plants successively. Gradually replace the use of coal with natural gas in solvents plants. 	



目標制定及追蹤

為持續提升可持續發展表現，集團定期審視及檢討已制定的目標。以下是回顧年內的短至中期目標，及有關實踐進度。

Target Setting and Tracking

To enhance our performance on sustainable development, the Group regularly examines and reviews the targets it has set. The following sets out our short- and medium-term targets, and progress made during the year under review.

議題 Topic	二零一九年目標 2019 Target	二零一九年進度 2019 Progress	二零二零年目標 2020 Target
<p>以清潔生產為方針，致力減低生產時對環境產生的影響。</p> <p>With the goal of achieving clean production and minimising our impact on the environment during production.</p>	<p>減低VOC排放。</p> <p>Reduce VOC emissions.</p>	<p>中山廠房的大型VOC處理裝置投入運作。</p> <p>The VOC treatment facilities at the Zhongshan plant were up and running.</p>	<p>密切監察配備VOC處理裝置的廠房的VOC排放量及其效益。</p> <p>To closely monitor the VOC emissions and efficiency of plants equipped with VOC treatment facilities.</p>
<p>集團適時調整其社區投資策略，並朝著創造共享價值理念出發，滿足社區需要，同時拓展商機。</p> <p>The Group adjusts its community investment strategies timely, and is working towards the CSV concept in order to satisfy community needs and at the same time capture business opportunities.</p>	<p>透過創新及互動的形式，向廣大市民及員工宣揚環保。</p> <p>Make use of innovative and interactive formats to publicise environmental protection concepts to the general public and employees.</p>	<p>於集團香港總部舉行為期長達半年的「敢於登『綠』」環保活動，向員工宣揚減廢。(詳情請見「環境的長遠價值」及「社區的長遠價值」章節)。</p> <p>A six-month environmental campaign, "Dare to Go Green", was held at the Group's Hong Kong headquarters to promote waste reduction among employees. (For details, please refer to the sections "Long-term Values in the Environment" and "Long-term Values in Communities").</p>	<p>推出創造共享價值項目，透過策略地運用資源和創新意念，把社會元素融入業務當中，同時解決社會需要，達致企業與社會雙贏。</p> <p>To launch a CSV project by integrating social elements into the business through the strategic deployment of resources and innovative ideas, while addressing community needs, so as to attain a win-win solution for the Group and society.</p>
<p>持續擴展《環社管報告》範圍及提升內容，作務實而透明的匯報。</p> <p>Continue to expand the scope and enrich the content of subsequent ESG reports in a practical and transparent way.</p>	<p>嘗試擴闊「環境的長遠價值」的報告範圍。</p> <p>Expand the reporting scope of the "Long-term Values in the Environment" section.</p>	<p>「環境的長遠價值」章節加入了一間溶劑主要廠房的環境數據。</p> <p>The "Long-term Values in the Environment" section expands to cover the environmental data of a major solvents plant.</p>	<p>將繼續研究擴闊報告範圍。</p> <p>Continue to study the expansion of the reporting scope.</p>
<p>集團分析持份者關注的議題，並針對有關範疇加強匯報，以及改善企業營運。</p> <p>The Group analyses stakeholders' concerns and will strengthen reporting on relevant issues and improve operations accordingly.</p>	<p>深入了解持份者對集團的認識、觀感及意見，務求令匯報內容更全面及深入；並將其意見納入業務規劃之中。</p> <p>To better recognise stakeholders' understanding, perceptions and opinions of the Group, so as to make the report more comprehensive and in-depth; and to incorporate their opinions into business planning.</p>	<p>擴大及深化持份者溝通環節，於本份《環社管報告》具體呈現他們的反饋訊息(詳情請見本章節「持份者參與」及「重要議題評估結果」部分)。</p> <p>The stakeholder engagement exercise was widened and deepened. Stakeholders' feedback was well reflected in this ESG report (For details, please refer to "Stakeholder Engagement" and "Materiality Assessment Results" in this section).</p>	<p>有系統地整理年度持份者參與活動，確保集團每年合理披露持份者關注的重要議題。</p> <p>To collate the annual stakeholder engagement activity systematically, so that the Group can properly disclose every year the material issues that stakeholders concern most.</p>





員工的長遠價值

LONG-TERM VALUES IN EMPLOYEES

集團員工總數近3,000人，從生產至銷售人員，以至各個後勤部門也為業務投入了一定貢獻。我們銳意建構一支多元及具備靈活性的團隊，因此集團的人才管理政策皆以人為本，重視員工的專業發展及個人成長，同時營造一個公平公正和包容的理想工作環境。

The Group has nearly 3,000 employees. All of them, from production workers to sales teams and personnel from supporting departments, make a considerable contribution to the success of our businesses. Since we are committed to building a diversified and versatile team, our talent management policies are people-oriented, with particular emphasis on the professional development and personal growth of employees, while we strive to nurture a fair, just and inclusive working environment.

打造優質企業文化

員工是最寶貴的資產。為了帶領同事邁向共同目標，我們早年已訂立「工作新浪潮」（「TIDE」）企業文化，亦即「團結」（Teamwork）、「正直」（Integrity）、「決心」（Determination）及「卓越」（Excellence）。

Cultivating an Excellent Corporate Culture

Employees are the Group's most valuable asset. In order to guide colleagues towards achieving our common goals, we have established the "TIDE" (Teamwork, Integrity, Determination and Excellence) corporate culture.

團結

我們深明一支具凝聚力和合作性的團隊，能增強員工士氣，對業務運作，以至可持續發展，發揮事半功倍的效果。集團致力營造一個工作與生活平衡、家庭友善的工作環境，措施包括：

TEAMWORK

We understand that a cohesive and cooperative team boosts staff morale, enhances the efficiency of operations and facilitates sustainable development. The Group endeavours to create a healthy work-life balance and family-friendly working environment, offering such benefits as:



員工可享每年一次免費身體檢查
A free annual health check for employees

醫療福利惠及員工及其家屬
Medical benefits for employees and their family members



強積金供款高於法例保障
Mandatory Provident Fund contributions higher than the regulatory requirement



超越法例要求的年假、產假及侍產假，另設
恩恤假、考試假及生日假
Annual leave, maternity leave and paternity leave beyond the minimum prescribed by law, in addition to compassionate leave, examination leave and birthday leave



彈性上班時間
Flexible working hours

「家庭參觀日」活動
Family visits



「出征駱駝」加深員工對駱駝漆的認識

"Go! Camel!" – An Initiative to Enhance Employees' Understanding of Camel Paint

葉氏化工於二零一八年初完成收購駱駝漆，為了加強員工對駱駝漆業務的認識，駱駝漆團隊及集團人力資源部於二零一九年三月啟動「出征駱駝」項目。項目由業務簡介會及銷售店舖實地考察兩部分組成，目標是強化集團後勤同事對駱駝漆業務及其日常營運工作的了解，並於日後策劃項目上更切合駱駝漆業務所需。同事通過出席簡介會，以及走訪香港及九龍14間五金及油漆店舖實地考察，與店舖負責人交流，認識業務之餘，亦從顧客角度向駱駝漆團隊提供意見。

Yip's Chemical completed the acquisition of Camel Paint in early 2018. In order to enhance employees' understanding of Camel Paint's business, the Camel Paint team and the Group's Human Resources Department jointly launched the "Go! Camel!" project in March 2019. The project was in two parts: an introductory briefing and shop visits. These helped the Group's back-office staff better understand Camel Paint's business and its daily operations, so that their future project planning can incorporate the business needs of Camel Paint. Our colleagues attended the briefing session and visited 14 hardware and paint shops on Hong Kong Island and in Kowloon, exchanging ideas with shop owners. As well as gaining an understanding of the business, our colleagues were able to provide feedback to the Camel Paint team from a customer's perspective.



葉氏關愛延續基金

葉氏關愛延續基金（「基金」）於二零一一年由集團創辦人捐資成立。集團得以穩步發展，實有賴關愛員工的企業文化。創辦人期望透過該基金，幫助集團員工的子女接受更好、更高的教育，並讓退休員工得到更多保障。於二零一九年，基金共資助155名有經濟需要的員工子女。另一方面，基金向12名退休員工發放一次性的退休感謝金。

Yip's Care Extension Foundation

Yip's Care Extension Foundation (the "Foundation") was set up in 2011 with donations made by the founders of the Group. The Group's steady development hinges on its corporate culture of care for our employees. The founders hope that the Foundation can help the children of our employees access better educational opportunities, as well as providing extra benefits to retiring employees. In 2019, the Foundation offered education subsidies to 155 children of our staff. It also contributed a one-off retirement gratuity for 12 retiring employees.



員工的長遠價值
LONG-TERM VALUES IN EMPLOYEES

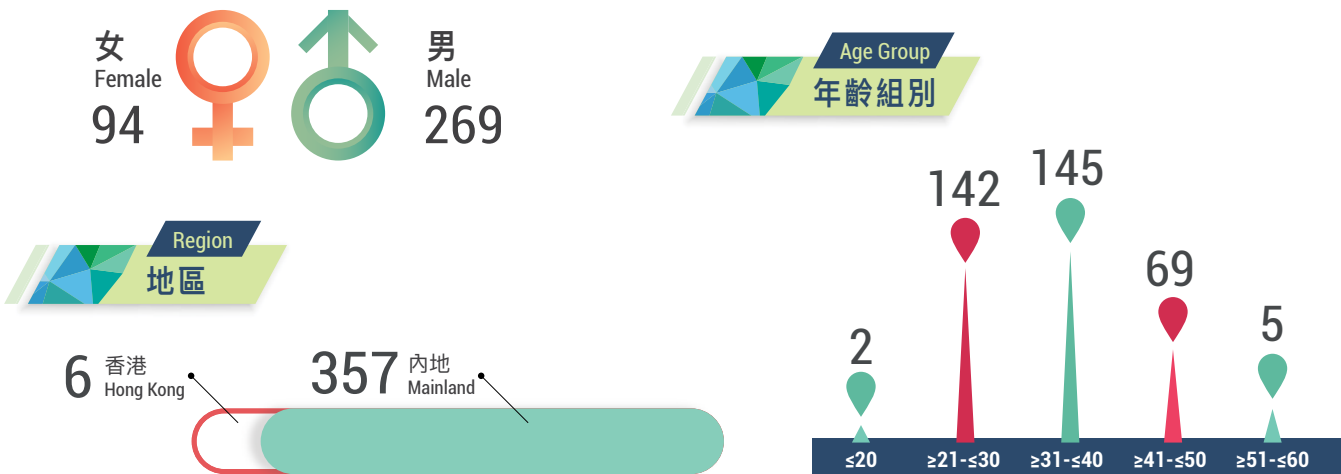
集團總員工人數為2,965¹人，其中77人為香港僱員，其餘均為內地僱員。詳細分佈如下：

The Group had a total headcount of 2,965¹, of which 77 were Hong Kong employees and the rest were all from the Mainland. The detailed distribution was as follows:



僱員流失比率為12%²，詳細分佈如下：

Employee turnover rate was 12%², detailed distribution was as follows:



¹ 於二零一九年十二月三十一日，包括集團所有員工總數。
As at 31 December 2019, inclusive of all employees in the Group.

² 僱員流失率為截至二零一九年十二月三十一日止年度內自辭員工人數與於二零一九年十二月三十一日員工總數的比率。
Employee turnover rate is calculated as the ratio of the number of employees leaving of their own accord during the year ended 31 December 2019 to the total number of employees of the Group as at 31 December 2019.



正直

集團用心締造公平公正的工作場所，促使員工秉持正直、廉潔的處事原則，誠實處事。董事會頒佈的「操守及行為守則」列出了集團的核心價值及規範，為集團的制度、決策及執行提供指引。我們對各種貪污、賄賂、勒索、詐騙及洗黑錢情況採取零容忍政策，並嚴厲打擊集團任何利益衝突的事件。《員工手冊》已列明禁止員工參與存在利益衝突的活動，就收受禮物及利益、交際應酬及公司資源運用，以至員工親屬的避嫌列明規範。所有指定職級的員工均需於入職時及每年填寫利益申報表。

回顧年內，我們邀請了香港廉政公署為香港總部同事舉行了一次「誠信管理講座」，講解賄賂及貪污的相關法例、工作場所遇到的利益衝突，以及跨境案例，以提升同事防貪意識。回顧年內，公司沒有收到任何涉及貪污的舉報個案。除此之外，集團設有舉報機制，防止違法及違規個案。員工應先向直屬上司或人力資源部反映，如有需要，該員工可向總經理或集團高層領導團隊成員申訴。

我們遵從業務所在地的僱傭及勞工條例進行招聘，而合約及《員工手冊》亦清楚列明聘用條款、薪酬、合約終止條款、假期及福利等。我們絕不容忍工作場所內存在任何形式的歧視，並確保員工待遇不會因種族、宗教、性別、婚姻狀況、殘疾、家庭崗位或個人關係等因素而異。集團嚴格遵守平等機會及反歧視條例，並把主要章節列於僱傭合約及《員工手冊》。集團亦不容許童工或強制勞工。

INTEGRITY

The Group strives to create a fair and just workplace, and encourages employees to uphold the principles of righteousness and integrity and to act honestly. Our "Codes of Ethics and Conduct" list the Group's core values and standards of work-related behaviour. These serve as guidelines for our systems, decision-making processes and actions. We adopt a zero-tolerance policy for all sorts of corruption, bribery and extortion, fraud and money laundering, and have strict procedures for dealing with any conflict of interest. Our *Employee Handbook* expressly prohibits employees from participating in activities where there is conflict of interest. There are rules regarding employees' acceptance of gifts and benefits, business entertainment and utilisation of corporate resources; there are also rules on employees' relatives remaining above suspicion. Employees of designated grades are required to fill out a declaration of interest form during new employee orientation, and update it on an annual basis.

During the year under review, we invited representatives of the Hong Kong Independent Commission Against Corruption to hold an "Integrity Management Seminar" for colleagues at our Hong Kong headquarters, explaining relevant laws on bribery and corruption, conflicts of interest encountered in the workplace, as well as cross-boundary cases to raise our employees' awareness of anti-corruption measures. During the year under review, the Company did not receive any reports related to corruption. The Group has a whistleblowing mechanism in place to help prevent the violation of laws and regulations. Under this mechanism, an employee should first present his/her case to his/her direct superior or the Human Resources Department. If necessary, the employee may lodge a complaint with the general manager or a member of the SLT.

When recruiting, we comply with the employment and labour regulations at the locality of each operation, while employment contracts and our *Employee Handbook* clearly list the applicable employment terms, salaries, contract termination clauses, holidays, benefits, etc. We absolutely do not tolerate any form of discrimination in the workplace, and ensure that employee remuneration does not differ because of race, religion, gender, marital status, disabilities, family status or other personal factors. The Group abides strictly by equal opportunity and anti-discrimination ordinances, and has included key sections of these ordinances in employment contracts and the *Employee Handbook*. The Group bans child labour and forced labour.



決心

DETERMINATION

嚴守健康安全至上

Always Putting Health and Safety First

集團決心守護員工的健康及安全，並確立安健環願景——「減三廢，促持續發展；零事故，創百年葉氏；保健康，建美好家園」。我們嚴格遵守有關提供安全工作環境及保障員工避免職業性危害的法律及規例，並由安環部把關。安環部定期對各廠房進行安全檢查，回顧年內共進行了16次安全檢查和六次專項檢查，向不同廠房提供意見及要求作出整改，持續改進安全管理工作。高層領導團隊每位成員每年亦會巡視廠房至少一次，了解各項安健環的管理情況。

The Group is determined to safeguard the health and safety of its employees and set out its HSE vision: "Reduce waste, eliminate incidents and maintain an occupationally healthy workplace". We strictly abide by all laws and regulations related to workplace safety, and help employees guard against occupational hazards. The aforementioned work is monitored by the HSE Department, which conducts regular safety inspections at our plants. During the year under review, the HSE Department conducted 16 safety inspections and six special item inspections, and offered suggestions and set out corrective actions to improve workplace safety at the plants. Each SLT member also conducts plant inspections at least once a year in order to keep informed of the HSE conditions.



回顧年內，集團舉行了一次安健環年會，集團董事會成員、高層領導團隊成員、子公司總經理、各廠廠長及安健環管理人員均有出席。管理層強調建構安健環文化的決心，鼓勵員工推進集團邁向安健環願景，探討箇中的行動方案。安環部亦舉行了四次安健環技術論壇，邀請各廠廠長及安健環管理人員一同就新的安健環資訊及經驗作出分享，包括典型案例分析、承包商管理及儲罐管理等範疇。

During the year under review, the Group held an HSE annual meeting, which was attended by members of the Board, members of the SLT, general managers of subsidiaries of the Company, factory managers and HSE management personnel. Management emphasised their determination to cultivate a solid HSE culture, encouraged employees to work towards the Group's HSE vision, and discussed related action plans. The HSE Department also hosted four HSE technical forums, in which factory managers and HSE management personnel shared the latest information and experience, including typical case studies, and advice on contractor management and storage tank management.



二零一九年安健環年會
HSE Annual Meeting 2019





對於處理危險化學品，集團有特別的安全生產規章制度，涵蓋安全教育培訓、風險評估、預防措施、生產過程安全管理、突發應急等一共32項要求。新入職的駐廠房員工必須先經過安全教育，課程包括基本安全法規、從事工種的危險因素、應急及自救處理等。員工必須通過安全考核才可以開始工作。

Regarding the handling of hazardous chemicals, the Group adopts special safety production rules and regulations. These cover 32 requirements dealing with safety education training, risk assessment, preventive measures, safety management of production processes, and emergency responses. New recruits who are to be stationed in a factory must take a safety education course that covers basic safety laws and regulations, hazard factors in their specific work conditions, emergency responses and self-rescuing. Employees must pass a safety assessment before they start working.

回顧年內，集團及子公司共進行了 **105,612** 小時與安健環相關的培訓。

因工死亡個案為 **0**，涉及工傷的員工人數為 **4³** 人，牽涉因工傷損失工作日數為 **147⁴** 日。

During the year under review, the Group conducted **105,612** hours of HSE-related training.

While there were **0** job-related fatalities, **4³** employees sustained work injuries and **147⁴** workdays were lost.

³ 工傷定義為工傷日數五日或以上的個案。

Work injuries are defined as cases incurring the loss of five or more workdays.

⁴ 集團會按照當地法例安排醫療事項。此外，集團亦為有職業危害因素的員工提供定期的職業健康檢查。

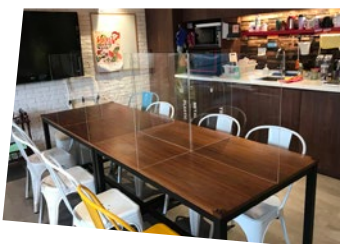
Medical matters were dealt with in accordance with local laws. The Group provides regular medical checks to employees exposed to occupational hazards.

支援員工 同行抗疫

二零二零年初爆發新冠肺炎疫情以來，集團時刻關注事態發展，並適時調整應變方案，以策員工安全。香港總部方面，公司彈性安排員工上班地點或容許其在家工作，及避免員工的出差活動；公司亦加強了辦公室的消毒清潔；為阻隔員工用膳時的飛沫傳播，於餐桌增添透明隔板；提醒員工保持個人衛生的重要性，向員工提供口罩及酒精搓手液，員工每日上班時亦須量度體溫。內地子公司亦加強執行防疫措施，例如對員工交通工具及辦公區域進行消毒；飯堂遵守社交距離用餐；為員工準備充足的口罩，並統一收集處理，以及員工須每日三次量度體溫等。

Backing Employees in the Fight against COVID-19

Since the outbreak of COVID-19 in early 2020, the Group has been staying alert and keeping abreast of the pandemic's development, and has in turn adjusted its contingency plans to ensure employees' safety. In our Hong Kong headquarters, the Company gave employees the flexibility to work from the office or from home, and cancelled business trips. The Company also increased disinfection and cleaning of office, and erected transparent partitions on dining tables to prevent droplet transmission between staff during lunch breaks; regularly reminded employees of the importance of personal hygiene, provided them with masks and hand sanitiser, and required them to check their temperature before starting work every day. We took similar steps at our subsidiaries in the Mainland. For example, we sanitised employees' vehicles and office areas; canteens applied social distancing; employees were provided with sufficient masks, which were processed in central collection points; and staff had to take their temperature three times a day.





卓越

集團致力培養持續學習氛圍，鼓勵員工通過不同的學習管道以提高自己的專業水準。「葉氏網上學習平台」讓集團同事可登入進修各個互動單元，於線上學習三大管理範疇—業務、團隊及自我管理。於香港總部，人力資源部會定期舉行研習小組，增加學習趣味，並藉此加強同事間的交流。集團亦為中層管理人員舉辦管理培訓，以及為部份管理人員安排「在線Mini-MBA」課程，擴闊管理層視野。

集團設有外部專業進修津貼及資助員工參與專業學會。除了課堂及線上學習外，我們亦在回顧年內安排了企業參觀，到訪集團旗下紫荊花塗料集團的供應商夥伴—巴德富公司，學習其優良的經營理念和管理策略。

EXCELLENCE

The Group is committed to cultivating an environment of continuous learning, encouraging employees to improve their professional standards through different learning channels. The "Yip's E-learning Platform" allows the Group's employees to study a variety of interactive modules that cover three management subjects: business, teamwork and self-management. At the Group's headquarters in Hong Kong, the Human Resources Department runs a regular study group, which renders learning fun and facilitates exchanges among employees. The Group runs management training for middle management and an "Online Mini-MBA" course enabling selected management staff to broaden their horizons.

The Group offers subsidies for external professional training and sponsors employees to join professional bodies. In addition to offering classroom and online learning, during the year under review, we also arranged a corporate visit to BATF Industrial Company, a supplier of our subsidiary, Bauhinia Coatings Group, to learn from its outstanding business philosophy and management strategies.



紫荊花建塗商學院

Bauhinia Architectural Coatings Business School

紫荊花塗料集團於二零一九年成立了建塗商學院，旨在提升員工的專業知識。培訓課程類別涵蓋技能、銷售、管理及財務，其中在專業技能類課程方面更設有藝術塗料、木器漆、乳膠漆、輔材類、工程類等。目前，建塗商學院主要由內部導師授課，並採用線上理論與線下實踐相結合的方式教學，強化培訓效果。於二零一九年，建塗商學院完成了超過50場課。

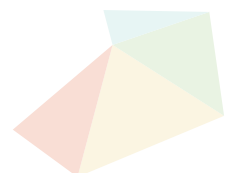
Bauhinia Coatings Group established the Architectural Coatings Business School in 2019 with an aim to enhance employees' professional knowledge. Its training courses cover technical skills, sales, management and finance. The technical skill courses cover art coatings, wood coatings, emulsion coatings, auxiliary materials, property projects and more. At present, classes at the school are mainly delivered by in-house tutors. Online theoretical teaching is coupled with offline practical sessions in order to make training as effective as possible. In 2019, more than 50 lessons were conducted by the Architectural Coatings Business School.



藝術塗料培訓
Art coatings training



施工培訓
Application training



第二屆的「葉氏卓越大獎」旨在嘉許同事的卓越項目，藉此鼓勵同事在工作上不斷追求卓越，並促進跨部門間的合作。12支入圍隊伍的項目橫跨不同範疇，包括股權轉讓及稅務籌劃、客戶投訴管理系統的開發及應用，以及品牌管理等。

For the second year running, we presented the “Yip's Chemical Excellence Award” to recognise outstanding work by our employees. The award aims to encourage employees to constantly pursue excellence at work and to promote inter-departmental collaboration. Projects launched by this year's 12 shortlisted teams spanned a range of areas, including equity transfer and tax planning, the development and application of a customer complaint management system, and brand management.



本年由三名女同事合組的「工程女漢子」勇奪冠軍，她們發揮無窮意，以簡單工具為日常辦公室設施進行修補小工程。
This year, the top prize went to a team called “Lady Engineers”, three female employees who combined creativity and simple tools to carry out small repairs to office facilities.

我們擁有長遠的人才梯隊計劃，由集團主席及高層領導團隊成員組成的高管人才發展委員會（「委員會」）負責推行人才庫計劃、繼任人計劃，以及各階級的培訓及發展計劃，一方面確保業務穩定發展，另一方面為人才提供發揮機會。委員會亦會定期檢討各部門架構及關鍵崗位的人事配合，加以培育有潛能的員工，達至薪火相傳。委員會於回顧年內召開了兩次會議，物色具備一定潛能的員工，並向他們提供培訓。

We have a long-term succession plan overseen by a Senior Management Career Development Committee (the “Committee”), headed by the Group's Chairman and members of the SLT. The Committee is responsible for running a talent bank programme, a succession programme, as well as programmes for the training and development of personnel at different levels. This ensures the steady development of our businesses while offering our talented staff opportunities to shine. The Committee regularly reviews organisational structures and key appointments in various departments which, in conjunction with nurturing of high-potential employees, will ensure that the torch of excellence is passed on. During the year under review, the Committee held two meetings to identify high-potential employees and arranged to provide them with additional training.

詳細培訓數據⁵ Detailed Training Data⁵

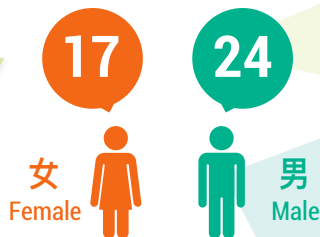


全年培訓總時數
Total Training Hours



員工平均培訓時數
Average Training Hours per Employee

By Gender 按性別



員工平均培訓時數
Average Training Hours per Employee

By Employee Category 按員工類別

員工平均培訓時數 (高級管理層)
Average Training Hours per Employee (Senior Management) **19**

員工平均培訓時數 (中級管理層)
Average Training Hours per Employee (Middle Management) **24**

員工平均培訓時數 (主任級員工)
Average Training Hours per Employee (Officer Grade) **15**

員工平均培訓時數 (一般員工)
Average Training Hours per Employee (General Grade) **28**

⁵ 數據包括整個集團。

The data cover the whole group.



供應鏈的長遠價值

LONG-TERM VALUES IN SUPPLY CHAINS

集團的生產及銷售有賴各個範疇上的持份者支持，尤以供應商及經銷商至關重要，他們佔集團的業務夥伴最大部分，彼此間的合作關係既廣且深。集團的供應商大致分類為原材料採購、機械設備、建築工程、資訊科技及貨物運輸。我們確保供應商遵守集團所列明的嚴格標準，包括於法規遵循、生產及品質管理、勞工守則和環境保護等方針，以妥善管理合作供應商的社會及環保績效。

The Group's production and sales operations rely on the support of stakeholders from a range of fields. Suppliers and distributors are of particular importance because they constitute the majority of the Group's business partners, and their cooperation with the Group is both deep and extensive. The Group's suppliers can broadly be classified into: raw material procurement, machinery and equipment, construction engineering, information technology and goods shipment. To properly manage the social and environmental performance of our suppliers, we must ensure that they adhere to our strict standards regarding regulatory compliance, production and quality management, labour practices and environmental protection.

回顧年內，子公司與 **1,354¹** 個供應商合作，其中超過 **98%** 的供應商為營運地點的本地供應商，以減低運輸及公幹所產生的碳排放。

During the year under review, our subsidiaries worked with **1,354¹** suppliers, of which over **98%** were local to the operations they served, thus minimising carbon emissions from transport.

供應商管理

子公司設立採購部，就業務性質根據既定程序對供應商進行管理及監察。子公司設有合格供應商名單，採購部會就供應商性質，與不同部門合作作出年度評審、定期評審及個別項目評審。基於化工原料涉及安全及環境風險，集團對於原材料供應商有更嚴格的要求，例如評估供應商於運送過程的保護措施。員工只可選用合格名單上的供應商，並就他們的往績評估決定採用的優先次序。這政策亦有利集團與優秀供應商維持長期而穩定的合作關係。回顧年內，油墨業務調整其供應商名單，盡量直接與廠家合作，其次才考慮代理商，以堵截合同漏洞，訂立有利的項目條款，促進技術和產品開發。子公司就公司最新政策或國家法規與供應商緊密聯繫，並定期對化工原料供應商就有害物質進行講解，從而鼓勵供應商為有害物質處理建立管控系統，保證產品品質。

Supplier Management

The Procurement Department within each subsidiary manages and monitors its suppliers according to established procedures and the nature of their respective businesses. Each subsidiary has a list of qualified suppliers, and the Procurement Department conducts annual assessments, periodic assessments and individual-item assessments of these suppliers. These assessments are conducted jointly with relevant departments according to the nature of the suppliers concerned. Safety and environmental risks are acute concerns regarding chemical raw materials, so the Group imposes more stringent requirements on suppliers of these materials, such as evaluating the protective measures taken during shipment of goods to us. Our staff can only engage partners from their list of qualified suppliers, and must take into account the track record of each supplier when deciding which supplier to engage. This policy enables the Group to establish a long-term and stable relationship with the most outstanding suppliers. During the year under review, the inks business adjusted its supplier list and worked directly with manufacturers instead of distributors whenever possible, in order to avoid contract loopholes, to stipulate favourable project terms, and to promote technological and product development. Our subsidiaries communicate closely with their suppliers on the latest corporate policies, national laws and regulations. They also host periodic talks on hazardous substances for chemical raw material suppliers; this encourages them to set up management and control systems for the handling of hazardous substances, thereby ensuring product quality.

¹ 數據包括塗料及油墨業務。

The data include the coatings and inks businesses.



如果供應商整體未達到合格分數而經過警告後仍未見改善，有可能會對其終止採購。我們會每年更新供應商名單，因此供應商要經過每年最少一次的年度評審。子公司亦會抽樣實地考察供應商，其中塗料及油墨業務於回顧年內總共進行了16次相關評估。

Any supplier that has failed to obtain a qualifying score in overall and has not shown any improvement after being given a warning may be de-listed as an qualified supplier of the Group. Supplier lists are updated annually, so each supplier has to undergo at least one assessment every year. Each subsidiary pays on-site visits to its suppliers, which are determined by random sampling. During the year under review, the coatings and inks divisions carried out 16 on-site assessments.

供應商實地評估的主要範疇

Main Aspects of On-site Supplier Assessments



確保供應鍊廉潔奉公

集團要求供應商恪守嚴謹的道德標準，絕不容忍業務夥伴進行貪污及賄賂。與供應商簽訂合作協議時，子公司須訂明一份廉潔聲明或承諾書，詳細列明不可接受的利益收受行為及違反規定的後果，並設有申訴機制讓供應商有例可循。子公司的採購部門亦設立內部監控小組，成員會不定期抽查供應商的報價單，如發現異常情況會及時向採購總監匯報，確保供應商及員工的行為合法合理。

回顧年內，塗料及油墨業務沒有供應商因違反上述聲明及承諾而接受警告或需要取消合作；亦沒有涉及賄賂或欺詐的訴訟。

A Law-abiding Supply Chain

The Group requires its suppliers to adhere to strict ethical standards. We have zero-tolerance towards corruption and bribery by its business partners. When entering into a cooperation agreement with a supplier, subsidiaries of the Company require suppliers to make a probity declaration or sign a letter of undertaking, which clearly set out prohibited behaviour regarding accepting benefits. There is also a grievances system in place for the suppliers. The Procurement Department of each subsidiary of the Company sets up an internal control team. The team randomly checks the quotations of the suppliers and reports to the Procurement Director any abnormalities, to ensure that our suppliers and employees' behaviour is legal and reasonable.

During the year under review, no supplier of our coatings and inks business was warned or disqualified for violating anti-bribery declarations or undertakings, nor was there any litigation involving bribery or fraud.



顧客的長遠價值

LONG-TERM VALUES IN CUSTOMERS

葉氏化工的產品種類及用途廣泛，例如食品包裝用的油墨以至家居牆身及傢俱塗料等，都與日常生活息息相關，而且屬於耐用品，使用時間長久。因此，集團及其持份者十分關注產品安全及健康，而這亦是集團在產品責任範疇上的重要議題之一。集團透過高新技術、嚴格監控及產品認證三管齊下，堅持追求卓越品質，對客戶及消費者作出承擔。

產品質量管理

集團旗下的子公司均獲得ISO 9001質量管理體系認證，並實行企業資源規劃系統（「ERP」），監控從產品研發、生產過程、品質檢驗至產品交付整個過程。塗料業務在設計研發上，按既定的產品策劃及開發流程進行；在生產上通過管道輸送系統、自動包裝系統、操作員專業化等舉措，為生產把關；在品質檢驗方面，透過於主要工序點實施檢驗、專職檢驗人員按ERP系統要求進行最終檢驗，確保產品質素。我們的子公司更成功獲得多項品質認可，包括中國環境標誌產品認證、中國國家強制性產品認證、中國船級社認證、美國產品安全UL認證、法國VOC A+認證及美國綠色衛士金級認證等。

油墨業務是中國首批引入QC 080000有害物質管理體系的化工企業，並透過建立有害物質管控數據庫及法規庫，控制產品中的重金屬及有機化合物等超過40種物質以符合歐盟、美國及日本等國家、地區的相關產品標準和環保標準，並不斷提升產品安全評估和風險管控能力。廠房採用無苯車間及管道化生產模式，以自控系統並連接ERP系統作全方位的生產過程監控。油墨業務中山廠的單張紙油墨產品通過美國大豆協會認可，授權使用大豆油墨標籤。

Yip's Chemical's product range is extensive, with many applications. It includes printing inks for food packages, household wall coatings and furniture coatings, all of which play an integral role in our daily lives over a long period of time. The Group and its stakeholders therefore see product safety and customer health as their highest priority – both important issues regarding product responsibility. We achieve product safety by taking a three-pronged approach, i.e. using innovative technology, stringent monitoring and product certification to deliver optimum levels of safety and fulfill the Group's commitment to product excellence for clients and consumers.

Product Quality Management

Our subsidiaries are all ISO 9001 certified for their respective quality management systems, and they implement Enterprise Resource Planning (“ERP”) system to monitor the entire process from product development, manufacturing and quality inspection to product delivery. The design and R&D of the coatings business are conducted according to established procedures of product planning and development. The quality of manufacturing is guaranteed through such initiatives as the pipeline transportation system, the automatic packaging system and the professionalism of our operators. In addition, quality-control inspections are carried out at major work stations, with final inspections conducted by dedicated inspectors according to ERP system requirements to ensure product quality. The Company's subsidiaries are recognised by several quality assurance certifications; these include China Environmental Labelling Product Certification, China Compulsory Product Certification, China Classification Society Certification, American UL Product Safety Certification, French VOC A+ Certification, and American GREENGUARD Gold Certification, etc.

The Group's inks business is among the first chemical enterprises in the Mainland to adopt the QC 080000 Hazardous Substances Process Management system. By setting up a control database and a regulation database for hazardous substances, the Group's inks division controls more than 40 substances, such as heavy metals and organic compounds, to comply with product and environmental standards in countries and regions including the European Union, the United States and Japan. In addition, it is continuously enhancing its capabilities regarding product safety evaluation and risk control. The plants adopt fully pipelined manufacturing in benzene-free production conditions, while control systems are automatic and linked to an ERP system for comprehensive production process monitoring. Sheet-fed ink products produced by our Zhongshan inks plant have been approved by the American Soybean Association to use the SoySeal symbol.





安全及品質監控

除電腦化生產過程，品質管理還包括原材料及成品監控。專業質檢員會對原材料的來貨資料和品質檢驗報告進行核對，再根據ERP系統的技術指標抽樣檢測；或者進行原料同步檢驗——即與供應商共同制訂檢測指標，雙方均對原料作獨立檢測再對比兩邊的檢測報告。除對原材料進行檢驗外，相關部門同時也會對生產過程進行監督，其中包括檢測生產過程所使用的輔料、設備、工具和包裝容器等，以確保生產過程不受污染。

成品檢測是產品質量最重要的把關，主要由品質部及生產部負責。技術系統會就不同產品提出相應「品控指標」，作為相關部門的檢測根據。例如塗料產品會測試外牆塗料耐用度，包括評估漆膜的彈性及抗裂性；同時通過紫外光加速曝曬或雨淋試驗，評估漆膜變色、失光、粉化、脫落等耐久性指標。

如果產品質量出現重大問題而需要回收，業務亦設有產品回收指引，並由品質部負責啟動有關程序。如需回收產品，品質部將確保公司採取必要的糾正和預防措施。回顧年內，塗料及油墨業務並無因產品安全問題導致產品召回的個案。

塗料和油墨工廠先後建立三家中國合格評定國家認可委員會（「CNAS」）認可的檢測實驗室，提供產品安全和品質檢測的專業服務，由CNAS認可的檢測結果和報告獲多個國家和地區認可。塗料業務位於惠陽的實驗室除CNAS外，亦獲國際實驗室認證聯盟認證。

Safety and Quality Monitoring

In addition to computerised production processes, the Group also assures quality by monitoring raw materials and finished products. Professional inspection personnel check information about incoming raw materials against quality testing reports, and carry out inspections and testing of random samples according to the technical specifications shown in the ERP system. Inspection and testing may be carried out simultaneously, using indicators jointly developed with suppliers. After both parties independently inspect and test raw materials, their reports are compared. Supervision extends to production processes, including the inspection and testing of auxiliaries, equipment, tools and packaging containers used during production to ensure there is no contamination.

Inspection and testing of finished products is the most important product quality control step, and is the responsibility of the Quality Department and Production Department. Respective "quality control indicators" for different products will form the basis of inspection and testing by the relevant departments. For coating products, for instance, the elasticity and crack resistance of outer-wall coatings, is tested. Under UV-accelerated testing or rain-damage testing, we assess the indicators of durability, such as change in colour, loss in lustre, pulverisation or peeling off of coating films.

If there is a serious problem in product quality that requires a product recall, the Group has guidelines in place for this. The Quality Department is responsible for initiating product recall and ensuring corrective measures are implemented if a recall is needed. There was no safety-related recall for the coatings and inks businesses during the year under review.

The coatings and inks divisions have set up three testing laboratories accredited by the China National Accreditation Service for Conformity Assessment ("CNAS"). These laboratories provide professional services in testing the safety and quality of products, and CNAS-recognised testing results and reports are recognised by many countries and regions. The coatings division's testing laboratory in the Huiyang plant is accredited by both CNAS and the International Laboratory Accreditation Cooperation Mutual Recognition Arrangement.



夥拍全球領先檢測公司 產品質量信心保證

Partnering with World-Leading Testing Company to Guarantee Product Quality

集團旗下洋紫荊油墨是行內首家擁有CNAS認可的檢測實驗室的公司。洋紫荊油墨於回顧年內與全球第五大檢測公司美國UL簽訂戰略合作協定，內容涵蓋委託檢測、實驗室分包、檢測業務開拓、深入技術合作等方面。有關實驗室的檢測產品類別覆蓋層面廣，除了與自身業務相關的原材料、印刷品及食品包裝外，亦有電子產品及玩具等。雙方期望能通過整合優化資源，完善雙方檢測項目及流程，同時打造更全面更多元化的企業檢測服務，為使用者帶來更加有力的檢測結果。

Bauhinia Variegata, an inks subsidiary of the Company, is the first company in the industry to run a testing laboratory accredited by CNAS. During the year under review, Bauhinia Variegata signed a strategic collaboration agreement with UL of the United States, the fifth-largest testing company in the world. The scope of the collaboration includes commissioning of testing, laboratory subcontracting, testing business development, and in-depth technical collaboration. The relevant laboratory covers a variety of products, not only raw materials, printing materials and food packaging, which are closely related to Bauhinia Variegata's own businesses, but also electronic products and toys. Both parties expect to synergise and optimise resources, and improve their testing projects and procedures so as to offer more comprehensive and diversified corporate testing services, and to provide users with more reliable testing results.



至誠服務

集團努力不懈提升產品及服務，而且不斷完善顧客反饋的渠道以作出相應改善。塗料及油墨業務設有清晰的顧客申訴機制及處理模式，以確保顧客的意見得到妥善處理。回顧年內，塗料及油墨業務有關質量投訴率分別為0.08%及1.21%，兩個業務均沒有發生違反有關健康與安全、廣告及標籤條例而對業務有重大影響的紀錄。

Heartfelt Services

The Group constantly seeks ways to improve its products and services and makes regular refinements to customer feedback channels so that we can respond swiftly to users' evolving needs. To ensure that customer feedback is properly handled, a clear-cut customer grievance mechanism and complaint handling procedures are in place in the coatings and inks divisions. During the year under review, the rates of quality-related complaints in these two divisions were 0.08% and 1.21% respectively, and there was no violation of health and safety, advertising and labelling regulations that had any substantial impact on our businesses.



處理投訴程序 Complaint Handling Procedures



接收投訴 Receiving complaints:

業務官方網頁列出聯絡方法，並設有指定部門處理客戶投訴。由於塗料業務包括零售性質，塗料產品外包裝上印有客戶服務熱線，消費者可致電查詢或通過經銷商及紫荊花客戶投訴中心，獲得即時協助。油墨業務客戶為印刷公司或分銷商，如有需要，客戶可通過信函或向營業代表投訴。

Every business segment has a designated department to handle customer complaints, and the contact information is available on the website. Since the coatings business involves retailing, the customer service hotline is printed on product packaging. Consumers can call the hotline for enquiries or go to a distributor's store or the Bauhinia Customer Complaint Centre to seek immediate help. Clients of the inks business are either printing companies or distributors, so they can lodge any complaints by letter or via sales representatives.



初部評估 Initial assessment:

處理部門會先評估有關投訴是否成立，以及投訴內容是與產品質量還是服務相關。如投訴不成立需回應客戶；投訴成立則按分類及內部指引交給相關部門跟進。

The department in charge of customer complaints first assesses whether a complaint is valid and whether it is related to product quality or services. The customer will be informed if the complaint is deemed invalid, and valid complaints are followed up by the relevant department according to the complaint classification and internal guidelines.



調查及改善 Investigation and improvement:

負責部門需於指定時間內查找問題所在，並擬定改善措施。檔案將儲存於ERP系統或投訴系統以作日後參考。

The responsible department has to identify the root cause of the problem and come up with improvement measures within a specified period. It is then recorded in the ERP system or the complaint handling system for future reference.



回應顧客 Feedback to customers:

投訴處理完成後需向客戶報告跟進結果，並了解客戶的滿意度。如過程涉及退貨或賠償，業務亦各自設有內部指引，並可按此執行。

After a complaint is processed, the customer is informed of the outcome and their level of satisfaction is noted. The return of goods and payment of compensation, if appropriate, follow each business segment's internal guidelines.

基於集團業務性質，以上程序僅需要客戶少量個人資料(如名字及送貨地址)，而客戶多為公司客戶及經銷商，因此私隱事宜並非集團的重大關聯事宜。

Due to the nature of the Group's businesses, the above procedures require customers to provide only minimal personal data (such as their name and delivery address). Customers are mainly corporate clients and distributors. Personal privacy is not, therefore, a material issue for the Group.



以客為本 持續改良產品

Customer-Oriented Approach for Continuous Product Improvement

油漆師傅是集團塗料業務的一個重要客戶群。回顧年內，駱駝漆與香港一站式網上裝修平台——「裝修佬」合辦「如何成為既專業又有效率的油漆師傅」交流會，匯聚不同業界人士交流討論及分享一些令油漆工程更有效率施工的技巧。透過跟師傅們的技術交流，駱駝漆更了解市場趨勢、師傅的施工習慣及產品需求等，有助往後研發及改良產品。

Painters are an important customer group for our coatings business. During the year under review, Camel Paint and hkdecoman.com, a one-stop online decoration platform, co-organised an exchange session on "How to Become a Professional and Efficient Painter", in which different people from the industry exchanged ideas and shared tips on efficient painting. Through technical exchanges with the painters, Camel Paint developed a better understanding of market trends, and painters' application habits and product demands, which will guide its product R&D in future.





社區的長遠價值 LONG-TERM VALUES IN COMMUNITIES

集團一向以「取諸社會，用諸社會」的理念回饋社會，其「社區投資、贊助及捐贈政策」為篩選社區投資項目提供指引，子公司可根據營運地的社區選擇合適項目，回應當地需要。

集團於二零一一年成立「葉氏化工義工隊」，鼓勵員工參與義工活動及關心社會。由於社會發展節奏急速，議題涉獵不同範疇，而且環環相扣，企業需因時制宜，靈活調整策略解決現今殷切的社會需要。集團正積極朝著創造「共享價值」(Create Shared Value, CSV) 理念出發，透過策略地運用資源和創新意念，把社會元素融入業務當中，同時改善社區的經濟、環境和社會狀況，達致企業與社會雙贏。

於內地及香港捐贈 消毒用品支持各界攜手抗疫

新冠肺炎自二零二零年初爆發後，各國對於消毒用品的需求殷切。集團遂充分發揮自身資源優勢，於內地及香港捐贈消毒用品，期望為抗疫出一分力。集團會持續關注疫情狀況，增加捐贈，讓更多人受惠。

集團於國內透過溶劑、塗料、油墨業務子公司向省、市政府、中華文化促進會、紅十字會、醫院等機構累計捐贈消毒酒精逾230噸，惠及廣東、江蘇、浙江、北京、上海等省市，全力支持各界抗疫工作。

The Group has a long-standing commitment to playing a key role in society, based on the premise that the business is built "from the community, and for the community". Its Policy on Community Investment, Sponsorships and Donations provides guidelines on the selection of community projects in which to invest. The Company's subsidiaries can choose suitable projects according to the communities in which they operate, in order to optimise their response to meet local needs.

The Group established "Yip's Chemical Volunteers", our corporate volunteer team, in 2011 to encourage employees to participate in volunteer activities and care for others in society. In view of the region's rapid social development, and the range of varied yet often interconnected social issues being faced, companies need to adapt to the times and flexibly adjust their strategies to meet current and emerging social needs. The Group actively works towards the direction of CSV by integrating social elements into its business operations through the strategic deployment of resources and innovative ideas, while improving the community's economic, environmental and social status, so as to attain a win-win result for the Group and society.

Donation of Sanitising Products in the Mainland and Hong Kong to Support Efforts to Combat COVID-19

Since the outbreak of COVID-19 in early 2020, the demand for sanitising products around the globe has been intense. Therefore, the Group has leveraged its resources and has donated sanitising products in the Mainland and Hong Kong to contribute to anti-pandemic efforts. The Group continues to observe how the pandemic is evolving, and will pledge more donations to benefit more people if needed.

Through its solvents, coatings and inks subsidiaries, the Group donated more than 230 tonnes of alcohol for antiseptic use to provincial and municipal governments, the Chinese Culture Promotion Society, the Red Cross and a number of hospitals in the Mainland, benefiting provinces and municipalities including Guangdong, Jiangsu, Zhejiang, Beijing and Shanghai, in order to fully support different sectors in their fight against the pandemic.

香港：捐贈消毒用品逾 **8,000** 支

內地：捐贈消毒酒精逾 **230** 噸

Hong Kong: Donated over **8,000** bottles of sanitising products

Mainland: Donated over **230** tonnes of antiseptic alcohol

數據於2020年6月30日
Data as at 30 June 2020



向香港基督教女青年會捐贈合共逾6,000支EUCA保濕消毒搓手啫喱及EUCA無酒精消毒搓手泡沫，支援超過3,000個基層家庭抗疫。

Donated over 6,000 bottles of EUCA moisturising hand sanitiser and EUCA alcohol-free hand sanitising foam in total to Hong Kong Young Women's Christian Association to support over 3,000 grassroots families in fighting the pandemic.



透過曙光計劃向資源匱乏的學校捐贈200支EUCA無酒精消毒搓手泡沫。

Donated 200 bottles of EUCA alcohol-free hand sanitising foam to under-resourced schools through Chu Kong Plan.



參與香港青年工業家協會的「福袋敬贈行動」，捐出1,800支EUCA保濕消毒搓手啫喱，支援弱勢社群。

Participated in the "Fortune Bag Donation Campaign" of Hong Kong Young Industrialists Council by donating 1,800 bottles of EUCA moisturising hand sanitiser to benefit the underprivileged.



於國內透過集團子公司向省、市政府、中華文化促進會、紅十字會、醫院等機構累計捐贈消毒酒精逾230噸。

Donated more than 230 tonnes of alcohol for antiseptic use to provincial and municipal governments, the Chinese Culture Promotion Society, the Red Cross and a number of hospitals in the Mainland through the Group's subsidiaries.



流動眼科手術車捐贈計劃

集團的業務於中國紮根多年，因而了解到中國部份未全面發展的鄉鎮存在大量白內障眼疾患者。他們未必能夠負擔治療眼疾的費用，同時因為視力上的障礙，令他們缺乏自理及工作能力，進一步影響自身及家庭狀況。有見及此，集團自二零一零年起，與亞洲防盲基金會及中國殘疾人聯合會合辦「流動眼科手術車捐贈計劃」，透過捐贈多部配備先進眼科手術儀器的流動手術車，幫助國內的白內障患者重見光明。

項目開始至今，葉氏化工連同葉氏化工主席葉志成先生成立的私人慈善基金——葉志成慈善基金已合共捐贈12部手術車，受贈省份包括江蘇、山東、內蒙古、雲南、黑龍江、山西，湖南、河北、貴州、河南、江西及廣西。每部手術車的建造費用連同眼科手術儀器價值280萬港元，捐贈總金額超過3,000萬港元。醫療團隊透過流動眼科手術車，深入中國不同鄉鎮，為白內障患者提供專業及全面的醫療服務，包括前期篩查、手術以至後續會診。

Mobile Eye Surgery Centre Donation Programme

Having maintained a business presence in the Mainland for many years, the Group understands that there are a high number of cataract sufferers in underdeveloped rural areas. These patients may not be able to afford the cost of treatment, and their visual impairment often leaves them unable to work, which causes further problems for them and their families. In light of this, the Group launched the "Mobile Eye Surgery Centre Donation Programme" ("the programme") in collaboration with the Asian Foundation for the Prevention of Blindness and the China Disabled Persons' Federation in 2010. The Group has donated several mobile eye surgery centres, equipped with advanced ophthalmological surgery equipment, to help restore the vision of cataract patients in remote parts of the Mainland.

Since the launch of the programme, Yip's Chemical and the Ip Chi Shing Charitable Foundation, which was founded by the Group's Chairman, Mr Tony Ip, have donated 12 mobile eye surgery centres to Jiangsu, Shandong, Inner Mongolia, Yunnan, Heilongjiang, Shanxi, Hunan, Hebei, Guizhou, Henan, Jiangxi and Guangxi. Each mobile surgery centre costs about HK\$2.8 million, inclusive of fitting out and ophthalmological equipment, bringing the total donation made thus far to over HK\$30 million. The mobile eye surgery centres, complete with a medical team, provide cataract patients in rural areas across the Mainland with professional and comprehensive services, including initial screening, surgery and follow-up consultations.

自項目展開至今，集團及葉志成慈善基金已捐出 **12** 部流動眼科手術車，成功為超過 **133,000** 名白內障患者提供手術。

Since the launch of the programme, the Group and the Ip Chi Shing Charitable Foundation have donated **12** mobile eye surgery centres, which have provided successful surgeries for more than **133,000** cataract patients.



為了持續了解項目的發展情況，以及讓集團員工及業務夥伴體驗項目的意義，我們每年都會安排他們到受贈省份進行探訪。回顧年內，集團共有20位員工及經銷商到訪河北省幫助手術前後的病人，觀看手術過程，並對術後病人進行家訪，更向公眾推廣白內障預防教育。

Each year, we arrange for employees and business partners to visit the provinces that benefit from the donation programme, in order to keep them abreast of developments and let them see for themselves the value of the programme. During the year under review, a total of 20 employees and distributors of the Group visited Hebei Province to help patients before and after their surgery. They observed the operation process and paid home visits to patients. They also promoted cataract prevention to the public.





受助人：張萬芳

Beneficiary : Zhang Wan-fang

年齡：64歲

復明後的轉變：現在才敢在晚上出門散步；更方便照顧孫兒。

復明後最想做的一件事：擔當「流動眼科手術車宣傳大使」，積極把這個項目的意義和成效向村民推廣，希望讓更多有需要人士受惠。

Age: 64

Changes after the surgery: Now I can go out for a walk in the evening and can better take care of my grandchildren.

First thing to do after the surgery: I want to become a "Mobile Eye Surgery Centre Promotion Ambassador". Then I can promote to my neighbourhood how meaningful and effective this programme is. I hope more people in need can benefit.



結合內部培訓、環保及關懷長者的社區活動

集團致力透過創新及互動的形式，向市民及員工宣揚環保。回顧年內，集團於香港總部舉行長達半年的「敢於登『綠』」環保活動（「敢於登『綠』」其他活動請見「環境的長遠價值」章節），向員工宣揚減廢。其中，集團與廚餘慈善組織惜食堂合作，舉行「聖誕Food Angel長者派對」。集團管理層及葉氏化工義工隊，聯同來自何東中學、佛教覺光法師中學、聖公會聖馬利亞堂莫慶堯中學的40名老師及學生，與深水埗惜食堂社區中心的130名長者一同歡渡聖誕佳節，並為他們準備飯餐，體現長幼共融，亦藉此讓員工及學生認識廚餘減廢，推廣「惜食」概念，為活動賦予雙重意義。

Community Activities Integrating Internal Training, Environmental Protection and Care for the Elderly

The Group strives to make use of innovative and interactive formats to convey environmental protection concepts to the general public and employees. During the year under review, a six-month environmental campaign, "Dare to Go Green", was held at the Group's Hong Kong headquarters, to promote waste reduction among employees (see the "Long-term Values in the Environment" section for other activities held as part of the campaign). Among an array of activities, the Group worked with food waste charity Food Angel to hold a Christmas party for the elderly. The Group's management and "Yip's Chemical Volunteers" joined hands with 40 teachers and students from Hotung Secondary School, Buddhist Kok Kwong Secondary School and SKH St. Mary's Church Mok Hing Yiu College to celebrate Christmas with and prepare meals for 130 senior citizens from the Food Angel Community Centre in Sham Shui Po, demonstrating inter-generational harmony. The participants also had the chance to learn about food waste reduction and helped promote the idea of "cherishing food", thus making the event even more meaningful.



自二零一一年九月以來
Since September 2011



累積社區服務小時
Accumulated Hours of
Community Service

7,984

參與人次
Number of
Participants

1,469





環境的長遠價值

LONG-TERM VALUES IN THE ENVIRONMENT

「環保化」是集團三大核心發展方向之一，因此我們一直以來也積極推動環保管理，與員工及供應商緊密合作，實踐清潔生產，集中在氣體排放、能源使用、廢棄物處置及排污管理方面落實不同舉措，同時研發一系列綠色產品進軍不同市場，為消費者建設更美好的生活環境。我們決心於業務投放資本性開支及各項技術，一方面提高營運效益，另一方面把從生產到產品使用對環境的影響減至最低。由於集團業務生產模式及營運地不同，而各地均有所屬環保標準，因此廠房會按當地規管情況實行措施。為持續完善報告內容，本年度集團加入了一間溶劑主要廠房的環境數據。此舉有助我們往後追蹤有關業務的環保表現。溶劑的生產工藝需以充足電力及蒸氣支持，加上其新生產線於二零一九年第三季投產。因此，其環境足跡將反映於二零一九年集團的排放量及資源消耗量。

Becoming “environmentally friendly” is part of the Group’s three-pronged approach to development. We have, therefore, always been proactive in promoting environmental management; working closely with our employees and suppliers to put clean production strategy into practice; and focusing on optimising our management of emissions, energy consumption, waste disposal and sewage discharge. We are developing a range of green products to help build a better living environment for consumers. We are determined to invest in capital expenditure and technology to improve our operational efficiency and minimise our impact on the environment, all the way from production to product usage. Due to the different production processes and locations of our business units, we implement environmental measures in accordance with local regulatory requirements. In order to continuously improve the content of the report, the Group has added the environmental data of a major solvents plant this year. This will help us track the environmental performance of the related business in the future. The production process of solvents requires electricity and steam, while its new production lines were put on stream in the third quarter of 2019. Thus, its environmental footprint would be reflected in the Group’s emissions and resources consumption in 2019.

完善的环境管理 Prudent Environmental Management

管治及監控 Governance and Supervision

- 董事會旗下安委會負責制定環保策略及監察相關風險和成效
- 由安環部負責日常執行環保管理的具體措施及監控進度
- The HSE Committee, under the Board, is responsible for formulating environmental policies and monitoring the progress and effectiveness of our environmental protection work
- The HSE Department is in charge of implementing the tasks of environmental management in daily operations and monitoring progress

經規劃的 生產過程 Planned Production Process

- 建廠選址佈局顧及周邊的生態環境
- 進行環境風險評估，確保廠房長遠運作
- 製作過程減少耗費、排放及污染
- Planning the location and layout of plants with reference to the surrounding ecological environment
- Conducting environmental risk assessment to ensure long-term operation of plants
- Striving to reduce wastage, emissions and pollution throughout production processes

產品認證 Product Certifications

- 我們的惠州、中山、金山及桐鄉廠房的環境管理體系均獲ISO 14001認證證書
- 多個產品獲「十環」中國環境標誌產品認證、法國VOC A+認證及美國綠色衛士金級認證等；駱駝漆部分產品符合香港綠色建築議會綠材環評之評審標準並獲鉑金評級
- 我們向顧客提供符合環保安全規格的产品
- The environmental management systems in our Huizhou, Zhongshan, Jinshan and Tongxiang plants have all been ISO 14001 certified
- A number of products have qualified for China Environmental Labelling, the French VOC A+ Certification, and the American GREENGUARD Gold Certification; some of Camel Paint’s products conform to the standards of Green Product Accreditation and Standards (HK G-PASS) and are rated Platinum Grade by the Hong Kong Green Building Council
- We provide customers with products that conform to environmental safety standards



節能減排

儘管處理化工原料及生產時無可避免會釋放VOC，然而，集團一直以來也積極減少VOC排放，減低此對環境造成的污染，以符合當地政府的法例法規。我們定期針對廠房不同排放口檢測VOC排放量，以確保其維持在國家對集團所處行業的大氣污染物的排放標準。

繼上海金山塗料廠房及廣東中山油墨廠房的VOC處理設施全面投入運作後，集團位於廣東惠陽的塗料廠房和浙江桐鄉的油墨廠房，亦於二零一九年完成建設VOC處理設施。整改後，設施有助收集投料區、攪拌區、研磨區、產品分裝區域，以及空桶清洗等不同工序產生的VOC，並進行中央處理。

上述兩廠的大型VOC處理設施的收集工藝，大致與金山和中山兩廠相同。其使用的沸石轉輪吸附及蓄熱式氧化爐（「RTO」）處理工藝能將脫附出來的VOC加熱至超過攝氏800度至VOC完全燃燒分解，桐鄉廠房的RTO利用天然氣進行燃燒，以減少污染物排放。由於惠陽廠房暫未能於廠區安裝天然氣管道，因此現時以柴油伴燒。我們再利用RTO的餘熱，用於沸石轉輪廢氣脫附，以及對進爐廢氣進行預熱，因而有助節省加熱能源及提高處理的穩定性及效率。中山及桐鄉廠房的RTO更裝有換熱器，收集餘熱為員工餐廳及宿舍供應熱水，進一步節省能耗。集團旗下的溶劑廠房亦有收集VOC的措施。位於廣東江門的溶劑廠房對收集的VOC進行冷凝溶劑回收，大幅減少VOC的排放總量，才經管道送至電廠燃氣鍋爐焚燒。

為提高能源使用效益，位於江蘇泰興的溶劑廠房增加溴化鋰冷凍機組兩套，為醋酸酯生產線提供冷卻水，並於水塔增加變頻器，冷卻生產工藝產生的熱水，以減低發電機組的能源消耗。



惠陽塗料廠房的VOC處理設施
Huiyang coatings plant's VOC treatment facility

Energy Saving and Emission Reduction

While the release of VOC is inevitable when handling chemical raw materials and during production, we have always been proactive in reducing VOC emissions and ensuring compliance with local government laws and regulations. We detect VOC discharge levels regularly at plant emission points to ensure that the levels comply with the national atmospheric pollutant emission standards set for the respective industries in which the Group is engaged.

Following the full operation of the VOC treatment facilities at the coatings plant in Jinshan, Shanghai, and the inks plant in Zhongshan, Guangdong, similar facilities were also installed in the coatings plant in Huiyang, Guangdong, and the inks plant in Tongxiang, Zhejiang, in 2019. Since the installations, the treatment facilities can collect VOC emissions from feeding, mixing, grinding and product packaging, as well as from processes such as the cleaning of empty barrels, and centrally treat them.

The collection principles of the large VOC treatment facilities in the Huiyang and Tongxiang plants are broadly the same as those in the Jinshan and Zhongshan plants. Such facilities use zeolite rotor and regenerative thermal oxidiser ("RTO") technology to heat the desorbed VOC to above 800°C until the VOC decomposes completely. Natural gas is used to fuel the RTO to minimise pollutant emissions in Tongxiang plant, while the Huiyang plant uses diesel oil as it is unable to install natural gas pipelines to the plant area. Since the residual heat of the RTO is reused for desorption in the zeolite rotor concentrator and in pre-heating incoming exhaust gas, the energy required for heating is reduced, and treatment stability and efficiency are enhanced. Zhongshan and Tongxiang plants added heat exchangers to the RTO to collect retained heat in order to supply hot water for staff canteens and dormitories, hence further reducing energy consumption. The Group's solvents plants also have VOC collection initiatives in place. For the solvents plant in Jiangmen, Guangdong, it recycles the condensed solvents of the collected VOC, which greatly reduces the total amount of VOC emissions generated before sending it to the gas boilers of the electricity plant for incineration.

To improve energy efficiency, the solvents plant in Taixing, Jiangsu, has been fitted with two additional sets of lithium bromide cooling machines to provide cooling water for the acetates production lines, while water towers are also fitted with frequency converters to cool down the hot water being generated, thus reducing the energy consumption of the generators.



桐鄉油墨廠房的VOC處理設施
Tongxiang inks plant's VOC treatment facility



廢物管理

工業生產過程中，除了需要嚴格控制排放，亦必須妥善處理廢棄物，慎防化學物質污染土壤及水源。集團委託政府認可的處理公司收集及處理危險廢物。位於金山的塗料廠房及位於中山的油墨廠房部分採用可循環再用的「噸桶」代替傳統鐵桶盛載塗料及油墨，同時鼓勵供應商回收及清洗噸桶，延長噸桶壽命。回顧年內，廠房使用的噸桶約3,550噸，比去年增加了57%。再者，泰興溶劑廠房安裝了回轉窯焚燒爐，對危險廢液和危險固廢進行焚燒處理，大幅減少工廠因生產而產生的危險廢物及污泥。

集團積極管理無害廢棄物，當中包括可回收及不可回收類別。回顧年內，無害廢棄物量為252.24噸，較二零一八年上升主要是由於本年度新增泰興溶劑廠房的數據。金山塗料廠房及中山油墨廠房的無害廢棄物量較二零一八年則下跌，這主要是因為廠房繼續實踐源頭減廢，包括反覆使用布碎從而減少布碎採購量；加強垃圾分類管理，減少混放等。

集團位於江門的溶劑廠房與灰磚廠合作，定期回收鍋爐灰渣製作灰磚，由於該廠房自二零一九年第四季起已採用天然氣取代煤作為燃料，以減少排放及形成灰渣，因此集團只能收集及匯報其首三季的回收數量，該廠於二零一九年首三季共回收鍋爐灰渣1,043噸。廠區亦利用污泥乾燥裝置，降低污泥含水率，從而減少污泥量約88%。

節約用水

集團十分關注生產活動的用水及污水處理，盡量透過重用，致力珍惜水資源。集團旗下廠房積極推行節水措施，包括採用先進的水力推動式冷卻塔，部分車間的冷卻用水全是循環再用水。集團生活用水全部採用節水型裝置。我們也委派人員定時巡查及監督各項用水設施，加大對違規用水現象的查處力度，杜絕浪費。因此，我們的重用水比率能維持約92%的高水平。

Waste Management

Besides strict emissions control, proper handling of wastes is important in industrial production in avoiding chemical contamination of soil and water sources. The Group entrusts the collection and handling of hazardous wastes to government-recognised waste handling companies. Both the coatings plant in Jinshan and the inks plant in Zhongshan are now using recyclable "intermediate bulk containers" ("IBCs") instead of traditional steel drums. Our suppliers are encouraged to recycle and wash IBCs to extend their usage life. During the year under review, the use of IBCs in plants was about 3,550 tonnes, representing an increase of 57% year on year. In addition, the Taixing solvents plant installed a rotary kiln incinerator to treat hazardous liquids and solid wastes and thus hazardous wastes and sludge generated during production are greatly reduced.

The Group also carefully manages non-hazardous wastes, which can be classified into recyclable and non-recyclable wastes. During the year under review, we collected 252.24 tonnes of non-hazardous waste which was more than a double when compared with the preceding year as the data of the Taixing solvents plant were newly added this year. However, the non-hazardous waste of the Jinshan coatings plant and Zhongshan inks plant reduced from the preceding year. The main reason was that our plants continued to practise waste reduction at source by, for example, using cloth scraps repeatedly to reduce the number of cloth scraps procured. We also strengthened our waste separation management to reduce the mixing of wastes.

The Group's solvents plant in Jiangmen partnered with a fly ash brick manufacturer to regularly recycle the ashes generated by its boilers for making fly ash bricks. The plant has been using natural gas as fuel instead of coal since the fourth quarter of 2019 in order to reduce emissions and fly ash. Therefore, the Group could only collect and report the recycling quantity of fly ash for the first three quarters of 2019, during which time 1,043 tonnes of fly ash generated from the boilers was recycled. The plant is also using sludge-drying devices to reduce the water content of sludge, thereby reducing the amount of sludge produced by about 88%.

Water Conservation

The Group is concerned about water usage and treatment of sewage at its production sites, and strives to conserve water through reuse. The Group's plants proactively implement water-saving measures, including the use of advanced hydraulic cooling towers, as well as the use of recycled water for cooling in some work stations. The Group uses water-saving sanitary devices in living zones. To prevent wastage, we also assign staff to regularly inspect and supervise the use of different water facilities, and strengthen punitive measures in the event of non-compliant water use. As a result, we are able to maintain a high water reuse rate, of about 92%.





綠色金融項目

誠如公司的《2018環社管報告》匯報，集團於二零一八年獲香港滙豐銀行批出一筆為期四年的2.5億港元綠色貸款，為旗下廠房的環保基建工程進行融資。集團已於二零一九年第二季提取餘下1億港元，用於江蘇泰興溶劑廠擴建計劃，透過設備及生產工藝升級，在生產過程中加強節能減排及源頭減廢。我們將持續策略性運用資金，貫徹環保生產。

Green Finance Project

As reported in the *ESG Report 2018* of the Company, the Group was granted a HK\$250 million, four-year green loan from HSBC Hong Kong in 2018 to fund the construction of environmental infrastructure at its plants. The Group drew the remaining HK\$100 million of this loan in the second quarter of 2019 for an expansion project at the solvent plants in Taixing, Jiangsu. By upgrading the equipment and production technologies, this project will enhance energy saving and efficiency, and reduce waste at source during the production process. We will continue to deploy capital strategically to implement green production.

溶劑新生產線 環保效能有效提升

New Solvents Production Lines to Effectively Enhance Environmental Efficiency

集團於江蘇泰興溶劑廠的55萬噸新生產線於二零一九年第三季順利投產。泰興廠房的總產能現每年超過100萬噸，是全球最大的醋酸酯生產基地。是次擴產項目的部份資金來自上述的綠色貸款。

The Group's new 550,000-tonne production lines in the solvents plant in Taixing, Jiangsu, were successfully commissioned in the third quarter of 2019. The annual production capacity of the Taixing plant as a whole now exceeds 1 million tonnes per year, making it the largest acetate production base in the world. Part of the funding for this expansion project came from the aforementioned green loan.

擴產工程特別針對環保、能效及安全等方面進行革新，使用更先進的生產技術及更低能耗的生產模式。除了優化裝置的材質外，更特別整理餘熱回收、能量交換等技術，因此預計能進一步提升裝置的節能及生產效率。

With the adoption of more advanced production technologies and a more energy-efficient production model, this expansion project underwent a revamp, particularly in terms of environmental protection, energy efficiency and safety. In addition to optimising the materials of the equipment, we have enhanced our technologies through such initiatives as waste heat recycling and integrated heat exchange. It is expected that the energy conservation and production efficiency of the production equipment will be enhanced as a result.

工程還包括了配套基建，例如物流管道、循環水站、生物降解污水處理設施及中心控制室等，加強了生產過程的環保效益。

The project also includes supporting infrastructure that enhances the environmental benefits of the production processes. This includes logistics pipelines, a water recycling station, biodegradation sewage treatment facilities and a central control room.



新生產線外觀
A glimpse of the new production lines



循環水站
Water recycling station



中央控制室
Central control room



產品引領 綠色健康生活

集團一直深耕細作，為終端消費者提供綠色解決方案，致力生產具品質，能回應顧客對不同健康範疇關注的產品。

Products Lead Customers to Greener and Healthier Lives

The Group has been working hard to provide green solutions for end users. It is committed to introducing high-quality products that can address different health concerns of customers.

隨著市民的衛生意識不斷提高，消毒清潔產品的市場需求亦持續增長。集團推出個人及家居消毒產品品牌「EUCA」，目前已推出的產品包括尤加利消毒噴霧、保濕消毒搓手啫喱，以及兒童適用的無酒精消毒搓手泡沫。全線產品使用優質的原料，包括醫藥級或食品級酒精、進口香薰精油、植物性潤膚劑等。生產場地符合嚴格的ISO 22716及FDA GMPC的標準，並使用ISO十萬級無塵車間生產。

Demand for sanitising and cleaning products continues to grow with rising awareness of hygiene. The Group launched the personal and home sanitising brand "EUCA". Products that have been launched include Eucalyptus sanitising spray, moisturising hand sanitiser, and kid-friendly alcohol-free hand sanitising foam. All products were made from premium ingredients such as medical-grade or food-grade ethanol, imported essential oils and plant-based moisturisers. The production site met the stringent ISO 22716 and FDA GMPC standards, and products were manufactured in an ISO Class 100,000 clean room.



於二零二零年上半年，紫荊花推出「超·淨味PLUS系列」，採用其獨創的超淨味技術和無添加技術*，在滿足環保的性能基礎上更具備淨味、抗菌、耐污、防霉和保色五重功效，全方位守護居家生活。

In the first half of 2020, Bauhinia Paint launched the "Extreme · Odourless Plus Series", using its extreme odourless technology and additive-free technology* to strengthen its environmental performance, plus providing the five-fold benefits of being odourless, antibacterial, stain resistant, mildew resistant, and color retention, protecting the surfaces of painted walls of every household.

紫荊花優塗麗S系列進一步升級，基於先進的淨味環保技術，將「抗甲醛」、「淨味」、「零VOC」三大特色結合。

The Youtuli S-series of Bauhinia Paint was further upgraded. Based on advanced odourless environmental technology, it integrates three key attributes: "anti-formaldehyde", "odourless" and "zero VOC".



貝倍安兒童牆面漆採用紫荊花的高效除醛科技及抗菌科技，猶如在漆膜表面形成一層強效淨化空氣過濾網。

Baby Care child-safe wall paint uses Bauhinia's anti-formaldehyde technology and anti-bacterial technology, providing a layer of air filtration to the surface of painted walls.

* 在產品配方及生產過程中，不人為添加苯、甲苯、甲醛及香精。

There is no artificial addition of benzene, toluene, formaldehyde and essence during product formulation and production process.





敢於登「綠」 減廢「惜」食

Dare to Go Green Reducing Waste and Cherishing Food

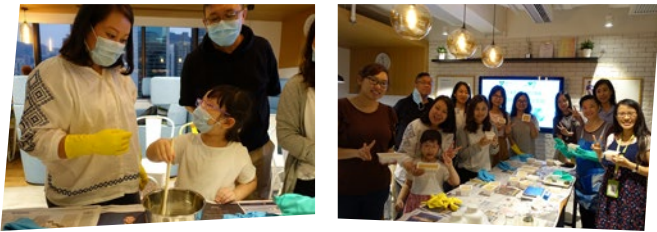
為加強香港總部同事對減廢的認識及參與，集團以「敢於登『綠』」為主題，舉辦為期長達半年的多元化環保活動，讓同事減少產生固體廢物、廢紙及廚餘，齊齊登陸綠色生活。

In order to raise the awareness of and participation in waste reduction among employees at our Hong Kong headquarters, the Group launched a six-month environmental campaign entitled "Dare to Go Green". This included a range of activities, so that employees would reduce the generation of solid waste, waste paper and food waste, working together towards a green life.



環保視工作坊

Eco-soap Making Workshop



同事製作由食油升級再造的環保視。
Employees hand-made eco-soaps from upcycled cooking oil.

綠色及「走塑」生日會

Green and "Plastic-free" Birthday Party



同事自備餐具及器皿享用健康及低碳食品。
Employees enjoyed healthy and low-carbon food with their own cutlery and containers.

本年集團加入了溶劑業務主要廠房的環境數據，因此以下數據包括了塗料的主要生產基地上海金山廠房、油墨的主要生產基地廣東中山廠房，以及溶劑的主要生產基地江蘇泰興廠房。除非特別標明，數據由集團委託的第三方顧問根據聯交所《如何編備環境、社會及管治報告——附錄二：環境關鍵績效指標匯報指引》計算。

為確保數據報告的完整性及一致性，集團於回顧年內為金山、中山及泰興三廠進行環境數據檢閱。集團會繼續完善數據收集系統，於未來在可行的情況下增加報告範圍。

慳紙比賽

Paper-saving Competition

鼓勵同事每月減少列印及複印的用量，持續比基準月減少5%，養成慳紙習慣。

Employees were encouraged to reduce the monthly usage of printouts and copies by 5% compared with the baseline month, so as to develop the habit of saving paper.



月餅盒及利是封回收

Mooncake Box and Lai-see Packet Recycling



This year, the Group incorporated the environmental data of a major solvents plant. The following data therefore cover the Jinshan plant in Shanghai, the Zhongshan plant in Guangdong and the Taixing plant in Jiangsu, the Group's main production bases for coatings, inks and solvents respectively. Unless otherwise specified, the data were calculated by a third party appointed by the Group in accordance with *How to prepare an ESG report – Appendix 2: Reporting Guidance on Environmental KPIs* of the Stock Exchange.

To ensure the completeness and consistency of the data reported, the Group carried out a review of environmental data for the Jinshan, Zhongshan and Taixing plants during the year under review. The Group will continue to improve its data collection system with a view to expanding the reporting scope in future if possible.



	單位 Unit	2017	2018	2019
排放物 EMISSIONS				
揮發性有機化合物 (VOC) Volatile organic compounds (VOC)	噸 Tonnes	2.99	1.18	15.93 ¹
顆粒物 Particulates	噸 Tonnes	10.32	16.17	15.53
生活油煙 Domestic exhaust gas	噸 Tonnes	0.02	0.01	0.01
排水量——生產廢水 Water discharge - from production	噸 Tonnes	5,984	20,290	38,777 ²
排水量——生活廢水 Water discharge - from living zone	噸 Tonnes	不適用 N/A	50,756	29,336 ³
化學需氧量(COD) Chemical oxygen demand (COD)	噸 Tonnes	0.46	1.80	12.36 ⁴
硫氧化物 SO _x	噸 Tonnes	0.0031	0.4582	1.0532 ⁵
氮氧化物 NO _x	噸 Tonnes	0.37	1.22	1.75 ⁵
溫室氣體——範圍一 ⁶ Greenhouse gases – Scope 1	噸二氧化碳當量 Tonnes of carbon dioxide equivalent	1,131.74	1,197.65	1,620.28
溫室氣體——範圍二 ⁶ Greenhouse gases – Scope 2	噸二氧化碳當量 Tonnes of carbon dioxide equivalent	7,147.04	6,773.53	230,019.49 ⁷
危險廢棄物 ⁸ Hazardous waste	噸 Tonnes	632.15	1,059.90	925.23
無害廢棄物 Non-hazardous waste	噸 Tonnes	518.45	235.79	527.09 ⁹
消耗量 CONSUMPTION				
電力 Electricity	千瓦時 kWh	12,153,060	11,652,758	31,279,431 ⁷
蒸氣 Steam	噸 Tonnes	不適用 N/A	不適用 N/A	682,772 ⁷
電油 Petrol	公升 Litres	128,006	77,204	105,465
柴油 Diesel	公升 Litres	73,604	83,946	100,785
天然氣 Natural gas	立方米 m ³	11,410	107,166	243,052 ¹⁰
總能量消耗密度 Total energy consumption intensity	千兆焦耳/產品噸數 Gigajoules/tonne of products	0.58	0.54	2.9



	單位 Unit	2017	2018	2019
消耗量 CONSUMPTION				
自來水 ¹¹ Water	噸 Tonnes	120,439	117,122	116,631
用水密度 Water consumption intensity	噸/產品噸數 Tonnes/tonne of products	1.34	1.21	0.17
包裝材料總量 PACKAGING MATERIALS USED				
鐵桶 Iron drums	噸 Tonnes	7,015.74	2,712.51	7,405.27 ¹²
塑膠桶 Plastic buckets	噸 Tonnes	146.62	220.57	313.85 ¹²
紙箱 Cartons	噸 Tonnes	584.12	422.67	258.18
塑膠膜 Plastic films	噸 Tonnes	17.34	7.35	9.89 ¹²

- 二零一九年的揮發性有機化合物排放量較二零一八年大幅增加，主要由於營運當地政府收緊環境監測要求，廠房的數據收集系統按指引優化完善，有關排放量乃符合當地政府的排放標準；此外，《2019環社管報告》新加入了泰興廠的排放量；而且該廠的新生產線亦於二零一九年第三季投產，因此泰興廠的產能增加以致總排放量增加。
VOC emissions in 2019 increased significantly compared with 2018 as our plants responded to the tightening of local government's environmental monitoring requirements by optimising our data collection systems according to the guidelines. The relevant emission level met the local government's emission standards. Furthermore, emissions data of our Taixing plant were newly included in this year's ESG Report, and its new production lines were put on stream in the third quarter of 2019, thus increasing total VOC emissions as a result of capacity expansion.
- 二零一九年的生產廢水量較二零一八年大幅上升，是由於數據新加入了泰興廠的排水量；如撇除泰興廠，生產廢水較去年減少30%，主要原因是金山廠及中山廠提倡重用水资源。
The amount of wastewater from production in 2019 increased significantly as the data newly included the Taixing plant's discharge volume. If the Taixing plant had been excluded, the amount would have dropped by 30% when compared with 2018, mainly because the Jinshan and Zhongshan plants promoted water recycling.
- 二零一九年的生活廢水量較二零一八年大幅下降，是由於中山廠於二零一九年起實行「雨污分流」，沒受污染的雨水不再經污水處理系統處理，而直接排放。
The amount of wastewater from living zones in 2019 dropped significantly when compared with 2018 because the Zhongshan plant has implemented the "diversion of rainwater and sewage" since 2019. Unpolluted rainwater does not go through the sewage treatment system and is directly discharged.
- 廠房設有污水處理設備降低化學需氧量。二零一九年的化學需氧量較二零一八年大幅增加，主要來自泰興廠，這是由於水是酯化生產工藝的副產品，溶劑生產過程相對排放較大量污水。泰興廠的污水統一經園區污水處理廠處理，化學需氧量符合當地政府的標準。
The plants are equipped with sewage treatment equipment to reduce COD. COD levels in 2019 increased significantly compared with 2018 mainly because water is a side product in the esterification process, hence the solvents plant discharged a relatively large amount of sewage. Wastewater from the Taixing plant was treated by the sewage treatment plant in the industrial park, and the COD level met local government standards.
- 泰興廠的硫氧化物及氮氧化物數據包括車輛排放，而新安裝的回轉窯及RTO於二零一九年末才啟用，排放數據將於下一年度報告反映。
The Taixing plant's SOx and NOx emissions included vehicle emissions. Since the rotary kiln and RTO of the Taixing plant only started running in late 2019, the related emission data will be reported in next year's report.
- 溫室氣體計算的二氧化碳排放因子數值參考自聯交所《如何編備環境、社會及管治報告——附錄二：環境關鍵績效指標匯報指引》，及國家應對氣候變化戰略研究和國際合作中心《工業其他行業企業溫室氣體排放核算方法及報告指南（試行）》；全球變暖潛能值參考自政府間氣候變化專門委員會《第五次評估報告》。
Greenhouse gases calculation on carbon emission factors are referenced from *How to prepare an ESG report – Appendix 2: Reporting Guidance on Environmental KPIs* issued by the Stock Exchange, and *Guidelines for Calculation Methods and Reporting of Greenhouse Gas Emissions from Industrial and other Industries Enterprises (Trial)* of the National Centre for Climate Change Strategy and International Cooperation; for global warming potential values, reference is made to the *Fifth Assessment Report* of the Intergovernmental Panel on Climate Change.
- 二零一九年加入了泰興廠的數據，其生產工藝需以充足電力及蒸氣支持，加上其新生產線於二零一九年第三季投產，增加了能源總用量，溫室氣體範圍二總量因而較二零一八年大幅增加。
Taixing plant data were included in 2019. Its production process requires electricity and steam, while its new production lines were put on stream in the third quarter of 2019, thus total energy consumption increased. As a result, emission level of greenhouse gases scope 2 also substantially increased when compared with 2018.
- 危險廢棄物（數據包括報廢製成品）由政府認可的危廢處理公司處理。
Hazardous waste (the data include scrapped finished products) was handled by government-recognised hazardous waste handling companies.
- 二零一九年的無害廢棄物較二零一八年增加，是由於廠房的代工量較去年增加，因此產生相應廢棄物量。
The increase in non-hazardous waste in 2019 when compared with 2018 reflects the increase in OEM volume, and as a result the amount of waste correspondingly increased.
- 由於在二零一九年，中山廠的RTO全年運行及其飯堂由生物燃料改用天然氣，以及新增了泰興廠的數據，因此二零一九年的天然氣使用量較二零一八年大幅增加。
In 2019, the Zhongshan plant's RTO was fully operational throughout the year, and its canteen switched from using biofuels to natural gas, and Taixing plant data were included, the use of natural gas in 2019 therefore increased significantly.
- 集團於求取適用水源上沒有任何問題。
The Group has no issue in sourcing water that is fit for purpose.
- 二零一九年的包裝材料用量上升，是由於廠房的代工量較二零一八年增加，包裝材料按客戶要求採用。
The amount of packaging materials used increased in 2019 because plants' OEM volume increased when compared with 2018, and packaging materials were used according to customers' requirements.



關於此報告 ABOUT THE REPORT

葉氏化工集團有限公司的《2019環社管報告》按照聯交所《證券上市規則》附錄二十七闡述的《環社管報告指引》編寫，以適切性、重要性及平衡考慮匯報可持續發展事宜，並基於業務性質對持份者的影響性以及考慮到相關事宜的披露深度而擬定報告範圍。除非另有說明，這份報告描述集團在二零一九年一月一日至二零一九年十二月三十一日期間可持續發展方面的表現和措施。

The ESG Report 2019 of Yip's Chemical Holdings Limited is prepared in accordance with the ESG Reporting Guide set out in Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange. Sustainability disclosures are applicable and material, and disclosures of the Group's sustainability performance are made in a balanced manner. The reporting scope is based on the influence of businesses to stakeholders and the consideration of providing in-depth disclosures of material issues. This report covers the Group's performance and measures relating to sustainable development for the period from 1 January 2019 to 31 December 2019 unless otherwise specified.



《環境、社會及管治報告指引》—— 內容索引 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE - CONTENT INDEX



層面、一般披露及 關鍵績效指標 Aspects, General Disclosures and KPIs	描述 Description	《2019環社管報告》頁數 Page no. of ESG Report 2019	補充 Remarks
層面A1：排放物 Aspect A1: Emissions			
一般披露 General Disclosure	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (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 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 greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	29–31	就此報告部份的披露範圍，董事會於報告期內沒有從政府相關機構收到違反相關法律、法規、規章及規例，並對集團業務產生顯著影響的通知。相關法律、法規、規章及規例包括但不限於《中華人民共和國環境保護法》、《中華人民共和國大氣污染防治法》、《中華人民共和國節約能源法》、《中華人民共和國水污染防治法》、《工礦用地土壤環境管理辦法（試行）》、《污染地塊土壤環境管理辦法（試行）》、《中華人民共和國固體廢物污染環境防治法》以及《中華人民共和國環境保護稅法》。
關鍵績效指標 KPI A1.1	排放物種類及相關排放數據 The types of emissions and respective emissions data	35	With regard to the disclosure in this report section, the Board had not received from related government authorities any notice related to major violation of related laws and regulations that had significant impacts on its businesses. Related laws and regulations include but not limited to Environmental Protection Law of the People's Republic of China, Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution, Law of the People's Republic of China on Conserving Energy, Law of the People's Republic of China on the Prevention and Control of Water Pollution, Measures for Soil
關鍵績效指標 KPI A1.2	溫室氣體總排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算） Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	35	
關鍵績效指標 KPI A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算） Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	35	



層面A1：排放物 Aspect A1: Emissions

關鍵績效指標 KPI A1.4	所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算） Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	35	Environmental Management in Industrial and Mining Land, Measures for the Management of Soil Environment in Contaminated Land, Law of the People's Republic of China on the Prevention and Control of Environment Pollution caused by Solid Wastes and Environmental Protection Tax Law of the People's Republic of China.
關鍵績效指標 KPI A1.5	描述減低排放量的措施及所得成果 Description of measures to mitigate emissions and results achieved	30–32, 35	
關鍵績效指標 KPI A1.6	描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	31	

層面A2：資源使用 Aspect A2: Use of Resources

一般披露 General Disclosure	有效使用資源（包括能源、水及其他原材料）的政策 Policies on the efficient use of resources, including energy, water and other raw materials	29–33	
關鍵績效指標 KPI A2.1	按類型劃分的直接及/或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算） Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility)	35	
關鍵績效指標 KPI A2.2	總耗水量及密度（如以每產量單位、每項設施計算） Water consumption in total and intensity (e.g. per unit of production volume, per facility)	36	
關鍵績效指標 KPI A2.3	描述能源使用效益計劃及所得成果 Description of energy use efficiency initiatives and results achieved	30–31	/
關鍵績效指標 KPI A2.4	描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	31, 36	
關鍵績效指標 KPI A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	36	

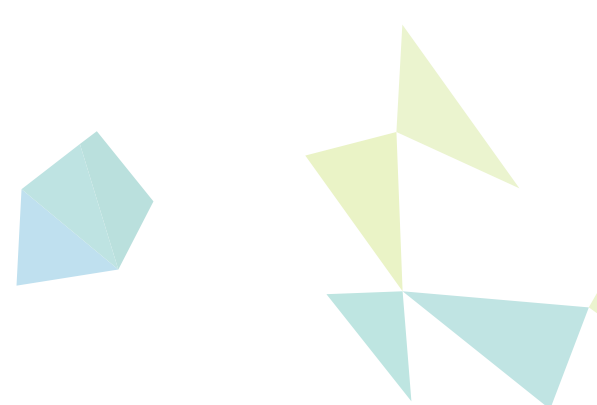


層面A3：環境及天然資源 Aspect A3: The Environment and Natural Resources

一般披露 General Disclosure	減低發行人對環境及天然資源造成重大影響的政策 Policies on minimising the issuer's significant impact on the environment and natural resources	29	
關鍵績效指標 KPI A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	29-33	/

層面B1：僱傭 Aspect B1: Employment

一般披露 General Disclosure	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (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 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	11, 14, 18	就此報告部份的披露範圍，董事會於報告期內沒有從政府相關機構收到違反相關法律、法規、規章及規例，並對集團業務產生顯著影響的通知。相關法律、法規、規章及規例包括但不限於香港《僱傭條例》、《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、香港《性別歧視條例》、《殘疾歧視條例》、《家庭崗位歧視條例》、《種族歧視條例》及《中華人民共和國殘疾人保障法》。 With regard to the disclosure in this report section, the Board had not received from related government authorities any notice related to major violation of related laws and regulations that had significant impacts on its businesses. Related regulations include but not limited to Hong Kong Employment Ordinance, Labour Law of the People's Republic of China and Labour Contract Law of the People's Republic of China, Hong Kong Sex Discrimination Ordinance, Disability Discrimination Ordinance, Family Status Discrimination Ordinance, Race Discrimination Ordinance and Law of the People's Republic of China on the Protection of the Disabled.
關鍵績效指標 KPI B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數 Total workforce by gender, employment type, age group and geographical region	13	
關鍵績效指標 KPI B1.2	按性別、年齡組別及地區劃分的僱員流失比率 Employee turnover rate by gender, age group and geographical region	13	





層面B2：健康與安全 Aspect B2: Health and Safety

一般披露 General Disclosure	有關提供安全工作環境及保障僱員避免職業性危害的 (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 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	15-16	就此報告部份的披露範圍，董事會於報告期內沒有從政府相關機構收到違反相關法律及規例，並對業務產生顯著影響的通知。相關規例包括但不限於香港《職業安全及健康條例》、《中華人民共和國安全生產法》以及《中華人民共和國職業病防治》。 With regard to the disclosure in this report section, the Board had not received from related government authorities any notice related to major violation of related laws and regulations that had significant impacts on its businesses. Related regulations include but not limited to Hong Kong Occupational Safety and Health Ordinance, Work Safety Law of the People's Republic of China and Law of the People's Republic of China on the Prevention and Control of Occupational Diseases.
關鍵績效指標 KPI B2.1	因工作關係而死亡的人數及比率 Number and rate of work-related fatalities	16	
關鍵績效指標 KPI B2.2	因工傷損失工作日數 Lost days due to work injury	16	
關鍵績效指標 KPI B2.3	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 Description of occupational health and safety measures adopted, how they are implemented and monitored	15-16	

層面B3：發展及培訓 Aspect B3: Development and Training

一般披露 General Disclosure	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動 Policies on improving employees' knowledge and skills for discharging duties at work and description of training activities	17-18	/
關鍵績效指標 KPI B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數 The average training hours completed per employee by gender and employee category	18	





層面B4：勞工準則 Aspect B4: Labour Standards

一般披露 General Disclosure	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 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	14	就此報告部份的披露範圍，董事會於報告期內沒有從政府相關機構收到違反相關法律、法規、規章及規例，並對集團業務產生顯著影響的通知。相關法律、法規、規章及規例包括但不限於附屬於香港《僱傭條例》的《僱用兒童規例》及《僱用青年（工業）規例》、中國國務院頒布的《禁止使用童工規定》、《中華人民共和國勞動法》以及《中華人民共和國勞動合同法》。 With regard to the disclosure in this report section, the Board had not received from related government authorities any notice related to major violation of related laws and regulations that had significant impacts on its businesses. Related regulations include but not limited to the Employment of Children Regulations and Employment of Young Persons (Industry) Regulations under Hong Kong Employment Ordinance, Provisions on the Prohibition of Using Child Labor issued by State Council of the People's Republic of China, Labour Law of the People's Republic of China and Labour Contract Law of the People's Republic of China.
關鍵績效指標 KPI B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工 Description of measures to review employment practices to avoid child and forced labour	14	
層面B5：供應鏈管理 Aspect B5: Supply Chain Management			
一般披露 General Disclosure	管理供應鏈的環境及社會風險政策 Policies on managing environmental and social risks of the supply chain	19–20	
關鍵績效指標 KPI B5.1	按地區劃分的供應商數目 Number of suppliers by geographical region	19	
關鍵績效指標 KPI B5.2	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 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	19–20	/



層面B6：產品責任 Aspect B6: Product Responsibility

<p>一般披露 General Disclosure</p>	<p>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：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料</p> <p>Information on:</p> <p>(a) the policies; and</p> <p>(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</p>	<p>21-24</p>	<p>就此報告部份的披露範圍，董事會於報告期內沒有從政府相關機構收到違反相關法律、法規、規章及規例，並對集團業務產生顯著影響的通知。相關法律、法規、規章及規例包括但不限於GB 9685-2016《食品安全國家標準食品接觸材料及製品用添加劑使用標準》、GB/T 10004-2008《包裝用塑膠複合膜、袋幹法複合、擠出複合本標準》、GB/T 26572-2011《電子電氣產品中限用物質的限量要求》、GB 18581《室內裝飾裝修材料木器塗料中有害物質限量》以及《中華人民共和國廣告法》。</p> <p>With regard to the disclosure in this report section, the Board had not received from related government authorities any notice related to major violation of related laws and regulations that had significant impacts on its businesses. Related laws and regulations include but not limited to GB 9685-2016 National Food Safety Standard: Standard for the Use of Additives in Food Contact Materials and Articles, GB/T 10004-2008 Plastic Laminated Films & Pouches for Packaging - Dry Lamination and Extrusion Lamination, GB/T 26572-2011 Requirements on Concentration Limits for Certain Restricted Substances in Electrical and Electronic Products, GB 18581 Indoor Decorating and Refurbishing Materials – Limit of Harmful Substances of Coatings for Woodenware and Advertising Law of the People's Republic of China.</p>
<p>關鍵績效指標 KPI B6.1</p>	<p>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</p> <p>Percentage of total products sold or shipped subject to recalls for safety and health reasons</p>	<p>22</p>	
<p>關鍵績效指標 KPI B6.2</p>	<p>接獲關於產品及服務的投訴數目以及應對方法</p> <p>Number of products and service related complaints received and how they are dealt with</p>	<p>23-24</p>	
<p>關鍵績效指標 KPI B6.4</p>	<p>描述質量檢定過程及產品回收程序</p> <p>Description of quality assurance process and recall procedures</p>	<p>21-22</p>	





層面B7：反貪污 Aspect B7: Anti-corruption

一般披露 General Disclosure	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 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	14, 20	就此報告部份的披露範圍，董事會於報告期內沒有從政府相關機構收到違反相關法律、法規、規章及規例，並對集團業務產生顯著影響的通知。相關法律、法規、規章及規例包括但不限於《中華人民共和國刑法》、《中華人民共和國反不正當競爭法》、《最高人民法院關於審理不正當競爭民事案件應用法律若干問題的解釋》、最高人民法院及最高人民檢察院關於印發《關於辦理商業賄賂刑事案件適用法律若干問題的意見》的通知、《關於禁止商業賄賂行為的暫行規定》，以及香港《防止賄賂條例》、《有組織及嚴重罪行條例》、《刑事罪行條例》、《盜竊罪條例》及《打擊洗錢及恐怖分子資金籌集條例》。
關鍵績效指標 KPI B7.1	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 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	14	With regard to the disclosure in this report section, the Board had not received from related government authorities any notice related to major violation of related laws and regulations that had significant impacts on its businesses. Related laws and regulations include but not limited to Criminal Law of the People's Republic of China, Anti-unfair Competition Law of the People's Republic of China, Interpretation of the Supreme People's Court on Some Issues Concerning the Application of Law in the Trial of Civil Cases Involving Unfair Competition, Notice of the Supreme People's Court and the Supreme People's Procuratorate on Issuing the Opinions on Issues concerning the Application of Law in the Handling of Criminal Cases of Commercial Briberies, Interim Provisions on Banning Commercial Bribery; and also Prevention of Bribery Ordinance, Organized and Serious Crimes Ordinance, Crimes Ordinance, Theft Ordinance, and Anti-Money Laundering and Counter-Terrorist Financing Ordinance in Hong Kong.
關鍵績效指標 KPI B7.2	描述防範措施及舉報程序，以及相關執行及監察方法 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	14, 20	





層面B8：社區投資 Aspect B8: Community Investment

一般披露 General Disclosure	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests	25
關鍵績效指標 KPI B8.1	專注貢獻範疇 (如教育、環境事宜、勞工需求、健康、文化、體育) Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	25-28
關鍵績效指標 KPI B8.2	在專注範疇所動用資源 (如金錢或時間) Resources contributed (e.g. money or time) to the focus area	25-28





葉氏化工集團有限公司
Yip's Chemical Holdings Limited

於開曼群島註冊成立之有限公司
Incorporated in the Cayman Islands with limited liability
股份代號 Stock Code: 408

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Environmental, Social
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